



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2022-2023 **Supplementary Questions**

Portfolio Committee No. 4 – Customer Service and Digital Government

CUSTOMER SERVICE AND DIGITAL GOVERNMENT

Hearing: Tuesday 30 August 2022

Answers due by: Monday 26 September 2022

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CUSTOMER SERVICE AND DIGITAL GOVERNMENT

Questions from the Hon Mark Banasiak MLC

E-Conveyancing

1. The Minister claims the maturity of the NSW e-conveyancing ecosystem is ‘a country mile’ ahead of other jurisdictions, and that other states are still catching up. Given that electronic lodgement capabilities in South Australia and Victoria are both on par with NSW, if not ahead. Victoria made e-conveyancing compulsory ahead of NSW and in many circumstances, exceptions exist where manual process are still required in NSW. Meanwhile, South Australia is approaching near 100% digital lodgement functionality.
 - (a) Can the Minister advise who came up with the enforcement-only proposal that is being considered as NSW-only legislation?
 - (b) What date was it first raised and by whom?
2. The concept of a national enforcement regime was first floated in the first half of 2021 within the context of industry forums that included PEXA. Industry feedback was received by the NSW ORG in response to an ARNECC Position Paper in May 2021. Given that PEXA did not withdraw from implementation working groups until December 2021 when it flagged serious concerns with a number of issues including economic viability. PEXA re-joined these forums in May 2022 ahead of, and independent of, the announcement by NSW Government to implement its own enforcement regime in July 2022.
 - (a) Are there underlying issues with implementation that aren’t being resolved?
3. In the Government’s response to Portfolio Committee No. 4 on its inquiry into the Electronic Conveyancing (Adoption of National Law) Amendment Bill 2022 (dated 10 May 2022), the Government made clear indications that “enforcement is to be the subject of a second Bill amending the ECNL scheduled for late 2022” and that “all state and territory Ministers have committed to this second Bill”. No indications were given that NSW would be pioneering its own regime...
 - (a) If it was well known that NSW outpaced other states with regard to digital conveyancing, why wasn’t this made clear during debates in the house?
 - (b) What changed in this short period between May and the Ministerial Forum in June 2022?

CUSTOMER SERVICE AND DIGITAL GOVERNMENT

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

Stay NSW Voucher

4. What is the total value of Stay NSW vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?
5. What is the total value of Stay NSW vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

Active Kids Voucher

6. What is the total value of Active Kids vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?
7. What is the total value of Active Kids vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

First Lap Voucher

8. What is the total value of First Lap vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?
9. What is the total value of First Lap vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

Before and After School Care Vouchers

10. What is the total value of \$500 before and after school care vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?

- (b) Provide a breakdown via postcode?
- 11. What is the total value of \$500 before and after school care vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

Parents NSW Voucher

- 12. What is the total value of Parents NSW vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?
- 13. What is the total value of Parents NSW vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

Creative Kids Voucher

- 14. What is the total value of Creative Kids vouchers claimed across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?
- 15. What is the total value of Creative Kids vouchers that remain unspent across NSW?
 - (a) Provide a breakdown via Local Government Area?
 - (b) Provide a breakdown via postcode?

National Parks Concession Pass

- 16. What percentage of eligible pensioners have taken up the National Parks concession pass?
- 17. What is the total value of all claimed National Parks concession passes?
- 18. What is the total savings to date via the National Parks concession pass?

Regional Seniors Travel Card

- 19. What percentage of eligible seniors have claimed the regional seniors travel card?
 - (a) In 2021?
 - (b) In 2022?

20. What was the total value of regional seniors travel cards across NSW?
- (a) In 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In 2019-20 financial year?

Low Income Household Rebate

21. What percentage of eligible low income households have claimed the low income household rebate across NSW?
- (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?
22. What was the total value of the low income household rebate:
- (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?

Family Energy Rebate

23. What percentage of households have claimed the family energy rebate across NSW?
- (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?
24. What was the total value of the family energy rebate:
- (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?

Pensioner Water Rebate

25. What percentage of eligible pensioners have claimed the pensioner water rebate across NSW?
- (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

26. What was the total value of the pensioner water rebate:

(a) In the 2021-22 financial year?

(b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

Pensioner Concessions on Vehicle Registration

27. What percentage of eligible pensioners have claimed the pensioner concessions on vehicle registration across NSW?

(a) In the 2021-22 financial year?

(b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

28. What was the total value of pension concessions on vehicle registrations via the service NSW savings finder:

(a) In the 2021-22 financial year?

(b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

NSW Spectacles Program

29. What percentage of eligible pensioners have participated in the NSW spectacles program across NSW?

(a) In the 2021-22 financial year?

(b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

30. What was the total value of the NSW spectacles program:

(a) In the 2021-22 financial year?

(b) In the 2020-21 financial year?

(c) In the 2019-20 financial year?

Consultancy Fees

31. How much did the Department of Customer Service spend on consultancy fees:
 - (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?
32. How much did Service NSW spend on consultancy fees:
 - (a) In the 2021-22 financial year?
 - (b) In the 2020-21 financial year?
 - (c) In the 2019-20 financial year?

Digital Restart Fund

33. How many NSW Correctional Centres will be installing the Offender Digital Services Platform?
34. How many NSW Correctional centres have already installed the Offender Digital services Platform to date?
35. How many inmates will have access to the Offender Digital Services Platform?
36. How many inmates have had access the Offender Digital Services Platform to date?
37. Has the rate of reoffending dropped for inmates that have had access to the Offender Digital Services Platform, and if so by what percentage?

Redundancies within the Customer Service Cluster

38. How many full-time equivalent positions existed across the Customer Service cluster:
 - (a) On 1 July 2021?
 - (b) On 1 July 2022?
39. 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?
 - (d) On 1 July 2022?

40. 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 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 made redundant during the 2021-22 financial year?
41. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Department of Customer Service in the 2021-22 financial year?
- (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?
42. 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?

43. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Board of Surveying and Spatial Information (BOSSI) in the 2021-22 financial year?
- (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?
44. 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 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?
45. 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) in the 2021-22 financial year?
- (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?
46. 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?
47. 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 in the 2021-22 financial year?
- (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?
48. 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?
49. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Information and Privacy Commission NSW in the 2021-22 financial year?
- (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?
50. 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?
51. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Long Service Corporation in the 2021-22 financial year?
- (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?
52. 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?
53. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Architects Registration Board in the 2021-22 financial year?
- (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?
54. 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?
55. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at NSW Fair Trading in the 2021-22 financial year?
- (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?
56. 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?
57. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Government Telecommunications (Telco) Authority in the 2021-22 financial year?
- (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?
58. 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?
59. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Registrar General in the 2021-22 financial year?
- (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?
60. 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?
61. 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 in the 2021-22 financial year?
- (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?
62. 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?
63. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Rental Bond Board in the 2021-22 financial year?
- (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?
64. 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?
65. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Revenue NSW in the 2021-22 financial year?
- (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?
66. 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?

67. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at SafeWork NSW in the 2021-22 financial year?
- (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?
68. 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?
69. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Service NSW in the 2021-22 financial year?
- (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?
70. 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?
71. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the State Insurance Regulatory Authority (SIRA) in the 2021-22 financial year?

- (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?
72. 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?
73. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Subsidence Advisory NSW in the 2021-22 financial year?
- (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?
74. 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?
75. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Surveyor General of NSW in the 2021-22 financial year?
- (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 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?
77. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Waste Assets Management Corporation in the 2021-22 financial year?
- (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 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?
79. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Commission in the 2021-22 financial year?
- (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 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?
81. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Independent Review Office in the 2021-22 financial year?
- (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 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

83. 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?

84. 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?

Motor Accidents and the PIC

- 85. What data has the Personal Injury Commission, (PIC), published about the nature and extent of the delays in PIC medical assessments?
 - (a) If there is no current data, then why is there no data?
- 86. For an injured claimant lodging an application for medical assessment today:
 - (a) What is the theoretical optimal timeframe within which their dispute would be resolved?
 - i. What should be the standard time for a straightforward medical assessment dispute?
 - (b) What is the actual current timeframe?
 - i. For a PIC medical assessment lodged today, how long is it actually going to take to have the dispute allocated to an assessor and assessed and a certificate issued?
 - ii. what is the current blowout in the standard timeframe?

- (c) Is the Minister aware of any internal factors within the PIC and its operations that have contributed to the delay?
 - i. Or, does the Minister support the PIC's assertions that the PIC is operating perfectly and that it is only external factors contributing to the delay?
- (d) Is it true that a motor accident victim lodging a dispute today seeking assessment of psychiatric injury would not be able to be assessed by the PIC until after Easter next year, a wait of over six months?
 - i. Is this an acceptable delay for persons suffering psychiatric injury, especially where that delay may prevent them receiving treatment?
 - ii. Are these delays in the best interests of the injured?
- (e) What is the staff turnover rate at the PIC since its inception?
- (f) How does that turnover rate compare with the NSW Public Service generally?
- (g) Have doctors previously prepared to supply medical assessments to SIRA and the DRS (the predecessor organisations of the PIC) left the system since the PIC was introduced? If so:
 - i. How many, or what percentage of the medical assessors conducting assessments for the DRS in 2020 have left the system since the commencement of operations of the PIC in March 2021?
 - ii. What steps has the PIC taken to ascertain why these doctors have left the system?
 - iii. Have there been exit interviews?
 - iv. What factors have been identified as to why doctors do not want to perform PIC medical assessments?
 - v. Are there issues in relation to the fees being paid by the PIC to conduct medical assessments?
 - vi. Are doctors leaving the system because of the rates of pay?
 - vii. Are doctors leaving the system because of their frustrations dealing with the PIC electronic document system?

87. What (if any) steps has the Minister taken to personally address the efficiency of PIC operations?

88. How frequently is the Minister meeting with the President of the PIC or the Registrar of the PIC to review the delays and steps being taken to address the delays?
89. What data is being supplied to the Minister about the nature and extent of the delays?
90. Does the PIC have enough medical assessors on its books to meet the demand for medical assessments?
 - (a) If not, then why not?
91. Does the Minister believe that the PIC is operating at maximum efficiency subject only to external factors?
 - (a) If not, then what internal inefficiencies at the PIC has the Minister identified and what is being done to address them?
92. Previously, the standard time for the production of a decision by a CARS Assessor determining a damages assessment was three weeks. Why has this timeframe blown out, in some instances to more than three months?
93. What is the average time for a PIC Member to issue a damages assessment?
94. Is the Minister aware that there are PIC Members regularly taking more than three months and, in some cases, upwards of five months to deliver a decision?
 - (a) Does the Minister consider this degree of delay acceptable?
 - (b) What (if anything) has the Minister done to inform himself about these delays and to set standards, so these types of delays do not occur?
95. Given that PIC Members are appointed by the Government, what has the government done to remove PIC Members who are not up to doing the job of delivering damages decisions in a timely fashion?

The PIC- Federal Jurisdictions

96. On what basis did the PIC dismiss claims for medical or damages assessments between residents of one State and a private corporation in another State?
 - (a) How did the PIC come to the view that these claims involved federal jurisdiction?
97. How many claims did the PIC incorrectly dismiss by falsely asserting federal jurisdiction?

98. With the District Court having made clear that no federal jurisdiction arose, of the cases that were incorrectly dismissed, what has the PIC done to now expedite determination of those cases?
99. Is the Minister aware that the PIC President has commenced sitting as a District Court judge in addition to undertaking his PIC Presidential duties?
- (a) Was it part of the government's design for the PIC that the PIC President would sit as a District Court judge (DCJ), independent of his PIC duties?
 - (b) Is the Minister of the view that the role of the PIC President is a fulltime job?
 - (c) If it is, then how does the President have the spare time to sit as a DCJ?
 - (d) Is the Minister aware that the President of the PIC is sitting as a DCJ to rule on PIC related issues?
 - (e) Does the Minister see any conflict of interest between the President of the PIC sitting as a DCJ to rule on PIC related issues, given that this is him sitting in judgment on his own organisation's decisions?
 - (f) Is the Minister aware that an application was made to the President of the PIC sitting as a DCJ to disqualify himself in relation to PIC related matters and that the President (sitting as DCJ) has refused to do so?
 - (g) What view does the government take as to the conflicts of interest involved?

Permanent Impairment

100. For each financial year from 2015/16 to 2021/22, how many claimants managed by iCare received workers compensation payments for permanent impairment calculated under each of the following provisions of the Workers Compensation Act 1987:
- (a) Section 66(2)(a)
 - (b) Section 66(2)(b)
 - (c) Section 66(2)(c)
 - (d) Section 66(2)(d)
 - (e) Section 66(2)(e)
 - (f) Section 66(2)(f)
 - (g) Section 66(2)(g)
 - (h) Section 66(2)(h)

101. For each financial year from 2015/16 to 2021/22, how many claimants managed by iCare received workers compensation payments for permanent impairment calculated under each of the following former provisions of the Workers Compensation Act 1987 due to the operation of clause 4, Part 19H and/or clause 3(1), Part 19I of Schedule 6 to the Act:
- (a) Section 66(2)(a)
 - (b) Section 66(2)(b)
 - (c) Section 66(2)(c)
 - (d) Section 66(2)(d)
 - (e) Section 66(2)(e)
102. Please identify the number of claimants covered by the Workers Compensation (Bush Fire, Emergency and Rescue Services) Act 1987 from each of the NSW Rural Fire Service, NSW State Emergency Service, NSW Volunteer Rescue Association, and Surf Life Saving NSW under parts:
- (a) Section 66(2)(a)
 - (b) Section 66(2)(b)
 - (c) Section 66(2)(c)
 - (d) Section 66(2)(d)
 - (e) Section 66(2)(e)

Psychological claims SIRA data

103. Please provide the number of psychological claims reported each for the Nominal Insurer, Treasury Managed Fund, Specialised insurers and Self-insurers by month from July 2011 to the present.

McDougall Review Recommendation 34

104. What consultation has occurred so far with stakeholder groups with regards to reforming the Workers Compensation system?
- (a) Who has been involved with this consultation?
105. What stakeholders were informed of SIRA's decision that the "*consolidation of the legislation has been flagged as not a particularly great idea and it's one where we might more try to start again with a fresh bill*" as Mr Dent stated in Budget Estimates on 30 August 2022.

- (a) In relation to Mr Dent’s statement that *“that work has already started. the team has been recruited to start the process of redrafting”*, who is in this team?
- (b) Given Mr Dent has stated that starting again with a fresh bill, why is SIRA still focusing on *“a couple of tranches of work ...on some of those key benefits issues that were raised in McDougall early. The SIRA board and I have discussed that our view would be, rather than to try and tackle everything holistically, there would be some merit in at least doing that work around benefits first”*. What benefits is Mr Dent referring to in this statement?

106. Given McDougall’s Recommendation 34 stated that the Government should “appointing a suitable agency or body to conduct a review and reconciliation of the Workers Compensation Act 1987, Workplace Injury Management and Workers Compensation Act 1998 and State Insurance and Care Governance Act 2015 into a single consolidated piece of legislation...”, has the Government decided that SIRA will be undertaking this work?

Parke Project work and reforming Workers Compensation

107. The Law Society has stated in its submission to the Law and Justice Committee Review of the 2022 Workers Compensation scheme that *“we strongly support a review that builds on the work of the Parke Project, and looks at the scheme as a whole, rather than the current piecemeal approach to amendment”*. Will the Minister be revisiting this work?

Consultants

108. Has SIRA used any consultants to work on Workers Compensation legislation?

- (a) If so, who?
- (b) How much has this cost for the last two financial years?

109. What consultants have been engaged by SIRA and for what work for the last two years?

Delays for psychological assessments

110. In terms of delays to obtaining psychological assessments in the workers compensation system and the Personal Injury Commission, why is SIRA as the regulator not taking responsibility for enforcing timeframes so that delays to treatment aren’t commonplace?

- (a) Why aren’t these delays taken off the claims time limits?

Unscrupulous medical assessors for Workers Compensation claims

111. What is SIRA doing to ensure that doctors whose reviews are routinely challenged by PIC assessors are disallowed from undertaking workers compensation assessments?

Personal Injury Commission (PIC) delays for medical assessments

112. As the Personal Injury Commission newsletters acknowledge that there is delay in medical assessments, when will data be published about how many cases are currently delayed or the extent of the delay?
113. Claimants in the PIC are waiting upwards of twelve months to have a treatment dispute assessed. As early intervention is critical for psychological claims, what is the Government doing to ensure these delays are rectified?

Exemptions for WHS Regulations

114. What work has SIRA undertaken to examine the link between the current 11 exemptions to Work Health and Safety regulations and increased workers compensation claims?

Third-party contractors or consultancies

115. For every agency, department, or state-owned corporation within your portfolio, please provide the following:
 - (a) A list of all third-party contractor or consultancies engaged in communications services, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
 - (b) A list of all third-party contractor or consultancies engaged in PR services, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
 - (c) A list of all third-party contractor or consultancies engaged in marketing services, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,

- iv. Total cost paid
- (d) A list of all third-party contractor or consultancies engaged in Government relations or lobbying services, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (e) A list of all third-party contractor or consultancies engaged in industry or peak body membership, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (f) A list of all third-party contractor or consultancies engaged in policy or strategy development, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (g) A list of all third-party contractor or consultancies engaged in project management, including:
 - i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (h) A list of all third-party contractor or consultancies engaged in accounting and audit, including:
 - i. Contractor name,

- ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (i) A list of all third-party contractor or consultancies engaged in legal services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid
- (j) A list of all third-party contractor or consultancies engaged in any other services, including:
- i. Contractor name,
 - ii. Contractor ABN,
 - iii. Service provided,
 - iv. Total cost paid

Disability Employment

116. What is the percentage and number of employees who currently identify as having a disability employed by:

- (a) Department of Customer Service
- (b) Service NSW
- (c) NSW Registry of Births Deaths & Marriages
- (d) Information and Privacy Commission
- (e) IPART
- (f) Revenue NSW

117. What is the percentage and number of senior managers who currently identify as having a disability employed by:

- (a) Department of Customer Service
- (b) Service NSW
- (c) NSW Registry of Births Deaths & Marriages

- (d) Information and Privacy Commission
- (e) IPART
- (f) Revenue NSW