



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2018-2019

Supplementary Questions

Portfolio Committee No. 2 – Health and Community Services

**FAMILY AND COMMUNITY SERVICES, SOCIAL HOUSING,
PREVENTION OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT**

Hearing: Wednesday 5 September 2018

Answers due by: Tuesday 2 October 2018

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FAMILY AND COMMUNITY SERVICES

Questions from the Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)

Missing Files

1. Is it correct that the Department of Family and Community Services has a contract with a private company to provide courier services for the Department to courier documents between FACS branches and to and from the Government Records Repository?

I am advised that FACS has contracts with private companies to provide courier services for the department and I am advised that this has been the practice since at least 2007.

I am advised by the department that, to the best of their knowledge, no documents with sensitive client information have been lost by couriers.

In July 2018 there was an occasion where the delivery of some documents by a courier was delayed.

The documents arrived four days late.

I am advised the department could find no evidence of a breach of privacy.

Despite that, the department has implemented additional security protocols for courier services.

FACS has also recently moved some services to a different provider and is reviewing its courier contracts.

I am advised that information about departmental expenditure is available in the FACS Annual Report.

I am advised that FACS complies with the Privacy and Personal Information Protection Act 1998, which deals with the protection of personal information as well as the Children and Young Persons (Care and Protection) Act 1998 which deals with the protection of children and also contains provisions which relate to information and data protection, retention and disclosure.

FACS complies with its Privacy Management Plan, which is a publicly available document. See attached link: https://www.facs.nsw.gov.au/data/assets/pdf_file/0004/594787/FACS-Privacy-Management-Plan-2018.pdf.

I am advised that the total FACS 2017/18 spend on courier services provided by Toll is \$741,808.02 (incl GST).

2. How long has this contract been in place?

Please refer to the response to supplementary question 1.

3. When is this contract due to end?

Please refer to the response to supplementary question 1.

4. What is the annual value of that contract?

Please refer to the response to supplementary question 1.

(a) How much has been spent during the term of the contract to date?

Please refer to the response to supplementary question 1.

5. Is the Department of Family and Community Services currently seeking to cease this contract?

Please refer to the response to supplementary question 1.

6. Is it true that files, or parts of files, containing confidential information of current and past children in care have been lost during transit?

Please refer to the response to supplementary question 1.

(a) Mr Hubby states that he was aware of “incidents from time to time” and that “in each case, they have been investigated and resolved”. Please provide dates of these incidents.

i. How many incidents were there in total in the 2017-18 financial year?

Please refer to the response to supplementary question 1.

- ii. How many incidents were there in total in the 2016-17 financial year?

Please refer to the response to supplementary question 1.

- iii. How many incidents were there in total in the 2015-16 financial year?

Please refer to the response to supplementary question 1.

- iv. How many incidents were there in total in the 2014-15 financial year?

Please refer to the response to supplementary question 1.

- v. How many incidents were there in total in the 2013-14 financial year?

Please refer to the response to supplementary question 1.

- vi. Do these incidents relate to the loss of files contain highly sensitive information?

Please refer to the response to supplementary question 1.

- vii. Were these files stored in the Government Records Repository?

Please refer to the response to supplementary question 1.

- viii. Do these files relate to ex-wards, care leavers, or children currently in care?

Please refer to the response to supplementary question 1.

- ix. Were these files being transported between locations?

Please refer to the response to supplementary question 1.

- x. If so, please provide the specific locations files were being transported to and from when they were lost.

Please refer to the response to supplementary question 1.

7. Is it correct that on occasions when files are being transferred from one location to another – files relating to personal or confidential material - incomplete files were delivered, for example only 5 out of 6 boxes arriving, when they are being transferred by the courier?

Please refer to the response to supplementary question 1.

8. Is it true that many of these lost documents contain highly confidential and sensitive information about person in or previously in FACS care?

Please refer to the response to supplementary question 1.

9. Is it true that the lost documents include the history of abuse against children?

Please refer to the response to supplementary question 1.

10. Is it true that the lost documents include highly sensitive details of medical records of those in FACS care or formerly in care?

Please refer to the response to supplementary question 1.

11. Is it correct that the department's own legal branch has also had some of its documents lost by the courier, including details of children seeking compensation due to abuse, and those seeking victims' compensation?

Please refer to the response to supplementary question 1.

12. Is it also true that the claimants in those cases would need access to their departmental records in order to make good their claims, and if they are lost it would deprive the claimants the opportunity to seek some form of redress?

Please refer to the response to supplementary question 1.

13. FACS legal department have obligations under Privacy Legislation to disclose any breaches of confidentiality to the Privacy Commissioner. Please provide instances of when the Department was proactive in voluntarily disclosing breaches of privacy.

(a) Please provide the exact number of disclosures for the 2017-18 financial year.

Please refer to the response to supplementary question 1.

(b) Please provide the exact number of disclosures for the 2016-17 financial year.

Please refer to the response to supplementary question 1.

(c) Please provide the exact number of disclosures for the 2015-16 financial year.

Please refer to the response to supplementary question 1.

(d) Please provide the exact number of disclosures for the 2014-15 financial year.

Please refer to the response to supplementary question 1.

(e) Please provide the exact number of disclosures for the 2013-14 financial year.

Please refer to the response to supplementary question 1.

(f) If this is not possible, please provide these statistics from 2013 to 2018, by calendar year.

Please refer to the response to supplementary question 1.

14. Have there been instances of breaches where the Privacy Commissioner was not notified?

Please refer to the response to supplementary question 1.

(a) If so, why was the Privacy Commissioner not informed?

Please refer to the response to supplementary question 1.

(b) Please provide the number of non-disclosures from 1 July 2018 until today's date.

Please refer to the response to supplementary question 1.

(c) Please provide the exact number of non-disclosures for the 2017-18 financial year.

Please refer to the response to supplementary question 1.

(d) Please provide the exact number of non-disclosures for the 2016-17 financial year.

Please refer to the response to supplementary question 1.

(e) Please provide the exact number of non-disclosures for the 2015-16 financial year.

Please refer to the response to supplementary question 1.

(f) Please provide the exact number of non-disclosures for the 2014-15 financial year.

Please refer to the response to supplementary question 1.

(g) Please provide the exact number of non-disclosures for the 2013-14 financial year.

Please refer to the response to supplementary question 1.

(h) If this is not possible, please provide these statistics from 2013 to 2018, by calendar year.

Please refer to the response to supplementary question 1.

15. Did the FACS legal department or any other FACS branch prepare a briefing note on either September 5, 6 or 7 in response to budget estimates questioning relating to documents being misplaced or lost?

Please refer to the response to supplementary question 1.

- (a) Please provide this briefing note.

Please refer to the response to supplementary question 1.

16. Please provide the policies regarding the protocols and procedures in place, including time-frames, for notifying individuals whose documents have been lost.

Please refer to the response to supplementary question 1.

17. Over the last 18 months, on how many occasions has FACS been notified of any document lost by a courier?

Please refer to the response to supplementary question 1.

18. Of these documents, how many form part of a care leaver or current child in care's personal file?

Please refer to the response to supplementary question 1.

19. How many persons in care or formerly in care are seeking forms of compensation or legal redress as a result of alleged abuse sustained whilst in care?

I am advised that since the Royal Commission commenced in April 2013 the number of claims FACS has received from persons seeking compensation for abuse has increased. The following breakdown provides further detail:

- **The number for the 2013-14 financial year - 5 new claims**
- **The number for the 2014-15 financial year - 78 new claims**
- **The number for the 2015-16 financial year - 179 new claims**
- **The number for the 2016-17 financial year - 242 new claims**
- **The number for the 2017-18 financial year - 315 new claims**

- (a) Given that Mr Coutts-Trotter stated that there has been an increase in the number of individuals seeking compensation, please provide the exact numbers of individuals seeking compensation in the last 5 years.

- i. Please provide the exact number for the 2017-18 financial year.

Please refer to the response to supplementary question 19.

- ii. Please provide the exact number for the 2016-17 financial year.

Please refer to the response to supplementary question 19.

- iii. Please provide the exact number for the 2015-16 financial year.

Please refer to the response to supplementary question 19.

- iv. Please provide the exact number for the 2014-15 financial year.

Please refer to the response to supplementary question 19.

- v. Please provide the exact number for the 2013-14 financial year.

Please refer to the response to supplementary question 19.

- vi. If this is not possible, please provide these statistics from 2013 to 2018, by calendar year.

Please refer to the response to supplementary question 19.

20. On what date was the Minister or the Department first made aware of these issues, of the courier company losing sensitive files relating to those in FACS care or formerly in care?

Please refer to the response to supplementary question 1.

21. How did the Minister become aware of these matters?

Please refer to the response to supplementary question 1.

22. On how many occasions has the Department raised concerns with Toll regarding missing documents in the last 18 months?

Please refer to the response to supplementary question 1.

- (a) How was this done, by phone or in person?

Please refer to the response to supplementary question 1.

- (b) If in person, please provide in depth information of these meetings such as dates, times, locations, parties involved, content of conversations?

Please refer to the response to supplementary question 1.

23. Have any meetings or conversations taken place between Toll or any other courier company and FACS staff relating to documents going missing in the last 18 months?

Please refer to the response to supplementary question 1.

24. How soon after being made aware of the breach of trust and confidentiality did the Department commence making contact with those affected?

Please refer to the response to supplementary question 1.

- (a) How soon was the Privacy Commission informed?

Please refer to the response to supplementary question 1.

- (b) Please provide the Department's policy or protocol relating to breaches of confidentiality.

Please refer to the response to supplementary question 1.

25. What steps has the Minister or the Department taken to contact all of the children, their families and former children in care to notify them that part or all of their personal files are missing?

Please refer to the response to supplementary question 1.

26. How many individuals have been contacted?

Please refer to the response to supplementary question 1.

27. How many individuals are still to be contacted?

Please refer to the response to supplementary question 1.

28. What is the total number of incidences of files (or parts of files) being lost over the last 18 months?

Please refer to the response to supplementary question 1.

29. What is the total number of files or parts of a file that have been misplaced or lost?

Please refer to the response to supplementary question 1.

30. How many persons have had their files, or parts of files, lost?

Please refer to the response to supplementary question 1.

31. Were copies of the files that were transported also held in the Government Records Repository or were these the only copies?

Please refer to the response to supplementary question 1.

32. What steps has the Government and FACS taken to retrieve these files?

Please refer to the response to supplementary question 1.

33. How many files (or parts of files) have been recovered?

Please refer to the response to supplementary question 1.

34. How many remain missing?

Please refer to the response to supplementary question 1.

35. Why is information related to child abuse, medical records, legal matters, family breakdown and health records with respect to those in the Minister's care or formerly in care been handled by private, non-departmental staff?

Please refer to the response to supplementary question 1.

- (a) Given that the Minister agreed that poor records and recordkeeping can cause trauma to those who have suffered abuse and that distress caused by the loss or damage of those records can be devastating, why was it deemed appropriate that non-departmental staff transport these records?

Please refer to the response to supplementary question 1.

36. Please provide the FACS policy with respect to the standards of privacy and security of children in care's records.

Please refer to the response to supplementary question 1.

- (a) What is the specific policy regarding access to records by third-party-non-departmental staff?

Please refer to the response to supplementary question 1.

- (b) Please provide a copy of the FACS department policy with respect to protecting highly sensitive documentations and the transportation of these documents.

I am advised that FACS policies including the FACS Privacy notice and the 2018 FACS Privacy Management Plan are available on the FACS website at:

- https://www.facs.nsw.gov.au/__data/assets/pdf_file/0004/594787/FACS-Privacy-Management-Plan-2018.pdf
- <https://www.facs.nsw.gov.au/privacy-notice>

37. Has any Ministerial material been lost or misplaced by this same courier company?

Please refer to the response to supplementary question 1.

- (a) On how many occasions did this occur?

Please refer to the response to supplementary question 1.

- (b) What information or material was included?

Please refer to the response to supplementary question 1.

- (c) Were any documents Cabinet-in-Confidence?

Please refer to the response to supplementary question 1.

38. Mr Coutts-Trotter stated that there were other cases where individual's privacy had been breached not related to transportation of files. Please provide the number of occasions such breaches have occurred on in the past 12 months.

I am advised that FACS complies with all relevant privacy protocols in relation to any privacy breaches.

- (a) How many privacy breaches have occurred in the past 12 months in total?

Refer to the answer to Supplementary Question 38.

- (b) Who is being held responsible for it?

Refer to the answer to Supplementary Question 38.

- (c) When was it decided that FACS would attempt to cease the courier contract?

Please refer to the response to supplementary question 1.

- i. Who made that decision?

Please refer to the response to supplementary question 1.

- ii. Where is that process up to?

Please refer to the response to supplementary question 1.

- iii. What steps have been taken to date to achieve this?

Please refer to the response to supplementary question 1.

Children at Risk of Significant Harm

39. From 1 October 2016 to September 30, 2017 there were 158,961 substantiated reports made to the FACS child protection helpline. How many substantiated reports were made to the FACS child protection helpline over the course of the last 12 months?

I am advised that the figure quoted in this context is incorrect. In 2016-17, of the 291,583 child and young person concern reports received by the Helpline, 158,961 met the risk of significant harm threshold. I am advised that data for 2017-18 will be published in the FACS Annual Statistical Report and made available online.

(a) Why weren't these figures made public?

I am advised that statistics can be found on FACS Statistics at <https://www.facs.nsw.gov.au/resources/statistics>.

40. From 1 October 2016 to September 30, 2017 87,885 of those reports met the threshold of the child or children being at risk of serious harm. How many substantiated ROSH reports have been made over the last 12 months?

I am advised that data for 2017-18 will be published in the FACS Annual Statistical Report and made available online.

(a) Can the Minister provide the figure for the end of the 2017-18 financial year?

Refer to the answer to Supplementary Question 40.

(b) Why weren't these figures made public?

Refer to the answer to Supplementary Question 40.

41. Only 32 per cent of those children (28,122 children) received a face to face interview, with almost 60,000 children at risk of significant harm unseen by a case worker. How many children reported as at ROSH since 1 October 2017 have received a face to face interview with a caseworker?

Refer to the answer to Supplementary Question 40.

(a) Why weren't these figures made public?

Refer to the answer to Supplementary Question 40.

i. What steps has the Minister taken to demand these figures be made public?

Refer to the answer to Supplementary Question 40.

42. From the 30 June 2017 dashboard, 2 in 4 children or 41% had their cases closed. How many cases were closed up to 30 June 2018?

Refer to the answer to Supplementary Question 40.

(a) Why weren't these figures made public?

Refer to the answer to Supplementary Question 40.

43. At 30 June 2017, more than a year ago, 63% of the 86,500 children reported as being at ROSH received 1 or 2 reports. How many children reported as being at ROSH reports in the last 12 months have received 1 or 2 reports?

Refer to the answer to Supplementary Question 40.

(a) Why weren't these figures made public?

Refer to the answer to Supplementary Question 40.

44. It is known that during 2016-17, the top three frequently primary reported issues in reports were: physical abuse (20.9% or 33,231), neglect (20.6% or 32,824) and sexual abuse (16.9% or 26,883).

(a) What were the top three frequently primary reported issues in reports for the year 1 July 2017 – 30 June 2018?

Refer to the answer to Supplementary Question 40.

(b) Why weren't these figures made public?

Refer to the answer to Supplementary Question 40.

45. What have been the changes and yearly trends from 2016-17 to 2017-18:

(a) Caseworker numbers?

I am advised that information about caseworkers is available on the caseworker dashboard at <https://www.facs.nsw.gov.au>.

(b) Notifications and ROSH substantiations?

Refer to the answer to Supplementary Question 40.

(c) Face to face assessments of children at ROSH?

Refer to the answer to Supplementary Question 40.

46. How have Governments invested in addressing the underlying causes of notifications, in particular socioeconomic disadvantage and marginalisation?

The 2018/19 Budget invests more than over \$2 billion to protect and support our most vulnerable children, young people and families. I am advised the 2018/19 Budget allocates \$740 million more for child protection and out of home care services than in our first budget in 2011/12. That is a 66 percent increase in our investment in child protection and out of home care since we came to government. Through Their Futures Matter, children and young people will benefit from support that helps their parents change so that safety, wellbeing, health and education improve.

47. Can you explain the assessment/investigation/allocation process from end to end starting from when a call is made to the Child Protection Helpline?

I am advised of the following:

The Child Protection Helpline receives information from mandatory reporters and members of the community. This can be through calls and electronic reports (for mandatory reporters only). Helpline Caseworkers assess the reported information to determine whether the concerns meet the legislative threshold of Risk of Significant Harm.

Once the Helpline finalise their assessment, ROSH reports are referred to either a Community Services Centre (CSC), an intake referral service or the Joint Child Protection Response Program (formerly the Joint Investigation Response Team).

48. Regarding children that receive a Risk of Significant harm (ROSH) report, can the Minister provide:

- (a) The latest number of children who have received a ROSH report from 10 October 2017 to today's date;
 - i. A breakdown of that data by SA4 or similar;

Refer to the answer to Supplementary Question 40.

- ii. For substantiated and unsubstantiated ROSH reports

Refer to the answer to Supplementary Question 40.

- (b) The latest number of children who received a (substantiated) ROSH report, but then had no further interaction with FACS.
 - i. A breakdown of that data by SA4 or similar;

Refer to the answer to Supplementary Question 40.

- ii. Of these children that didn't have any further interaction with FACS, can the department outline the reasons for this?

Refer to the answer to Supplementary Question 40.

- iii. Were all these children connected with appropriate responses or support services outside of FACS?

Refer to the answer to Supplementary Question 40.

- iv. How many of these children were connected to a support service outside of FACS at the time of the Report?

Refer to the answer to Supplementary Question 40.

- v. How many of these children did FACS refer to a support service as a result of the report?

Refer to the answer to Supplementary Question 40.

49. Is it possible for a child to receive more than one first substantiated ROSH report?

I am advised yes.

- (a) Do ROSH reports re-set to zero each financial year?

I am advised that when a child is the subject of a ROSH report, their records contain all reports made about them.

- (b) Does FACS know with accuracy how many ROSH reports are made for specific children to ensure an appropriate response?

I am advised that FACS is able to determine the number of ROSH reports made for individual children. This information is considered each time a report for a child is made to the Helpline.

- (c) Is FACS operating maintaining two data systems?

I am advised that there are multiple data systems in the Department of Family and Community Services (FACS).

- i. One for public viewing through Tableau?

I am advised that Tableau is the tool used to release FACS Statistics to the public.

- ii. One that counts ROSH reports for children?

Refer to the answer to Supplementary Question 49 (c)

FACS Dashboard

50. Can you provide a complete answer as to why the risk of significant harm statistics have not been update since September 2017, given that new dashboard figures are published every three months?

Please refer to the Secretary’s testimony on page 6 of the Budget Estimates transcript.

(a) On what date will the new statistics be available?

Please refer to the Secretary’s testimony on page 6 of the Budget Estimates transcript.

Independent Review of Out of Home Care in New South Wales - David Tune AO PSM Report

51. Why did the Government use taxpayer's funds to commission a report into a broken child protection system only to do everything possible to bury the findings?

In 2016, when the Tune Report was completed, Premier Baird and the then Minister for Family and Community Services Brad Hazzard, released a Government response to the Tune report.

In addition, a summary of the report's findings was released. As an immediate response to the Tune report, the Government committed \$190 million of new money over four years from 2016 17.

52. What steps did the Minister undertake to clarify that Fred Nile, who is not a member of cabinet, may have access to a copy?

Please refer to the Minister's testimony on pages 28-29 of the Budget Estimates transcript.

53. What steps, if any, has the Minister taken to implement a NSW Family Investment Commissions, as suggested in the tax payer funded Tune Report?

Please refer to the response to supplementary question 51. I am advised that information about whole of government reforms to the child protection system are available online at <https://www.theirfuturesmatter.nsw.gov.au/>

54. Which recommendations, if any, has the Minister implemented since the report was finalised in 2016?

I am advised that information about whole of government reforms to the child protection system are available online at <https://www.theirfuturesmatter.nsw.gov.au/>

55. Which recommendations, if any, has the Minister implemented since the report was made public via censure motion?

Please refer to response to supplementary question 54.

56. Which recommendations have not been implemented?

Please refer to response to supplementary question 54.

57. Why is this information not publicly available?

Please refer to response to supplementary question 54.

58. The Minister confirmed that she offered to show the Tune Report to Reverend Fred Nile. Did the Minister offer to show the report to any other members of the crossbench before it was made public?

Please refer to the Minister's testimony on pages 28 and 29 of the Budget Estimates transcript.

(a) Did the Minister offer to show any of her Liberal colleagues? Please specify who.

Please refer to the Minister's testimony on pages 28 and 29 of the Budget Estimates transcript.

59. The Tune report was held back by the Government in secret for two years, releasing the report following pressure applied by the community sector peaks and the upper House. This report is vital to understanding a point in time review of the system, and working with all partners to design a system that is in the best interests for children and families in NSW. Why did the Government withhold the Tune report for so long?

Please refer to response to supplementary question 51.

60. Why did the Government feel this needed to be a secret when it relates to vulnerable children and young people in NSW?

Please refer to response to supplementary question 51.

61. Will the Government pursue the establishment of a Family Investment Commission?

Please refer to response to supplementary question 54.

62. What is the total cost in commissioning David Tune to undertake the review including the associated costs of involving FACS staff in assisting the review?

I am advised that departmental expenditure is available in departmental annual reports.

Children in Care

63. How many children currently or previously in care have lodged abuse allegations against their Foster or residential carer in which FACS has been notified or asked to provide documentation for the calendar years?

(a) 1 January 2018 to today's date

I am advised that oversight of reportable allegations in NSW is undertaken by the NSW Ombudsman. I am further advised that data relating to reportable conduct is made available in NSW Ombudsman Annual Reports.

(b) 2017

Refer to the answer to Supplementary Question 63 (a).

(c) 2016

Refer to the answer to Supplementary Question 63 (a).

(d) 2015

Refer to the answer to Supplementary Question 63 (a).

(e) 2014

Refer to the answer to Supplementary Question 63 (a).

(f) 2013

Refer to the answer to Supplementary Question 63 (a).

(g) Has the Minister reviewed these 'abuse in care' allegations?

I am advised that FACS has a robust reportable conduct scheme in place which ensures that allegations of abuse by FACS carers and other employees are thoroughly investigated and action is taken to prevent further risk of abuse.

64. In the 2017-18 financial year, was any child or young person at any time in the care of a designated agency that was not accredited by the Office of the Children's Guardian to offer statutory OOHC?

I am advised that information about accredited agencies is available at <https://www.kidsguardian.nsw.gov.au/>.

(a) If yes, what is the exact number of children?

Please refer to the response to supplementary question number 64.

Auditor General

65. The Auditor General's Report on Family and Community Services shows only 86 per cent of children and young people in statutory care had their placement reviewed at 30 June 2017. The Department did not meet the legislative requirement to review the placement of all children and young people in statutory care. As of 30 June 2018, have you met the legislative requirement to review the placement of all children and young people in statutory care?

I am advised that data for 30 June 2018 is currently being finalised.

(a) If not, what percentage of children and young people have had their placement reviewed?

I am advised that data for 30 June 2018 is currently being finalised.

66. The Department's data shows, at 30 June 2017, 41 per cent of children and young people with closed case plans for the 12 months ended 30 June 2016 were re-reported at risk of significant harm. The number of children being re-reported at risk of significant harm is above the Premier's priority target of 34 per cent by June 2019. As of 30 June 2018, has the Minister met the target of 34 per cent?

I am advised that information about the Premiers Priorities are available online at <https://www.nsw.gov.au/improving-nsw/premiers-priorities/>.

67. Has the Minister or her department reviewed the findings and recommendations?

I am advised that the Department of Family and Community Services (FACS) always considers recommendations from the Auditor General.

(a) If so, why has no official response been released?

Please refer to response to supplementary question 67.

68. The 2016-17 for children being re-reported at risk of significant harm was 41%. What is the current figure?

Please refer to response to supplementary question 66.

Efficiency Savings

69. Will you make it clear to the treasurer that given the child protection crisis, FACS should be exempt from the 12% efficiency dividend which all departments are required to meet over the next four years?

I do not agree with the premise of this question. The 2018/19 Budget invests more than over \$2 billion to protect and support our most vulnerable children, young people and families. I am advised the 2018/19 Budget allocates \$740 million more for child protection and out of home care services than in our first budget in 2011/12. That is a 66 percent increase in our investment in child protection and out of home care since we came to government. On top of increased investment in previous Budgets, the 2018/19 Budget will invest an additional \$59 million over four years to help protect vulnerable children and young people and find a safe home for life.

70. If the Minister is unable to exclude FACS from the 12% dividend, where does the Minister expect to make cuts to the department?

I am advised that if FACS is required to make savings, these will be sourced from non-frontline areas.

Child Story

71. What is the total cost, to date, of the full implementation of ChildStory and associated costs?

I am advised that financial information is available in the Budget Papers. I am further advised that information about departmental expenditure is published in annual reports.

72. The implementation of ChildStory was delayed and has exceeded budget due to issues with the underlying IT platform. What steps are in place to ensure that data is held securely within this system to ensure the protection of reporters and children?

I am advised that there are various measures in place to ensure privacy of information.

73. Has the Minister been notified that there's a possibility that private details of mandatory reporters may be inadvertently exposed?

I have been out to see frontline workers across NSW including in St Marys, Bankstown, Muswellbrook and Tweed. I have also met with the PSA who have along with the frontline workers expressed to me their concerns with elements of ChildStory. I have taken all their concerns seriously and I have directed the Secretary of the Department to fix them.

74. Has the Minister been aware of the privacy issues relating to ChildStory and the migration of records from the KIDS system?

Refer to the answer to Supplementary Question 73.

75. Have the errors in ChildStory which displayed de-authorized foster carers as authorised been rectified?

I am advised that the carers were never de-authorized.

76. Has the error which resulted in substantiated reports of children at risk being marked as unsubstantiated in ChildStory been rectified?

I am advised that as communicated by the Secretary to all staff in February 2018, the ChildStory team rectified the problem within days of it being identified.

77. Have any steps been taken to address the serious breach of privacy related to case worker's person details being accessible by other staff?

I am advised that this issue has been rectified.

78. Has any further funding been allocated to address the issues with migration of records from KiDS to ChildStory?

Refer to the answer to Supplementary Question 71.

79. Have any steps been taken to ensure privacy and safety of staff and reporters when ChildStory is accessed by external parties?

I am advised that there are many precautions taken to ensure privacy of staff and clients is maintained in ChildStory.

(a) Has any further funding been allocated to address this issue?

Refer to the answer to Supplementary Question 71.

80. FACS reported that in order to combat a "short-term increase in wait times for the helpline", additional helpline staff would be provided. The number of funded FTE positions has remained the same (195) for the helpline since at least June 2013. How is this possible when FACS caseworker data reflects that between March 2017 and March 2018, helpline staff numbers remained consistent between 185 and 190 FTE employees?

I am advised that information about caseworker numbers is available on the caseworker dashboard at <https://www.facs.nsw.gov.au>.

81. How much investment has the Government made in the Child Story system since its initial concepts?

Refer to the answer to Supplementary Question 71.

82. How much of this investment was directed through consultants and contractors?

Refer to the answer to Supplementary Question 71.

83. How is the Government ensuring privacy for children and young people entered in the system?

I am advised that ChildStory uses embedded technical features – authentication, authorisation, role-based security, hard-wired sharing rules, record-level security, encryption of data in transit and at rest – as well as staff training and support processes to protect privacy

84. How is the Government ensuring that data collection on outcomes for children and young people is appropriately being captured?

I am advised that there are many ways outcomes for children and young people are tracked, this includes the work of the Permanency Support Program and the introduction of the Quality Assurance Framework.

85. What training has occurred for child protection staff and the broader sector to utilise this system that went live on 1 July 2018?

I am advised that this system went live in November 2017 and since then there has been significant training effort to support practitioners to use ChildStory and ongoing training will continue.

Adoption Tender

86. State wide services for the recruitment, training and support of carers were recently re-tendered under the *My Forever Family* program. What investment was made in establishing the My Forever Family Program?

I am advised that The Agreement for Funding Services with My Forever Family NSW is for three years totalling more than \$7 million.

(a) When did this investment begin to ensure no gap in service delivery for children and young people and those that care for them?

I am advised that My Forever Family worked closely with the previous suppliers of foster carer recruitment and support, Fostering NSW and Connecting Carers.

87. At what point was the Minister's office engaged or briefed on the tender process for the My Forever Family program?

I am advised that my office is briefed on departmental processes on a regular basis.

(a) How has the Minister or the Minister's office been involved in the decision making regarding awarding this Tender?

I am advised that decision-making in relation to the awarding of this tender was a matter for the Department.

88. Given the tender was awarded to Adopt Change, the leading agency as part of a consortium of three, what experience does Adopt Change have within the recruitment, training and support of carers, including Aboriginal carers?

I am advised that Adopt Change Limited demonstrated through their successful tender submission that they would be able to provide recruitment, training and support services to all carers, including Aboriginal carers.

89. Adopt Change is an advocate for open adoption, was this a factor in awarding the tender for the My Forever Family program?

I am advised that being an advocate for open adoption was not a factor in awarding the tender.

90. What level of engagement has the Minister or the Minister's office had with Adopt Change prior to, during or after the tender process for the My Forever Family Program?

My diary is disclosed in accordance with Ministerial guidelines.

91. Given the shortage of carers of more than 600 carers and urgent need for ongoing training and support in their carer role of vulnerable children and young people, can the Minister provide a current number of carers required to meet the urgent need?

I am advised that the recruitment of carers is ongoing and we are committed to attracting more carers.

(a) What activities have been undertaken to engage and recruit new carers?

I am advised that recently, My Forever Family NSW commenced a two week emergency foster care recruitment campaign and later launched a general foster care recruitment campaign.

i. How many carers have been recruited since last budget estimates including Aboriginal carers?

Refer to the answer to Supplementary Question 91.

ii. What support structures or initiatives have been established, given the urgent need?

I am advised that My Forever Family NSW is working with the sector on larger recruitment strategies that include the recent emergency foster carer campaign. My Forever Family NSW has also been providing support, advocacy and training for all foster, kin/relative carers, guardians and adoptive carers.

92. Are all of the providers of the intensive therapeutic care model accredited?

I am advised that all Intensive Therapeutic Care (ITC) providers are required to have the appropriate accreditation - that is, residential care accreditation, and foster care if the provider is delivering the carer service types in ITC.

- (a) What is the status for the Hunter New England who was given a lifeline to meet accreditation standard?

I am advised that Hunter New England is accredited and currently under assessment.

- (b) At today's date, how many FACS districts are not fully accredited? How many are on notice?

I am advised that all districts are accredited with three currently under assessment.

Their Futures Matter (including Keep Them Safe)

93. Their Futures Matter introduced two new programs for family support, investing \$90million over 4 years (through to 2020) and creating 900 places for family preservation each year. These programs were launched on 1 August 2017. A year later, can the Government report how many places have been created for families in the first year?

I am advised that information about whole of government reforms to the child protection system are available online at <https://www.theirfuturesmatter.nsw.gov.au/>

94. How many places have been created for Aboriginal families in the first year?

Please refer to the response to Supplementary Question 93.

95. How many families have completed these programs?

Please refer to the response to Supplementary Question 93.

(a) What outcomes were achieved?

Please refer to the response to Supplementary Question 93.

96. What investment has been made for establishment and service delivery to date?

Please refer to the response to Supplementary Question 93.

97. How much of the Keep Them Safe (KTS) investment has been redirected to Their Future Matters projects?

Please refer to the response to Supplementary Question 93.

98. What has this meant for programs funded under KTS?

Please refer to the response to Supplementary Question 93.

99. What has this meant for service delivery to children and families, including Aboriginal children and families?

Please refer to the response to Supplementary Question 93.

100. What projects are currently underway within Their Futures Matter?

I am advised that a number of initiatives are being delivered as part of Their Futures Matter (TFM) under three key pillars:

- **Needs-based supports: designing and delivering services that address the needs and aspirations of children, young people and families, and improve their wellbeing.** Services include TFM's family preservation and restoration models (Multisystemic Therapy for Child Abuse and Neglect (MST-CAN[®]) and Functional Family Therapy through Child Welfare (FFT-CW[®])) and a Trauma Treatment Service to improve psychological wellbeing for children and young people currently in out-of-home care who have experienced trauma.
- **One connected response: providing vulnerable children, young people and families easy-to-navigate access to the services they need to improve their lives.**
- **A smart system: bringing together data, evidence and investment to build an integrated and accountable service system.**

(a) Given this program of reform has been operating for close to 2 years, why has there been no public engagement on the work that is being undertaken?

I am advised that Their Futures Matter (TFM) engages with the public through its website. TFM also engages strongly with key non-government stakeholders, including peak bodies, sector representatives, Aboriginal Community Controlled Organisations and academic experts. TFM communicates with these stakeholders through regular newsletters and non-government sector forums. Additionally, in November 2017, TFM hosted a two-day conference ('Collaborating for Change') attended by over 450 people to address improving life outcomes for vulnerable children and families. TFM continues to engage with its strategic partners to deliver reform objectives and improve the lives of vulnerable children and their families.

(b) What investment has been made developing these projects?

I am advised that, under Their Futures Matter, the NSW Government has made a substantial investment in a range of initiatives to improve outcomes for vulnerable children and families. As part of the 2016-17 Budget, the NSW Government committed an additional \$190 million over four years to support the reforms.

(c) Can the Government provide a breakdown of establishment costs for Their Futures Matter?

I am advised that financial information is available in FACS annual reports and Budget Papers.

101. Can the Government provide a breakdown of investment in each Their Futures Matter project, by investment in TFM, consultants and service delivery?

Please refer to the response to Supplementary Question 100 (c).

102. How does this investment compare to apparent “savings” achieved through restructuring Family and Community Services (not including savings from the transition of disability services as a result of the NDIS)?

The 2018/19 Budget invests more than \$2 billion to protect and support our most vulnerable children, young people and families. I am advised the 2018/19 Budget allocates \$740 million more for child protection and out of home care services than in our first budget in 2011/12. That is a 66 percent increase in our investment in child protection and out of home care since we came to government.

Intensive Therapeutic Care

103. How many young people will be required to transition around the state to one of these nine locations of Intensive Therapeutic Care?

I am advised that information about Intensive Therapeutic Care (ITC) is available on the FACS website at <https://www.facs.nsw.gov.au/families/permanency-support-program/intensive-therapeutic-care-system>.

(a) What justification has the Government sought for undertaking this type of support model in favour of a place based approach to support vulnerable young people?

I am advised the nine ITC locations were selected on the basis of an assessment of where children and young people were entering residential care and the broader support services available in each location.

104. How many Aboriginal young people are within residential care currently, and what cultural supports have been assured to keep them connected?

I am advised that as at 30 June 2018, there were approximately 160 Aboriginal children and young people in residential care. Aboriginal children and young people in ITC are eligible for an annual Cultural Plan (Aboriginal) package to support their connections to culture and community.

105. What is the total annual budget for this Intensive Therapeutic Care approach, and how has this changed from the existing residential care service system for vulnerable children?

I am advised that financial information is available in FACS annual reports and Budget Papers.

106. What justification or market engagement occurred to inform the procurement approach taken for this new Intensive Therapeutic Care model, such as a sound business case to Government given the investment for vulnerable young people in this part of the system?

I am advised that information about Intensive Therapeutic Care (ITC) is available on the FACS website at <https://www.facs.nsw.gov.au/families/permanency-support-program/intensive-therapeutic-care-system>.

107. How many changes and moves have the vulnerable young people in residential care had in the 2017/18 financial year, and as a result of this Intensive Therapeutic Care model, how many more changes or moves will be required for these vulnerable young people?

I am advised that information about children and young people in out-of-home-care is available on the FACS website. I am advised that decisions are taken in consultation with the provider, the child or young person, and family where appropriate, in line with their best interests.

108. What engagement and conversations have occurred with the young people impacted by the introduction of this model?

I am advised that FACS caseworkers and NGO partners engage children and young people about their care.

- (a) If there has been none, how can this be a justification to proceed given these homes are meant to be for those young people?

Please refer to the response to supplementary question number 108.

Adopt Change, Adoption and Legal Permanence

109. What evidence is the Minister using to justify the pursuit of adoption? In the UK, there has been significant investment in post-adoption supports for adoptive and birth families.

I am advised that information about open adoption is available online at <https://www.facs.nsw.gov.au/families/permanency-support-program/paths/chapters/open-adoption>. Further information about the NSW Government funded Institute of Open Adoption is available at <https://sydney.edu.au/arts/our-research/centres-institutes-and-groups/institute-of-open-adoption-studies.html>.

- (a) Since 2014, how much has the Government invested in establishing specialised supports for adoptive families (distinguishing between adoption support payments and service system investment)?

I am advised that details of the Adoption Allowance can be found on the FACS website <https://www.facs.nsw.gov.au/download?file=418563>. I am further advised that information about open adoption is available online at <https://www.facs.nsw.gov.au/families/permanency-support-program/paths/chapters/open-adoption>.

- (b) Since 2014, how much has the Government invested in establishing specialised supports for birth families?

I am advised that support for birth families is provided by the FACS Adoption Information Unit and the Post Adoption Resource Centre, and The Benevolent Society. I am further advised that there are a range of permanency supports to keep families together is available online at <https://www.facs.nsw.gov.au/families/permanency-support-program>.

- (c) What is the existing evidence regarding the adoption of indigenous children internationally, including the processes and structures of adoption decision making, and how do these circumstances compare to adoption in NSW?

I am advised that information about open adoption is available online at <https://www.facs.nsw.gov.au/families/permanency-support-program/paths/chapters/open-adoption>. Further information about the NSW Government funded Institute of Open Adoption

is available at <https://sydney.edu.au/arts/our-research/centres-institutes-and-groups/institute-of-open-adoption-studies.html>

110. Please provide the number of Aboriginal Children and Young People who have been adopted or have begun the process of Adoption since the implementation of the Permanent Placement Principles (s. 10A).

I am advised that information about open adoption is available on the Australian Institute Of Health And Welfare (AIHW) website at www.aihw.gov.au.

(a) Adopted by non-Aboriginal families.

Please refer to the response to supplementary question number 110.

(b) Adopted by Aboriginal families.

Please refer to the response to supplementary question number 110.

(c) Number of families where the Aboriginal family consented.

Please refer to the response to supplementary question number 110.

(d) Number where consent was dispensed with, and the reasons consent was dispensed?

Please refer to the response to supplementary question number 110.

(e) What proportion of those children currently have ongoing contact with their Aboriginal family and community?

Please refer to the response to supplementary question number 110.

(f) How were Aboriginal community controlled child and family organisations engaged and involved in the decision to pursue adoption for these children? At what points?

I am advised that there are specific provisions in the *Adoption Act 2000* that address the needs of Aboriginal children, families and communities. These include provisions to ensure Aboriginal participation in decision-making.

- i. How were their views reflected in the final decision?

I am advised that the Secretary or appropriate principal officer must be satisfied that the requirements of the *Adoption Act 2000* with respect to Aboriginal participation, including consultation with a local, community-based and relevant Aboriginal organisation, have been met. The Secretary is the person delegated to approve the commencement of adoption action relating to an Aboriginal child, and to give consent to the adoption of an Aboriginal child under 12. In giving approval, the Secretary must be satisfied that adoption is preferable to any other care order.

- (g) On what basis is adoption pursued as clearly preferable and in the best interests of Aboriginal children than any other order in these cases?

Adoption is pursued after exploring and exhausting other permanent placement options according to the Aboriginal Placement Principles.

- i. What other orders were considered, and what did adoption provide for those children that was not able to be achieved through other types of orders?

I am advised the decision-maker which is the Supreme Court of New South Wales must be satisfied that adoption is clearly preferable to any other action that may be taken by law.

- ii. How did the Minister engage with Aboriginal communities or representative organisations in making this determination?

I am advised that the Secretary, as my delegate, approves adoption action with respect to an Aboriginal child, and provides consent to the adoption of a child under 12. The Secretary or appropriate principal officer must be satisfied that the requirements of the *Adoption Act 2000* with respect to Aboriginal participation in decision-making, the application of the Aboriginal child placement principles, and the consideration of alternatives to adoption, have been met.

- iii. Are Aboriginal children's cultural rights being sacrificed to pursue the Government's adoption and permanency agenda?

No.

111. Please provide the number of Aboriginal children and young people who have been transitioned to guardianship orders?

I am advised that information is available on the FACS statistics website at <https://www.facs.nsw.gov.au/facs-statistics>.

112. How have Aboriginal families participated in decisions about guardianship, in addition to prospective guardians?

I am advised that a comprehensive Cultural Care Plan must be completed and approved in order to proceed with a guardianship application.

113. Have many of those guardians returned to Government services for support?

I am advised that there are a range of supports available for guardians and children and young people across Government and the NGO sector.

114. How many guardians, since 2014, have re-entered the system due to the need for greater support or due to risk for the child?

Refer to the answer to Supplementary Question 113.

115. The Royal Commission into Institutional Responses to Child Sexual Abuse has reported the increased vulnerability of those in out of home care to subsequent abuse and exploitation. Safeguards in OOHC attempt to address these vulnerabilities through child safe approaches including regular ongoing casework, engaging with children and young people, and the ongoing training, support and monitoring of their placements. How are these safeguards applied to children and young people on guardianship and adoption orders?

I am advised that the Children's Court and the Supreme Court determine suitability of these orders to keep children safe.

116. How many children have been placed on guardianship orders in the following financial years?

(a) 2017-18

I am advised that information about guardianship orders is available on the FACS statistics website at <https://www.facs.nsw.gov.au/facs-statistics>.

(b) 2016-17

Please refer to the response to Supplementary Question 116 (a).

(c) 2015-16

Please refer to the response to Supplementary Question 116 (a).

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

I am advised that guardians receive an allowance that is paid at the same rate as the statutory care allowance to enable them to meet the needs of the child or young person.

Information publically available on FACS website at

<https://www.facs.nsw.gov.au/families/guardianship/support-for-guardians>

118. Children are entitled to the periodic review of their placement and treatment under the UN Convention on the Rights of the Child (Article 25). How is the Government meeting these obligations with respect to children already adopted through the statutory system?

I am advised that Article 25 of the UN Convention on the Rights of the Child is about ensuring that children who have been removed from the care of their parents for the purposes of care and protection or treatment have their placements periodically reviewed. A child who has been adopted from OOHHC is not considered to be in a placement for the purposes of Article 25. Once an adoption order is made the child is no longer in care and the adoptive parents are the child's legal parents.

(a) To what extent are plans regarding family contact being implemented?

I am advised that in the making of a guardianship order, the Children's Court may make an accompanying contact order. Similarly, the Supreme Court may register an adoption plan, giving it the force of a court order. In any event, a parent may apply to the Supreme Court to seek review of an adoption plan if they believe the plan's provisions are not being met.

(b) What steps are the Government taking to review the placement and treatment of children post-adoption?

I am advised that an adopted child is no longer in out-of-home care and therefore not subject to any review pursuant to the Children and Young Persons (Care and Protection) Act 1998.

(c) What steps are the Government taking to review the placement and treatment of children post-guardianship?

I am advised that a child subject to an order of Guardianship is no longer a child in the out-of-home care system and therefore not subject to reviews pursuant to the *Children and Young Persons (Care and Protection) Act 1998*.

(d) How is this information, including ongoing safety and wellbeing and other outcomes, transparently reported to the public on a regular basis regarding children and young people placed on adoption and guardianship orders through the statutory system?

These children are no longer in the statutory system.

119. Following adoption orders, in what ways are children and families supported to remain connected, including birth families?

I am advised that the primary mechanism is the adoption plan, which provides for ongoing contact and information-sharing post-adoption.

120. Is the Government committed to ensuring that Aboriginal children will not be considered for adoption, as this is not an appropriate measure that can lead to long lasting impacts on an Aboriginal child's life?

I am advised that the Children and Young Persons (Care and Protection) Act 1998 and the Adoptions Act 2000 allows for the adoption of Aboriginal children when it is in their best interests.

(a) If so, how?

Please refer to response to supplementary question 120.

121. What supports are being put in place for Aboriginal children subjected to guardianship orders?

I am advised that supports for guardians including guardians of Aboriginal children and young people are outlined on the FACS website:

<https://www.facs.nsw.gov.au/families/guardianship/support-for-guardians>

122. How have Aboriginal families participated in decision making around the making of adoption and guardianship orders for Aboriginal children and young people?

I am advised that a Guardianship Assessment is undertaken of the prospective guardians to establish their commitment to culture, family contact and maintaining the child's personal and cultural identity. I am advised that participation is embedded into adoption law and process for adoption.

123. How have Aboriginal communities participated in decision making around the making of adoption and guardianship orders for Aboriginal children and young people?

Refer to the answer to Supplementary Question 122.

124. What mechanisms are in place to ensure that such decisions are consistent with the Aboriginal Child Placement Principles, specifically:

(a) Efforts to strengthen families and prevent the need for care or achieve restoration and reunification?

I am advised that the Permanency Support Program has a strong focus on family preservation to prevent entry to OOHC through the following funded programs:

- Intensive Family Based Services
- Intensive Family Preservation
- Brighter Futures
- Youth Hope
- Multi-Systemic Therapy for Child Abuse and Neglect
- Functional Family Therapy through Child Welfare.

(b) Partnership with Aboriginal families and communities?

I am advised that FACS fund AbSec to deliver a range of capacity building initiatives to support Aboriginal organisations to attain and maintain accreditation to operate as OOHC providers in NSW. AbSec also supports partnerships between mainstream and Aboriginal organisations to enable Aboriginal organisations to develop the capacity to operate independently.

FACS is working in partnership with Grandmothers Against Removal (GMAR NSW), the NSW Ombudsman's Office, AbSec and the Aboriginal Legal Service to implement the *Guiding Principles for Strengthening the Participation of Aboriginal Community in Child Protection Decision Making* (the Guiding Principles).

(c) Compliance with the placement hierarchy?

Information regarding the placement of Aboriginal children and young people with extended family is available on the FACS website <https://www.facs.nsw.gov.au>.

(d) The ongoing engagement and participation of the child's Aboriginal family and community?

I am advised that there are a range of initiatives to connect Aboriginal children through Cultural Plans, Family Finding and Family Group Conferencing.

(e) The child's ongoing connection to their family, community and culture?

I am advised that the Permanency Support Program funding model provides a Cultural Plan (Aboriginal) Specialist package to resource service providers for comprehensive and holistic cultural care planning and genealogy work to support connection to family, community and culture for every Aboriginal child or young person in OOHC.

125. What level of engagement has occurred with Aboriginal communities around guardianship and adoption to ensure that it is an appropriate measure for those communities, particularly given past policies and practices of forced removal of Aboriginal children?

I am advised the *Children and Young Persons (Care and Protection) Act 1998 (Care Act)*, Aboriginal child placement principles and cultural planning support engagement with Aboriginal communities around guardianship and open adoption.

Commitment for Aboriginal Children / Transition of Aboriginal Children

126. Regarding FACS' recently published Aboriginal Outcomes Framework, can you report in what specific ways Aboriginal communities were engaged around developing this framework?

I am advised that the Aboriginal Outcomes Strategy (AOS) engagement commenced with the forum in August 2016 attended by over 130 Aboriginal people. Interviews with community members working with Aboriginal children was undertaken during 2017 including staff from Aboriginal led community organisations, Aboriginal and non-Aboriginal staff in larger non-government organisations, community representatives and leaders. Engagement is ongoing to support continuous improvement.

127. What was the timeline of development and at what points were Aboriginal communities and relevant Aboriginal community controlled organisations in NSW engaged?

Please refer to the response to supplementary question number 126.

128. There remains a long-standing statutory obligation to promote self-determination for Aboriginal people. Can you please outline specific initiatives and investment designed to enhance Aboriginal self-determination?

Please refer to the response to supplementary question number 126.

129. The Parliamentary Inquiry recommended greater investment in self-determination and Aboriginal-led approaches. Can you outline what steps your Government has taken to achieve this?

Please refer to the response to supplementary question number 126.

- (a) What is the increase in investment specifically in promoting greater self-determination of Aboriginal communities?

FACS is working in partnership with Grandmothers Against Removal (GMAR NSW), the NSW Ombudsman's Office, AbSec and the Aboriginal Legal Service to implement the *Guiding Principles for Strengthening the Participation of Aboriginal Community in Child Protection Decision Making* (the Guiding Principles).

130. Bringing Them Home made a number of recommendations regarding the contemporary system to achieve better outcomes for Aboriginal children and families. Many of these recommendations remain outstanding, and outcomes for Aboriginal children and families worsen. What is the Government's commitment to the implementation of the *BTH* recommendations, including the transfer of authority in child welfare matters to Aboriginal communities?

I am advised that FACS, along with other NSW agencies remains committed to the Stolen Generations survivors as outlined in the NSW Government Response to the General Purpose Standing Committee 3 Report into Reparations for the Stolen Generations.

131. The NSW Government has stated their commitment to transition all Aboriginal children in out of home care to Aboriginal controlled organisations over a ten year timeframe. There are now three years remaining in this ten year plan. What effort or investment has the Government placed to ensure the successful transition of Aboriginal children to Aboriginal agencies; given Aboriginal agencies are best placed to support Aboriginal children, including remaining connected to family to increase chances of restoration or reunification?

I am advised that FACS is working in collaboration with the sector to complete the transition.

132. It is understood that FACS is currently supporting a process to develop an Aboriginal Case Management Policy, led by AbSec as the NSW Aboriginal child and family peak.

(a) When will this policy be announced?

I am advised that the policy will be announced when it is finalised and approved.

(b) How will this distinct policy by and for Aboriginal people be implemented?

Refer to the answer to Supplementary Question 132 (a).

(c) What specific investment has been directed towards implementation of this policy across the sector?

Refer to the answer to Supplementary Question 132 (a).

(d) How will the Government ensure Aboriginal oversight of the policy moving forward to ensure compliance across the sector?

Refer to the answer to Supplementary Question 132 (a).

Aboriginal Community Controlled Services

133. The Targeted Early Intervention reforms have sought to focus more investment on those programs addressing needs of families, with a 30% commitment of transitioning this funding to Aboriginal community controlled approaches in an attempt to address the overrepresentation of Aboriginal children and families at the point of Risk of Significant Harm. Given the proportion of Aboriginal families entering the system, what proportion of investment is currently directed towards Aboriginal Community Controlled Approaches?

The Targeted Early Intervention reform has committed to transitioning targeted earlier intervention service delivery to Aboriginal families, where possible through Aboriginal community controlled organisations.

134. What proportion of early intervention and intensive family support funding is delivered by Aboriginal community controlled organisations?

I am advised that there are a range of organisations that deliver targeted earlier intervention services.

135. What steps is the Government taking to end this chronic underfunding of Aboriginal community controlled organisations to empower Aboriginal communities to design and deliver early intervention and intensive family support services to prevent Aboriginal children entering care?

I reject the premise of your question. I am advised that FACS is implementing the Aboriginal Outcomes Strategy 2017-2021 that sets out a new approach for delivering quality outcomes for Aboriginal people. The Strategy specifies priorities, goals, targets, timeframes and accountability to provide a transparent and cohesive response to FACS efforts to deliver better outcomes and client experience for Aboriginal children, families and communities.

136. How will the 30% commitment of directing TEI investment to Aboriginal community controlled organisation be achieved? How is the Government tracking towards this target?

See answer to Supplementary Question 133.

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

I am advised that the NSW Government funds AbSec and Aboriginal community controlled organisations delivering Aboriginal family services. The FACS Strategic Plan 2017 – 2020 outlines its commitment to improving long-term outcomes for clients, especially for Aboriginal children and young people.

Contracting and Implementation of Permanency Support Program and Services for Children

138. Recontracting of Out-of-Home Care Services occurred in the 2017/18 financial year, with new contracts provided to foster care agencies commencing in the financial year. Please provide the names of the recipients of these contracts and the monetary values of each contract.

I am advised that information about FACS funded services is available in the FACS annual report. New Permanency Support Program (PSP) contracts for 39 service providers commenced on the 1 October 2017. These contracts are valid for a period of five years and will expire on 30 June 2022.

139. Will the Government disclose these contracts, and the nature of the deliverables within these contracts given the overriding interest to the people of NSW for the care and protection of vulnerable children and young people assumed into state care?

I am advised that information about standard FACS contractual documents are available on the FACS website and can be located at <https://www.facs.nsw.gov.au/providers/children-families/deliver-ppsp/about>. Agencies funded by FACS must operate in accordance with their contractual requirements, legislation and FACS policies and guidelines. FACS contracts for the delivery of Permanency Support services include:

- **Funding Deed – which governs the overall terms and conditions of the contract**
- **Permanency Support Program Level Agreement (PLA) – which governs delivery of services under the Permanency Support Program**
- **Schedules 1 – 6 – which govern detailed aspects of the service requirements.**

140. What is the total investment by the Government in the permanency support program or out of home care for vulnerable children and young people?

I am advised that the information can be found in Budget Paper 3.

- (a) Including, total out of home care funding delivered through FACS and total delivered through the non-Government sector?

Please refer to response to supplementary question 140.

Aboriginal Placement Principle

141. The Aboriginal Child Placement Principles is understood to be broader than a placement hierarchy, and includes five inter-related elements of Prevention, Partnership, Placement, Participation and Connection. How is the Government monitoring their adherence with each of these elements to best meet the needs of Aboriginal children and young people and their families?

I am advised that the Department of Family and Community Services (FACS) has:

- **Introduced mandatory cultural plans requiring both FACS and Funded Services Provider caseworkers, to actively engage with Aboriginal families, community and organisations in cultural care planning for Aboriginal children and young people.**
- **Supported the implementation and operationalisation of the Guiding Principles for Strengthening the Participation of Local Aboriginal Community in Child Protection Decision Making in partnership with Grandmothers Against Removal (GMAR) NSW ensuring Aboriginal community participation in decision making regarding the care and protection of Aboriginal children and young people.**
- **Provided intensive implementation support for local Aboriginal communities that want to establish a Local Advisory Group (LAG) in their area. LAGs enable Aboriginal communities to participate with FACS in decision making regarding the care and protection of Aboriginal children and young people. Currently there are 13 LAGs in various stages of establishment and development.**

142. What data does the Government have on compliance with the principles, including but not limited to compliance with the placement hierarchy?

Please refer to the response to supplementary question number 141.

- (a) How does this data ensure that there is a proper decision making approach to applying the principles?

Please refer to the response to supplementary question number 141.

143. It is understood that in October 2015, the Government committed to the *Guiding Principles for strengthening the participation of local Aboriginal community in child protection decision making*. What implementation has occurred for these principles?

Please refer to the response to supplementary question number 141.

- (a) How much has the Government invested in each year since 2015 to make sure these principles are implemented across NSW?

Please refer to the response to supplementary question number 141.

- (b) What proportion of this investment has been directed to Aboriginal communities, relative to investment in FACS implementation?

Please refer to the response to supplementary question number 141.

144. How is the Government monitoring education outcomes for Aboriginal children in care, including exclusions and other school movements?

I am advised that information is available on the FACS website at <https://www.facs.nsw.gov.au/providers/children-families/oohc-health-and-education-resources-and-tools/oohc-education-pathway-caseworker-guide>.

Family Is Culture: Independent Review of Aboriginal Children in Care¹

145. The Family Is Culture: Independent Review of Aboriginal Children in Care was announced in 2016, and the Parliamentary Child Protection Inquiry called for annual updates on the progress of the review. There has been no public updates provided by the Minister, and it is now believed this review has been given an extension. Can you provide an update on the review, including how independence is structured into the review, when it is due to report, what are the findings to date?

I am advised that the review is ongoing and further information is available online at <http://www.familyisculture.nsw.gov.au>.

146. How has the Independent Chair of the Review been supported to complete this review independent of Government?

I am advised that the Chair has a reference group separated from government and has a team of staff.

147. What has the investment been in completing the review?

I am advised that financial information is available in FACS annual reports and Budget Papers.

148. How much of this investment has been directed through an independent structure?

Please refer to the response to Supplementary Question 145.

149. What have the benefits of the review been to date?

Please refer to the response to Supplementary Question 145.

150. What is the Government expecting the review will tell them about this system and how it is operating for Aboriginal children?

I will not pre-empt the outcomes of the Review.

Legislative Reforms

151. Late last year FACS undertook a public consultation process regarding proposed legislative reforms to the Care and Protection Act. Submissions were received, however no public information has been released regarding what the Government intends to do going forward. What was the outcome of that process?

I am advised that the *Shaping a Better Child Protection System* consultation process has been integral to the NSW Government's consideration of how to improve the safety and care of children and young people in NSW.

152. When will the outcome of this consultation be shared with the public?

I am advised that a report detailing the outcomes of the consultation process and the NSW Government's response will be released in due course.

153. How will the public be included in the legislative reform process?

I am advised that the process has been informed by extensive consultation including public release of a discussion paper which received more than 100 written submissions.

154. Given the importance of the child protection system to the future of NSW, how is the Government engaging the broader community in the legislative reform process to meet the expectations of the community?

I am advised that the process has involved engagement of a broad range of stakeholders across NSW.

Implementation of childstory

155. What is the total cost, to date, of the implementation of ChildStory (as at 5 September 2018)?

I am advised that financial information is available in the Budget Papers. I am further advised that information about departmental expenditure is published in annual reports.

156. Has the Department of Family and Community Services backfilled all frontline staff positions to replace those who are currently working on ChildStory support?

I am advised that information about caseworkers is available on the caseworker dashboard at <https://www.facs.nsw.gov.au>.

Register of civil claimants

157. Has the number of people from the electorate of Charlestown on the register of civil claimants increased since the implementation of the National Redress Scheme?

I am advised that since the Royal Commission commenced in April 2013 the number of claims FACS has received from persons seeking compensation for abuse has increased. The following breakdown provides further detail:

- **The number for the 2013-14 financial year - 5 new claims**
- **The number for the 2014-15 financial year - 78 new claims**
- **The number for the 2015-16 financial year - 179 new claims**
- **The number for the 2016-17 financial year - 242 new claims**
- **The number for the 2017-18 financial year - 315 new claims**

(a) If so, by what percentage?

Please refer to the response to supplementary question 157.

Housing NSW

158. How many FTE staff were employed by the Newcastle office of Family and Community Services in each of the following years:

(a) 2011;

I am advised that staffing information is available in the FACS annual report.

(b) 2012;

Please refer to the response to Supplementary Question 158 (a).

(c) 2013;

Please refer to the response to Supplementary Question 158 (a).

(d) 2014;

Please refer to the response to Supplementary Question 158 (a).

(e) 2015;

Please refer to the response to Supplementary Question 158 (a).

(f) 2016;

Please refer to the response to Supplementary Question 158 (a).

(g) 2017; and

Please refer to the response to Supplementary Question 158 (a).

(h) 2018?

Please refer to the response to Supplementary Question 158 (a).

159. As of 7/9/18 how many people are General Housing Register in the NN07 Newcastle zone?

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

160. As of 7/9/18 how many people are Priority Housing Register in the NN07 Newcastle zone?

Please refer to the response to Supplementary Question 159.

161. What is the wait time for a studio/1 bedroom property in the NN07 Newcastle zone?

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

Please refer to the response to Supplementary Question 159.

162. What is the wait time for a 2 bedroom property in the NN07 Newcastle zone?

Please refer to the response to Supplementary Question 159.

163. What is the wait time for a 3 bedroom property in the NN07 Newcastle zone?

Please refer to the response to Supplementary Question 159.

164. What is the wait time for a 4+ bedroom property in the NN07 Newcastle zone?

Please refer to the response to Supplementary Question 159.

165. As of 7/9/18 how many properties are located in the Newcastle electorate?

I am advised that information about social housing is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

166. As of 7/9/18 how many vacant properties are located in the Newcastle electorate?

I am advised that the number of social housing properties that are vacant changes frequently as properties are vacated by tenants and prepared for reletting.

167. What was the maintenance backlog for social housing properties located in the Newcastle electorate for each of the following years:

(a) 2011;

I am advised that the number of maintenance requests changes daily. FACS routinely carries out maintenance requests and planned maintenance programs to keep its properties in good condition and to ensure consistent maintenance standards across the state.

(b) 2012;

Refer to the answer to Supplementary Question 167 (a).

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

168. On average, how many properties does a client service officer in the Newcastle office manage?

I am advised that the workload of client service officers across NSW vary. Information about the client service officer role is available on www.facs.nsw.gov.au.

169. On average, how many properties does a client service officer in NSW manage?

Refer to the answer to Supplementary Question 168.

170. How many properties located in the Newcastle electorate are affected by mould for each of the following years;

(a) 2011;

Refer to the answer to Supplementary Question 167 (a).

(b) 2012;

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

Refer to the answer to Supplementary Question 167 (a).

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

171. How many properties have been sold in the NN07 Newcastle zone in each of the following years:

(a) 2011;

I am advised that financial information about property disposals is contained in FACS annual reports. I am advised that the Department of Family and Community Services' Land and Housing Corporation continually reviews the suitability of the properties it owns. Proceeds from the sale of assets are re-invested to upgrade social housing and build new dwellings.

(b) 2012;

Refer to the answer to Supplementary Question 171 (a).

(c) 2013;

Refer to the answer to Supplementary Question 171 (a).

(d) 2014;

Refer to the answer to Supplementary Question 171 (a).

(e) 2015;

Refer to the answer to Supplementary Question 171 (a).

(f) 2016;

Refer to the answer to Supplementary Question 171 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 171 (a).

(h) 2018?

Refer to the answer to Supplementary Question 171 (a).

172. How many new social housing properties were constructed in the NN07 Newcastle zone in each of the following years:

(a) 2011;

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

(b) 2012;

Refer to the answer to Supplementary Question 172 (a).

(c) 2013;

Refer to the answer to Supplementary Question 172 (a).

(d) 2014;

Refer to the answer to Supplementary Question 172 (a).

(e) 2015;

Refer to the answer to Supplementary Question 172 (a).

(f) 2016;

Refer to the answer to Supplementary Question 172 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 172 (a).

(h) 2018?

Refer to the answer to Supplementary Question 172 (a).

173. What is the total amount of revenue from the sale of social housing properties in the NN07 Newcastle zone in each of the following years:

(a) 2011;

Refer to the answer to Supplementary Question 171 (a).

(b) 2012;

Refer to the answer to Supplementary Question 171 (a).

(c) 2013;

Refer to the answer to Supplementary Question 171 (a).

(d) 2014;

Refer to the answer to Supplementary Question 171 (a).

(e) 2015;

Refer to the answer to Supplementary Question 171 (a).

(f) 2016;

Refer to the answer to Supplementary Question 171 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 171 (a).

(h) 2018?

Refer to the answer to Supplementary Question 171 (a).

174. How much money was spent on the construction of new social housing properties in the NN07 Newcastle zone in each of the following years:

(a) 2011;

I am advised that financial information is available in FACS annual reports and Budget Papers.

(b) 2012;

Refer to the answer to Supplementary Question 174 (a).

(c) 2013;

Refer to the answer to Supplementary Question 174 (a).

(d) 2014;

Refer to the answer to Supplementary Question 174 (a).

(e) 2015;

Refer to the answer to Supplementary Question 174 (a).

(f) 2016;

Refer to the answer to Supplementary Question 174 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 174 (a).

(h) 2018?

Refer to the answer to Supplementary Question 174 (a).

175. How many maintenance requests were made in the NN07 Newcastle zone in each of the following years:

(a) 2011;

Refer to the answer to Supplementary Question 167 (a).

(b) 2012;

Refer to the answer to Supplementary Question 167 (a).

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

176. How many maintenance requests were actioned in the NN07 Newcastle zone in each of the following years:

(a) 2011;

Refer to the answer to Supplementary Question 167 (a).

(b) 2012;

Refer to the answer to Supplementary Question 167 (a).

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

177. What was the average wait time from when a maintenance request was made to when it is actioned in NN07 Newcastle zone in each of the following years:

(a) 2011;

Refer to the answer to Supplementary Question 167 (a).

(b) 2012;

Refer to the answer to Supplementary Question 167 (a).

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

178. What is the total value of Housing NSW assets in the NN07 Newcastle zone:

(a) 2011;

I am advised that financial information is available in FACS annual reports.

(b) 2012;

Refer to the answer to Supplementary Question 178 (a).

(c) 2013;

Refer to the answer to Supplementary Question 178 (a).

(d) 2014;

Refer to the answer to Supplementary Question 178 (a).

(e) 2015;

Refer to the answer to Supplementary Question 178 (a).

(f) 2016;

Refer to the answer to Supplementary Question 178 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 178 (a).

(h) 2018?

Refer to the answer to Supplementary Question 178 (a).

179. How much money was spent on maintenance in the NN07 Newcastle zone in each of the following years:

(a) 2011;

Refer to the answer to Supplementary Question 167 (a).

(b) 2012;

Refer to the answer to Supplementary Question 167 (a).

(c) 2013;

Refer to the answer to Supplementary Question 167 (a).

(d) 2014;

Refer to the answer to Supplementary Question 167 (a).

(e) 2015;

Refer to the answer to Supplementary Question 167 (a).

(f) 2016;

Refer to the answer to Supplementary Question 167 (a).

(g) 2017; and

Refer to the answer to Supplementary Question 167 (a).

(h) 2018?

Refer to the answer to Supplementary Question 167 (a).

180. The Government made a commitment that the \$10million from the sale of social housing properties in Light Street, Bar Beach would be used to build new social housing properties Newcastle; Can the Minister provide the addresses of the new properties that have been built using these funds?

I am advised that the Department of Family and Community Services' (FACS) Land and Housing Corporation continually reviews the suitability of the properties it owns. Proceeds from the sale of assets are re-invested to upgrade social housing and build new dwellings.

(a) How much of the \$10M has been spent?

Please refer to the response to Supplementary Question 180.

Newcastle LGA Classification

181. Does your department/s consider Newcastle LGA to be regional?

I am advised there is no standard methodology for defining a Local Government Area as metropolitan or regional. Agencies consider individual community needs and characteristics, as they relate to specific programs or projects.

(a) If not, why not?

Please refer to response for supplementary question 181.

182. Does your department/s consider Newcastle LGA to be metropolitan?

Please refer to response for supplementary question 181.

(a) If not, why not?

Please refer to response for supplementary question 181.

183. Is the Newcastle LGA considered regional for the purposes of grant funding programs operated by your department/s?

Please refer to response for supplementary question 181.

(a) If not, why not?

Please refer to response for supplementary question 181.

184. Is the Newcastle LGA considered metropolitan for the purposes of grant funding programs operated by your department/s?

Please refer to response for supplementary question 181.

(a) If not, why not?

Please refer to response for supplementary question 181.

Efficiency dividends

185. What is the forecast efficiency dividend saving for each agency within your portfolio in 2018-19?

I am advised Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.

186. What is the forecast efficiency dividend saving for each agency within your portfolio in 2019-20?

I am advised Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.

187. What is the forecast efficiency dividend saving for each agency within your portfolio in 2020-21?

I am advised Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.

188. What is the forecast efficiency dividend saving for each agency within your portfolio in 2021-22?

I am advised Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.

189. What was the total efficiency dividend that was achieved for each agency within your portfolio between 2011-12 and 2017-18 inclusively?

I am advised Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.

Ministerial Travel/Meal Allowance

190. How many nights' travel were claimed by the Minister during the 2017-18 period?

I am advised that in 2017/18, total expenditure by the Ministry on domestic travel was \$676,372 – compared with \$852,187 in 2009/10 under Labor. This is 20 per cent less than under Labor.

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

Please refer to the response to supplementary question 190.

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

Please refer to the response to supplementary question 190.

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

Please refer to the response to supplementary question 190.

Office Administration

194. 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?

I am advised Ministers' Office staff numbers and salary bands are available on the DPC website. Refer to:

<https://www.dpc.nsw.gov.au/publications/premiers-and-ministers-staff-numbers>

195. 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?

I am advised there were 303 smart phones allocated across the Ministers' IT Network in 2017-18. The total usage cost of these smart phones and other mobile devices (including iPads) was \$236,984, a 46% per cent reduction on the 2009-10 expenditure of \$434,854. There were 3 devices lost/stolen across the Ministerial Offices during the 2017/2018. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

196. 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?

I am advised there were 135 iPads in use across the Ministers' IT network in 2017-18. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

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

- (a) What is the cost of this?

I am advised no.

198. 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?

I am advised no.

199. 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?

I am advised no.

200. 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?

I am advised that my office subscribes to a modest number of publications, the costs of which are managed within the office's budget.

201. 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?

I am advised that gifts are presented to dignitaries during overseas missions.

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

(a) What is the monthly cost of this?

I am advised no.

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

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

I am advised Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2017-18 all costs associated with these vehicles were paid from the relevant office's budget.

204. 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

I am advised Expenditure on taxis, hire cars and ride share services in 2017-18 across the Ministry was \$89,496. This compares with 2009-10 expenditure of \$175,776.

205. 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?

I am advised No.

Agile Workspaces/Activity Based Working/Hot-desking

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

I am advised that FACS is currently working to create an accommodation strategy for the department, which will include policies covering agile working environment and activity based work practices.

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

Please refer to the response to supplementary question 206.

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

Please refer to the response to supplementary question 206.

Hospitality

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

I am advised Expenditure on hospitality across the Ministry totalled \$25,350 in 2017-18 – which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries.

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

I am advised that costs are managed within FACS’ recurrent budget.

Labour Hire Firms

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

I am advised that FACS uses contingent labour, in accordance with NSW Public Service policies to cover temporary vacancies across the organisation as required.

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

(a) The names of the firms utilised

I am advised that FACS utilises providers that are prequalified under the Whole of Government Contingent Labour Scheme, managed by the Department of Finance, Services and Innovation. A list of providers is available on the NSW Government's ProcurePoint website. Information on usage and expenditure of contingent labour is publically reported by the Department of Finance, Services and Innovation through the Prequalification Scheme Contingent Workforce Expenditure Report.

(b) The total amount paid to each firm engaged

Please refer to the response to supplementary question 212(a).

(c) The average tenure period for an employee provided by a labour hire company

Please refer to the response to supplementary question 212(a).

(d) The longest tenure for an employee provided by a labour hire company

Please refer to the response to supplementary question 212(a).

(e) The duties conducted by employees engaged through a labour hire company

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

Please refer to the response to supplementary question 212(a).

(f) The office locations of employees engaged through a labour hire company

Please refer to the response to supplementary question 212(a).

(g) The highest hourly or daily rate paid to an employee provided by a labour hire company

Please refer to the response to supplementary question 212(a).

Media and Public Relations

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

I am advised that FACS staff numbers are included in the Annual Report.

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

Refer to the answer to Supplementary Question 213.

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

I am advised that financial information is available in FACS annual reports and Budget Papers.

216. Have you had media training or speech training?

No.

(a) If yes, who paid for it?

Not applicable.

(b) If paid by taxpayers, what was the amount paid in 2017-18?

Not applicable.

Facebook

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

I am advised that no taxpayer money has been spent on Facebook advertising or sponsored posts.

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

I am advised that where appropriate social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.

Overseas Trips

219. Were any of your overseas trips in the last financial year paid for in part or in full by using public money?

I am advised that details of official overseas travel including costs are published on the Department of Family and Community Services' website. All travel has been undertaken in accordance with Ministerial guidelines.

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

Refer to the answer to Supplementary Question 219.

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

Refer to the answer to Supplementary Question 219.

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

Refer to the answer to Supplementary Question 219.

(b) Who paid for these trips?

Refer to the answer to Supplementary Question 219.

Department/Agency Travel

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

(a) Taxi hire

I am advised that all Departments' travel in 2017-18 was accordance with NSW Treasury and Finance Circular OFS-2014-07.

(b) Limousine/private car hire

I am advised that all Departments' travel in 2017-18 was accordance with NSW Treasury and Finance Circular OFS-2014-07.

(c) Hire car rental

I am advised that all Departments' travel in 2017-18 was accordance with NSW Treasury and Finance Circular OFS-2014-07.

(d) Ridesharing services

I am advised that all Departments' travel in 2017-18 was accordance with NSW Treasury and Finance Circular OFS-2014-07.

Drivers

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

I am advised that there are no senior executives within the Department of Family and Community Services who are provided drivers.

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

Please refer to the response to supplementary question 222.

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

Please refer to the response to supplementary question 222.

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

Please refer to the response to supplementary question 222.

Consulting

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

I am advised that financial information is made available in the FACS Annual Reports.

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

Please refer to the response to supplementary question number 223.

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

(a) Social media

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

- i. And the cost of these services

Please refer to the response to supplementary question number 223.

- (b) Photography

- i. And the cost of these services

Please refer to the response to supplementary question number 223.

- (c) Acting training

- i. And the cost of these services

Please refer to the response to supplementary question number 223.

- (d) Ergonomics

- i. And the cost of these services

Please refer to the response to supplementary question number 223.

Department/Agency Staffing

225. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2017-18?

I am advised that Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2017/18 are anticipated to be in the order of 736, totalling 13,075 since July 2011. The Labour Expense Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies.

(a) Of these redundancies, how many were:

i. Voluntary

Refer to the answer to Supplementary Question 225.

ii. Forced

Refer to the answer to Supplementary Question 225.

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

Refer to the answer to Supplementary Question 225.

226. 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?

Refer to the answer to Supplementary Question 225.

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

Refer to the answer to Supplementary Question 225.

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

Refer to the answer to Supplementary Question 225.

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

Refer to the answer to Supplementary Question 225.

228. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2017-18?

Refer to the answer to Supplementary Question 225.

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

Refer to the answer to Supplementary Question 225.

Smart Phone Accounts

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

I am advised that IT costs are managed within each agency's budget and in accordance with NSW Government's ICT and procurement policies and frameworks.

(a) What was the total expenditure in 2017-18 on iTunes?

Refer to the answer to Supplementary Question 229.

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

Refer to the answer to Supplementary Question 229.

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

Refer to the answer to Supplementary Question 229.

(a) What was the total expenditure in 2017-18 on Android?

Refer to the answer to Supplementary Question 229.

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

Refer to the answer to Supplementary Question 229.

Merchant fees

231. 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.

I am advised that all NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13.

232. 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.

Please refer to the response to supplementary question number 231.

233. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2017-18?

Please refer to the response to supplementary question number 231.

Probity Auditor

234. 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.

I am advised that in accordance with the NSW Procurement Board's Direction (PBD-2013-05), FACS has internal mechanisms in place to ensure that probity considerations are routinely taken into account in its procurement decisions, and the use of external probity advisers and auditors is the exception rather than the rule.

Domestic Violence Leave Policies, Awareness and Usage

235. 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;

I am advised that Section 6.18 of the Public Service Industrial Relations Guide provides guidance to staff and management on appropriate strategies for supporting a staff member experiencing domestic violence. This guidance further references Section 84A of the Award (leave for matters arising from domestic violence) and Treasury Circular 14-16 Support for Employees Experiencing Domestic Violence.

- (b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;

I am advised Section 84A was added to the Award in 2011.

- (c) Whether or not all employees and/or contractors are eligible for domestic violence leave;

I am advised that all staff members employed under the Award in a cluster agency are entitled to be absent from the workplace due to an incident of domestic violence if required. Similar clauses apply to agencies covered by their own negotiated agreements.

- (d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;

I am advised it is not a separate leave type.

- (e) Number of days available for eligible staff to access domestic violence leave in each financial year;

I am advised that in accordance with the Award, staff may utilise all available Family and Community Service Leave, Sick Leave and Carer's Leave to assist with managing domestic violence circumstances. If this leave is unavailable up to five days per calendar year of special leave can be granted.

- (f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;

Please refer to answer to Supplementary Question 235 (e).

- (g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;

Please refer to answer to Supplementary Question 235 (e).

(h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?

I am advised that all staff, their families and contractors have access to the Employee Assistance Program.

236. What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?

(a) Privacy and confidentiality of information about domestic violence

I am advised FACS is an accredited White Ribbon Workplace through White Ribbon Australia. DPC continues to provide ongoing support and guidance to cluster agencies on best practice approaches to supporting women who are experiencing domestic violence.

(b) Access to emotional, psychological, financial and medical support which may be required

I am advised that the training was developed in conjunction with White Ribbon Australia and advises managers on how best to refer employees to relevant services.

237. Who has provided training on domestic violence in the workplace?

I am advised that FACS developed training packages. Employees complete this training through an online module.

238. What percentage of staff in each agency has undertaken domestic violence training?

I am advised that the nature of the work undertaken by the majority of FACS staff is such that they are trained in and have in depth knowledge of the impact of domestic violence. All Managers are required to complete a training program in supporting staff experiencing domestic violence and all employees may access an online program developed in conjunction with White Ribbon Australia.

239. 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?

I am advised that FACS complies with the highest levels of document and privacy management consistent with the *Privacy and Personal Information Protection Act 1998*.

Sexual harassment and Anti-bullying training and awareness programs

240. 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.

I am advised that in addition to Code of Conduct training, FACS provides employees with an eLearning program "Bullying and Harassment" as part of the employee induction.

The course has been designed to provide employees with an understanding about bullying and harassment in the workplace, the type of behaviour that should be avoided and what employees can do if bullying or harassment is occurring in their workplace.

FACS also provides employees with a face to face program "Building a Respectful Workplace" at the request of the districts and divisions. The objectives are to enforce professional & respectful behaviours including respectful behaviours in the workplace.

- (b) Whether or not all employees and/or contractors have received such training?

Please refer to answer to Supplementary Question 240 (a).

- (c) Is this course mandatory for all employees/ contractors?

Please refer to answer to Supplementary Question 240 (a).

- (d) How long for each session, how many sessions?

Please refer to answer to Supplementary Question 240 (a).

- (e) Who delivers it?

Please refer to answer to Supplementary Question 240 (a).

- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?

Please refer to answer to Supplementary Question 240 (a).

- i. How?

Please refer to answer to Supplementary Question 240 (a).

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

Please refer to answer to Supplementary Question 240 (a).

- 242. How many complaints have been initiated in relation to:

- (a) Sexual harassment

Please refer to answer to Supplementary Question 240 (a).

- (b) Bullying

Please refer to answer to Supplementary Question 240 (a).

- (c) Workplace violence

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Please refer to answer to Supplementary Question 240 (a).

Participation of women in Government

243. 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?

I am advised that this information is publicly available in the FACS Annual Report.

- (b) What number and percentage of women are employed within the management levels of the agency?

Refer to the answer to Supplementary Question 243 (a).

- (c) What number and percentage of women are employed in the top ten leadership positions of the agency?

Refer to the answer to Supplementary Question 243 (a).

- (d) How is this data publicly reported on a regular basis?

Refer to the answer to Supplementary Question 243 (a).

- (e) What strategies does the agency use to encourage women in to management and leadership positions?

I am advised that all agencies uses gender balance on interview panels as well as offering flexible working arrangements to allow better management of work and home commitments. Agencies continue to promote diversity and inclusion strategies which promote a workplace free from social biases of any kind.

- (f) What is the gender pay gap within your agency?

I am advised that all equivalent positions determined by an objective assessment of their work value are paid the same salary within all agencies. The relevant distribution of women in each classification of work across the sector is reported by the Public Service Commission (PSC) but is also available in the agency's Annual Report.

- (g) Does the agency report participation of women figures to Women NSW on a regular basis?

I am advised that FACS provides annual workforce profile including diversity data to the Public Service Commission. Women NSW uses Public Service Commission data to report on a whole of sector basis.

Energy

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

(a) 2014-15?

I am advised that NSW Government Agencies procure their energy supplies under whole of government Contracts 776 (small sites under 100,000 kwh per annum) and 777.

Under these contracts the following suppliers are mandated:

- 776 – Origin Energy Electricity Limited
- 777 - ERMPower Retail Pty Ltd

The NSW Government Resource Efficiency Policy was introduced in 2014 to reduce the NSW Government's operating costs and lead by example in increasing the efficiency of the resources it uses.

This policy ensures NSW Government agencies:

- meet the challenge of rising costs for energy, water, clean air and waste management
- use purchasing power to drive down the cost of resource-efficient technologies and services
- show leadership by incorporating resource efficiency in decision-making.

The Policy's energy measures, targets and standards include:

E1: Targets to undertake energy efficiency projects

E2: Minimum NABERS Energy ratings for offices and data centres

E3: Minimum standards for new electrical appliances and equipment

E4: Minimum standards for new buildings

E5: Identify and enable solar leasing opportunities

E6: Minimum fuel efficiency standards for new light vehicles

E7: Purchase 6% GreenPower

NSW Government agencies are required to report on energy use under the Government Resource Efficiency Policy. The Office of Environment and Heritage publishes progress reports on compliance with the policy.

(b) 2015-16?

Please refer to the response to Supplementary Question 244 (a).

(c) 2016-17?

Please refer to the response to Supplementary Question 244 (a).

(d) 2017-18?

Please refer to the response to Supplementary Question 244 (a).

245. 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.

Please refer to the response to Supplementary Question 244 (a).

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

Please refer to the response to Supplementary Question 244 (a).

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

Please refer to the response to Supplementary Question 244 (a).

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

(a) 2018-19?

Please refer to the response to Supplementary Question 244 (a).

(b) 2019-20?

Please refer to the response to Supplementary Question 244 (a).

(c) 2020-21?

Please refer to the response to Supplementary Question 244 (a).

(d) 2021-22?

Please refer to the response to Supplementary Question 244 (a).

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

Please refer to the response to Supplementary Question 244 (a).

250. 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.)?

Please refer to the response to Supplementary Question 244 (a).

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

(a) 2018-19?

Please refer to the response to Supplementary Question 244 (a).

(b) 2019-20?

Please refer to the response to Supplementary Question 244 (a).

(c) 2020-21?

Please refer to the response to Supplementary Question 244 (a).

(d) 2021-22?

Please refer to the response to Supplementary Question 244 (a).

SOCIAL HOUSING

<p>Questions from the Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)</p>
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Social Housing Properties

252. Please provide data broken down by public housing properties, Aboriginal housing properties and community housing properties.

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

253. What is the total number of social housing properties that have been sold off by each housing allocation zone in the following financial years?

(a) 2017-18

I am advised that financial information about property disposals is contained in FACS annual reports.

(b) 2016-17

Please refer to the response to supplementary question number 253(a).

(c) 2015-16

Please refer to the response to supplementary question number 253(a).

(d) 2014-15

Please refer to the response to supplementary question number 253(a).

(e) 2013-14

Please refer to the response to supplementary question number 253(a).

254. What was the total monetary value of public housing dwellings sold by each housing allocation zone in the following financial years?

(a) 2017-18

Please refer to the response to supplementary question number 253(a).

(b) 2016-17

Please refer to the response to supplementary question number 253(a).

(c) 2015-16

Please refer to the response to supplementary question number 253(a).

(d) 2014-15

Please refer to the response to supplementary question number 253(a).

(e) 2013-14

Please refer to the response to supplementary question number 253(a).

255. What percentage of this money has been reinvested in housing within each housing allocation zone?

I am advised that the Department of Family and Community Services' (FACS) Land and Housing Corporation continually reviews the suitability of the properties it owns. Proceeds from the sale of assets are re-invested to upgrade social housing and build new dwellings.

256. What is the total number of social housing properties that have been newly constructed by each housing allocation zone in each of the following financial years?

(a) 2017-18

Please refer to the response to supplementary question number 252.

(b) 2016-17

Please refer to the response to supplementary question number 252.

(c) 2015-16

Please refer to the response to supplementary question number 252.

(d) 2014-15

Please refer to the response to supplementary question number 252.

(e) 2013-14

Please refer to the response to supplementary question number 252.

257. How many applicants joined the social housing register by each housing allocation zone in the following financial years?

(a) 2017-18

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

(b) 2016-17

Please refer to the response to supplementary question number 257(a).

(c) 2015-16

Please refer to the response to supplementary question number 257(a).

(d) 2014-15

Please refer to the response to supplementary question number 257(a).

(e) 2013-14

Please refer to the response to supplementary question number 257(a).

258. What was the total number of approved applicants on the social housing register by each housing allocation zone in the following financial years?

I am advised that information about applicants in social housing is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

(a) 2017-18

Please refer to the response to Supplementary Question 258.

(b) 2016-17

Please refer to the response to Supplementary Question 258.

(c) 2015-16

Please refer to the response to Supplementary Question 258.

(d) 2014-15

Please refer to the response to Supplementary Question 258.

(e) 2013-14

Please refer to the response to Supplementary Question 258.

259. How many general applicants were housed by each housing allocation zone in the following financial years?

(a) 2017-18

Please refer to the response to Supplementary Question 258.

(b) 2016-17

Please refer to the response to Supplementary Question 258.

(c) 2015-16

Please refer to the response to Supplementary Question 258.

(d) 2014-15

Please refer to the response to Supplementary Question 258.

(e) 2013-14

Please refer to the response to Supplementary Question 258.

260. What was the total number of vacant properties in New South Wales as at 30 June 2018? What was this figure at the end of the following financial years?

(a) 2016-17

I am advised that the number of social housing properties that are vacant changes frequently as properties are vacated by tenants and prepared for reletting. I am advised that information about vacant properties is available on the Productive Commission's website at www.pc.gov.au.

(b) 2015-16

Please refer to the response to supplementary question number 260 (a).

(c) 2014-15

Please refer to the response to supplementary question number 260 (a).

(d) 2013-14

Please refer to the response to supplementary question number 260 (a).

261. What is the total number of vacant properties in New South Wales by each housing allocation zone at 30 June 2018?

Please refer to the response to supplementary question number 260 (a).

262. How many applicants currently on the New South Wales Housing Register, by each housing allocation zone, require the following properties?

(a) 1 bedroom house/unit

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

(b) 2 bedroom house/unit

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Please refer back to the answer to Supplementary Question 262 (a).

(c) 3 bedroom house/unit

Please refer back to the answer to Supplementary Question 262 (a).

(d) 4 bedroom house/unit

Please refer back to the answer to Supplementary Question 262 (a).

263. What is the current estimated cost of any outstanding maintenance work on social housing properties in New South Wales, by each housing allocation zone?

I am advised that FACS routinely carries out maintenance requests and planned maintenance programs to keep its properties in good condition and to ensure consistent maintenance standards across the state.

264. How many new social housing dwellings are currently planned, by each housing allocation zone?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au, www.communitiesplus.com.au and at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

(a) Is there a ratio for social housing required in new housing developments?

Please refer to the response to supplementary question number 264.

265. How many young people under the age of 18 have applied and are on the New South Wales Housing Register by each housing allocation zone in the following financial years?

I am advised that information about applicants in social housing is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

(a) 2017-18

Please refer to the response to Supplementary Question 265.

(b) 2016-17

Please refer to the response to Supplementary Question 265.

(c) 2015-16

Please refer to the response to Supplementary Question 265.

(d) 2014-15

Please refer to the response to Supplementary Question 265.

(e) 2013-14

Please refer to the response to Supplementary Question 265.

266. How many people over the age of 80 have applied and are on the New South Wales Housing Register by each housing allocation zone in the following financial years?

(a) 2017-18

Please refer to the response to Supplementary Question 265.

(b) 2016-17

Please refer to the response to Supplementary Question 265.

(c) 2015-16

Please refer to the response to Supplementary Question 265.

(d) 2014-15

Please refer to the response to Supplementary Question 265.

(e) 2013-14

Please refer to the response to Supplementary Question 265.

Productivity Commission Report

267. The latest Productivity Commission Report on Government Services, 768 properties were listed as 'untenable dwellings'. This figure was 78 in 2015. Why has there been an almost 900% increase under the watch of the current Minister?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

Antisocial Behaviour – AG Report

268. Last month, the Audit Office of New South Wales issued a performance audit into managing antisocial behaviour in social housing. The report makes reference to a 2017 FACS internal evaluation into the efficacy of the antisocial behaviour management policy. Has this evaluation been made public?

I am advised that the Department of Family and Community Services (FACS) response to the NSW Auditor General’s Report into Managing Antisocial Behaviour in Public Housing is contained within the Report.

(a) If not, why not and is there any intention to make it public?

Refer to the answer to Supplementary Question 268.

269. The Residential Tenancies and Housing Legislation Amendment for antisocial behaviour was introduced in 2015. From February 2016 to December 2017, 6,755 incidents of antisocial behaviour were recorded in public housing tenancies. Of these incidents, 4,028 had no recorded outcome. What was the reason for this?

I am advised that the Department of Family and Community Services (FACS) response to the NSW Auditor General’s Report into Managing Antisocial Behaviour in Public Housing is contained within the Report. For further information please refer specifically to page 12 of that report where it states:

“FACS informed us that ‘no outcome’ generally relates to cases which are under investigation, or where administrative steps such as closing duplicate reports in HOMES-ASB have not been finalised. Subsequent to providing these data to us, FACS advised that it has reviewed all of these cases and they have been dealt with under the policy except in instances where the case is still open, under investigation, or awaiting further information.”

270. 73 antisocial behaviour incidents were also listed and substantiated but no further action was taken. Please provide information on these instances and why no action was taken.

Refer to the answer to Supplementary Question 269.

271. The Auditor General Report states that since the Minister introduced the antisocial behaviour policy, staff at 20 out of 25 housing offices said they were under-resourced to manage antisocial behaviour.

(a) Why was this policy not sufficiently resourced and funded when it was introduced?

Refer to the answer to Supplementary Question 268.

272. The Auditor General Report also stated that only five out of 27 housing offices had an antisocial behaviour specialist staff member. FACS were unable to provide a reason as to why the majority of the housing offices do not have these staff. Can the Minister please explain?

Refer to the answer to Supplementary Question 268.

273. From September 2016 to March 2018, FACS recorded 258 work health and safety incidents, including 33 reports of acts of violence or assault against staff. What is being done to ensure the staff's safety?

I am advised that, as an occupational health and safety priority, FACS has existing violence prevention policies, Fieldwork Standards and a suite of training materials. In addition, the mandatory LEAP training program has been implemented for all new and existing client service staff. FACS will also implement safety related recommendations, such as safety kits, as practical steps to reduce risks.

(a) A personal safety device was introduced for housing staff. What is the function of this device and how does it work? Is this a preventative or reactive measure?

I am advised that staff must follow Fieldwork Standards prior to undertaking field work. SafeTCard is an electronic device with a global positioning system and alert system for use during field work. When the alarm is pressed it sends an alert to a 24 hour Emergency Monitoring Centre who can mobilise resources as required/indicated.

(b) Why do only some social housing sites mandate two staff members for property visits? Why is this not a department-wide measure?

I am advised that a risk assessment is conducted prior to each client service visit.

(c) Are all housing sites equipped with first aid and safety kits?

I am advised that all FACS workplaces have at least one first aid kit with a person nominated to maintain and monitor the kit. FACS is undertaking a state wide audit of safety kits in response to audit findings.

274. The report states that some LAHC sites have stopped property visits completely to minimise the risk to staff, and instead ask tenants to visit the LAHC housing office instead. Can the Minister advise if this is happening in metropolitan Sydney, and if so, where?

Please refer to the response to Supplementary Question 273.

- (a) Have any changes been implemented since the release of this report to guarantee the safety of LAHC housing staff?

Please refer to the response to Supplementary Question 268.

- (b) If so, please provide details.

Please refer to the response to Supplementary Question 268.

- (c) If safety kits have to be issued, what is being done to guarantee the safety of tenants?

I am advised that property maintenance, hazard management, repairs and other services assist our clients to maintain sustainable tenancies.

- (d) What steps has the Minister taken to assure staff safety and allow them to complete their jobs correctly?

Please refer to the response to Supplementary Question 273.

Antisocial Behaviour Efficacy Evaluation

275. Will the Government release the internal FACS evaluation publicly?

(a) If yes, when?

Refer to the answer to Supplementary Question 268.

Public Funds

276. Mr Coutts-Trotter stated that around \$3.1 billion worth of public money is contracted across various organisations. Please provide details on whether this expenditure is audited.

I am advised that service providers must provide audited financial statements to FACS within four months of the end of the financial year, as part of the mandatory annual accountability process, if required by their constitution. Those service providers not required to provide an audited statement, must provide a certificate of expenditure of funds under their contract. All contracts over \$25,000 regularly submit financial data and service performance reports to contract managers for review.

(a) If so, by who?

I am advised that service providers must use the services of an accounting or auditing body that meets Australian Standard.

277. Can the Minister please provide us with the number of additional social rental homes that are expected to be delivered through current and planned initiatives over the next ten years?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au, www.communitiesplus.com.au and at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

278. Can the Minister please advise on the amount of funding that has been provided to community housing since the election of the Coalition Government in 2011?

I am advised that funding for Community Housing providers is available in the FACS Annual Reports and budget papers.

There a range of initiatives involving Community Housing providers including Communities Plus, the Social and Affordable Housing Fund, Social Housing Management Transfer Program and the Community Housing Leasing program.

I am advised that the below table provides an overview of Community Housing Leasing program funding provided to CHPs to date.

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	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Community Housing Leasing Program	38,977	43,827	51,753	54,553	61,125	63,330	66,786	69,121	75,764	80,449	81,440

- (a) How does this compare to the capital investment made in the 3 years prior to this Government taking office?

Please refer to the response to supplementary question number 278.

279. How many new homes have been delivered via the Communities Plus initiative.

I am advised that information about the Communities Plus program is available at www.communitiesplus.com.au.

- (a) If there have been none, when are the new homes expected to be delivered?

Please refer to the response to supplementary question number 279.

280. The Independent Pricing and Regulatory Tribunal's Review of Rent Models for Social and Affordable Housing (2017) identified a \$945 million per annum difference between tenant rental contributions and efficient costs of providing social housing. What measures is the Government taking to reduce this discrepancy?

I am advised that the Government's response to the Independent Pricing and Regulatory Tribunal's 2017 Review of Rent Models for Social and Affordable Housing is available at www.facs.nsw.gov.au.

Social and Affordable Housing Fund

281. With respect to the delivering of stage 1 of the social and affordable housing fund please provide the following information on number of properties by post code?

I am advised that information about the Social and Affordable Housing Fund is available at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

282. Where the answer is uncertain please indicate the estimated or predicted number date of occupation / location.

(a) The anticipated date of occupation. Month and year is sufficient

Please refer to the response to supplementary question number 281.

(b) The numbers of properties that will be leased by and those that will be owned by a CHP

Please refer to the response to supplementary question number 281.

(c) The number of new additional properties and the number of existing properties being used for social and affordable housing for the first time

Please refer to the response to supplementary question number 281.

(d) Number affordable

Please refer to the response to supplementary question number 281.

(e) Number social

Please refer to the response to supplementary question number 281.

(f) The numbers of properties reserved for targeted groups (e.g. older people, women experiencing DFV)

Please refer to the response to supplementary question number 281.

(g) Please refer to the response to supplementary question number 281. The forecast quantum of retained dwellings at the end of the 25 year contract period

Please refer to the response to supplementary question number 281.

283. Given that the Social and Affordable Housing Fund has promised to deliver an additional 3,400 affordable dwellings, how many new homes have been delivered?

Please refer to the response to supplementary question number 281.

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

- (a) How many of these properties are currently occupied?

Please refer to the response to supplementary question number 281.

- (b) How many properties are under construction?

Please refer to the response to supplementary question number 281.

284. How much money has FACS expended on consultants on the SAHF since its announcement in 2015?

I am advised that information about FACS expenditure is available in FACS Annual Reports.

- (a) When the fund was announced in 2016, it was stated that an addition 3,000 social and affordable homes would be delivered during Phase 1. Why has this now dropped to 2,200 dwellings for Phase 1?

Please refer to the response to supplementary question number 281.

- (b) Will all properties from Phase 1 be completed and occupied on schedule?

Please refer to the response to supplementary question number 281.

Communities Plus

285. In the 2017-18 financial year, what was the expenditure for the Temporary Accommodation program?

The NSW Government's 2018-19 Budget commits more than \$1 billion for homelessness services over the next four years to support new and existing initiatives. This includes \$61 million in new funding for the implementation of the Homelessness Strategy which sets out the five year direction for a comprehensive approach to prevent and improve the way we respond to homelessness. Further information is available at:

<https://www.facs.nsw.gov.au/about/reforms/homelessness>. I am further advised that departmental expenditure is made available in FACS annual reports and Budget Papers.

286. In the 2016-17 financial year, what was the expenditure for the Temporary Accommodation program?

Refer to the answer to Supplementary Question 285.

287. What is the projected budget for Temporary accommodation in the 2018-19 financial year?

Refer to the answer to Supplementary Question 285.

288. What is the average length of stay of an individual or family within the Temporary Accommodation program?

I am advised that the length of stay will vary from client to client.

289. What is the maximum length of stay of an individual or family within the Temporary Accommodation program?

I am advised that the usual maximum stay is 28 days but this may be extended where appropriate.

290. At its maximum occupation, how many people were sleeping on the street of Martin Place?

I am advised that FACS visited Martin Place on 49 occasions between March and August 2017 and has assisted 157 people into permanent long-term housing since March 2017.

291. On the day the Sydney Public Reserves (Public Safety) Legislation passed in parliament, how many people were staying in Martin Place?

Please refer to the response to Supplementary Question 290.

292. Does FACS know where the people evicted from Martin Place are living now?

(a) If not, why not?

Please refer to the response to Supplementary Question 290.

293. How many of those evicted from Martin Place are residing in social housing?

Please refer to the response to Supplementary Question 290.

294. How many were moved into Temporary Assistance?

Please refer to the response to Supplementary Question 290.

(a) What was the maximum length of time any of those people spent in Temporary Assistance?

Please refer to the response to Supplementary Question 290.

295. How much spent on Temporary Assistance for people who had been staying in Martin Place?

Please refer to the response to Supplementary Question 285.

296. What is the financial value of damage to properties caused by tenants over in instances where damage amounted to more than \$500 each of the previous financial years?

I am advised that information relating to damage by public housing tenants can be found on the Department of Family and Community Services (FACS) website at: www.facs.nsw.gov.au.

I am further advised that departmental expenditure and revenue is made available in FACS annual reports.

(a) How much of the damage costs recovered or in process of being recovered (i.e. with payment plan) from
Sitting tenants

Please refer to the response to Supplementary Question 296.

Tenants who have left premises

Please refer to the response to Supplementary Question 296.

297. How much of that financial cost has been paid back either in full, or subsequently became the subject of payment plans?

Please refer to the response to Supplementary Question 296.

298. How many tenants have had orders made against them, other than by consent, in NCAT in relation to a debt of which \$500 or more was in relation to damage of a property?

Please refer to the response to Supplementary Question 296.

299. How many debts related to liability for damage costs by tenants have been subject of review through Housing Appeals Committee (in each financial year)?

I am advised that there were zero (0) HAC appeals related to the 2017-18 liability for damage.

300. How much of the FACS budget has been allocated to administration of the proposed bond policy?

I am advised that the implementation of the Government's new laws regarding tenancy bonds is being delivered within existing resources.

301. How many tenants have had a conviction of fraud made against them (in each financial year)?

I am advised that since 2010 there have been 35 FACS Housing tenants found guilty of fraud in the courts.

302. How many tenants have been evicted for rent arrears as a result of the cancellation of subsidy payment (in each financial year)?

I am advised that information on rent arrears and orders of termination is available at <https://www.facs.nsw.gov.au/housing/living/rent-and-bills/arrears>.

303. In each financial year, what is the average or estimated lost rental income caused by an applicant rejecting a first offer?

(a) How is this calculated?

I am advised that FACS does not hold this data.

304. In each financial year, what is the financial value of damage caused to LAHC properties because of vandalism and/or damage during vacancy?

Please refer to the response to supplementary question number 296.

Private Rental Subsidies

305. How many individual private rental subsidies were issued in each of the following financial years?

(a) 2017-18

I am advised that information about Private Rental Subsidies is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

(b) 2016-17

Please refer to the response to supplementary question number 305(a).

(c) 2015-16

Please refer to the response to supplementary question number 305(a).

(d) 2014-15

Please refer to the response to supplementary question number 305(a).

(e) 2013-14

Please refer to the response to supplementary question number 305(a).

306. What was the total value of private rental subsidies in each of the following financial years?

(a) 2017-18

I am advised that financial information is available in FACS annual reports.

(b) 2016-17

Please refer to the response to supplementary question number 306(a).

(c) 2015-16

Please refer to the response to supplementary question number 306(a).

(d) 2014-15

Please refer to the response to supplementary question number 306(a).

(e) 2013-14

Please refer to the response to supplementary question number 306(a).

307. How many applications for private rental subsidies were received in each of the following financial years?

(a) 2017-18

Please refer to the response to supplementary question number 305(a).

(b) 2016-17

Please refer to the response to supplementary question number 305(a).

(c) 2015-16

Please refer to the response to supplementary question number 305(a).

(d) 2014-15

Please refer to the response to supplementary question number 305(a).

(e) 2013-14

Please refer to the response to supplementary question number 305(a).

Temporary Accommodation

308. How many individuals were given temporary accommodation by each housing allocation zone in the following financial years?

(a) 2017-18

I am advised that information and statistics about temporary accommodation is available online on the FACS website at www.facs.nsw.gov.au.

(b) 2016-17

Please refer to the response to supplementary question number 308(a).

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(c) 2015-16

Please refer to the response to supplementary question number 308(a).

(d) 2014-15

Please refer to the response to supplementary question number 308(a).

(e) 2013-14

Please refer to the response to supplementary question number 308(a).

309. What was the total expenditure on temporary accommodation by each housing allocation zone in the following financial years?

(a) 2017-18

I am advised that financial information is available in FACS annual reports.

(b) 2016-17

Please refer to the response to Supplementary Question 309 (a).

(c) 2015-16

Please refer to the response to Supplementary Question 309 (a).

(d) 2014-15

Please refer to the response to Supplementary Question 309 (a).

(e) 2013-14

Please refer to the response to Supplementary Question 309 (a).

310. How many social housing dwellings have been constructed under Communities Plus by each housing allocation zone?

I am advised that information about the Communities Plus program is available at <https://www.communitiesplus.com.au>.

311. What was the total expenditure under Communities Plus in the 2016-17 financial year?

Please refer to the response to supplementary question number 310.

Future Directions

312. How many tenants were transitioned out of social housing under *Future Directions* in the 2017-18 financial year?

I am advised that information about transitions out of social housing is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

(a) What was that figure for 2016-17?

Please refer to the response to supplementary question number 312.

313. How many persons aged less than 25 years transitioned from specialist homelessness services to long term stable accommodation in the 2017-18 financial year?

I am advised that homelessness data is provided annually to FACS and published by the Australian Institute of Health and Welfare.

(a) What was that figure for 2016-17?

Refer to the answer to Supplementary Question 313.

Waterloo Estate

314. How many people currently reside at the Waterloo Estate as at 6 September 2018?

I am advised that information about the Waterloo Estate is available on the Communities Plus website at <https://www.communitiesplus.com.au>.

315. How many residents have been transferred from the Waterloo Estate since the announcement of *Communities Plus*?

Please refer to the response to supplementary question number 314.

- (a) Of these tenants, how many were transferred to a property not in their preferred Housing Allocation Zone?

Please refer to the response to supplementary question number 314.

316. How many properties are vacant at the Waterloo Estate as at 6 September 2018?

Please refer to the response to supplementary question number 166.

317. Have any tenants moved into the Waterloo Estate since the announcement of *Communities Plus*?

Please refer to the response to supplementary question number 314.

- (a) If so, how many?

Please refer to the response to supplementary question number 314.

318. Will the Government extend the consultation process to ensure that all tenants within Waterloo are engaged sufficiently with respect to the Government's plans in redeveloping Waterloo (Waterloo Master Plan Process)?

Please refer to the response to supplementary question number 314.

Millers Point

319. How many social housing properties are there at Millers Point as at 6 September 2018?

I am advised that information about social housing in Millers Point is available at www.millerspoint.facs.nsw.gov.au.

320. How many of those properties are tenanted?

Refer to answer to Supplementary Question 319.

321. How many are vacant?

Refer to answer to Supplementary Question 319.

Social Housing in the Keira electorate

322. What is the average length of time for individuals to wait for a determination on their application to be considered for priority housing in the Keira Electorate?

I am advised that information about applications for social housing is available on the FACS website at www.facs.nsw.gov.au.

323. Is there a staff shortage concern in the Family and Community Services Coniston office?

I am advised that FACS staff numbers are available in the FACS annual report.

- (a) Is there a backlog of applications in the Coniston office relating to the NSW Social Housing register?

There are a number of applications to be assessed and I've asked the department to address this.

- (b) Are staff related shortages contributing to NSW Social Housing applications being processed after a matter of months?

Refer to the answer to Supplementary Question 323.

- (c) What is the Minister doing to address the problem?

Please refer to the response to supplementary question number 323 (a).

324. What is the Minister doing to address the number of individuals in temporary accommodation that cannot obtain a priority housing status?

I am advised that where clients do not meet the criteria for priority housing, they may still be eligible for social housing, or eligible for a range of other products and services that are available to support tenants to rent in the private market including, amongst other things, a range of Rent Choice products, Bond Loan and Advanced Rent.

- (a) We have cases in the Keira Electorate where individuals are living in temporary shelter accommodation, such as St Vincent De Paul, or SASSHI Women's shelter for 18 months and are still unable to receive a priority status on the social housing register. These individuals are unable to accommodate themselves through private rental and are yet trapped in a cycle of temporary accommodation.

Refer to the answer to Supplementary Question 324.

- (b) What is the Minister doing to address the problem?

The NSW Government's 2018-19 Budget commits more than \$1 billion for homelessness services over the next four years to support new and existing initiatives. This includes \$61 million in new funding for the implementation of the Homelessness Strategy which sets out the five year direction for a comprehensive approach to prevent and improve the way we respond to homelessness. Further information is available at: <https://www.facs.nsw.gov.au/about/reforms/homelessness>.

Social Housing in NSW and Shellharbour

325. How many families are currently on the Housing NSW waitlist:

- (a) Within NSW

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

- (b) Within Shellharbour?

Refer to the answer to Supplementary Question 325 (a).

326. How many families were on the Housing NSW waitlist on:

- (a) 5 September 2017;

Refer to the answer to Supplementary Question 325 (a).

- (b) 5 September 2016;

Refer to the answer to Supplementary Question 325 (a).

- (c) 5 September 2015;

Refer to the answer to Supplementary Question 325 (a).

- (d) 5 September 2014;

Refer to the answer to Supplementary Question 325 (a).

- (e) 5 September 2013;

Refer to the answer to Supplementary Question 325 (a).

- (f) 5 September 2012;

Refer to the answer to Supplementary Question 325 (a).

- (g) 5 September 2011?

Refer to the answer to Supplementary Question 325 (a).

327. How many social housing properties have been sold since 1 April 2011:

- (a) In the Shellharbour electorate?

I am advised that financial information about property disposals is contained in FACS annual reports.

(b) In NSW?

Refer to the answer to Supplementary Question 327 (a).

328. How many social housing properties have been constructed or purchased since 1 April 2011:

(a) In the Shellharbour electorate?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au, www.communitiesplus.com.au and at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

(b) In NSW?

Refer to the answer to Supplementary Question 328 (a).

329. What was the total number of social housing properties in the Shellharbour electorate and in NSW on:

(a) 31 December 2011;

I am advised that information about social housing is available on the social housing assistance dashboard which is located on the FACS website at www.facs.nsw.gov.au.

(b) 31 December 2012;

Please refer to the response to supplementary question number 329 (a).

(c) 31 December 2013;

Please refer to the response to supplementary question number 329 (a).

(d) 31 December 2014;

Please refer to the response to supplementary question number 329 (a).

(e) 31 December 2015;

Please refer to the response to supplementary question number 329 (a).

(f) 31 December 2016;

Please refer to the response to supplementary question number 329 (a).

(g) 31 December 2017;

Please refer to the response to supplementary question number 329 (a).

(h) 2018 (at present)?

Please refer to the response to supplementary question number 329 (a).

330. How many Housing NSW properties are currently vacant of tenants:

(a) In the Shellharbour electorate?

I am advised that the number of social housing properties that are vacant changes frequently as properties are vacated by tenants and prepared for reletting.

(b) In NSW?

Please refer to the response to supplementary question number 330 (a).

Public housing vacancy time periods

331. What was the minimum time taken between a public housing property becoming vacant and subsequently tenanted in each of the 2015-16 and 2016-17 financial years?

I am advised that the time needed to prepare properties for reletting depends on the works required in each instance.

332. What was the maximum time taken between a public housing property becoming vacant and subsequently tenanted in each of the 2015-16 and 2016-17 financial years?

Please refer to the response to supplementary question number 331.

333. What was the mean time taken between a public housing property becoming vacant and subsequently tenanted in each of the 2015-16 and 2016-17 financial years?

Please refer to the response to supplementary question number 331.

Public housing vacancies in Charlestown

334. Does the Department of Family and Community Services have a record of the average time between public housing properties in the Charlestown electorate becoming vacant and subsequently being tenanted from 1 July 2017 to 31 March 2018?

Please refer to the response to supplementary question number 331.

335. What is the rate of occupancy for public housing in the electorate of Charlestown as of 5 September 2018?

I am advised that information about occupancy is available on the Productivity Commission's website at www.pc.gov.au.

Efficiency dividends

336. What is the forecast efficiency dividend saving for each agency within your portfolio in 2018-19?

Please refer to the response to supplementary question number 185.

337. What is the forecast efficiency dividend saving for each agency within your portfolio in 2019-20?

Please refer to the response to supplementary question number 186.

338. What is the forecast efficiency dividend saving for each agency within your portfolio in 2020-21?

Please refer to the response to supplementary question number 187.

339. What is the forecast efficiency dividend saving for each agency within your portfolio in 2021-22?

Please refer to the response to supplementary question number 188.

340. What was the total efficiency dividend that was achieved for each agency within your portfolio between 2011-12 and 2017-18 inclusively?

Please refer to the response to supplementary question number 189.

Ministerial Travel/Meal Allowance

341. How many nights' travel were claimed by the Minister during the 2017-18 period?

I am advised that in 2017/18, total expenditure by the Ministry on domestic travel was \$676,372 – compared with \$852,187 in 2009/10 under Labor. This is 20 per cent less than under Labor.

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

Please refer to the response to supplementary question number 341.

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

Please refer to the response to supplementary question number 341.

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

Please refer to the response to supplementary question number 341.

Office Administration

345. 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?

I am advised that Ministers' Office staff numbers and salary bands are available on the DPC website. Refer to:

<https://www.dpc.nsw.gov.au/publications/premiers-and-ministers-staff-numbers>

346. 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?

I am advised that there were 303 smart phones allocated across the Ministers' IT Network in 2017-18. The total usage cost of these smart phones and other mobile devices (including iPads) was \$236,984, a 46% per cent reduction on the 2009-10 expenditure of \$434,854. There were 3 devices lost/stolen across the Ministerial Offices during the 2017/2018. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

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

I am advised that there were 135 iPads in use across the Ministers' IT network in 2017-18. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

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

Please refer to the response to supplementary question number 347.

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

Please refer to the response to supplementary question number 347.

What was the cost of replacing these devices?

Please refer to the response to supplementary question number 347.

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

(a) What is the cost of this?

I am advised no.

349. 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?

I am advised no.

350. 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?

I am advised no.

351. 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?

I am advised that my office subscribes to a modest number of publications, the costs of which are managed within the office's budget.

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

Please refer to the response to supplementary question number 351.

- i. Who is the subscriber for each of these?

Please refer to the response to supplementary question number 351.

352. 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?

I am advised that gifts are presented to dignitaries during overseas missions.

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

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

No.

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

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

I am advised that Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2017-18 all costs associated with these vehicles were paid from the relevant office's budget.

355. 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

I am advised that expenditure on taxis, hire cars and ride share services in 2017-18 across the Ministry was \$89,496. This compares with 2009-10 expenditure of \$175,776.

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

I am advised No.

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

Not applicable.

Agile Workspaces/Activity Based Working/Hot-desking

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

Please refer to the response to supplementary question number 206.

(a) If not, are there plans to introduce activity based working practices in 2018-19?

Please refer to the response to supplementary question number 207.

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

Please refer to the response to supplementary question number 208.

Hospitality

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

Please refer to the response to supplementary question number 209.

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

Please refer to the response to supplementary question number 210.

Labour Hire Firms

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

Please refer to the response to supplementary question number 211.

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

(a) The names of the firms utilised

Please refer to the response to supplementary question number 212(a).

(b) The total amount paid to each firm engaged

Please refer to the response to supplementary question number 212(a).

(c) The average tenure period for an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

(d) The longest tenure for an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

(e) The duties conducted by employees engaged through a labour hire company

Please refer to the response to supplementary question number 212(a).

(f) The office locations of employees engaged through a labour hire company

Please refer to the response to supplementary question number 212(a).

(g) The highest hourly or daily rate paid to an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

Media and Public Relations

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

Please refer to the response to supplementary question number 213.

364. 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?

Please refer to the response to supplementary question number 213.

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

Please refer to the response to supplementary question number 215.

366. Have you had media training or speech training?

No.

(a) If yes, who paid for it?

Not applicable.

(b) If paid by taxpayers, what was the amount paid in 2017-18?

Not applicable.

Facebook

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

Please refer to the response to Supplementary Question 217.

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

Please refer to the response to Supplementary Question 218.

Overseas Trips

369. 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?

Please refer to the response to supplementary question number 219.

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

Please refer to the response to supplementary question number 219.

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

Please refer to the response to supplementary question number 219.

(b) Who paid for these trips?

Please refer to the response to supplementary question number 219.

Department/Agency Travel

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

- (a) Taxi hire

Please refer to the response to supplementary question number 221(a).

- (b) Limousine/private car hire

Please refer to the response to supplementary question number 221(b).

- (c) Hire car rental

Please refer to the response to supplementary question number 221(c).

- (d) Ridesharing services

Please refer to the response to supplementary question number 221(d).

Drivers

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

Consulting

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

Please refer to the response to supplementary question number 223.

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

Please refer to the response to supplementary question number 223.

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

(a) Social media

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(b) Photography

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(c) Acting training

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(d) Ergonomics

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

Department/Agency Staffing

375. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2017-18?

Please refer to the response to supplementary question number 225.

(a) Of these redundancies, how many were:

i. Voluntary

Please refer to the response to supplementary question number 225.

ii. Forced

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

376. 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?

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

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

Please refer to the answer to Supplementary Question 225.

378. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2017-18?

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

Smart Phone Accounts

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

Please refer to the response to supplementary question number 229.

(a) What was the total expenditure in 2017-18 on iTunes?

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

(a) What was the total expenditure in 2017-18 on Android?

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

Merchant fees

381. 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.

Please refer to the response to supplementary question number 231.

382. 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.

Please refer to the response to supplementary question number 231.

383. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2017-18?

Please refer to the response to supplementary question number 231.

Probity Auditor

384. 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.

Please refer to the response to supplementary question number 234.

Domestic Violence Leave Policies, Awareness and Usage

385. 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;

Please refer to the response to supplementary question number 235(a).

- (b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;

Please refer to the response to supplementary question number 235(b).

- (c) Whether or not all employees and/or contractors are eligible for domestic violence leave;

Please refer to the response to supplementary question number 235(c).

- (d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;

Please refer to the response to supplementary question number 235(d).

- (e) Number of days available for eligible staff to access domestic violence leave in each financial year;

Please refer to the response to supplementary question number 235(e).

- (f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;

Please refer to the response to supplementary question number 235(f).

- (g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;

Please refer to the response to supplementary question number 235(e).

- (h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?

Please refer to the response to supplementary question number 235(h).

386. What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?

- (a) Privacy and confidentiality of information about domestic violence

Please refer to the response to supplementary question number 236(a).

- (b) Access to emotional, psychological, financial and medical support which may be required

Please refer to the response to supplementary question number 236(b).

387. Who has provided training on domestic violence in the workplace?

Please refer to the response to supplementary question number 237.

388. What percentage of staff in each agency has undertaken domestic violence training?

Please refer to the response to supplementary question number 238.

389. 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?

Please refer to the response to supplementary question number 239.

Sexual harassment and Anti-bullying training and awareness programs

390. 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.

Please refer to the response to supplementary question number 240(a).

- (b) Whether or not all employees and/or contractors have received such training?

Please refer to the response to supplementary question number 240(a).

- (c) Is this course mandatory for all employees/ contractors?

Please refer to the response to supplementary question number 240(a).

- (d) How long for each session, how many sessions?

Please refer to the response to supplementary question number 240(a).

- (e) Who delivers it?

Please refer to the response to supplementary question number 240(a).

- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?

Please refer to the response to supplementary question number 240(a).

- i. How?

Please refer to the response to supplementary question number 240(a).

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

Please refer to the response to supplementary question number 240(a).

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

(a) Sexual harassment

Please refer to the response to supplementary question number 240(a).

(b) Bullying

Please refer to the response to supplementary question number 240(a).

(c) Workplace violence

Please refer to the response to supplementary question number 240(a).

Participation of women in Government

393. 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?

Please refer to the response to supplementary question number 243(a).

- (b) What number and percentage of women are employed within the management levels of the agency?

Please refer to the response to supplementary question number 243(a).

- (c) What number and percentage of women are employed in the top ten leadership positions of the agency?

Please refer to the response to supplementary question number 243(a).

- (d) How is this data publicly reported on a regular basis?

Please refer to the response to supplementary question number 243(a).

- (e) What strategies does the agency use to encourage women in to management and leadership positions?

Please refer to the response to supplementary question number 243(e).

- (f) What is the gender pay gap within your agency?

Please refer to the response to supplementary question number 243(f).

- (g) Does the agency report participation of women figures to Women NSW on a regular basis?

Please refer to the response to supplementary question number 243(g).

Energy

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

(a) 2014-15?

Please refer to the response to supplementary question number 244(a).

(b) 2015-16?

Please refer to the response to supplementary question number 244(a).

(c) 2016-17?

Please refer to the response to supplementary question number 244(a).

(d) 2017-18?

Please refer to the response to supplementary question number 244(a).

395. 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.

Please refer to the response to supplementary question number 244(a).

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

Please refer to the response to supplementary question number 244 (a).

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

Please refer to the response to supplementary question number 244 (a).

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

(a) 2018-19?

Please refer to the response to supplementary question number 244(a).

(b) 2019-20?

Please refer to the response to supplementary question number 244(a).

(c) 2020-21?

Please refer to the response to supplementary question number 244(a).

(d) 2021-22?

Please refer to the response to supplementary question number 244(a).

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

Please refer to the response to supplementary question number 244 (a).

400. 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.)?

Please refer to the response to supplementary question number 244(a).

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

(a) 2018-19?

Please refer to the response to supplementary question number 244(a).

(b) 2019-20?

Please refer to the response to supplementary question number 244(a).

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

(c) 2020-21?

Please refer to the response to supplementary question number 244(a).

(d) 2021-22?

Please refer to the response to supplementary question number 244(a).

PREVENTION OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Questions from the Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)

Domestic Violence funding

402. Why is the NSW Domestic and Family Violence Blueprint for Reform: 2016-2021 not funded?

In the 2018/19 Budget the NSW Government is investing over \$390 million over four years to support victim-survivors to rebuild their lives and hold perpetrators to account. This investment is in addition to the hundreds of millions of dollars the government spends each year to combat domestic and family violence through mainstream and other services in justice, police, health, child protection, social housing and homelessness services. Further information is available at:

https://www.facs.nsw.gov.au/__data/assets/pdf_file/0009/591390/FACS000C1_BUDGET_DomesticViolence_2018_Final_WEB.pdf

403. In 2017 – 2018 how much funding was allocated to case management for women and children who are experiencing the impacts of domestic violence?

In the 2017/18 Budget the NSW Government invested more than \$350 million over four years in specialist domestic violence initiatives that support victim survivors to rebuild their lives and hold perpetrators to account. This is in addition to the hundreds of millions of dollars spent to combat domestic and family violence through mainstream and other services in justice, police, health, child protection, social housing and homelessness services.

404. In 2018 – 2019 how much funding will be allocated to case management?

Please see answer to Supplementary Question 402.

405. How long does it take for domestic and family violence victims to receive ‘immediate needs’ funding?

I am advised that information about domestic violence support programs is available online at www.women.nsw.gov.au and www.facs.nsw.gov.au.

- (a) Will the NSW Government consider introducing the Victorian model for 'immediate needs' funding which uses a more flexible approach?

Please see answer to Supplementary Question 405.

Newcastle Light Rail construction impact on Nova for Women and Children

406. Is the Minister aware that a local domestic violence service, Nova, has experienced issues around access as a result of the Newcastle Light Rail project?

I am advised that FACS has discussed the changing traffic conditions in the Newcastle area with the provider.

- (a) On 19/7/18 the Transport Minister was asked by the Member for Newcastle to urgently investigate this matter, were you alerted to this issue?

Please see answer to Supplementary Question 406.

- (b) Do you agree you the Government has failed this vital service?

Please see answer to Supplementary Question 406.

- (c) Does the Minister think it is acceptable that an ambulance was denied access to Nova's building and instead had to meet staff from Nova and a client in a KFC carpark 400 metres down the road?

Please see answer to Supplementary Question 406.

- (d) Has the Minister contacted Nova?

Please see answer to Supplementary Question 406.

- (e) Nova is reporting a drop in clients since the start of the Newcastle Light Rail project, considering their government funding is calculated on the number of clients they see, will you guarantee Nova funding will not be reduced as a result of the light rail construction?

Please see answer to Supplementary Question 406.

Sexual Assault Strategy Funding

407. The NSW Government announced the \$200m Sexual Assault Strategy for the four years beginning the 2018/19 financial year. Of this how much was new funds and how much comes from existing NSW Government funding?

In the 2018/19 Budget the NSW Government has invested more than \$200 million over four years, aimed at supporting victim-survivors of sexual assault and preventing instances of assault from occurring. Further information is available at:

https://www.facs.nsw.gov.au/__data/assets/pdf_file/0004/591394/FACS000C1_BUDGET_SexualAssault_2018_Final_WEB.pdf

- (a) If any has come from existing funds, where have the funds come from and in particular which programs have provided the funds

Please see answer to Supplementary Question 407.

Domestic and Family Violence Prevention Strategy

408. Since the release of the NSW Domestic and Family Violence Prevention and Early Intervention Strategy 2017 – 2021, what has the NSW Government done to prevent domestic and family violence in NSW?

In the 2018/19 Budget the NSW Government has invested more than \$390 million over four years in specialist domestic violence initiatives that support victim survivors to rebuild their lives and hold perpetrators to account. This is in addition to the hundreds of millions of dollars spent to combat domestic and family violence through mainstream and other services in justice, police, health, child protection, social housing and homelessness services.

The NSW Government was the first state in Australia to launch a \$20 million Innovation Fund with particular focus on prevention and early intervention initiatives.

I am advised that there is a variety of information at <https://www.women.nsw.gov.au> and <https://www.facs.nsw.gov.au/domestic-violence/services-and-support> regarding NSW Government initiatives to prevent domestic and family violence.

- (a) Why is the NSW Government refusing to become a paid member of Our Watch and support the national evidence-based ‘Change the Story’ shared approach for the prevention of violence against women and their children in Australia?

Please refer to the Minister’s testimony on page 9 of the Budget Estimates transcript.

- (b) Why hasn’t the NSW Government developed a specific violence prevention strategy for Aboriginal and Torres Strait Islander women and children in NSW that is Aboriginal and Torres Strait Islander people led?

The NSW Domestic and Family Violence Blueprint for Reform 2016-2022 and the NSW Domestic and Family Violence Prevention and Early Intervention Strategy 2017-2021 both cater to the diverse range of all women and children in our community, including Aboriginal and Torres Strait Islander women. Information about the NSW Domestic and Family Violence Prevention and Early Intervention Strategy is available at http://www.women.nsw.gov.au/__data/assets/pdf_file/0010/388846/dfv-prevention-intervention-strategy.pdf

409. Referred to in the NSW Domestic and Family Violence Blueprint for Reform: 2016-2021, what has the NSW Government done to integrate violence prevention into NSW Government workplaces by supporting policies that promote non-violence?

Under the Domestic and Family Violence Blueprint for Reform: 2016-21, I convened the first Minister's Corporate Leadership Group to explore ways for government and the private sector to work together. In February 2018 I commissioned a workplace survey to examine policies relating to domestic and family violence. Further information is available at:

https://www.women.nsw.gov.au/_data/assets/pdf_file/0004/628195/DFV-Leave-in-NSW-Finding-from-a-survey-of-selected-corporations-in-NSW-June-2018.pdf. In addition I am advised that a number of NSW Government agencies have achieved White Ribbon Workplace accreditation including FACS, NSW Police and the Department of Premier and Cabinet.

- (a) Referred to in the Blueprint for Reform for delivery in 2017, has the NSW Government rolled out the targeted ethical bystander initiatives for high risk communities?

I am advised that there is information at

https://www.police.nsw.gov.au/crime/domestic_and_family_violence/no_innocent_bystanders_domestic_violence_campaign regarding ethical bystander initiatives that have been rolled out by the NSW Government.

- (b) Referred to in the Blueprint for Reform for delivery in 2017, has the NSW Government conducted an inter-agency review of the domestic and family violence service system? What were the results of the review?

I am advised that this piece of work has been completed. Information is available at www.women.nsw.gov.au.

410. Referred to in the Blueprint for Reform, where is the significant investment in social housing to ensure victims have accommodation options when they leave a violent relationship?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at

www.facs.nsw.gov.au, www.communitiesplus.com.au and at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

Further information on housing assistance available to victims of domestic violence is available at: <https://www.facs.nsw.gov.au/housing/help/ways/domestic-violence>.

411. Referred to in the Blueprint for Reform, how is the NSW Government advocating for ongoing Commonwealth funding of homelessness services beyond the life of the current National Partnership Agreement on Homelessness?

I am advised that the NSW Government finalised the National Housing and Homelessness Agreement in August 2018.

- (a) Considering that domestic and family violence is one of the key drivers of homelessness, does the NSW Government support development of a ten-year plan to end homelessness that addresses domestic and family violence?

The NSW Government's 2018-19 Budget commits more than \$1 billion for homelessness services over the next four years to support new and existing initiatives. This includes \$61 million in new funding for the implementation of the Homelessness Strategy which sets out the five year direction for a comprehensive approach to prevent and improve the way we respond to homelessness. Further information is available at: <https://www.facs.nsw.gov.au/about/reforms/homelessness>.

- i. Why/why not?

Refer to the answer to Supplementary Question 411 (a).

412. Referred to in the Blueprint for Reform for delivery in 2017, has the NSW Government considered best practice strategies to engage Aboriginal men and women in behaviour change interventions as perpetrators and victims?

I am advised that information about the minimum standards for men's domestic violence behaviour change programs is available at: <https://www.justice.nsw.gov.au>.

I am advised that the **Kalypi Paaka Mirika Healing Program** currently being delivered in Far West NSW by Maari Maa as part of the **Domestic and Family Violence Innovation Fund** round one will build upon the evidence base of best practice strategies. The program is working with victims, perpetrators and the broader community to identify stressors that lead to violence with the overarching aim to prevent domestic and family violence in Aboriginal communities.

- (a) What was the result?

Please refer to the response to Supplementary Question 412.

413. Referred to in the Blueprint for Reform for delivery in 2017, where are the co-designed service quality standards for domestic violence services?

I am advised that the Service Quality Standards are currently being developed.

- (a) Referred to in the Blueprint for Reform for delivery in 2017, where are the training requirements for mainstream services?

I am advised that training requirements for mainstream services will form part of the Service Quality Standards.

- (b) Referred to in the Blueprint for Reform for delivery in 2017, where is the skills development, training and capacity building for the non-government sector to improve risk assessment and safety planning for families with complex needs?

I am advised that this is being conducted in conjunction with development of a common risk assessment framework.

- (c) Referred to in the Blueprint for Reform for delivery in 2017, what are the competency training opportunities for service providers to ensure they can respond appropriately and effectively with Aboriginal and culturally and linguistically diverse communities as well as people with disability?

I am advised that competency training opportunities will be identified as part of the Service Quality Standards.

414. Referred to in the Blueprint for Reform for delivery in 2017, where are the system-wide performance metrics and data collection mechanisms across the service system, including improving data collection in at-risk communities?

I am advised that information about the Domestic and Family Violence Outcomes Framework can be found at: https://www.women.nsw.gov.au/__data/assets/pdf_file/0011/594596/DFV-Outcomes-Framework_Final-Report_FACS.pdf

415. Referred to in the Blueprint for Reform for delivery in 2017, how has the NSW Government strengthened governance and accountability across the service system through the Domestic and Family Violence Reforms Delivery Board?

I am advised information is available in the Domestic and Family Violence Outcomes Framework at https://www.women.nsw.gov.au/__data/assets/pdf_file/0011/594596/DFV-Outcomes-Framework_Final-Report_FACS.pdf

416. Referred to in the Blueprint for Reform for delivery in 2017, has the NSW Government reviewed regional governance to support coordinated regional and local decision making across the service system?

I am advised that Regional Strategy Groups have been rolled out by the NSW Department of Justice in targeted locations with high rates of reoffending and high volumes of offenders. Based on cross agency planning and coordination these groups support local governance and a localised response to domestic and family violence and also support implementation of the DFV Blueprint recommendation to strengthen regional governance.

(a) How does the NSW Government intend to improve these processes?

I am advised that the Regional Strategy Groups have Terms of Reference and action plans are in place in each site.

417. Referred to in the Blueprint for Reform, when will the NSW Government introduce streamlined procurement arrangements for domestic and family violence specialist services to reduce contractual/administrative burden and encourage collaboration?

I am advised that the Department of Family and Community Services (FACS) uses a number of processes to manage and streamline procurement processes that also align to NSW procurement government directives.

418. What is the NSW Government doing to support specialist lesbian, gay, bisexual, transgender, intersex and queer services to develop and deliver community education and bystander interventions for LGBTIQ communities?

I am advised that ACON will continue its work to prevent domestic violence in the LGBTI community. I am also pleased to advise that ACON's work in violence prevention and victim support will be expanded to also include sexual assault under the Government's Sexual Assault Strategy.

Efficiency dividends

419. What is the forecast efficiency dividend saving for each agency within your portfolio in 2018-19?

Please refer to the response to supplementary question number 185.

420. What is the forecast efficiency dividend saving for each agency within your portfolio in 2019-20?

Please refer to the response to supplementary question number 186.

421. What is the forecast efficiency dividend saving for each agency within your portfolio in 2020-21?

Please refer to the response to supplementary question number 187.

422. What is the forecast efficiency dividend saving for each agency within your portfolio in 2021-22?

Please refer to the response to supplementary question number 188.

423. What was the total efficiency dividend that was achieved for each agency within your portfolio between 2011-12 and 2017-18 inclusively?

Please refer to the response to supplementary question number 189.

Ministerial Travel/Meal Allowance

424. How many nights' travel were claimed by the Minister during the 2017-18 period?

I am advised that in 2017/18, total expenditure by the Ministry on domestic travel was \$676,372 – compared with \$852,187 in 2009/10 under Labor. This is 20 per cent less than under Labor.

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

Please refer to the response to supplementary question number 424.

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

Please refer to the response to supplementary question number 424.

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

Please refer to the response to supplementary question number 424.

Office Administration

428. How many staff are in your ministerial office?

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

I am advised that Ministers' Office staff numbers and salary bands are available on the DPC website. Refer to:

<https://www.dpc.nsw.gov.au/publications/premiers-and-ministers-staff-numbers>

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

Please refer to the response to supplementary question number 428 (a).

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

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

I am advised that there were 303 smart phones allocated across the Ministers' IT Network in 2017-18. The total usage cost of these smart phones and other mobile devices (including iPads) was \$236,984, a 46% per cent reduction on the 2009-10 expenditure of \$434,854. There were 3 devices lost/stolen across the Ministerial Offices during the 2017/2018. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

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

What is the cost of replacing those phones?

Please refer to the response to supplementary question number 429 (a).

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

I am advised that there were 135 iPads in use across the Ministers' IT network in 2017-18. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed

Fund. Repairs are funded by the Department of Premier and Cabinet, Corporate and Ministerial Services.

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

Please refer to the response to supplementary question number 430.

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

What was the cost of replacing these devices?

Please refer to the response to supplementary question number 430.

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

(a) What is the cost of this?

I am advised no.

432. 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?

I am advised no.

433. 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?

I am advised no.

434. 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?

I am advised that my office subscribes to a modest number of publications, the costs of which are managed within the office's budget.

435. 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?

I am advised that gifts are presented to dignitaries during overseas missions.

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

(a) What is the monthly cost of this?

No.

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

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

I am advised that Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2017-18 all costs associated with these vehicles were paid from the relevant office's budget.

438. 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

I am advised that expenditure on taxis, hire cars and ride share services in 2017-18 across the Ministry was \$89,496. This compares with 2009-10 expenditure of \$175,776.

439. 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?

I am advised No.

Agile Workspaces/Activity Based Working/Hot-desking

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

Please refer to the response to supplementary question number 206.

(a) If not, are there plans to introduce activity based working practices in 2018-19?

Please refer to the response to supplementary question number 206.

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

Please refer to the response to supplementary question number 206.

Hospitality

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

I am advised that expenditure on hospitality across the Ministry totalled \$25,350 in 2017-18 – which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries.

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

Please refer to the response to supplementary question number 210.

Labour Hire Firms

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

Please refer to the response to supplementary question number 211.

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

(a) The names of the firms utilised

Please refer to the response to supplementary question number 212(a).

(b) The total amount paid to each firm engaged

Please refer to the response to supplementary question number 212(a).

(c) The average tenure period for an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

(d) The longest tenure for an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

(e) The duties conducted by employees engaged through a labour hire company

Please refer to the response to supplementary question number 212(a).

(f) The office locations of employees engaged through a labour hire company

Please refer to the response to supplementary question number 212(a).

(g) The highest hourly or daily rate paid to an employee provided by a labour hire company

Please refer to the response to supplementary question number 212(a).

Media and Public Relations

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

Please refer to the response to supplementary question number 213.

447. 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?

Please refer to the response to supplementary question number 213.

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

Please refer to the response to supplementary question number 215.

449. Have you had media training or speech training?

No.

(a) If yes, who paid for it?

Not applicable.

(b) If paid by taxpayers, what was the amount paid in 2017-18?

Not applicable.

Facebook

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

I am advised that no taxpayer money has been spent on Facebook advertising or sponsored posts.

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

I am advised that where appropriate social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.

Overseas Trips

452. Were any of your overseas trips in the last financial year paid for in part or in full by using public money?

Please refer to the response to supplementary question number 219.

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

Please refer to the response to supplementary question number 219.

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

Please refer to the response to supplementary question number 219.

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

Please refer to the response to supplementary question number 219.

(b) Who paid for these trips?

Please refer to the response to supplementary question number 219.

Department/Agency Travel

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

- (a) Taxi hire

Please refer to the response to supplementary question number 221(a).

- (b) Limousine/private car hire

Please refer to the response to supplementary question number 221(b).

- (c) Hire car rental

Please refer to the response to supplementary question number 221(c).

- (d) Ridesharing services

Please refer to the response to supplementary question number 221(d).

Drivers

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

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

Please refer to the response to supplementary question number 222.

Consulting

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

Please refer to the response to supplementary question number 223.

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

Please refer to the response to supplementary question number 223.

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

(a) Social media

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(b) Photography

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(c) Acting training

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

(d) Ergonomics

Please refer to the response to supplementary question number 223.

i. And the cost of these services

Please refer to the response to supplementary question number 223.

Department/Agency Staffing

458. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2017-18?

Please refer to the response to supplementary question number 225.

(a) Of these redundancies, how many were:

i. Voluntary

Please refer to the response to supplementary question number 225.

ii. Forced

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

459. 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?

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

461. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2017-18?

Please refer to the response to supplementary question number 225.

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

Please refer to the response to supplementary question number 225.

Smart Phone Accounts

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

Please refer to the response to supplementary question number 229.

(a) What was the total expenditure in 2017-18 on iTunes?

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

(a) What was the total expenditure in 2017-18 on Android?

Please refer to the response to supplementary question number 229.

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

Please refer to the response to supplementary question number 229.

Merchant fees

464. 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.

Please refer to the response to supplementary question number 231.

465. 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.

Please refer to the response to supplementary question number 231.

466. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2017-18?

Please refer to the response to supplementary question number 231.

Probity Auditor

467. 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.

Please refer to the response to supplementary question number 234.

Domestic Violence Leave Policies, Awareness and Usage

468. 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;

Please refer to the response to supplementary question number 235(a).

- (b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;

Please refer to the response to supplementary question number 235(b).

- (c) Whether or not all employees and/or contractors are eligible for domestic violence leave;

Please refer to the response to supplementary question number 235(c).

- (d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;

Please refer to the response to supplementary question number 235(d).

- (e) Number of days available for eligible staff to access domestic violence leave in each financial year;

Please refer to the response to supplementary question number 235(e).

- (f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;

Please refer to the response to supplementary question number 235(f).

- (g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;

Please refer to the response to supplementary question number 235(e).

- (h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?

Please refer to the response to supplementary question number 235(h).

469. What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?

- (a) Privacy and confidentiality of information about domestic violence

Please refer to the response to supplementary question number 236(a).

- (b) Access to emotional, psychological, financial and medical support which may be required

Please refer to the response to supplementary question number 236(b).

470. Who has provided training on domestic violence in the workplace?

Please refer to the response to supplementary question number 237.

471. What percentage of staff in each agency has undertaken domestic violence training?

Please refer to the response to supplementary question number 238.

472. 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?

Please refer to the response to supplementary question number 239.

Sexual harassment and Anti-bullying training and awareness programs

473. 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.

Please refer to the response to supplementary question number 240(a).

- (b) Whether or not all employees and/or contractors have received such training?

Please refer to the response to supplementary question number 240(a).

- (c) Is this course mandatory for all employees/ contractors?

Please refer to the response to supplementary question number 240(a).

- (d) How long for each session, how many sessions?

Please refer to the response to supplementary question number 240(a).

- (e) Who delivers it?

Please refer to the response to supplementary question number 240(a).

- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?

Please refer to the response to supplementary question number 240(a).

- i. How?

Please refer to the response to supplementary question number 240(a).

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

Please refer to the response to supplementary question number 241.

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

(a) Sexual harassment

Please refer to the response to supplementary question number 240(a).

(b) Bullying

Please refer to the response to supplementary question number 240(a).

(c) Workplace violence

Please refer to the response to supplementary question number 240(a).

Participation of women in Government

476. 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?

Please refer to the response to supplementary question number 243(a).

- (b) What number and percentage of women are employed within the management levels of the agency?

Please refer to the response to supplementary question number 243(a).

- (c) What number and percentage of women are employed in the top ten leadership positions of the agency?

Please refer to the response to supplementary question number 243(a).

- (d) How is this data publicly reported on a regular basis?

Please refer to the response to supplementary question number 243(a).

- (e) What strategies does the agency use to encourage women in to management and leadership positions?

Please refer to the response to supplementary question number 243(e).

- (f) What is the gender pay gap within your agency?

Please refer to the response to supplementary question number 243(f).

- (g) Does the agency report participation of women figures to Women NSW on a regular basis?

Please refer to the response to supplementary question number 243(g).

Energy

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

(a) 2014-15?

Please refer to the response to supplementary question number 244(a).

(b) 2015-16?

Please refer to the response to supplementary question number 244(a).

(c) 2016-17?

Please refer to the response to supplementary question number 244(a).

(d) 2017-18?

Please refer to the response to supplementary question number 244(a).

478. 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.

Please refer to the response to supplementary question number 244 (a).

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

Please refer to the response to supplementary question number 244 (a).

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

Please refer to the response to supplementary question number 244 (a).

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

(a) 2018-19?

Please refer to the response to supplementary question number 244(a).

(b) 2019-20?

Please refer to the response to supplementary question number 244(a).

(c) 2020-21?

Please refer to the response to supplementary question number 244(a).

(d) 2021-22?

Please refer to the response to supplementary question number 244(a).

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

Please refer to the response to supplementary question number 244(a).

483. 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.)?

Please refer to the response to supplementary question number 244(a).

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

(a) 2018-19?

Please refer to the response to supplementary question number 244(a).

(b) 2019-20?

Please refer to the response to supplementary question number 244(a).

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(c) 2020-21?

Please refer to the response to supplementary question number 244(a).

(d) 2021-22?

Please refer to the response to supplementary question number 244(a).

**FAMILY AND COMMUNITY SERVICES, SOCIAL HOUSING,
PREVENTION OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT**

Questions from Mr David Shoebridge MLC

Women in prison

485. Of the 60% of women in prison who have dependent children, how many of those children are in care?

Children enter out-of-home-care when they are at risk and when they are not safe at home. I am advised that a child with appropriate family supports and who is not at risk of significant harm would not enter out-of-home-care as a result of a parent being incarcerated. I am advised that FACS does not collect data relating to entries in to care as a result of parental incarceration.

486. Are those children in care as a result of their mother's incarceration?

Refer to the answer to Supplementary Question 485.

487. What steps does FACS take to ensure that as much as possible a parenting relationship is able to be maintained in these circumstances?

Refer to Ms Walker's testimony on page 32 of the Budget Estimates transcript.

Children in prison

488. What contact does FACS have with children in prison?

I am advised that FACS maintains contact with any child or young person under the care of the Minister, case managed by FACS, who is held in custody in a Juvenile Justice facility.

489. What contact does FACS have with children who have been recently released from prison?

I am advised that where FACS retains case management of these children, FACS has contact with any child or young person under the care of the Minister, who has exited the Juvenile Justice system.

490. Is FACS concerned about the reported levels of self-harm in NSW juvenile justice facilities?

I am advised that FACS is concerned about the welfare and safety of all children and young people.

Aboriginality

491. How many Aboriginal and Torres Strait Islander children are currently in out-of-home care in NSW?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website at <https://www.facs.nsw.gov.au/resources/statistics/statistical-report/children-young-people/dashboard>

492. What is the current rate of removal compared with non-Indigenous children?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website.

493. How many of those Aboriginal and Torres Strait Islander children in out-of-home care in NSW are in relative/kinship care with an Indigenous family member?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website.

494. How many are in relative/kinship care with a non-Indigenous family member?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website.

495. How many are in foster care?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website.

496. How many are subject to guardianship orders?

I am advised that statistical information about children and young people in care is available on FACS statistics on the ‘improving the lives of children and young people dashboard’ on the FACS website.

497. We received a GIPA decision today stating that the department cannot identify the number of children in its care whose Aboriginal and Torres Strait Islander status was changed. How is that possible that you don't have access to this simple information?

I am advised by the Department of the following:

That the decision referred to by Mr Shoebridge was in fact a letter providing Mr Shoebridge the opportunity to reduce the scope of his GIPA request in accordance with the Government Information (Public Access) Act 2009.

Information requested by Mr Shoebridge included the number of Aboriginal or Torres Strait islander children whose Aboriginal status was changed in the last 4 years. The response provided was in reference to information that was not readily accessible from the KIDS database. FACS Statistics contains a large number of measures which are disaggregated by Aboriginality so it is incorrect to assume that data on Aboriginality is not captured and reported.

The specific question relates to capturing changes over time of a child and young person's Aboriginal status. The new ChildStory system does capture changes to Aboriginal status which will enable FACS to continuously improve its record keeping.

498. The GIPA response says there are "currently no standard reports" to identify changes in status, we have received information that suggests that one of the ways in which reductions in the number of Aboriginal kids in care is achieved is through the removal of these identifiers for your records. Can you guarantee that this is not something that has happened?

Refer to the answer to Supplementary Question 497.

Their lives matter

499. We understand the “Their Lives Matter” reforms of the child protection system are expected soon.

- (a) When is the legislation going to be introduced?

I am advised that the Shaping a Better Child Protection System consultation process has been integral to the NSW Government’s consideration of how to improve the safety and care of children and young people in NSW.

- (b) How different is the draft legislation to the reform proposals from the 2017 process?

Please refer to the response to supplementary question number 499 (a).

- (c) Which Aboriginal / community-run organisations have been consulted since the process last year?

I am advised that the process has been informed by extensive consultation including public release of a discussion paper which received more than 100 written submissions.

I am further advised that the process has involved engagement of a broad range of stakeholders across NSW.

- (d) Is it true that the Aboriginal Legal Service and Community Legal Centres were not provided with a copy of the draft legislation?
- i. Why was this?

Please refer to the response to supplementary question number 499 (c).

- ii. Why are these organisations not considered “key stakeholders” for these changes?

Please refer to the response to supplementary question number 499 (c).

- (e) Did any other CLCs or Aboriginal-controlled organisation receive copies of the draft legislation?

Please refer to the response to supplementary question number 499 (c).

Tune Report into Out Of Home Care

500. Why did it take you so long to release the Tune Report?

In 2016, when the Tune Report was completed, Premier Baird and the then Minister for Family and Community Services Brad Hazzard, released a Government response to the Tune report. In addition, a summary of the report's findings was released. As an immediate response to the Tune report, the Government committed \$190 million of new money over four years from 2016-17. I am advised that information about whole of government reforms to the child protection system are available online at <https://www.theirfuturesmatter.nsw.gov.au/>

501. Do you agree with the Tune Report that there needs to be an increased focus on early intervention?

Refer to the answer to Supplementary Question 500.

502. In the 2016-17 NSW budget, only \$117,429,000 (6.3 per cent) was spent on early intervention from the \$1.85 billion FACS was allocated. How much money will be allocated to early intervention in the 2017-18 NSW budget? And what is the percentage of money to be spent on early intervention in comparison to FACS's overall budget for 2017-18?

The 2018/19 Budget invests more than over \$2 billion to protect and support our most vulnerable children, young people and families. I am advised the 2018/19 Budget allocates \$740 million more for child protection and out of home care services than in our first budget in 2011/12. That is a 66 percent increase in our investment in child protection and out of home care since we came to government.

Over 18s in OOHC

503. What consideration has been given to allowing children who need it to stay in paid placements until they're 21 so they get the support that other young people in families get?

I am advised that under section 165 (1) of the Children and Young Persons (Care and Protection) Act 1998, the Minister is already required to provide or arrange such assistance for children of or above the age of 15 years and young persons who leave out-of-home care until they reach 25 years as is necessary for their safety, welfare and well-being.

504. What modelling has been done on the impact this might have on the reduced cost to the state of supporting such children?

I am advised that as part of the Their Futures Matter reforms the NSW Government is investing in an investment approach to improve the lives of vulnerable children and young people.

Adoption

505. How many children were adopted in 2017/18?

I am advised that information about open adoption is available on the Australian Institute Of Health And Welfare (AIHW) website at www.aihw.gov.au.

506. Was that an increase on previous years?

Please refer to response for supplementary question 505.

507. How many Aboriginal children were adopted in 2017/18?

Please refer to response for supplementary question 505.

508. Was that an increase on previous years?

Please refer to response for supplementary question 505.

Royal commission data gaps

509. The Royal Commission into Institutional Responses to Child Sexual Abuse reported that there was insufficient data on the rates of abuse suffered by child in out-of-home care. Does FACS have current statistics on the number of children, particularly Aboriginal and Torres Strait Islander children, in NSW that have suffered abuse in out-of-home care?

I am advised that oversight of reportable allegations in NSW is undertaken by the NSW Ombudsman. I am further advised that data relating to reportable conduct is made available in NSW Ombudsman Annual Reports.

510. Does FACS have current statistics on the number of Aboriginal and Torres Strait Islander children in NSW who have been in out-of-home care and have come into contact with the NSW criminal justice system? (NB: stats are published annually by the AIHW, but there's always a lag and the Department have said publicly that the rates of removal are decreasing, so it would be great to get clarity on this)

I am advised that FACS does not collect data on children in NSW who have been in out-of-home care (OOHC) and have come into contact with the NSW criminal justice system.

FACS is currently leading a study: Pathways of Care Longitudinal Study (POCLS), linking child protection, health, education and offending administrative data for children in care. The study tracks the OOHC experiences and permanency outcomes of a population cohort of 4,126 children who entered care for the first time between May 2010 and October 2011 in NSW. The POCLS is the first, large-scale prospective longitudinal study of children and young people in OOHC in Australia.

The POCLS will enable the identification of risk factors influencing children's safety, permanency and wellbeing to inform policy, practice and improve the service system. By 2020, FACS expects to have 10 years of in-depth information on the experiences and developmental outcomes of children, who exited OOHC.

Average times for Aboriginal and Torres Strait Islander children

511. What is the average length of time Aboriginal and Torres Strait Islander Children spend in care following removal?

The Tune Review said that the average length of stay for all children in out-of-home-care was 12.6 years in 2014. That is too long and that is why we have implemented permanency reforms to improve outcomes for children in out-of-home-care and prevent children from entering the statutory system.

512. What is the average number of placements Aboriginal and Torres Strait Islander Children have whilst in out of home care?

I am advised that data about placements for all children and young people is available on FACS Statistics at <https://www.facs.nsw.gov.au/resources/statistics/statistical-report>.

513. What number of Aboriginal and Torres Strait Islander children are successfully restored to their families following removal?

I am advised that data is available on FACS Statistics at <https://www.facs.nsw.gov.au/resources/statistics/statistical-report>

514. What is the length of time before restoration?

I am advised that data on the length of time before restoration would vary. I am further advised that legislative reform in 2014 established timeframes for decision making on restoration.

Homelessness services

515. How many children in out-of-home care stay each year in homelessness services in NSW?

I am advised that information on children on care and protection orders who sought assistance from specialist homelessness services is published by the Australian Institute Of Health And Welfare (AIHW) and is available on the website at www.aihw.gov.au.

516. How many of these children were Aboriginal and Torres Strait Islander children?

Refer to the answer to Supplementary Question 515.

Parental homelessness

517. How frequently is parental homelessness is a factor in child protection applications before the Children's Court?

I am advised that applications before the court are determined by the grounds in which a child's needs are not being met, as outlined in s71 of the Children and Young Persons (Care and Protection) Act, 1998. This includes that the child or young person's basic physical, psychological or educational needs are not being met by his or her parents.

Motels

518. How many children under departmental responsibility are currently in motels?

Motel placements do not provide children and young people with the permanency they require. I have directed the Secretary to cease reliance on this type of placement. A taskforce has been established to implement specific and targeted short, medium and long-term strategies to transition children and young people to more permanent homes and prevent children and young people entering these types of arrangements.

519. How many children under departmental responsibility stayed in motels in 2017/18?

Please refer to the response to Supplementary Question 518.

520. Who is caring for children in motels?

Please refer to the response to Supplementary Question 518.

521. What accreditation do people caring for children in motels require?

I am advised that FACS must meet relevant legislative requirements

522. What is the average length of stay?

Please refer to the response to Supplementary Question 518.

523. What was the longest stay in 2017/18?

Please refer to the response to Supplementary Question 518.

524. Why was this stay this length?

Please refer to the response to Supplementary Question 518.

525. Are there plans to phase out the use of motels for children in out of home care?

Please refer to the response to Supplementary Question 518.

526. What steps are being taken to put children who have been in motels into accredited placements that can more appropriately assist them?

Please refer to the response to Supplementary Question 518.

Catholic residential care

527. How many residential care placements were moved to catholic providers in 2017/18?

I am advised that no placements were moved to Catholic providers in 2017-18.

528. What steps are in place to ensure the records of delay and obfuscation in relation to child abuse raised about such agencies in the Royal Commission are not continued?

The NSW Government has provided a response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. This is publicly available online at <https://www.nsw.gov.au/improving-nsw/projects-and-initiatives/the-nsw-government-response-to-the-royal-commissions-final-report/>.

Maintenance backlog

529. Given the current maintenance backlog in public housing what additional resources have been put in place to ensure people's homes are safe and habitable at all times?

Please refer to the response to supplementary question number 167.

Cost for OOHC

530. What is the average cost per child per day of care in:

- (a) FACS run OOHC?

I am advised that the FACS website provides information on 2018-19 FACS carer allowance rates per fortnight for statutory care and supported care, OOHC adoption, guardianship and post care education support. Information about other additional financial support available can also be found on the FACS website at www.facs.nsw.gov.au. I am further advised that financial information about departmental expenditure is available in the FACS annual reports.

- (b) Non-FACS run OOHC?

Refer to the answer to Supplementary Question 530 (a).

531. What is the impact on the cost per child in the OOHC sector not managed by FACS of:

- (a) Duplication of management services?

I am advised that financial information about departmental expenditure is available in the FACS annual reports.

- (b) The arrival in the sector of for profit operators?

Please refer to the response to question 531 (a).

- (c) High pay for senior managers?

Please refer to the response to question 531 (a).

- (d) Multiply rents for each service's office?

Please refer to the response to question 531 (a).

- (e) The costs of the tender process?

Please refer to the response to question 531 (a).

Aboriginal carer

532. I have had significant concerns raised with my office regarding unmet promises made to an Aboriginal carer who took on the care of her nephews and nieces and undertook to move her existing family to a new locality in order to allow the children to have close contact with the balance of their family. Promises made to them by the department in terms of accommodation were broken and this led to significant overcrowding and difficulties with accommodating not just the children placed in her care by FACS but also her own children. Her attempts to have this resolved have not been successful.

- (a) What is being done to ensure that the department lives up to its promises to provide supported accommodation and other essential supports for carers in the OOHC system?
(We will provide more details by separate communication of the instant case)

I am advised that that the question pertaining to ensuring FACS lives up to promises to provide supported accommodation is not able to be answered without the facts of the individual case.

Housing NSW Maintenance dashboard

533. How are public housing residents informed about the Tenant Experience Dashboard?

I am advised that residents were informed by FACS of the Tenant Experience Dashboard in its newsletter to tenants. I am advised that information about the Tenant Experience Dashboard is available at <https://www.facs.nsw.gov.au/housing/living/maintenance/dashboard>.

534. How many tenants have submitted online ratings of contractor's work since the Dashboard has been in operation?

Refer to the answer to Supplementary Question 533.

535. How are the Dashboard responses logged to indicate the location and date that the participant filled in the feedback form?

I am advised that participants can access the information and provide feedback for maintenance contractors in their local area by entering their postcode into the Tenant Experience Dashboard.

536. What weight is given to these responses when tenders are awarded for maintenance contracts by FACS?

I am advised that the Tenant Experience Dashboard was implemented after the commencement of the current maintenance contract.

537. What organizations tendered for the FACS maintenance contract?

I am advised that this information is commercial in confidence.

Local Allocation Strategy

538. How many letters has FACS sent to tenants and/or potential tenants?

I am advised that information about the inner city Local Allocation Strategy is available on the FACS website at <https://www.facs.nsw.gov.au/housing/factsheets/inner-city-local-allocation-strategy>.

539. How many criminal record checks have been undertaken?

Please refer to the response to Supplementary Question 538.

540. How many people have been found to have a conviction drug manufacture and/or drug supply within the past 5 years?

Please refer to the response to Supplementary Question 538.

(a) How many of these people identified as Aboriginal?

Please refer to the response to Supplementary Question 538.

541. Did any of the people found to have a conviction drug manufacture and/or drug supply within the past 5 years move into Redfern, Waterloo, Surry Hills or Glebe?

Please refer to the response to Supplementary Question 538.

(a) If so, how many?

Please refer to the response to Supplementary Question 538.

542. How much has FACS expended on the LAS?

Please refer to the response to Supplementary Question 538.

Rough sleeper numbers in Sydney

543. According to research published in March this year over 20% of rough sleepers in Sydney were sleeping rough because they had been evicted from FACS Housing properties. Do these numbers accord with departmental data?

I am advised that FACS has conducted 84 intensive outreach efforts across eight locations in the inner city of Sydney on overnight trains and in four locations in Parramatta since March

Family and Community Services, Social Housing, Prevention of Domestic Violence and Sexual Assault

2017. Since that time our intensive outreach for people sleeping rough in Sydney has meant that more than 270 people previously sleeping rough are now in permanent long-term accommodation. The 2018/19 Budget committed more than \$1 billion on homelessness services over the next four years which includes \$3.8 million for additional assertive outreach to proactively support rough sleepers.

Social housing

544. What is the current wait list for social housing in NSW?

I am advised that information about the NSW Housing Register is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au.

545. How many new additional properties will be added to the social housing list from the SAHF and Communities Plus?

I am advised that information about the number of social housing properties in NSW is available on the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au, www.communitiesplus.com.au and at <https://www.facs.nsw.gov.au/about/reforms/future-directions/reforms/SAHF>.

546. How many additional properties will be delivered in the next 10 years?

Refer to the answer to Supplementary Question 545.

547. How many additional properties are needed to halve the wait list for housing?

Refer to the answer to Supplementary Question 545.

Homelessness Funding

548. According to the AIHW homeless services in 2016-17 homeless services saw over 74,000 clients. How many are they funded to work with?

The NSW Government's 2018-19 Budget commits more than \$1 billion for homelessness services over the next four years to support new and existing initiatives. This includes \$61 million in new funding for the implementation of the Homelessness Strategy which sets out the five year direction for a comprehensive approach to prevent and improve the way we respond to homelessness. Further information is available at:

<https://www.facs.nsw.gov.au/about/reforms/homelessness>.

549. In an answer to a question in Parliament on 8 August the Minister stated that the 2018-19 budget committed more than \$1 billion in homelessness services over the next four years. How much of this funding is allocated to providing housing with support or preventing homelessness?

Refer to the answer to Supplementary Question 548.

550. What contingency plans does FACS have in place to assist homelessness services to provide quality services to the approximately 20,000 more clients they support than this government funds them to?

Refer to the answer to Supplementary Question 548.

Housing Sell off

551. How many public housing properties have been sold in Chippendale, Newtown or Camperdown in the past 12 months?

I am advised that financial information about property disposals is contained in FACS annual reports.

552. What plans are there to sell other properties in the next 12 months?

I am advised that the Department of Family and Community Services' (FACS) Land and Housing Corporation continually reviews the suitability of the properties it owns. Proceeds from the sale of assets are re-invested to upgrade social housing and build new dwellings.