



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2019-2020 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE

Hearing: Thursday 12 September 2019

Answers due by: Tuesday 8 October 2019

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CUSTOMER SERVICE

Questions from Ms Abigail Boyd MLC

Births, Deaths & Marriages – Birth Certificates

1. What consideration has been given to following the Victorian model to better facilitate birth certificate changes for transgender and gender diverse people?
2. How many Medical Practitioners' statutory declarations in support of an application to record a change of sex have been rejected, investigated or found to have been in contravention of Section 57 of the *Births, Deaths and Marriages Registration Act 1995*?
3. What is the amount of funding assigned to training Registry staff in LGBTQTI inclusive practices, especially regarding change of sex marker and name services?
4. What is the specific in-office policy and procedures developed to ensure that staff and the Registry are informed and practicing LGBTQTI inclusive practices, especially regarding change of sex marker and name services?
5. How many completed and approved applications to record a change of sex lodged to the NSW Births Deaths and Marriages Registry over the period 1 July 2013 to 31st June 2018 inclusive, and from 1 July 2008 to 31st June 2013 inclusive?
6. How many partially completed, incorrectly completed or rejected applications to record a change of sex lodged to the NSW Births Deaths and Marriages Registry over the period 1 July 2013 to 31st June 2018 inclusive, and from 1 July 2008 to 31st June 2013 inclusive?

Questions from Mr David Shoebridge MLC

7. For the nominal insurer prior to the beginning of last year the rate of injured workers returning to work was 75 percent. From June this year, the data that figure 57 percent. What is the Minister's explanation for the dramatic deterioration in the rate of injured workers who've returned to work? Can any of the follow factors account for this.
 - (a) The action of icare
 - (b) Changes at a workplace industry level, and/ or
 - (c) Data collection?
8. Why was the Manufactured Stone Industry Taskforce disbanded?

- (a) When was it disbanded?
9. Who now is responsible for implementing recommendations of the Legislative Council's Law and Justice 2018 report on Dust Diseases including recommendation 1 regarding the case finding study and 4 regarding the establishment of a register?

Questions from the Hon Mark Buttigieg MLC (on behalf of the NSW Labor Opposition)
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Digital Driver Licence

10. At pages 29 to 30 of the transcript for the Budget Estimates Hearing held on 12 September 2019, the Minister for Customer Service states that the state-wide roll-out of the Digital Drive Licence had been delayed due to concerns regarding “stability in relation to the system”. In relation to this:
- (a) What are the stability issues which the Minister was referring to in his answer?
 - (b) When did the NSW Government first become aware of these stability issues?
 - (c) When did the Minister first become aware of these stability issues?
 - (d) What steps is the Government taking to address these issues?
 - (e) Do these stability issues affect the privacy and security for NSW residents' personal information, and if so, how?
11. By what date will the Digital Driver Licence be rolled-out state-wide?
12. Has the NSW Government incurred any costs as a result of the delay rolling-out the Digital Drivers Licence?
- (a) If costs have been incurred, what have these costs been?
13. What measures exist to protect the security and privacy of people who use a Digital Driver Licence?
- (a) How much money has the NSW Government invested to protect the security and privacy of Digital Driver Licence holders?
 - (b) Which businesses and organisations have provided advice to the NSW Government in relation to security and privacy for the Digital Driver Licence program?

Customer Service Commissioner Role

14. On what date was Glenn King appointed Secretary for the Department of Customer Service?

15. On what date was Glenn King appointed NSW Customer Service Commissioner?
16. Does Glenn King currently hold the position of Secretary for the Department of Customer Service and NSW Customer Service Commissioner?
 - (a) If so, how does Mr King provide independent advice to the NSW Government on customer service issues when he is also the Secretary of the Department responsible for customer service?
 - (b) If so, does Mr King receive remuneration for both roles?
 - i. If so, what is the remuneration Mr King receives for each role?
 - (c) If not, when did Mr King cease to hold the position of NSW Customer Service Commissioner?

Social inclusion

17. Does the Department of Customer Service have a Disability Inclusion Action Plan as required by section 12 of the *Disability Inclusion Act 2014* (NSW)?
18. Does the Department of Customer Service have a Multicultural Policies and Services Program as required by section 13(1)(g) of the *Multicultural NSW Act 2000* (NSW)?
19. Since the creation of the Department of Customer Service, how many meetings have officials from the Department had with officials from Multicultural NSW to discuss communication with people from culturally and linguistically diverse backgrounds?
20. What portion of the Department of Customer Service's budget for advertising and communication is directed toward reaching people from culturally and linguistically diverse backgrounds?
21. What portion of the Department of Customer Service's budget for advertising and communication is directed toward reaching Aboriginal and Torres Strait Islander peoples?
22. What support does the Department of Customer Service provide to other government agencies in relation to communicating with people from culturally and linguistically diverse backgrounds?
23. What support does the Department of Customer Service provide to other government agencies in relation to communicating with Aboriginal and Torres Strait Islander peoples?
24. How much will the Department of Customer Service spend in the 2019-20 financial year to research the effectiveness of government communications with:
 - (a) Aboriginal and Torres Strait Islander peoples?

- (b) People from culturally and linguistically diverse background?
- (c) People with disability?
- (d) Older people?
- (e) Younger people?
- (f) People from rural and remote communities?

25. How many meetings has the Department of Customer Service had since its formation with representatives of:

- (a) Aboriginal and Torres Strait Islander communities?
- (b) Culturally and linguistically diverse communities?
- (c) Organisations representing older people with disability?
- (d) Organisations representing older people?
- (e) Organisations representing younger people?
- (f) Organisations representing people from rural and remote communities?

Efficiency Dividend

26. Budget Paper Number 1 for the 2018-19 Budget stated the NSW Government would achieve savings of \$2.1 billion by 2021-22 through a three per cent efficiency dividend. In relation to this:

- (a) How much will spending be reduced for the Department of Customer Service in relation to the efficiency dividend?
- (b) Will there be any reductions in staff numbers at the Department of Customer Service to achieve this efficiency dividend?
 - i. If so, how many full-time equivalent positions will be made redundant in order to achieve this efficiency dividend?

Legislation

27. How many Acts are administered wholly or partially by the Minister for Customer Service?

28. How many Regulations are administered wholly or partially by the Minister for Customer Service?

29. How many Acts administered wholly or partially by the Minister for Customer Service are required by law to be reviewed during:

- (a) The next 12 months?
 - (b) This term of Parliament?
30. Which regulations administered wholly or partially by the Minister for Customer Service will be repealed by section 10 of the *Subordinate Legislation Act 1989* (NSW) during:
- (a) The next 12 months?
 - (b) This term of Parliament?

Artificial Intelligence

31. The Minister for Customer Service has announced plans to hold a summit regarding artificial intelligence on 29 November 2019. In relation to this:
- (a) Which NSW Government agencies will participate in this summit?
 - (b) Which non-government agencies will participate in this summit?
 - (c) How have participants in the summit been chosen?
32. Which agencies in the NSW Government currently utilise artificial intelligence?
33. How is artificial intelligence currently used by NSW Government agencies?
34. Which agencies in the NSW Government have plans to utilise artificial intelligence?
35. How do NSW Government agencies with plans to utilise artificial intelligence intend to use this technology?

Cyber Security

36. How much will the NSW Government invest in 2019-20 to protect the private information of NSW residents?
37. What are the most common cyber security threats to systems operated by the NSW Government (eg: phishing scams, malware etc)?
38. Which, if any, of the recommendations made by the Auditor General in March 2018 regarding cyber security have been implemented by the NSW Government to date?

Digital Restart Fund

39. How is money from the Digital Restart Fund being spent?
40. What outcomes has the Digital Restart Fund achieved to date?

Budget Papers

41. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$284.4 million in 2019-20 on recurrent expenditure for 'digital leadership and innovation in government services'. What specific initiatives are funded by this amount?
42. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$191.3 million in 2019-20 on capital expenditure for 'digital leadership and innovation in government services'. What specific initiatives are funded by this amount?
43. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$910 million in 2019-20 on recurrent expenditure for 'excellence in customer service'. What specific initiatives are funded by this amount?
44. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$134.4 million in 2019-20 on capital expenditure for 'excellence in customer service'. What specific initiatives are funded by this amount?
45. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$1.6 billion in 2019-20 on recurrent expenditure for 'competitive, fair and secure markets'. What specific initiatives are funded by this amount?
46. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$49.2 million in 2019-20 on capital expenditure for 'competitive, fair and secure markets'. What specific initiatives are funded by this amount?

Behaviour Insights Unit

47. Does the Behavioural Insights Unit share personal information from individuals with third parties, such as non-government organisations and businesses?
48. Is the Behavioural Insights Unit required to gain consent from individuals before sharing their personal information with third parties?
49. What published research in peer-reviewed journals has the Behavioural Insights Unit contributed to since its formation?

Privatisation and job losses

50. Does the NSW Government have any plans to privatise or outsource any functions currently performed by the Department of Customer Service or agencies in the Customer Service cluster?
51. How many full-time equivalent staff are currently employed in the Department of Customer Service?

52. How many full-time equivalent staff are currently employed by:
- (a) The Long Service Corporation?
 - (b) The Rental Bond Board?
 - (c) Service NSW?
 - (d) The State Insurance Regulatory Authority?
 - (e) The New South Wales Government Telecommunications Authority?
 - (f) The Independent Liquor and Gaming Authority?
 - (g) The Information and Privacy Commission?
 - (h) The Independent Pricing and Regulatory Tribunal?
53. Does the NSW Government have any plans to reduce the number of staff currently working in the Customer Service cluster?

GovConnect

54. How many people employed to deliver GovConnect work overseas?
55. How many people employed to deliver GovConnect work in Australia on a 457 visa or equivalent?
56. What actions has the NSW Government taken in relation to the risk of unauthorised access to key business systems identified by the Auditor General's 2018 Report regarding Central Agencies?

Workers Compensation Legislation Amendment (Firefighters) Act 2018

57. Minister Dominello committed to Parliament on 22 November 2018 that an enquiry would be conducted into the full cost of total retrospectivity of the then bill (see Hansard below)

Mr VICTOR DOMINELLO (Ryde—Minister for Finance, Services and Property)
(18:14): I move:

That the House disagree with the Legislative Council amendments.

The Government has been in extensive discussions with Reverend the Hon. Fred Nile and the Hon. Paul Green from the other place regarding an agreement that would ensure that proper due diligence is done on the full cost of total retrospectivity, which was agreed to by the Legislative Council earlier today. It is important that the full cost of this policy and the flow-on impacts for the budget bottom line, for emergency services levy [ESL] insurance policies and for council rates be understood fully and interrogated independently before they are introduced. Updated Treasury figures suggest that retrospectivity could cost up to \$1 billion.

If an agreement had not been reached with the Christian Democrats, the Government would have no option but to withdraw the bill in its current form. This would mean that firefighters would have no presumptive coverage until Parliament resumes after the election in 2019. **To that end, I inform the House that the Government has committed to conduct an inquiry into the full cost of retrospectivity within the first 100 days following the upcoming election.**

This inquiry of the Legislative Council will be chaired by Reverend the Hon. Fred Nile and will review and report on the total cost of retrospectivity. In accordance with this agreement, we will vote to remove the amendments agreed to in the Legislative Council and return the bill as originally introduced by the Government back to the Legislative Council for consideration. The Government wants to adjourn the Parliament this year with the protections that our firefighters want and deserve. This provides certainty and I urge members of the other place to vote for the Government's bill.

(a) Could the Minister provide an overview of the inquiry undertaken by Rev the Hon Fred Nile including:

- i. When the review commenced
- ii. The reviews scope
- iii. Details of how the review was conducted
- iv. When the review was finalised
- v. What was the reviews conclusions
- vi. What are the outcomes of the review

SIRA Actuarial Capability

58. Does SIRA currently employ and actuary?

(a) If yes

- i. What is the nature of their employment (or engagement)?

- ii. What is the remit of the actuary?

Seniors Regional Travel Card

- 59. Will Service NSW be involved in the implementation of the Seniors Regional Travel Card?
 - (a) In what way?
- 60. Why is the scheme not being introduced until January 2020?
- 61. Considering that costs for taxis, fuel and other transport costs are the same for residents in Wollongong as they are in Shellharbour, why have aged care pensioners in Wollongong (and Newcastle) been excluded from eligibility for the scheme?
- 62. Have Uber and other rideshare platforms been specifically excluded from the scheme? Why?
- 63. Why have the specifics of the scheme not yet been announced -
 - (a) How will seniors apply?
 - (b) Where do they apply?
 - (c) Do they receive discounts on individual fares or as a lump sum payment?
 - (d) If a lump sum payment, what proof is required to claim the amount?
 - (e) Will the \$250 per year be applicable over a financial year (or calendar year) given the scheme commences in January 2020?
 - (f) Will the amount accrue over multiple years?
 - (g) Will card holders be able to claim the amount for costs incurred whilst travelling to metropolitan areas?
- 64. Will carers and family members who are wholly responsible for transporting eligible seniors be able to apply for and receive the \$250?
- 65. Is it true that during the election campaign, pensioners were attempting to use National party election paraphernalia to access transport, because they were led to believe the pamphlets entitled them to discounted fares?

Active Kids Rebate

- 66. What data does the Government collect when parents or guardians apply for the Active Kids rebate?
- 67. What are the health objectives of the active kids rebate program?

(a) How are these measured?

68. Does the Government measure the income bands of families that access the scheme?
69. How many clubs or organisations are registered as activity providers?
70. What has been the rate of growth in the number of registered activity providers since the Government introduced the second active kids rebate following the election?
71. What are the obligations for a club or organisation to be registered as a registered activity provider?
72. Are they required to maintain registration and membership fees at the same rate?
73. How does the Government ensure that clubs and organisations are not simply raising the costs of registration and membership fees?
74. How does the Government monitor prices of registration or membership fees in activities eligible for the active kids rebate?
75. Given AusPlay reports that entry costs for junior sports can be as high as \$2,500 per child, does the Minister accept that the Active Kids rebate is doing little to help families?
76. Given AusPlay also indicates that only 58 per cent of children from families who earn less than \$55,000 play sport outside of school, compared to 73 per cent of children from families with an income between \$55,000 and \$174,000 and 84 per cent of children from families earning above \$174,000, isn't it fair to say Active Kids is doing little to help families encourage their kids into sport?
77. How many families have taken up the Active Kids rebate in each of the financial years since it was introduced?
78. How many families have taken up a second Active Kids rebate since the March 2019 state election?
79. How many clubs or organisations have applied to be a registered activity providers?
80. How many clubs or organisations have applied to be a registered activity provider but been rejected?
81. What is the cost of applying to be a registered activity provider?
82. What is the total amount of revenue collected from organisations applying to register as an activity provider?

83. How many parents/carers/guardians of eligible children in rural or remote areas of NSW and/or children with disabilities who have bona fide reasons why they are unable to claim a voucher online via Service NSW have made an application in writing to David Cushway, Director - Active Kids at the Office of Sport?
84. How many complaints have been made about the program since it was introduced?
85. How is the Government working to ensure that providers aren't simply building the cost of the active kids rebate into their program costs?
86. How many children in permanent or temporary out of home care have been able to claim an active kids rebate?

Uptake of rebates and savings

87. What has been the total number of people who have taken up each of the Government's 70 rebates and cost of living measures in 2018-2019 and so far in 2019-2020?
88. What is the total eligibility for each of the rebates and cost of living measures?
89. What has been the total cost of these rebates and savings in this financial year and in 2018-2019?
90. Does the Minister believe it is easy for residents of NSW to access the rebates through Service NSW?
91. How much time on average does it take for residents to apply for each of the rebates offered by the Government?
92. The Premier has said herself that she is "too busy" to apply for the Energy Switch program, how does the Government expect other working households to apply for these schemes?

Apprentice Vehicle Registration Rebate

93. How many people have taken up the Apprentice Vehicle Registration Rebate in each financial year since it was first introduced?
94. What has been the total cost of the Apprentice Vehicle Registration Rebate in each year since the program was introduced?

Caravan and camper trailer motor vehicle tax reduction

95. How many people have applied to reduce the motor vehicle weight tax by 40%?
96. Geographically, where has this had the greatest and least impact?
97. To what extent has this been taken up by older residents and pensioners?

98. To what extent has this been taken up by families?
99. Has the Government collected data on the number of people who have accessed the tax reduction in terms of those who use caravans for recreational purposes and those that use the house as a primary dwelling?
 - (a) If not, why not?
 - (b) If so, what is the breakdown?
100. What has been the total cost to the Government of reducing the motor vehicle weight tax by 40% since it was introduced?
101. Does the Government measure the average costs charged by caravan parks for caravan registration?
 - (a) If not, why not?
 - (b) If so, how have registration charges changed in each of the past five financial years?
102. What has been the total cost to the Government of advertising and promoting the tax reduction?
103. Has the Government modelled the total amount of money provided through the scheme are returned to local governments in cases where they manage caravan parks?

Cost of living one-stop-shops

104. How many cost of living one-stop-shops have been established in NSW?
105. What has been the total cost of establishing cost-of-living one stop shops in Service NSW centres?
106. What was the total cost of branding, signage and livery for the cost of living one-stop shops?
107. What was the total cost of updating digital assets in relation to cost of living one-stop-shops?
108. What is the total cost of marketing and advertising cost of living one-stop-shops?
109. How many residents have used the cost of living one-stop-shops?
110. How many complaints have been recorded against the cost of living one-stop-shops?
111. How many staff are employed in the cost of living one-stop-shops?
112. How many people have used the online and phone services associated with cost of living on-stop-shops?
113. How many staff are employed in the operation of both of these services?

114. What is the total cost of operating both of these services?
115. How many complaints have been received in relation to both of these services?

Creative Kids rebate

116. What data does the Government collect when parents or guardians apply for the Creative Kids rebate?
117. Does the Government measure the income bands of families that access the scheme?
118. How many organisations are registered as activity providers?
119. What are the obligations for an organisation to be registered as a registered activity provider?
120. Are they required to maintain registration and membership fees at the same rate?
121. How does the Government ensure that organisations are not simply raising the costs of registration and membership fees?
122. How does the Government monitor prices of registration or membership fees in activities eligible for the creative kids rebate?
123. How many families have taken up the Creative Kids rebate?
124. How many organisations have applied to be a registered activity providers?
125. How many organisations have applied to be a registered activity provider but been rejected?
126. What is the cost of applying to be a registered activity provider?
127. What is the total amount of revenue collected from organisations applying to register as an activity provider?
128. How many of registered activity providers are arts or cultural organisations already in receipt of NSW Government funding?
129. How many parents/carers/guardians of eligible children in rural or remote areas of NSW and/or children with disabilities who have bona fide reasons why they are unable to claim a voucher online via Service NSW have made an application in writing to access the scheme?
130. How many complaints have been made about the program since it was introduced?
131. How many children in permanent or temporary out of home care have been able to claim a creative kids rebate?

Energy switch and rebates

132. How many people have taken up the Self-funded retiree rebate since it became available on July 1?
133. What is the Government's target take-up by the end of the year and are you on track?
134. How much money has the Government spent on promoting the self-funded retiree energy rebate?
135. With reports that some households will see average increases in electricity prices of \$320 for households and \$920 for small businesses in the next year, will the self-funded retiree rebate really help?
136. How did the Government arrive at the subsidy amount?
137. How many people have used the online "one click energy switch?"
138. How many users have switched to lower cost energy plans after using the service?
139. What is the total cost to the Government of managing the "one click energy switch?"
140. Given the Premier herself has said she is "too busy" to sign up for the Energy Switch program, how does the Minister expect working households to do so?

Fuel check

141. What is the total annual cost of maintaining and updating the Fuel Check website?
142. What is the total annual cost of maintaining and updating the Fuel Check App?
143. How many people use the Fuel Check App in each year since it was established?
144. How many staff are employed to maintain and update the Fuel Check website and App?

Parking fines

145. How many fines have been reduced across NSW since the Treasurer made the announcement that the State's top ten parking fines would be reduced by 25%?
146. What has been the total cost of offsetting these fine reductions?
147. Have these costs been incurred by councils or the State Government?
148. Is the State Government reimbursing councils for this lost revenue?

Registration

149. How many motorists have received free registration under the toll relief program in each financial year since it was introduced?

150. How many motorists have received half-price registration under the toll relief program in each financial year since it was introduced?
151. How many motorists spend an average of between \$0-15 per week on tolls?
152. How many families have pooled their toll spends to access a registration rebate?
153. How many people have applied to backdate their toll spend to access the program?

Transfer duty and first home buyer grants

154. How many people have taken up transfer duty relief since it was introduced?
155. How many first home buyer grants have been granted since the program was announced?
156. How has the downturn in the housing market impacted the uptake of both transfer duty relief and the first home buyers grants?
157. What has been the total cost of both of these programs since they were both introduced?

Ministerial Travel/Meal Allowance

158. How many nights travel were claimed by the Minister during the 2018-19 period?
159. How many nights travel were claimed by the Minister's spouse during the 2018-19 period?
160. What was the total amount of travel allowances claimed by the Minister and their spouse (if applicable) during 2018-19?
161. What is the total amount of meal allowances claimed by the Minister and their spouse (if applicable) during 2018-19?

Efficiency dividends

162. What was the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in 2018-19?
163. What is the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in
 - (a) 2019-20?
 - (b) 2020-21?
 - (c) 2021-22?
164. What was the total efficiency dividend that was achieved for each department, statutory agency and/or other body within your portfolio between 2011-12 and 2018-19 inclusively?

Ministerial Office Administration

165. How many staff are in your ministerial office?
- (a) What was the average salary for staff members in your office during 2018-19?
 - (b) What is the estimated average salary for a ministerial staffer in your office in 2019-20 based on current appointments?
166. How many iPhone/smart phones are assigned to your staff?
- (a) For each phone, how much was each bill in 2018-19?
 - (b) How many phones have been lost or replaced due to damage in your office?
 - (c) What is the cost of replacing those phones?
167. 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 2018-19?
 - (b) How many iPads or tablets have been replaced due to lost or damage in 2018-19?
 - (c) What was the cost of replacing these devices?
168. Has any artwork been purchased or leased for display in your ministerial office in 2018-19?
- (a) What is the cost of this?
169. Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2018-19?
- (a) If so, what was the cost of these items?
170. Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2018-19?
- (a) If so, what was the cost of these items?
171. What was the total cost of all subscriptions by you and your staff to news services, newspapers, magazines, journals and periodicals (including online services) in 2018-19?
- (a) What are these services/newspapers/magazines/journals/periodicals?
 - (b) Who is the subscriber for each of these?
172. What was the total value of all gifts purchased for use by you and your office in 2018-19?
- (a) What were the gifts purchased?

- (b) Who were they gifted to?
173. Do you purchase bottled water or provide water coolers for your office?
- (a) What is the monthly cost of this?
174. How much did your ministerial office spend on hospitality, including catering and beverages, in 2018-19?
175. What non-standard features are fitted to your ministerial vehicle?
- (a) What is the cost of each non-standard feature?
176. What was the total bill for your office in 2018-19 for:
- (a) Taxi hire
 - (b) Limousine hire
 - (c) Private hire care
 - (d) Hire car rental
 - (e) Ridesharing services?
177. Were any planes or helicopters chartered by you or your office and paid for with public money in 2018-19?
- (a) If yes, will you please detail each trip, the method of transport and the cost?
178. 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 2018-19?

Agile Workspaces/Activity Based Working/Hot-desking

179. Have any of your departments, statutory agencies and/or other bodies adopted agile working environment/activity based working practices e.g. hot-desking?
- (a) If not, are there plans to introduce activity based working practices in 2019-20?
180. How much have your departments, statutory agencies and/or other bodies spent in the roll-out of the agile working environment including laptops, furniture, lockers and other equipment in 2018-19?

Hospitality

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

- (a) How much was spent on hospitality, including catering and beverages, in 2018-19?
- (b) Whether the department, statutory agency and/or other body has coffee machines? And if so:
 - i. How many?
 - ii. What was their purchase cost?
 - iii. What is their maintenance cost?
 - iv. Who has access to them?
 - v. Which staff have access to the machines?

Labour Hire Firms

182. Do any departments, statutory agency and/or other bodies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2018-19:

- (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
- (h) Who authorised the use of labour hire companies?
- (i) Do staff under these labour hire arrangements receive as much training and security clearance as permanent staff?

Stationery

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

- (a) What was the cost of stationery for the following financial years:

- i. 2015-16
- ii. 2016-17
- iii. 2017-18
- iv. 2018-2019
- v. 2019-present

(b) What brand of paper is used?

- i. Is this paper Australian made?

Credit Cards

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

(a) How many credit cards are currently on issue for staff?

- i. Please provide a break-down of this information by grade.

(b) What was the value of the largest reported purchase on a credit card for the following financial years:

- i. 2015-16
- ii. 2016-17
- iii. 2017-18
- iv. 2018-2019
- v. 2019-present

(c) What was each largest reported purchase for?

(d) How much interest was paid on amounts outstanding from credit cards for the following financial years:

- i. 2015-16
- ii. 2016-17
- iii. 2017-18
- iv. 2018-2019
- v. 2019-present

- (e) How much was paid in late fees on amounts outstanding from credit cards for the following financial years
 - i. 2015-16
 - ii. 2016-17
 - iii. 2017-18
 - iv. 2018-2019
 - v. 2019-present
- (f) What was the largest amount outstanding on a single card at the end of a payment period and what was the card holder's employment grade?
- (g) How many credit cards have been reported lost or stolen?
 - i. What was the cost to replace them?
- (h) How many credit card purchases were deemed to be illegitimate or contrary to agency policy?
 - i. What was the total value of those purchases?
 - ii. How many purchases were asked to be repaid on the basis that they were illegitimate or contrary to agency policy and what was the total value thereof?
 - iii. Were all those amounts actually repaid?
 - iv. If no, how many were not repaid, and what was the total value thereof?
- (i) What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid, and what was the cardholder's employment grade?
 - i. What that amount actually repaid, in full?
 - ii. What amount was left unpaid?
- (j) Are any credit cards currently on issue connected to rewards schemes?
 - i. Do staff receive any personal benefit as a result of those reward schemes?
- (k) Can a copy of the staff credit card policy please be provided?

Media and Public Relations

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

- (a) How many media/communications/public relations advisers are employed?
 - i. What is the total salary cost for media/communications/public relations advisers in 2018-19?
- (b) What is the forecast for the current financial year for the number of media/communications/public relations advisers to be employed and their total cost?
- (c) What is the total cost of media monitoring services?
 - i. Please provide a breakdown by department, statutory agency and/or other body.
- (d) Are any media or public relations advisers currently engaged as contractors?
 - i. Who are these contracts with?
 - ii. What is the value of these contracts?
- (e) How much was spent on media or public relations advisors in financial year:
 - i. 2015-16
 - ii. 2016-17
 - iii. 2017-18
 - iv. 2018-2019
 - v. 2019-present?

Facebook

- 186. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2018-19?
- 187. How much did your department, statutory agency and/or other body in the Minister's portfolio spend on Facebook advertising or sponsored posts in 2018-19?

Overseas Trips

- 188. 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?
 - (b) Have you undertaken any official overseas travel that was privately funded?
 - (c) If so, what was the nature of these trips?
 - (d) Who paid for these trips?

Department/Agency Travel

189. What was the total expenditure in 2018-19 by departments, statutory agencies and/or other bodies within your portfolio on:

- (a) Taxi hire
- (b) Limousine
- (c) Private car hire
- (d) Hire car rental
- (e) Ridesharing services
- (f) Chartered flights?

Drivers

190. Are any of the senior executives in the relevant department, statutory agency and/or other body 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, statutory agency and/or other body?
- (c) What is the total cost of drivers for senior executives in the department, statutory agency and/or other body?

Consulting

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

- (a) How much was spent in legal costs in 2018-19?
 - i. For what specific purposes or matters was legal advice sought?
- (b) Have departments, statutory agencies and/or other bodies under your portfolio engaged any consultants to provide the following services or advice in 2018-19:
 - i. Social media
 - ii. Photography
 - iii. Acting training
 - iv. Ergonomics

- (c) What was the cost of these services?
 - i. Social media
 - ii. Photography
 - iii. Acting training
 - iv. Ergonomics

Web Content

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

- (a) What were the top 20 most utilised (by data sent and received) unique domain names accessed this year?
- (b) What were the top 20 most accessed (by number of times accessed) unique domain names accessed this year?

Department/Agency Staffing

193. How many redundancies were processed by departments, statutory agencies and/or other bodies within your portfolio responsibilities during 2018-19?

- (a) Of these redundancies, how many were:
 - i. Voluntary?
 - ii. Involuntary?

194. What was the total cost of all redundancies?

195. Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the department, statutory agency and/or other body 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?

196. Are any staff formerly employed by your ministerial office now employed by departments, statutory agencies and/or other bodies under your portfolio responsibility?

197. How many staff were dismissed from departments, statutory agencies and/or other bodies under your portfolio responsibilities in 2018-19?

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

198. How much was spent advertising for recruitment for the following financial years:

(a) 2015-16

(b) 2016-17

(c) 2017-18

(d) 2018-2019

(e) 2019-present?

Smart Phone

199. How many mobile phones are given to staff or board members?

(a) How many new mobile phones were purchased in the last year?

200. What is the total cost of these phones for the following financial years:

(a) 2015-16

(b) 2016-17

(c) 2017-18

(d) 2018-2019

(e) 2019-present?

201. How many had to be replaced due to damage?

202. How many were reported as lost?

203. How many tablets are given to staff or board members?

(a) How many new tablets in the last year?

204. What is the total cost of these tablets for the following financial years?

(a) 2015-16

(b) 2016-17

(c) 2017-18

(d) 2018-2019?

205. How many phones and tablets had to be replaced due to damage?

206. How many were reported as lost?

207. How many people have both a smart phone and a tablet?
- (a) What is the lowest ranked official who has both a work smart phone and tablet?
208. How many staff or board members overspent on their phone or tablet data bill?
- (a) By how much?
 - (b) What was the average cost of data bills for tablets and mobile phones?
 - (c) What was the highest monthly cost?
209. Do the departments, statutory agencies and/or other bodies within your portfolio have an iTunes account?
- (a) What was the total expenditure in 2018-19 on iTunes?
 - (b) What applications/subscriptions/services were purchased through iTunes?
210. Do the departments, statutory agencies and/or other bodies within your portfolio have a Google Play Store account?
- (a) What was the total expenditure in 2018-19 on through the Google Play Store?
 - (b) What applications/subscriptions/services were purchased through the Google Play Store?

Merchant fees

211. Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments to a department, statutory agency and/or other body within your portfolio.
212. Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions to a department, statutory agency and/or other body within your portfolio.
213. What was the total amount paid in merchant fees on credit and/or debit card payments to departments, statutory agencies and/or other bodies within your portfolio in 2018-19?

Advertising and Sponsorships

214. For each department, statutory agency and/or other body in the Minister's portfolio please report:
- (a) How much was spent on advertising in the following financial years:
 - i. 2015-16

- ii. 2016-17
- iii. 2017-18
- iv. 2018-2019?

215. Has your department, statutory agency and/or other body within your portfolio engaged in any corporate sponsorships?

- (a) Who were these sponsorships with?
- (b) What was the purpose of these sponsorships?
- (c) What was the value of these sponsorships, by case and year?
- (d) What was the value of these sponsorships in the following financial years:
 - i. 2015-16
 - ii. 2016-17
 - iii. 2017-18
 - iv. 2018-19?

Probity Auditor

216. Has your office or department, statutory agency and/or other body within your portfolio 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.

Energy

217. For each department, statutory agency and/or other body within 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?
- (e) 2018/19?

218. What proportion of the electricity consumed by each department, statutory agency and/or other body within 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.
219. How much money was spent on electricity for each department, statutory agency and/or other body within your portfolio by name in each of the above financial years?
220. What was the name of the energy supplier to each department, statutory agency and/or other body within your portfolio by name for those financial years?
221. How much electricity is it estimated that each department, statutory agency and/or other body within your portfolio will consume in:
- (a) 2019-20?
 - (b) 2020-21?
 - (c) 2021-22?
222. What proportion of that electricity is it estimated will come from renewable sources, for each year?
223. For each department, statutory agency and/or other body within your portfolio by name, please provide the estimated proportion of energy to be used from each kind of energy (coal, gas, solar, wind etc.)?
224. What is the name of the energy supplier to each department, statutory agency and/or other body within your portfolio for each of:
- (a) 2019-20?
 - (b) 2020-21?
 - (c) 2021-22?

General Costs

225. For each department, statutory agency and/or other body in the Minister's portfolio please report:
- (a) Any gardening services used for indoor or outdoor pot plants/flowers maintenance?
 - i. Who are the contracts with?
 - ii. How much does each contract cost?
 - iii. How often do they visit?

- iv. How much was spent on this service in financial year:
 - 2015-16
 - 2016-17
 - 2017-18
 - 2018-19?
- (b) Any floral displays or indoor plants or pot plants hired or leased for display in any offices?
 - i. Who were the contracts with?
 - ii. How much was each contract cost?
 - iii. How much was spent on this service in financial year:
 - 2015-16
 - 2016-17
 - 2017-18
 - 2018-19?

Domestic Violence Leave Policies, Awareness and Usage

226. For each department, statutory agency and/or other body 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?

- (i) 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

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

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

229. What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

Sexual harassment and Anti-bullying training and awareness programs

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

- (a) Date of introduction of sexual harassment and anti-bullying training and awareness programs and a copy of such documentation.
 - i. Whether or not all employees and/or contractors have received such training?
 - ii. Is this course mandatory for all employees/ contractors?
 - iii. How long for each session, how many sessions?
 - iv. Who delivers it?
 - v. Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?
 - How?
- (b) What percentage of staff in each department, statutory agency and/or other body within your portfolio have undertaken sexual harassment and anti- bullying training and awareness programs?
- (c) How many complaints have been initiated in relation to:
 - i. Sexual harassment
 - ii. Bullying

iii. Workplace violence

Participation of women in Government

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

- (a) What number and percentage of women are employed within the department, statutory agency and/or other body within your portfolio?
- (b) What number and percentage of women are employed within the management levels of the department, statutory agency and/or other body within your portfolio?
- (c) What number and percentage of women are employed in the top ten leadership positions of the department, statutory agency and/or other body within your portfolio?
- (d) What strategies does the department, statutory agency and/or other body within your portfolio use to encourage women in to management and leadership positions?
- (e) What is the gender pay gap within your department, statutory agency and/or other body within your portfolio?
- (f) Does the department, statutory agency and/or other body within your portfolio report participation of women figures to Women NSW on a regular basis?

Professional Photography

232. How much has been spent on professional photography for the following financial years:

- (a) 2015-16
- (b) 2016-17
- (c) 2017-18
- (d) 2018-2019
- (e) 2019-present?

Unmanned Aerial Services

233. How much has been spent on Unmanned Aerial Services for the following financial years:

- (a) 2015-16
- (b) 2016-17
- (c) 2017-18

- (d) 2018-2019
- (e) 2019-present?

Seconded Staff

234. How many staff from your department, statutory agency and/or other body within your portfolio have been seconded to your Ministerial Office, for the following financial years:

- (a) 2015-16
- (b) 2016-17
- (c) 2017-18
- (d) 2018-2019
- (e) 2019-present?

235. Please provide their names, their substantive work title, and their seconded work title.

Consultant Costs

236. For each department, statutory agency and/or other body in the Minister's portfolio please report, the total expenditure on consultants by financial year:

- (a) 2015-16
- (b) 2016-17
- (c) 2017-18
- (d) 2018-2019
- (e) 2019-present?

237. What are names and values of the five most expensive reports produced by consultancies for each department, statutory agency and/or other body in the Minister's portfolio by financial year:

- (a) 2015-16
- (b) 2016-17
- (c) 2017-18
- (d) 2018-2019
- (e) 2019-present?

GIPA Questions to the CEOs/ Department Secretaries

238. Since March 30, how many formal GIPAs have your cluster/ department received?
239. Out of the received formal GIPAs, how many have you determined to:
- (a) Grant full access to the information?
 - (b) Grant partial access to the information?
 - (c) Not grant access to the information?
240. Out of the GIPA where partial information or no information was granted, how many have decided to appeal?
- (a) Out of those who have decided to appeal, how many have decided to use:
 - i. The agency's internal appeals' mechanism?
 - ii. Review by the Information Commissioner?
 - iii. Review by NCAT?
 - (b) How many of those GIPAs have been overturned on appeal?
 - i. Internal appeals' mechanism?
 - ii. Review of the Information Commissioner?
 - iii. Review by NCAT?
241. GIPAs that have been granted full or partial access, how many appear on the agency's disclosure log?
- (a) What is the rationale for not putting GIPAs on the agency's disclosure log (excluding GIPAs asking for personal information)?
242. Has any GIPAs that appeared on the agency's disclosure log been taken down?
- (a) For what reason/s?