



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2019-2020 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE

Hearing: Monday 28 October 2019

Answers due by: Thursday 21 November 2019

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CUSTOMER SERVICE

Questions from Ms Cate Faehrmann MLC

Alcohol Advertising

The 2017/18 Parliamentary Inquiry into the Alcoholic Beverages Advertising Prohibition Bill recommended “the NSW Government consider appropriate restrictions and/or exclusions on alcohol advertising on all government infrastructure and property, particularly advertising to which children and young people are exposed.” In response the Government said that individual agencies have their own alcohol advertising policies.

1. Can you please provide the policies for each government department/ agency on advertising alcohol on government property?
2. Can you please provide the policies for each government department/ agency on advertising junk food on government property?
3. Can you please provide the policies for each government department/ agency on advertising gambling on government property?
4. How much money does the Government receive each year from advertisements on government property for alcohol products and businesses that sell alcohol?
5. How much money does the Government receive each year from advertisements on government property for junk food products and fast food outlets?
6. Can the government confirm when the advertising contracts on public transport are due to be renegotiated and what steps it will take to ensure that unhealthy commodities such as alcohol are phased out?

Gambling

7. When was the last public review of electronic gaming machine features that are banned in other jurisdictions carried out in NSW?
8. What provision is being made for the introduction of video gaming components into poker machines in terms of standards, regulations and reviews?
9. Last week the Department of Liquor and Gaming released data on poker machine losses. Given almost all the increases across council areas are due to pub pokies being used more intensively, what efforts have been undertaken by Liquor and Gaming to monitor the venues with the largest per machine rises to check on RCG?
10. Will the Minister change the name of the Awareness week as requested by the Upper House?

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

Position of Secretary of the Department and NSW Customer Service Commissioner

11. At the Budget Estimates hearing on 12 September 2019, then Secretary of the Department of Customer Service Glenn King stated the position of Secretary of the Department of Customer Service and Customer Service Commissioner were “one and the same” (Transcript, page 51). In relation to this:
- (a) Are the positions of Secretary of the Department of Customer Service and NSW Customer Service Commissioner separate or distinct roles?
 - (b) Why has the NSW Government decided to maintain a position of Customer Service Commissioner now that the Department of Customer Service has been created?
 - (c) Has Emma Hogan been appointed as Secretary of the Department of Customer Service and Customer Service Commissioner?
 - i. If so, does Ms Hogan receive any remuneration for the role of Commissioner which is additional to the remuneration she receives as Secretary?
12. At the time of the hearing on 28 October 2019, the NSW Department of Premier and Cabinet website contained information regarding the role of NSW Customer Service Commissioner (<https://www.dpc.nsw.gov.au/programs-and-services/nsw-customer-service-commissioner/>). In relation to this:
- (a) Is the position of NSW Customer Service Commissioner part of the “Customer Service” cluster or the “Premier and Cabinet” cluster?
 - (b) Is the position of NSW Customer Service Commissioner established by any legislation?
 - i. If so, what legislation?
 - (c) The information on the Department of Premier and Cabinet’s website states “The Customer Service Commissioner advocates for the citizens of NSW by providing independent advice to the NSW Government”. How can the Commissioner’s advice be “independent” if the Commissioner is also a Secretary subject to Ministerial control and direction under section 84 of the *Government Sector Employment Act 2013* (NSW)?
 - (d) Does the Customer Service Commissioner report to the Premier, the Minister for Customer Service, or both?

Former Secretary of the Department and Property Exchange Australia

13. On what date did the Minister for Customer Service become aware that Glenn King would leave his position as Secretary of the Department of Customer Service?
14. On what date did the Minister for Customer Service become aware that Glenn King was being considered for the role of Chief Executive Office of Property Exchange Australia (PEXA)?
15. Did Mr King have any involvement in the sale of the NSW Government's interest in PEXA during his time in the NSW public service?
 - (a) If so, what involvement did Mr King have?
16. Did Mr King provide any advice or take any actions regarding interoperability standards for electronic conveyancing during his time in the NSW public service?
 - (a) If so, what advice did Mr King provide and what actions did he take?
17. Did Mr King have any involvement in correspondence between Minister Dominello, his cousin Beth Dominello and staff in Minister Dominello's office regarding PEXA?
18. Has the NSW Government taken action to manage risks associated with Mr King's new position as recommended by the NSW Independent Commission Against Corruption (<https://www.icac.nsw.gov.au/prevention/basic-standards/post-separation-employment/developing-a-strategy>)?
 - (a) If so, what actions have been taken?
 - (b) If not, why?
19. Was the NSW Independent Commission Against Corruption asked to provide advice regarding Mr King's post-separation employment?
 - (a) If so, what advice did the NSW Independent Commission Against Corruption provide?
 - (b) If not, why?
20. Was the NSW Public Service Commissioner asked to provide advice regarding Mr King's post-separation employment?
 - (a) If so, what advice did the NSW Public Service Commissioner provide?
 - (b) If not, why?
21. Was the NSW Department of Premier and Cabinet asked to provide advice regarding Mr King's post-separation employment?

- (a) If so, what advice did the NSW Department of Premier and Cabinet provide?
 - (b) If not, why?
22. What measures prevent Mr King using NSW Government confidential information which he learned as Secretary of the Department of Customer Service in his new role as Chief Executive Officer of PEXA?
23. What legislation or policies apply to employees in the Customer Service cluster in relation to their employment after the separation from the NSW public service?
24. What legislation or policies apply to employees in the Customer Service cluster in relation to managing contacts with former public service employees who have taken on roles with private organisations which are regulated by agencies within the Customer Service cluster?

Cybersecurity

25. In relation to the Auditor-General's 2018 report titled "Detecting and responding to cyber security incidents":
- (a) Which recommendations have been fully implemented?
 - (b) Which recommendations have been only partially implemented?
 - (c) Which recommendations have not been implemented at all?
26. In relation to the NSW Government's Cyber Security Strategy:
- (a) Which elements of the Action Plan have been fully implemented?
 - (b) Which elements of the Action Plan have been only partially implemented?
 - (c) Which elements of the Action Plan have not been implemented at all?

Digital Drivers Licences

27. On what date did the Minister for Customer Service first become concerned about the stability of Digital Drivers Licences?
28. Did the Minister for Customer Service have concerns regarding the stability of Digital Drivers Licences in June 2019?
29. In response to a question taken on notice at the Budget Estimates hearing on 12 September 2019, the Minister stated \$14 million had been spent on the Digital Drivers Licence project "to date". In relation to this:
- (a) What is the current amount which has been spent on the Digital Drivers Licence project?

- (b) What is the total budget for the Digital Drivers Licence project?
- (c) Has an additional funding been allocated to the Digital Drivers Licence project:
 - i. To address the Minister’s concerns regarding stability; and/or
 - ii. As a result of the delayed state-wide rollout of this project?
- (d) Why is the budget for the Digital Drivers Licence project not specified in the Budget Papers?

New Service NSW Centres

30. On 12 February 2019, the NSW Government announced new Service NSW Centres would be built at Merrylands, Randwick, Revesby, Northmead, Engadine, Glenmore Park, Prestons/Edmondson Park, Roselands, North Sydney and Schofields. In relation to this:
- (a) By what date will each of these new Service NSW Centres be built?
 - (b) How were these locations chosen?
 - (c) Does the NSW Government have any plans to establish any new Service NSW Centres outside metropolitan Sydney during the next four years?

Budget Papers

31. In response to supplementary questions asked following the Budget Estimates hearing on 12 September 2019 (Questions 41 - 46), the Government stated “the department is still developing the details of the initiatives and programs that are being funded this financial year”. In relation to this:
- (a) Why were initiatives and programs funded in the Budget if the department was still developing their details?
 - (b) Has the department now finalised the details of the initiatives and programs that are being funded this financial year?
 - i. If so, what are the answers to supplementary questions 41 – 46 which were asked following the Budget Estimates hearing on 12 September 2019?
 - ii. If not, when will this information be finalised?
32. Why did Service NSW spend approximately \$95 million more on employee related expenses in the 2018-19 financial year than was allocated to it in the 2018-19 Budget?

33. What were the \$2.5 million worth of grants and subsidies paid by Service NSW in 2018-19 in relation to?
34. Why did Service NSW incur approximately \$39 million more on depreciation and amortisation in the 2018-19 financial year than was budgeted for in the 2018-19 Budget?
35. How will Service NSW reduce employee related expenses from \$256 million in 2018-19 to \$146 million in 2019-20?
 - (a) Will there be any reduction in full-time equivalent positions at Service NSW in 2019-20?
 - i. If so, how many full-time equivalent positions will be reduced at Service NSW in 2019-20?
36. Why has the value of Service NSW's intangible non-current assets fallen from approximately \$211 million in the 2018-19 Budget to approximately \$81 million in the 2019-20 Budget?
37. What types of intangible assets are held by Service NSW?
38. Why do the 2019-20 Budget Papers show Service NSW to have land and building assets worth approximately \$117 million when these assets are not attributed to Service NSW for 2018-19?
39. Why have total liabilities for Service NSW increased from approximately \$61 million in the 2018-19 Budget to \$188 million in the 2019-20 Budget?
40. Why will Service NSW incur approximately \$2.9 million in finance costs in 2019-20 when it did not incur any finance costs in 2018-19?

Service NSW location in Randwick

41. Will the government follow through on its commitment to open a Service NSW customer service centre in Randwick?
 - (a) When will the government begin work to find a location for the Customer Service Centre?
 - (b) When does the government plan to open the promised Randwick Customer Service Centre in Randwick?

Service NSW Centre for Shellharbour

42. On the 12 February 2019, it was announced that 10 new Service NSW Centres would be established in growth suburbs across Sydney. When will the NSW Government offer a similar commitment to establish a Service NSW Centre in the Shellharbour electorate?
 - (a) How many electorates across NSW, do not currently have a dedicated Service NSW Centre?

- (b) What level of customer demand would need to be demonstrated for a Service NSW Centre to finally be installed in the Shellharbour electorate?
43. In a letter to the Member for Shellharbour, dated 24 July 2019, the Minister has encouraged the residents of the Shellharbour electorate to utilise digital channels when interacting with Service NSW. What avenues to access government services are available to those people from the Shellharbour who do not have access to the internet?
44. Why was the decision made to close the Motor Registry in Shellharbour in 2015?
45. Why was the Service NSW Digital Pop-up store at Stockland Shellharbour closed?