



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2019-2020 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

RESPONSES TO SUPPLEMENTARY QUESTIONS

CUSTOMER SERVICE

Hearing: Thursday 12 September 2019

Answers due by: Tuesday 8 October 2019

Budget Estimates secretariat
Phone 9230 3067
BudgetEstimates@parliament.nsw.gov.au

CUSTOMER SERVICE

Questions from Ms Abigail Boyd MLC	
Births, Deaths & Marriages – Birth Certificates	
1.	What consideration has been given to following the Victorian model to better facilitate birth certificate changes for transgender and gender diverse people?
ANSWER:	The NSW Government is monitoring recent reforms in other states and territories designed to facilitate birth certificate changes for transgender and gender diverse people, including the Births, Deaths and Marriages Registration Amendment Act 2019 (Vic).
2.	How many Medical Practitioners' statutory declarations in support of an application to record a change of sex have been rejected, investigated or found to have been in contravention of Section 57 of the <i>Births, Deaths and Marriages Registration Act 1995</i> ?
ANSWER:	None.
3.	What is the amount of funding assigned to training Registry staff in LGBTQI inclusive practices, especially regarding change of sex marker and name services?
ANSWER:	The Registry is self-funded and provides its own funding for training. All Registry staff completed mandatory LGBTQI Inclusion training in April 2018.
4.	What is the specific in-office policy and procedures developed to ensure that staff and the Registry are informed and practicing LGBTQI inclusive practices, especially regarding change of sex marker and name services?
ANSWER:	The Registry's policy and procedures are aligned to the relevant legislation.
5.	How many completed and approved applications to record a change of sex lodged to the NSW Births Deaths and Marriages Registry over the period 1 July 2013 to 31 st June 2018 inclusive, and from 1 July 2008 to 31 st June 2013 inclusive?
ANSWER:	From 1 July 2013 to 30 June 2018, 220 Changes of Sex were registered in NSW. From 1 July 2008 to 30 June 2013, 32 Changes of Sex were registered in NSW.

6. How many partially completed, incorrectly completed or rejected applications to record a change of sex lodged to the NSW Births Deaths and Marriages Registry over the period 1 July 2013 to 31st June 2018 inclusive, and from 1 July 2008 to 31st June 2013 inclusive?

ANSWER:

For the period 1 July 2013 to 30 June 2018, the Registry had 15 partially completed, incorrectly completed or rejected Change of Sex applications.

From 1 July 2008 to 30 June 2013, the Registry had no partially completed, incorrectly completed or rejected change of sex applications.

Questions from Mr David Shoebridge MLC

7. For the nominal insurer prior to the beginning of last year the rate of injured workers returning to work was 75 percent. From June this year, the data that figure 57 percent. What is the Minister's explanation for the dramatic deterioration in the rate of injured workers who've returned to work? Can any of the follow factors account for this.

(a) The action of icare

(b) Changes at a workplace industry level, and/ or

(c) Data collection?

ANSWER:

SIRA has conducted an audit of the Nominal Insurer's return to work data. This has found some data quality issues, however SIRA has validated, using other data, that the decline in return to work is a real performance deterioration. SIRA has commissioned an independent Compliance and Performance Review to identify the causes and appropriate corrective action.

SIRA is working closely with icare to improve both performance and data quality, including the monitoring of a sustainability plan developed by icare aimed at improving return to work outcomes.

8. Why was the Manufactured Stone Industry Taskforce disbanded?

(a) When was it disbanded?

ANSWER:

This question should be directed to the Minister for Better Regulation and Innovation.

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

ANSWER:

icare is the lead agency for implementing action against recommendation 1 (of Review 2).

There are a number of Government agencies currently working together to assess options for the establishment of a NSW dust diseases register (recommendation 4). These agencies include SafeWork NSW, icare, SIRA, and NSW Health.

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

Digital Driver Licence

10. At pages 29 to 30 of the transcript for the Budget Estimates Hearing held on 12 September 2019, the Minister for Customer Service states that the state-wide roll-out of the Digital Drive Licence had been delayed due to concerns regarding “stability in relation to the system”. In relation to this:

- (a) What are the stability issues which the Minister was referring to in his answer?
- (b) When did the NSW Government first become aware of these stability issues?
- (c) When did the Minister first become aware of these stability issues?
- (d) What steps is the Government taking to address these issues?
- (e) Do these stability issues affect the privacy and security for NSW residents’ personal information, and if so, how?

ANSWER:

a) The Digital Drivers Licence (DDL) has proven to be highly stable throughout the extensive pilots. The DDL will become an important service for customers and the level of customer demand for new services can fluctuate significantly on launch. The DDL also interacts with a range of ICT infrastructure and systems, each of which is subject to varying patterns of demand. Accordingly there is an appropriate level of focus and assurance being undertaken prior to launch to understand potential failure points, load limits and to ensure appropriate mitigation plans are in place should they be required.

b) As per answer a, there is no existing stability issue with the DDL. Remaining effort is focussed on assuring readiness for statewide launch.

c) As per answer a, there is no existing stability issue with the DDL.

d) As per answer a, there is no existing stability issue with the DDL. The Government has an ongoing focus on the maintenance of the DDL to ensure it remains fit for purpose over time.

e) As per answer a, there is no existing stability issue with the DDL. There have been no identified incidents throughout the life of the DDL project or the pilots that adversely impact the security or privacy of NSW residents' personal information.

11. By what date will the Digital Driver Licence be rolled-out state-wide?
ANSWER: The Digital Drivers Licence is expected to be available very soon.
12. Has the NSW Government incurred any costs as a result of the delay rolling-out the Digital Drivers Licence?
(a) If costs have been incurred, what have these costs been?
ANSWER: On 12 September 2019, the Digital Driver Licence program is operating within its budget allocation.
13. What measures exist to protect the security and privacy of people who use a Digital Driver Licence?
(a) How much money has the NSW Government invested to protect the security and privacy of Digital Driver Licence holders?
(b) Which businesses and organisations have provided advice to the NSW Government in relation to security and privacy for the Digital Driver Licence program?
ANSWER: The Digital Driver Licence is subject to a range of readiness activities providing assurances specifically around privacy and security. Numerous detailed Privacy Impact Assessments have been conducted at different stages of the development of the Digital Driver Licence, these have been independently reviewed by the NSW Privacy Commissioner. The Government Chief Information and Security Officer has overseen an independent security review to identify any cyber vulnerabilities. All recommendations will be satisfied prior to launch. An ethical hacker based testing program is in place for the DDL and the Service NSW App. This program will provide ongoing vulnerability testing as new functionality is released over time. 13a) Security and privacy underpin this entire project, therefore security and privacy has been considered with all milestones and throughout all expenditure on the project. 13b) Service NSW has worked closely with the NSW Privacy Commissioner, the Chief Government Security Information Officer, The Government Chief Information Digital Officer, the NSW Police Force, the liquor and gaming industry and NSW Government agencies throughout the development of the Digital Driver Licence. The Digital Driver Licence Program is overseen by a cross agency steering committee. Pacific Privacy Consulting and Information Integrity Solutions Pty Ltd have conducted the Privacy impact assessments. Woolcott Research conducted customer research during the trials and Lockstep Consulting

<p>conducted an independent identity, security and fraud risk review and provided key recommendations which have all been supported and implemented.</p>
<p>Customer Service Commissioner Role</p>
<p>14. On what date was Glenn King appointed Secretary for the Department of Customer Service?</p>
<p>ANSWER:</p> <p>This information is publicly available.</p>
<p>15. On what date was Glenn King appointed NSW Customer Service Commissioner?</p>
<p>ANSWER:</p> <p>This information is publicly available.</p>
<p>16. Does Glenn King currently hold the position of Secretary for the Department of Customer Service and NSW Customer Service Commissioner?</p>
<p>(a) If so, how does Mr King provide independent advice to the NSW Government on customer service issues when he is also the Secretary of the Department responsible for customer service?</p>
<p>(b) If so, does Mr King receive remuneration for both roles?</p>
<p>i. If so, what is the remuneration Mr King receives for each role?</p>
<p>(c) If not, when did Mr King cease to hold the position of NSW Customer Service Commissioner?</p>
<p>ANSWER:</p> <p>Yes.</p> <p>a) This information is publicly available.</p> <p>b) Mr King does not receive separate remuneration for both roles, but is only remunerated as Secretary.</p> <p>c) Not applicable.</p>
<p>Social inclusion</p>
<p>17. Does the Department of Customer Service have a Disability Inclusion Action Plan as required by section 12 of the <i>Disability Inclusion Act 2014</i> (NSW)?</p>
<p>ANSWER:</p> <p>The Department of Customer Service (DCS) currently has a Diversity Inclusion Action Plan (DIAP) 2015-2018 and has prepared a draft Diversity Inclusion Action Plan (DIAP) 2019-2022 for consultation. This plan is due to be published December 2019.</p>

<p>18. Does the Department of Customer Service have a Multicultural Policies and Services Program as required by section 13(1)(g) of the <i>Multicultural NSW Act 2000</i> (NSW)?</p>
<p>ANSWER:</p> <p>DCS participates in a number of programs in place to guide the effective delivery of our services, and our employment opportunities, to people of culturally and linguistically diverse backgrounds. Our agencies including Fair Trading, SafeWork, Revenue NSW and Service NSW adopt strategies to engage with multicultural customers. As an employer, DCS participates in the Refugee Employment Program with Settlement Services and Service NSW’s participation in a Refugee Traineeship where trainees participate in an internship in the contact centre and Service NSW Service Centres. We also report annually against our progress on achievements and the themes set by Multicultural NSW.</p>
<p>19. Since the creation of the Department of Customer Service, how many meetings have officials from the Department had with officials from Multicultural NSW to discuss communication with people from culturally and linguistically diverse backgrounds?</p>
<p>ANSWER:</p> <p>There is regular communication between DCS and Multicultural NSW.</p>
<p>20. What portion of the Department of Customer Service’s budget for advertising and communication is directed toward reaching people from culturally and linguistically diverse backgrounds?</p>
<p>ANSWER:</p> <p>The NSW Government stipulates a minimum 7.5% of the total media spend to be directed to culturally and linguistically diverse (CALD) audiences (including Aboriginal and Torres Strait Islander peoples). Over the last year the Department of Customer Service has satisfied CALD quota on all programs across the cluster.</p>
<p>21. What portion of the Department of Customer Service’s budget for advertising and communication is directed toward reaching Aboriginal and Torres Strait Islander peoples?</p>
<p>ANSWER:</p> <p>Aboriginal and Torres Strait Islander peoples are an important part of our communication strategies. As outlined in Question 20. Aboriginal and Torres Strait Islander peoples are considered part of all campaign communications and forms of the CALD split.</p>
<p>22. What support does the Department of Customer Service provide to other government agencies in relation to communicating with people from culturally and linguistically diverse backgrounds?</p>
<p>ANSWER:</p>

DCS is responsible for the advertising and communications policy for the NSW Government. The Brand, Digital and Communications branch provides policies, advice and practical support to other government agencies to help them communicate with people from culturally and linguistically diverse backgrounds.
23. What support does the Department of Customer Service provide to other government agencies in relation to communicating with Aboriginal and Torres Strait Islander peoples?
ANSWER: Departments take part in quarterly Aboriginal Employment Advisory Committee Meetings run by the Public Service Commission.
24. How much will the Department of Customer Service spend in the 2019-20 financial year to research the effectiveness of government communications with:
(a) Aboriginal and Torres Strait Islander peoples?
(b) People from culturally and linguistically diverse background?
(c) People with disability?
(d) Older people?
(e) Younger people?
(f) People from rural and remote communities?
ANSWER: Research is carried out for all campaigns before going to market, then again at the end of the campaign cycle. This helps ensure that messaging is targeted and understood. All costs are absorbed within the Department of Customer Services Budgets.
25. How many meetings has the Department of Customer Service had since its formation with representatives of:
(a) Aboriginal and Torres Strait Islander communities?
(b) Culturally and linguistically diverse communities?
(c) Organisations representing older people with disability?
(d) Organisations representing older people?
(e) Organisations representing younger people?
(f) Organisations representing people from rural and remote communities?
ANSWER:

The Department of Customer Service has met with the communities listed above.
Efficiency Dividend
26. Budget Paper Number 1 for the 2018-19 Budget stated the NSW Government would achieve savings of \$2.1 billion by 2021-22 through a three per cent efficiency dividend. In relation to this:
(a) How much will spending be reduced for the Department of Customer Service in relation to the efficiency dividend?
(b) Will there be any reductions in staff numbers at the Department of Customer Service to achieve this efficiency dividend?
i. If so, how many full-time equivalent positions will be made redundant in order to achieve this efficiency dividend?
ANSWER: Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers. Voluntary redundancies are a component for agencies to achieve their efficiency dividends. 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 and regional employees have been quarantined from this measure.
Legislation
27. How many Acts are administered wholly or partially by the Minister for Customer Service?
ANSWER: This information is publicly available.
28. How many Regulations are administered wholly or partially by the Minister for Customer Service?
ANSWER: This information is publicly available.
29. How many Acts administered wholly or partially by the Minister for Customer Service are required by law to be reviewed during:
(a) The next 12 months?
(b) This term of Parliament?
ANSWER: This information is publicly available.

30. Which regulations administered wholly or partially by the Minister for Customer Service will be repealed by section 10 of the <i>Subordinate Legislation Act 1989</i> (NSW) during:
(a) The next 12 months?
(b) This term of Parliament?
ANSWER: This information is publicly available.
Artificial Intelligence
31. The Minister for Customer Service has announced plans to hold a summit regarding artificial intelligence on 29 November 2019. In relation to this:
(a) Which NSW Government agencies will participate in this summit?
(b) Which non-government agencies will participate in this summit?
(c) How have participants in the summit been chosen?
ANSWER: (a) The Secretary of the Department of Customer Service has requested that all departments nominate representatives for the summit. (b) Non-government invitees include: <ul style="list-style-type: none"> • Subject matter experts from academia including University of Sydney, University of Technology Sydney, University of NSW, Australian National University, and Australian Council of Learned Academics (ACOLA) • Not for profit subject matter experts from the Gradient Institute, CSIRO, St Vincent de Paul NSW, Choice, and The Ethics Centre • Industry subject matter experts from the Australian Computer Society, Commonwealth Bank Australia, Westpac, Standards Australia, Boeing Aircraft, and Ashurst Law Firm • AI Industry experts from PWC, IBM, KPMG, Information Integrity Solutions, Faethm, HyperAnna, Data Synergies, Salesforce, Australian Information Industry Association (AiiA), and Microsoft Australia. (c) The summit attendees have been chosen on the basis of their AI subject matter expertise.
32. Which agencies in the NSW Government currently utilise artificial intelligence?
ANSWER:

A stocktake of AI projects undertaken by NSW Government agencies is currently underway.
33. How is artificial intelligence currently used by NSW Government agencies?
ANSWER: See response to question 32.
34. Which agencies in the NSW Government have plans to utilise artificial intelligence?
ANSWER: See response to question 32.
35. How do NSW Government agencies with plans to utilise artificial intelligence intend to use this technology?
ANSWER: See response to question 32. The summit and NSW Government AI Strategy will inform the use of AI for better customer service delivery and decision making.
Cyber Security
36. How much will the NSW Government invest in 2019-20 to protect the private information of NSW residents?
ANSWER: Each agency maintains responsibility for protecting its systems and services and for resourcing their cyber security needs. The Department of Customer Service information security budget for FY18-19 was \$1.356 million. Cyber Security NSW leads and coordinates whole-of-government initiatives to uplift cyber security. It was funded \$4.823 million for FY18/19. \$4.939 million has been allocated for FY19/20, \$5.058 million for FY20/21 and \$5.180 million for FY21/22.
37. What are the most common cyber security threats to systems operated by the NSW Government (eg: phishing scams, malware etc)?
ANSWER: Common cyber security threats to any Government or large organisation are phishing and spear phishing emails, hacktivism, denial of service attacks, credential harvesting, sale of credentials on the dark web, email fraud and cryptolocker attacks.
38. Which, if any, of the recommendations made by the Auditor General in March 2018 regarding cyber security have been implemented by the NSW Government to date?
ANSWER:

The majority of actions required have already been implemented, with some in progress or planned.
Digital Restart Fund
39. How is money from the Digital Restart Fund being spent?
40. What outcomes has the Digital Restart Fund achieved to date?
ANSWER 39-40: The Digital Restart Fund (DRF) was approved by the Delivery and Performance Committee (DapCo) in May 2019, with the first set of programs approved in August 2019. Progress to date includes: <ul style="list-style-type: none"> • A DRF Operating Model has been designed, including <ul style="list-style-type: none"> • A working group of DCS; TSY and DPC has been established to review funding applications • Work is underway to submit next round of submissions for DapCo Approval. • DCS has established support and assurance services to support Clusters • Regular DapCo reporting is in place. • Initial solutions enabled by digital restart will be progressively made available later this year.
Budget Papers
41. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$284.4 million in 2019-20 on recurrent expenditure for ‘digital leadership and innovation in government services’. What specific initiatives are funded by this amount?
ANSWER: Following the machinery of government changes, the department is still developing the details of the initiatives and programs that are being funded this financial year.
42. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$191.3 million in 2019-20 on capital expenditure for ‘digital leadership and innovation in government services’. What specific initiatives are funded by this amount?
ANSWER: Please refer to the answer provided for question 41.
43. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$910 million in 2019-20 on recurrent expenditure for ‘excellence in customer service’. What specific initiatives are funded by this amount?
ANSWER: Please refer to the answer provided for question 41.

44. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$134.4 million in 2019-20 on capital expenditure for ‘excellence in customer service’. What specific initiatives are funded by this amount?
ANSWER: Please refer to the answer provided for question 41.
45. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$1.6 billion in 2019-20 on recurrent expenditure for ‘competitive, fair and secure markets’. What specific initiatives are funded by this amount?
ANSWER: Please refer to the answer provided for question 41.
46. Budget Paper Number 3 for 2019-20 states the NSW Government will spend \$49.2 million in 2019-20 on capital expenditure for ‘competitive, fair and secure markets’. What specific initiatives are funded by this amount?
ANSWER: Please refer to the answer provided for question 41.
Behaviour Insights Unit
47. Does the Behavioural Insights Unit share personal information from individuals with third parties, such as non-government organisations and businesses?
ANSWER: No.
48. Is the Behavioural Insights Unit required to gain consent from individuals before sharing their personal information with third parties?
ANSWER: The Behavioural Insights Unit does not share personal information from individuals with third parties.
49. What published research in peer-reviewed journals has the Behavioural Insights Unit contributed to since its formation?
ANSWER: The Behavioural Insights Unit has contributed to four peer reviewed journal articles. Effectiveness of a behavioural incentive scheme linked to goal achievement in overweight children: a cluster randomized controlled trial, in <i>Journal of Obesity and Diabetes</i> .

Effectiveness of a behavioural incentive scheme linked to goal achievement: study protocol for a randomized controlled trial, in <i>Trials</i> .
ITM support for patients with chronic respiratory and cardiovascular diseases: a protocol for a randomised controlled trial, in <i>BMJ Open</i> .
Evaluating factors influencing the delivery and outcomes of an incentive-based behaviour change strategy targeting child obesity: protocol for a qualitative process and impact evaluation, in <i>BMJ Open</i> .
Privatisation and job losses
50. Does the NSW Government have any plans to privatise or outsource any functions currently performed by the Department of Customer Service or agencies in the Customer Service cluster?
ANSWER: No.
51. How many full-time equivalent staff are currently employed in the Department of Customer Service?
ANSWER: FTE figures are available in the DFSI annual reports, the PSC work force profile, and PSC state of the sector reports.
52. How many full-time equivalent staff are currently employed by:
(a) The Long Service Corporation?
(b) The Rental Bond Board?
(c) Service NSW?
(d) The State Insurance Regulatory Authority?
(e) The New South Wales Government Telecommunications Authority?
(f) The Independent Liquor and Gaming Authority?
(g) The Information and Privacy Commission?
(h) The Independent Pricing and Regulatory Tribunal?
ANSWER: FTE figures are available in the DFSI annual reports, the PSC work force profile, and PSC state of the sector reports.
53. Does the NSW Government have any plans to reduce the number of staff currently working in the Customer Service cluster?
ANSWER:

Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers. Voluntary redundancies are a component for agencies to achieve their efficiency dividends. 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 and regional employees have been quarantined from this measure.

GovConnect

54. How many people employed to deliver GovConnect work overseas?

ANSWER:

96.25 resources

55. How many people employed to deliver GovConnect work in Australia on a 457 visa or equivalent?

ANSWER:

457 Visas-BAU	12
457 Visas-TAFE	0
457 Visas-Projects	11

56. What actions has the NSW Government taken in relation to the risk of unauthorised access to key business systems identified by the Auditor General's 2018 Report regarding Central Agencies?

ANSWER:

The Service Management Office (SMO) and the Evolve Program have been working closely with Unisys to address these concerns.

The new Identity Management System, "SailPoint", has been operational since July 2019 and manages base IT provisioning for all new and terminated employees, contractors and third-party staff including SAP access and associated database. This is a multi-phased approach which addresses several issues, including the lack of automation related to terminating user access, reporting and compliance. Over the last twelve months, remediation of the employee and contractor termination processes were undertaken, and a technical link put in place to ensure contractor terminations trigger system terminations via the HR system and SailPoint. In addition to the above, Department of Customer Service (DFSI at the time) have instructed Unisys to implement a tool on the data centres and network that monitors access and enables all changes to be logged and audited when required.

There is also a remediation plan in place to address the ASAE 3402 recommendations that have arisen. This plan is being progressed with an aim of all actions being resolved by November 2019 in readiness for the phase one testing.

Workers Compensation Legislation Amendment (Firefighters) Act 2018

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

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

That the House disagree with the Legislative Council amendments.

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

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

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

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

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

ANSWER:

Please refer to the answer provided in response to Legislative Assembly Question on Notice 1177, published on 24 September 2019.

SIRA Actuarial Capability

58. Does SIRA currently employ and actuary?

(a) If yes

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

ANSWER:

SIRA currently engages two companies to provide independent actuarial services.

- i. EY and Taylor Fry are engaged under SIRA’s Actuarial Services Panel contract.
- ii. The Specification of Services under the contract provides for both specified services and additional or ad-hoc services. The specified services are categorised by the regulatory functions they support as follows:

Workers Compensation Regulation – Monitoring and Reporting	Ernst & Young
Workers Compensation Regulation – System Valuations	Taylor Fry
Motor Accidents Insurance Regulation - Financial Forecasting	Taylor Fry
Motor Accidents Insurance Regulation – Operation of the REM	Taylor Fry
Motor Accidents Insurance Regulation - Monitoring and Reporting	Ernst & Young
Motor Accidents Insurance Regulation - Premiums	Ernst & Young
Home Building Compensation Regulation – Monitoring and Reporting	Taylor Fry

SIRA at times employs staff or contractors who may have actuarial qualifications. However, independent actuary advice is sought from EY and Taylor Fry as detailed above.

Seniors Regional Travel Card

59. Will Service NSW be involved in the implementation of the Seniors Regional Travel Card?

(a) In what way?

ANSWER:

Service NSW is working in partnership with Transport for NSW to deliver the program on behalf of the NSW Government.

- a) Customers will be able to apply for the regional seniors travel card through Service NSW.

60. Why is the scheme not being introduced until January 2020?

ANSWER:

Service NSW has advised that Transport for NSW is the policy lead for this initiative, and therefore this question falls under the portfolio responsibilities of the Minister for Transport and Roads.

61. Considering that costs for taxis, fuel and other transport costs are the same for residents in Wollongong as they are in Shellharbour, why have aged care pensioners in Wollongong (and Newcastle) been excluded from eligibility for the scheme?

ANSWER:

Please refer to the answer provided for question 60.

62. Have Uber and other rideshare platforms been specifically excluded from the scheme? Why?

ANSWER:

Please refer to the answer provided for question 60.
63. Why have the specifics of the scheme not yet been announced -
(a) How will seniors apply?
(b) Where do they apply?
(c) Do they receive discounts on individual fares or as a lump sum payment?
(d) If a lump sum payment, what proof is required to claim the amount?
(e) Will the \$250 per year be applicable over a financial year (or calendar year) given the scheme commences in January 2020?
(f) Will the amount accrue over multiple years?
(g) Will card holders be able to claim the amount for costs incurred whilst travelling to metropolitan areas?
ANSWER:
Please refer to the answer provided for question 60.
64. Will carers and family members who are wholly responsible for transporting eligible seniors be able to apply for and receive the \$250?
ANSWER:
Please refer to the answer provided for question 60.
65. Is it true that during the election campaign, pensioners were attempting to use National party election paraphernalia to access transport, because they were led to believe the pamphlets entitled them to discounted fares?
ANSWER:
There is no evidence to affirm the validity of the above claim.
Active Kids Rebate
66. What data does the Government collect when parents or guardians apply for the Active Kids rebate?
ANSWER:
This information is publicly available.
67. What are the health objectives of the active kids rebate program?

(a) How are these measured?
<p>ANSWER:</p> <p>This is a policy question for the Office of Sport, and therefore this question falls under the portfolio responsibilities of the Minister for Sport.</p>
68. Does the Government measure the income bands of families that access the scheme?
<p>ANSWER:</p> <p>Yes, but only indirectly on an aggregate basis from the geographic location of the child as it relates to available census data. No income details of individual families are recorded.</p>
69. How many clubs or organisations are registered as activity providers?
<p>ANSWER:</p> <p>10,197 (currently active as at 20 September 2019)</p>
70. What has been the rate of growth in the number of registered activity providers since the Government introduced the second active kids rebate following the election?
<p>ANSWER:</p> <p>Approx. 6,000 providers were preloaded into the program (known affiliated sports organisations) on launch of the program (31/1/2018). Currently approximately 50 provider applications are assessed per week.</p>
71. What are the obligations for a club or organisation to be registered as a registered activity provider?
<p>ANSWER:</p> <p>Providers must possess a current ABN, appropriate insurances, Working with Children clearances for those engaging in activities with children, a valid program of activity compliant with the eligibility criteria (moderate to vigorous physical activity of at least 8 weeks duration).</p> <p>High risk activities (i.e. swimming and fitness centres) must also meet accreditation standards set by nationally recognised swimming and fitness associations.</p>
72. Are they required to maintain registration and membership fees at the same rate?
<p>ANSWER:</p> <p>No. However, registration and membership fees must not be increased unreasonably as a result of participation in Active Kids.</p>
73. How does the Government ensure that clubs and organisations are not simply raising the costs of registration and membership fees?

<p>ANSWER:</p> <p>The Active Kids Unit in the Office of Sport includes a compliance team, incorporating actuarial and investigative specialists, charged with overseeing a range of compliance functions, including allegations where an organisation may have unreasonably increased participation fees.</p>
<p>74. How does the Government monitor prices of registration or membership fees in activities eligible for the active kids rebate?</p>
<p>ANSWER:</p> <p>The Active Kids compliance team utilises a range of strategies including, but not limited to, responding to complaints from the community and sporting organisations to assess compliance of Active Kids providers. The team also reviews historical price movements and justifications for price increases.</p>
<p>75. Given AusPlay reports that entry costs for junior sports can be as high as \$2,500 per child, does the Minister accept that the Active Kids rebate is doing little to help families?</p>
<p>ANSWER:</p> <p>The Active Kids program has saved NSW families nearly \$130 million (as at 5 September 2019). Parents simply love the program and have given it a 99.8 per cent customer satisfaction rating.</p>
<p>76. Given AusPlay also indicates that only 58 per cent of children from families who earn less than \$55,000 play sport outside of school, compared to 73 per cent of children from families with an income between \$55,000 and \$174,000 and 84 per cent of children from families earning above \$174,000, isn't it fair to say Active Kids is doing little to help families encourage their kids into sport?</p>
<p>ANSWER:</p> <p>Please refer to the answer provided for question 75.</p>
<p>77. How many families have taken up the Active Kids rebate in each of the financial years since it was introduced?</p>
<p>ANSWER:</p> <p>The Office of Sport, which manages Active Kids, does not maintain details on family structures and program uptake. These statistics are based on individual children.</p>
<p>78. How many families have taken up a second Active Kids rebate since the March 2019 state election?</p>
<p>ANSWER:</p> <p>The Office of Sport, which manages Active Kids, does not maintain details on family structures and program uptake. These statistics are based on individual children.</p>

79. How many clubs or organisations have applied to be a registered activity providers?
ANSWER: 12,672
80. How many clubs or organisations have applied to be a registered activity provider but been rejected?
ANSWER: 216
81. What is the cost of applying to be a registered activity provider?
ANSWER: There is no cost charged by any NSW government agency to register to become an Active Kids provider.
82. What is the total amount of revenue collected from organisations applying to register as an activity provider?
ANSWER: Zero from the registration process.
83. How many parents/carers/guardians of eligible children in rural or remote areas of NSW and/or children with disabilities who have bona fide reasons why they are unable to claim a voucher online via Service NSW have made an application in writing to David Cushway, Director - Active Kids at the Office of Sport?
ANSWER: The Office of Sport advises that one applicant (in 2018) from remote NSW made a formal representation regarding inability to create a voucher through Service NSW. The Active Kids Director proactively works across rural and remote communities to identify service delivery gaps and develop strategies to support those communities. Currently, approx. 500 vouchers have been created by the Director, Active Kids, Office of Sport to respond to remote indigenous children who have yet to utilise existing technology to create a voucher. The Active Kids Director also proactively works with the disability sector and the sport/activity to increase awareness of Active Kids and assist sports in developing opportunities for children with disabilities.
84. How many complaints have been made about the program since it was introduced?
ANSWER: Please refer to the answer provided for question 75.

85. How is the Government working to ensure that providers aren't simply building the cost of the active kids rebate into their program costs?
ANSWER: The Active Kids Unit at the Office of Sport includes a compliance team, incorporating actuarial and investigative specialists, charged with overseeing a range of compliance functions, including assessment of the participation fees.
86. How many children in permanent or temporary out of home care have been able to claim an active kids rebate?
ANSWER: Active Kids does not require an applicant to declare whether a child is in / out of home care.
Uptake of rebates and savings
87. What has been the total number of people who have taken up each of the Government's 70 rebates and cost of living measures in 2018-2019 and so far in 2019-2020?
ANSWER: Service NSW doesn't record the number of individual people accessing each individual rebate in the Cost of Living program.
88. What is the total eligibility for each of the rebates and cost of living measures?
ANSWER: Service NSW advise that this question will need to be asked of the agencies with policy responsibility for the specific rebates.
89. What has been the total cost of these rebates and savings in this financial year and in 2018-2019?
ANSWER: For Cost of Living transactions, the total estimated savings for FY18/19 is over \$1.531 billion.
90. Does the Minister believe it is easy for residents of NSW to access the rebates through Service NSW?
ANSWER: Service NSW provide a number of ways to access Cost of Living savings and rebates, including via the web, 1300 number, and within Service NSW centres and Mobile Service Centres. Information about how to access Cost of Living services is available on the Service NSW website at: https://www.service.nsw.gov.au/campaign/cost-living .

91. How much time on average does it take for residents to apply for each of the rebates offered by the Government?
ANSWER: Cost of Living appointments take on average around 35 minutes to complete for each customer. The average savings per customer is \$550. For customers to complete the Savings Finder questionnaire, the average session time is 4 minutes and 32 seconds.
92. The Premier has said herself that she is “too busy” to apply for the Energy Switch program, how does the Government expect other working households to apply for these schemes?
ANSWER: Service NSW provide a number of ways to access Cost of Living savings and rebates, including via the web, 1300 number, and within Service NSW centres and Mobile Service Centres. Information about how to access Cost of Living services is available on the Service NSW website at: https://www.service.nsw.gov.au/campaign/cost-living .
Apprentice Vehicle Registration Rebate
93. How many people have taken up the Apprentice Vehicle Registration Rebate in each financial year since it was first introduced?
94. What has been the total cost of the Apprentice Vehicle Registration Rebate in each year since the program was introduced?
ANSWER: 93-94. Service NSW advise that these questions are the responsibility of Transport for NSW, which falls under the portfolio responsibilities of the Minister for Transport and Roads.
Caravan and camper trailer motor vehicle tax reduction
95. How many people have applied to reduce the motor vehicle weight tax by 40%?
96. Geographically, where has this had the greatest and least impact?
97. To what extent has this been taken up by older residents and pensioners?
98. To what extent has this been taken up by families?
99. Has the Government collected data on the number of people who have accessed the tax reduction in terms of those who use caravans for recreational purposes and those that use the house as a primary dwelling?
(a) If not, why not?

(b) If so, what is the breakdown?
100. What has been the total cost to the Government of reducing the motor vehicle weight tax by 40% since it was introduced?
101. Does the Government measure the average costs charged by caravan parks for caravan registration?
(a) If not, why not?
(b) If so, how have registration charges changed in each of the past five financial years?
102. What has been the total cost to the Government of advertising and promoting the tax reduction?
103. Has the Government modelled the total amount of money provided through the scheme are returned to local governments in cases where they manage caravan parks?
ANSWER: 95-103. Service NSW advise that questions about the caravan and camper trailer motor vehicle tax reduction are the responsibility of Roads and Maritime Services, which falls under the portfolio responsibilities of the Minister for Transport and Roads.
Cost of living one-stop-shops
104. How many cost of living one-stop-shops have been established in NSW?
ANSWER: Cost of Living appointments are available at Service NSW Service Centres including the Mobile Service Centres and some Council agencies.
105. What has been the total cost of establishing cost-of-living one stop shops in Service NSW centres?
ANSWER: The total upfront cost of establishing cost of living appointments absorbed within the Service NSW operating budget.
106. What was the total cost of branding, signage and livery for the cost of living one-stop shops?
ANSWER: \$23,863 was spent on pull up banners and posters.
107. What was the total cost of updating digital assets in relation to cost of living one-stop-shops?
ANSWER: Approximate cost was \$1.2m to establish the online cost of living savings finder.
108. What is the total cost of marketing and advertising cost of living one-stop-shops?

<p>ANSWER:</p> <p>FY18/19 marketing budget was \$6.7m for paid media and supporting activities. The estimated savings for Cost of Living Transactions for FY18/19 is over \$1.531 billion.</p>
<p>109. How many residents have used the cost of living one-stop-shops?</p>
<p>ANSWER:</p> <p>32,844 customers have attended Cost of Living appointments as of 19 Sept 2019</p> <p>3,447.23K page views to the Cost of Living webpage for FY18/19</p> <p>1.5m users of the Cost of Living Savings Finder tool in FY18/19</p> <p>The average savings per customer is \$550.</p>
<p>110. How many complaints have been recorded against the cost of living one-stop-shops?</p>
<p>ANSWER:</p> <p>There have been 11 complaints out of 33, 597 Cost of Living appointments as of 19 Sept 2019.</p>
<p>111. How many staff are employed in the cost of living one-stop-shops?</p>
<p>ANSWER:</p> <p>There are 62 Support Service Specialists who undertake Cost of Living appointment services across the Service NSW network. These positions are located across the state.</p>
<p>112. How many people have used the online and phone services associated with cost of living on-stop-shops?</p>
<p>ANSWER:</p> <p>Service NSW does not identify individual customers through telephone enquiries however 18,468 calls were answered for the Cost of Living service FY18/19.</p> <p>Service NSW does not record individual customer usage of the Savings Finder (Cost of Living digital tool), however there were approx. 1.5m completed Cost of Living assessments in FY18/19.</p>
<p>113. How many staff are employed in the operation of both of these services?</p>
<p>ANSWER:</p> <p>2.3 FTE Staff (Contact Centre)</p> <p>1 FTE Staff (Digital Middle Office)</p>
<p>114. What is the total cost of operating both of these services?</p>

<p>ANSWER:</p> <p>\$170,884 (Contact Centre) - fully loaded costs plus ovals</p> <p>\$100,000 in Digital Middle Office</p>
<p>115. How many complaints have been received in relation to both of these services?</p>
<p>ANSWER:</p> <p>3 complaints in total in relation to both of these services.</p>
<p>Creative Kids rebate</p>
<p>116. What data does the Government collect when parents or guardians apply for the Creative Kids rebate?</p>
<p>ANSWER:</p> <p>This information is publicly available.</p>
<p>117. Does the Government measure the income bands of families that access the scheme?</p>
<p>ANSWER:</p> <p>Please refer to the answer provided for question 68.</p>
<p>118. How many organisations are registered as activity providers?</p>
<p>ANSWER:</p> <p>3,264 providers as of 19 Sept 2019.</p>
<p>119. What are the obligations for an organisation to be registered as a registered activity provider?</p>
<p>ANSWER:</p> <p>To apply to be a Creative Kids Provider an organisation must deliver an eligible activity and meet the eligibility criteria outlined in the Creative Kids Provider Guidelines. To register as a provider with the Creative Kids program, you must deliver a creative or cultural program and:</p> <ul style="list-style-type: none"> • have a physical presence in NSW • have a current ABN and must not have any outstanding actions or enforcement orders recorded by NSW Fair Trading • appropriate skills, experience, or qualifications for the activities provided, • appropriate accreditation for high risk activities, specifically circus activities • Child Safe Policy or completed the Child Safe Organisation e-learning model by the Office of the Children’s Guardian • Working with Children Check clearance for all staff and/or volunteers who work with children

- Current Certificates of Currency for Indemnity and Insurance policies appropriate to the type and level of activities being delivered.

Providers need to share an overview of the qualifications they hold to teach the chosen activities. You have one of the following criteria:

- teaching degree and practical experience in relevant field
- degree in relevant field i.e. fine arts, drama, music or more years of professional experience in the relevant area or industry recognition or accreditation in relevant field
- for cultural experiences, be a recognised cultural elder or provider within that culture

More information for provider eligibility can be found:

<https://www.service.nsw.gov.au/sites/default/files/creative-kids-provider-guidelines.pdf>

120. Are they required to maintain registration and membership fees at the same rate?

ANSWER:

Providers cannot raise their fees as a result of their registration in the Creative Kids program nor can they apply differential pricing for voucher holders vs non-voucher holders.

Providers may be reviewed at any time by the Creative Kids team, including reviews of fee increases. If a fee increase is deemed unreasonable by Creative Kids, providers may be suspended or removed from the program.

121. How does the Government ensure that organisations are not simply raising the costs of registration and membership fees?

ANSWER:

Providers may be reviewed at any time by the Creative Kids team, including reviews of fee increases.

122. How does the Government monitor prices of registration or membership fees in activities eligible for the creative kids rebate?

ANSWER:

Organisations are required to submit their fee structures when applying to be a Creative Kids Provider. Providers may be reviewed at any time by the Creative Kids team, including reviews of fee increases.

123. How many families have taken up the Creative Kids rebate?

ANSWER:

Due to privacy considerations, Create NSW and Service NSW only count the number of vouchers created and redeemed through the Service NSW channel (not the number of families).

124. How many organisations have applied to be a registered activity providers?
ANSWER: In total 3,322 providers applied to be registered.
125. How many organisations have applied to be a registered activity provider but been rejected?
ANSWER: 153 providers have been rejected.
126. What is the cost of applying to be a registered activity provider?
ANSWER: There is no cost for providers to be registered as an activity provider.
127. What is the total amount of revenue collected from organisations applying to register as an activity provider?
ANSWER: None for Creative Kids registration. There is no cost for providers to be registered as an activity provider.
128. How many of registered activity providers are arts or cultural organisations already in receipt of NSW Government funding?
ANSWER: 38 organisations registered through Creative Kids also received funding through the Arts and Cultural Development Program. This response covers screen and arts organisations that have received funding through the Arts and Cultural Development Program. Create NSW does not have details of funding provided by other Government organisations for Creative Industries providers.
129. How many parents/carers/guardians of eligible children in rural or remote areas of NSW and/or children with disabilities who have bona fide reasons why they are unable to claim a voucher online via Service NSW have made an application in writing to access the scheme?
ANSWER: None that Service NSW is aware of.
130. How many complaints have been made about the program since it was introduced?
ANSWER:

<p>Service NSW has not received any complaints from customers in NSW about the program. Create NSW has received feedback from providers within the program leading to streamlining of processes for providers when they interact with the program.</p>
<p>131. How many children in permanent or temporary out of home care have been able to claim a creative kids rebate?</p>
<p>ANSWER:</p> <p>This information is not captured as part of the Creative Kids program.</p>
<p>Energy switch and rebates</p>
<p>132. How many people have taken up the Self-funded retiree rebate since it became available on July 1?</p>
<p>ANSWER:</p> <p>As at 19 September 2019, Service NSW has received 4,528 applications for the Seniors Energy Rebate.</p>
<p>133. What is the Government's target take-up by the end of the year and are you on track?</p>
<p>ANSWER:</p> <p>This question falls under the responsibility of the Department of Planning, Industry and Environment, under the portfolio responsibilities of the Minister for Energy and Environment.</p>
<p>134. How much money has the Government spent on promoting the self-funded retiree energy rebate?</p>
<p>ANSWER:</p> <p>Information on applying for the Seniors Energy Rebate is currently available on the Service NSW website, and additional promotion will commence in November 2019 once full eligibility checking and payment systems are operational.</p>
<p>135. With reports that some households will see average increases in electricity prices of \$320 for households and \$920 for small businesses in the next year, will the self-funded retiree rebate really help?</p>
<p>ANSWER:</p> <p>Service NSW advise that this question falls within the portfolio responsibilities of the Minister for Energy and Environment.</p>
<p>136. How did the Government arrive at the subsidy amount?</p>
<p>ANSWER:</p> <p>Service NSW advise that this question falls within the portfolio responsibilities of the Minister for Energy and Environment.</p>

137. How many people have used the online “one click energy switch?”
ANSWER: As at 19 September 2019, over 78,383 electricity bill and 10,240 gas bill comparisons have been made for individuals.
138. How many users have switched to lower cost energy plans after using the service?
ANSWER: The total number of customers who have switched cannot be measured as customers may utilise the Energy Switch service for comparison and then initiate their switch directly with the energy provider. As at 19 September 2019, over 10,513 customers initiated a change in electricity providers directly through the energy switch service. Similarly, 1,207 households have initiated a change in gas providers directly through the energy switch service.
139. What is the total cost to the Government of managing the “one click energy switch?”
ANSWER: Ongoing operational costs to government of managing Energy Switch is estimated around \$500k per annum.
140. Given the Premier herself has said she is “too busy” to sign up for the Energy Switch program, how does the Minister expect working households to do so?
ANSWER: Please refer to the answer provided for question 92.
Fuel check
141. What is the total annual cost of maintaining and updating the Fuel Check website?
ANSWER: The total annual cost of maintaining and updating the Fuel Check website and Fuel Check application are absorbed through the customer service cluster budget.
142. What is the total annual cost of maintaining and updating the Fuel Check App?
ANSWER: Please refer to the answer provided for question 141.
143. How many people use the Fuel Check App in each year since it was established?
ANSWER: FuelCheck app downloads each year: <ul style="list-style-type: none"> • 2017 (Oct- Dec) – 106,860

<ul style="list-style-type: none"> • 2018 – 317,728 <p>2019 (Jan- Sept) – 228,638</p>
144. How many staff are employed to maintain and update the Fuel Check website and App?
ANSWER:
1 FTE
Parking fines
145. How many fines have been reduced across NSW since the Treasurer made the announcement that the State's top ten parking fines would be reduced by 25%?
ANSWER:
14,938
146. What has been the total cost of offsetting these fine reductions?
ANSWER:
There are no costs to offset. Once the issuing authority opt in to issue Penalty Notices at the reduced rate a separate Fixed Penalty notice hand book is allocated for use. This automatically applies the reduced penalty amount to the relevant offences when a penalty notice is issued.
147. Have these costs been incurred by councils or the State Government?
ANSWER:
Nil costs incurred. The reduction in revenue is absorbed by the issuing authority once they choose to opt in to issue reduced penalty amounts.
148. Is the State Government reimbursing councils for this lost revenue?
ANSWER:
No.
Registration
149. How many motorists have received free registration under the toll relief program in each financial year since it was introduced?
ANSWER:
FY19/20: 40,065. FY18/19: 86,402
150. How many motorists have received half-price registration under the toll relief program in each financial year since it was introduced?

<p>ANSWER:</p> <p>27,333.</p>
<p>151. How many motorists spend an average of between \$0-15 per week on tolls?</p>
<p>ANSWER:</p> <p>During 2018-19, 1,511,210 e-tag holders.</p>
<p>152. How many families have pooled their toll spends to access a registration rebate?</p>
<p>ANSWER:</p> <p>Service NSW advise that they do not hold this data.</p>
<p>153. How many people have applied to backdate their toll spend to access the program?</p>
<p>ANSWER:</p> <p>The number of people that have been successful in backdating their toll spend is 10.</p>
<p>Transfer duty and first home buyer grants</p>
<p>154. How many people have taken up transfer duty relief since it was introduced?</p>
<p>ANSWER:</p> <p>Since the introduction of the First Home Benefits Assistance Scheme on 01/07/2017 to 31/07/2019 there have been 92,647 parties that have received a benefit under the scheme.</p>
<p>155. How many first home buyer grants have been granted since the program was announced?</p>
<p>ANSWER:</p> <p>This information is publicly available.</p>
<p>156. How has the downturn in the housing market impacted the uptake of both transfer duty relief and the first home buyers grants?</p>
<p>ANSWER:</p> <p>This information is publicly available.</p>
<p>157. What has been the total cost of both of these programs since they were both introduced?</p>
<p>ANSWER:</p> <p>First Home Benefits Assistance Scheme, commencing 01/07/2017 - 31/07/2019 - \$918,895,600 First Home Owner Grant, commencing 01/07/2000 - 31/07/2019 - \$5,346,881,663</p>
<p>Ministerial Travel/Meal Allowance</p>

158. How many nights travel were claimed by the Minister during the 2018-19 period?
159. How many nights travel were claimed by the Minister's spouse during the 2018-19 period?
160. What was the total amount of travel allowances claimed by the Minister and their spouse (if applicable) during 2018-19?
161. What is the total amount of meal allowances claimed by the Minister and their spouse (if applicable) during 2018-19?
ANSWER:
158-161. In 2018-19, total expenditure by the Ministry on domestic travel was \$1,093,735.
Efficiency dividends
162. What was the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in 2018-19?
163. What is the forecast efficiency dividend saving for each department, statutory agency and/or other body within your portfolio in
(a) 2019-20?
(b) 2020-21?
(c) 2021-22?
164. What was the total efficiency dividend that was achieved for each department, statutory agency and/or other body within your portfolio between 2011-12 and 2018-19 inclusively?
ANSWER:
162-164. Savings from the NSW Government's efficiency dividend are outlined in the Budget Papers.
Ministerial Office Administration
165. How many staff are in your ministerial office?
(a) What was the average salary for staff members in your office during 2018-19?
(b) What is the estimated average salary for a ministerial staffer in your office in 2019-20 based on current appointments?
166. How many iPhone/smart phones are assigned to your staff?
(a) For each phone, how much was each bill in 2018-19?
(b) How many phones have been lost or replaced due to damage in your office?

(c) What is the cost of replacing those phones?
167. How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?
(a) What was the cost of providing iPads or tablets to your Ministerial Office in 2018-19?
(b) How many iPads or tablets have been replaced due to lost or damage in 2018-19?
(c) What was the cost of replacing these devices?
168. Has any artwork been purchased or leased for display in your ministerial office in 2018-19?
(a) What is the cost of this?
169. Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2018-19?
(a) If so, what was the cost of these items?
170. Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2018-19?
(a) If so, what was the cost of these items?
171. What was the total cost of all subscriptions by you and your staff to news services, newspapers, magazines, journals and periodicals (including online services) in 2018-19?
(a) What are these services/newspapers/magazines/journals/periodicals?
(b) Who is the subscriber for each of these?
172. What was the total value of all gifts purchased for use by you and your office in 2018-19?
(a) What were the gifts purchased?
(b) Who were they gifted to?
173. Do you purchase bottled water or provide water coolers for your office?
(a) What is the monthly cost of this?
174. How much did your ministerial office spend on hospitality, including catering and beverages, in 2018-19?
175. What non-standard features are fitted to your ministerial vehicle?
(a) What is the cost of each non-standard feature?
176. What was the total bill for your office in 2018-19 for:

(a) Taxi hire
(b) Limousine hire
(c) Private hire care
(d) Hire car rental
(e) Ridesharing services?
177. Were any planes or helicopters chartered by you or your office and paid for with public money in 2018-19?
(a) If yes, will you please detail each trip, the method of transport and the cost?
178. Have you had media training or speech training?
(a) If yes, who paid for it?
(b) If paid by taxpayers, what was the amount paid in 2018-19?
ANSWER:
165. 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/
166. 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.
167. 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.
168. Artwork in Ministers' Offices includes art donated at no cost.
169-170. Floral arrangements purchased by the Ministry are managed within Ministerial office budgets.
171. Ministers' offices subscribe to a modest number of publications, which are managed within Ministerial office budgets.

<p>172. Gifts are presented to dignitaries during overseas missions and to dignitaries visiting NSW in accordance with established protocol.</p> <p>173. The Ministry spent \$466 on filtered water for their offices in 2018-19.</p> <p>174. Expenditure on hospitality across the Ministry totalled \$27,782 in 2018-19, which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries.</p> <p>175. 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.</p> <p>176. 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.</p> <p>177. Expenditure on charter flights for the Ministry totalled \$83,845 in 2018-19, compared to 2009-10 expenditure of \$281,567 under Labor.</p> <p>178. No.</p>
<p>Agile Workspaces/Activity Based Working/Hot-desking</p>
<p>179. Have any of your departments, statutory agencies and/or other bodies adopted agile working environment/activity based working practices e.g. hot-desking?</p>
<p>(a) If not, are there plans to introduce activity based working practices in 2019-20?</p>
<p>180. How much have your departments, statutory agencies and/or other bodies spent in the roll-out of the agile working environment including laptops, furniture, lockers and other equipment in 2018-19?</p>
<p>ANSWER:</p> <p>179-180. 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.</p>
<p>Hospitality</p>
<p>181. For each department, statutory agency and/or other body in the Minister's portfolio please report:</p>
<p>(a) How much was spent on hospitality, including catering and beverages, in 2018-19?</p>

(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: 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
182. Do any departments, statutory agency and/or other bodies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2018-19:
(a) The names of the firms utilised
(b) The total amount paid to each firm engaged
(c) The average tenure period for an employee provided by a labour hire company
(d) The longest tenure for an employee provided by a labour hire company
(e) The duties conducted by employees engaged through a labour hire company
(f) The office locations of employees engaged through a labour hire company
(g) The highest hourly or daily rate paid to an employee provided by a labour hire company
(h) Who authorised the use of labour hire companies?
(i) Do staff under these labour hire arrangements receive as much training and security clearance as permanent staff?
ANSWER: The Customer Service Cluster uses Labour Hire firms in accordance with the NSW Public Service policies to cover temporary vacancies as required.
Stationery

183. 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:
183. Stationery purchases by Customer Service Cluster agencies are made in accordance with the applicable policies and procedures on procurement.
Credit Cards
184. For each department, statutory agency and/or other body in the Minister's portfolio please report:
(a) How many credit cards are currently on issue for staff?
i. Please provide a break-down of this information by grade.
(b) What was the value of the largest reported purchase on a credit card for the following financial years:
i. 2015-16
ii. 2016-17
iii. 2017-18
iv. 2018-2019
v. 2019-present
(c) What was each largest reported purchase for?
(d) How much interest was paid on amounts outstanding from credit cards for the following financial years:
i. 2015-16
ii. 2016-17

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

<p>184. 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. 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>. 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. 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>185. 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 advisers 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>185. (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> <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.</p>
Facebook
186. 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.
187. How much did your department, statutory agency and/or other body in the Minister's portfolio spend on Facebook advertising or sponsored posts in 2018-19?
ANSWER:
Where appropriate, social media is used by agencies alongside other forms of advertising as a cost effective medium of communication.
Overseas Trips
188. Were any of your overseas trips in the last financial year paid for in part or in full by using public money?
(a) If so, did any of your relatives or friends accompany you on these trips?
(b) Have you undertaken any official overseas travel that was privately funded?
(c) If so, what was the nature of these trips?
(d) Who paid for these trips?
ANSWER:
Details of overseas travel including costs are published on agency websites.
Department/Agency Travel
189. What was the total expenditure in 2018-19 by departments, statutory agencies and/or other bodies within your portfolio on:
(a) Taxi hire
(b) Limousine
(c) Private car hire

(d) Hire car rental
(e) Ridesharing services
(f) Chartered flights?
ANSWER: Agency travel was conducted in accordance with relevant NSW Government policies and guidelines including Treasury Circular TC18-15 and ATO determinations.
Drivers
190. Are any of the senior executives in the relevant department, statutory agency and/or other body provided drivers?
(a) If so, can you please specify which positions are provided drivers?
(b) In total, how many drivers are used by senior executives in the department, statutory agency and/or other body?
(c) What is the total cost of drivers for senior executives in the department, statutory agency and/or other body?
ANSWER: No senior executives in the Department of Customer Service are provided drivers.
Consulting
191. For each department, statutory agency and/or other body in the Minister's portfolio please report:
(a) How much was spent in legal costs in 2018-19?
i. For what specific purposes or matters was legal advice sought?
(b) Have departments, statutory agencies and/or other bodies under your portfolio engaged any consultants to provide the following services or advice in 2018-19:
i. Social media
ii. Photography
iii. Acting training
iv. Ergonomics
(c) What was the cost of these services?
i. Social media

ii. Photography

iii. Acting training

iv. Ergonomics

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

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

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

(b) What were the top 20 most accessed (by number of times accessed) unique domain names accessed this year?

ANSWER:

(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:

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
Building Professionals Board	517,340
Digital NSW	478,247
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		
193. How many redundancies were processed by departments, statutory agencies and/or other bodies within your portfolio responsibilities during 2018-19?		
(a) Of these redundancies, how many were:		
i. Voluntary?		
ii. Involuntary?		
194. What was the total cost of all redundancies?		
195. Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the department, statutory agency and/or other body with which they were formerly employed?		
(a) What was the nature of these works/services?		
(b) What was the total cost of these works or services?		
196. Are any staff formerly employed by your ministerial office now employed by departments, statutory agencies and/or other bodies under your portfolio responsibility?		
197. How many staff were dismissed from departments, statutory agencies and/or other bodies under your portfolio responsibilities in 2018-19?		
(a) What were the reason/s for each dismissal?		
198. How much was spent advertising for recruitment for the following financial years:		
(a) 2015-16		
(b) 2016-17		
(c) 2017-18		
(d) 2018-2019		
(e) 2019-present?		
ANSWER:		
193-197. 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.
198. Advertising expenses can be found in the Annual Report.
Smart Phone
199. How many mobile phones are given to staff or board members?
(a) How many new mobile phones were purchased in the last year?
200. What is the total cost of these phones for the following financial years:
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?
201. How many had to be replaced due to damage?
202. How many were reported as lost?
203. How many tablets are given to staff or board members?
(a) How many new tablets in the last year?
204. What is the total cost of these tablets for the following financial years?
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019?
205. How many phones and tablets had to be replaced due to damage?
206. How many were reported as lost?
207. How many people have both a smart phone and a tablet?
(a) What is the lowest ranked official who has both a work smart phone and tablet?
208. How many staff or board members overspent on their phone or tablet data bill?
(a) By how much?

(b) What was the average cost of data bills for tablets and mobile phones?
(c) What was the highest monthly cost?
209. Do the departments, statutory agencies and/or other bodies within your portfolio have an iTunes account?
(a) What was the total expenditure in 2018-19 on iTunes?
(b) What applications/subscriptions/services were purchased through iTunes?
210. Do the departments, statutory agencies and/or other bodies within your portfolio have a Google Play Store account?
(a) What was the total expenditure in 2018-19 on through the Google Play Store?
(b) What applications/subscriptions/services were purchased through the Google Play Store?
ANSWER: IT costs are managed within each agency's budget and in accordance with NSW Government's ICT and procurement policies and frameworks.
Merchant fees
211. Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments to a department, statutory agency and/or other body within your portfolio.
212. Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions to a department, statutory agency and/or other body within your portfolio.
213. What was the total amount paid in merchant fees on credit and/or debit card payments to departments, statutory agencies and/or other bodies within your portfolio in 2018-19?
ANSWER: 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. 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.
Advertising and Sponsorships

214. For each department, statutory agency and/or other body in the Minister's portfolio please report:
(a) How much was spent on advertising in the following financial years:
i. 2015-16
ii. 2016-17
iii. 2017-18
iv. 2018-2019?
215. Has your department, statutory agency and/or other body within your portfolio engaged in any corporate sponsorships?
(a) Who were these sponsorships with?
(b) What was the purpose of these sponsorships?
(c) What was the value of these sponsorships, by case and year?
(d) What was the value of these sponsorships in the following financial years:
i. 2015-16
ii. 2016-17
iii. 2017-18
iv. 2018-19?
ANSWER: 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.
Probity Auditor
216. Has your office or department, statutory agency and/or other body within your portfolio used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.
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

<p>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 advisors valued more than \$50,000.</p>
<p>Energy</p>
<p>217. 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>218. What proportion of the electricity consumed by each department, statutory agency and/or other body within your portfolio by name for those years came from renewable sources? Please name each source of energy (coal, solar, wind, etc.) and the proportion of the total electricity used.</p>
<p>219. How much money was spent on electricity for each department, statutory agency and/or other body within your portfolio by name in each of the above financial years?</p>
<p>220. What was the name of the energy supplier to each department, statutory agency and/or other body within your portfolio by name for those financial years?</p>
<p>221. 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>222. What proportion of that electricity is it estimated will come from renewable sources, for each year?</p>
<p>223. For each department, statutory agency and/or other body within your portfolio by name, please provide the estimated proportion of energy to be used from each kind of energy (coal, gas, solar, wind etc.)?</p>
<p>224. What is the name of the energy supplier to each department, statutory agency and/or other body within your portfolio for each of:</p>
<p>(a) 2019-20?</p>
<p>(b) 2020-21?</p>

(c) 2021-22?

ANSWER:

217 -224 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

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

(a) Any gardening services used for indoor or outdoor pot plants/flowers maintenance?

i. Who are the contracts with?

ii. How much does each contract cost?

iii. How often do they visit?

iv. How much was spent on this service in financial year:

- 2015-16
- 2016-17
- 2017-18
- 2018-19?

(b) Any floral displays or indoor plants or pot plants hired or leased for display in any offices?

i. Who were the contracts with?

ii. How much was each contract cost?

iii. How much was spent on this service in financial year:

- 2015-16
- 2016-17
- 2017-18

- 2018-19?

ANSWER:

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.

Domestic Violence Leave Policies, Awareness and Usage

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

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

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

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

229. What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other

information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

ANSWER:

226(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.

226(b) Section 84A was added to the Award in 2011.

226(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.

226(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.

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

226(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.

226(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.

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

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

227. 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.

228. An e learning module is being developed.

229. 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

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

(a) Date of introduction of sexual harassment and anti-bullying training and awareness programs and a copy of such documentation.

i. Whether or not all employees and/or contractors have received such training?

ii. Is this course mandatory for all employees/ contractors?

iii. How long for each session, how many sessions?

iv. Who delivers it?

v. Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?

• How?

(b) What percentage of staff in each department, statutory agency and/or other body within your portfolio have undertaken sexual harassment and anti-bullying training and awareness programs?

(c) How many complaints have been initiated in relation to:

i. Sexual harassment

ii. Bullying

iii. Workplace violence

ANSWER:

230. (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 topics 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.

Participation of women in Government

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

(a) What number and percentage of women are employed within the department, statutory agency and/or other body within your portfolio?

(b) What number and percentage of women are employed within the management levels of the department, statutory agency and/or other body within your portfolio?

(c) What number and percentage of women are employed in the top ten leadership positions of the department, statutory agency and/or other body within your portfolio?

(d) What strategies does the department, statutory agency and/or other body within your portfolio use to encourage women in to management and leadership positions?
(e) What is the gender pay gap within your department, statutory agency and/or other body within your portfolio?
(f) Does the department, statutory agency and/or other body within your portfolio report participation of women figures to Women NSW on a regular basis?
ANSWER: (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
232. How much has been spent on professional photography for the following financial years:
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?
ANSWER: The Financial Statements, including expenditure on professional photography, are available in agency annual reports.
Unmanned Aerial Services
233. How much has been spent on Unmanned Aerial Services for the following financial years:
(a) 2015-16

(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?
ANSWER: The Financial Statements, including expenditure on unmanned aerial services, are available in agency annual reports.
Seconded Staff
234. How many staff from your department, statutory agency and/or other body within your portfolio have been seconded to your Ministerial Office, for the following financial years:
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?
235. Please provide their names, their substantive work title, and their seconded work title.
ANSWER: 234-235 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
236. For each department, statutory agency and/or other body in the Minister's portfolio please report, the total expenditure on consultants by financial year:
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?

237. What are names and values of the five most expensive reports produced by consultancies for each department, statutory agency and/or other body in the Minister's portfolio by financial year:
(a) 2015-16
(b) 2016-17
(c) 2017-18
(d) 2018-2019
(e) 2019-present?
ANSWER:
236-237. The Financial Statements, including expenditure on consultants are available in agency annual reports.
GIPA Questions to the CEOs/ Department Secretaries
238. Since March 30, how many formal GIPAs have your cluster/ department received?
239. Out of the received formal GIPAs, how many have you determined to:
(a) Grant full access to the information?
(b) Grant partial access to the information?
(c) Not grant access to the information?
240. Out of the GIPA where partial information or no information was granted, how many have decided to appeal?
(a) Out of those who have decided to appeal, how many have decided to use:
i. The agency's internal appeals' mechanism?
ii. Review by the Information Commissioner?
iii. Review by NCAT?
(b) How many of those GIPAs have been overturned on appeal?
i. Internal appeals' mechanism?
ii. Review of the Information Commissioner?
iii. Review by NCAT?
241. GIPAs that have been granted full or partial access, how many appear on the agency's disclosure log?

(a) What is the rationale for not putting GIPAs on the agency's disclosure log (excluding GIPAs asking for personal information)?

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

(a) For what reason/s?

ANSWER:

238 – 242. 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.