



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

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

Portfolio Committee No. 1 – Premier and Finance

**FINANCE, SERVICES AND PROPERTY**

Hearing: Monday 3 September 2018

Answers due by: Thursday 27 September 2018

Budget Estimates Secretariat  
Phone 9230 3313  
[BudgetEstimates@parliament.nsw.gov.au](mailto:BudgetEstimates@parliament.nsw.gov.au)

## FINANCE, SERVICES AND PROPERTY

### Questions from Mr David Shoebridge MLC

#### Property NSW

1. How much public land in NSW has been sold since 2011?

#### Answer

As at 11 September 2018, 36,813 lots.

2. What is the trend in the amount of money received by the Government from public land sales?

#### Answer

Over the last six years to 30 June 2018, approximately \$10.07 billion of real property assets have been recycled by General Government Sector agencies and Public Trading Enterprises, this includes State Owned Corporations, but excludes transfers between NSW Government agencies and entities. The annual data is as follows:

- o \$2.07 billion in FY 2017/18
- o \$1.81 billion in FY 2016/17
- o \$2.06 billion in FY 2015/16
- o \$1.55 billion in FY 2014/15
- o \$1.27 billion in FY 2013/14
- o \$1.29 billion in FY 2012/13

3. Are you intending to sell more or less public land next year?

#### Answer

The Government policy to sell surplus and underutilised land not required for service delivery remains unchanged.

4. Is there a publicly available register of the pieces of land sold by this Government in the last 3 financial years?

(a) If not, why not?

#### Answer

Property Asset Sales and Transfers Report is available on the Property NSW website.

5. What role does your office play in providing guidelines for every department of how they advertise and otherwise manage sale of crown or public lands?

#### Answer

The Premier's Memorandum 2012-20 mandates Property NSW (PNSW) to review and endorse all proposed real property acquisitions and disposals, and serve as the Government's central acquisition and disposal agency. Where assets cannot be utilised to achieve WoG objectives as outlined in the Property Infrastructure Policy; where assets do not meet the criteria of the Community Use Policy, providing Local Councils the opportunity to acquire surplus real property assets, and should an asset be declared surplus to Whole of Government following circulation via PNSW Acquisition Disposal Request (ADR) system; In instances where PNSW does not manage the transaction, agencies are provided with compliance conditions relating to the management and divestment of the surplus assets. The Crown Lands Division of the Department of Industry is responsible for managing the process for divestment of surplus Crown land, without involvement from PNSW.

6. What provisions are in place to ensure that public land is not systematically undervalued?

**Answer**

Treasury policy requires properties to be regularly valued at fair market value, including for the preparation of annual financial statements in accordance with accounting standards.

**Workers compensation**

7. What is the current surplus of the workers compensation scheme?

**Answer**

The valuation as at December 2017 is available on the icare website.

8. Of this expenditure by the scheme in 2016/17 what proportion has been directed to:

- (a) injured worker benefits
- (b) medical expenses
- (c) insurer expenses
- (d) legal expenses
- (e) other costs (please specify)

**Answer**

- (a) 47%
- (b) 23%
- (c) 21%
- (d) 2%

(e) 7%, this represents the proportion paid to the Workers Compensation Operational Fund. The Fund pays for the staff and functions of SIRA, the Workers Compensation Commission, WIRO, SafeWork NSW, vocational programs provided by SIRA and legal aid provided by WIRO.

9. What is the projected surplus of the workers compensation scheme in:

(a) 2018/19?

(b) 2019-2020?

**Answer**

The valuation of the workers compensation scheme is made available on the icare website.

10. On what basis is the surplus on 3 calculated?

**Answer**

75% Probability of Sufficiency (PoS).

11. Are there any plans to return part of the surplus to injured workers in the next financial year?

**Answer**

The Government is considering options for refining compensation schemes on an ongoing basis.

12. What plans are there to restore benefits to injured workers that were cut in 2012?

**Answer**

Refer to response to question 11 above.

**Injured workers**

13. Regarding the 375 injured workers identified as "at risk" how was this identification made?

(a) By whom?

(b) How often is this process undertaken?

**Answer**

SIRA requires all insurers to identify workers in the Section 39 cohort who may be vulnerable or high risk and notify SIRA.

(a) When notifying of a high-risk worker, the insurer is also required to detail steps taken to manage the risk appropriately.

(b) When reporting on 'high risk' category workers, the insurer must advise SIRA within 24 hours of identifying the risk and also include detail in their monthly reporting to SIRA.

## SIRA

14. What data is collected by SIRA about workers experience in the workers compensation scheme?

### Answer

SIRA collects and publishes information about workers experiences in the Workers Compensation system on a monthly and annual basis. This information is publicly available.

15. In 2016 the Victorian Ombudsman undertook an inquiry of Worksafe Victoria's management of claims – has such a process been undertaken in NSW?

### Answer

SIRA has been advised that icare undertook an external review in response to the issues raised in the Victorian Ombudsman's report. This review focused on scheme agents activity with respect to the five key behaviours raised in the inquiry. High level findings of the review were shared with SIRA and have been addressed through improving efficiencies in payments and icare's Medical Support Panel. SIRA will continue to monitor the effectiveness of these measures.

16. What changes, if any, are anticipated to be required by SIRA as a result of the Royal Commission into the banking sector?

### Answer

The 6th round of Public Hearings focusing on insurance commenced on 10 September 2018. I am aware that SIRA is monitoring these proceedings closely and actively identifying risks that SIRA has power to address in NSW, particularly to improve claim management by insurers. This may include additional provisions in the workers compensation Claims Administration Manual which is currently being developed and consulted on, or amendments to the Motor Accident Guidelines. The Chief Executive will provide a report to the SIRA Board and the Government on how recommendations of the Royal Commission can be acted upon strongly in relation to insurance in NSW.

17. What role do insurers have in the selection of MAS doctors under the workers compensation scheme?

### Answer

MAS is the Medical Assessment Service established in the 1999 CTP Motor Accident Scheme and has no relationship to the workers compensation scheme. Neither the insurer or claimant representatives have any input into the selection and allocation of assessors to assess disputes referred to the Dispute Resolution Service.

**Bourke**

18. What was the total amount of Government investment into Bourke during the last financial year?

**Answer**

Details of the Government's budgeted expenditure for infrastructure projects in the Barwon electorate, including Bourke, are contained in the 2017-18 Barwon Electorate Report provided to the Legislative Council pursuant to the order made under Standing Order 52.

19. Can you provide a breakdown of funding for services delivered directly by Government agencies and through contracts with non-government service providers?

**Answer**

See answer to Question 18.

**Consultants and contractors**

20. How much did your agency pay its consultants and contractors last year?

**Answer**

See answer to Question 502.

21. How many consultants and contractors were there in the last financial year?

**Answer**

See answer to Question 502.

22. How many days of work were undertaken total by consultants and contractors in the last financial year?

**Answer**

See answer to Question 502.

23. Did they do work that traditionally agency employees would have done

**Answer**

See answer to Question 502.

24. Has there been an analysis of the costs for shifting work to contractors and consultants that could be done by employees?

**Answer**

See answer to Question 502.

**Questions from Mr Justin Field MLC**

**Land and Property Information Service (LPI)**

25. Of the 400 full time employees of the LPI that existed before the concession, how many (by number and percentage) of employees have remained in the workplace?
- (a) Of those who have left, what was their reason for leaving (eg. Retirement, redundancy, resignation, transfer, other)?
  - (b) Were any of the pre-concession employees, who have since left, encouraged or asked to leave?
  - (c) Where redundancies offered to pre-concession employees?
    - i. If so, on what terms?

**Answer**

Of the approximately 340 LPI employees who transitioned to the NSW LRS Concession, 266 remain at NSW LRS. There have been no involuntary redundancies.

(a) 18 resignations

10 retirements

46 voluntary redundancies

(b) & (c) Staff have been offered voluntary redundancies in accordance with the terms of the concession agreement, which included protection of their accrued entitlements and length of service.

26. How many employees does Australian Registry Investments have working full-time on NSW Land Registry Services?

**Answer**

282

27. Of the current employees, what percentage of them were staff before the concession?

**Answer**

94%

28. Are any of Australian Registry Investments' "core services" being provided by employees NOT in NSW?

(a) If so:

- i. How many employees?
- ii. What services are they providing?
- iii. Where are they providing these services from?

**Answer**

No.

29. What is the profit margin of Australian Registry Investments' NSW Land Registry Services in 2016-2017 and 2017-18?

(a) For each of these financial years, what was the size of the revenue?

**Answer**

NSW LRS (formerly LPI) was part of the Department of Finance, Services and Innovation in 2016-17 financial year, financial information is publicly available in the DFSI Annual Report.

From 1 July 2017, NSW LRS financial information is provided to the Office of the Registrar General (ORG) in accordance with the Concession Deed. This information is commercially sensitive under the Concession Deed.

30. Are any of the funds that were received from the lease of the LPI going to be contributed to the Stadia Strategy?

**Answer**

This matter falls within the portfolio responsibility of the Treasurer.

31. Is the Australian Registry Investments Pty Ltd wholly based in Australia?

**Answer**

Yes.



32. Is the ownership of ARI still 80 per cent owned by Australian investors (including Hastings and First State) and 20 per cent by RBS Pension Trustee in London Majority Australian-owned?

(a) If no, what is the ownership breakdown?

**Answer**

Ownership Structure of NSW LRS Comprises:

Australian:

- First State Super (30%)
- Utilities Trust Australia (30%)
- The Infrastructure Fund (20%)

Foreign:

Royal Bank of Scotland Pension Fund (20%)

33. If the ownership of ARI changes during the term of the concession, what requirement is there to notify the NSW Government?

(a) Is approval of a change of ownership required?

**Answer**

There are obligations on the Operator to seek consent from the NSW Government for a change in control.

34. Does the NSW Government have any say over the membership of the board of ARI?

**Answer**

As part of the concession arrangements the land titles operator provides ORG with updates of changes to board membership. The NSW Government has rights regarding approving changes of control.

**Russell Review into compulsory acquisitions**

35. How many Recommendations of the Russell Review regarding compulsory acquisitions have been implemented?

(a) What is the time frame for the implementation of these Recommendations?

(b) Will people who have been unfairly dealt with in relation to compulsory home or business acquisitions in light of the Russell Recommendations have recourse to recompense without having to take independent legal action?

**Answer**

- (a) All 18 Russell Review recommendations that were supported or supported-in-part in the Government Responses have been implemented or are on track for delivery in 2018.
- (b) No. The Russell Recommendations did not provide for retrospective recompense for people who were “unfairly dealt with” in relation to a compulsory acquisition undertaken prior to the reforms.

36. What is the status of the titles on properties in Lord Street, Newtown being unregistered due to delays by the NSW Land Registry Services as a result of the Metro construction works?

**Answer**

In Lord Street, Newtown Deposited Plan of Acquisition DP1231678 was registered on 23 March 2018 creating dummy folios of the Register for Lots 202-203.

As at 13 September 2018, 11R Request forms AN225092 (lodged 28 March 2018), AN391077 and AN391197 (lodged 4 June 2018) to record Transport NSW interest created by the resumption in Government Gazette 11 October 2017 are not registered. The Requests AN225092, AN391077 and AN391197 are under requisition awaiting the satisfaction of errors in the Request forms.

Once these matters have been satisfied the Requests can be registered and the matter will be finalised.

No Transfer(s) affecting a disposition of these properties has been delayed by NSW LRS.

In circumstances of doubt NSW LRS has provided letters advising parties that dealings otherwise in registrable form will be registered.

37. What was the value of the sale of the Redfern Australian Technology Park site?

- (a) Where will the funds from the sale of the site be directed?

**Answer**

This matter falls within the portfolio responsibility of the Premier.

The Australian Technology Park site was sold by UrbanGrowth NSW Development Corporation. A Mirvac-led consortium purchased the Australian Technology Park for \$263 million.

**Property NSW: managing climate change**

38. Does Property NSW have any assets within the coastal zone, or any assets on land that could be impacted by coastal erosion or inundation (see maps at <http://coastalrisk.com.au>)?

- (a) If so, has there been any modelling done to assess this potential risk on government assets?

**Answer**

Property NSW is aware of six assets which fall within the Coastal zone and could be impacted by coastal erosion and inundation as a result of rising sea levels or increasing storm events. Risk modelling has not been undertaken at this time. The requirement for risk modelling is currently being reviewed based on future divestment strategies for the properties.

**Property NSW: Transfer of agency land**

39. Since the Premier's Memorandum in 2012 that required transfers of agency property to Property NSW:

- (a) How many properties have been transferred as part of this reform?
  - i. Please provide the breakdown by financial year since 2012 with the identification of each transfer
- (b) Have any of these properties been sold as a result of this reform?
  - i. If so, please provide a list of every property sold, the sale value and the date of sale
- (c) Does Property NSW retain proceeds from the sale?

**Answer**

(a) Since FY 2012/13, 718 properties have been vested in Property NSW.

FY 2012/13: 25

FY 2013/14: 2

FY 2014/15: 76

FY 2015/16: 8

FY 2016/17: 146

FY 2017/18: 461

(b) Since FY 2012/13, 60 of those vested properties have been sold with a value of approximately \$108 million.

FY 2012/13: 6 properties valued at \$1.3 million

FY 2013/14: 5 properties valued at \$1.2 million  
FY 2014/15: 6 properties valued at \$2.5 million  
FY 2015/16: 25 properties valued at \$62.5 million  
FY 2016/17: 6 properties valued at \$14 million  
FY 2017/18: 12 properties valued at \$26.6 million

(c) Property NSW returns all net sale proceeds to the Restart NSW Fund.

40. In regards to the follow response in the hearings:

Mr HOFFMAN: No, this is not a fee increase. I can add some background to the comments the Minister has already made on this. What you are referring to are some services based on an interpretation of item [7] of schedule 1 to the Real Property Regulation 2014, which is public of course and was in place before the concession was granted. **The operator has looked at schedule 1 of that regulation and applied charges in accordance with it in a different way from what was being done previously. There have been discussions, and those discussions are ongoing, between the Office of the Registrar General and the operator in relation to that.** Some of those interpretations have been changed and moved back to interpretation that applied before; others are still ongoing at the moment.

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

**Answer**

NSW LRS have questioned the application of additional fees under item 7 of Schedule 1 of the Real Property Regulation 2014 where multiple transactions are included in one dealing form. NSW LRS and the Office of the Registrar General are currently in discussions on the interpretation of the regulation and on how this item should be applied.

**Staffing**

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

**Answer**

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.

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

**Workers Compensation**

42. What is the current surplus of the NSW workers compensation scheme?

**Answer**

Refer to response to question 7.

43. Do you agree with the report, 'Restoring Security and Respect: Rebuilding NSW's Workers Compensation System's' assessment that the scheme is in surplus of more than \$4 billion?

- (a) If the assessment made in the report is correct, how do you envisage this surplus will be exhausted?
- (b) Has modelling or research been undertaken by the Department of Finance, Services and Innovation to assess the viability of this surplus being used to recommence weekly payments for injured workers affected by Section 39 of the *Workers Compensation Act 1987*?

**Answer**

Refer to response to question 7.

44. What is the projected surplus of the NSW workers compensation scheme over the next four financial years?

**Answer**

The valuation of the workers compensation scheme is made available on the icare website.

45. How many injured workers had their payments terminated under Section 39 of the *Workers Compensation Act 1987* in each of the following months:

- (a) September 2017
- (b) October 2017
- (c) November 2017

- (d) December 2017
- (e) January 2018
- (f) February 2018
- (g) March 2018
- (h) April 2018
- (i) May 2018
- (j) June 2018
- (k) July 2018
- (l) August 2018
- (m) September 2018?

**Answer**

- (a) 13
- (b) 13
- (c) 11
- (d) 2,495
- (e) 395
- (f) 167
- (g) 125
- (h) 84
- (i) 76
- (j) 74
- (k) 14
- (l) 7
- (m) 70

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

- (a) October 2018

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

**Answer**

The current estimated numbers as at 11 September 2018 are provided below. These are conservative estimates, as with prior estimates, are expected to reduce, over time due to ongoing claims management activities and changes in workers circumstances (eg. permanent impairment assessments at greater than 20%, return to work, work capacity decisions, common law settlements, reaching retiring age, etc). Over time the number each month is expected to be up to 80. SIRA actively monitors the projected claims and ensures that projections are updated regularly.

- (a) 110
- (b) 109
- (c) 104
- (d) 92
- (e) 90
- (f) 99
- (g) 76
- (h) 84
- (i) 112
- (j) 91
- (k) 123

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

**Answer**

284 injured workers who were assessed with a permanent impairment of 20% or less by a permanent impairment assessor have remained in receipt of weekly benefits following an assessment by an Approved Medical Specialist through the Workers Compensation Commission. SIRA does not undertake assessments of permanent impairment.

48. How many injured workers, impacted by Section 39 of the *Workers Compensation Act 1987*, have contacted SIRA to express their concern that the termination has forced them to consider or attempt suicide?
- (a) What support has been provided by SIRA to these injured workers who have experienced mental health illnesses as a result of the termination?
- (b) Has SIRA referred these injured workers to professionals to ensure they receive treatment and support for their mental health illness?

**Answer**

There have been nine calls to SIRA from workers in the Section 39 cohort, who have expressed thoughts of self-harm. SIRA is not in a position to determine whether the enforcement of Section 39 was a contributing factor in those cases.

SIRA provided support through referral to appropriate support services (Beyond Blue, Lifeline, Mensline), ensuring that insurers are providing appropriate support and that the injured workers nominated treating doctors were engaged.

**SIRA and WIRO interactions**

49. Since your appointment as the Minister for Finance, Services and Property, how many times have you met with representatives of WIRO to discuss Section 39 of the *Workers Compensation Act 1987*?

**Answer**

My office and I meet regularly and remain in contact with Kim Garling and WIRO staff.

50. How regularly do you meet with WIRO?



**Answer**

See above

51. Do these meetings include the attendance of SIRA representatives?

**Answer**

Yes, when required.

52. How regularly do WIRO and SIRA meet to discuss the workers compensation scheme?

**Answer**

SIRA and WIRO regularly meet through various forums including; Executive Meetings, Dispute Resolution Steering Committee (fortnightly); section 39 working group (monthly); Insurer performance meetings (6 weekly). Further meetings are held on an adhoc basis to discuss and address issues as they arise.

53. Since the creation of SIRA in 2015, how many complaints have you received from injured workers and Members of Parliament about the conduct or performance of SIRA?

**Answer**

Discussions between my parliamentary colleagues and I are private.

54. Are you satisfied that there is a congenial working relationship between SIRA and WIRO? \

**Answer**

Yes.

**Workers Compensation Legislation Amendment Act 2012**

55. How much has been paid into the workers compensation scheme by employers for each financial year since 2012?

**Answer**

The data provided details the total premium payable as calculated for all employers. The premium value used for the Nominal Insurer is calculated as total premium payable net of GST and levies, such as the dust disease levy and mine safety levy. The premium for self-insurers is deemed premium, calculated as wages covered multiplied by the premium rate applicable for the appropriate industry class. The premium for Government self-insurers (TMF) is the value of the deposit contributions made by each member agency. The premium for specialised insurers is the gross written premium, net of GST and levies, such as the dust disease levy and mine safety levy.

Financial Year    Nominal Insurer

2012/13	\$2,413,445,320
2013/14	\$2,154,128,720
2014/15	\$2,018,490,970
2015/16	\$1,982,954,200
2016/17	\$2,152,629,930
2017/18*	\$2,252,179,530
Financial Year Other Insurers (Self, Specialised and TMF)	
2012/13	\$1,220,725,807
2013/14	\$1,152,487,469
2014/15	\$1,040,057,023
2015/16	\$1,115,930,427
2016/17	\$1,107,993,939
2017/18*	n/a
Financial Year Total NSW System	
2012/13	\$3,634,171,127
2013/14	\$3,306,616,189
2014/15	\$3,058,547,993
2015/16	\$3,098,884,627
2016/17	\$3,260,623,869
2017/18*	
*TMF, Self and Specialised insurer data for the 2017/18 will only be available in late September or October 2018	

56. How much has been paid to injured workers as weekly benefits for each financial year since 2012?

Answer	
Financial Year	Injured Workers Weekly Benefits Payments
2012/13	\$1,134,307,749
2013/14	\$1,043,625,555
2014/15	\$1,033,448,600
2015/16	\$996,410,391

2016/17	\$1,032,806,479
2017/18	\$1,056,202,930

57. How much has been paid to rehabilitation providers for each financial year since 2012?

**Answer**

**Financial Year    Rehabilitation Providers Payments**

2012/13	\$147,749,739
2013/14	\$139,165,703
2014/15	\$142,006,919
2015/16	\$163,970,787
2016/17	\$190,704,752
2017/18	\$183,565,984

58. How much has been paid to treating doctors for each financial year since 2012?

**Answer**

The payment values provided cover all payments made to treating Doctors under the Australian Medical Association services schedule and for the provision of certificates of capacity for injured workers. The payments do not include allied health providers or payments to non-treating health professionals.

**Financial Year    Treating Doctors Payments**

2012/13	\$309,413,012
2013/14	\$272,256,731
2014/15	\$259,253,686
2015/16	\$260,014,833
2016/17	\$288,167,469
2017/18	\$319,821,697

59. How much has been paid to the employer, their scheme agent, legal or medical representatives for each financial year since 2012?

**Answer**

The payment values provided cover Legal and Medical payments for the workers compensation system. Payments are not made to employers. Please refer any question regarding payment to Scheme Agents to the Treasurer as these matters fall within his responsibility.

**Financial Year    Medical Payments**

2012/13	\$676,461,201
2013/14	\$607,520,328
2014/15	\$581,656,454
2015/16	\$610,097,201
2016/17	\$701,321,736
2017/18	\$765,443,388

**Financial Year    Legal Payments (insurer and claimant legal costs)**

2012/13	\$137,460,687
2013/14	\$134,840,321
2014/15	\$96,655,611
2015/16	\$72,860,580
2016/17	\$65,130,650
2017/18	\$60,901,293

60. How much has been paid to insurers as a bonus for each financial year since 2012?

**Answer**

There are no bonus payment arrangements for insurers in the workers compensation scheme. Scheme agent remuneration matters fall within the portfolio responsibility of the Treasurer.

**Hunter region infringement notices**

61. How many parking infringement notices were issued by the following Local Governments during the financial year 2017-18, were referred to Revenue NSW for collection:

- (a) Cessnock City Council
- (b) Maitland City Council
- (c) Singleton Council

- (d) Newcastle City Council
- (e) Dungog Shire Council
- (f) Port Stephens Council
- (g) Lake Macquarie Council
- (h) Muswellbrook Shire Council
- (i) Upper Hunter Shire Council?

**Answer**

- (a) 1,520
- (b) 512
- (c) 0
- (d) 25,856
- (e) 3
- (f) 1,261
- (g) 4,514
- (h) 12
- (i) 0

62. How many of these infringements were challenged or contested in each LGA?

**Answer**

- (a) 261
- (b) 156
- (c) 0
- (d) 3,058
- (e) 2
- (f) 259
- (g) 815
- (h) 2
- (i) 0

63. What avenues did people pursue to contest their infringement notices?

**Answer**

*Finance, Services and Property*

Request for review; court election

64. How many people were successful in having their infringements waived?

**Answer**

1018

65. What percentage of each penalty collected by Revenue NSW was returned to the abovementioned Local Governments during the 2017-18 financial year?

**Answer**

Refer to response to Question on Notice 8670.

66. What percentage each penalty collected was kept by Revenue NSW?

**Answer**

Nil.

**Toronto Service NSW Centre**

67. When is the new Toronto Service NSW centre expected to commence trading?

**Answer**

The Toronto Service Centre is scheduled to open by the end of 2018, upon confirmation of a suitable property.

68. How many transactions will be available at the Toronto Service NSW centre?

**Answer**

Over 1000 transactions will be available at the Toronto Service Centre.

69. How many employees will be employed at the Toronto Service NSW centre?

- (a) How many will be full-time?
- (b) How many will be part-time?
- (c) How many will be casual?
- (d) How many will be contracted through employment agencies?

**Answer**

Staffing arrangements at the Toronto Service Centre are yet to be finalised.

70. Will the staff made redundant by the closure of the Toronto motor registry be provided priority consideration during the recruitment period for the new Toronto Service NSW centre?

**Answer**

Motor registry staff were invited to join Service NSW through a priority assessment process. Those who were not successful had the option for redeployment to another motor registry or voluntary redundancy through Roads and Maritime Services. Those who accepted a voluntary redundancy through RMS are not eligible for priority recruitment. Service NSW recruits people on merit and anyone who is passionate about customer service is encouraged to apply.

71. Prior to the closure of the Toronto motor registry, how many persons were employed there?
- (a) How many were full-time?
  - (b) How many were part-time?
  - (c) How many were casual?
  - (d) How many were contracted through employment agencies?

**Answer**

The Toronto motor registry was manned by 8 employees at the time of its closure.

- (a) 4
- (b) 4
- (c) nil
- (d) nil.

72. Following the closure of the Toronto motor registry, how many representations to the office of the Minister for Finance, Services and Property have been received concerning the lack of services available to residents of Toronto?

**Answer**

Representatives of Toronto community, including the Member for Lake Macquarie, have made frequent representations of this issue.

73. Did these representations, as well as community advocacy, convince Service NSW of the necessity of opening a new Toronto Service NSW centre?

**Answer**

The new Service Centre at Toronto will ease demand on the Warners Bay Service Centre, which is currently operating over capacity. The Toronto Service Centre will serve the Lake Maquarie Community and support existing service centres across the Newcastle region.

74. Why was a Service NSW centre not opened following the original closure of the Toronto motor registry in 2015?

**Answer**

Toronto was not included as a site in the original rollout of service centres for budgetary reasons. Due to the State's strong financial position, we have been able to expand the Service NSW network through funding in the 2017/18 and 2018/19 budgets.

**Mission to the United States of America**

75. During your mission to the United States of America in January 2018, did you extend an invitation to any of the non-government organisations that you met with to visit New South Wales to analyse the work being undertaken by the Social Innovation Council?

**Answer**

No.

76. Following your return to Australia, did you provide an extensive report (both written and verbal) to the Social Innovation Council about your interactions and findings?

(a) If so, what did this report entail?

(b) If so, is this report publicly available?

**Answer**

At a teleconference on 14 February 2018 and at the 3 April 2018 Social Innovation Council meeting, verbal updates were provided, led by DPC, on the January 2018 trip to Washington State Institute of Public Policy (WSIPP). The updates noted the features of the WSIPP model including WSIPP's governance model and primary research activities.

77. Has the Social Innovation Council adopted any recommendations or suggestions that you put to them following your trip?

(a) If so, what are they?

**Answer**



At the 3 July 2018 Social Innovation Council meeting, the Council noted an update from NSW Treasury on its initiative to strengthen program evaluation and a pilot to improve methods for evidence based practice.

78. Given the 'mission report' for this trip only outlines "notable meetings", can you please provide a full itinerary of each meeting you attended during the trip (including the dates and locations of each meeting)?

**Answer**

Information relating to overseas trips taken by the Minister is available in the reports published online.

79. During your meeting with the Washington State Institute for Public Policy, did you extend an invitation to representatives to meet with the full board of the Social Innovation Council to update them on the current direction of the WSIPP?

(a) In what ways do you envisage the WSIPP's approach and work can guide the direction of the Social Innovation Council?

**Answer**

No.

a) WSIPP's approach to evidence-based practice, and research into the costs and benefits of programs can inform the Social Innovation Council's work on how human services are developed and measured.

80. How many days during the mission were dedicated to meeting with the WSIPP?

**Answer**

Two days.

81. Did the Minister for Family and Community Services join with you to meet directly with the WSIPP?

**Answer**

Yes.

82. During your visit to the Washington State Senate, who did you meet with to discuss the functions of the Senate?

(a) Did you observe any procedures that could improve the functionality of the NSW Legislative Council?

i. If so, what are they?

**Answer**

See answer to question 78.

83. During your visit to the Washington State House of Representatives, who did you meet with to discuss the functions of the House of Representatives?

(a) Did you observe any procedures that could improve the functionality of the NSW Legislative Assembly?

i. If so, what are they?

**Answer**

See answer to question 78.

84. For each evening during the trip, can you advise which accommodation was utilised by the:

(a) Minister

(b) Ministerial staffer

(c) Departmental staffer?

**Answer**

See answer to question 78.

85. Who was responsible for arranging and booking the accommodation?

(a) What process was used to select the accommodation?

(b) Had these accommodation options been used by the Department of Finance, Services and Innovation in the past?

**Answer**

Accommodation was booked by the Government travel service provider FCM. a) Austrade and NSW Trade and Investment recommended the accommodation based on their previous bookings, lowest cost, availability and distance from meetings.

b) No.

86. Why is there such a major discrepancy in the amount claimed by the Minister/Minister's staff and the government official for airfares and rail?

**Answer**

Travel expenses incurred were in accordance with the Government's travel policy. Differences in amounts claimed relate to class of airfares.

87. Which flight class did each attendee travel in during the trip to the United States?

**Answer**

See answer to question 86.

88. Which flight class did each attendee travel in during the return trip to Australia?

**Answer**

See answer to question 86.

#### **Aboriginal Procurement Policy**

89. What criteria are used to determine whether a business is 'Aboriginal owned'?

**Answer**

This information is publicly available.

90. During each of the following years, what percentage of Aboriginal owned businesses were awarded domestic contracts for goods and services issued by NSW Government agencies: (a)

2011

(b) 2012

(c) 2013

(d) 2014

(e) 2015

(f) 2016

(g) 2017

(h) 2018?

**Answer**

(a)-(g) The percentage of contracts awarded to Aboriginal owned businesses for these years is not available.

(h) The introduction of the Aboriginal Procurement Policy in July 2018 requires agencies to disclose contracts awarded to Aboriginal owned businesses. Relevant data for the 2018/19 will be available at the end of this financial year.

92. During your meeting with Lord Francis Maude about procurement reform, did you discuss the value or importance of implementing an Aboriginal Procurement Policy?

(a) If so, what advice did Lord Maude provide regarding the inclusion of Indigenous persons in procurement policy?

**Answer**

See answer to question 78.

93. During your meeting with Andre Weimar about procurement guidelines, did you discuss the value or importance of implementing an Aboriginal Procurement Policy?

(a) If so, what advice did Mr Weimar provide regarding the inclusion of Indigenous persons in procurement policy?

**Answer**

See answer to question 78.

94. What must an 'Aboriginal Participation Plan' include when a business submits their tender bid to each of the agencies in the Department of Finance, Services and Innovation?

**Answer**

This information is publically available.

95. When will each agency in the Department of Finance, Services and Innovation publish their first 'Aboriginal Participation Strategy'?

**Answer**

All NSW Government agencies are required to publish an 'Aboriginal Participation Strategy' for relevant procurements annually. This strategy can be for an individual agency, group of agencies or cluster. Preparation of the NSW Department of Finance, Services and Innovation Aboriginal Participation Strategy is currently underway and will be published before June 2019.

96. Was the Minister for Aboriginal Affairs consulted during the planning and development phase of the Aboriginal Procurement Policy?

(a) If so, what contributions did the Minister make?

**Answer**

The Minister for Aboriginal Affairs was integral to the planning and development of the Aboriginal Procurement Policy. The Minister contributed and participated in Ministerial Roundtables and the development of the policy targets and requirements. Department of Finance, Services and Innovation have worked consistently with Aboriginal Affairs in the planning and development of the Aboriginal Procurement Policy.

**Digital Driver Licence**

97. When is it anticipated that the Digital Driver Licence (DDL) will be made available to individuals who hold a driver licence or a photo card?

**Answer**

The NSW Digital Driver Licence will be available in 2019.

98. How will eligible driver licence and photo card holders be advised they can access a DDL?

**Answer**

The DDL will be promoted through an extensive multi-channel marketing communications campaign.

99. What adaptations will be made to the Service NSW app to ensure it can host the DDL?

**Answer**

A number of technological and design improvements are being made to support the DDL through the Service NSW app. These include security features, customer-centric design and ongoing maintenance to allow the licence to be used by a number of mobile devices.

100. What modelling has been conducted to predict the number of individuals who will select the DDL option following its release?

**Answer**

The expected take up of the Digital Driver Licence is around 12% of NSW driver licence holders over the first six months after launch. The metro trial in Sydney's Eastern Suburbs will provide greater insight into the predicted take up across the state.

101. What adaptations will licenced premises which utilise ID scanners need to make to ensure the DDL can still be analysed to determine authenticity?

**Answer**

Service NSW is working with software vendors to upgrade existing ID scanning software to accommodate the Digital Driver Licence. The update will enable the capture of licence data with minimal impact to licensed premises with existing ID checking processes.

102. What consultation has been conducted with other state and territory law enforcement bodies to ensure DDL is considered valid in their jurisdictions?

(a) What has been the response of law enforcement agencies from:

- i. Queensland
- ii. Victoria
- iii. Tasmania
- iv. South Australia
- v. Western Australia
- vi. Northern Territory
- vii. Australian Capital Territory
- viii. Jervis Bay Territory
- ix. Christmas Island
- x. Cocos Island
- xi. Norfolk Island?

**Answer**

Consultations have been conducted with interstate jurisdictions to assess their current level of capability and interest in the interoperability options. Discussions are still in progress.

103. Has Service NSW identified any other cards that may transition to a digital version following the Dubbo DDL trial?

**Answer**

The Digital Driver Licence is part of the NSW Government's broad commitment to digitising licences. Digital licences currently available on the Service NSW app are:  
- NSW Fishing Licence

- Responsible Service of Alcohol/Responsible Conduct of Gambling (RSA/RCG) competency cards, and  
- Boat Driving Licence and vessel registration.  
A NSW digital photo card will also be available in 2019.  
More licences will become available in the near future.

104. What is the expected cost of the roll-out of the DDL?

**Answer**

2017-18: \$7 million in to develop the Digital Driver Licence for customers in New South Wales.  
2018-19: \$9.3 million to develop and provide Digital Drivers Licence and Digital Photo Card to customers across New South Wales.

105. During the 2017-18 financial year, what was the total cost of printing physical driver licences and photo cards?

**Answer**

The consolidated centralised print cost for FY17/18 was \$10.3M. This includes all NSW Driver licences, Mobility Parking Scheme Cards, NSW Photo Cards, and Firearms, Security and CAPI (Commercial and Private Inquiry) Licences.

**Telematics Trial**

106. How many young drivers elected to participate in the telematics trial?

- (a) Of these, how many were prevented from participating because the criteria had been exceeded?
- i. How many of these were females?
  - ii. How many of these were males?

**Answer**

SIRA received 2,383 expressions of interest applications for the Young Drivers Telematics Trial.  
(a) 817 of these applications did not meet the eligibility criteria for participation.  
i. 415 females  
ii. 400 males (2 other genders)

107. How many of these telematics trial participants reside in the following Local Government Areas:

- (a) Blacktown

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

**Answer**

- a) 105
- b) 41
- c) 38
- d) 16
- e) 28
- f) 28
- g) 24

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

**Answer**

There are 311 participants from Regional NSW.

There are also 251 participants from Local Government Areas (LGA) classified as "Outer Ring of Sydney" for the purposes of the trial. These include the LGAs of:

- Blue Mountains 31
- Central Coast 25
- Hawkesbury 20
- Lake Macquarie 57
- Newcastle 53
- Shellharbour 12
- Wollondilly 4
- Wollongong 49

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

- (a) Armidale Regional



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

**Answer**

- a) 15
- b) 0
- c) 0
- d) 0
- e) 19
- f) 7
- g) 0
- h) 7 (Mid-Western Regional)
- i) 2
- j) 57
- k) 53
- l) 12

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

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

**Answer**

Four trial participants have withdrawn from the trial since launch. Whilst they are not required to, three participants provided a reason as to why they wanted to withdraw.

To protect the privacy of these participants, SIRA is providing a summarised version of reasons provided.

One participant cited concerns that the telematics trial could lead to a mandatory requirement for telematic devices to be installed in P plate cars.

One cited technical issues with their device, which could not be resolved with the vendor.

One cited personal issues.

One did not provide a reason.

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

**Answer**

There are five main ways to get support for technical issues via the telematics provider - GOFAR;

1. Live chat: available on the GOFAR website, [www.gofar.co](http://www.gofar.co) for 12 hours a day, 7 days a week.

2. FAQs: available 24 hours a day, 7 days a week. A list of 10 main questions and challenges with solutions and troubleshooting. <http://bit.ly/SIRAYoungDriverHelp>

3. Email support: available with a typical response time of 4 hours, 7 days a week (SIRAYoungDriver@gofar.co).

4. Telephone: a telephone IVR system is available to cover the main technical issues expected, 24 hours a day, 7 days a week. +61 2 8880 3996

5. GOFAR will also escalate to personal assistance and outbound calls from qualified engineers as needed

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

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

**Answer**

Participants are required to abide by the trial terms and conditions.

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

**Answer**

To participate in the trial:

1. Participants are required to complete a formal registration process and questionnaire.
2. Complete post-trial survey about their experiences.

Other than the above, participants are not required to interact with those involved in the trial or other government representatives.

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

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

#### **Answer**

This information is publically available.

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

#### **Answer**

The regulator (SIRA and its predecessor entities) has been providing dispute resolution in personal injury schemes since 1999. Firstly in the Motor Accidents Scheme, then followed by the Workers' Compensation scheme in 2012. We note that the provision of dispute resolution services by SIRA is currently subject to a Parliamentary Inquiry (ref to Law and Justice committee).

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

#### **Answer**

The risk of a conflict of interest is managed through statutory independence of decision makers. All DRS Decision-Makers have statutory immunity from suit, are competent but not compellable to give evidence, are independent and cannot be directed in their decision making. For example in the new CTP scheme legislation:

“S.7.6(2) A Decision-Maker (including a Claims Assessor) is not subject to control and direction by the Principal Claims Assessor, the Authority or any Public Service employee with regard to any of the decisions of the decision-maker that affect the interests of the parties to the merit review, medical assessment or claims assessment concerned. The Principal Claims Assessor, the Authority or any Public Service employee may not overrule or interfere with any such decision in respect of any such assessment or review.”

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

- (a) If not, why not?

**Answer**

There are a range of views from stakeholders in the scheme. SIRA continues to carry out its dispute resolution function as set out in the legislation. The provision of dispute resolution services by SIRA is currently subject to a Parliamentary Inquiry (ref to Law and Justice Committee).

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

- (a) If not, why not?

**Answer**

Refer to response to question 117 above.

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

- (a) If not, why not?

**Answer**

Refer to response to question 117 above.

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

- (a) If not, why not?

**Answer**

Refer to response to question 117 above.

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

- (a) If not, why not?

**Answer**

Refer to response to question 117 above.

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

(a) If not, why not?

**Answer**

There are a range of views from stakeholders in the scheme. SIRA continues to carry out its dispute resolution function as set out in the legislation. The Government has announced the intention to introduce a Bill to Parliament to abolish Merit Review in the workers compensation system. The provision of dispute resolution services by SIRA is currently subject to a Parliamentary Inquiry (ref to Law and Justice Committee).

**ICC Sydney**

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

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

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

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

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

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

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

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

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

**Answer**

Deloitte Access Economics estimated that for 2017, the delegate expenditure facilitated by ICC Sydney supported 3,728 jobs across New South Wales.

a) – c) Economic contribution studies as undertaken by Deloitte Access Economics are generally based on a full time equivalent FTE positions, therefore a breakdown of full time, part time or casuals is not possible.

d) The 3,728 FTE positions estimated by Deloitte Access Economics are from the following tourism and connected industries:

- Accommodation
- Cafes, restaurants and takeaway food services
- Clubs, pubs, taverns and bars
- Rail transport
- Road transport and transport equipment rental
- Air, water and other transport
- Travel agency and tour operator services
- Cultural services
- Casinos and other gambling services
- Other sports and recreation services
- Retail trade
- Education and training

e) A total 2,952 staff have been employed at the ICC Sydney since operations began in December 2016.

A break down of this figure is provided below:

	Since Commencement	Current
i. Full Time	620	385
ii. Part Time	11	8
iii. Casuals	2,321	1,168
TOTAL	2,952	1,561

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

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

i. What have these events included?

**Answer**

642 events have been held or are confirmed to be held at the ICC Sydney for 2018. This number may increase as new events are booked and confirmed for the remainder of 2018.

a) Of the 642 events there were 41 events with NSW Government departments and agencies as clients.

i. These events included:

- The Australia Day Lunch 2018 (DPC)
- NSW Police Awards for Bravery Ceremony Sydney City Police Area Command
- NSW Seniors Festival Expo 2018
- Premier's Gala Concerts 2018
- icare Care and Service Excellence (CASE) Awards 2018

Please note that some of these events are sponsored events from the private sector for example the Australia Day lunch.

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

**Answer**

Utilising the Deloitte Access Economics model, the economic contribution of delegate expenditure derived from events held at the ICC Sydney was estimated at \$1,326 million.

**Home building compensation (HBC) Check**

126. How many individuals in NSW currently have HBC?

**Answer**

In the 2017/18 financial year, 78,412 certificates of insurance were issued to eligible builders under the home building compensation scheme to cover home building or renovation projects. This is consistent with previous years. In the past five years 313,265 of certificates were issued.

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

**Answer**

Since 1 January 2018, there have been 22,409 visits to the HBC Check website.

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

**Answer**

Yes

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

**Answer**

Since 1 January 2018, the following communication materials have been issued to promote the HBC Check website:

- 9 February 2018, media release from Minister for Finance, Services and Property;
- 12 February 2018, SIRA sent 125 emails to HBC stakeholders;
- 14 February 2018, SIRA Facebook post published about HBC Check;
- 27 February 2018, item on HBC Check published in Fair Trading 'CertAlert' email newsletter for the certification profession;
- 14 March 2018, item on HBC Check published in Fair Trading 'News Flush' email newsletter for plumbers and drainers;
- 10 April 2018, item on HBC Check published in Fair Trading 'Foundations' email newsletter for the home building industry; and
- 23 July 2018, SIRA Facebook post published about HBC Check.

130. Exactly, how many projects are available on the HBC Check website?

**Answer**

As at 11 September 2018, there were 510,290 certificates of insurance for home building projects on HBC Check.

131. How many investigations have been requested via an email to [hbccheck@sira.nsw.gov.au](mailto:hbccheck@sira.nsw.gov.au)?

**Answer**

Between 1 January 2018 and 11 September 2018 SIRA received 54 inquiries to the [hbccheck@sira.nsw.gov.au](mailto:hbccheck@sira.nsw.gov.au) mailbox requesting investigation from parties unable to locate a certificate of insurance, or where the details of a certificate did not match the persons' information about a project.

132. SIRA suggests that within 24 hours of an individual requesting clarification or an investigation, they will receive further information via email. On how many occasions has this KPI not been met by SIRA since the launch of the HBC Check website and email address?

**Answer**

Between 1 January 2018 and 11 September 2018 SIRA received 13 inquiries to the [hbccheck@sira.nsw.gov.au](mailto:hbccheck@sira.nsw.gov.au) mailbox where a person replied to an automated response but SIRA did not provide a further response within the target of 24 hours.

**Data Analytic Centre**

133. Since 1 July 2017, on how many occasions has a government department or agency voluntarily provided data and information to the Data Analytics Centre?

**Answer**

This matter falls within the portfolio responsibility of the Treasurer.



134. For what reasons did each department or agency give for providing this data and information?

**Answer**

Refer to 133 above.

135. On how many occasions has the DAC Advisory Board met since 1 July 2017?

**Answer**

Refer to 133 above.

136. What fees are board members entitled to receive for attending meetings and transacting business of the board?

**Answer**

Refer to 133 above.

**Parramatta Square**

137. When is the 4 Parramatta Square development expected to be completed?

**Answer**

Staged completion from late 2019 to early 2020 (November to March).

138. Of the 4,000 public service roles to be moved to the building, how many will be from the Department of Finance, Services and Innovation?

**Answer**

Approximately 1800 of the 4000 roles will be from the Department of Finance, Services and Innovation.

139. When is it anticipated that employees from the Department of Finance, Services and Innovation will be transferred to the building?

**Answer**

DFSI employees will start moving into 4 Parramatta Square in late 2019 and relocations will continue through the first half of 2020.

140. From what agencies within the Department of Finance, Services and Innovation will these employees come from?

**Answer**

More than 70% of DFSI roles based at 4 Parramatta Square will be from Revenue NSW, SafeWork NSW, Fair Trading and Valuation Services. A decision has not yet been taken as to which agencies the remaining roles will come from but it's likely to be a mix of Property and Advisory Group, Service NSW and Government and Corporate Services. In some cases, employees will be able to work from their most convenient location.

141. Will departmental and agency management also be transferred to the building?

**Answer**

Yes, senior executives and managers will also be based at 4 Parramatta Square.

142. What are the expected costs incurred by the Department of Finance, Services and Innovation to transfer employees to the building?

**Answer**

The estimated cost is \$23 million (excluding build costs). This includes \$15 million in ICT costs plus training, physical relocation, records management, change activities, communications and people. These costs will be offset over coming years by consolidation of leases in Parramatta, sharing spaces and facilities with the Department of Industry and more efficient use of office space.

143. Will staff be forcibly transferred?

**Answer**

Functional areas will be identified and roles undertaking those functions will be relocated from the CBD to Parramatta to meet business requirements. Staff will be consulted and a range of options will be discussed including Flexible Work Practices where appropriate.

144. Will the Department of Finance, Services and Innovation offer redundancies to those employees who do not want to transfer?

**Answer**

No, the transfers are within the Sydney Metro Area, no redundancies will be offered.

145. What benefits or efficiencies will the Department of Finance, Services and Innovation enjoy as a result of the transfers?

**Answer**

Employees based at P4SQ will benefit from a modern, flexible workplace. More spaces to collaborate with colleagues, natural light, and modern facilities will make a positive difference to the work environment. They will also have easy access to public transport and quality amenities as part of the newly developed Parramatta Square precinct. There are significant financial and non-financial benefits for the Department and the public sector more broadly including:

- Economies of scale and cost efficiencies achieved through cross cluster tenancy
- Reduction in accommodation footprint
- Better sustainability ratings including a 5 Star Green star and NABERS rating.
- Reduced exposure to escalating occupancy costs
- Efficiency of scale for lease transactions
- Opportunity to share and reduce duplication across Departments e.g. meeting rooms and facilities
- Attracting and retaining staff by providing a contemporary and dynamic work environment
- A variety of work settings to increase productivity and collaboration across the cluster
- Ability to adapt to machinery of Government changes easily.

146. What consultation has occurred between the Department of Finance, Services and Innovation and employees about the transfer?

- (a) In what form has this consultation taken place?
- (b) When did this consultation take place?
- (c) What has been the feedback from employees following the consultation?

**Answer**

DFSI is communicating extensively with Parramatta based employees that are moving to 4 Parramatta Square. On 12 December 2016 the Secretary of DFIS announced to all staff that existing Parramatta based roles would move to 4 Parramatta Square from late 2019. Employees are, and will continue to, contribute to a wide range of decisions about the new workplace. Most are positive about the move and additional support will be provided through 2019 to familiarise people with activity based working practices. A decision has not yet been taken on CBD roles that will be relocated to 4 Parramatta Square.

147. When was the decision made to transfer Department of Finance, Services and Innovation employees?

**Answer**

March 2016.

148. Can you please describe in detail the process involved in deciding which Department of Finance, Services and Innovation employees would be transferred to the building?

**Answer**

DFSI employees accommodated in existing Parramatta leases will make up more than 70% of DFSI employees based at 4 Parramatta Square. The decision to move existing Parramatta DFSI roles into the new building was based on consolidating leases and DFSI teams and the need to modernise accommodation. A final decision around which CBD roles will be transferred to Parramatta has not yet been made but considerations such as where people live, and what teams could work most effectively from Parramatta are key considerations.

**Mobile black spot program**

149. How much was spent by the Department of Finance, Services and Innovation on improving mobile coverage and eliminating mobile black spots in each of the following financial years:

- (a) 2011-12
- (b) 2012-13
- (c) 2013-14
- (d) 2014-15
- (e) 2015-16
- (f) 2016-17
- (g) 2017-18?

**Answer**

Mobile Black Spot Program was transferred to the NSW Telco Authority in November 2017. The spend by the Department of Finance, Services and Innovation for the FY 2017/18 was \$6.8 million.

150. How does the Department of Finance, Services and Innovation intend to allocate the \$20 million during the 2018-19 financial year to improve mobile coverage and eliminate mobile black spots?

(a) Have projects already been identified?

**Answer**

\$8.7 million is unallocated funding from the Commonwealth's Mobile Black Spots Program Rounds 1 and 2. This will be utilised to fund upcoming NSW Mobile Black Spots Program.

The remaining \$11.3 million is utilised for the Asset Completion Invoices submitted by mobile carriers for Rounds 1 and 2, Project resources allocation, Legal and Admin fees and Site Audit fees (sites to be audited will be finalised based on the outcome from Funding reconciliation meeting with respective Mobile Carriers).

151. What locations have been identified by the Department of Finance, Services and Innovation that require new base stations?

(a) How many are in the Sydney region?

(b) How many are in the Hunter region?

(c) How many are in Western NSW?

**Answer**

Sites and locations are currently under assessment.

152. How does the Department of Finance, Services and Innovation determine areas of priority?

**Answer**

The NSW Telco Authority uses defined assessment criteria to determine areas of priority, which considers the response from community, co-location suitability with Critical Communications Enhancement Program (CCEP) sites, and any areas of significant interest.

Mobile Carriers were asked to nominate the site along with some of the key metrics:

- Capital Price and Carrier contributions;
- New coverage;
- Coverage benefits to number of Premises and Square Kilometres highways covered;
- Co-contributions; Cost to the NSW Government;

- Utilising CCEP infrastructure;
- Remoteness of location.

NSW Telco Authority also asked residents of NSW to nominate the sites via Regional Data Connectivity portal and dialling 1800 number.

All received proposals and information was then entered in the assessment modelling sheet and scored based on the evaluation criteria provided in the sourcing strategy.

153. What avenues are in place to allow members of the public to nominate areas that require improved mobile coverage?

**Answer**

Members of the public could nominate areas through a dedicated webpage, via Connecting Country Communities ([nsw.gov.au/connectingcountrycommunities](http://nsw.gov.au/connectingcountrycommunities)) which was open until 15 August 2018 and a 1800 number. A number of community submissions were received.

154. How can members of the community remain updated on the progress of the Department of Finance, Services and Innovation's program throughout the 2018-19 financial year?

**Answer**

Media and community engagement for this Program is managed by Department of Premier and Cabinet (DPC). The NSW Telco Authority provides all project related support and information to DPC through regular updates.

155. What collaboration occurs between the Federal and State Governments to ensure the elimination of mobile black spots?

**Answer**

Both the NSW Government and the Commonwealth work closely with the mobile carriers.

**FuelCheck app**

156. Since the launch of the FuelCheck app, how many downloads have been made?

- (a) Of these downloads, how many have been accessed, on average, two or more times a week?
- (b) How many times has the app been deleted following its installation?

**Answer**

*Finance, Services and Property*

The total App downloads is 303,292 (iOS -182,201 + Android 121,091). Information on app uninstalls is not captured. However we can report that the average number of weekly app visits is 72,000.

157. How has the app been promoted in the community?

**Answer**

There was an online Facebook campaign during December 2017. Also through the Minister's media releases and app links on the Fuelcheck Website.

158. What have been the ongoing costs associated with the app?

**Answer**

The projected annual cost to maintain the FuelCheck app across both iOS and Android devices is \$30,000. The total FuelCheck support cost including app support and servicing and maintenance of the FuelCheck infrastructure is \$198,034 per annum.

159. How often is the information updated?

**Answer**

Fuel prices are updated in real-time.

160. As to date, how many outages or technical problems has the app encountered since its launch?

**Answer**

Since the launch of the FuelCheck app on both iOS and Android devices, the app has not encountered any major technical difficulties that may result in service disruption.

**Revenue NSW Year in Review**

161. What was the total cost of the production and distribution of Revenue NSW's '2016-17 Delivering government priorities'?

**Answer**

Nil - the document was produced by internal staff and published on the Revenue NSW website.

162. How was this document publicised among stakeholders and the community?

**Answer**

This document was publicised and made available to all customers and stakeholders on the Revenue NSW website at [www.revenue.nsw.gov.au](http://www.revenue.nsw.gov.au).

163. Expanding on the visit to Wilcannia, as outlined on page 9 of the brochure, has Revenue NSW visited other disadvantaged communities over the last 12 months?

- (a) If so, which communities?
- (b) What was the result of these visits?

**Answer**

Yes.

- (a) Blacktown, Parramatta, Woy Woy, Penrith, Charlestown, Cabramatta, Narrandera, Wagga Wagga, Griffith, Blackett, Mt Druitt, Liverpool, Berkshire Park, Rutherford, Belmont, Bankstown, Moama, Barham, Mulwala, Corowa, Tocumwal, Emerton, Emu Plains, Dareton, Menindee, Wilcannia, Lithgow, Nyngan, Trangie, Bathurst, Parkes, Queanbeyan, Dubbo, Orange, Claymore, Yass, Camden, Macquarie Fields, Hebersham, Niagara Park, Chatswood, Singleton, Cessnock, Newcastle, Wallsend, Kanwal, Macarthur, Woy Woy, Kurri Kurri, Muswellbrook, Forster, Bourke, Brewarrina, Dubbo, Port Stephens, Chittaway Point, Taree, Wyong, Newcastle, Lacke Cargelligo, Gulargambone, Goodooga, Raymond Terrace, Maitland, Rutherford, Toronto, Gosford, Moree, Port Macquarie, Malgett, Kariong, Gunnedah, Armidale, Grafton, Wellington, Canberra, Lightning Ridge, Tamworth and Belmont.
- (b) Assisting vulnerable customers with their fines (time to pay arrangements); building rapport within the community with Revenue NSW; and referrals to other agencies such as Legal Aid and Work and Development Order sponsors.

164. Since Revenue NSW commenced managing the Victim Restitution Order program, how much in payments have Revenue NSW collected from perpetrators?

- (a) What actions does Revenue NSW implement to ensure the timely collection of each payment?

**Answer**

\$9.63 million

- (a) Notices are sent to the most up to date address available to Revenue NSW, utilising modern data matching techniques. A final notice (Overdue Fine) is sent as soon as possible after the debt is referred. Attempt to contact a customer using electronic means, such as SMS and e-mail where available.



Where notices are not responded to, Revenue NSW will attempt to enforce payment of the debt at the earliest opportunity using sanctions available under the Fines Act 1996. If the customer has an active driver licence or current vehicle registration Revenue NSW will direct the Roads and Maritime Services (RMS) to suspend it. This sanction is automated and will typically happen within two weeks of a final demand becoming overdue. If a RMS sanction is unsuccessful, Revenue NSW will issue a garnishee order, to the individual's employer or financial institution if known, or to a range of banks if not. This process is again largely automated and will occur as soon as possible after the attempted RMS sanction application. If a garnishee order is unsuccessful, Revenue NSW will review the case to determine the best course of action to further enforce the unpaid debt. This may include a property seizure order issued to the NSW Sheriff, a Charge on Land issued to the Registrar General or a bankruptcy notice, if applicable.

Revenue NSW has a range of services available to assist people who respond to notices and actions, but are unable to make immediate payment. These services include Payment Plans and Work and Development Orders - which enable a customer to repay their debt through non-financial means, including unpaid work or participation in an approved courses or treatment programs.

Revenue NSW has measures to ensure compliance with these options, including the re-imposition of sanctions if necessary.

165. On page 9 of the brochure, it states that during the 2016-17 financial year, Revenue NSW held 149 community outreach activities. In which towns were these activities held?

- (a) How were these activities publicised?
- (b) What was the total cost of publicising these activities?

**Answer**

Please see response Q163(a)

(a) activities have been publicised by other agencies such as Legal Aid and EWON. From September 18 Revenue NSW has been advertising outreach events (Pay your bills roadshow) through social media posts. Revenue NSW will continue to promote events through on our website.

(b) None, no cost to Revenue NSW.

166. How many community outreach activities were held during the 2017-18 financial year?

- (a) In which towns were these activities held?

**Answer**

Approximately 150 community outreach events were held during the 2017/18 financial year.

(a) Refer to response to Q163(a).

167. How successful was the work from home trial, as outlined on page 14 of the brochure?

(a) Did participants identify any problems or issues they encountered during the trial?

(b) If so, what were they?

**Answer**

Overall the trial was successful and feedback was very positive however there were lessons learned including;

1) Major issue was employees access to acceptable internet bandwidth to sustain the required technology

2) Identifying and implementing collaboration tools that help sustain teamwork

168. Will Revenue NSW consider expanding the work from home option to other employees?

(a) If so, when is this likely to occur?

**Answer**

DFSI recognises the importance of supporting our employees to work more flexibly throughout different stages of their lives and to give our employees the opportunity to negotiate work-life balance. DFSI is finalising a flexible working policy which will include training for managers and communications for all employees to rollout flexible across DFSI. This will help to support the work that Revenue NSW has commenced with the working from home trial. Revenue NSW has engaged a project manager to implement flexible working within Revenue NSW and it is expected that the working from home option (and other flexible working options) will be accessible for more of our employees over the next 6 months. Revenue NSW is committed to providing opportunities for staff to work flexibly.

**Revenue NSW collections**

169. During the 2017-18 financial year, how much did Revenue NSW collect in the following duties:

(a) Contracts and conveyances

(b) Insurance policies

- (c) Vehicle registrations
- (d) Leases
- (e) Loan securities
- (f) Share transfers?

**Answer**

- (a) \$8,720,023.159
- (b) \$982,607,907
- (c) \$832,907,779
- (d) \$46
- (e) \$2,463,460
- (f) \$535,112

170. What was the grand total for these duties during the 2017-18 financial year?

**Answer**

\$10,538,537,370

171. How much did Revenue NSW anticipate to collect in duties during the 2017-18 financial year?

**Answer**

This matter falls within the portfolio responsibility of the Treasurer.

172. During the 2017-18 financial year, how much did Revenue NSW collect in the following gaming and racing taxes:

- (a) Club gaming
- (b) Hotel gaming
- (c) Lotteries
- (d) Totalizators
- (e) Fixed odd futures
- (f) Keno

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

**Answer**

- (a) \$778,289,569
- (b) \$792,955,622
- (c) \$365,659,192
- (d) \$65,972,300
- (e) \$30,477,531
- (f) \$15,738,978
- (g) \$11,149,313
- (h) \$1,679,951
- (i) \$422,817
- (j) \$0

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

**Answer**

\$2,062,345,273

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

**Answer**

This matter falls within the portfolio responsibility of the Treasurer.

**Maitland Revenue NSW office**

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

- (a) What reason was provided to you about the need to offer the initial redundancies?
- (b) Did you consult with the impacted employees prior to approving the decision?

(c) Since approving these redundancies, have you been in contact with any of the impacted employees?

i. If not, why not?

**Answer**

The Agency Change Management guidelines were followed including consultation with affected employees during the process. Leading up to the implementation of the Restructure Management Plan (RMP), staff were consulted through meetings, face-to-face one-to-one meetings and emails. Communications continued throughout the implementation process. If any contact has been made by the employee who accepted a redundancy, they have been responded to appropriately.

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

**Answer**

No.

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

**Answer**

Creating a more streamlined approach to improve customer service, staff productivity, and faster turnaround times for customers who request a review of their fines.

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

**Answer**

Yes.

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

**Answer**

I expect all my agencies to operate fairly and professionally, including via the provision of support services for staff impacted by changes.

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

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

i. What does Revenue NSW define as 'other appropriate support services'?

**Answer**

- (a) 11 employees accessed 14 sessions in total.
- (b) 10 employees accessed 20 sessions in total.
- (c) On-site on 6 separate occasions, 9 individuals accessed counselling.
- (d) Over 50 face-to-face meetings with employees during this time.
- (e) Other support services provided include on-site training provided by the EAP. This training was for preparing a job application and CV. In total the EAP conducted 17 of these sessions in Maitland which was attended by multiple staff. These sessions went for 2 hours. In addition, staff were provided a pack compiled by People & Culture (P&C) on the Expression of Interest (EOI) process, including how to address capabilities and targeted questions. This pack was more specific to the public-sector process.
- (i) Revenue NSW defines 'other appropriate support services' as any other support identified during the process as a possible support for staff. For example, the training for job application and CV preparation provided on site by the EAP. Employees were also provided a pack to assist them with preparing an EOI. This pack was compiled by P&C in response to requests for more support from affected staff. Another support service considered was providing a member from the superannuation fund on site however this was not requested or provided, but instead staff were recommended to contact the superannuation fund if they had queries after reading the information provided regarding superannuation

181. Did you convey any concerns to Revenue NSW that they would be taking 35 jobs out of regional NSW?

- (a) If so, what explanation was provided by Revenue NSW?

(b) If not, why did you not raise your concerns?

**Answer**

Revenue NSW is committed to offering as much assistance to all affected staff through the GSE employment and transition process. It is expected that any job losses could be absorbed into the labour market. The Hunter Valley jobs and small business projections to May 2022 are anticipating jobs growth of 6,200. Maitland is located within the Hunter Valley and has a diverse labour market.

182. Since the acceptance of these 57 redundancies, have any other employees from the Maitland Revenue NSW office been terminated or left their employment?

(a) If so, how many were:

i. Offered redundancies ii. Terminated?

**Answer**

No.

183. How many contractors are there at the Maitland Revenue NSW office?

(a) What role do they undertake?

**Answer**

None.

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

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

**Answer**

As at the end of July 2018 there was 299 Revenue NSW positions based in Maitland, including temporary and ongoing. These are, breakdown as below:

- (a) 4
- (b) 8
- (c) 19
- (d) 30
- (e) 2
- (f) 187
- (g) 48

An additional 5/6 was employed as an Executive Assistant.

185. Since May 2018, how many new roles have been created at the Gosford Revenue NSW office?

**Answer**

There are 18 new roles that have been created and another 22 roles that are currently vacant will also relocate to Gosford by December 2018.

186. Prior to May 2018, how many of the following non-executive grades were located at the Gosford Revenue NSW office:

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

**Answer**

As at the end of April 2018 there was 136 Revenue NSW positions including temporary and ongoing based in Gosford, the breakdown as below

- (a) 1



- (b) 4
- (c) 9
- (d & e) 28
- (f) 94
- (g) 0

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

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

**Answer**

Refer to the response for Supplementary Question 186 above, the figures remain unchanged.

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

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

**Answer**

23.

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

**Answer**

DFSI promoted the consultation through the DFSI website consultation page.

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

**Answer**

The survey opened on 11 January 2017, therefore given the time of year a decision was made to extend the length of time the survey remained open. This was to allow people more time to access it. Based on previous experience, a typical length of time for surveys are between 7-14 days. Therefore thirty-one days was considered sufficient.

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

**Answer**

The Digital Government Strategy was informed by citizen engagement including focus groups, detailed customer research on 1000 NSW residents undertaken from 14 November 2016 to 13 January 2017. Additional steps included industry workshops and consultation sessions with the Australian Information Industry Association and Digital Government Advisory Panel – membership includes representatives from industry organisations, financial institutions and government. The Department continuously seeks to understand the digital needs of NSW citizens through individual projects that are taken through the Digital NSW Accelerator (DNA) design process which includes customer empathy research.

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

**Answer**

The content on the DFSI website is updated on an ongoing basis, as updates are required and new information becomes available.

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

**Answer**

The content on the DFSI website is updated on an ongoing basis, as updates are required and new information becomes available.

**‘7 Habits’ program**

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

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

**Answer**

No.

195. Has the Office of the Secretary of the Department of Finance, Services and Innovation participated in the program?

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

**Answer**

Yes, as of 7th September 2018, 73 staff have attended from the Office of the Secretary of DFSI.

196. When did the direct negotiation between the Department of Finance, Services and Innovation and the program provider commence?

**Answer**

Commenced after December 2016.

197. Was the Minister's office advised of the decision by the Department of Finance, Services and Innovation to proceed with direct negotiation with the program provider rather than open tendering?

(a) Was this decision approved by the Minister?

**Answer**

No.

198. Did the Department of Finance, Services and Innovation provide you or your office with the reasons to enter in direct negotiation with the program provider?

(a) Were you satisfied with the reasons provided by the Department of Finance, Services and Innovation?

(b) Did the Department of Finance, Services and Innovation require your approval, after assessing their reasons, before proceeding any further with the direct negotiation?

**Answer**

No.

199. Prior to the release of the Auditor-General's report 'Assessment of the use of a training program', were you aware that the Department of Finance, Services and Innovation had not followed the ICAC's 'Guidelines for managing risks in direct negotiations'?

(a) If not, when were you made aware of this?

**Answer**

No.

a) During the Audit Office Investigation.

200. Are you concerned the ICAC's 'Guidelines for managing risks in direct negotiations' were not followed by the Department of Finance, Services and Innovation?

**Answer**

The thorough review process conducted by the Auditor General found that DFSI had identified clear goals for development of staff and that these were assessed against a range of providers. Only one provider effectively met all the identified needs - 7 Habits. The review also noted that the Program represented an economical solution, having reviewed comparative pricing, and that DFSI had taken the necessary steps to negotiate the best possible training solution and price.

201. Since the release of the Auditor-General's report, have you or your Ministerial office instructed the Department of Finance, Services and Innovation to publicly release its reasons for entering into direct negotiations with the program provider?

(a) If so, where have these reasons been published?

**Answer**

No. Details of the reasons for entering into direct negotiations were provided to the Auditor-General's office as part of the report process, with the disclosure of the contract and method of tendering made available via the eTendering register, as per disclosure requirements.

202. What measures have been implemented to guarantee the Department of Finance, Services and Innovation will follow the ICAC's 'Guidelines for managing risks in direct negotiations' in the future?

**Answer**

DFSI will continue to manage its procurements in accordance with the full range of mandatory requirements and suggested guidelines, depending on the nature of the procurement activity.

203. As at 7 September 2018, how many employees from the Department of Finance, Services and Innovation have completed the program?

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

**Answer**

As of 7th September, 973 staff have completed 7 Habits

- (a) On average employees spend 15 hours in face-to-face training. Employees also complete an optional 360-degree development survey and access post workshop tools from both the DFSI intranet and the “7 Habits” App to embed the learning.
- (b) All participants complete a post workshop feedback survey.
  - i) The current NPS score is 3.84 out of 5, across 973 participants demonstrating participant satisfaction..

**Nepotism**

204. How does the Department of Finance, Services and Innovation proactively respond to claims of nepotism in its agencies?

**Answer**

Any claims that are sent to DFSI are reviewed in line with our internal protocols for consideration of staff misconduct or corruption matters. The response is matched to the severity of the issue and the type and amount of evidence available. The minimum response is a review of material received with the highest level response being an independent investigation process.

205. How does the Department of Finance, Services and Innovation work to prevent the emergence of nepotism in its agencies?

**Answer**

DFSI has mandatory annual Code of Ethics and Conduct and Conflict of Interest training and requires candidates to make attestations regarding Conflict of Interest during the recruitment process. DFSI maintains a Conflict of Interest disclosure process and register. There is a schedule of audits on the hiring and procurement decisions of DFSI.

206. Does nepotism meet the conflict of interest standards set out in the Department of Finance, Services and Innovations *Code of Ethics and Conduct*?

**Answer**

Nepotism is considered a breach of the DFSI Code of Ethics and Conduct, depending of course on the specific circumstances.

207. Since his appointment in 2015, has the Secretary of the Department of Finance, Services and Innovation received any briefings or reports about perceived nepotism in any of the Department's agencies?

(a) If so, how have these concerns or complaints been investigated?

**Answer**

Yes.

(a) Yes.

208. Since your appointment as Minister, have you received any briefings, correspondence or reports from concerned individuals about perceived nepotism in any agencies that make up the Department of Finance, Services and Innovation?

(a) If so, how have you responded to these allegations?

**Answer**

Staffing and conduct issues are matters for the Secretary.

209. What action would be taken against a manager who has intentionally given preference to relatives for promotion?

**Answer**

The matter would be investigated, and if warranted, action would be taken in accordance with the requirements of the Government Sector Employment Act.

### Green slip refund

210. As at 7 September 2018, how many motorists have secured a refund through the green slip refund?

(a) In terms of dollars, how much has been refunded to motorists?

#### Answer

As at 7 September 2018, CTP refunds for 2,939,050 policies have been claimed.

a) \$190,534,752.

211. How many eligible motorists have not yet obtained their refund?

(a) In terms of dollars, how much remains unclaimed?

#### Answer

CTP refunds for 1,276,522 policies have yet to be claimed.

a) \$52,982,973.02. Customers have until 30 June 2019 to claim their refund.

### ICT and Digital Government employment

212. As at 1 July 2017, how many individuals were employed in the ICT and Digital Government division of the Department of Finance, Services and Innovation?

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

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

(c) How many of these were casual?

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

#### Answer

Relevant information regarding agency staffing, operations and employee-related costs are contained within agency annual reports which are publicly available.

213. As at 1 July 2018, how many individuals were employed in the ICT and Digital Government division of the Department of Finance, Services and Innovation?

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

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

**Answer**

See answer to question 212.

214. During the 2017-18 financial year, how many employees left ICT and Digital Government?

**Answer**

See answer to question 212.

215. During the 2017-18 financial year, how many employees were offered voluntary redundancies at ICT and Digital Government?

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

**Answer**

See answer to question 212.

216. During the 2017-18 financial year, how many employees were given forced redundancies at ICT and Digital Government?

**Answer**

See answer to question 212.

217. Since 2011, has there been a reduction in the number of public servants employed at ICT and Digital Government?

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

**Answer**

See answer to question 212.



218. Considering the increase in the “efficiency dividend” to 3 per cent, has ICT and Digital Government identified existing positions that will be terminated during the 2018-19 financial year?

- (a) If so, how many positions?
- (b) What savings is ICT and Digital Government expected to make through these terminations?

**Answer**

See answer to question 212.

219. During the 2017-18 financial year, what was the total amount of recreation leave days approved within ICT and Digital Government?

**Answer**

See answer to question 212.

220. During the 2017-18 financial year, what was the total amount of sick leave days approved within ICT and Digital Government?

**Answer**

See answer to question 212.

221. What support and assistance is provided by ICT and Digital Government to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Property and Advisory Group employment**

222. As at 1 July 2017, how many individuals were employed in the Property and Advisory Group division of the Department of Finance, Services and Innovation?

- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?

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

**Answer**

See answer to question 212.

223. As at 1 July 2018, how many individuals were employed in the Property and Advisory Group division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

224. During the 2017-18 financial year, how many employees left Property and Advisory Group?

**Answer**

See answer to question 212.

225. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Property and Advisory Group?

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

**Answer**

See answer to question 212.

226. During the 2017-18 financial year, how many employees were given forced redundancies at Property and Advisory Group?

**Answer**

See answer to question 212.

227. Since 2011, has there been a reduction in the number of public servants employed at Property and Advisory Group?

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

**Answer**

See answer to question 212.

228. Considering the increase in the “efficiency dividend” to 3 per cent, has Property and Advisory Group identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Property and Advisory Group expected to make through these terminations?

**Answer**

See answer to question 212.

229. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Property and Advisory Group?

**Answer**

See answer to question 212.

230. During the 2017-18 financial year, what was the total amount of sick leave days approved within Property and Advisory Group?

**Answer**

See answer to question 212.

231. What support and assistance is provided by Property and Advisory Group to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

### Revenue NSW employment

232. As at 1 July 2017, how many individuals were employed in the Revenue NSW division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

233. As at 1 July 2018, how many individuals were employed in the Revenue NSW division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

234. During the 2017-18 financial year, how many employees left Revenue NSW?

**Answer**

See answer to question 212.

235. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Revenue NSW?

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

**Answer**

See answer to question 212.

236. During the 2017-18 financial year, how many employees were given forced redundancies at Revenue NSW?

**Answer**

See answer to question 212.

237. Since 2011, has there been a reduction in the number of public servants employed at Revenue NSW?

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

**Answer**

See answer to question 212.

238. Considering the increase in the "efficiency dividend" to 3 per cent, has Revenue NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Revenue NSW expected to make through these terminations?

**Answer**

See answer to question 212.

239. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Revenue NSW?

**Answer**

See answer to question 212.

240. During the 2017-18 financial year, what was the total amount of sick leave days approved within Revenue NSW?

**Answer**

See answer to question 212.

241. What support and assistance is provided by Revenue NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Service NSW employment**

242. As at 1 July 2017, how many individuals were employed in the Service NSW division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

243. As at 1 July 2018, how many individuals were employed in the Service NSW division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

244. During the 2017-18 financial year, how many employees left Service NSW?

**Answer**

See answer to question 212.

245. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Service NSW?

(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

**Answer**

See answer to question 212.

246. During the 2017-18 financial year, how many employees were given forced redundancies at Service NSW?

**Answer**

See answer to question 212.

247. Since 2011, has there been a reduction in the number of public servants employed at Service NSW?

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

**Answer**

See answer to question 212.

248. Considering the increase in the "efficiency dividend" to 3 per cent, has Service NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Service NSW expected to make through these terminations?

**Answer**

See answer to question 212.

249. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Service NSW?

**Answer**

See answer to question 212.

250. During the 2017-18 financial year, what was the total amount of sick leave days approved within Service NSW?

**Answer**

See answer to question 212.

251. What support and assistance is provided by Service NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Government and Corporate Services employment**

252. As at 1 July 2017, how many individuals were employed in the Government and Corporate Services division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.

253. As at 1 July 2018, how many individuals were employed in the Government and Corporate Services division of the Department of Finance, Services and Innovation?

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

**Answer**

See answer to question 212.



254. During the 2017-18 financial year, how many employees left Government and Corporate Services?

**Answer**

See answer to question 212.

255. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Government and Corporate Services?

(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

**Answer**

See answer to question 212.

256. During the 2017-18 financial year, how many employees were given forced redundancies at Government and Corporate Services?

**Answer**

See answer to question 212.

257. Since 2011, has there been a reduction in the number of public servants employed at Government and Corporate Services?

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

**Answer**

See answer to question 212.

258. Considering the increase in the "efficiency dividend" to 3 per cent, has Government and Corporate Services identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Government and Corporate Services expected to make through these terminations?

**Answer**

See answer to question 212.

259. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Government and Corporate Services?

**Answer**

See answer to question 212.

260. During the 2017-18 financial year, what was the total amount of sick leave days approved within Government and Corporate Services?

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

**Office of the Secretary employment**

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

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

(a) If so, how many positions?

(b) What savings is the Office of the Secretary expected to make through these terminations?

**Answer**

See answer to question 212.

269. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Office of the Secretary?

**Answer**

See answer to question 212.

270. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Office of the Secretary?

**Answer**

See answer to question 212.

271. What support and assistance is provided by the Office of the Secretary to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

#### **Office of the Valuer General employment**

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

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

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

(c) How many of these were casual?

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

274. During the 2017-18 financial year, how many employees left the Office of the Valuer General?

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

277. Since 2011, has there been a reduction in the number of public servants employed at the Office of the Valuer General?

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

**Answer**

See answer to question 212.

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

- (a) If so, how many positions?
- (b) What savings is the Office of the Valuer General expected to make through these terminations?

**Answer**

See answer to question 212.

279. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Office of the Valuer General?

**Answer**

See answer to question 212.

280. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Office of the Valuer General?

**Answer**

See answer to question 212.

281. What support and assistance is provided by the Office of the Valuer General to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Board of Surveying and Spatial Information employment**

282. As at 1 July 2017, how many individuals were employed at the Board of Surveying and Spatial Information?

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

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

**Answer**

See answer to question 212.

283. As at 1 July 2018, how many individuals were employed at the Board of Surveying and Spatial Information?

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

**Answer**

See answer to question 212.

284. During the 2017-18 financial year, how many employees left the Board of Surveying and Spatial Information?

**Answer**

See answer to question 212.

285. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Board of Surveying and Spatial Information?

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

**Answer**

See answer to question 212.

286. During the 2017-18 financial year, how many employees were given forced redundancies at the Board of Surveying and Spatial Information?

**Answer**

See answer to question 212.

287. Since 2011, has there been a reduction in the number of public servants employed at the Board of Surveying and Spatial Information?

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

**Answer**

See answer to question 212.

288. Considering the increase in the “efficiency dividend” to 3 per cent, has the Board of Surveying and Spatial Information identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is the Board of Surveying and Spatial Information expected to make through these terminations?

**Answer**

See answer to question 212.

289. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Board of Surveying and Spatial Information?

**Answer**

See answer to question 212.

290. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Board of Surveying and Spatial Information?

**Answer**

See answer to question 212.

291. What support and assistance is provided by the Board of Surveying and Spatial Information to employees who are undertaking higher education studies?



**Answer**

See answer to question 212.

**Geographical Names Board of NSW employment**

292. As at 1 July 2017, how many individuals were employed at the Geographical Names Board of NSW?

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

**Answer**

See answer to question 212.

293. As at 1 July 2018, how many individuals were employed at the Geographical Names Board of NSW?

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

**Answer**

See answer to question 212.

294. During the 2017-18 financial year, how many employees left the Geographical Names Board of NSW?

**Answer**

See answer to question 212.

295. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Geographical Names Board of NSW?

(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

**Answer**

See answer to question 212.

296. During the 2017-18 financial year, how many employees were given forced redundancies at the Geographical Names Board of NSW?

**Answer**

See answer to question 212.

297. Since 2011, has there been a reduction in the number of public servants employed at the Geographical Names Board of NSW?

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

**Answer**

See answer to question 212.

298. Considering the increase in the "efficiency dividend" to 3 per cent, has the Geographical Names Board of NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is the Geographical Names Board of NSW expected to make through these terminations?

**Answer**

See answer to question 212.

299. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Geographical Names Board of NSW?

**Answer**

See answer to question 212.

300. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Geographical Names Board of NSW?

**Answer**

See answer to question 212.

301. What support and assistance is provided by the Geographical Names Board of NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Property NSW employment**

302. As at 1 July 2017, how many individuals were employed at Property NSW?

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

**Answer**

See answer to question 212.

303. As at 1 July 2018, how many individuals were employed at Property NSW?

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

**Answer**

See answer to question 212.

304. During the 2017-18 financial year, how many employees left Property NSW?

**Answer**

See answer to question 212.

305. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Property NSW?

(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

**Answer**

See answer to question 212.

306. During the 2017-18 financial year, how many employees were given forced redundancies at Property NSW?

**Answer**

See answer to question 212.

307. Since 2011, has there been a reduction in the number of public servants employed at Property NSW?

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

**Answer**

See answer to question 212.

308. Considering the increase in the "efficiency dividend" to 3 per cent, has Property NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Property NSW expected to make through these terminations?

**Answer**

See answer to question 212.

309. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Property NSW?

**Answer**

See answer to question 212.

310. During the 2017-18 financial year, what was the total amount of sick leave days approved within Property NSW?

**Answer**

See answer to question 212.

311. What support and assistance is provided by Property NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**NSW Government Telecommunications Authority employment**

312. As at 1 July 2017, how many individuals were employed at the NSW Government Telecommunications Authority?

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

**Answer**

See answer to question 212.

313. As at 1 July 2018, how many individuals were employed at the NSW Government Telecommunications Authority?

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

**Answer**

See answer to question 212.

314. During the 2017-18 financial year, how many employees left the NSW Government Telecommunications Authority?

**Answer**

See answer to question 212.

315. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the NSW Government Telecommunications Authority?
- (a) How many of these offers were accepted?
  - (b) How many of these offers were rejected?

**Answer**

See answer to question 212.

316. During the 2017-18 financial year, how many employees were given forced redundancies at the NSW Government Telecommunications Authority?

**Answer**

See answer to question 212.

317. Since 2011, has there been a reduction in the number of public servants employed at the NSW Government Telecommunications Authority?
- (a) If so, how large has this reduction been?

**Answer**

See answer to question 212.

318. Considering the increase in the "efficiency dividend" to 3 per cent, has the NSW Government Telecommunications Authority identified existing positions that will be terminated during the 2018-19 financial year?
- (a) If so, how many positions?

- (b) What savings is the NSW Government Telecommunications Authority expected to make through these terminations?

**Answer**

See answer to question 212.

319. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the NSW Government Telecommunications Authority?

**Answer**

See answer to question 212.

320. During the 2017-18 financial year, what was the total amount of sick leave days approved within the NSW Government Telecommunications Authority?

**Answer**

See answer to question 212.

321. What support and assistance is provided by the NSW Government Telecommunications Authority to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**NSW Procurement Board employment**

322. As at 1 July 2017, how many individuals were employed at the NSW Procurement Board?

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

**Answer**

See answer to question 212.

323. As at 1 July 2018, how many individuals were employed at the NSW Procurement Board?

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

**Answer**

See answer to question 212.

324. During the 2017-18 financial year, how many employees left the NSW Procurement Board?

**Answer**

See answer to question 212.

325. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the NSW Procurement Board?

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

**Answer**

See answer to question 212.

326. During the 2017-18 financial year, how many employees were given forced redundancies at the NSW Procurement Board?

**Answer**

See answer to question 212.

327. Since 2011, has there been a reduction in the number of public servants employed at the NSW Procurement Board?

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

**Answer**

See answer to question 212.



328. Considering the increase in the “efficiency dividend” to 3 per cent, has the NSW Procurement Board identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is the NSW Procurement Board expected to make through these terminations?

**Answer**

See answer to question 212.

329. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the NSW Procurement Board?

**Answer**

See answer to question 212.

330. During the 2017-18 financial year, what was the total amount of sick leave days approved within the NSW Procurement Board?

**Answer**

See answer to question 212.

331. What support and assistance is provided by the NSW Procurement Board to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**SIRA employment**

332. As at 1 July 2017, how many individuals were employed at SIRA?

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

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

(c) How many of these were casual?

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

**Answer**

See answer to question 212.

333. As at 1 July 2018, how many individuals were employed at SIRA?

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

**Answer**

See answer to question 212.

334. During the 2017-18 financial year, how many employees left SIRA?

**Answer**

See answer to question 212.

335. During the 2017-18 financial year, how many employees were offered voluntary redundancies at SIRA?

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

**Answer**

See answer to question 212.

336. During the 2017-18 financial year, how many employees were given forced redundancies at SIRA?

**Answer**

See answer to question 212.

337. Since 2011, has there been a reduction in the number of public servants employed at SIRA?

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

**Answer**

See answer to question 212.

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

- (a) If so, how many positions?
- (b) What savings is SIRA expected to make through these terminations?

**Answer**

See answer to question 212.

339. During the 2017-18 financial year, what was the total amount of recreation leave days approved within SIRA?

**Answer**

See answer to question 212.

340. During the 2017-18 financial year, what was the total amount of sick leave days approved within SIRA?

**Answer**

See answer to question 212.

341. What support and assistance is provided by SIRA to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

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

342. As at 1 July 2017, how many individuals were employed at the State Archives and Records Authority of NSW?

- (a) How many of these were full-time?
- (b) How many of these were part-time?
- (c) How many of these were casual?

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

**Answer**

See answer to question 212.

343. As at 1 July 2018, how many individuals were employed at the State Archives and Records Authority of NSW?

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

**Answer**

See answer to question 212.

344. During the 2017-18 financial year, how many employees left the State Archives and Records Authority of NSW?

**Answer**

See answer to question 212.

345. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the State Archives and Records Authority of NSW?

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

**Answer**

See answer to question 212.

346. During the 2017-18 financial year, how many employees were given forced redundancies at the State Archives and Records Authority of NSW?

**Answer**

See answer to question 212.

347. Since 2011, has there been a reduction in the number of public servants employed at the State Archives and Records Authority of NSW?

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

**Answer**

See answer to question 212.

348. Considering the increase in the “efficiency dividend” to 3 per cent, has the State Archives and Records Authority of NSW identified existing positions that will be terminated during the 201819 financial year?

(a) If so, how many positions?

(b) What savings is the State Archives and Records Authority of NSW expected to make through these terminations?

**Answer**

See answer to question 212.

349. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the State Archives and Records Authority of NSW?

**Answer**

See answer to question 212.

350. During the 2017-18 financial year, what was the total amount of sick leave days approved within the State Archives and Records Authority of NSW?

**Answer**

See answer to question 212.

351. What support and assistance is provided by the State Archives and Records Authority of NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Place Management NSW employment**

352. As at 1 July 2017, how many individuals were employed at Place Management NSW?

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

**Answer**

See answer to question 212.

353. As at 1 July 2018, how many individuals were employed at Place Management NSW?

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

**Answer**

See answer to question 212.

354. During the 2017-18 financial year, how many employees left Place Management NSW?

**Answer**

See answer to question 212.

355. During the 2017-18 financial year, how many employees were offered voluntary redundancies at Place Management NSW?

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

**Answer**

See answer to question 212.

356. During the 2017-18 financial year, how many employees were given forced redundancies at Place Management NSW?

**Answer**

See answer to question 212.

357. Since 2011, has there been a reduction in the number of public servants employed at Place Management NSW?

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

**Answer**

See answer to question 212.

358. Considering the increase in the “efficiency dividend” to 3 per cent, has Place Management NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

(b) What savings is Place Management NSW expected to make through these terminations?

**Answer**

See answer to question 212.

359. During the 2017-18 financial year, what was the total amount of recreation leave days approved within Place Management NSW?

**Answer**

See answer to question 212.

360. During the 2017-18 financial year, what was the total amount of sick leave days approved within Place Management NSW?

**Answer**

See answer to question 212.

361. What support and assistance is provided by Place Management NSW to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Teacher Housing Authority of NSW employment**

362. As at 1 July 2017, how many individuals were employed at the Teacher Housing Authority of NSW?

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

**Answer**

See answer to question 212.

363. As at 1 July 2018, how many individuals were employed at the Teacher Housing Authority of NSW?

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

**Answer**

See answer to question 212.

364. During the 2017-18 financial year, how many employees left the Teacher Housing Authority of NSW?

**Answer**

See answer to question 212.

365. During the 2017-18 financial year, how many employees were offered voluntary redundancies at the Teacher Housing Authority of NSW?



(a) How many of these offers were accepted?

(b) How many of these offers were rejected?

**Answer**

See answer to question 212.

366. During the 2017-18 financial year, how many employees were given forced redundancies at the Teacher Housing Authority of NSW?

**Answer**

See answer to question 212.

367. Since 2011, has there been a reduction in the number of public servants employed at the Teacher Housing Authority of NSW?

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

**Answer**

See answer to question 212.

368. Considering the increase in the "efficiency dividend" to 3 per cent, has the Teacher Housing Authority of NSW identified existing positions that will be terminated during the 2018-19 financial year?

(a) If so, how many positions?

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

**Waste Assets Management Corporation employment**

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

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

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

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

**Answer**

See answer to question 212.

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

**Answer**

See answer to question 212.

377. Since 2011, has there been a reduction in the number of public servants employed at the Waste Assets Management Corporation?

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

**Answer**

See answer to question 212.

378. Considering the increase in the “efficiency dividend” to 3 per cent, has the Waste Assets Management Corporation identified existing positions that will be terminated during the 2018-19 financial year?

- (a) If so, how many positions?
- (b) What savings is the Waste Assets Management Corporation expected to make through these terminations?

**Answer**

See answer to question 212.

379. During the 2017-18 financial year, what was the total amount of recreation leave days approved within the Waste Assets Management Corporation?

**Answer**

See answer to question 212.

380. During the 2017-18 financial year, what was the total amount of sick leave days approved within the Waste Assets Management Corporation?

**Answer**

See answer to question 212.

381. What support and assistance is provided by the Waste Assets Management Corporation to employees who are undertaking higher education studies?

**Answer**

See answer to question 212.

**Torrens Assurance Fund**

382. Since 1 July 2017, how many claims have been made to the Torrens Assurance Fund for compensation?

**Answer**

16.

383. Of these claims, how many have been accepted by the Fund due to loss in respect of land for:

- (a) An act or omission of the Registrar General
- (b) The registration of someone else as the owner of land/an estate or interest in land
- (c) An error, misdescription or omission in the Register
- (d) The land being converted to Torrens Title
- (e) Fraud
- (f) An error or omission in an official search

(g) An error in recording details supplied in a notice of sale?

**Answer**

- (a) 0
- (b) 1
- (c) 7
- (d) 1
- (e) 7
- (f) 0
- (g) 0

384. Over this period, how much in compensation has been paid out by the Fund?

**Answer**

For the period between 1 July 2017 and 30 June 2018, approximately \$3.7 million. The majority of this amount relates to fraud matters occurring before the concession commenced.

385. How many of these claims that have been paid out are due to breaches or errors caused by an econveyancing platform?

**Answer**

Nil.

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

**Answer**

The TAF has been in existence since the commencement of the Real Property Act 1900 (NSW). Providing a total figure since TAF commence would involve reviewing records dating back to 1900. As an indicative figure, a total amount of \$9.9 million has been paid out from the TAF since 1 July 2012.

#### **Cost of living specialists**

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

**Answer**

In May 2018, four testing sites were identified for Cost of Living as part of the discovery stage of the project, including Penrith, Wagga, Liverpool and Raymond Terrace. The testing sites were closed focus groups.

Service NSW determined the initial pilot locations in June 2018 including Lismore, Taree, Wynyard, Paramatta and Wetherill Park Service Centres.

388. Who was responsible for selecting the locations?

**Answer**

Service NSW.

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

**Answer**

Service NSW determined the locations based on store layout, staffing and available space.

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

**Answer**

Please refer to answer 389.

The Cost of Living appointment service will be available at over 60 service centre locations across NSW by the end of October 2018.

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

**Answer**

No.

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

**Answer**

By the end of October 2018, the Cost of Living appointment service will be available at 14 Service Centres in Southern NSW. Illawarra and Shoalhaven - Ulladulla, Nowra, Wollongong, Corrimal, Warrawong. Riverina Murray - Wagga Wagga, Deniliquin, Griffith, Albury. South East and Tablelands - Young, Queanbeyan, Bega, Cooma, Batemans Bay.

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

**Answer**

In July 2018, the initial 5 pilot sites were Lismore, Taree, Wynyard, Parramatta and Wetherill Park Service Centres. After the pilot 16 other service centre locations began offering the appointment service during August 2018 including Wagga Wagga, Tweed Heads, Coffs Harbour, Kempsey, Inverell, Maitland, Tamworth, Armidale, Narrabri, Newcastle, Singleton, Dubbo, Lithgow, Wallsend, Bathurst and Young.

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

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

**Answer**

By the end of October 2018, the Cost of Living appointment service will be available in the Hunter region at Taree, Maitland, Newcastle, Singleton, Wallsend and Warners Bay service centres.

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

**Answer**

Please refer to the answer provided for 389.

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

**Answer**

By the end of October 2018, there will be over 60 Service NSW centres offering the Cost of Living appointment service across NSW. These Centres are listed on the Service NSW website.

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

**Answer**

A list of Service Centres that offer the appointment service can be accessed on the Service NSW website when booking an appointment with a Cost of Living Specialist.

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

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

**Answer**

By the end of October 2018, there will be 61 Cost of Living Specialists across NSW. Depending on customer demand, there may be more than one specialist at a service centre to conduct Cost of Living appointments. A 'roaming specialist' pilot is underway in which Cost of Living specialists deliver appointments at service centres which do not currently offer a full-time appointment service. Service NSW will continue to review the Cost of Living appointment service and may make adjustments to the service to meet customer demand.

**Parliamentary Secretary for Digital Inclusion**

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

**Answer**

The Parliamentary Secretary works closely with Service NSW to explore ways to make government services and transactions more accessible to citizens. Ms Cusack also looks at opportunities to expand the current Service NSW offering.

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

**Answer**

The Parliamentary Secretary's responsibilities fit within the remit of the Department of Finance, Services and Innovation.

401. Given the Parliamentary Secretary's responsibility over these matters, do you request the Parliamentary Secretary to represent you at events or functions that relate to digital inclusion?

**Answer**

The work of Parliamentary Secretaries varies based on the workload and priorities of the Minister.

402. According to Facebook, since the appointment of the Parliamentary Secretary, you have visited the Nelson Bay and Tuggerah Service NSW centres and announced a new Service NSW centre at



Toronto. Why did the Parliamentary Secretary not accompany you on these visits given Service NSW is an important part of their role?

**Answer**

Where Ministers attend events, the attendance of Parliamentary Secretaries is generally not required.

403. Did you or your office request the appointment of a Parliamentary Secretary for Digital Inclusion or was this a direction of the Premier's office?

**Answer**

All Ministers and Parliamentary Secretaries are appointed by the Premier.

404. How often do you meet with the Parliamentary Secretary to discuss matters relating to digital inclusion?

**Answer**

Regularly.

405. Do you have any role in the progress of the NSW Digital Government Strategy or is this solely the responsibility of the Parliamentary Secretary?

**Answer**

It is my responsibility.

**Service NSW Approved Persons**

406. Since 1 July 2017, how many overflow and after hours calls have been taken by the following approved persons on behalf of Service NSW:

- (a) Concentrix Services
- (b) Datacom Connect
- (c) Peakbound Holdings
- (d) Probe Group
- (e) Salmat Contact Solutions
- (f) Serco Citizen Services

(g) Stellar Asia Pacific

(h) Telco Services Australia?

**Answer**

a) 0

b) 1,707,327

c) 0

d) 0

e) 0

f) 0

g) 2,059

h) 0

407. Where are calls made to Service NSW directed if they occur after 7pm?

**Answer**

After 7pm a closure message is played on the 13 77 88 phone number.

Service NSW also provides services to Trainlink and Port Authority:

- After 7pm, Trainlink calls are answered at Newcastle Contact Centre. Port Authority calls are redirected to Stellar from 7pm-7am Mon-Fri and on weekends and public holidays.

There are online services provided 24/7.

408. Where are employees from the following approved persons, who take calls on behalf of Service NSW, located:

(a) Concentrix Services

(b) Datacom Connect

(c) Peakbound Holdings

(d) Probe Group

(e) Salmat Contact Solutions

(f) Serco Citizen Services

(g) Stellar Asia Pacific

(h) Telco Services Australia?

**Answer**

b) Datacom, 1 Julius Avenue North Ryde

g) Stellar BPO, 43 Burelli St, Wollongong

**SIRA imposed penalties**

409. On average, how many complaints does SIRA receive from employers, employees, unions, Members of Parliament and other concerned stakeholders about the conduct of insurers on a daily basis?

**Answer**

On a daily basis SIRA receives an average of 12 complaints regarding insurers in the workers compensation system.

410. How many complaints have been received by SIRA concerning the conduct of insurers in relation to new workers compensation claims since 1 January 2018?

**Answer**

For the period 1 January to 31 August 2018, 1,989 complaints regarding insurers in the workers compensation system have been received by SIRA. This figure includes all claims, details limited to complaints about new claims are not able to be provided at this time.

411. How many of these complaints have been processed and now considered completed?

**Answer**

As at 31 August 2018, 1,973 of the 1,989 complaints received regarding insurers in the workers compensation system have been closed

412. How many of these complaints remain open and a final decision has not yet been made?

**Answer**

As at 31 August 2018, 16 of the 1,989 complaints received regarding insurers in the workers compensation system remained open

413. What have been the most prevalent complaints?

**Answer**

Complaints in relation to the commencement of payment of weekly compensation payments and determination of provisional liability

414. Regardless of seriousness, does each of these complaints go through a formal resolution process conducted by a qualified SIRA representative?

**Answer**

All complaints handled by SIRA are managed in accordance with the SIRA Complaints Framework as recognise in the Australian and New Zealand Standard Guidelines for complaint management for organisations (AS/NZ 10002:2014) National Standards and modelled on the NSW Ombudsman's Complaint Management Framework.

415. How does SIRA penalise insurers who fail to comply with requirements and directions outlined under the *Workplace Injury Management and Workers Compensation Act 1998*?

**Answer**

SIRA actively monitors and supervises insurers and their activities. Compliance and enforcement action includes penalty notices, increased supervision and reporting requirements, increased audit requirements and loss of licence or additional licence conditions imposed for self and specialised insurers

416. Since its formation, on how many occasions has SIRA imposed penalties on insurers who have contravened the Act?

**Answer**

Four Penalty Notices have been issued

417. What has been the total revenue received by SIRA for the collection of penalties imposed on insurers for contravention of the Act?

**Answer**

\$1,400

418. Since its formation, on how many occasions has SIRA imposed penalties on injured workers who have contravened the Act?

**Answer**

SIRA has not imposed penalties on injured workers for contravention of the Act.

419. What has been the total revenue received by SIRA for the collection of penalties imposed on injured workers for contravention of the Act?

**Answer**

\$0

420. Is it the case that SIRA fails to impose penalties on insurers who regularly contravene the Act? \

**Answer**

No, SIRA actively monitors and supervises insurers and their activities and undertakes compliance and enforcement action.

421. Would it be appropriate to surmise that SIRA is failing to fulfil its regulatory responsibility by allowing insurers to continually contravene the Act?

**Answer**

No, SIRA actively monitors and supervises insurers and their activities and undertakes compliance and enforcement action.

#### **Surveillance authorised by icare**

422. How many surveillance investigations have icare approved or referred to private investigators regarding a workers compensation claim in in each year from 2015 to 2018?

423. On average, what is the duration of each surveillance investigation?

424. What is the average coast of each surveillance investigation?

425. What is the annual contribution from the workers compensation scheme for funding of surveillance investigations of injured workers?

426. What rights are afforded to injured workers who are subjected to surveillance investigations that are approved by icare?

427. Can an injured worker request a private investigator (that has been directed by icare) to desist from conducting surveillance?

428. Why do scheme agents employ surveillance on injured workers?

429. Does surveillance extend to an injured worker's family, children and colleagues?

**Answer**

422. – 429. This matter falls within the portfolio responsibility of the Treasurer.

**Interest of injured workers**

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

**Answer**

430. – 433. This matter falls within the portfolio responsibility of the Treasurer.

**Digital Driver Licence trial**

434. In your second reading speech on the *Road Transport and Other Legislation Amendment (Digital Driver Licences and Photo Cards) Bill 2018*, you stated the Dubbo trial of the DDL had been “generally very positive”. Why is it then that you have commissioned a second trial?

**Answer**

The second trial in Dubbo and metro Sydney will differ from the previous trial. Key differences include a larger sample size, testing in a metro environment, and testing the updated Service NSW app.

435. Are there concerns with the DDL that require further attention before the state-wide roll-out of the system?

**Answer**

The second trial is designed to test new aspects of the Digital Driver Licence in a metro setting. The purpose of the second trial is to seek further feedback on the product and to identify any improvements that need to be made.

436. For the purpose of this trial, what are the boundaries of the area deemed the ‘Eastern Beaches’?

**Answer**

Post code areas 2022, 2024, 2026, 2031 and 2034.

437. When is the state-wide roll-out of the DDL anticipated to commence?

**Answer**

In 2019.

438. As quoted in your media release, will 350 licenced venues be participating in the Eastern Beaches trial?

(a) If not, how many licenced premises will be included?

**Answer**

Over 350 licenced venues will be invited to participate in the metro trial.

439. How will you be advising the 140,000 eligible participants that there will be an option for them to obtain a DDL during the trial?

(a) How much will promotion cost to advise eligible participants?

**Answer**

A comprehensive communications program will be undertaken, with the final cost to be confirmed.

440. How will eligible participants ensure their Service NSW app will have the capacity to host a DDL?

**Answer**

Participants will need to download the latest version of the Service NSW app and have a MyServiceNSW Account linked to Roads and Maritime Services.

441. Will participants have a different Service NSW app that has the capacity to host DDL, compared to residents in neighbouring suburbs such as Randwick, Bellevue Hill and Dover Heights?

**Answer**

Randwick (postcode 2031) is included in the metro trial.

No.

442. How many participants does Service NSW expect to be involved in the trial?

**Answer**

Approximately 14,000 users.

443. What decision-making process was used to determine the location of this trial?

**Answer**

The metro trial postcodes included have a high concentration of licensed venues (over 350) and a high concentration of licence holders who frequent the many local licenced venues and retailers with varying technology levels. This provides an opportunity to trial the Digital Driver Licence under different circumstances, within a contained geographical location.

**Border Railways Act 1922**

444. Minister, are you responsible for the *Border Railways Act 1922*?

**Answer**

Yes.

445. Section 6 of the *Act* states, "The Government of the State of Victoria is hereby authorised and empowered to construct and maintain the railways and other works in New South Wales". Is this authority still acted upon in 2018?

**Answer**

Yes, I understand that Victrack manages the operation of a railway in NSW on Border Railways Act land in NSW including the Echuca to Moama railway.

446. If so, what responsibilities do Victorian Government employees have with respect to the maintenance, construction and dismantling of rail infrastructure in NSW?

**Answer**

The responsibility for the operation by VicTrack of its rail infrastructure is with VicTrack.

447. Prior to commencing work, must the Victorian Government seek consent from the NSW Government to access rail infrastructure in NSW?

**Answer**

It is not necessary for Victrack, the Victorian Government to seek consent to access this rail infrastructure in NSW.



448. As per Section 9 of the *Act*, does the Victorian Government currently “control or manage any railway in New South Wales”?

(a) If so, which railways?

**Answer**

Refer to response to question 445 above.

449. Since your appointment as Minister for Finance, Services and Property, have you had any conversations or interactions with the Victorian Minister for Public Transport concerning the *Border Railways Act 1922*?

**Answer**

There has not been any formal contact with the Victorian Minister concerning the *Border Railways Act 1922* since my appointment.

**Luna Park Site Act 1990**

450. Minister, are you responsible for the *Luna Park Site Act 1990*?

**Answer**

As of the 15th of March 2017, the Minister for Innovation and Better Regulation had administrative responsibility for the *Luna Park Site Act 1990* and he oversees the Luna Park Reserve Trust and any land dealings at Luna Park.

451. Since your appointment as Minister for Finance, Services and Property, have you provided written notice to lessees at the Luna Park site requesting they remove improvements, as per Section 15 of the *Act*?

(a) If so, what improvements have you requested be removed?

(b) What has been the rationale for these directions?

**Answer**

This question should be referred to the Minister for Innovation and Better Regulation as the matter falls within his portfolio of responsibilities.

452. Minister, have there been any complaints from nearby residents who are concerned with the emission of noise from the Luna Park site since your appointment?

- (a) If so, has monitoring been conducted at their properties to determine if emissions exceed the maximum permissible noise level?

**Answer**

This question should be referred to the Minister for Innovation and Better Regulation as the matter falls within his portfolio of responsibilities.

**Fines Act 1996**

453. Since 1 July 2017, how many fines have been written off following approval by the Chief Commissioner as outlined under Section 101 of the *Fines Act 1996*?
- (a) What has been the total cost of these written off fines?
- (b) What are the top five circumstances provided by fine defaulters when requesting their unpaid fines be written off during this period?
- (c) How many of these written off fines were as a result of directions by the Hardship Review Board?

**Answer**

In 2017/18 FY 50,905 fines were written off.

- (a) \$57,183,346
- (b) This information is not available, however the top five categories based on value of those fines in 2017/18 were: Aged Fines; Client incapable of making payment; Uneconomical to pursue; Client unable to be located; and Not recoverable at law.
- (c) 5.

454. Between 1 July 2017 and present, how many written off fines have been reinstated because the fine defaulter had received a further fine?

**Answer**

2,333 distinct cases were reactivated between 1 July 2017 and 3 September 2018, reactivating 6,641 enforcement orders.

455. Is each recipient of a fine advised of the option of having their fine written off when they receive initial correspondence from Revenue NSW and/or make contact with the Revenue NSW hotline?

**Answer**

No, as this would be in breach of Section 101 of the Fines Act 1996. However, all overdue fine notices do contain the following advice: "You can find out if you are eligible to request Revenue NSW to review a fine by contacting us. In some cases, fines may be withdrawn, referred to court or written off. Specific requirements, including time limits and application fees, may apply."

456. Since March 2011, what has been the total lost revenue as a result of the application of Section 101 of the *Fines Act 1996*?

**Answer**

\$797,865,695.

457. Since 1 July 2017, how many property seizure orders have been made by the Chief Commissioner?

- (a) In dollar terms, what has been the total amount of property seized during this period?
- (b) Once the property has been seized by the Sheriff, what process is undertaken by Revenue NSW to record the acquisition of the property and place it in storage?

**Answer**

In 2017/18 47,653 Property Seizure Orders have been made.

The NSW Sheriff is responsible for recording the acquisitions of property and its proper storage remains with them.

NSW Sheriff provides updates to Revenue NSW on the progress of the seizure and the eventual sale.

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

- (a) How many of community service orders required fine defaulters to complete the maximum number of hours as outlined under Section 81 of the *Fines Act 1996*?
- (b) During this period, how many children have received a community service order for unpaid fines?
  - i. What has been the total hours of community service work completed by children?

**Answer**

Revenue NSW has not issued a Community Service Order since 2010. The need to issue Community Service Orders was largely replaced by the introduction of Work and Development Orders around this time.

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

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

**Answer**

Nil

(a) Nil

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

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

**Answer**

Revenue NSW does not collect this information.

Customers register for the Small Business Grant via an online application and must have an Australian Business Number to complete registration.

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

**Answer**

Revenue NSW does not collect this information.

Customers are able to withdraw positions or choose not to claim the incentive at the anniversary of the position without providing a reason.

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

**Answer**

None.

Customers are only eligible to claim the Small Business Grant if they are not liable for payroll tax within the 12 month grant period.

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

**Answer**

None.

Payment is only made once the necessary information is provided by the customer. If the customer does not provide the correct information at the time of application, a team member will contact the customer asking them to provide the correct documents.

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

**Answer**

Refer to response to Q463.

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

**Answer**

There have been 12 Small Business Grants paid that have been subsequently identified by the customer as ineligible. 7 of these claims have since been repaid and 5 are currently under recovery action.

466. During this same period, on how many occasions has the Chief Commissioner varied or reversed a decision under which the grant was paid?

**Answer**

None.

467. How many persons or small businesses have been subject to a penalty notice as outlined under Section 55 of the *Small Business Grants (Employment Incentive) Act 2015*?

(a) If so, what has been the maximum penalty handed down to a person or small business for contravening Section 55?

- (b) If so, what has been the minimum penalty handed down to a person or small business for contravening Section 55?

**Answer**

None.

468. Who is responsible for regulating the grant scheme and ensuring applicants are compliant?

**Answer**

Treasury NSW is responsible for determining the policy.

Revenue NSW is responsible for administering the incentive scheme.

469. How often does this regulator contact applicants throughout their period of participation to ensure they are compliant with the *Small Business Grants (Employment Incentive) Act 2015*?

**Answer**

Revenue NSW sends emails and reminders to the customers:

- when they register a position; and
- a month prior to the anniversary date, if applicable; and
- 60 days later, if applicable.

Eligibility checks are then completed by Revenue NSW after the customer lodges a claim for the Small Business Grant to ensure compliance before processing the payment.

470. In total, how many penalties have been served by the Chief Commissioner due to contraventions of the *Small Business Grants (Employment Incentive) Act 2015*?

- (a) What has been the total revenue collected from these penalties?

**Answer**

None.

#### **Geographical Names Act 1966**

471. Since March 2011, how often has the Geographical Names Board met?

- (a) On how many occasions were both the chairperson and deputy chairperson absent from these meetings?

**Answer**

The Geographical Board meets five times per year. Since March 2011 it has met 38 times.

(a) Nil.

472. Since March 2011, how many vacancies have occurred on the Geographical Names Board?

**Answer**

This information is publicly available.

473. What fees are board members entitled to receive for attending meetings and transacting business of the board?

**Answer**

\$220 per day. Board members who are also employed as NSW public servants do not receive an additional fee.

474. Since March 2011, on how many occasions has the Geographical Names Board determined the use of a geographical name should be discontinued?

(a) In what locations?

(b) What reasons were provided by the Board for each decision?

**Answer**

Since 2011, 174 names have been discontinued. They are:

Plagyan State Forest

Rusden State Forest

Northmead I High School

Nepean High School

Manning Saddle

Royal Botanic Gardens

Mount Tomah Botanic Garden

Mount Annan Botanic Garden

Five Mile Tree Public School

Granville South High School

Berkeley South Public School

The Centennial Park

Mckay Sportsground

Campbelltown High School  
Atkinson Spur  
Gynea High School  
Packhorse Pass  
Wards River Public School  
Forster High School  
Nemzie Creek  
Bega Public School  
Bega West Public School  
Balldale Public School  
Bendick Murrell Public School  
Grevillia Public School  
Mallangancee Public School  
Nanima Public School  
Nevertire Public School  
Newbridge Public School  
Pyramul Public School  
Rookhurst Public School  
The Lagoon Public School  
Wongwibinda Public School  
Williamtown Public School  
Yarramalong Public School  
Burcher Public School  
Harris Park Playground  
Mobbs Park  
Bilgola  
Hartley Public School  
Long Plain Gully  
Rydal Public School  
Sodwalls Public School  
Tarana Public School  
Waites Lagoon  
Wheatley Memorial Park



Aquilina Reserve  
Clandulla Public School  
Kirkconnell Public School  
Mandagery Public School  
Spicers Creek Public School  
Dubbo Base Hospital Public School  
Bathurst High School  
Kelso High School  
Clarinda Public School  
Cucumgillica Public School  
Forest Reefs Public School  
Gateshead Public School  
Gunningbland Public School  
Jenolan Caves Public School  
Oberon Central School  
Terowie Public School  
Boorowa Public School  
Gurrundah Public School  
Quandialla Public School  
Tucna Public School  
Tomingley Public School  
Thuddungra Public School  
Baan Baa Public School  
Berrilee Public School  
Elmwood Public School  
Galong Public School  
Gumly Gumly Public School  
Limbri Public School  
Moonan Flat Public School  
Retford Public School  
Warkworth Public School  
Dooralong Public School  
Anglewood School

Ghinni Ghinni Public School  
Byrock Public School  
Berkeley High School  
Para Meadows Public School  
Peterborough Public School  
Wollongong High School  
Keelong School  
Greenacres School  
Illawarra Regional Hospital School  
Combaning South Public School  
Gubbata Public School  
Mirrool Public School  
Springdale Public School  
Wallundry Public School  
Kandos Sportsground  
Mascot Park  
Mallan Public School  
Mangoplah Public School  
Pearces Creek Public School  
Woodford Dale Public School  
Riverview (address locality)  
Bilbul Public School  
Coolac Public School  
Cowabbie West Public School  
Corbie Hill Public School  
Harefield Public School  
Grong Grong Public School  
Hatfield Public School  
Kywong Public School  
Moombooldool Public School  
Stanbridge Public School  
Stony Point Public School  
Tumblong Public School

Yanco Agricultural College and Research Station

Euabalong Public School

Euberta Public School

Daysdale Public School

French Park Public School

Kapooka Military Camp Public School

Jingellic Public School

Lalaly Public School

Landale Public School

Koringal Road Public School

Kurrajong Park Public School

Livingstone Public School

Mellool Public School

Milbrulong Public School

Maude Public School

Napier Public School

Osborne Public School

Noorong Public School

San Isidore Public School

Tatton Public School

Tooma Public School

Wandook Public School

Warragoon Public School

Widgiewa Public School

Rouchel Public School

Eggleton Reserve

Aeropelican Airport

Tuggerah Beach

Alamein Park

James Leslie Reserve

Badgerys Creek Public School

Bellimbopinni Public School

Corinella Public School

Errowanbang Public School  
Ellangowan Public School  
Eraring Public School  
Horderns Beach Reserve  
Narrandera Park  
Reids Flat Public School  
Spencer Public School  
Sutton Forest Public School  
Wyong Grove Public School  
Windeyer Public School  
Wollombi Public School  
Crowdy Head Public School  
Giovinazzo Park  
Penrose (suburb)  
Mortdale Anzac Park  
Bartlett Park  
Kingsdene Oval  
Tolland Public School  
Burruga Public School  
Bullenbung (parish)  
Maitland Lions Park  
Weston Peace Park  
Green Hills Parklands  
Wyong Regional Sporting Complex  
Cleveland Street Intensive English High School  
Mckinnon Park  
Howick (trig station)  
Little Thredbo (rural place)  
Kosciuszko National Park (address locality)

GNB may determine that the use of a geographical name shall be discontinued in accordance with Section 14 of the Geographical Names Act 1966. Typically school names are discontinued due to closures and place names may have changed its name or spelling, or no longer exist due to a change of

the environment on the ground such as urban infill. The majority of the changes listed above was on the advice of the Department of Education.

#### State Records Act 1998

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

#### Answer

This matter falls within the portfolio responsibility of the Minister for Arts.

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

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

#### Answer

This matter falls within the portfolio responsibility of the Minister for Arts.

#### Regional Service NSW centres

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

- (a) Where have these new Service NSW centres been located?
- (b) How many other agencies have been forced to close their doors due to the opening of these Service NSW centres?
- (c) How many new positions have been created in each town where a Service NSW centre has opened?
  - i. How many are permanent positions?
  - ii. How many are part-time positions?
  - iii. How many are casual positions?
  - iv. How many employees were previously employed at a local motor registry?
  - v. How many employees are new to the Service NSW agency?

- (d) What has been the total cost of fit-outs for each new centre?
- (e) Is each new centre in buildings owned by the NSW Government or leased from private operators?
  - i. What is the total cost for Service NSW to lease these buildings?

**Answer**

As of 11 September 2018, 11 service centres have been opened.

- (a) The locations are at Maclean, Murwillumbah, Gunnedah, Wentworth, Muswellbrook, Glen Innes, Wellington, Walgett, Lightning Ridge, Leeton and Hay.
- (b) Service NSW are not aware of any agencies that have closed as a result of the service centre opening.
- (c) 34 new positions have been created in towns where a service centre has opened.
  - (i) 16 are full time positions
  - (ii) 18 are part time positions
  - (iii) none are casual positions
  - (iv) 4 were previously employed in motor registries
  - (v) 20 are new employees to Service NSW
- (d) the total fitout costs including design, project management, build and IT for 11 sites is approximately \$4.75m. This is excluding operational and internal project staff costs.
- (e) Service NSW Service Centres throughout the State are predominately situated within leased sites (from private landlords), 93% leased versus 7% government owned.
  - (i) the total lease costs including outgoings is approximately \$441,000 per annum for the 11 sites opened to date.

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

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

**Answer**

The localities yet to open a service centre are Yass, Cootamundra, Wauchope, Nambucca Heads, Forbes, Springwood, Finley, Narrandera, Moree, Tumut, Nyngan, Tenterfield, West Wyalong.

- a) All remaining Service NSW locations are scheduled to be completed in 2019.
- b) Property NSW owns the property at Yass. The remainder are likely to be leased by Property NSW (subject to finding alternate tenancies).

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

**Answer**

13 (including the temporary motor registry at Yass) however all are operated and run by Service NSW staff. All remaining Service NSW locations are scheduled to be completed in 2019.

**Broadband infrastructure**

480. What role does the Department of Finance, Services and Innovation in upgrading broadband infrastructure and improving internet access in rural and regional NSW?

**Answer**

The Regional Digital Connectivity Program was established in 2018. The role of DFSI is to find the most cost-effective means of delivering better, more affordable quality broadband internet into rural and regional areas of NSW.

481. How much has been spent by the Department of Finance, Services and Innovation on upgrading broadband infrastructure and improving internet access in rural and regional NSW in the following financial years:

- (a) 2011-----4
- (b) 2012 ----- 27
- (d) 2014-15 ----- 27
- (e) 2015-16 (f) 2016 ----- 27
- (c) 2013-14
- (g) 2017-18?

**Answer**

The Program was established in 2018.

The spend for FY 17/18 was \$2.5million.

482. How does the Department of Finance, Services and Innovation intend to allocate the \$9 million during the 2018-19 financial year to upgrade broadband infrastructure and improve internet access in rural and regional NSW?

**Answer**

The allocation of the \$9M is dependant on outcomes of the current Expression Of Interest (EOI). The purpose of the EOI is to test the market for alternate solutions to the NBN proposal.

483. In what locations does the Department of Finance, Services and Innovation intend to undertake upgrades to broadband infrastructure during the 2018-19 financial year?

**Answer**

Site and locations are currently under assessment as part of the EOI process.

484. What work does the Department of Finance, Services and Innovation undertake that is different to the role completed by the Federal Government's Department of Communications and the Arts?

**Answer**

The Federal Government's DOCA is currently reforming the telecommunications market to promote competition and to improve access to for all people in Australia. The work undertaken by DFSI is at the State level only. Work currently underway is improve the connectivity within regional NSW, comprising of a pilot program to: qualify and assess digital connectivity and digital infrastructure across the State; and identify existing and emerging gaps in connectivity across regional NSW. This will also identify opportunities for the NSW Government to facilitate and leverage existing NSW assets and related government telecommunication infrastructure projects.

485. What collaboration occurs between the two levels of government to ensure the delivery of highquality internet access in rural and regional areas?

**Answer**

The State and Federal Governments regularly collaborate to ensure alignment of delivery of high quality internet access in rural and regional areas.



**Revenue NSW and the Fines Act 1996**

486. What is the role of individuals employed in the collections branch of Revenue NSW?

**Answer**

Assist with enquiries, complaints, correspondence, documentation, processing, lodgement and resolution of issues to contribute to the operations of the business unit in line with legislative requirements.

487. Does this role include taking phone calls from individuals requesting a review of a penalty notice they have received?

**Answer**

Yes.

488. Do collections branch employees conduct reviews over the phone?

**Answer**

Yes. Under section 24H of the Fines Act 1996, a reviewing agency (including Revenue NSW) may review a decision to issue a penalty notice, or withdraw a penalty notice, on its own motion. The legislation does not prevent such reviews from being undertaken over the phone. However, where a person applies for a review of a penalty notice under section 24A, the application must be made in writing.

489. Are you aware of collections employees informing individuals over the phone that they are unlikely to receive a positive outcome if they proceed with a review?

**Answer**

Refer to response to Question taken on Notice Q13 and the extracts from page 14 of the transcript.

490. Is it appropriate for collections employees to encourage individuals to pay off their fine, over the phone, immediately after they have informed the individual of their decision to reject their review?

**Answer**

Revenue NSW staff are trained to advise our customers of their rights and obligations under the Fines Act 1996 and the options available to them, with a view to helping resolve their fines in a manner that is sensitive to their situation. Following any phone enquiry, a member of staff may advise a customer of

the option of paying the fine, but must also provide available review options, such as a court election, at the same time.

491. By not providing the penalty reminder notice and the minimum 21 days to pay, is Revenue NSW preventing individuals from having procedural fairness?

**Answer**

Refer to response to Q489.

492. If collections branch employees are conducting reviews over the phone, telling the applicant they are “unlikely” to be successful with their review, and then pressuring them to pay-up over the phone, are they breaching the *Fines Act 1996*?

**Answer**

Refer to response to Q489.

493. Minister, are you confident that no collections branch staff have breached Sections 24F and 30 of the *Fines Act 1996*?

**Answer**

Refer to response to Question taken on Notice Q13.

494. What provisions are in place to monitor whether or not the *Fines Act 1996* is followed by collections branch employees?

**Answer**

Revenue NSW is an ISO9001 accredited agency and has a quality management system in place that structures our processes, policies and objectives to help achieve a number of objectives, including compliance.

495. Do you think these breaches have been influenced by pressure placed on collections employees by management to meet internal KPIs?

**Answer**

Refer to response to Question taken on Notice Q13.

**Revenue NSW Collections branch**

496. Is it unusual that collections branch employees are undertaking reviews, given their main responsibility is to collect outstanding debts?

**Answer**

No, collection centre staff are trained to work across multi-channels and are highly skilled in assisting customers in a range of matters, including reviews.

497. Is it accurate that collections branch employees have internal KPIs for income they need to obtain from each person they speak to?

**Answer**

No, performance measures for fines debt enquiries include a measure of the average amount of revenue collected relative to contact with members of the public. KPIs do not include income obtained from each person spoken to.

498. Are these KPIs enforced by the collections branch management?

**Answer**

We have a range of key performance indicators that we work with our staff. We have an active training, mentoring and support program for our staff to develop their capabilities.

499. Does management counsel staff when KPIs are not met?

**Answer**

Revenue NSW has a performance management and development program for all staff that includes development, learning and performance objectives.

500. Has there been such a cultural shift inside Revenue NSW that procedural fairness has been thrown out the door, and has been replaced by a sole focus on maximising the income derived from members of the community?

**Answer**

No. A cultural shift has occurred to place the customer at the centre of everything we do as outlined in our Customer Charter.

501. Have there been any concerns about staff morale regarding these KPIs and the pressure that is felt by staff?

**Answer**

The recent 2018 PMES results for Collections showed improvements across staff engagement, staff engagement with work, communications and performance results.

**Consultants**

502. During the 2017-18 financial year how much did ICT and Digital Government spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

Expenditure on consultants is available in agency annual reports.

503. During the following financial years, how much did ICT and Digital Government spend on consultants:

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

**Answer**

See answer to Question 502.

504. During the 2017-18 financial year how much did Property and Advisory Group spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

505. During the following financial years, how much did Property and Advisory Group spend on consultants:

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

**Answer**

See answer to Question 502.

506. During the 2017-18 financial year how much did Revenue NSW spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

507. During the following financial years, how much did Revenue NSW spend on consultants:

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

**Answer**

See answer to Question 502.

508. During the 2017-18 financial year how much did Service NSW spend on consultants?

Which consultants were hired?

What were these consultants hired to do?

**Answer**

See answer to Question 502.

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

- (a) 2016-17
- (b) 2015-16

(c) 2014-15?

**Answer**

See answer to Question 502.

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

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

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

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

**Answer**

See answer to Question 502.

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

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

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

- (a) 2016-17

(b) 2015-16

(c) 2014-15?

**Answer**

See answer to Question 502.

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

(a) Which consultants were hired?

(b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

515. During the following financial years, how much did the Board of Surveying and Spatial Information spend on consultants:

(a) 2016-17

(b) 2015-16

(c) 2014-15?

**Answer**

See answer to Question 502.

516. During the 2017-18 financial year how much did the Geographical Names Board of NSW spend on consultants?

(a) Which consultants were hired?

(b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

517. During the following financial years, how much did the Geographical Names Board of NSW spend on consultants:

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

**Answer**

See answer to Question 502.

518. During the 2017-18 financial year how much did Property NSW spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

519. During the following financial years, how much did Property NSW spend on consultants:

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

**Answer**

See answer to Question 502.

520. During the 2017-18 financial year how much did the NSW Procurement Authority spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

521. During the following financial years, how much did the NSW Government Telecommunications Authority spend on consultants:



2016-17

2015-16

(c) 2014-15?

**Answer**

See answer to Question 502.

522. During the 2017-18 financial year how much did the NSW Procurement Board spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

523. During the following financial years, how much did the NSW Procurement Board spend on consultants:

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

**Answer**

See answer to Question 502.

524. During the 2017-18 financial year how much did SIRA spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

525. During the following financial years, how much did SIRA spend on consultants:

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

**Answer**

See answer to Question 502.

526. During the 2017-18 financial year how much did the State Archives and Records Authority of NSW spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

527. During the following financial years, how much did the State Archives and Records Authority of NSW spend on consultants:

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

**Answer**

See answer to Question 502.

528. During the 2017-18 financial year how much did Place Management NSW spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

529. During the following financial years, how much did Place Management NSW spend on consultants:

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

**Answer**

See answer to Question 502.

530. During the 2017-18 financial year how much did the Teacher Housing Authority of NSW spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

531. During the following financial years, how much did the Teacher Housing Authority of NSW spend on consultants:

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

**Answer**

See answer to Question 502.

532. During the 2017-18 financial year how much did the Waste Assets Management Corporation spend on consultants?

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

533. During the following financial years, how much did the Waste Assets Management Corporation spend on consultants:

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

**Answer**

See answer to Question 502.

534. During the 2017-18 financial year how much did WIRO spend on consultants?

Which consultants were hired?

What were these consultants hired to do?

**Answer**

See answer to Question 502.

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

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

**Answer**

See answer to Question 502.

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

- (a) Which consultants were hired?
- (b) What were these consultants hired to do?

**Answer**

See answer to Question 502.

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

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

**Answer**

See answer to Question 502.

**Contingent Labour Hire**

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

**Answer**

Yes.

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

- (a) From this analysis, what is the assessment from your Ministerial office of the amount of spending on contingency labour:
  - i. By the Department of Finance, Services and Innovation
  - ii. Across each of the NSW Government clusters?

**Answer**

I expect my Department, and all agencies to operate effectively and efficiently, having regard to the full range of outcomes sought by Government and the use of tax payer funds. This expectation applies to the use of contingency labour.

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

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

**Answer**

Reported spend has increased largely due to improved compliance, systems and data capture by NSW Procurement rather than necessarily an increase in the number of workers. This applies across all NSW Government clusters. It is also worth noting that some ICT spend can be attributed to whole of government projects.

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

**Answer**

Expenditure on contingency labour is available in agency annual reports

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

- (a) Will it be published before March 2019?

**Answer**

Reports are published monthly and are publicly available.

**NSW Land Registry Services**

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

**Answer**

Yes.

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

- (a) If it was your decision, what information or advice did you receive that persuaded you to introduce this regulation?
- (b) If it was not your decision, did the Department of Finance, Services and Innovation advise you for the need for the updated regulation?

**Answer**

The Real Property Amendment (LPI Authorised Transaction) Regulation 2017 made a number of amendments to the Real Property Regulation 2014 as a consequence of the enactment of the Land and Property Information NSW (Authorised Transaction) Act 2016. Amendments included the introduction of provisions relating to administrative reviews of decisions by the Registrar General and made way for the introduction of Lodgement Rules. In relation to fees, the Regulation reduced some fees so that all fees were expressed to be exclusive of GST. It also introduced an annual CPI adjustment clause which imposed a cap on future fee increases.

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

**Answer**

Yes.

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

**Answer**

The Regulation introduced a CPI cap that prevents any future fee increases above CPI.

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

**Answer**

The Real Property Amendment (LPI Authorised Transaction) Regulation 2017 made no substantial changes to the fees other than to make a CPI adjustment and introduce a CPI cap on future fee increases.

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

**Answer**

There has been no change to the way in which fees for dealings involving two or more titles are assessed.

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

**Answer**

There has been no change to the way in which fees for dealings involving 20 titles are assessed.

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

**Answer**

See Questions 547-549.

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

- (a) If yes, then what contribution did they make to the drafting of the regulation?
- (b) If no, why was the Registrar General not involved in the drafting of a regulation directly linked to their role?

**Answer**

The Registrar General approved the making of the Real Property Amendment (LPI Authorised Transaction) Regulation 2017.

#### **Independent Review Officer**

552. What was the employee engagement score for WIRO in the 2018 NSW Public Sector Employee Survey?

**Answer**

Engagement of 85%.

553. Have you directed other agencies within your portfolio to analyse WIRO's practices when it comes to employee engagement?

**Answer**

The DFSI cluster looks to learn from all high-performing units in engagement scores, and has a formal program to do this.

554. Do you agree that the Independent Review Officer has had a positive influence over the direction and efficiency of WIRO since his appointment?

**Answer**

Yes.



555. The Independent Review Officer's 5 year term would have ended late last year. When did his term conclude?

**Answer**

The WorkCover Independent Review Officer was established in 2012. In 2015 this position was renamed the Workers Compensation Independent Review Officer. Mr Kim Garling was appointed to the position in 2012 for a 5 year term expiring September 2017. Mr Garling was reappointed for a further term until December 2018, with this term reflecting the period during which reform to the dispute resolution system was being considered including by Parliament.

The question of a further re-appointment will be considered by Cabinet before expiry of the current term.

556. How long was the Independent Review Officer reappointed for?

(a) If it is not for another 5 year term, why not?

**Answer**

See Questions 555 above.

557. Will you appoint the existing Independent Review Officer to another 5 year term?

**Answer**

See Questions 555 above.

558. Do you support the work of the Independent Review Officer?

**Answer**

Yes.

559. Since July 2017, how regularly have you met with the Independent Review Officer to discuss his position?

**Answer**

See answer to Question 50.

560. When was the last time you met with him?

**Answer**

Meetings with public servants are not part of the quarterly disclosure requirements for Ministerial diaries.

561. Does the NSW Government intend to direct the NSW Governor to terminate the Independent Review Officer's commission?

**Answer**

No. The question of a further re-appointment will be considered by Cabinet before expiry of the current term.

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

562. With respect to the 6 deaths that SIRA has linked to the enforcement of Section 39 of the *Workers Compensation Act 1987*, have you or any of your agencies referred these deaths to the NSW Coroner for an inquest?

(a) If you have, what date was each referral?

(b) If not, why has this not occurred?

**Answer**

No. I understand that the NSW Police would have provided details to the Coroner in accordance with standard procedure.

563. Have you directly reached out to the families of these 6 individuals to express your condolences and offered your support following the passing of their loved ones?

(a) If not, why have you not expressed the NSW Government's condolences?

**Answer**

The insurer has the direct relationship with the worker. In the case of these workers, SIRA has been in regular contact with the relevant insurer to ensure that appropriate support is offered to families.

564. How many instances of self-harm by injured workers impacted by Section 39 have you been advised of?

**Answer**

13 incidents of self-harm related to workers in the Section 39 cohort have been reported

565. When were you first advised of the reported deaths and instances of self-harm?

**Answer**

I am informed SIRA of the deaths of two injured workers in the section 39 cohort in February 2018 and the Minister's Office was advised shortly after.

566. Have you taken this information to Cabinet?

**Answer**

Matters discussed in Cabinet are confidential.

567. Have you advised the Premier of the reported deaths and instances of self-harm?

**Answer**

Discussions between my ministerial and parliamentary colleagues and I are confidential.

568. Why, if there have been at least 6 deaths that can be attributed to the enforcement of Section 39, do you still believe it is acceptable to terminate payments for injured workers in the workers compensation scheme?

**Answer**

Section 39 of the Workers Compensation Act 1987 was introduced in 2012 and sets a five year cut-off for all injured workers with a WPI of 20% or less. The time limits on compensation that apply as a result of s 39 of the Act remain unchanged.

569. Can you confirm that this statement was provided to you by SIRA in anticipation of suicides or deaths related to Section 39:

*Please attribute to (insert name)*

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

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

- (a) When you first received this statement, were you comfortable with its contents?
- (b) Do you believe it expresses any sympathy to the injured worker's family?
- (c) Since the enforcement of Section 39 commenced, have you issued this statement to any media outlets?

- (d) Are you familiar with SIRA's operational response plan?
- (e) Did you personally review or approve the plan before its implementation?
- (f) Do you agree that the plan offers little focus on the families and injured workers in need, and instead, attempts to protect the reputation of SIRA?

**Answer**

- 1) I am aware that a draft media holding statement was prepared and forwarded to my office. The statement as drafted has not been used.
- (a) - The draft statement was received by my office. Prior to issuing any statement I ensure that I am comfortable with the contents and message
  - (b) - The draft statement includes the following '...to extend my deepest sympathies to his family and friends...'
  - (c) - No
  - (d) - I am aware that SIRA as the regulator of the scheme has appropriate plans in place to support injured workers in many circumstances
  - (e) - SIRA is an independent regulator of the workers compensation scheme
  - (f) - I understand that the plan focused on supporting workers and their families who may have been experiencing acute psychological or financial/social distress over the Christmas period and SIRA continues to provide this support. SIRA staff were on call throughout the Christmas period to respond to any incident that may have arisen

**E-conveyancing**

570. Are you concerned that the mandatory roll-out of e-conveyancing has not been positively welcomed by those in the conveyancing industry?

**Answer**

No.

NSW mandates were developed with all major relevant industry peak bodies and announced more than a year and a half ago. These industry bodies continue to support the timeframes and include: Law Society of NSW, Australian Institute of Conveyancers (NSW), Australian Bankers Association, Mortgage & Finance Association of Australia, Customer Owner Banking Association and the Australian Finance Conference.

The mandates were timed to accelerate the transition to e Conveyancing reducing the time and cost to industry of managing dual processes.

Other jurisdictions have faster timeframes. For example, Victoria requires all mainstream documents to be electronic in October 2018, and Western Australia by December 2018.

An independent analysis on benefits for lawyers and conveyancers in NSW shows eConveyancing generates up to 75% time-savings per transaction; eliminates almost all risks associated with human error, this means interests are registered instantaneously on settlement and funds from the proceeds of a sale are available much sooner.

571. Why is it that the voluntary uptake of e-conveyancing was only 4%?

**Answer**

That information is not correct. Industry has been taking-up eConveyancing before the NSW mandates.

Uptake has been continually growing as the range of documents available to be lodged electronically has increased. The NSW Government has also supported training to build knowledge and awareness of the eConveyancing reform.

572. Do you believe this low uptake represents a significant apprehension and concern with e-conveyancing in its current form?

**Answer**

See answer to Question 571.

573. Are you aware of significant security breaches to PEXA's system in other jurisdictions?

(a) What is your response to these breaches?

**Answer**

The NSW Government and NSW Government Chief Information Security Office have been briefed by PEXA about the recent incidents in Victoria.

e-Conveyancing is a safer more secure system than paper conveyancing. The Registrar General along with the NSW Government continue to have confidence in the PEXA system.

Since e-Conveyancing began in NSW in 2013 there have been no fraud cases, but during that time the NSW Government has paid over \$7 million for fraud cases involving paper conveyancing transactions.

To strengthen the regulatory environment in which ELNOs operate in NSW, the Registrar General will introduce new licence conditions that require ELNOs to provide a consumer guarantee, and additional rigorous system testing to identify any vulnerabilities in their platform.

The Australian Registrars National eConveyancing Council (ARNECC), which NSW is party to, is also commissioning an independent review of PEXA's security. The reviewer will be asked to assess the current approach to security, identify any weaknesses, and recommend changes to improve the system.

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

(a) What did this direction entail?

**Answer**

I asked the Registrar General to arrange a briefing from PEXA about the recent incidents in Victoria. I also asked the Registrar General to consider under NSW licence conditions for Electronic Network Lodgement Operators (ELNOs) a consumer guarantee, and additional rigorous system testing to identify any vulnerabilities in their platform.

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

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

**Answer**

Yes. PEXA has introduced new multi-factor authentication as well as new and more secure processes such as alerts if banking or other details change, as well as stronger safeguards for passwords. These steps are designed to prevent a repeat of the fraud which occurred in Victoria.

The Registrar General will introduce new licence conditions that require ELNOs to provide a consumer guarantee, and additional rigorous system testing to identify any vulnerabilities in their platform.

**Service NSW accounts**

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

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

**Answer**

This information can be found in Service NSW's annual report.

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

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

**Answer**

See answer to Question 576.

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

**Answer**

1,983,140 applications have been made through the Service NSW website.

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

**Answer**

Yes.

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

**Answer**

With a MyServiceNSW Account, customers can access online transactions anywhere at anytime with their personal information stored securely.

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

**Answer**

The incremental cost each time a new account is created is negligible.

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

**Answer**

The NSW Government has no plans to reduce the physical footprint of Service NSW. They remain an important part of our world-leading omnichannel customer service approach.

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

**Answer**

As at 11 September 2018, 406,542 CTP policy refunds have been claimed over the counter at a Service NSW Service Centre.

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

**Answer**

Claiming the refund online with a direct payment is a much quicker and easier user experience than posting cheques. Mailing addresses are often out of date, it can be inconvenient for customers to bank cheques and there are additional costs to generate cheques.

**Service NSW self-serve digital kiosks**

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

**Answer**

1 December 2015.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

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

**Answer**

\$750 per quarter (including rent).

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

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

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

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.



590. When did the Service NSW self-serve digital kiosk at Culcairn begin operation?

**Answer**

1 April 2016.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

592. What is the average cost to maintain the Culcairn self-serve digital kiosk?

**Answer**

\$875 per quarter (rent etc. This also includes support for a driver knowledge test service).

593. What was the cost to install the Culcairn self-serve digital kiosk?

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

594. What is the life expectancy of the Culcairn self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

595. When did the Service NSW self-serve digital kiosk at Holbrook begin operation?

**Answer**

1 April 2016.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

597. What is the average cost to maintain the Holbrook self-serve digital kiosk?

**Answer**

\$875 per quarter (rent etc. This also includes support for a driver knowledge test service).

598. What was the cost to install the Holbrook self-serve digital kiosk?

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

599. What is the life expectancy of the Holbrook self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

600. When did the Service NSW self-serve digital kiosk at Gundagai begin operation?

**Answer**

1 May 2016.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

602. What is the average cost to maintain the Gundagai self-serve digital kiosk?

**Answer**

\$875 per quarter (rent etc. This also includes support for a driver knowledge test service).

603. What was the cost to install the Gundagai self-serve digital kiosk?

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

604. What is the life expectancy of the Gundagai self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

605. When did the Service NSW self-serve digital kiosk at Kyogle begin operation?

**Answer**

1 April 2016.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

607. What is the average cost to maintain the Kyogle self-serve digital kiosk?

**Answer**

\$750 per quarter (rent etc.)

608. What was the cost to install the Kyogle self-serve digital kiosk?

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

609. What is the life expectancy of the Kyogle self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

610. When did the Service NSW self-serve digital kiosk at Peak Hill begin operation?

**Answer**

1 July 2016.

611. On average, how many transactions occur at the Peak Hill self-serve digital kiosk each month?

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

612. What is the average cost to maintain the Peak Hill self-serve digital kiosk?

**Answer**

\$625 per quarter (rent etc.)

613. What was the cost to install the Peak Hill self-serve digital kiosk?

**Answer**

Approx \$2500 including kiosk, hardware, signage and installation.

614. What is the life expectancy of the Peak Hill self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

615. When did the Service NSW self-serve digital kiosk at Swansea begin operation?

**Answer**

1 September 2017.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

617. What is the average cost to maintain the Swansea self-serve digital kiosk?

**Answer**

\$3800 per quarter (rent, staff support etc.)

618. What was the cost to install the Swansea self-serve digital kiosk?

**Answer**

Approx. \$4000 including kiosk, hardware, signage and installation.

619. What is the life expectancy of the Swansea self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

620. When did the Service NSW self-serve digital kiosk at Morisset begin operation?

**Answer**

1 September 2017.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

622. What is the average cost to maintain the Morisset self-serve digital kiosk?

**Answer**

\$3800 per quarter (Rent, staff support, etc.).

623. What was the cost to install the Morisset self-serve digital kiosk?

**Answer**

\$2900, technology +\$1000 misc. Kiosk itself was repurposed from existing assets.

624. What is the life expectancy of the Morisset self-serve digital kiosk?

**Answer**

The kiosks are supported by the Service NSW provider for 6 years.

625. When did the Service NSW self-serve digital kiosk at Toronto begin operation?

**Answer**

1 September 2017.

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

**Answer**

The self-serve digital kiosks are designed to support the network of service centres in addition to online and contact centre services.

627. What is the average cost to maintain the Toronto self-serve digital kiosk?

**Answer**

\$3800 per quarter (Rent, staff support etc.)

628. What was the cost to install the Toronto self-serve digital kiosk?

**Answer**

\$2900, technology +\$1000 misc. Kiosk itself was repurposed from existing assets.

629. What is the life expectancy of the Toronto self-serve digital kiosk?

**Answer**

Equipment life not known - assume service will be withdrawn when Toronto Service Centre opens (later this year).

630. Have further locations been identified to host a self-serve digital kiosk?

(a) If so, where?

**Answer**

115 libraries in regional locations have been identified for the establishment of enhanced service Self-Serve Digital kiosks on a Council opt-in basis.

**GovConnect**

631. What are the recommendations of the report that audited the performance of GovConnect against the service level agreement with DFSI?

**Answer**

The report identified the need for:

- Improved and common processes
- Improved and common technology
- Improved Governance that included all participating agencies.
- Improvement to Customer Experience

The Restart Program was stood-up to work through the recommendations. It has delivered on all of these recommendations and continues to make improvements:

- Common processes have been agreed and implemented across the customer base for HR and Finance.
- Technology improvements continue to be made. To date:
- New Employee and Manager self service improvements (with an app to come)
- Automation for things such as award increments (with manager approvals)
- Blackline – automate General Ledger reconciliations
- Expense 8 – better expense and P-card management

• Accounts payable automation

632. How many offshore workers does GovConnect employ to deliver the services previously delivered by ServiceFirst?

**Answer**

As at 31 August 2018 total GovConnect split was - 249 onshore, 107 offshore which represents 70% onshore, 30% offshore.

**Offshoring of jobs**

633. Have many jobs has the Department of Finance, Services and Innovation sent offshore?

**Answer**

The Department has partnered with 2 service providers (Infosys & Unisys) to provide the Shared Service functions previously provided by ServiceFirst. These providers have some employees offshore. As at 31 August 249 employees were onshore and 107 were offshore.

634. Does the Department of Finance, Services and Innovation have a 30% offshore requirement for any of its services/projects? Is this target being met?

**Answer**

The approved Business case for Service First outsourcing Para 1.3, states that 70% roles must remain in NSW. This has been maintained.

635. What is the percentage of Infosys and Unisys jobs that have gone offshore? How many jobs is this?

**Answer**

As at 31 August 2018 total GovConnect split was - 249 onshore, 107 offshore which represents 70% onshore, 30% offshore.

636. Can you please list the projects where the Department of Finance, Services and Innovation have sent jobs offshore?

**Answer**

There has only been one project where the Department has partnered with providers who have employees offshore which was the outsourcing of ServiceFirst, which created GovConnect.

## LPI Concession Deed

637. Since the privatisation of Land and Property Information, on how many occasions has the private operator sought approval from the Office of the Registrar General to change or alter IT systems?

- (a) How many requests have been approved?
- (b) How many requests have been denied?
- (c) What reasons have been provided for these denials?

### Answer

Two requests have been approved. One approval relates to a finance system upgrade. The second approval was to migrate systems and data from physical servers to cloud-based systems, that comply with the legislative and concession deed requirements to maintain data on physical locations in NSW. No requests have been denied.

638. Why has the concession deed not been made public?

### Answer

The concession deed is a commercially negotiated document and, consistent with other concessions of this nature, the terms are kept confidential. ORG has made key aspects publicly available through presentations and speeches, copies of which are available on its website.

639. What other approvals must the Office of the Registrar General provide before the private operator can make operational changes?

### Answer

Significant operational changes require approval from the Registrar General. These include things like:

- changes to customer terms and conditions
- the introduction of new products
- changes to existing products
- office location changes.

The Registrar General has regular meetings with the Operator where proposed changes are raised and discussed before formally submitted for approval.



## IT Program

640. Are you responsible for ICT Assurance?

### Answer

Yes.

641. So you would be aware of any IT program cost overruns or delays, correct?

- (a) If no, what about a decent sized IT program, say \$400 million or so, you would be aware then, correct?

### Answer

The ICT Assurance function assures all ICT related projects/programs that are above \$10m and monitors the status of these projects/programs.

642. And so Minister, have any current IT programs suffered cost overruns or delays?

- (a) If yes, what are they?  
(b) How much are they delayed?  
(c) How much is the cost overrun?

### Answer

94% of the projects reported to the LAF are currently within their approved Business Case budgets and schedules.

There are three projects that have exceeded their current baseline business case end date.

There are no projects that have exceeded their current approved baseline business case budget.

Agencies are accountable for managing their IT projects/programs.

## Cleaning contracts

643. During the Budget Estimates hearing, the Secretary of the Department of Finance, Services and Innovation said "I am not sure if that is exactly how it turns out in the contracts" in relation to cleaning contracts. Minister, can you guarantee the following will be included in the new cleaning contracts:

- (a) All employed cleaners at the end of the current contract will be guaranteed employment under the new contract
- (b) Cleaners' hours of work will be guaranteed so that no cleaner gets a pay cut
- (c) Current entitlements including rostered days off will remain
- (d) Subcontracting will be strictly limited with a proactive auditing system implemented, ending the risk of subcontracting and worker exploitation taking place at local schools?

**Answer**

(a) All permanent full-time and part-time cleaners as at 1 March 2018 are guaranteed employment under the new contract.

It does not include:

- Casual employees
- New cleaning staff hired from 2 March 2018

b) Cleaners' employment guarantees will be maintained, and reform will be achieved over time through:

- natural attrition of cleaners moving to other jobs, retirement, etc
- reallocation of cleaners to alternative sites within the contract, and within reason following consultation between employee and employer
- reduction of excess overtime or unrequired casual shifts, or variation of part-time worker hours (in accordance with the Multi Enterprise Agreement)
- new sites, or expanding sites, absorbing some guaranteed cleaner hours.

c) Current entitlements will remain under the new contract. Additional employment protections that exist in the current contract will also be applied. These include:

- continued sick leave roll-over and safety net entitlements for former Government Cleaning Service employees
- employment offer, 10-days sick leave roll-over and rostered days off provisions for permanent employees (hired prior to 2 March 2018) moving to a new employer.

d) Under the new contract, subcontracting:

- cannot occur without the approval of Property NSW
- is limited to specific periodic tasks, for example, carpet cleaning or high-level window cleaning
- is permitted where it supports employment of Aboriginal workers or workers with a disability, or, as a last resort, for very remote locations with a limited workforce.

- Where subcontracting occurs, all requirements applying to head contractors also apply to subcontractors. This requirement includes paying workers according to the Fair Work Act and other industrial relations legislation.
- Multi-layer subcontracting is expressly prohibited in the new contract.
- Property NSW can perform proactive auditing of Contractor's records relating to the employees and subcontractors.

644. Will you release a public document or media release which confirms your position on these four principles?

**Answer**

Property NSW issued a media Release announcing details of the new contract procurement process and the employment guarantees for cleaners on 4 July 2018.

645. What is the total budget expenditure for the current financial year 2018-19 on Whole of Government Facilities Management (Cleaning only) under the new contracts beginning in 2019?

**Answer**

The total estimated budget expenditure on the Whole of Government Facilities Management (Cleaning only) Contract for the current financial year 2018-19 is \$350 -370 million.

646. What is the total estimated budget expenditure on Whole of Government Facilities Management (Cleaning only) under the contract beginning in 2019 for each of the following financial years:

- (a) 2019-20
- (b) 2020-21
- (c) 2021-22
- (d) 2022-23?

**Answer**

The total estimated budget expenditure on the Whole of Government Facilities Management (Cleaning only) Contract beginning in 2019 for each of the following financial years is:

- (a) 2019-20 - \$ 360 -380 million
- (b) 2020-21 - \$370 - 390 million
- (c) 2021-22 - \$ 380 - 400 million

(d) 2022-23- \$ 390 - 410 million

\* These estimates are subject to the current procurement for the Whole of Government Facilities Management (Cleaning only) Contract

**Claims assistance**

647. SIRA provides claims assistance by way of CTP Assist and the SIRA Claims Call Centre. Are these run by SIRA or sub-contracted?

**Answer**

CTP assist is operated by SIRA. Workers compensation calls are handled by the Better Regulation Division of the Department of Finance, Services and Innovation (DFSI). This ensures efficiency and alignment with the services provided for other DFSI regulators (e.g. SafeWork NSW). Outside of business hours, calls are answered by a sub-contracted agreement with Vodafone, who will take caller details for follow up the next business day. SIRA also has 24 hour access to a sub-contracted telephone service provided by Acacia Connection. This service provides support to workers or their families who may be experiencing acute social or psychological distress. Calls can be transferred to this service by either DFSI or Vodafone.

648. If sub-contracted, what is the cost of the provision of these services to each of the CTP and Workers Compensation Schemes?

**Answer**

Not applicable as the services are not subcontracted.

649. The natural corollary is for workers compensation - how has SIRA ensured that monies from the Workers Compensation Operational Fund have been appropriately spent or assigned to another government agency?

**Answer**

The SIRA Board reviews Financial reports of the Workers Compensation Operational Fund monthly. The Financial reports provide information on actual expenditure, forecast and budget. All government agencies must adhere to Treasury controls governing expenditure. Payments from the Workers Compensation Operational Fund are governed by section 35 of the of the Workplace Injury Management and Workers Compensation Act 1998

### **Criminal Infringement Notices**

650. What is the total number and value of Criminal Infringement Notices (CIN) issued for offensive language and offensive behaviour during the period 1 January 2017 to 31 December 2017, disaggregated on the basis of:

- (a) Offence type
- (b) Gender
- (c) Age group
- (d) Indigenous status?

#### **Answer**

##### **Offensive behavior/language offences by age and gender - 2017 calendar year**

1. Prepared on 12 September 2018 using the IMPSR database.
2. Includes penalty notices with an offence date between 1 Jan 2017 and 31 Dec 2017.
3. Includes penalty notices loaded to the database on or before 11 September 2018.
4. Data may change retrospectively as additional notices are loaded or camera sessions processed.
5. Includes penalty notices for offensive behaviour/offensive language only.
6. Data is only as accurate as the information provided by the issuing agency
7. Ethnicity / indigenous status data is not collected by this agency.

Age at offence date	Offensive Behaviour Gender				Use Offensive Language Gender				Grand Total
	Not stated	F	M	Total	Not stated	F	M	Total	
DOB not provided	8	28	116	152	8	19	59	86	238
16			2	2			1	1	3
17	2		4	6		1	1	2	8
18	13	24	161	198	4	20	78	102	300
19	6	23	153	182	2	11	62	75	257
20	6	23	193	222	5	13	64	82	304
21	7	15	170	192	2	15	64	81	273
22	17	19	121	157	3	11	56	70	227
23	8	13	134	155	4	7	54	65	220
24	8	13	142	163		13	41	54	217
25	9	17	119	145	4	10	50	64	209
26	9	19	91	119	1	7	46	54	173
27	7	12	116	135	1	9	29	39	174
28	3	12	70	85	1	8	39	48	133
29	6	9	76	91	1	7	26	34	125
30	4	11	62	77	4	6	33	43	120
31	8	8	63	79	2	13	29	44	123
32	3	12	61	76	4	19	31	54	130
33	1	5	57	63		10	15	25	88
34	4	6	33	43	4	12	25	41	84
35	3	8	50	61	2	3	26	31	92
36	1	10	32	43	1	7	18	26	69
37	2	12	51	65		7	17	24	89
38	2	5	31	38	2	5	18	25	63
39	3	7	30	40		8	29	37	77
40	1	5	34	40		12	20	32	72
41	7	3	31	41	2	12	16	30	71
42	3	7	32	42	1	3	13	17	59
43	3	10	36	49	2	5	20	27	76
44	4	6	36	46	1	13	18	32	78
45		2	30	32	4	8	9	21	53
46	2	5	32	39	1	4	22	27	66
47	4	7	23	34	1	5	21	27	61
48	1	3	24	28		9	22	31	59
49	1	3	23	27		2	14	16	43
50	1	5	25	31	1	8	18	27	58
51		3	19	22	1	2	13	16	38
52	1	2	13	16	1	4	12	17	33
53	1		17	18		3	11	14	32
54		3	16	19		5	8	13	32
55		2	14	16		4	5	9	25
56			12	12		3	2	5	17

651. What is the total number and value of CINs issued for the period 1 January 2017 to 31 December 2017, disaggregated on the basis of local government area?

**Answer**

**CINS offences by LGA - 2017 calendar year**

1. Prepared on 12 September 2018 using the IMPSR database.
2. Includes penalty notices with an offence date between 1 Jan 2017 and 31 Dec 2017
3. Includes penalty notices loaded to the database on or before 11 September 2018.
4. Data may change retrospectively as additional notices are loaded
5. Includes penalty notices for CINS offences only
6. Data is only as accurate as the information provided by the issuing agency.
7. LGA is best approximation based on suburb of offence

**Q651 - CINS offences by LGA - volume and face value**

Local Government Area	No of Penalty Notices	Total face Value
Albury	122	\$53,750
Armidale Regional	50	\$21,900
Ballina	66	\$33,500
Balranald	3	\$1,950
Bathurst Regional	60	\$29,800
Bayside	65	\$29,150
Bega Valley	86	\$39,750
Bellingen	10	\$4,800
Berrigan	18	\$7,250
Blacktown	299	\$110,150
Bland	7	\$3,100
Blayney	2	\$1,000
Blue Mountains	32	\$15,000
Bogan	6	\$2,600
Bourke	9	\$3,500
Brewarrina	2	\$1,600
Broken Hill	61	\$30,750
Burwood	63	\$20,550
Byron	213	\$106,100
Cabonne	10	\$5,400
Camden	69	\$31,250
Campbelltown	226	\$87,300
Canada Bay	16	\$6,900
Canterbury-Bankstown	147	\$61,850
Carrathool	6	\$2,600
Central Coast	234	\$102,550
Central Darling	12	\$6,650
Cessnock	43	\$16,350
Clarence Valley	116	\$58,600
Cobar	6	\$3,350
Coffs Harbour	105	\$53,500
Coolamon	2	\$600
Coonamble	25	\$12,300
Cowra	33	\$15,750
Cumberland	135	\$51,050
Dungog	8	\$5,050
Edward River	36	\$17,800
Eurobodalla	49	\$24,900
Fairfield	82	\$30,800
Federation	17	\$7,700
Forbes	11	\$4,500
Georges River	82	\$31,700
Gilgandra	12	\$6,500



652. What is the total number of appeals against CINs issued for the period 1 January 2017 to 31 December 2017?

**Answer**

101.

653. What is the total number of individuals who failed to pay a CIN within the allotted time period for repayment for the period 1 January 2017 to 31 December 2017?

**Answer**

24.

654. What is the average cost to Revenue NSW for pursuing a \$150 debt (the typical fine for an occasion of offensive language) when the individual pays:

- (a) Within the allotted time period for repayment?
- (b) After the allotted time period for repayment has passed?

**Answer**

Revenue NSW does not hold the data requested.

655. What is the total cost to Revenue NSW for pursuing debts from CINs for the period 1 January 2017 to 31 December 2017?

**Answer**

Revenue NSW does not hold the data requested.

656. What guidelines (if any) do the NSW Police have in issuing CINs and charging individuals for offensive language and offensive behaviour that inform them as to what conduct constitutes offensive language and offensive behaviour?

**Answer**

This matter falls within the portfolio responsibility of the Minister for Police and Emergency Services.

### Jindabyne

657. Has the Department of Finance stated to model a move of the Office of Environment and Heritage to Jindabyne?

**Answer**

No.

658. In answer to a Question on Notice in May 2018 the Department of Finance noted that 10 Department of Finance roles are presently located in Queanbeyan

- (a) Are these 10 jobs additional to the 50 public sector finance jobs that the Deputy Premier announced as being relocated to Queanbeyan by the end of 2018?

**Answer**

The Department of Finance, Services and Innovation has committed to relocating up to 50 roles to Queanbeyan by December 2018.

a) DFSI currently has [13] roles located in Queanbeyan, including 5 from PAG.

The government made a commitment, if re-elected, to relocate up to 50 roles to Queanbeyan.

DFSI is currently working on plans to relocate an additional 45 roles to Queanbeyan by December 2018.

This will bring the total DFSI roles in Queanbeyan to 58, including 50 from PAG.

A large recruitment program is currently underway in and around Queanbeyan seeking to find staff to fill the roles.

**CPT Green Slip Refund**

659. How many residents from the Newcastle electorate are eligible for a CPT Green Slip refund?

- (a) What is the total value of this refund?

**Answer**

The agency does not map this data to electorates. However, the agency does hold data by postcode.

660. How many residents from the Newcastle electorate have claimed their CPT Green Slip refund?

- (a) What is the total value of the amount?

**Answer**

The agency does not map this data to electorates. However, the agency does hold data by postcode.

661. How many residents from the Newcastle electorate have not claimed their CPT Green Slip refund?

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

**Answer**

The agency does not map this data to electorates. However, the agency does hold data by postcode.

**NSW Government Property Sales in Newcastle**

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

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

**Answer**

155 Properties - \$185,633,071

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

**Answer**

Please refer to 'Newcastle Property Disposals' sheet for complete list.

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

(a) 2018-19;

(b) 2019-20;

(c) 2020-21;and

(d) 2021-22.

**Answer**

PNSW is currently aware of two Newcastle transactions anticipated to be completed in FY 2018-19, and is not aware of projected sales beyond that year.

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

(a) 2018-19;

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

**Answer**

PNSW are not aware of targets relating to sales in the Newcastle electorate.

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

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

**Answer**

It is not possible to forecast the number of individual properties expected to be sold year-on-year into the future with any degree of accuracy as the outcomes are impacted by a significant range of factors, not least of which is market conditions. Property NSW cannot comment on sales activity forecast by other government agencies and State Owned Corporations.

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

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

**Answer**

It is not possible to forecast the number of individual properties expected to be sold year-on-year into the future with any degree of accuracy as the outcomes are impacted by a significant range of factors, not least of which is market conditions. Property NSW cannot comment on sales activity forecast by other government agencies and State Owned Corporations.

### Newcastle Service NSW Call Centre

668. How many Government staff are employed at the Newcastle Service NSW call centre?

**Answer**

As at 30 June 2018, there were 234 Service NSW employees at the Newcastle Contact Centre.

669. How many staff, contracted through the labour hire company Randstad, are employed at the Newcastle Service NSW call centre?

**Answer**

As at 30 June 2018, there were 175 contractors supplied by Randstad at the Newcastle Contact Centre. The contractor staff support the end of financial year peak period for Icare and the afterhours and weekend work for Trainlink.

670. What award are the Government staff employed under?

(a) What is their average hourly rate?

**Answer**

As at 30 June 2018 Service NSW government employees are employed under the the Service NSW (Salaries and Conditions) Employees Award 2016.

671. What award are contracted staff employed under?

(a) What is their average hourly rate?

**Answer**

The award and hourly rate for contingent labour is determined by the contingent workforce supplier.

672. How does the Minister ensure that contingent workforce supplied contractors receive appropriate wages and conditions?

**Answer**

Service NSW works with the Contingent Workforce Scheme set up for the whole of government under NSW Procurement. One of the key benefits of the scheme is benchmarking of salaries and fees.

673. Are contractors that work regular shifts on an on-going basis offered permanent employment?

**Answer**

Where the opportunity arises and roles become available existing contractors are encouraged to apply for the roles.

**Revenue NSW**

674. How many FTE staff were employed at Newcastle office of Revenue NSW/Office of State Revenue for each of the following years:

- (a) 2010;
- (b) 2011;
- (c) 2012;
- (d) 2013;
- (e) 2014;
- (f) 2015;
- (g) 2016;
- (h) 2017;and
- (i) 2018?

**Answer**

This information is available in agency annual reports.

675. How many Revenue NSW/Office of State Revenue jobs have been relocated from Newcastle to Gosford?

- (a) How many staff ceased to work for the NSW Government as a result of this relocation process?

**Answer**

19 staff

- (a) 4 staff

**BHP Plaque**

676. On what date was the Minister alerted that the BHP plaque was missing?

**Answer**

Correspondence on this matter was received from Tim Crackanthorp MP, Member for Newcastle on or about 7 May 2018.

677. On what date was Property NSW alerted that the BHP plaque was missing?

**Answer**

Property NSW was alerted that the plaque was missing in early December 2017.

678. How many days did it take to return the missing plaque?

**Answer**

The Plaque was returned to its original location in the BHP Administration Building on 16 August 2018.

679. Does the Minister consider this an acceptable amount of time?

**Answer**

The key concern was for the plaque to be returned and restored to its original location and this has been achieved.

**CTP refund scheme**

680. Regarding the CTP refund scheme, are the insurers permitted to retain any amount to cover their processing costs?

(a) If so, how much per refund?

**Answer**

This information is publicly available.

681. Is the quantum of the administration fee mentioned on any Government website?

(a) If so, where?

(b) If not, why not?

**Answer**

This information is publicly available.

682. Why was the administration fee and the actual fee amount not listed in any receipt issued by the NSW Government?

**Answer**

Customers were advised online that a small admin fee of less than \$10 would apply.

683. Was the Minister briefed on removing the disclaimer which referred to the administration fee and the threshold payment from the draft letter to NSW businesses?

(a) If so, did the Minister support the removal of this disclaimer from the final letters that were issued?

**Answer**

No

684. Did the Minister include the non-disclosure of the administration fee in advice to Cabinet?

(a) If not, why not?

**Answer**

Submissions to Cabinet are confidential.

685. How much money has been raised from the administration fee as at 3 September 2019?

**Answer**

The total amount of money raised from the administration fee as at 3 September 2019, is unknown and will remain unknown until 3 September 2019.

686. Are all the proceeds being directly solely to CTP related activities?

**Answer**

Yes.

687. Are any of the proceeds being distributed to other areas of Government responsibility?

(a) If so, where?



**Answer**

No.

688. What rationale determined the \$10 threshold, under which no payment would be made, for the CTP refund scheme?

**Answer**

The administration fee of \$7.87 was applied to individual CTP refunds, the minimum threshold of \$10 was applied to reduce the administration costs for smaller amounts that may otherwise go unclaimed.

689. What was the rationale for implementing both a threshold and an administration fee for the CTP refund scheme.

**Answer**

The \$7.87 administration fee is in line with Service NSW charges to other government agencies including Roads and Maritime Services.

The administration fee of \$7.87 was applied to individual CTP refunds, the minimum threshold of \$10 was applied to reduce the administration costs for smaller amounts that may otherwise go unclaimed.

The \$10 threshold is applied to determine eligibility before any admin fee is charged.

690. Did the Minister approve the \$10 threshold amount?

**Answer**

The threshold was approved by the NSW Government.

691. Did the Minister direct the department to implement a threshold of any amount?

**Answer**

The threshold was approved by the NSW Government.

692. How much money has been retained by the Government as a result of the \$10 threshold?

**Answer**

\$2.954m (inclusive of GST) has not been paid out as a result of implementing the \$10 threshold, after deducting any administration costs. These funds will returned to motorists in the form of a reduction in the SIRA levy.

693. How many CTP policy holders have no received a refund, due to their refund amount being lower than the combined threshold and administration fee?

**Answer**

Based on best available data, 1,129,242 policies will not receive a refund due to the refund threshold. This figure includes business as well as individual policyholders. This does not take into account the number of people that do not claim their refunds.

694. Please provide a breakdown of the numbers of policy holders in each state electorate who did not received their refund due to their refund amount being lower that the combined threshold and administration fee.

**Answer**

The agency does not map this data to electorates, and nor does the agency maintain data on the ages of policy holders.

695. Please provide a breakdown of the numbers of policy holders in each postcode who did not received their refund due to their refund amount being lower that the combined threshold and administration fee.

**Answer**

The agency does not map this data to electorates, and nor does the agency maintain data on the ages of policy holders.

696. How many policy holders over the age of 65 did not receive their refund due to their refund amount being lower that the combined threshold and administration fee?

**Answer**

The agency does not map this data to electorates, and nor does the agency maintain data on the ages of policy holders.

697. How many eligible policy holders over the age of 65 have not yet claimed their CTP refund?

**Answer**

The agency does not map this data to electorates, and nor does the agency maintain data on the ages of policy holders.

698. How many total CTP policy holders are over the age of 65?

**Answer**

The agency does not map this data to electorates, and nor does the agency maintain data on the ages of policy holders.

699. Is the Minister aware of how many victims of motor vehicle accidents have lost their common law rights due to the NSW Government's reforms to CTP schemes?

(a) If so, how many?

**Answer**

As the new scheme is not retrospective, no injured people have lost access to their common law rights. We are not aware of anyone who has been assessed as eligible that has lost rights.

Access to damages for future economic loss is available to injured road users and can prove loss of earning capacity. As in the 1999 scheme, only people who are not at fault can apply for damages or lump sum compensation.

The intention of the 2017 scheme is to restrict access to non-economic loss (e.g. pain and suffering) compensation to people with serious injuries. Contributing substantially to 1999 scheme costs were low severity claims, such as whiplash and soft tissue injuries (about 60% of all claims) that sought lump sum compensation.

Under the 2017 scheme injured people are provided with early treatment and care with a focus on optimal recovery. For those who are earners, weekly benefits are also paid. Most people with minor injuries recover well with treatment and return to usual activities within a short time.

Medical treatment and care are provided under statutory benefits (personal injury benefits).

**Efficiency dividends**

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

**Answer**

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

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

**Answer**

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

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

**Answer**

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

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

**Answer**

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

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

**Answer**

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

**Ministerial Travel/Meal Allowance**

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

**Answer**

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.

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

**Answer**

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.

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

**Answer**

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.

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

**Answer**

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.

**Office Administration**

709. How many staff are in your ministerial office?

- (a) What was the average salary for staff members in your office during 2017-18?
- (b) What is the estimated average salary for a ministerial staffer in your office in 2018-19 based on current appointments?

**Answer**

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

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

- (a) For each phone, how much was each bill in 2017-18?
- (b) How many phones have been lost or replaced due to damage in your office?
  - i. What is the cost of replacing those phones?

**Answer**

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.

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

- (a) What was the cost of providing iPads or tablets to your Ministerial Office in 2017-18?
- (b) How many iPads or tablets have been replaced due to lost or damage in 2017-18?
- i. What was the cost of replacing these devices?

**Answer**

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.

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

- (a) What is the cost of this?

**Answer**

No.

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

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

**Answer**

Floral arrangements purchased by the Ministry are managed within Ministerial office budgets.

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

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

**Answer**

Floral arrangements purchased by the Ministry are managed within Ministerial office budgets.

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

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

**Answer**

The Ministerial office subscribes to a modest number of publications, the costs of which are managed within the office's budget.

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

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

**Answer**

Gifts are presented to dignitaries during overseas missions and to dignitaries visiting NSW.

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

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

**Answer**

Yes. The cost of which is managed within the office's budget.

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

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

**Answer**

Nil.

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

- (a) Taxi hire
- (b) Limousine hire
- (c) Private hire care
- (d) Hire car rental
- (e) Ridesharing services

**Answer**

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.

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

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

**Answer**

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.

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

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

**Answer**

Yes.

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

**Answer**

N/A

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

**Answer**

This cost is absorbed by agencies as part of their annual budgets.

#### **Hospitality**

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

**Answer**

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



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

**Answer**

Costs are managed within each agency's recurrent budget.

**Labour Hire Firms**

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

**Answer**

The Department of Finance, Services and Innovation cluster uses Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required, subject to their overall labour expense cap.

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

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

**Answer**

See answer to Question 726.

**Media and Public Relations**

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

**Answer**

Relevant information regarding agency staffing, operations and employee-related costs are contained within agency annual reports which are publicly available.

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

**Answer**

Relevant information regarding agency staffing, operations and employee-related costs are contained within agency annual reports which are publicly available.

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

**Answer**

The NSW Government purchases all commercial media monitoring centrally through the Department of Premier and Cabinet which delivers significant savings through aggregated procurement.

731. Have you had media training or speech training?

(a) If yes, who paid for it?

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

**Answer**

No.

**Facebook**

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

**Answer**

Nil.

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

**Answer**

**Answer**

Where appropriate social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.

**Overseas Trips**

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

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

**Answer**

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

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

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

(b) Who paid for these trips?

**Answer**

See answer to Question 734.

**Department/Agency Travel**

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

(a) Taxi hire

(b) Limousine/private car hire

(c) Hire car rental

(d) Ridesharing services

**Answer**

In 2017-18 the Department of Finance, Services and Innovation spent \$374,981.84 on agency travel.

## Drivers

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

- (a) If so, can you please specify which positions are provided drivers?
- (b) In total, how many drivers are used by senior executives in the Department?
- (c) What is the total cost of drivers for senior executives in the Department?

### Answer

No.

## Consulting

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

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

### Answer

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

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

- (a) Social media
  - i. And the cost of these services
- (b) Photography
  - i. And the cost of these services
- (c) Acting training
  - i. And the cost of these services
- (d) Ergonomics

- i. And the cost of these services

**Answer**

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

**Department/Agency Staffing**

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

(a) Of these redundancies, how many were:

i. Voluntary ii.

Forced

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

**Answer**

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. Frontline staff such as, nurses, police officers and school teachers have been quarantined from this measure.

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

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

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

**Answer**

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. Frontline staff such as, nurses, police officers and school teachers have been quarantined from this measure.

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

**Answer**

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. Frontline staff such as, nurses, police officers and school teachers have been quarantined from this measure.

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

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

**Answer**

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. Frontline staff such as, nurses, police officers and school teachers have been quarantined from this measure.

**Smart Phone Accounts**

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

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

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

**Answer**

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

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

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

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

**Answer**

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

**Merchant fees**

746. Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments in your Department/agency.

**Answer**

All NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13.

If particular vendors elect to impose a merchant fee on card transactions, that is an unavoidable cost of doing business. It would not be possible to determine fees charges to Departmental cards, as these would either be embedded in the individual transaction cost, or if separately disclosed would require each monthly card statement for each user to be reviewed.

747. Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions in your Department/agency.

**Answer**

See answer to Question 746.

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

**Answer**

See answer to Question 746.

**Probity Auditor**

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

**Answer**

In accordance with the NSW Procurement Board's Direction (PBD-2013-05), the Department of Finance, Services and Innovation 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. The Department's Annual Report includes all consultancies including those.

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

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

- (a) A copy of the entity's policy or web link to the entity's domestic violence leave policy;
- (b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;
- (c) Whether or not all employees and/or contractors are eligible for domestic violence leave;
- (d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;
- (e) Number of days available for eligible staff to access domestic violence leave in each financial year;
- (f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;
- (g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;
- (h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?

**Answer**

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. Section 84A was added to the Award in 2011.



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.

It is not a separate leave type.

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 special leave maybe granted up to five days per calendar year.

All staff, their families and contractors have access to the Employee Assistance Program.

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

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

**Answer**

The Department of Finance, Services and Innovation (DFSI) strongly supports initiatives that enable and support victims of domestic violence to continue to participate in the workforce. DFSI's EAP provider covers financial, emotional and psychological support, and additional sessions can be provided on a case by case basis.

DFSI has provided training to managers when domestic violence leave was introduced, and information sessions were also held for staff, and DFSI is investigating gaining accreditation from White Ribbon.

DFSI has a strong focus on privacy and confidentiality, with policies in place and regular training on privacy issues and information security. Information security and confidentiality safeguards are in place, and information is not released to family members unless approved by the staff member, with additional checks built in to approval processes where family members are part of the same work team.

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

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

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

**Answer**

Staff enrichment at an agency level is a consideration for the Secretary and agency leaders.

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

**Answer**

See answer to Question 752

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

- (a) Sexual harassment
- (b) Bullying

- (c) Workplace violence

**Answer**

See answer to Question 752

**Participation of women in Government**

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

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

**Answer**

(a) to (d). This information is publicly available in each agency's Annual Report.

(e). 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). 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). The workforce profile data collected by the PSC is made available to Women NSW

## Energy

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

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

### Answer

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

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

### Answer

See answer to question 756.

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

### Answer

See answer to question 756.

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

**Answer**

See answer to question 756.

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

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

**Answer**

See answer to question 756.

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

**Answer**

See answer to question 756.

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

**Answer**

See answer to question 756.

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

- (a) 2018-19?
- (b) 2019-20?
- (c) 2020-21?
- (d) 2021-22?

**Answer**

See answer to question 756.

