



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2021-2022 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE AND DIGITAL

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CUSTOMER SERVICE AND DIGITAL

Questions from the Hon Mark Buttigieg MLC (on behalf of the Opposition)
Question
JobSaver and COVID-19 Financial Support
<ol style="list-style-type: none">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:<ol style="list-style-type: none">(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?<ol style="list-style-type: none">(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?<ol style="list-style-type: none">(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?**

ANSWER:

1. Although Service NSW does hold data by industry, Not for Profits is not separately identified, therefore Service NSW is unable to provide the number.
2. As the policy owner this question should be directed to the Treasurer.
3. The guidelines require applicants to compare turnover over a 2-week period commencing 26 June 2021 against: the same period in 2019; the same period in 2020; or the 2 weeks immediately prior to any restrictions i.e. 12 June to 25 June 2021.
4. As at 13 September 2021, median time for applications to be processed and paid:
 - (a) 9 days
 - (b) 6 days
 - (c) 4 days.
5. Due to the ever-changing environment of COVID, the grants were made available to businesses as quickly as possible with the information that was available. Service NSW has continued to respond to customer and business feedback. Working with NSW Treasury as the policy owners of the grants, the comparison periods have been expanded and a pathway also made available for new businesses.
6. Service NSW will take guidance from its agency partner Treasury, to determine the best course of action in such an event, based on the principle that funds should be paid to those businesses that meet the eligibility criteria of the program.
7. This question was answered in QoN 7086.
8. This question was answered on page 34 of the transcript.
9. This question was answered on page 34 of the transcript.

Cybersecurity

10. **In March this year, the Electoral Commissioner stated that “lack of adequate investment in 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?

ANSWER:

10. As at 6 September 2021, the business case of NSW Electoral Commission was undergoing assurance and review by an independent panel as part of DRF requirements.

11. (a & b) These questions should be directed to the Minister for Transport and the Minister for Health and Medical Research.

(c) This question should be directed to Minister for Health and Medical Research and the Minister for Transport.

(d & e) This question should be directed to the Minister for Police

(f) If a department is subject to a “cyber incident”, they are required, under Mandatory Requirement 4.4 of the NSW Cyber Security Policy, to report it to Cyber Security NSW – this is in accordance with the NSW Cyber Security Response Plan.

Where an incident involves a possible criminal offence, Cyber Security NSW or the impacted agency refers the incident to NSW Police Force for further investigation.

12. (a) Cyber Security NSW maintained an on-call roster during shutdown period with at least three (3) contact points throughout the entire period.

(b) This question should be directed to the Minister for Health and Medical Research.

(c) This question should be directed to the Minister for Transport.

13. This question should be directed to the Minister for Police.

14. This question should be directed to the Minister for Health and Medical Research.

15. The December 2020 report delivered by the NSW Audit Office made eight recommendations to improve Service NSW processes, technologies, and governance arrangements to better handle customers' personal information.

Three of the audit's eight recommendations have been delivered, with a fourth partially complete and work underway on all remaining recommendations which are on track for completion by March 2022. Also, over 80% of Service NSW staff have undertaken mandatory privacy training since March 2021, including comprehensive guidance on identification and escalation procedures for privacy risks.

Service NSW has reduced by 92% the amount of personal information held in mailboxes since June 2020 through regular deletion of material. A secure transfer solution has been implemented for 280 transactions in four service centres, with rollout state-wide to commence in late September. By January 2022 this solution will replace email for remaining transactions in all service centres.

Recommendations 3, 4 and 5 are complete.

MyServiceNSW Account will have optional multi-factor authentication in early 2022. A history of account activity has been delivered and is visible via desktop login, with further account activity types to be added by March 2022. Salesforce recommendations have been completed, and will be further strengthened by a role permissions refresh due for completion in December 2021.

Most existing partnership agreements have now been redrafted with new privacy provisions, and are now progressing through negotiation and execution with partner agencies. March 2022 is estimated completion.

Digital transactions, non-digital transactions and software applications containing personal information have undergone risk assessment and are being prioritised for Privacy Impact Assessments. March 2022 is estimated completion.

16. (a-c) NSW has a voluntary reporting scheme in place for data breaches. Information relating to reported privacy breaches is available on the Information and Privacy Commission website.

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?

ANSWER:

17. Service NSW has not provided or made available to NSW Police any COVID Safe Check-in data.

- 18.** Service NSW and NSW Health are the only organisations who have access to the Service NSW COVID check-in data in accordance with the Public Health (COVID-19 Gathering Restrictions) Order (No 2) 2021.

For reporting purposes only – Service NSW retains aggregate and de-identified headcount information relating to the time at which a person has entered a premise. This is to assess a participating COVID Safe venue’s compliance with COVID-19 rules. This information is only available to authorised users from one of six approved regulatory agencies: NSW Health, Liquor and Gaming, Fair Trading, the Food Authority, Safework and NSW Police.

- 19.** If the COVID-19 check-in data has been disclosed to NSW Health for the purposes of contact tracing then it may be used by NSW Health in accordance with the Public Health Orders. Contact details are deleted by Service NSW at the end of the 28-day period in accordance with data purging process controls and no back up tapes for this data are retained.

Questions about NSW Health retaining COVID-19 check-in data should be directed to the Minister for Health and Medical Research.

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?

ANSWER:

20. The Star's proposal to acquire an additional 1000 gaming machines, sourced from existing entitlements held by hotels and clubs, will only proceed if it is in the public interest. The Government views the proposal as an opportunity to achieve various policy aims in the community interest, including:

- reducing the overall number of gaming entitlements in the state through the scheme,
- increasing the number of regional venues that choose to go pokie-free; and
- supporting the ongoing financial viability of regional venues.

21. 7 May 2021.

22. No commitments have been made by either The Star or the Government in relation to the proposal. The proposal is in a preliminary phase and Government has only agreed to commence formal negotiations with The Star.

Financial contributions from the Star will form part of the negotiation in relation to the scheme. The Government is committed to ensuring it obtains a fair appropriate return in relation to the proposal.

23. Preliminary advice was provided to enable the Government to determine whether it could enter into negotiations with the Star in relation to the scheme. Advice was also provided in relation to potential objectives for any future scheme.

24. Yes.

25. Yes, the *Responsible Gambling in Casinos Report* by Gambling Research Australia makes this claim noting that it does not differentiate between table games and gaming machine players. As the report was published in 2015, it does not capture the responsible gambling strategies implemented since 2015 by the casino relative to pubs and clubs.

The report found that those who reported gambling on casino table games were more likely than all gamblers to be located in higher risk gambler segments; and that the association between problem gambling and casino game playing is likely to be confounded by demographics. The report noted evidence from New Zealand that the proximity of people to non-casino based EGMs is more likely to influence the development of harm as opposed to their proximity to casinos.

26. This information can be found in Part B of the Responsible Gambling and Casinos Report published at www.adelaide.edu.au. In addition, it is noted that The *NSW Gambling Survey 2019* examined the relative contribution of each gambling activity available in NSW on the degree of harm experienced. The strongest impact was observed for electronic gaming machines, having almost double the impact per person than the next largest category (online poker games). However, the survey also found that more than half of electronic gaming machine (EGM) players (55%) played the EGM at a club, 40%

at a pub or hotel and 5% at the casino. It found that problem gamblers (54%), and moderate-risk gamblers (44%) were more likely than non-problem gamblers to gamble at a pub/hotel than non-problem gamblers (37%).

- 27.** As noted in response to previous questions, the Responsible Gambling and Casinos Report dated December 2015 observes that it is not often possible to ascertain what proportion of problem gambling is attributable to casino gambling.

The Star is subject to strict regulatory requirements and oversight, including in relation to problem gambling. The Star has enhanced measures in place, beyond those in the hotel and club sector, to combat gambling harm. This includes implementing facial recognition technology for identifying excluded players and committing to moving to a completely cashless gaming environment.

- 28.** The proposal is in its early stages and analysis of the impacts are ongoing. The participation of clubs and hotels in any future scheme will be completely voluntary and based on decisions about their own financial interests.

One of the key objectives of the scheme is to support the ongoing viability of regional clubs. The Department will conduct relevant assessments on how the scheme can support financially distressed clubs and hotels.

- 29.** No. The number of gaming machines the Star is permitted to operate will have no impact on regulatory responses arising from the Bergin inquiry.

- 30.** The Star's operations are the subject of ongoing monitoring by the regulator. The Independent Liquor and Gaming Authority (ILGA) recently announced that Adam Bell SC has been appointed to undertake a review of The Star via relevant provisions in the Casino Control Act 1992.

- 31.** Yes

- 32.** Investigations by AUSTRAC will be unaffected by and has no relationship with negotiations to allow the Star to operate additional gaming machines.

- 33.** Please see the answer to Question 30.

- 34.** The NSW Government is committed to promoting responsible gambling and reducing gambling harm within the State. The proposal is in its early stages and assessment of the impacts is ongoing. It is noted that the Star employs facial recognition technology to detect excluded persons. In addition, allowing the Star to operate a further 1000 gaming machines is tied to its transition to a cashless gaming environment, which provides higher protections against problem gambling behaviours.

- 35-37** Please see the answer to Question 30.

- 38.** The NSW Government has enacted a range of economic and other support measures to help clubs and pubs during 2021 lockdown in NSW. These include:

- Waiving annual liquor licence base fees and trading hours loadings in 2020 and compliance loadings deferred until 2021.

- Postponing the final date for payment of annual liquor licence fees until 15 November 2021 and offering fee waivers on a case-by-case basis due to financial hardship, with the cut-off date for financial hardship applications.
- The cut-off date for applications for financial hardship related to annual liquor licence fees for 2021 has been extended to 8 November 2021
- Expanding the JobSaver payment scheme eligibility criteria to tourism, hospitality or recreation businesses with an annual turnover of up to \$1 billion. Clubs and pubs that have suffered a turnover decline of more than 30 percent are also eligible for the COVID-19 business grant.
- Amending the COVID-related Statement of Regulatory Intent (SRI) to allow people who are working in the Tweed Shire Local Government Area (LGA) and who are prevented from working on licensed premises in Queensland due to border closure rules to sell alcohol in NSW without the need to hold a NSW RSA competency card, provided they hold the national RSA Statement of Attainment.
- Offering a further 50 per cent reduction in 2021-22 payroll tax liability for eligible businesses including clubs and pubs which is in addition to the temporary reduction in the payroll tax rate from 5.45 per cent to 4.85 per cent announced last year.
- Deferral of payroll tax payments, due from July 2021 through to December 2021, until 14 January 2022 for all businesses including clubs and pubs, with 12-month interest-free repayment plans available.
- The deferral of gaming machine tax liabilities for the latest quarter until December 2021 for eligible clubs, and January 2022 for eligible pubs. Clubs and pubs will also be allowed to include the next non-deferred payment period into the 12 months interest-free repayment plans.
- Liquor & Gaming NSW has actively promoted to its customers the availability of the NSW Small Business Fees and Charges Rebate for eligible small businesses, sole traders and not-for-profits.

39-39a). The Minister, the Minister's Office and Deputy Secretary Better Regulation Division met with Clubs NSW on 3 August 2021. Various proposals were canvassed relating to possible support for Clubs once they recommence trading upon relaxation of the current COVID-19 restrictions. These discussions are ongoing.

40. The Government has announced its intention to enter in negotiations with the Star in relation to operating additional gaming machines.

41. Please see the answer to Question 22.

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 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?

ANSWER:

42. Park’nPay has been developed, inhouse, by the Department of Customer Service (DCS). Details of the nature of the engagement between DCS and Duncan Solutions is publicly available as answered in Budget Estimate 2020 2021 Supplementary Questions for Customer Service, hearing date 8 March 2021 and on the DCS Disclosure Log for GIPR19/445.
43. As answered in Budget Estimate 2020-2021 Supplementary Questions for Customer Service, hearing date 8 March 2021, the competitive neutrality policy is publicly available. Park’nPay has been developed to improve the customer experience; there is no single parking app used across the state. Park’nPay is not mandatory for councils.
44. Park’nPay is envisioned to operate across multiple types of parking throughout NSW to provide an improved and consistent customer experience. The NSW Government has engaged the community, industry and councils to shape Park’nPay.

45. Local Government tender processes are not administered by DCS. For reference, buy.nsw has the detail outlining engaging NSW Government however in accordance with Procurement (Enforceable Procurement Provisions) Direction 2019 under the Public Works and Procurement Act 1912, procurement of goods and services by a government agency from another government agency or a Commonwealth, State, Territory or local government entity is exempt from these processes (see page 21, item 7: Microsoft Word - EPP-Direction - 2 September 2020 (nsw.gov.au)).
46. No. Park'nPay can integrate with any data source via an API and currently consumes data from alternate sources other than PEMS.
47. Park'nPay is offered free to all councils and there is no exclusivity. As previously outlined, Park'nPay is agnostic of the infrastructure provider and can integrate with any data source.
48. See answer to questions 43 and 47.
49. See answer to question 43 and 47.
50. See answer to question 42, 45 and 47.

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?**

ANSWER:

51. This question should be directed to the Minister for Health and Medical Research.

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?**

ANSWER:

52. The authorised worker permit has been available through Service NSW website since 27 August 2021. Conditions of registration are implemented in accordance with NSW public health orders and in consultation with NSW Police. Workers are required to provide basic information regarding their work and reasons for travel (please refer to <https://www.nsw.gov.au/covid-19/rules/authorised->

workers for full details), the permit is issued upon submission, so workers are not left ‘onhold’. Workers unable to apply online can call Service NSW on 13 77 88. For details of the registration process, please visit <https://www.service.nsw.gov.au/transaction/register-your-travel-within-nsw>.

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?**

ANSWER:

- 53.** As at 8 September 2021, 53.
- 54.** As at 8 September 2021, 728 staff have had to isolate as a result of a COVID-19 exposure at a Service NSW Service Centre since the current outbreak commenced in June 2021.
- 55.** The Service NSW website provides detail on measures in place to reduce the risk of COVID-19 at Service NSW Service Centres for staff and customers. Other measures in place to reduce COVID-19 risks at Service Centres include:
- Implementation of COVID safe plans
 - Requirement for staff to wear surgical masks supplied by Service NSW
 - Requirement for staff to use hand sanitizer in between every customer
 - Cleaning all surfaces, counters, kiosks after each transaction
 - Asking customers to confirm prior to entry that they do not have any COVID-19 symptoms and have not been instructed to isolate by NSW Health
 - Installation of protective screens at service counters

- Use of every second counter to serve customers where possible
- Suspension of digital self-service
- Signage to indicate contactless payment is preferred / no cash handling in Service Centres in high-risk sites
- Introduction of hygiene officers and additional security officers
- Implementation of an alternate day roster across Greater Sydney Service Centres
- Cancellation of outreach activities
- Targeted messaging to inform customers that Service Centre transactions have been limited to essential services only.

(a). Improvements are regularly considered, assessed and implemented in response to the changing nature of the pandemic to reduce the risk of COVID-19 for our Service Centre staff and customers.

(b). Other measures to reduce COVID-19 risks for staff and customers attending Service NSW Service Centres that have been considered but not yet implemented at this time include further digitisation of transactions, establishment of an appointment service, and further refining the scope of ‘essential services’.

56. Supports / training in place for staff working throughout the current COVID-19 outbreak include:

- Access to flexible working options
- Access to two hours vaccination leave to receive a COVID-19 vaccination
- Access to COVID-19 special leave or flexible work arrangements to take a mandatory COVID-19 surveillance test as required under the Public Health Order
- Access to COVID-19 special leave to support a team member’s health, safety and wellbeing
- Access to a 24/7 Employee Assistance Provider
- Dedicated team support sessions facilitated by the Employee Assistance Provider
- Training for staff on resilience and handling calls from distressed and vulnerable customers.

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?**

ANSWER:

- 57.** SIRA has established a focused insurer supervision regime in relation to Corrective Services, and continues to work with the Department of Communities and Justice, SafeWork NSW and icare to implement improvements to Correctives Services management of workers compensation.

More broadly, SIRA has initiated a compliance and performance review of the Treasury Management Fund (TMF), which will include a review of the current agreements icare and the Self Insurance Corporation (SICorp) have with claims agents and the training and education programs available to government self-insurers. SIRA is also drafting claims management guidance material for government self-employers. SIRA has also undertaken a general review into icare's complaints handling, and SIRA is currently reviewing a complaints report from icare that includes data from government self-insurers.

The Government has also announced that it will introduce legislation to implement recommendations of the McDougall Review to clarify SIRA's regulatory powers in relation to icare and the Nominal Insurer.

- 58.** SIRA updated Standard of Practice 33, 'Managing psychological injury claims' in March 2021. Standard 33 sets expectations for insurers to manage psychological injury claims with empathy and a strong focus on early treatment, tailored communication, timely recovery and return to work, in a manner likely to minimise conflict and delay.

The standard has specific expectations and benchmarks that insurers must meet regarding early treatment and return to work, determining liability, developing an injury management plan in collaboration with the injured person, timely treatment, support for recovery at work.

For more information refer to SIRA's website at <https://www.sira.nsw.gov.au/workers-compensation-claims-guide/legislation-and-regulatory-instruments/other-instruments/standards-of-practice/s33.-managing-psychological-injury-claims>.

59. Between 1 July 2019 to 30 June 2021 a total of **183 Employer Improvement Notices (EIN)** were issued:

	Total	NI	TMF	Self & Specialised Insurers
1 July 2019 – 30 June 2020	96	92	2	2
1 July 2020 – 30 June 2021	87	75	5	7

Penalty Infringement Notices (PINs) are issued to employers for failure to comply with their workplace injury management obligations under Chapter 3 of the *Workplace Injury Management and Workers Compensation Act 1998* and where an EIN has not been effective in remedying the contravention.

Between 1 July 2019 to 30 June 2021 a total of **2 Penalty Infringement Notices** were issued:

	Total	NI	TMF	Self & Specialised Insurers
1 July 2019 – 30 June 2020	0	0	0	0
1 July 2020 – 30 June 2021	2	1	1	0

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)?**

ANSWER:

60-66. These questions should be directed to the Minister for Better Regulation and Innovation.

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?**

ANSWER:

67. The Customer Service Cluster employs a wide range of options for addressing cost savings required to meet efficiency dividends. Over the past 4 years, savings have been achieved through measures that reduce the cluster's total cost base without impacting services.

The Customer Service Cluster is playing a central role in a range of new initiatives the Government has announced resulting in an increase to our workforce overall.

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?**

ANSWER:

68. DCS is committed to maximising the number of roles that can be accessed by regionally based staff and has applied the NSW Government’s Regional Workforce Principles to its implementation of the DCS ICT/CTO restructure.

Although the restructure is still in progress, 123 roles have so far been identified as ‘location flexible’.

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?

ANSWER:

69. The Minister has advised that statements quoted in an article by the Australian Financial Review on 16 December 2020 were taken out of context and has apologised to Better Regulation Division inspectors. The experience and skills of staff across the Better Regulation Division are valued by the Minister.

70. Better Regulation Division, in conjunction with the Building Commissioner, is focused on protecting the NSW community through utilising the full range of regulatory responses including dispute resolution and risk based proactive compliance.

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

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?

ANSWER:

72. (a) 8,293.4 (as at 25 June 2020)

(b) 9,297.2 (as at 24 June 2021)

73. (a) 2,500.5 (as at 27 June 2019)

(b) 3,041.5 (as at 25 June 2020)

(c) 3,684.3 (as at 24 June 2021)

74 (a) These functions are undertaken by DCS employees.

(b) none

75-118. The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.

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?

ANSWER:

119-120. The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.

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)?

ANSWER:

121-122. These questions should be directed to the Minister for Finance and Small Business.

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

ANSWER:

123. When requested by NSW Health contact tracing team.

124. Yes.

125. NSW Health is responsible for contact tracing and notifications. Service NSW works closely with Health in relation to the notification of staff and customers whenever a Covid case is detected at a Service Centre.

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.

ANSWER:

126 & 127. The Financial Statements, including expenditure on any general costs, are available in an agency's annual report. Office supplies and other related purchases by Customer Service Cluster agencies are made in accordance with the applicable policies and procedures on procurement.