



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2021-2022 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE AND DIGITAL

Hearing: Wednesday 25 August 2021

Answers due by: Wednesday 22 September 2021

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CUSTOMER SERVICE AND DIGITAL

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

JobSaver and COVID-19 Financial Support

1. Does the department have any data on the number of Not for Profits that have applied for JobSaver?
2. Has the department received any feedback from Not for Profits regarding the operation of the program?
3. How does Service NSW handle comparing comparative trading periods in which a public holiday fell during the period that is being compared to determine a 30% decline in turnover? For example one business has flagged when lodging its application it had to compare a period from 12 until 25 June 2021 with the same period in 2020, but the 2020 period included a public holiday. This means a 10 day trading period is being compared against a nine day trading period. How does Service NSW accommodate for this to fairly assess the decline in turnover?
4. What was the median time for applications to be processed and paid for:
 - (a) COVID-19 Small Business Grant?
 - (b) Micro-Business Grant?
 - (c) JobSaver Program?
5. Currently for businesses they did not exist in 2019 have no way to apply for support online and instead must do so over the phone. Why was the Department so ill-prepared to rollout this scheme?
6. When Service NSW rolled out the Bushfire Recovery grants program, 49 applicants were overpaid due to a system error. As a result Service NSW sent letters of demand requesting repayment within 14 days. Can you guarantee businesses will not be issued with letters of demand for any errors in the rollout of this program?
7. How many additional staff has Service NSW hired to handle the rollout of the COVID-19 business support package?
 - (a) What are their roles?

- (b) How many are full-time equivalent?
- 8. The 2021-22 Budget included a \$37 million cut to the Service NSW employee related expenses. How many jobs would have been lost as part of this cut?
 - (a) How many were fulltime equivalent positions?
 - (b) How many were vacant but not filled?
 - (c) How many were contractors?
- 9. What roles were impacted by the \$37 million cut to Service NSW in the 2021-22 NSW Budget?
 - (a) Were they frontline staff?

Cybersecurity

- 10. In March this year, the Electoral Commissioner stated that “lack of adequate investment I the cyber security of NSW electoral systems and personnel over time has meant that the Commission does not comply, and cannot comply in the immediate future, with the NSW public sector’s mandatory cyber security policies. The commission also does not meet the ASCS’s Essential 8 standards for cyber security.” How much additional funding has been provided to the NSW Electoral Commission to address cyber security vulnerabilities?
- 11. Cyber Security NSW has said it first became aware that NSW government agencies had been potentially exploited in the Accellion data breach in January. However, Accellion said in a [February 1 press release](#) it notified "all FTA customers" on December 23, 2020. NSW Health Secretary Elizabeth Koff told Budget estimates on March 4 that NSW Health "discovered the attack" on Christmas Day or Boxing Day, prompting Health Minister Brad Hazzard to clarify it was Christmas Day.
 - (a) When did Department of Transport and Department of Health actually discover the attack?
 - (b) Did Health and Transport immediately report the attack?
 - i. Did they wait until January?
 - (c) What date did Health and Transport notify Cyber Security NSW of the attack?

- (d) When was NSW Police made aware of the attack?
 - (e) If NSW Police did find out as early as December or January, why did they not begin investigating until February?
 - i. If they didn't find out until February, why the reporting delay?
 - (f) If a department discovers a cyber attack, who exactly are they meant to report it to, Cyber Security NSW or Police?
12. Over the 2020 Christmas period from 24 December 2020 until 2 January 2021, how many IT staff were working onsite at:
- (a) Cyber Security NSW?
 - (b) Department of Health?
 - (c) Department of Transport?
13. Data stolen from the Transport Department was released on the dark web via the Clop dark website. Did Transport, police or Cyber Security NSW ever access the full data collection released on the dark web?
- (a) What data was contained in the dark web data dump?
14. The Department of Health data was never released on the Clop dark website. Did health negotiate with the hackers?
15. Following a previous data breach at Service NSW and a report from the Auditor General in December 2020. Service NSW committed to implementing a raft of new cybersecurity measures. Has NSW now fully implemented all these measures?
- (a) If not what have not yet been fully implemented?
16. In the 2020-21 financial year the Privacy Commissioner received 205 reports of state government agencies of data breaches, why is Cyber Security NSW failing to reduce the number of breaches?
- (a) Have any of these breaches compromised NSW citizens?

- (b) If so, have they been informed and what was the timeframe for informing them after the breach?
- (c) Have any departments been breached multiple times?

QR Codes and Contact Tracing

- 17. Have there been instances where police have demanded data from QR code check-ins to solve crimes?
- 18. Have any other agencies tried to access the QR code check-in data?
- 19. Have there been any times when NSW Health has requested to keep data for longer than 28 days?

Star Casino

- 20. How is the Star acquiring an additional 1,000 gaming machines in the community interest?
- 21. When did the Star submit their proposal to acquire 1,000 new gaming machines to government?
- 22. What did the Star commit to providing the government in return for extra gaming machines?
 - (a) Have they offered to pay the NSW Government?
- 23. What advice has been provided to your office in relation to The Star's proposal for an additional 1,000 gaming machines?
 - (a) What assessment has been made?
- 24. Did the relevant Department consult with any stakeholders or agencies in forming its advice?
- 25. Are you aware of the Responsible Gambling in Casinos Report by *Gambling Research Australia* that shows casino patrons are three times more likely be problem gamblers than club and pub patrons?
- 26. Why are problem gambling rates so much higher in casinos compared to pubs and clubs?
- 27. Does it concern you that additional gaming machines would be provided to a sector where rates of problem gambling are so much higher?

28. Has the Department conducted any assessment of how this proposal will impact local clubs and hotels who have already been devastated by COVID?
29. The Bergin Inquiry, Victorian and Western Australian Royal Commissions have revealed serious misconduct by casinos and major deficiencies with the regulation of casinos in New South Wales. Bergin recommended a range of changes including creating a new expert regulator. Do you agree that it would be prudent to wait until those changes have been fully implemented before considering the expansion of the casino?
30. Royal Commissions in Victoria and Western Australia have identified serious misconduct with respect to responsible gambling practices at casinos. What investigations has the Department undertaken to ensure that similar misconduct is not occurring at The Star casino?
31. Are you aware that AUSTRAC is undertaking an enforcement investigation into The Star for serious breaches of anti-money laundering and counter- terrorism financing laws?
32. Why is the government considering expanding gambling at the casino while there is an active investigation into The Star for breaching anti-money laundering laws?
 - (a) How is this appropriate?
33. What investigations has the Department undertaken to ensure that The Star is not involved in facilitating money laundering?
34. Has the Department conducted any assessment about the increase in gambling expenditure and problem gambling an additional 1,000 machines at The Star is likely to cause?
35. The Bergin Inquiry revealed Crown Melbourne was involved with Junket operators with links to organised crime and had facilitated money laundering. Bergin concluded that Crown was not suitable to hold a casino licence. To your knowledge was The Star casino involved with any of the Junkets or individuals identified in the Bergin Inquiry as being involved with organised crime or money laundering?
36. The Bergin Inquiry revealed that The Star misled the Independent Liquor & Gaming Authority and the media about ceasing doing business with the notorious Sun City junket. What action if any have you undertaken in relation to this serious misconduct?

37. Given it was breaches of anti-money laundering controls that resulted in Crown being found unsuitable to hold a Casino licence in NSW, what action, if any, have you undertaken with respect to assessing whether The Star remains suitable to hold a casino licence in NSW?
38. What has the Minister and Department done to support clubs and pubs manage the impacts of Covid-19?
39. When was the last time the Department and Minister met with representatives from the Hospitality industry to discuss the Covid-19 situation and support?
 - (a) Who have you met with and what came from those meetings?
40. On 13 August, the Premier said in response to this leaked proposal: “don’t always believe what you read”. So is this plan going ahead, has it been approved, or not?
41. Will the Government in any negotiations with Star Casino ensure Star Casino hires more staff and transitions staff to permanent positions with the additional revenue generated by these machines? Or will it simply inflate the profit margins for the operator?

Park ‘n’ Pay

42. Did Service NSW enter into a contract with Duncan Solutions Technology, without a public tender, to develop the underlying parking management system for Park'n'Pay – functions such as tariffs management and billing?
43. Why is Service NSW using taxpayer’s money to compete with innovators that are widely available and keen to operate in NSW?
44. Has Service NSW or the Office of the Minister of Customer Service played any role whatsoever to endorse or lobby for Park'n'Pay to NSW Local Government authorities?
45. Has Service NSW or Minister Dominello’s office encouraged, in any way, Local Government authorities to enter into a commercial arrangement with Park ‘n’ Pay without public tenders or any evaluation process against other solutions in the market?
46. Can you confirm that Park'n'Pay is completely reliant upon PEMS software which is exclusively provided by Duncan Solutions Technology?

47. Can you confirm that, as part of its exclusive right to sell of Park'n'Pay, Duncan Solutions Technology can charge councils for “services” such as payment processing and tariff changes, and that these charges can’t be questioned given the absence of a tender process
48. Would you agree that Service NSW is creating a monopoly supplier for all parking technologies because other providers – not just of apps, but also meters and enforcement – can’t overcome the barrier to entry that Service NSW is creating?
49. Would you agree that the lack of competition due to the exclusive relationship that the NSW Government has entered into, through Park ‘n’ Pay, with Duncan Solutions Technology, is a is a handbrake on innovation and competitive tension, and represents a suboptimal outcome for the people of NSW?
50. Does Duncan Solutions Technology retain all revenue from sales to Councils, while Service NSW is paying Duncan Solutions Technology for its exclusive license?
 - (a) Is this not a taxpayer gift to a private company with the endorsement of the Minister?
 - (b) Is there a precedent for this kind of commercial arrangement?

Vaccination Booking System

51. The vaccination booking system is a misnomer as in fact it involves multiple, disparate systems across federal, state and private health providers. There is a lack of coordination, and the government online process is cumbersome and slow, for example; people have to go back and start again if the system freezes or if they want to change their nominated vaccination site. So if the system is difficult for people with unlimited data, access to technology and not dealing with other complex challenges, then it is next to impossible for those who are vulnerable, don’t speak English don’t have ready access to a computer or face other issues. Given our way out of this health crisis is now dependent on high vaccinations rates, what urgent action is the state government taking to address these barriers and make it easy for everyone, but particularly vulnerable people, to secure their vaccinations appointments?

Permits for Authorised Workers

52. Authorised workers who are required to carry permits from 28 August need to obtain these from Service NSW. What arrangements have been put in place to ensure that Service NSW is able to issue such permits in a timely way so workers are not left 'onhold' for unreasonable periods of time and/or are not able to obtain permits by the required date?

COVID-19 in Service NSW

53. How many NSW Health COVID-19 case locations have occurred in Service NSW locations over the course of the pandemic?
54. How many Service NSW staff have had to isolate as a result of undertaking work at a Service NSW location that has been a case location?
55. What improvements have been made to reduce the risk of COVID-19 whilst working for Service NSW and attending as a customer?
- (a) What improvements are planned to be implemented to reduce the risk of COVID-19 whilst working for Service NSW and attending as a customer?
 - (b) What improvements have been suggested but not utilised to reduce the risk of COVID-19 whilst working for Service NSW and attending as a customer?
56. What supports, training, or recognition has Service NSW or the NSW Government given to workers across Service NSW who have worked throughout the pandemic?

State Insurance Regulatory Authority

57. Last year the KPMG Forensic Claims Report included incidents of QBE and Corrective Services manipulating claims decisions regarding liability for their staff. What changes have been made to ensure that this behaviour is not repeated by employers, claims managers, and icare?
58. What measures are being taken by the State Insurance Regulatory Authority to ensure that injured workers who suffer a psychological injury are supported earlier, and supported to return to work with reasonable adjustment?

59. How many Return to Work Improvement Notices were issued by the State Insurance Regulatory Authority in the last 2 years under s59B of the *Workplace Injury Management and Workers Compensation Act 1998*?
- (a) How many Return to Work Improvement Notices were issued in the Nominal Insurer employers?
 - (b) How many Return to Work Improvement Notices were issued in the Treasury Managed Fund employers?
 - (c) How many Return to Work Improvement Notices were not complied with?
 - (d) In how many instances were fines issued for non-compliance with Return to Work Improvement Notices?

Safe Work NSW

60. How many workplace deaths occurred in the last calendar or financial year (whichever period accords with reporting)?
61. How many workplace injuries occurred in the last calendar or financial year (whichever period accords with reporting)?
62. How many Improvement Notices were issued by Safe Work NSW in the last calendar or financial year (whichever period accords with reporting)?
63. How many Prohibition Notices were issued by Safe Work NSW in the last calendar or financial year (whichever period accords with reporting)?
64. How many prosecutions were filed by Safe Work NSW in the last calendar or financial year (whichever period accords with reporting)?
65. How many enforcement undertakings were entered into by Safe Work NSW in the last calendar or financial year (whichever period accords with reporting)?
66. How many interventions did Safe Work NSW inspectors undertake in relation to COVID-19 safety in the last calendar or financial year (whichever period accords with reporting)?

Efficiency Dividend

67. Since the 2018-19 NSW Budget, there has been 4 years of 3% efficiency dividends required by each agency
- (a) How has Customer Service met the efficiency dividend requirements over the last 4 years?
 - (b) How many positions in Customer Service have been required to be made redundant in the last 4 years?
 - i. What position levels were made redundant?
 - ii. What location/s were these positions originally based in?
 - (c) What services have been cut by Customer Service to comply with the efficiency dividend requirements over the last 4 years?

ICT/CTO restructure

68. Do you commit that under the ICT/CTO restructure that regional jobs will not be lost under the guise of flexible locations?

Fair Trading and Better Regulation

69. After nearly two years where the Government has relied upon the experience and skills of its staff across Better Regulation to keep business open and the public safe, PSA members feel angered and betrayed by their Minister's words. Inspectors across Better Regulation were appointed as Authorised Officers under the Public Health Act at a moment's notice and were prepared to put themselves in harm's way to keep our state safe whilst we continue under the COVID Pandemic, how can they continue to have confidence in this minister when treated with contempt?
70. Can the NSW Government tell why is there a trend in moving towards a compliance based regulatory approach within BRD at the expense of a proven dispute resolution model, will this new approach diminish the expert roles held by members within Fair Trading such as Building Inspectors who have been successful in maintaining confidence with their stakeholders due to their impartial approach in resolving building disputes?

71. Why are the Automotive Inspectors who have also reported that they are doing far less mediations than they use to and this is not just because of COVID is this also a ploy of the NSW Government to deskill and move to generalist Inspectors within Fair Trading?

Redundancies within the Customer Service Cluster

72. How many full-time equivalent positions existed across the Customer Service cluster:
- (a) On 1 July 2020?
 - (b) On 1 July 2021?
73. How many full-time equivalent positions existed at Service NSW:
- (a) On 1 July 2019?
 - (b) On 1 July 2020?
 - (c) On 1 July 2021?
74. During the Budget Estimates Hearing on 9 March 2020, Service NSW CEO Damon Rees stated Service NSW would address 'budgetary challenges' through 'the consolidation of corporate services functions' which 'includes teams like finance, technology, people and culture, marketing, communications, risk governance' (Uncorrected transcript, p. 30). In relation this:
- (a) How many full-time equivalent positions have been, or will be, made redundant during the 2021-22 financial year in the teams responsible for:
 - i. Finance
 - ii. Technology
 - iii. People and culture
 - iv. Marketing
 - v. Communications and
 - vi. Risk governance?

- (b) How many full-time equivalent positions in ‘frontline’ roles have been, or will be, made redundant during the 2021-22 financial year?
75. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Department of Customer Service from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?
76. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Department of Customer Service?
- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?
77. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Board of Surveying and Spatial Information (BOSSI) from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?
78. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Board of Surveying and Spatial Information (BOSSI)?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

79. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Geographical Names Board of New South Wales (GNB) from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

80. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Geographical Names Board of New South Wales (GNB)?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

81. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Independent Pricing and Regulatory Tribunal of NSW from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?

- (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
82. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Independent Pricing and Regulatory Tribunal of NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
83. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Information and Privacy Commission NSW from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
84. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Information and Privacy Commission NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?

85. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Long Service Corporation from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
86. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Long Service Corporation?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
87. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Architects Registration Board from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
88. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Architects Registration Board?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?

- (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
89. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at NSW Fair Trading from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
90. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at NSW Fair Trading?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
91. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Government Telecommunications (Telco) Authority from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?

92. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Government Telecommunications (Telco) Authority?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
93. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Greyhound Welfare and Integrity Commission from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
94. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Greyhound Welfare and Integrity Commission?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
95. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Registrar General from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
96. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Registrar General?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
97. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Professional Standards Councils from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
98. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Professional Standards Councils?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?

- (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
99. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Rental Bond Board from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
100. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Rental Bond Board?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
101. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Revenue NSW from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
102. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Revenue NSW?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

103. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at SafeWork NSW from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

104. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at SafeWork NSW?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

105. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Service NSW from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?

- (d) What is the full monetary value of these redundancies in savings per annum?
106. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Service NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?
107. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the State Insurance Regulatory Authority (SIRA) from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?
108. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the State Insurance Regulatory Authority (SIRA)?
- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?
109. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Subsidence Advisory NSW from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
110. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Subsidence Advisory NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
111. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Surveyor General of NSW from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
112. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Surveyor General of NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?

- (e) What is the full projected monetary value of these redundancies in savings per annum?
113. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Waste Assets Management Corporation from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?
114. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Waste Assets Management Corporation?
- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?
115. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Commission from July 2021 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?
116. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Commission?
- (a) Which departmental area/s are these affected position/s currently allocated to?

- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

117. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Independent Review Office from July 2021 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

118. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Independent Review Office?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

Employees

119. Minister, for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio:

- (a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?

- (b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
- (c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
- (d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
- (e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
- (f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
- (g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
- (h) How many female and how many male SEB or SEB-equivalent employees are there?
- (i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?
- (j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
- (k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
- (l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
- (m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
- (n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
- (o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
- (p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
- (q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
- (r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?

- (s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
- (t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
- (u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent?
- (v) What steps are you taking to eliminate the gender pay gap?
- (w) What timeframe have you set to eliminate the gender pay gap?

120. Cluster Secretary- for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your Cluster:

- (a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
- (b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
- (c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
- (d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
- (e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
- (f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
- (g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
- (h) How many female and how many male SEB or SEB-equivalent employees are there?
- (i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?

- (j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
- (k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
- (l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
- (m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
- (n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
- (o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
- (p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
- (q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
- (r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?
- (s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
- (t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
- (u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent
- (v) What steps are you taking to eliminate the gender pay gap?
- (w) What timeframe have you set to eliminate the gender pay gap?

Cumberland Council penalty notices and fines

121. How many penalty notices or fines were issued by Cumberland Council in each of the following months in:

- (a) September 2020

- (b) October 2020
- (c) November 2020
- (d) December 2020
- (e) January 2020
- (f) February 2020
- (g) March 2020
- (h) April 2020
- (i) May 2020
- (j) June 2020
- (k) July 2020
- (l) August 2020

122. What is the composition of the types of penalties for each month listed in Question 121 (a-l)?

Service NSW QR check-in

123. When is contact information provided from a QR check-in in to NSW Health contact tracers?

124. Is NSW Health responsible for contacting the contacts who checked in with a QR code?

125. Does Service NSW automatically advise those who checked in to a premises, after the premises is determined to be a COVID-19 case location?

- (a) If not, why not

Spending

126. For each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio/cluster in FY 20/21 what was the total amount spent on each of the following categories?

- (a) Indoor plants
- (b) coffee and tea
- (c) crockery
- (d) kettles, sandwich presses and toasters
- (e) alcohol
- (f) cakes, muffins and pastries
- (g) computers, computer monitors and office chairs
- (h) office renovations and fit-outs
- (i) taxi and rideshare expenses
- (j) office equipment
- (k) office renovations or upgrades
- (l) hospitality
- (m) conferences
- (n) travel
- (o) accommodation
- (p) employee development and training activities
- (q) study assistance
- (r) travelling and meal expenses

- (s) temporary accommodation benefits - commercial and private
- (t) removal and storage expenses
- (u) education of children
- (v) reimbursement of transaction expenses (includes stamp duty, real estate costs for employee who is moving)
- (w) reimbursement of incidental costs (includes gas, electricity)
- (x) additional benefits.

127. For each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio/cluster, from FY 20/21 what are details (specific item, and total cost) of the top five most expensive occurrences of spending on each of the following categories?

- (a) indoor plants
- (b) coffee and tea
- (c) crockery
- (d) kettles, sandwich presses and toasters
- (e) alcohol
- (f) cakes, muffins and pastries
- (g) computers, computer monitors and office chairs
- (h) office renovations and fit-outs
- (i) taxi and rideshare expenses
- (j) office equipment
- (k) office renovations or upgrades
- (l) hospitality

- (m) conferences
- (n) travel
- (o) accommodation
- (p) employee development and training activities
- (q) study assistance
- (r) travelling and meal expenses
- (s) temporary accommodation benefits - commercial and private
- (t) removal and storage expenses
- (u) education of children
- (v) reimbursement of transaction expenses (includes stamp duty, real estate costs for employee who is moving)
- (w) reimbursement of incidental costs (includes gas, electricity)
- (x) additional benefits.