



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2019-2020 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

BETTER REGULATION AND INNOVATION

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BETTER REGULATION AND INNOVATION

Questions from Mr David Shoebridge MLC

Safework

1. How many times has Safework visited Juvenile Justice Centres?

Answer:

During 2018-19, there were three visits to Juvenile Justice Centres.

2. How many Improvement Notices were issued?

Answer:

During 2018-19, two Improvement Notices were issued.

Questions from the Hon Emma Hurst MLC

Regulation of greyhound racing in NSW

3. In 2016 Greyhound Racing NSW advised the Special Commission of Inquiry into Greyhound Racing in NSW that it was looking to reduce the number of greyhound tracks in NSW to between 10–14 tracks.

- (a) Can the Minister confirm that:

- i. this is still the intent, and

- ii. public money is not being spent on upgrading greyhound tracks that will be closed as part of the track rationalisation?

- (b) Of the 10-14 greyhound tracks that would remain in NSW after the track rationalisation, how many would be straight tracks, which have been shown to cause considerably fewer injuries than circuits?

Answer:

- (a) GRNSW is not subject to the direction or control of the Minister.

GRNSW advised:

- it continually assesses its racetrack portfolio focusing on greyhound safety and welfare, which are key priorities outlined in its Strategic Plan 2018-21.
- it is well advanced in its investigation of straight track racing opportunities.

<ul style="list-style-type: none"> • minimum safety standards for the construction of straight tracks forms part of the work it is undertaking with the University of Technology Sydney on overall track safety standard.
<p>4. What is the Government doing to ensure that greyhounds are tracked and monitored throughout their entire lifecycle, in accordance with Greyhound Industry Reform Panel recommendations number 73 and 79:</p>
<p>Recommendation 73. A new greyhound racing register should be established and managed by the integrity commission to capture the identity and whereabouts of all greyhounds through their lifecycle.</p>
<p>Recommendation 79. Owners of greyhounds should be principally responsible for the welfare of their greyhounds for their full natural life including ensuring their suitability to be rehomed at any stage of their lives.</p>
<p>Answer:</p> <p>Greyhound Racing NSW (GRNSW) was reconstituted by the <i>Greyhound Racing Act 2017</i> and a new Board appointed as part of the Government’s reform of the NSW greyhound racing industry. GRNSW is not subject to the direction or control of the Minister.</p> <p>GRNSW advised:</p> <ul style="list-style-type: none"> • it continually assesses its racetrack portfolio focusing on greyhound safety and welfare, which are key priorities outlined in its Strategic Plan 2018-21. • it is well advanced in its investigation of straight track racing opportunities • minimum safety standards for the construction of straight tracks forms part of the work it is undertaking with the University of Technology Sydney on overall track safety standard
<p>5. The Greyhound Welfare and Integrity Commission (“the Commission”) stated in a media release on 28 August 2019 that its reports on greyhound racing injuries reveal a decline in greyhound racing injuries.</p>
<p>(a) Can the Minister advise what professional biometrics support the Commission obtains before reporting its statistical data?</p>
<p>(b) Can the Minister advise whether the Commission employs or engages a qualified research scientist, professional data analyst or biometrician to ensure appropriate quality control in the statistical data that the Commission reports?</p>
<p>Answer:</p> <p>(a) The Commission advised</p>

- its race injury report series presents a summary and analysis of data collected on racing injuries, with data collected since the Commission commenced operations on 1 July 2018

(b) The Commission advised:

- during 2019-20, its second year of operations, the Commission is bolstering its capabilities to undertake sophisticated analysis of data holdings, including strengthening arrangements with the Department of Customer Service's Data Analytics Centre and research bodies such as the University of Technology Sydney
- this work is ongoing and includes the development of research questions that can inform the Commission's strategies and responses.

6. The total injury rate for racing greyhounds has not declined over the Commission's total reporting period (5 quarters). Can the Minister advise:

(a) whether the high rate of greyhound racetrack injuries in NSW is related to doping of racing greyhounds with illicit drugs such as amphetamines or other pharmaceutical substances; and

(b) how the detected rates of doping in NSW racing greyhounds compare to doping rates in other jurisdictions where greyhound racing is legal; and

(c) what are the welfare implications of doping in racing greyhounds?

Answer:

6 (a-c) The Commission has advised that:

- In 2018-19, the rate of catastrophic injuries to a racing greyhound was 1.2 per 1,000 starts or 1.5 per cent of all individual greyhounds that raced during the year. The Commission advised this compares favourably to previous years.
- Since its establishment of the Race Injury Review Panel in February 2019, every death of a racing greyhound has been reviewed in order to analyse contributing factors to those injuries and develop interventions aimed at reducing the rate of serious and catastrophic injuries.
- The presence of prohibited substances detected in racing Greyhounds is very low. In 2018-19, the Commission initiated a rigorous program that tests for the presence

of prohibited substances in racing greyhounds. In 2018-19, there were 33 detected instances of a prohibited substance in urine or other samples taken from a greyhound, representing 0.41 per cent of the 7,964 samples collected in NSW. The Commission does not hold any data on other jurisdictions. Permanently banned substances are generally not safe for greyhounds and should never be found in a greyhound at any time and racing on medications may have negative health implications or cause a greyhound to continue to run with an injury.

7. The *Greyhound Racing Regulation 2019* (NSW) requires the Commission to keep a register of registered greyhounds (par. 19(1)(a)). The Commission states on its website that the Greyhound Register will capture the ‘whereabouts of all greyhounds throughout their life’:

<https://www.gwic.nsw.gov.au/integrity/registration/greyhound-register>.

(a) Can the Minister advise whether the Commission can account for all racing greyhounds in NSW regarding their location?

(b) If not, when does the Commission expect to be able to do this?

8. The Greyhounds As Pets (“GAP”) program is coordinated by Greyhound Racing NSW. Can the Minister advise how many greyhounds have been rehomed under the GAP program?

Answer:

Greyhound Racing NSW has advised that the total number of greyhounds rehomed through the Greyhounds As Pets (GAP) program, or with GAP assistance, since 2015-16 is 1,964.

9. The Commission’s Greyhound Re-homing Policy (“the policy”) sets out ‘re-homing’ requirements which must be met before an ‘unwanted’ racing greyhound can be euthanised.

(a) Can the Minister advise what enforcement powers the Commission has under the Act regarding non-compliance with the policy?

(b) Can the Minister advise whether the population of unwanted adult racing greyhounds is increasing or decreasing?

Answer:

(a) Clause 14 of the *Greyhound Racing Regulation 2019* provides that it is a condition of the registration of a greyhound racing industry participant that the participant comply with policies relating to the welfare of greyhounds published by the Commission.

Section 58 of the *Greyhound Racing Act 2017* provides that the Commission can take disciplinary action against a participant who has contravened provision of the Act, the Regulation or the Greyhound Racing Rules.

To a smaller population of adult racing dogs and consequently the number of greyhounds requiring rehoming.

(b) A decline in the number of greyhounds bred for racing in NSW since 2015-16 has led To a smaller population of adult racing dogs and consequently the number of greyhounds requiring rehoming.

10. According to the Commission's Annual Report 2017/18, funding was allocated by the NSW Government to establish the Commission and transition the existing integrity and welfare functions of Greyhound Racing NSW to the Commission.

(a) Can the Minister advise what are the funding arrangements for the Commission now and into the future?

(b) Does the Commission have enough funding to complete its statutory obligations in a timely manner?

Answer:

(a) As part of its greyhound industry reforms, the Government committed \$11 million towards the initial establishment and operation of the Commission. The Government is providing transitional funding and will support a financially sustainable industry that is able to meet 100 per cent of its regulatory costs within five years. Greyhound Racing NSW (GRNSW) will be responsible for all Commission operating costs from July 2022.

(b) The Commission advised that its operational and proactive compliance activities are managed within the available budget.

11. Under the Act, the Commission's functions include to initiate, develop and implement policies relating to the welfare of greyhounds (par. 12(b), and to inform the Minister about any event or matter that may adversely affect the integrity of greyhound racing (par. 12(f)).

(a) Can the Minister advise which officer of the Commission is responsible for decisions about the collection of welfare statistics and welfare surveillance?

(b) Can the Minister advise if the Commission has a policy to guide the use of Commission inspectors' enforcement powers under the *Prevention of Cruelty to Animals Act 1979* (NSW) in relation to greyhounds in the greyhound racing industry?

(c) The Commission is developing an enforceable code of practice for the welfare of greyhounds. Can the Minister advise when the code of practice will be released?

Answer:

(a) The Commission advised:

- it has invested heavily in new business systems to support the capture of data associated with the functions and operations of the greyhound industry that relate to the Commission's functions
- this includes the capture of data associated with the registered population of greyhounds and participants; reporting obligations on participants; complaints received from the community; and the Commission's own compliance activity
- it has a team of inspectors whose primary function is to undertake physical inspections of participants' kennels to ensure standards in respect of the welfare of greyhounds are understood and complied with.

(b) A consultant engaged by the Commission is assisting with the establishment of a strategic compliance and enforcement policy which includes guidance for inspectors on exercising their powers under all applicable legislation.

(c) A draft of its proposed code of practice for the welfare of greyhounds will be released for public consultation in coming months.

BETTER REGULATION

Questions from the Hon Mark Buttigieg MLC (on behalf of the NSW Labor Opposition)
Building Commissioner
12. What is the budget for 2019-20 for the Building Commissioner?
(a) What funding pool is the Building Commissioner funded from?
i. Is the Commissioner funded directly for Fair Trading's existing operating budget?
(b) What is the building commissioner's salary?
(c) What are the position titles and salary bands of the Building Commissioner's 4.0 FTE staff?
(d) What budget is allocated for travel, events, meetings or other activities?
(e) What budget is allocated for contractors?
i. What budget has been allocated for the payment of Bronwyn Weir?
ii. What is the scope of Bronwyn Weir's engagement with the Building Commissioner?
iii. Have any other contractors been engaged so far by the Building Commissioner? Who are these contractors?
Answer:
<p>12 (a-e) The Building Commissioner's final budget and resources will be confirmed once his forward workplan has been fully scoped and the registration and enforcement scheme associated with the draft <i>Design and Building Practitioners Bill 2019</i> has been finalised. The Building Commissioner is funded from the Department of Customer Service's budget, not Fair Trading. The Building Commissioner is a Senior Executive Band 3.</p> <p>Ms Weir has been engaged to provide expert advice to the Building Commissioner on a consulting basis and the cost of her engagement will be met from within the Customer Service cluster budget. At this time, she is the only contractor engaged to assist the Commissioner.</p>
13. Will the Commissioner have powers to conduct onsite inspections of construction projects?

(a) What will these powers be?

Answer:

(a) The Commissioner has been, and will continue to be, delegated all necessary powers under relevant Fair Trading and SafeWork legislation to allow entry and inspection of premises. These powers can be made available in direct delegation to the Building Commissioner and other authorised officers. The Commissioner will also have new powers available to him through the *Design and Building Practitioners Bill 2019*.

14. Does the Fair Trading Commissioner have plans to delegate any of her statutory powers to the Building Commissioner?

(a) What powers are being considered?

Answer:

Necessary powers have been and will be made available in direct delegations to the Building Commissioner and other authorised officers.

15. Are there plans from the Government or Fair Trading to increase the direct resources to the Commissioner?

(a) Has the Government scoped the introduction of a standalone Building Commission or Authority?

(b) Has a briefing been provided to the Minister on the viability of a Building Commission or Authority?

(c) Does the Government have plans to increase the number of FTE staff in the Building Commissioner's office in the next financial year?

Answer:

15 (a-c)- The resources required by the Building Commissioner will be kept under review and resources will be provided as necessary. Many of the functions and powers to be exercised by the Commissioner relate to new policies and legislation currently being developed in response to the Government's *Building Stronger Foundations* discussion paper. The Government constantly reviews and assesses the resources required to support the administration and regulation of building construction.

16. Which stakeholders has the building commissioner met with since commencing his role?
(a) What was the nature of those meetings?
(b) What stakeholder roundtables has the Building Commissioner attended?
Answer: (a-b) The Building Commissioner has met with more than 25 stakeholders and stakeholder groups to discuss their submissions to the Building Stronger Foundations Discussion Paper and wider issues in the building industry.
17. On the 16 th of August, Mr Chandler said in response to The Hon. John Graham (Building Inquiry hearing transcript p. 17):
The Hon. JOHN GRAHAM: Mr Chandler, in the past you have said that the Government could or should offer low-interest loans to affected strata titles dealing with historical defects. Is that still your view?
Mr CHANDLER: I think that is one of the answers. As I say, I have been asked to look at a couple of alternatives. When I put my recommendation up in a fortnight, that will be one of the options, but I have been asked to consider one or two variations of that.
(a) Have these recommendations been raised or tabled with the Minister?
(b) What recommendations were provided to the Minister?
i. Is there a timeline for the adoption of these recommendations?
Answer: Initial advice on potential strategies for defective buildings has been provided to the Minister for Better Regulation and Innovation for consideration. That advice is cabinet in confidence.
18. The Building Commissioner on the 16 th of August notified the Building Inquiry that he was working on a work plan for his new role:
(a) Has this work plan been provided to the Minister?
(b) Has this work plan been provided to the Minister?
(c) What work does the Commissioner plan to undertake in the next six months?
(d) What work does the Commissioner plan to undertake in the next 12 months?
Answer:

(a-d) The Building Commissioner is finalising a draft work plan. That plan is cabinet in confidence and may be publicly released at an appropriate time.
Fair Trading Resourcing
19. How many specialist building policy and project officers, i.e. not inspectors, are employed in Fair Trading?
Answer
There are 13 staff in building and Construction Policy team within the Better Regulation Division
20. Has the OFT ever carried out a consumer confidence survey with apartment owners to get feedback on either:
(a) Defects?
(b) Other strata related issues?
Answer:
(a-b) Fair Trading has a number of mechanisms to receive consumer feedback including via phone hotlines, written correspondence and public consultation on proposed regulatory and policy reforms.
21. How many consumer complaints regarding building defects and cladding did Fair Trading receive in 2018-19?
(a) How many were by phone?
(b) By email?
(c) By mail?
(d) Did Fair Trading respond to every single complaint received?
(e) What is the standard procedure for response to complaint of these nature?
(f) How many staff are allocated to deal with consumer complaints in the building and construction sector?
Answer:
(a-f) In 2018/19 Fair Trading received 5,348 complaints about the quality of building work, with seven complaints received by phone, 335 by email, 500 by post, and 4,506 electronically

<p>through the Fair Trading website. All complaints are responded to and actioned in accordance with Fair Trading’s complaint handling procedures. Fair Trading contacts each party to seek a mutual resolution to the complaint, which it aims to resolve within 30 days. If the issues raised are not resolved by the initial complaint handling process, the matter can be referred to the Building and Construction Service for further assessment. There are approximately 20 staff handling building and construction complaints.</p>
<p>22. How many formal complaints did Fair Trading receive from industry bodies, unions and peak bodies regarding building defects and cladding in 2018-19?</p>
<p>(a) How many were by phone?</p>
<p>(b) By email?</p>
<p>(c) By mail?</p>
<p>(d) Did Fair Trading respond to every single complaint received?</p>
<p>(e) What is the standard procedure for response to complaint of these nature?</p>
<p>(f) How many staff are allocated to deal with formal organisational complaints in the building and construction sector?</p>
<p>Answer:</p> <p>(a-f) Fair Trading does not generally receive building complaints from other organisations except for strata managers, owner’s corporations, and legal representatives. As Fair Trading records all complaints against the consumer and trader’s details, it is unable to calculate how many complaints may have arisen due to a referral or representations from another organisation.</p>
<p>Certification</p>
<p>23. This question relates to the Building and Development Certifiers Act 2018 (which has not commenced). The ICAC submission to the Building Inquiry makes specific comment on inadequate conflict of interest and pecuniary interests provisions of this Act.</p>
<p>(a) Have there been discussions and/or briefings on managing these potential conflicts of interest?</p>
<p>(b) Has Fair Trading provided any specific advice to the Minister of managing these conflicts of interest?</p>

<p>Answer:</p> <p>(a-b) The submissions made to the Parliamentary Inquiry has been reviewed and will be considered as part of ongoing review and reform of certifier regulation.</p>
<p>24. How many audits of accredited certifiers have been conducted by Fair Trading?</p>
<p>(a) What is the status of those audits?</p>
<p>Answer:</p> <p>An audit program commenced in April 2019. As at 18 September 2019, Fair Trading has conducted 34 audits of accredited certifiers with 49 in progress.</p>
<p>25. For any completed audits, what was the outcome of those audits?</p>
<p>(a) How many certifiers have been subject to fines as a result of an audit?</p>
<p>Answer:</p> <ul style="list-style-type: none"> • Eight formal warnings • One referral for investigation • One practice improvement letter <p>23 fines totalling \$443,500 have were been issued against certifiers in 2018/19 by the Building Professionals Board.</p>
<p>26. How many cases were found where the certifying authority:</p>
<p>(a) failed to ensure a builder had an appropriate licence?</p>
<p>(b) issued a construction certificate (CC) where there was a significant discrepancy in the development's estimated cost on the CC application form and the home building compensation scheme?</p>
<p>(c) included a fire safety schedule with the CC where the schedule failed to comply with the EP&A Regulation?</p>
<p>(d) accepted final fire safety certificates that contained additional measures not detailed in the fire safety schedule for the development?</p>
<p>(e) issued a CC or complying development certificate where endorsed drawings did not show any fire safety measures?</p>
<p>(f) accepted CC and occupation certificate (OC) application forms that did not contain a list of documents accompanying the application?</p>

(g) made an incorrect reference to the EP&A Regulation on a record of inspection?
(h) issued a CC where the plans and specifications for the building did not depict such matters as the BASIX certificate required i.e. plans did not indicate required eaves?
(i) issued an OC that was inconsistent with the development consent?
(j) did not keep adequate records, for the purpose of clause 8(1)(g) of the Building Professionals Regulation, in relation to specifying the classification of the building and recording the Lot/DP numbers?
Answer: a) 1 case b) 1 case c) 1 case d) 5 cases e) 1 case f) 1 case g) 3 cases h) 1 case i) 1 case j) 1 case
Professional Indemnity (PI) insurance
27. On 28 June this year, the Minister made a regulation to temporarily accept Professional Indemnity (PI) insurance policies with cladding exclusions for accredited certifiers. This was in response to PI insurance drying up for accredited certifiers.
(a) Since the regulation was made, how many insurers, if any, have re-entered the market?
(b) Is Fair Trading monitoring the insurance market?
(c) How is the Fair Trading communicating any information on this issue with accredited certifiers?
(d) If more insurers do not re-enter the market, what plan is the Department/Minister developing to ensure accredited certifiers can access the necessary insurance?
Answer: 27 (a-d) Four insurers are providing insurance. Fair Trading continues to monitor the market. Fair Trading communicates collectively with certifiers via broadcast emails and e-newsletters and also

<p>communicates extensively with individual certifiers regarding their insurance status by phone and by responding to individual emails and written correspondence. NSW is working with other jurisdictions through the Building Ministers Forum to develop national options to manage the availability of certifier insurance.</p>
<p>28. How has the Department kept accredited certifiers informed about the regulatory changes?</p>
<p>(a) Has the Fair Trading met with the Association of Accredited Certifiers in the last 12 months to discuss Professional Indemnity Insurance?</p>
<p>i. How many times have Department officials met with the Accredited Certifiers Association in the last 12 months?</p>
<p>(b) Has the department communicated with accredited certifiers in NSW by email or mail?</p>
<p>i. How many times have they contacted accredited certifiers about regulatory changes in the last 12 months?</p>
<p>Answer:</p> <p>28 (a-b) Fair Trading communicates collectively with certifiers via broadcast emails and e-newsletters. Fair Trading also communicates extensively with individual certifiers regarding their insurance status by phone and by responding to individual emails and written correspondence. Officials met with the AAC eight times between 10 September 2018 and 9 September 2019</p> <p>Fair Trading has communicated with certifiers four times in the last 12 months regarding regulatory changes via broadcast emails and e-newsletters. Fair Trading has communicated extensively with individual certifiers regarding their insurance status and responded to individual emails and written correspondence.</p>
<p>29. Is the government going to underwrite the exclusions listed the PI Insurance policies for accredited certifiers, so that consumers are protected should any claims occur on excluded elements be made in this interim period?</p>
<p>Answer:</p> <p>Consumers continue to be protected against building defects through statutory warranties.</p>
<p>Licensing and building and construction quality control</p>
<p>30. Can the Department please outline the audit regime for all licenced tradespeople in NSW?</p>
<p>(a) How does it operate?</p>
<p>(b) How does a consumer or a business make complaints about a licenced tradesperson?</p>

Answer:

(a-b) Fair Trading conducts internal audits to verify all criteria has been met. It does this by:

- a sample of applications or licence transactions processed for a selected period is extracted from the licensing database across all Home Building categories
- a quality officer either (i) reviews the transaction report for action or (ii) accesses the applicants application form for action
- a quality officer reviews the documents submitted by the applicant, reviews the systems and conducts any third party checks to validate declared information from the applicant
- a quality officer checks that the decision in respect of the licence application or the processing of the licence transaction in the system is compliant with the policies, procedures and the legislation criteria for granting or refusing an authority or undertaking other transactions
- the quality officer refers the matter back for rectification where appropriate, usually data entry correction or contact with customer to clarify information lodged
- if there was an error in issuing the licence, Fair Trading has the opportunity to utilise section 43 of the Home Building Act 1989 to cancel that licence.

31. How many people made complaints to Fair Trading (FT), by email, web form, phone or in person, in the last financial year about a licenced tradesperson?

(a) How many complaints did the Department follow up on with the licenced tradesperson?

Answer:

In the last financial year Fair Trading received 7,988 complaints about building and construction work however this also includes building work for which a licence is not required. All complaints are responded to and actioned in accordance with Fair Trading's complaint handling procedures.

32. How many people are audited each financial year going back to 2012, and in what trade are they licenced?

Answer:

Data for the period requested could not be sourced due to changes in the reporting system which occurred in 2016.

Since that time a total of 2440 audits have been conducted noting that audits are not classified by the number of people but by the administrative function.

<p>New processes are currently being established and an audit schedule defined. For the 2019 year to date 43 audit quality checks have been conducted of Home Building Licences.</p>
<p>33. How many people have been disciplined each financial year going back to 2012, and in what trade are they licenced?</p>
<p>Answer:</p> <p>The Home Building Act statistics only go back as far as 2015. Information is recorded against the legislation breached, not the licence type.</p>
<p>34. How many times has FT reported to a developer or builder to ASIC on the grounds that you suspect the company is engaged in phoenixing?</p>
<p>(a) What research or policy work has the FT done in the last five years into the use of \$2 companies in the NSW construction industry and the impact on end consumers?</p>
<p>Answer:</p> <p>NSW Fair Trading does not capture data on matters referred to ASIC. Referrals to ASIC of alleged phoenix activity is mainly conducted by Liquidators pursuant to their duties under the Corporations Act.</p> <p>The issue of phoenix activity has been raised repeatedly through the consultation process for a number of major building reforms undertaken by the Government.</p>
<p>35. What evaluation has FT done to measure the effectiveness of home warranty provision under the Home Building Act?</p>
<p>Answer:</p> <p>Regulation of the Home Building Compensation Fund cover is the responsibility of the State Insurance Regulatory Authority (SIRA).</p>
<p>36. How much revenue does FT expect to earn from its new registration and licencing system?</p>
<p>(a) Will money taken from registration and licencing of all building practitioners be directed toward regulatory compliance or go to general revenue?</p>
<p>Answer:</p> <p>36) Fair Trading is developing a number of new licensing schemes. Without clarity on which scheme this question refers to it is impossible to answer.</p>

<p>(a) All revenue generated by Fair Trading's licensing activities are retained within the Department of Customer Service budget.</p>
<p>37. Will the Government licence developers when it introduces reforms to the construction industry later this year?</p>
<p>(a) In the ACT, a builder responsible for several defective buildings is reported by the ABC to have been a director of 53 entities. After years of regulatory action by the ACT Government, he re-opened his business as a developer. How will NSW residents avoid contracting businesses or individuals who have performed substandard work in other jurisdictions?</p>
<p>Answer:</p> <p>The reforms will register a wide range of building professionals. Specific classes of professionals to be registered are still to be finalised.</p>
<p>38. Does the NSW Government have plans to licence professions that install and maintain sprinkler, mechanical services and medical gas systems?</p>
<p>(a) Was FT instructed, following the Bankstown Hospital tragedy that led to the death of a baby, to review medical gas licencing?</p>
<p>(b) If a full review has been conducted, what are the outcomes of that review?</p>
<p>Answer:</p> <p>38.(a-b) The installers of sprinkler systems must already hold a relevant licence under the Home Building Act.</p> <p>There is no current requirement for the persons carrying out maintenance of sprinkler systems to hold a licence under the Home Building Act.</p> <p>The Secretary of Customer Services has approved an accreditation scheme for competent fire safety practitioners which will be operated by the Fire Protection Association Australia (FPAA), from early 2020.</p> <p>Once established the scheme will recognise persons accredited by the FPAA as competent fire safety practitioners and only these people will be able to carry out essential fire safety inspections and certifications including the annual inspection and certification of each essential fire safety measure.</p>
<p>39. Does the NSW Government have plans to licence professions that install and maintain fire protection systems?</p>

(a) Has the department compared potential licencing schemes from other states?
Answer: Refer to 38.
40. Can you confirm that the total number of inspectors in NSW to look over all plumbing installations across New South Wales 33?
(a) How many inspections were done of plumbing installations in the last 12 months?
Answer: 40. (a)NSW Fair Trading has 19 Plumbing inspectors who conduct inspections in its area of operation, which includes Gerringong in the south (the Illawarra), to Newcastle, Port Stephens and Dungog in the north (the Hunter), and west to Mount Victoria (Blue Mountains). There are an additional six regulatory staff in Fair Trading's Plumbing Inspection team who are also qualified to carry out plumbing and drainage inspections where required. Outside of this area, the function of the plumbing regulator has been delegated by Fair Trading to 107 local and county councils. In the 2018-2019 financial year, Fair Trading conducted 25,886 plumbing audits
Cladding
41. How many buildings have been identified by the NSW Cladding Taskforce as potentially high risk?
(a) How many are residential buildings?
(b) How many are public buildings?
(c) How many people are living in these buildings identified as high risk?
(d) How many rectification orders have been issued?
(e) How many of these buildings have completed rectification work?
(f) How many buildings are yet to remove any cladding, where cladding is required to be removed?
(g) How many orders are outstanding?
i. Of those, how many are residential?

ii. And how many are public?

Answer:

41 (a-g) Refer to the latest update of the Fire Safety and External Wall Cladding Taskforce, dated 8 August 2019. <https://www.finance.nsw.gov.au/fire-safety-and-external-wall-cladding/update-20190809>

42. Who are the individual members of the NSW Cladding Taskforce?

(a) Please include name, title and Government or other organisation they belong to.

(b) Who has attended each meeting of the NSW Cladding Taskforce in the last 12 months?

Answer:

The members of the Taskforce and the meetings they have attended in the last 12 months are summarised in the table below.

Member	Meetings attended (12 September 2018 to 5 September 2019)
John Tansey, Executive Director Regulatory Policy, Better Regulation Division, Department of Customer Service	Meetings 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52
Matthew Press, Director Regulatory Policy, Better Regulation Division, Department of Customer Service	Meetings 38, 40, 41, 42, 45, 46, 48, 50, 51, 52
Matthew Beattie, Senior Project Officer, Better Regulation Division, Department of Customer Service	Meetings 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52
Felicity Greenway, Executive Director Resources Policy and Reform Implementation; <u>or</u> Luke Walton, Acting Executive Director Planning Policy, Department	Meetings 35, 36, 37, 38, 39, 41, 44, 45, 52

of Planning, Industry and Environment		
Stephen Durnford, Director Building Policy, Department of Planning, Industry and Environment	Meetings 36, 37, 38, 40, 42, 43, 46, 47, 48, 49, 50, 51	
Helen Ting, Principal Policy Officer, Building Policy, Department of Planning, Industry and Environment	Meetings 35, 36, 37, 38, 39, 40, 41, 42, 43, 45, 46, 47, 49, 50, 51, 52	
Tim Hurst, Deputy Secretary Local Government, Planning and Policy, Office of Local Government	Meetings 36, 38, 39, 40, 42, 43, 46, 47, 48, 50, 51	
Mark Whybro, Assistant Commissioner, Community Safety, Fire & Rescue NSW	Meetings 35, 36, 38, 39, 40, 41, 42, 44, 45, 46, 48, 51, 52	
Stephan Netting, Manager Fire Safety Compliance, Fire Safety Branch, Fire & Rescue NSW	Meetings 35, 36, 37, 38, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52	
Dominique Du Cros, Acting Director, Economic Policy, Strategy & Delivery Group, Department of Premier and Cabinet	Meetings 35, 38, 44, 45, 47, 48, 49, 50, 52	
Colin Campbell, Director Finance; <u>or</u> Ranit Ram, Senior Financial Advisor, Treasury	Meetings 50, 52	

43. What is the process for Fair Trading and the Government to communicate to new tenants that a building has high-risk flammable cladding?

(a) Are new tenants notified that their building is high-risk at any time during their tenancy?

(b) What is the process for Fair Trading and the Government to communicate to short term holiday letters that a building has high-risk flammable cladding?

Answer:

43 (a-b) For all identified buildings, the Cladding Taskforce wrote to all building owners and had letters hand-delivered to residents of multi-storey high-rise residential premises at the time the building was identified as potentially having combustible cladding.

Under the *Residential Tenancies Act 2010* (the Act), landlords must ensure that a property is fit for habitation and that all statutory requirements relating to the health or safety of the residential premises are complied with. Landlords must not induce a tenant to enter into a tenancy agreement by making a false, misleading or deceptive statement or promise or by knowingly concealing certain material facts. Such material facts include that the residential premises are subject to significant health or safety risks that are not apparent to a reasonable person on inspection of the premises. This means that where the landlord is aware of it, they must disclose the presence of combustible cladding that poses a health or safety risk.

Information and advice is provided on the Cladding Taskforce and Fair Trading websites regarding the steps that can be taken by owners, residents, real estate and strata agents to ensure that affected people are aware of cladding related issues for their buildings. Advertising was also undertaken via print and social media.

44. Is every resident living in an apartment with flammable cladding is aware of that building's risk factor?

Answer:

Steps have been taken as outlined in response to Question 43 to make owners and residents of buildings aware of issues related to their building.

45. Is the total number of public buildings with cladding that have not yet completed rectification works is 17?

(a) Where are these buildings?

(b) What is the use of each of these buildings?

(c) What is the progress of rectification of these buildings?

(d) What is the Government's timeline for rectification works on those public buildings that have cladding?
<p>Answer:</p> <p>45) Yes</p> <p>(a-b) Information identifying individual buildings is not being publicly released on advice it may increase the risk to public safety and security.</p> <p>(c-d) Each of these buildings are finalising plans for required risk mitigation and/or rectification, to be completed as soon as possible.</p>
46. Ultimo TAFE has been identified as a public building with cladding:
(a) When was the building first identified to have cladding?
(b) What is the risk status of this building?
(c) What is the schedule of rectification works for this campus?
(d) What other education sites, schools, TAFE or otherwise, have been identified as having flammable cladding?
i. What is the progress of rectification works on these buildings?
<p>Answer:</p> <p>46 (a-d) These questions should be directed to the Minister for Skills and Tertiary Education.</p>
47. The Minister noted that two 'health sites' have cladding:
(a) Where are these sites located?
(b) What is their major use/purpose?
(c) How many workers or patients use these 'sites' each week? <i>Please outline numbers by individual site.</i>
<p>Answer:</p> <p>47 (a-c) These questions should be directed to the Minister Health .</p>
48. Can you please explain the process that the Cladding Task Force goes through when a building is identified as high risk?

(a) What is the Fair Trading's involvement in that process?
(b) Is there a standard protocol followed?
(c) What is that standard protocol?
i. Who is informed?
ii. What is the standard time frame for informing property owners and/or building managers of the cladding risk status of the building?
iii. What is the standard protocol for rectification works from the moment a building is identified as high risk?
iv. How is the taskforce ensuring that rectification works are actually being completed?
<p>Answer:</p> <p>Buildings potentially affected by combustible cladding have been identified by the Cladding Taskforce by a number of methods:</p> <ul style="list-style-type: none"> • the data audit conducted by the Data Analytics Centre (DAC) of 178,000 building records • the audit of over 6,400 building approvals conducted by the Department of Planning, Industry and Environment (DPIE) • reporting to the Taskforce by a local council • identification by Fire and Rescue NSW officers conducting local area visits and inspections • reporting to the Taskforce by building owners • self-registration by an owner or manager on the online Cladding Register <p>Once identified, Fire and Rescue NSW inspects each building and conducts an operational assessment as to the potential fire safety risk of its cladding. Buildings are assessed as requiring further assessment because they have cladding in a quantity, location and/or arrangement which potentially increases fire risks. These buildings are not necessarily at increased fire risk.</p> <p>For buildings identified in the DAC and DPIE audits, conducted in 2017, the Cladding Taskforce wrote to the registered building owners or managers to inform them that their building may be affected by combustible cladding, and provide instructions on how to have the building assessed.</p>

For buildings identified via reports from councils or owners, or Fire and Rescue NSW inspections, the Taskforce writes to the registered building owners or managers of buildings assessed by Fire & Rescue NSW as potentially high risk.

For any residential building assessed by Fire and Rescue NSW as potentially high risk, the Taskforce hand-delivers letters to all occupants. The letters inform occupants that the building is potentially affected by combustible cladding, provides fire safety information, and advises occupants on how they can check that building owners are taking action. Fire and Rescue NSW takes steps to strengthen fire safety plans and procedures relating to buildings classified as potentially high risk to mitigate risks should a fire occur. Training, awareness initiatives and Pre-Incident Plans for firefighters who may respond to these fires are enhanced where necessary and enhanced Alarm Response Protocols are developed for all identified buildings at higher risk.

For buildings assessed by Fire and Rescue NSW as potentially high risk, the consent authority is determined in consultation with DPIE. If a local council is the consent authority, the Commissioner for Fire and Rescue NSW writes to the relevant council requiring it to have the building inspected and report back on the council's assessment of the building's fire safety provisions. The Taskforce monitors councils' responses to these letters in order to track whether buildings have been cleared or remain potentially at risk. Consent authorities are responsible for assessing the fire safety of each building and determining it is compliant or issuing any orders necessary to achieve fire safety compliance.

A Cladding Support Unit was established in September 2019 to provide additional support to councils in assessing potentially high priority buildings and tracking the status of buildings under assessment or investigation by councils. The Cladding Support Unit is a single point of contact for local councils to draw upon in regards to buildings with potentially combustible cladding. It is staffed by government officials who help provide information or help source expertise related to fire safety and building codes. The Cladding Support Unit has made available to all impacted local councils a package of support materials which include a summary of process, assessment guidance and fire safety order templates from DPIE.

a: Fair Trading NSW has provided assistance to the Cladding Taskforce by hand-delivering letters to residents of cladding-affected buildings as described above.

b: Yes, as described above.

c: Yes, as described above.

i : Building owners, residents, and consent authorities are informed about buildings that are potentially high priority, as described above.

ii: Notification to property owners or managers has been conducted in tranches in line with the staged identification and assessment of buildings. This occurs as soon as practicable after assessment and after identification of owners' contact information by matching building address information with Government information identifying building owners.

iii: There is no standard method of rectification or mitigation. The Cladding Taskforce ensures potentially high priority buildings are referred to consent authorities, which are responsible for assessing the fire safety of each building and determining if it is compliant or if orders are necessary to achieve fire safety compliance. Consent authorities must assess the unique circumstances for each building and if it is determined rectification is required, they determine what measures are appropriate on a case by case basis. The Cladding Support Unit has been established to be a single point of contact for local councils should they need assistance or guidance. As described above, the unit assists by clarifying scope of assessment required and makes available support materials to local council officials to draw upon.

iv: The Taskforce receives regular updates from DPIE on buildings for which DPIE is the consent authority, and from cluster representatives for buildings owned by the NSW Government. Local councils are required to report back to Fire and Rescue NSW on their assessment of the adequacy of fire safety provisions at each building Fire and Rescue NSW refers to them, and the Taskforce monitors these responses to determine whether buildings have been cleared or remain under assessment.

The Cladding Support Unit established in September 2019 will monitor in detail the progress of councils in assessing, investigating and ordering and overseeing necessary remediation of all potentially high priority buildings.

49. In informing local councils of buildings with high-risk cladding:

(a) Is the Department or Taskforce instructing local government officers to sign confidentiality agreements in terms of the location of buildings with high-risk cladding?

Answer:

No

50. Has Fair Trading, the Department of Customer Service or the Building Commissioner done any modelling on the impacts of cladding?

(a) And have you done any modelling on the average cost of remediation?
(b) Have you done any modelling on the impacts of cladding on the costs of insurance?
(c) Have you done any modelling on the loss of value suffered by those in apartments with aluminium cladding?
Answer: (a-c) The Government is monitoring and documenting developments and reports about the costs and impacts of rectifying combustible cladding. There are still a significant number of buildings requiring further fire safety assessment to determine if they are compliant or if orders are necessary to achieve fire safety compliance. As such it remains unclear how many building will require rectification.
51. Has Fair Trading provided advice to the Minister on whether there should be government financial assistance for people with high-risk flammable cladding?
(a) Has Fair Trading provided advice on different financial models for a Government cladding rectification package?
(b) Has the Minister or Department investigated the viability of the Victorian flammable cladding financial assistance package?
Answer: 51 (a-b) Refer to 50.
52. How is the cladding taskforce funded?
(a) What funding has been provided to Fire and Rescue NSW to undertake inspections of buildings with flammable cladding?
(b) What funding has been provided to local governments to undertake inspections of buildings with flammable cladding?
(c) What funding has been provided to the Cladding Taskforce?
i. What is the projected funding arrangement for the Cladding Taskforce?
ii. When do you expect the taskforce to be wound up?
Answer: 52 (a-c) The Taskforce and all the member agencies are funded in relation to Taskforce activities from the respective Cluster's Budget allocations. Individual consent authorities are responsible for

allocating resources to ensure buildings they provide development consent to are compliant with fire safety standards. The Taskforce will continue to operate for the foreseeable future.

Cladding - SOPA

53. How many properties in the Sydney Olympic Park Precinct have been identified with substandard cladding?

Answer:

These questions should be directed to the Minister for Planning & Public Spaces

54. When was the Sydney Olympic Park Authority issued with notices by the Department of Planning and Environment as Strata Managers of properties within the Sydney Olympic Park Precinct?

Answer:

These questions should be directed to the Minister for Planning & Public Spaces

55. On what date did SOPA, as Strata Managers, provide residents of those properties with information regarding these notices?

Answer:

These questions should be directed to the Minister for Planning & Public Spaces.

56. When did the NSW Government become aware of substandard cladding on properties at Sydney Olympic Park and did they make any attempts to notify other owners within those properties including those in residential accommodation?

Answer:

These questions should be directed to the Minister for Planning & Public Spaces.

57. What is the estimated total cost for remediation of substandard cladding on buildings within the Sydney Olympic Park Precinct?

Answer:

These questions should be directed to the Minister for Planning & Public Spaces.

<p>58. Has the NSW Government provided any funds to assist with remediation of properties owned by government agencies such as the Sydney Olympic Park Authority?</p>
<p>Answer:</p> <p>These questions should be directed to the Minister for Planning & Public Spaces.</p>
<p>Inquiries</p>
<p>59. How many of the recommendations from the Lambert Report (2016) have been implemented?</p>
<p>(a) How many, and which, recommendations will be implemented by the end of 2019?</p>
<p>(b) What about those recommendations which Lambert said were the “highest” priority initiatives and that they should be progressed during the first six months – how many of them have been progressed?</p>
<p>i. To what extent have they been progressed?</p>
<p>Answer:</p> <p>See answer at Question 60</p>
<p>60. How many of the 150-odd recommendations from the Lambert Report (2015) have been implemented? Specifically:</p>
<p>(a) Has FT established an appropriate level of coordination and integration between the Home Building Service’s licencing function for builders and other trades and the Building Professionals Board accreditation of certifiers, including upfront triaging of complaints and inquiries?</p>
<p>(b) Has FT established the e Building project team to develop the e Building information system strategic plan, and what is the current status of this team?</p>
<p>(c) Have you taken forward to consultation with stakeholders the draft practice guide and the draft protocol governing relations between councils and private certifiers and the role of councils in compliance, enforcement and informing the community?</p>
<p>(d) Have you commenced education program for the community on the role and responsibilities of certifiers, finalise a standard engagement letter between owners and</p>

<p>certifiers and arrange for the engagement letter and a one page explanation of the role of certifiers to be included with the standard building contract?</p>
<p>(e) Established working parties to progress, respectively, the recommendations relating to reformed fire safety system regulation and to establish certification of waterproofing and review the BCA waterproofing standard?</p>
<p>(f) Prepared and executed a partnership agreement between the state and local government covering planning and building regulation?</p>
<p>(g) Commenced work with the two certifier associations and the Professional Standards Authority on a model of professionalism to apply to the associations and certifiers?</p>
<p>Answer:</p> <p>Answers to these questions were provided in evidence and in response to Questions on Notice at the Parliamentary Inquiry into Regulation of Building Standards, building Quality and Building Disputes and have been published on the Inquiry website - https://www.parliament.nsw.gov.au/committees/inquiries/Pages/inquiry-details.aspx?pk=2540#tab-otherdocuments</p>
<p>61. How many of the recommendations from the Shergold Weir Inquiry (2018) have been implemented?</p>
<p>(a) How many, and which, recommendations will be implemented by the end of 2019?</p>
<p>(b) The Shergold Weir report also sets out a timeline for implementation. Do you believe the NSW Government is on track to implement the recommendations of the report?</p>
<p>(c) Shergold and Weir recommended that that the Building Ministers' Forum acknowledge that the report's recommendations are designed to form a coherent package and that they be implemented by all jurisdictions progressively over the next three years. Have you made an agreement to implement these recommendations in the 3 year time frame?</p>
<p>(d) What progress has the Government made on implementing these recommendations in the recommended time frame?</p>
<p>Answer:</p> <p>61(a-d)</p>

<p>The details of the NSW government response to each of the recommendations of the ‘Building Confidence’ Report authored by Prof Peter Shergold and Ms Bronwyn Weir are set out in the ‘Building Stronger Foundations’ Discussion Paper that was publicly released by the NSW Government in June 2019. The Discussion paper is available on the Fair Trading website - https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0020/532730/Building-Stronger-Foundations-Discussion-Paper.pdf</p> <p>In addition to reforms being implemented by each State and Territory, including NSW, some of the recommendations are being implemented through a national approach. The national implementation plan was released in March 2019 and is available on the Building Ministers’ Forum Website – https://www.industry.gov.au/sites/default/files/2019-03/building-confidence-report-implementation-plan.pdf</p> <p>The Government remains committed to implementing all of the recommendations of the Building Confidence as quickly as practical noting however that many require a national approach.</p>
<p>62. How many of the recommendations from the Maltabarow Inquiry (2013) were implemented?</p>
<p>(a) How many, and which, recommendations will be implemented by the end of 2019?</p>
<p>Answer:</p> <p>This report was commissioned and received by a former Minister for Planning. This question should be directed to the Minister for Planning & Public Spaces. The recommendations of the Maltabarow Inquiry were considered during the Lambert review in 2015 and have been superseded by the Government’s response to that review.</p>
<p>63. How many of the recommendations from the Campbell Inquiry (2002) were implemented?</p>
<p>(a) How many, and which, recommendations will be implemented by the end of 2019?</p>
<p>Answer:</p> <p>The Report of the Joint Select Committee on the Quality of Buildings was delivered in July 2002. A response to the ‘Campbell Inquiry’ Report was provided by the then-Labor Government in 2002.</p>
<p>Safe work</p>
<p>64. 5 months ago, 18 years old Christopher Cassaniti died in a scaffold collapse.</p>
<p>(a) Has the SafeWork investigations concluded?</p>
<p>i. If not, why not?</p>

ii. When is it likely to conclude?
(b) Has a brief been served to the Coroner?
(c) When is it expected that a Coronial Inquiry will commence?
(d) What follow up has occurred on site to ensure there is no repeat?
(e) What industry activity around scaffolding compliance, by way of on the spot audits or other means has occurred since the accident?
i. If so what are the results?
<p>Answer:</p> <p>(a) SafeWork NSW's investigation into the incident involving Mr Christopher Cassaniti remains ongoing. The investigation is highly technical and complex in its nature. The site was large, and numerous entities were undertaking work at the site at the time of the incident. Due to that complexity, there are multiple lines of enquiry currently being followed by SafeWork NSW. Technical aspects of the collapse are also being investigated with the assistance of persons with expertise in the area of scaffolding. The <i>Work Health and Safety Act 2011</i> (WHS Act) stipulates that the regulator must make an enforcement decision within 2 years of the date of the notification.</p> <p>(b) The NSW Coroner has been informed that SafeWork NSW is undertaking an investigation into the incident. Once the investigation has been completed, a report and associated brief will be provided to the Coroner.</p> <p>(c) The decision as to whether a coronial inquiry will be held is a matter for the Coroner.</p> <p>(d) Following the tragic death of Mr Cassaniti on 1 April 2019, SafeWork NSW undertook a range of compliance actions onsite including the issuance of notices which supported the recovery efforts and ongoing site safety. In addition, SafeWork NSW commenced an intensive site-based supervision program, which involved specialist construction inspectors working with the principal contractor onsite every day for 4 weeks to ensure the recovery operation was done safely and the site was made safe. SafeWork NSW is continuing to monitor the site.</p> <p>(e) On 1 April 2019, SafeWork NSW commenced Operation Scaff Safe, a targeted compliance program with a focus on principal contractors, site supervisors and scaffolders on construction sites. The program will run through until 30 September 2019. As part of Operation Scaff Safe, SafeWork NSW Inspectors have been attending construction sites state-wide to target scaffold compliance, ensuring:</p> <ul style="list-style-type: none"> • scaffolds are built to Australian Standards and are not missing components; • those erecting, dismantling or altering scaffolds hold the correct high-risk work scaffolding licence; and • scaffolds remain safe and compliant throughout the build process. <p>The results from Operation Scaff Safe will assist SafeWork NSW identify and address any underperforming scaffolding companies with the aim of systematically improving safety outcomes in the industry.</p>

<p>From the commencement of Operation Scaff Safe on 1 April up until to 15 September, SafeWork NSW inspectors have attended 636 sites across the state to check scaffolding compliance.</p> <p>SafeWork has also sent a safety alert text message to more than 11,000 high risk work scaffolding licence holders and emailed industry associations, unions, high risk work scaffolding assessors and other interested parties.</p> <p>Industry magazine articles have been provided to three key industry groups. SafeWork NSW has delivered 21 external presentations, which includes, tradespersons' information nights to over 1000 employers and workers regarding scaffolding and falls from heights.</p> <p>(i) As at 15 September, as a result of Operation Scaff Safe, 744 compliance notices have been issued (543 Improvement and 171 Prohibition) along with 30 penalty notices (for a range of offences including falls risks) totaling approximately \$100,000.</p> <p>Preliminary findings indicate that the top two non-compliant or inadequate practice observations relate to the missing components and the alteration of scaffolds by non-licensed workers.</p>
<p>65. What enforcement activity around scaffolding compliance in NSW has taken place if any?</p>
<p>(a) What plans does the Department or Safe work have for enforcement activity around scaffolding compliance in the next 12 months?</p>
<p>Answer:</p> <p>In addition to Operation Scaff Safe, SafeWork NSW undertakes ongoing compliance and enforcement activity in relation to falls from heights and safe scaffold use.</p> <p>Across NSW, from 1 April to 17 September 2019, SafeWork NSW inspectors issued 1027 notices in relation to falls from heights and 514 notices in relation to scaffolding. In addition, 176 penalty notices were issued in relation to falls from heights and 28 penalty notices were issued specifically in relation to falls risks involving scaffolding.</p> <p>In 2019 SafeWork NSW commenced 3 scaffold-related investigations (for the purposes of potentially commencing prosecution action) and commenced prosecutions against 3 defendants that involved scaffold compliance issues.</p> <p>a) Following the completion of Operation Scaff Safe on 30 September 2019, SafeWork NSW will commence a second Falls From Heights Blitz to be run throughout Safe Work Month in October 2019. Following on from the previous year-long falls from heights blitz conducted by SafeWork NSW in 2018, the upcoming blitz will have a compliance focus on the high-risk harms associated with work on scaffolds, roofs and ladders.</p> <p>In the last quarter of 2019, SafeWork NSW will commence a case management program aimed at targeting poor-performing scaffolding companies to systematically improve safety outcomes in the construction industry.</p> <p>SafeWork is also currently targeting tower crane safety.</p>

<p>Compliance activities in 2020 will continue to have a focus on falls from heights and safe scaffold use including a proposed number of prevention programs:</p> <ul style="list-style-type: none"> • Operation Scaff Safe (2.0) during the first half of the year • A Falls From Height Blitz (3.0) during the second half of the year • Continuation of case management with poor performing scaffolders <p>The NSW Formwork Code of Practice is currently being updated with a planned release of the first half of 2020. A range of awareness activities to support its launch will be developed to accompany its launch.</p>
<p>Safe work</p>
<p>66. What investigations has SafeWork undertaken with regard to the death of 18 year old Christopher Cassaniti in a scaffold collapse earlier this year?</p>
<p>Answer:</p> <p>Refer to 64</p>
<p>67. Has SafeWork completed its investigations?</p>
<p>(a) It not, why not?</p>
<p>(b) If not, when are they likely to conclude?</p>
<p>(c) Has a brief been served to the Coroner?</p>
<p>(d) When is it expected that a Coronial Inquiry will commence?</p>
<p>Answer:</p> <p>Refer to 64</p>
<p>68. What follow up has occurred on site to ensure there is no repeat of this tragic accident?</p>
<p>Answer:</p> <p>Refer to 64</p>
<p>69. What industry activity around scaffolding compliance in NSW, including on the spot audits or other means, has occurred since the accident?</p>
<p>(a) What are the results?</p>
<p>Answer:</p> <p>Refer to 64</p>

70. What enforcement activity has been undertaken since the accident to ensure compliance with scaffolding regulation in NSW?
Answer: Refer to 64
71. What plans does the Government have for enforcing compliance with scaffolding regulations?
Answer: Refer to 64
Better Regulation
72. How do the departments and agencies that fall under the administration of the Minister for Better Regulation and Innovation, plan on achieving the Treasurer's required efficiency dividend of 3%?
(a) Will this mean that there will be a reduction in services?
(b) What services will be affected?
(c) If none, then how do you realistically hope to deliver the savings and still genuinely deliver the same level of services?
(d) Is this the same strategy used to meet the efficiency dividends in the last three years?
(e) How were the savings targets met during the last three financial years?
(f) What was the impact on services provided to NSW residents of the efficiency dividends?
Answer: Work is being undertaken on an operating model that will deliver better services, build capability, reduce duplication of effort and facilitate greater collaboration and innovation across the Better Regulation Division (BRD). This process will focus on aligning functions across BRD. Apart from a reduction in the Executive Director level no decisions have been made on staffing structures. Considerable work is currently being undertaken to align these functions. Consultation with staff, Unions and other appropriate stakeholders will take place before finalising the final organisational structure.

Previously efficiency dividends have been absorbed by each specific business unit with BRD by reviewing procurement practices and employee engagement strategies around back office and support activities.

There was no impact on services to NSW residents.

73. Will the Minister guarantee that there will be no staff reductions, job losses or redundancies, voluntary or forced, to achieve the efficiency dividend?

Answer:

Work is being undertaken on an operating model that will deliver better services, build capability, reduce duplication of effort and facilitate greater collaboration and innovation across BRD.

This process will focus on aligning functions across BRD. Apart from a reduction in the Executive Director level no decisions have been made on staffing structures. Considerable work is currently being undertaken to align these functions. Consultation with staff, Unions and other appropriate stakeholders will take place before finalising the final organisational structure.

74. What services are affected by the efficiency dividend?

Answer:

Refer to answer 72

Office of Fair Trading

75. What support does the Office of Fair Trading provide to self-managed strata committees?

Answer:

NSW Fair Trading provides information and assistance to lot owners and committee members on their rights and obligations under the Strata Schemes Management Act 2015 and provides a free strata mediation service for disputes.

Information is available from the Fair Trading website, which includes a live chat option, by phone and Fair Trading's Strata Living" publication.

NSW Fair Trading also conducts strata information seminars for owner occupiers and tenants.

76. How many workshops has Fair Trading conducted for new apartment owners to promote better knowledge of their rights and responsibilities?

Answer:

<p>NSW Fair Trading has developed a webinar, specifically for new lot owners and strata plans, to provide information on their rights and responsibilities under the Strata Schemes Management Act. The first webinar is scheduled for October 2019</p>
<p>77. Has Fair Trading done any work on the growing trend in the strata management industry toward “one stop” shop integration, which poses significant conflicts of interest that work against strata committees being fully informed of their rights?</p>
<p>Answer: See answer 75.</p>
<p>78. How many staff have been dedicated to providing advice and support to self-managed strata committees?</p>
<p>Answer: There are 16 staff dedicated to strata mediation, complaints and enquiries.</p>
<p>79. What planning has the Office of Fair Trading done to assess the increase in budget and resources it will need to keep pace with growth in the strata housing sector?</p>
<p>Answer: NSW Fair Trading has adequate resources to deal with the increase of the strata and housing sector and will continue to review staffing levels as the need arises.</p>
<p>80. Why hasn't the Government established a resource for owners' corporations similar to the Queensland Commissioner for Body Corporate and Community Management?</p>
<p>Answer: Refer to Question 75 about the assistance provided to lot owners and committee members.</p>
<p>81. How many complaints have been lodged between January 2018 and December 2018 regarding strata managers?</p>
<p>Answer: NSW Fair Trading received 217 complaints about strata managers in 2018.</p>
<p>82. How many complaints were lodged for the period January 2019 and now regarding strata managers?</p>
<p>Answer:</p>

NSW Fair Trading has received 204 complaints about strata managers in 2019 (to 17 September).	
83.	What work has been done to ensure strata committees know their rights with regard to strata managers?
Answer: Refer to Question 75.	
84.	How many disputes between strata managers and owners corporations/strata committees have been lodged with the Tribunal from January 2018 until December 2018?
Answer: NSW Fair Trading does not hold this data. The NSW Civil and Administrative Tribunal falls within the portfolio responsibilities of the Attorney General.	
85.	How many disputes between strata managers and owners corporations/strata committees have been lodged with the Tribunal from January 2019 until now?
Answer: NSW Fair Trading does not hold this data. The NSW Civil and Administrative Tribunal falls within the portfolio responsibilities of the Attorney General.	
86.	How many strata managers have received penalties from the Office of Fair Trading for the period January 2018 until December 2018?
Answer: No Penalty Infringement Notices were issued to strata managers in 2018.	
87.	How many strata managers have received penalties from the Office of Fair Trading for the period January 2019 until now?
Answer: No Penalty Infringement Notices have been issued to strata managers to date in 2019.	
88.	How many compulsory strata managers have been put in place by the NCAT in the last five years?

<p>Answer:</p> <p>NSW Fair Trading does not hold this data. The NSW Civil and Administrative Tribunal falls within the portfolio responsibilities of the Attorney General.</p>
<p>89. What qualifications do compulsory strata managers need and who supervises them?</p>
<p>Answer:</p> <p>A compulsory appointed strata manager needs to hold a current strata managing agent's licence in order to be appointed.</p> <p>If an owners corporation has concerns about a compulsory appointed strata manager, they can lodge a complaint with NSW Fair Trading.</p>
<p>90. How many different categories of trade licences are administered by the department?</p>
<p>Answer:</p> <p>There are currently 60 categories of home building licences and 12 classes of motor vehicle tradesperson certificates.</p>
<p>91. How many individual licences are administered by the department?</p>
<p>Answer:</p> <p>As at 1 July 2019, there were 858,998 current licences administered by Fair Trading.</p>
<p>92. Has the number of categories of trade licences fallen over the last year? By how many?</p>
<p>Answer:</p> <p>The number of categories of trade licences has decreased by two since 1 July 2018.</p>
<p>93. How many staff are involved in administering the trade licences? Has this decreased over the last year?</p>
<p>Answer:</p> <p>Fair Trading staff work across multiple licence types however based on estimates the number of staff for Home Building licence types are 48. There has been no change to staff numbers over the last year.</p>
<p>94. Will this number change after the implementation of the restructure of the Better Regulation group?</p>

Answer: Business decisions regarding the realignment of the Better Regulation Division are yet to be finalised.
95. How much revenue is raised from small businesses applying for business licences?
Answer: Fair Trading systems do not allow for fees to be broken down by business size or type.
96. How much was raised last year?
Answer: Refer to 95
97. How much is expected to be raised next year?
Answer: Refer to 95 .
98. How many electrical inspectors are employed by the department?
Answer: There are three electrical inspectors in NSW Fair Trading's Electrical and Gas Unit.
99. How many electrical inspectors will be employed by the department after the restructure of the Better Regulation group?
Answer: Business decisions regarding the restructure of Better Regulation and the efficiency dividend are yet to be finalised.
100. Will any of the electrical inspectors no longer be purely responsible for carrying out electrical inspections?
Answer: Refer Question 93
101. How many inspections of electrical installations were carried out for the period January 2018 until December 2018?
Answer:

Information about these inspections, including the number of installation inspections conducted, has not been captured by NSW Fair Trading as the Electrical and Gas Unit was not the primary agency responsible for the investigation.
102. How many inspections of electrical installations were carried out for the period January 2019 until now?
(a) How many inspections were carried out per inspector?
(b) Are the inspectors required to reach a target for the number of inspections carried out?
(c) Why are the inspectors expected to carry out more inspections per year? Has this resulted in reduced safety level?
Answer: (a-c) Information about these inspections, including the number of installation inspections conducted, has not been captured by NSW Fair Trading as the Electrical and Gas Unit was not the primary agency responsible for the investigation.
103. How many breaches were identified last year by electrical inspectors?
(a) How many breaches resulted in penalties being imposed?
Answer: Information about these inspections, including the number of installation inspections conducted, has not been captured by NSW Fair Trading as the Electrical and Gas Unit was not the primary agency responsible for the investigation.
104. How many licence holders received a penalty last year?
(a) Did any licence holder receive more than five breaches?
(b) What action is taken when a licence holder has several breaches?
Answer: 104. (a-b) Individuals can hold multiple licences against an individual. Fair Trading Systems provide information by licence class not individual licence holders.
105. What improvements are planned to the licensing of electricians?
Answer:

<p>The Department is currently progressing a program to develop prevention strategies to specifically target aged and or/non-compliant fixed wiring in residential properties with the view to decrease associated fatalities and serious incident risks in NSW.</p>
<p>106. What improvements are planned for the licensing of electrical Accredited Service Providers (ASPs)?</p>
<p>Answer:</p> <p>The Department of Planning, Industry and Environment is responsible for the administration of the ASP scheme.</p>
<p>107. How many of the breaches relate to the installation of residential solar panels?</p>
<p>Answer:</p> <p>Fair Trading's Building Investigation Branch took compliance action issuing a Penalty Notice, or Warning Letter in respect of 39 breaches.</p>
<p>108. How many complaints have been received regarding the installation of residential solar panels?</p>
<p>Answer:</p> <p>In the last financial year (2018/19) Fair Trading received 736 complaints about solar panel and other renewable energy installations.</p>
<p>109. How many plumbing and drainage inspectors are employed by the department?</p>
<p>Answer:</p> <p>NSW Fair Trading has 19 plumbing inspectors who conduct inspections. There are an additional six regulatory staff in Fair Trading's Plumbing Inspection team who are also qualified to carry out plumbing and drainage inspections where required.</p>
<p>110. How many plumbing and drainage inspectors will be employed by the department after the restructure of the Better Regulation group?</p>
<p>Answer:</p> <p>Business decisions regarding the restructure of Better Regulation and the efficiency dividend are yet to be finalised.</p>

111. Will any of the plumbing and drainage inspectors no longer be purely responsible for carrying out plumbing and drainage inspections?
Answer: Refer Question 110.
112. How many inspections of plumbing and drainage installations were carried out last year?
Answer: In the 2018-2019 financial year, Fair Trading conducted 30,056 plumbing <u>and</u> drainage field audits and 49,974 plumbing <u>and</u> drainage desk audits.
113. How many inspections were carried out per inspector?
(a) Are the inspectors required to reach a target for the number of inspections carried out?
(b) Why are the inspectors expected to carry out more inspections per year? Has this resulted in reduced safety level?
Answer: 113 (a-b) Each inspector conducts approximately 9 inspections per day, there are no targets set. NSW Fair Trading conducts an inspection regime based on an electronic risk algorithm. The number of inspections conducted per day has not increased since the system was implemented in 2009.
114. How many breaches were identified last year by the plumbing inspectors?
(a) How many breaches resulted in penalties being imposed?
Answer: 114 – (a) In 2018-2019, 8,906 written directions were issued. Fair Trading also issued 208 Penalty Infringement Notices.
115. How many plumbing and drainage licence holders received a penalty last year?
(a) Did any licence holder receive more than 5 breaches?
(b) What action is taken when a licence holder has several breaches?
Answer:

115 (a-b) 132 licence holders received a penalty infringement notice in 2018-2019. One licence holder was issued with five penalty infringement notices. Fair Trading determines further compliance action on a case by case basis.

116. What improvements are planned to the licensing of plumbers?

Answer:

Fair Trading launched the NSW Fair Trading Roadmap 2019-2022 earlier in 2019.

Ministerial Travel/Meal Allowance
117. How many nights travel were claimed by the Minister during the 2018-19 period?
118. How many nights travel were claimed by the Minister's spouse during the 2018-19 period?
119. What was the total amount of travel allowances claimed by the Minister and their spouse (if applicable) during 2018-19?
120. What is the total amount of meal allowances claimed by the Minister and their spouse (if applicable) during 2018-19?
Answer: 117-120. In 2018-19, total expenditure by the Ministry on domestic travel was \$1,093,735.
Efficiency dividends
121. What was the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in 2018-19?
122. 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?
123. 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?
ANSWER: 121-123. Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.
Ministerial Office Administration
124. 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?
125. 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?
126. 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?
127. Has any artwork been purchased or leased for display in your ministerial office in 2018-19?
(a) What is the cost of this?
128. 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?
129. 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?
130. 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?
131. 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?
132. Do you purchase bottled water or provide water coolers for your office?
(a) What is the monthly cost of this?
133. How much did your ministerial office spend on hospitality, including catering and beverages, in 2018-19?
134. What non-standard features are fitted to your ministerial vehicle?
(a) What is the cost of each non-standard feature?
135. 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?
136. 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?
137. 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?
Answer: 124. Ministers' Office staff numbers and salary bands are available on the DPC website. Refer to: https://www.dpc.nsw.gov.au/publications/premiers-and-ministers-staff-numbers/ 125. There were 261 smartphones and other mobile devices allocated across the Ministers' IT Network in 2018-2019. The total usage cost of these smart phones and other mobile devices (including iPads) was \$334,630, compared to 2009-10 expenditure of \$434,854 under Labor. There were 6 devices lost/stolen across the Ministerial Offices during 2018-2019. 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.

126. There were 111 iPads allocated across the Ministers' IT Network in 2018-2019. 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.

127. Artwork in Ministers' Offices includes art donated at no cost.

128-29. Floral arrangements purchased by the Ministry are managed within Ministerial office budgets.

130. Ministers' offices subscribe to a modest number of publications, which are managed within Ministerial office budgets.

131. Gifts are presented to dignitaries during overseas missions and to dignitaries visiting NSW in accordance with established protocol.

132. The Ministry spent \$466 on filtered water for their offices in 2018-19.

133. Expenditure on hospitality across the Ministry totalled \$27,782 in 2018-19, which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries.

134. Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2018-19, all costs associated with these vehicles were paid from the relevant Ministerial office budget.

135. Expenditure on taxis, hire cars and ride share services in 2018-19 across the Ministry was \$119,179, compared to 2009-10 expenditure of \$175,776 under Labor.

136. Expenditure on charter flights for the Ministry totalled \$83,845 in 2018-19, compared to 2009-10 expenditure of \$281,567 under Labor.

137. No
Agile Workspaces/Activity Based Working/Hot-desking
138. 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?
139. 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?
Answer: 138-139. Accommodation planning for Customer Service Cluster agencies is undertaken in accordance with the Government's accommodation strategy and design guidelines. Agile working environments are being rolled out as appropriate.
Hospitality
140. 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?
Answer: 140. Expenditure on hospitality is limited to official work related purposes with any related staff benefits subject to Fringe Benefits Tax provisions. The provision and acceptance of gifts, benefits and hospitality is subject to specific policies and agency Codes of Conduct and is strictly monitored.
Labour Hire Firms

141. 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?
Answer:
141. The Customer Service Cluster uses Labour Hire firms in accordance with the NSW Public Service policies to cover temporary vacancies as required.
Stationary
142. For each department, statutory agency and/or other body in the Minister's portfolio please report:
(a) What was the cost of stationary 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?
Answer:

142. Stationery purchases by Customer Service Cluster agencies are made in accordance with the applicable policies and procedures on procurement.
Credit Cards
143. 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?
Answer
<p>143. The NSW Government has implemented a PCard program to realise a number of benefits including savings from the use of cards over traditional high cost procure-to-pay processes and the enhanced capability to track and monitor expenditure.</p> <p>Cards are issued to staff according to business need and are managed in accordance with Treasury Policy TPP 17-09 <i>Use and Management of NSW Government Purchasing Cards</i>.</p>

<p>Staff are prohibited from using official PCards for personal or other unofficial purposes and cards are not connected to reward schemes or any other program that would provide a personal benefit to the cardholder.</p> <p>All NSW Government card balances are paid within bank payments terms and therefore no late fees or interest charges are incurred.</p>
<p>Media and Public Relations</p>
<p>144. For each department, statutory agency and/or other body in the Minister's portfolio please report:</p>
<p>(a) How many media/communications/public relations advisers are employed?</p>
<p>i. What is the total salary cost for media/communications/public relations advisers in 2018-19?</p>
<p>(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?</p>
<p>(c) What is the total cost of media monitoring services?</p>
<p>i. Please provide a breakdown by department, statutory agency and/or other body.</p>
<p>(d) Are any media or public relations advisers currently engaged as contractors?</p>
<p>i. Who are these contracts with?</p>
<p>ii. What is the value of these contracts?</p>
<p>(e) How much was spent on media or public relations advisors in financial year:</p>
<p>i. 2015-16</p>
<p>ii. 2016-17</p>
<p>iii. 2017-18</p>
<p>iv. 2018-2019</p>
<p>v. 2019-present?</p>
<p>Answer</p> <p>144 (a-b) Customer Service Cluster staff numbers are included in the Annual Report. Customer Service staff numbers undertaking media or public relations activities are commensurate with need and can go down or up as required.</p>

(c-e) The Financial Statements, including legal, consulting and any other general costs from third party service providers, are available in the agency annual report. These are available in accordance with NSW Government Procurement Policy.
Facebook
145. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2018-19?
Answer No taxpayer money has been spent on Facebook advertising or sponsored posts.
146. 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?
Answer No taxpayer money has been spent on Facebook advertising or sponsored posts.
Overseas Trips
147. 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?
Answer 147 Details of overseas travel including costs are published on agency websites.
Department/Agency Travel
148. 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?
Answer
148. Agency travel was conducted in accordance with relevant NSW Government policies and guidelines including Treasury Circular TC18-15 and ATO determinations.
Drivers
149. 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?
Answer:
149. No senior executives in the Department of Customer Service are provided drivers.
Consulting
150. 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																														
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iv. Ergonomics																														
Answer The Financial Statements, including legal, consulting and any other general costs from third party service providers, are available in agency annual report.																														
Web Content																														
151. 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?																														
Answer 151 (a) Data sent and received is not tracked as a website metric as this does not provide customer benefit (b) Top 20 domains accessed for the Department of Customer Service were:																														
<table border="1"> <thead> <tr> <th>Site</th> <th>Page views 2018-2019 FY</th> </tr> </thead> <tbody> <tr> <td>Service NSW</td> <td>184,791,066</td> </tr> <tr> <td>Revenue NSW</td> <td>17,903,517</td> </tr> <tr> <td>Fair Trading</td> <td>14,521,092</td> </tr> <tr> <td>Green slips</td> <td>13,905,529</td> </tr> <tr> <td>Revenue NSW taxation apps*</td> <td>12,222,158</td> </tr> <tr> <td>etendering</td> <td>11,135,964</td> </tr> <tr> <td>NSW.gov</td> <td>6,800,000</td> </tr> <tr> <td>SafeWork</td> <td>6,430,157</td> </tr> <tr> <td>Liquor & Gaming NSW</td> <td>5,355,777</td> </tr> <tr> <td>Procurepoint</td> <td>2,700,000</td> </tr> <tr> <td>NSW Swimming Pool Register</td> <td>2,000,000</td> </tr> <tr> <td>SIRA</td> <td>1,484,849</td> </tr> <tr> <td>Department of Finance, Services and Innovation</td> <td>1,200,503</td> </tr> <tr> <td>data.nsw.gov.au</td> <td>718,329</td> </tr> </tbody> </table>	Site	Page views 2018-2019 FY	Service NSW	184,791,066	Revenue NSW	17,903,517	Fair Trading	14,521,092	Green slips	13,905,529	Revenue NSW taxation apps*	12,222,158	etendering	11,135,964	NSW.gov	6,800,000	SafeWork	6,430,157	Liquor & Gaming NSW	5,355,777	Procurepoint	2,700,000	NSW Swimming Pool Register	2,000,000	SIRA	1,484,849	Department of Finance, Services and Innovation	1,200,503	data.nsw.gov.au	718,329
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Building Professionals Board	517,340
Digital NSW	478247
Workers Compensation Commission	338,967
Safety Starts with You	314,045
Workcover NSW	296,410
E10 Fuel for Thought	248,126
Office of the Registrar General	176,863
Department/Agency Staffing	
152. 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?	
153. What was the total cost of all redundancies?	
154. 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?	
155. Are any staff formerly employed by your ministerial office now employed by departments, statutory agencies and/or other bodies under your portfolio responsibility?	
156. 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?	
157. 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?
Answer
152-156 Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures can be found in the Annual Report. 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 and regional employees have been quarantined from this measure.
157 Advertising expenses can be found in the Annual Report
Smart Phone
158. How many mobile phones are given to staff or board members?
(a) How many new mobile phones were purchased in the last year?
159. 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?
160. How many had to be replaced due to damage?
161. How many were reported as lost?
162. How many tablets are given to staff or board members?
(a) How many new tablets in the last year?
163. 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?
164. How many phones and tablets had to be replaced due to damage?
165. How many were reported as lost?
166. 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?
167. 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?
168. 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?
169. 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?
Answer 158-169. IT costs are managed within each agency's budget and in accordance with NSW Government's ICT and procurement policies and frameworks.
Merchant fees
170. 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.
171. 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.

172. 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?
<p>Answer</p> <p>170-172 All NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13. The Department of Customer Service does not accept payment for goods and services, so we do not impose merchant fees on our customers.</p> <p>Department of Customer Service staff only use their Pcards for the purchase of goods and services for official business purposes. 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.</p>
Advertising and Sponsorships
173. 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?
174. 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?
<p>Answer: 173-174 The Financial Statements, including advertising and sponsorship, are available in agency annual reports. The NSW Government may use advertising to inform the public of their rights, obligations and entitlements as well as to explain government policies, programs, services and initiatives. Government advertising is conducted within guidelines outlined in the NSW Government Advertising Handbook. Any sponsorship arrangements are conducted within ICAC principles.</p>
<p>Probity Auditor</p>
<p>175. 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.</p>
<p>Answer: In accordance with the NSW Procurement Board's Direction (PBD-2013-05), the Department of Customer Service 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 involving probity advisers valued more than \$50,000.</p>
<p>Energy</p>
<p>176. For each department, statutory agency and/or other body within your portfolio by name, how much electricity did it consume for each of:</p>
(a) 2014-15?
(b) 2015-16?
(c) 2016-17?
(d) 2017-18?
(e) 2018/19?

177. 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.
178. 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?
179. 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?
180. 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?
181. What proportion of that electricity is it estimated will come from renewable sources, for each year?
182. 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.)?
183. 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?
Answer: 176-183 Energy purchases by Customer Service Cluster agencies are made in accordance with the applicable policies and procedures on procurement 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 – ERM Power 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.

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

General Costs

184. 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:

<ul style="list-style-type: none"> • 2015-16
<ul style="list-style-type: none"> • 2016-17
<ul style="list-style-type: none"> • 2017-18
<ul style="list-style-type: none"> • 2018-19?
<p>Answer</p> <p>The Financial Statements, including expenditure on any general costs, are available in an agency's annual report. Plant and related purchases by Customer Service Cluster agencies are made in accordance with the applicable policies and procedures on procurement.</p>
<p>Domestic Violence Leave Policies, Awareness and Usage</p>
<p>185. For each department, statutory agency and/or other body in the Minister's portfolio please report:</p>
<p>(a) A copy of the entity's policy or web link to the entity's domestic violence leave policy;</p>
<p>(b) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;</p>
<p>(c) Whether or not all employees and/or contractors are eligible for domestic violence leave;</p>
<p>(d) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;</p>
<p>(e) Number of days available for eligible staff to access domestic violence leave in each financial year;</p>
<p>(f) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;</p>
<p>(g) Number of sick days available for eligible staff to access domestic violence leave in each financial year;</p>
<p>(h) Whether or not all staff and/or contractors have access to Employee Assistance Programs?</p>
<p>(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?</p>

i. Privacy and confidentiality of information about domestic violence
ii. Access to emotional, psychological, financial and medical support which may be required
186. Who has provided training on domestic violence in the workplace?
187. What percentage of staff in each agency has undertaken domestic violence training?
188. 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?
<p>Answer</p> <p>185(a) 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 19-08 Domestic and Family Violence Workplace Support Policy – Guiding Principles for Agencies.</p> <p>185(b) Section 84A was added to the Award in 2011.</p> <p>185(c) 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.</p> <p>185(d) From 1 January 2019, a separate leave type of Domestic & Family Violence Leave was made available as a separate leave type. This leave type is protected in the system and reporting on the leave type has not yet been undertaken.</p> <p>185(e) In accordance with the Award, NSW Government Sector employees are entitled to ten days paid domestic and family violence leave per calendar year. This leave is non-cumulative and can be taken in part-days, single days, or consecutive days. Staff may also utilise all available Family and Community Service Leave, Sick Leave and Carer’s Leave to assist with managing domestic violence</p>

circumstances. If this leave is unavailable special leave maybe granted up to five days per calendar year.

185(f) In accordance with the Award, NSW Government Sector employees are entitled to ten days paid domestic and family violence leave per calendar year. This leave is non-cumulative and can be taken in part-days, single days, or consecutive days. Staff may also 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.

185(g) In accordance with the Award, NSW Government Sector employees are entitled to ten days paid domestic and family violence leave per calendar year. This leave is non-cumulative and can be taken in part-days, single days, or consecutive days. Staff may also 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.

185(h) All staff, their families and contractors have access to the Employee Assistance Program.

185(i) An e-learning module is being developed.

186. Service NSW is working toward White Ribbon Workplace accreditation, strategies and tools developed there will be rolled out to the Department. The former DFSI had completed an education program on Domestic Violence in partnership with NSW Police.

187. An e learning module is being developed.

188. DCS complies with the highest levels of document and privacy management consistent with the *Privacy and Personal Information Act 1998* (NSW).

Sexual harassment and Anti-bullying training and awareness programs

189. 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
Answer 189(a) This training was formally introduced first in July 2017 and is regularly reviewed and updated in accordance with policies and guidance. (i-ii) Completion of the online sexual harassment and anti-bullying training courses is mandatory for the Department of Customer Services and a number of other agencies in the cluster. Completion rates of the course are regularly monitored and follow up action taken to address noncompliance. These topic's are also address in our Leadership Essentials courses that are mandatory for staff in leadership roles. More targeted training has been conducted by both internal resources and external providers across the Department as part of Division or Branch Culture Programs. (iii) The online course takes 30 minutes to an hour to complete. Leadership Essentials modules are half day courses.

(iv) Various specialist providers as well as EAP providers. Some agencies utilise training courses organised by others within the cluster to maximise efficiencies.

(v) The needs of at-risk groups are considered in the training provided.

(b) Completion of the online training is mandatory in the Department of Customer Services and a number of agencies in the cluster.

(c) Complaints of this nature are addressed through the Departments Positive and Productive Workplace Policy which provides a number of informal and formal pathways for staff to address issues between the complainant and the individual being complained of. Issues that are dealt with using informal pathways are not recorded. Formal investigation process are recorded below for DCS and Service NSW in the last 12 months.

(i) 3

(ii) 5

(iii) Nil

Participation of women in Government

190. 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?

Answer

190 (a-c) This information is available in each agency's Annual Report.

(d) All agencies use 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.

(e) 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.

(f) The workforce profile data collected by the PSC is made available to Women NSW.

Professional Photography

191. 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?

Answer

The Financial Statements, including expenditure on professional photography, are available in agency annual reports.

Unmanned Aerial Services

192. 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?
Answer The Financial Statements, including expenditure on unmanned aerial services, are available in agency annual reports.
Seconded Staff
193. 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?
194. Please provide their names, their substantive work title, and their seconded work title.
Answer: 193-194 NSW Government sector employees may be seconded from agencies to Ministers' offices in accordance with Clause 35 of the Government Sector Employment Regulation 2014.
Consultant Costs
195. 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?

196. 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?
Answer
195-196 The Financial Statements, including expenditure on consultants are available in agency annual reports.
GIPA Questions to the CEOs/ Department Secretaries
197. Since March 30, how many formal GIPAs have your cluster/ department received?
198. 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?
199. 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?

200. 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)?

201. Has any GIPAs that appeared on the agency's disclosure log been taken down?

(a) For what reason/s?

Answer (questions 197-201):

All agencies subject to the GIPA Act must report annually information and data on their obligations under the GIPA Act. The Department's Annual Report will be publicly available shortly.

Clause 7 of the GIPA Regulation requires agencies to report on four categories of information concerning their GIPA obligations (the GIPA data). That information is:

1. Details of how the agency carried out the review required by section 7(3) of the GIPA Act of its program for the proactive release of the information it holds. An agency must also report on any information the agency made public during the reporting year as a result of the review.
2. The total number of formal access applications an agency received during the reporting year, including withdrawn applications (but not invalid applications).
3. The total number of formal access applications an agency received during the reporting year that the agency refused, either wholly or partly, because the application was for information for which there is conclusive presumption of an overriding public interest against disclosure (information listed in Schedule 1 to the GIPA Act).
4. Statistical information about formal access applications received by an agency during the reporting year required to be included in the eight tables in Schedule 2 to the GIPA Regulation.

While the GIPA Act encourages agencies to make available as much government information as possible, information need only be included in the disclosure log if it is considered to be of interest to other members of the public.

INNOVATION

<p>Questions from Questions from the Hon Mark Buttigieg MLC (on behalf of the NSW Labor Opposition)</p>
<p>Ministerial Travel/Meal Allowance</p>
<p>202. How many nights travel were claimed by the Minister during the 2018-19 period?</p>
<p>203. How many nights travel were claimed by the Minister's spouse during the 2018-19 period?</p>
<p>204. What was the total amount of travel allowances claimed by the Minister and their spouse (if applicable) during 2018-19?</p>
<p>205. What is the total amount of meal allowances claimed by the Minister and their spouse (if applicable) during 2018-19?</p>
<p>Answer</p> <p>202-205 See response to questions 117-120.</p>
<p>Efficiency dividends</p>
<p>206. What was the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in 2018-19?</p>
<p>207. What is the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in</p>
<p>(a) 2019-20?</p>
<p>(b) 2020-21?</p>
<p>(c) 2021-22?</p>
<p>208. 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?</p>
<p>Answer</p> <p>206-208 See response to questions 121-123.</p>
<p>Ministerial Office Administration</p>
<p>209. How many staff are in your ministerial office?</p>

(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?
210. 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?
211. 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?
212. Has any artwork been purchased or leased for display in your ministerial office in 2018-19?
(a) What is the cost of this?
213. 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?
214. 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?
215. 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?
216. 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?
217. Do you purchase bottled water or provide water coolers for your office?
(a) What is the monthly cost of this?
218. How much did your ministerial office spend on hospitality, including catering and beverages, in 2018-19?
219. What non-standard features are fitted to your ministerial vehicle?
(a) What is the cost of each non-standard feature?
220. 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?
221. 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?
222. 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?
Answer
209-222 See response to questions 124-137.
Agile Workspaces/Activity Based Working/Hot-desking
223. 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?

224. 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?
Answer 223-224 See response to questions 138-139.
Hospitality
225. 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?
Answer 225 See response to question 140.
Labour Hire Firms
226. 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?
Answer 226. See response to question 141.
Stationary
227. For each department, statutory agency and/or other body in the Minister's portfolio please report:
(a) What was the cost of stationary 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?
Answer 227. See response to question 142.
Credit Cards
228. 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?
Answer
228 See response to question 143.
Media and Public Relations
229. 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?
Answer 229 See response to questions 144.
Facebook
230. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2018-19?
Answer See response to question 145
231. 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?
Answer See response to question 146
Overseas Trips
232. 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?
Answer 232. See response to question 147.
Department/Agency Travel
233. 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?
Answer 234. See response to question 148.
Drivers
234. 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?
Answer 234. See response to question 149.
Consulting
235. 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
Answer 235. See response to question 150.
Web Content
236. 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?
Answer 236. See response to question 151.
Department/Agency Staffing
237. 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?
238. What was the total cost of all redundancies?
239. 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?

240. Are any staff formerly employed by your ministerial office now employed by departments, statutory agencies and/or other bodies under your portfolio responsibility?
241. 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?
242. 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?
Answer
237-242. See response to questions 152-157.
Smart Phone
243. How many mobile phones are given to staff or board members?
(a) How many new mobile phones were purchased in the last year?
244. 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?
245. How many had to be replaced due to damage?
246. How many were reported as lost?
247. How many tablets are given to staff or board members?
(a) How many new tablets in the last year?
248. 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?
249. How many phones and tablets had to be replaced due to damage?
250. How many were reported as lost?
251. 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?
252. 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?
253. 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?
254. 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?
Answer
243-254. See response to questions 158-169.
Merchant fees
255. 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.

256. 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.
257. 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?
Answer 255-257. See response to questions 170-172.
Advertising and Sponsorships
258. 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?
259. 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?
Answer 258-259. See response to questions 173-174.
Probity Auditor

<p>260. 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.</p>
<p>Answer</p> <p>260. See response to question 175.</p>
<p>Energy</p>
<p>261. For each department, statutory agency and/or other body within your portfolio by name, how much electricity did it consume for each of:</p>
<p>(a) 2014-15?</p>
<p>(b) 2015-16?</p>
<p>(c) 2016-17?</p>
<p>(d) 2017-18?</p>
<p>(e) 2018/19?</p>
<p>262. 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.</p>
<p>263. 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?</p>
<p>264. 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?</p>
<p>265. How much electricity is it estimated that each department, statutory agency and/or other body within your portfolio will consume in:</p>
<p>(a) 2019-20?</p>
<p>(b) 2020-21?</p>
<p>(c) 2021-22?</p>
<p>266. What proportion of that electricity is it estimated will come from renewable sources, for each year?</p>

267. 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.)?
268. 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?
Answer 261-268. See response to questions 176-183.
General Costs
269. 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?
Answer
269. See response to question 184.
Domestic Violence Leave Policies, Awareness and Usage
270. 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

<p>ii. Access to emotional, psychological, financial and medical support which may be required</p>
<p>271. Who has provided training on domestic violence in the workplace?</p>
<p>272. What percentage of staff in each agency has undertaken domestic violence training?</p>
<p>273. 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?</p>
<p>Answer 270-273. See response to questions 185-188.</p>
<p>Sexual harassment and Anti-bullying training and awareness programs</p>
<p>274. For each department, statutory agency and/or other body in the Minister's portfolio please report:</p>
<p>(a) Date of introduction of sexual harassment and anti-bullying training and awareness programs and a copy of such documentation.</p>
<p>i. Whether or not all employees and/or contractors have received such training?</p>
<p>ii. Is this course mandatory for all employees/ contractors?</p>
<p>iii. How long for each session, how many sessions?</p>
<p>iv. Who delivers it?</p>
<p>v. Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?</p>
<p>• How?</p>
<p>(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?</p>
<p>(c) How many complaints have been initiated in relation to:</p>
<p>i. Sexual harassment</p>

ii. Bullying
iii. Workplace violence
Answer
274. See response to question 189.
Participation of women in Government
275. 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?
Answer
275. See response to question 190.
Professional Photography
276. 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?

Answer
276. See response to question 191.
Unmanned Aerial Services
277. 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?
Answer
277. See response to question 192.
Seconded Staff
278. 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?
279. Please provide their names, their substantive work title, and their seconded work title.
Answer
278-279. See response to questions 193-194.
Consultant Costs
280. 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?
281. 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?
Answer
280-281. See response to questions 195-196.
GIPA Questions to the CEOs/ Department Secretaries
282. Since March 30, how many formal GIPAs have your cluster/ department received?
283. 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?
284. 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?
285. 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)?
286. Has any GIPAs that appeared on the agency's disclosure log been taken down?
(a) For what reason/s?
Answer: 282- 286 See response to questions 197-201.