

**PORTFOLIO COMMITTEE NO. 8 – SUPPLEMENTARY QUESTIONS –
31 OCTOBER 2023**

Questions from Ms Sue Higginson MLC

Treatment of youth in detention

1. For each of FY 2020/2021, FY 2021/2022 and FY 2022/2023, please provide the number of times that a young person detained in a youth justice centre in NSW was subject to a period of segregation exceeding 24 hours. Of these periods of segregation, please provide:

- (a) The number that related to a young person who identified as Aboriginal or Torres Strait Islander.
- (b) The number that related to a young person who has been identified as having a disability.
- (c) The number that related to a young person who has been identified as experiencing mental illness.
- (d) The number that related to a young person under the age of 14 (and, of that cohort, how many identify as Aboriginal or Torres Strait Islander).

ANSWER

I am advised:

The number of times a young person detained in a Youth Justice Centre in NSW was subject to a period of segregation exceeding 24 hours:

FY 2020/2021: 119

FY 2021/2022: 145

FY 2022/2023: 113

Of these periods of segregation,

(a)

2020/21: 77 (65%)

2021/22: 90 (62%)

2022/23: 70 (62%)

(b)

2020/21: 56 (47%)*

2021/22: 62 (43%)*

2022/23: 40 (35%)*

*note: this includes any disability type indicated on the Youth Justice Client Information Management System, not necessarily diagnosed

(c)

2020/21: 13 (11%)*

2021/22: 33 (23%)*

2022/23: 9 (8%)*

* note: this includes any psychiatric disability type as recorded on the Youth Justice Client Information Management System, not necessarily diagnosed

(d)

2020/21: 2 (2%), both Aboriginal or Torres Strait Islander 2(100%)

2021/22: 1 (1%), not Aboriginal or Torres Strait Islander 0 (0%)

2022/23: 3 (3%), all Aboriginal or Torres Strait Islander 3 (100%)

This data was taken from a live database on 8 November 2023 and figures are subject to change.

2. For each of FY 2020/2021, FY 2021/2022 and FY 2022/2023, please provide the number of times that a young person subject to a period of segregation exceeding 24 hours was not provided with 6 hours' time out of their cell during a 24-hour period.

ANSWER

I am advised:

This information is currently recorded outside of the Youth Justice Client Information Management System and is not readily available in an aggregated format.

3. For each of FY 2020/2021, FY 2021/2022 and FY 2022/2023, please provide the number of times that a young person was placed on a Detainee Risk Management Plan (DRMP) and, of that number, how many DRMPs involved segregation of the young person.

ANSWER

I am advised:

2020/21: 248 (113 involved segregation)

2021/22: 236 (139 involved segregation)

2022/23: 187 (92 involved segregation)

This data was taken from a live database on 8 November 2023 and figures are subject to change.

4. For each of FY 2020/2021, FY 2021/2022 and FY 2022/2023, please provide the number of times that a young person detained in a youth justice centre in NSW was subject to a period of confinement as punishment for misbehaviour.

(a) Of these periods of confinement, please provide:

i. The number that related to a young person who identified as Aboriginal or Torres Strait Islander.

ii. The number that related to a young person who has been identified as having a disability.

iii. The number that related to a young person who has been identified as experiencing mental illness.

iv. The number that related to a young person under the age of 14 (and, of that cohort, how many identify as Aboriginal or Torres Strait Islander).

ANSWER

I am advised:

2020/21: 3665

2021/22: 3216

2022/23: 2738

(i)

2020/21: 2266

2021/22: 2139

2022/23: 1993

(ii)

2020/21: 1546*

2021/22: 1101*

2022/23: 904 *

* note: this includes any disability type indicated on the Youth Justice Client Information Management System, not necessarily diagnosed

(iii)

2020/21: 543 *

2021/22: 309*

2022/23: 196*

* note: this includes any psychiatric disability type as recorded on the Youth Justice Client Information Management System, not necessarily diagnosed

(iv)

2020/21: 275; 220 Aboriginal or Torres Strait Islander

2021/22: 188; 141 Aboriginal or Torres Strait Islander

2022/23: 308, 235 Aboriginal or Torres Strait Islander

This data was taken from a live database on 8 November 2023 and figures are subject to change.

5. Does Youth Justice NSW seek the advice of psychologists when determining:

(a) whether or not to place a young person into segregation; and

(b) the appropriate length and nature of the segregation of a young person?

ANSWER

I am advised:

A Behaviour Assistance Pathway will be developed when segregation exceeds 12 hours and is likely to exceed 24 hours. It is informed by the psychologist's clinical assessment and in collaboration with the young person.

Consultation with the psychologist about the length and nature of the segregation also considers a range of factors including:

- Underlying issues that effect the responses and behaviour of the young person
- How to identify when the young person is stressed and situations that are known to escalate young person's stress responses
- How to address and de-escalate the young person's stress responses
- Advice to assist unit employees supervising the young person
- The young person's responses to prior periods of segregation and possible activities to minimise the young person's stress if segregated
- How unit programs and activities can be modified to reduce risk and be more inclusive for the young person
- Requirements for counselling or psychological intervention
- Strategies for managing both positive and difficult behaviour
- How to identify positive choices made by the young person and possible incentives for positive change
- Recommended frequency for room checks if a psychologist is not available after hours.

6. How frequently do young people subject to a DRMP or a period of segregation have access to a psychologist?

ANSWER

I am advised:

The frequency of contact with a psychologist is determined by the psychologist's clinical assessment and in collaboration with the young person.

7. Has Youth Justice NSW undertaken an investigation into the provision of cutlery that young people can use while segregated or subject to a DRMP that is not able to be used for self harm?

ANSWER

I am advised:

Young people who are in a period of segregation or undertaking a Behaviour Assistance Pathway (formerly referred to as a Detainee Risk Management Plan) are risk assessed on an individual basis to determine whether it is safe to have access to cutlery during meals.

Youth Justice

8. Does Youth Justice see the urgency to implement computers in cells to reduce violence and segregation levels, as has been shown with adults?

ANSWER

I am advised:

There has been a sustained reduction in instances of violence and segregation within Youth Justice Centres since 2018/19. These reductions have been achieved without open access to computers in young people's rooms.

Youth Justice is continuing to explore options to increase the access to technology by young people in custody.

9. Will Youth Justice give access to trusted external psychologists and allow online counselling through the computer tablets in cells?

ANSWER

I am advised:

Youth Justice is undertaking a scoping exercise to determine how it could implement access to electronic devices in young people's rooms. Youth Justice employs 45 psychologists to work directly with young people both in custody and in the community. If counselling from an external psychologist is required, this is coordinated by the Youth Justice Psychological Services Unit.

10. Could the department provide a line-by-line itemised breakdown of its running costs to explain the increased spending per detainee and to understand the Department's argument that the introduction of tablets is 'cost prohibitive' (page 21) ?

ANSWER -

I am advised:

Details regarding the budget of the Department of Communities and Justice, including Youth Justice, are published at dcj.nsw.gov.au/resources/annual-reports.html.

The cost per detainee is published in the Annual Report on Government Services (ROGS), available at www.pc.gov.au/ongoing/report-on-government-services/2022/community-services/youth-justice.

Tablets (iPads) are currently available in six youth justice centres for the purpose of facilitating visits.

11. Could the department further provide details on the various mentorship programs currently available to detainees post release along with figures showing the success rates?

ANSWER

I am advised:

Youth Justice NSW funds the Stand as One Mentoring Program delivered by Shine for Kids at Frank Baxter Youth Justice Centre. This program links young people with a mentor who provides emotional support, guidance on navigating life's challenges and pro-social networks in the community in preparation for their release, as well as helping the young person learn life skills, look for work or find a home. In 2022/23, 20 young people were mentored via the Stand As One program. Of these, 13 of the 16 young people released from custody had not returned to custody in 12 months.

Young people leaving Youth Justice Centres also have access to a number of other programs with mentoring components that are facilitated with NSW Police and non-government agency partners. These include Con-Fit <https://www.confithpathways.org/> and Fit For Life <https://www.pycnsw.org.au/programs>. Records of the outcomes achieved by these programs are not held by Youth Justice as they are facilitated by external agencies. Youth Justice does not have a mandate to track information about young people beyond the completion of their order with Youth Justice.

12. Would Youth Justice support pathways for ex-detainees becoming youth mentors themselves by funding NGOs that offer peer mentor programs?

ANSWER

I am advised:

Youth Justice actively seeks input and involvement from people with lived experience of its system. There are some existing programs or services that include people that have this lived experience. Youth Justice funding to NGOs is allocated through routine procurement processes.

Questions from Dr Amanda Cohn MLC

Cultural burning

13. The 2019-20 Bushfire Inquiry recommended the government adopt cultural burning as a component of broader traditional Aboriginal land management programs. What work has been undertaken or is underway to support the incorporation of Aboriginal knowledge regarding cultural burning into hazard reduction management at local, regional or state levels?

ANSWER - Progress on 2019-20 Bushfire Inquiry recommendations is subject to quarterly reporting tabled before Parliament, which are published at www.nsw.gov.au/departments-and-agencies/premiers-department/access-to-information/nsw-bushfire-inquiry/nsw-bushfire-inquiry-report

Rural Fire Service

14. The RFS has advised that work is in the preliminary stages to integrate information from the Outlook Statement to inform fleet asset allocation in a 'Resources to Risk Program'. What is the status of this work?

ANSWER

I am advised:

The Rural Fire Service (RFS) is working to develop a Resource to Risk model to assist with the planning of resources for brigades, Districts and Areas based on the level of risk specific to their locality, while also considering state-wide requirements. This includes scoping the necessary data inputs, methodology and any funding requirements to develop a systemised IT solution.

15. According to the Auditor General’s report, RFS central-level management systems are not integrated with RFS district-level databases to indicate when fleet assets are unavailable. Does the RFS intend to integrate the systems, and if so when will integration be completed?

ANSWER

I am advised:

The Rural Fire Service is working towards ensuring all activities are recorded in the corporate system, which is integrated with the Computer Aided Dispatch (CAD) system.

16. How are different types of property and assets prioritised or triaged by the RFS for protection? For example, homes, agricultural infrastructure, transport infrastructure, energy infrastructure, water supply catchments, cultural sites, environmental values including endangered species habitat.

ANSWER

The object of the *Rural Fires Act 1997* specifies the protection of persons, property, infrastructure and environment. During an incident, the Incident Management Team (IMT) will consider all threats and likelihood of fire impact. To assist with these decisions, the Rural Fire Service (RFS) has developed Athena, an incident driven intelligence system that provides situational awareness to RFS decision makers through reliable, timely and scalable intelligence, improving community and environmental protections fire events and incidents.

Athena can predict fire patterns and the impact of fire on various values and assets by using fire simulation characteristics such as fire spread, flame height, intensity, size and ember density. Suppression efforts can also be predicted and considered.

IMTs include a Planning Officer whose role is to create an Incident Action Plan (IAP). Part of this process is to undertake risk assessments and coordinate information gathering (including relevant reconnaissance and surveillance), incident mapping, modelling and prediction activities and technical advice.

The IAP will advise the current and predicted situation, what the objectives are for the current time period, strategies and tactics to be used and what assistance is available to execute the plan. The IAP will list the priorities and any risks involved.

When considering the priority of protection of assets, RFS also considers the impact of the loss of a facility to the local community such as a larger employer.

Disaster Ready Fund

17. Did any NSW Government agencies play a role in assessing applications to the Federal Disaster Ready Fund - Round One?

(a) If yes, what was the purpose of engaging consultancy firm GHD?

ANSWER

Disaster Ready Fund (DRF) Round 1 submissions were assessed by the Reconstruction Authority via a screening methodology that was approved by an independent probity advisor. Advisors from across Government were engaged for input on project suitability where it impacted on their policy area.

The final deliberation as to the suitability of applications was overseen by probity advisor O’Connor Marsden. The final application was approved by the Minister for Emergency Services and Resilience.

(a) GHD was consulted for technical advice to assess eligible submissions for the infrastructure stream against a defined set of technical suitability criteria.
Fire & Rescue NSW 2018-21 Corporate Plan
<p>18. I understand there was an agreement between Critical Management Group Pty Ltd and Fire and Rescue NSW for a period between 17 October 2018 and 16 October 2021. The expenditure over this period is approximately \$214,000. A 2021 ICAC investigation had sufficient evidence to say that there was a decision made by FRNSW to engage with CMG somewhere between May and June 2017. Was there a contract between FRNSW and CMG for the period of May 2017 to October 2018, during which time the expenditure is believed to have totalled \$492,408?</p> <p>(a) Has this contract been made publicly available, or will the contract be made publicly available?</p> <p>(b) Who authorised the payment to Critical Management Group?</p>
<p>ANSWER</p> <p>This was previously answered in Budget Estimates on 2 September 2022 at QoN 14. The engagement was overseen by the then Commissioner, as detailed at page 38 of the transcript.</p>
Questions from Ms Abigail Boyd MLC
Park n Pay application
19. What was the decision making process behind cutting funding for the Park n Pay app?
<p>ANSWER</p> <p>I am advised:</p> <p>Funding for the Park'nPay app was not cut as there was no operational funding allocated to the program by the former government. The app remains operational.</p>
<p>20. Were any disability organisations consulted during this process?</p> <p>(a) If yes, which organisations and what form did this consultation take?</p> <p>(b) If no, why not?</p>
<p>ANSWER</p> <p>I am advised:</p> <p>The Park'nPay app remains operational. The Department of Customer Service is investigating options for the app and ways to support motorists into the future, including drivers with mobility issues. As part of this investigation, the department has consulted affected stakeholders including organisations such as the Physical Disability Council of NSW and People with Disabilities Australia. This includes holding consultation roundtables with local government and disability organisations in November 2023.</p>
<p>21. According to media reports, the app was downloaded 2.66 million times. Do you have any data in relation to how many people accessed the accessibility portal?</p> <p>(a) If yes, please provide this data.</p>
<p>ANSWER</p> <p>I am advised:</p>

Between 8 November 2022 and 8 November 2023, accessibility.parknpay.nsw.gov.au was accessed 7,200 times.

22. Is there any intention to work with disability organisations to create a similar application to help people with disability find accessible parking bays?

ANSWER

Please refer to the answer to Question 20.

Domestic Violence and Disasters

23. On behalf of its disaster affected members, Domestic Violence NSW made submissions to the Inquiry into the response to major flooding across New South Wales in 2022 and the NSW Independent Flood Inquiry. When will the NSW Government implement the 12 recommendations made by DVNSW to ensure the safety of women and children experiencing domestic and family violence whilst also experiencing the impact of a major natural disaster?

ANSWER

This question should be directed to the Minister for the Prevention of Domestic Violence and Sexual Assault.

24. How will the NSW Government ensure that domestic and family violence services are adequately resourced to provide accessible support to victim-survivors during periods of disaster recovery?

ANSWER

This question should be directed to the Minister for the Prevention of Domestic Violence and Sexual Assault.

25. Will the NSW Government work with Gender and Disaster Australia to incorporate the National Gender and Emergency Management Guidelines into NSW disaster planning?
(a) If not, why not?

ANSWER

I am advised:

The National Gender and Emergency Management (GEM) Guidelines were developed in 2016 by the 'GADPod', now known as Gender and Disaster Australia (GADAus), supported by the Commonwealth Government's National Emergency Management Projects (NEMP) program.

Currently supported by the Commonwealth Government's National Plan to End Violence Against Women and Children 2022-2032, GADAus advises that it has trained over 1000 participants from the emergency services sector, local government, women's health, and disaster-affected communities across the country, including Lismore and Northern NSW, to inform more inclusive disaster risk reduction, resilience, and responses.

The NSW Government is committed to working with individuals, groups, and support and advocacy services to identify action-oriented strategies to increase access, inclusion, and support when planning for and coordinating disaster recovery.

Questions from Hon. Chris Rath MLC (on behalf of the Opposition)

EMERGENCY SERVICES

NSW Reconstruction Authority

26. Why has the NSW Reconstruction Authority Advisory Board failed to meet?

- (a) How many current vacancies are there on the NSW Reconstruction Authority Advisory Board?
- (b) How long has each of the vacant board positions been vacant?
- (c) For vacancies to be nominated by the Minister, what date did the Minister provide the NSW Government with nominations?
- (d) For vacancies to be nominated by the Commonwealth, what date did the Commonwealth provide the NSW Government with their nominations?
- (e) When does the NSW Government expect all of the NSW Reconstruction Authority Advisory Board positions to be filled?
- (f) When does the NSW Government expect the first meeting of the NSW Reconstruction Authority Advisory Board to be held?

ANSWER

I am advised:

The *NSW Reconstruction Authority Act 2022* (Schedule 1, clause 17) provides that the Minister must call the first meeting of the Advisory Board within 3 months after the date on which the last of the members is appointed. The last member of the Advisory Board is yet to be appointed.

- a) Four – two state appointed vacancies and two Commonwealth vacancies.
- b) On 21 August 2023, following the resignation of one board member, four board positions were vacant. Prior to this, three board positions were vacant following the appointment of the first members to the Board on 2 March 2023.
- c) The Minister for Emergency Services and the Minister for Planning and Public Spaces and selected nominees for the Board on 14 September 2023.
- d) The Commonwealth provided two nominees on 7 August 2023.
- e) Board positions are expected to be filled in December 2023.
- f) The first formal meeting of the NSW Reconstruction Authority Advisory Board is expected to be held in early 2024, noting current Board members have been briefed by staff on key projects.

Harvestable water rights for emergency services

27. Was the Minister consulted by WaterNSW or the Minister for Water about the reduction in harvestable rights for the coastal catchments?

- (a) If so, what advice was given to the Minister regarding the reduction in harvestable water rights with regards to access to water for firefighting efforts?
- (b) How much water has been collected from private water sources since July 1, 2023, for firefighting use?
- (c) Is there adequate water storage near firegrounds to effectively fight fires at the current storage levels?
- (d) If the drought intensifies between now and the next fire season, has the NSW Government forecasted water levels in private water sources near firegrounds?
- (e) Would it be helpful for firefighting efforts to have increased storage capacity for private water sources?

ANSWER

No.

Harvestable water rights for emergency services

28. How is the RFS going with sourcing water on the North Coast?

- (a) Was the RFS consulted by WaterNSW or the Minister for Water about the reduction in harvestable rights for the coastal catchments?
- (b) If so, what advice was given to the RFS regarding the reduction in harvestable water rights with regards to access to water for firefighting efforts?
- (c) In the view of the RFS is the water storage near firegrounds adequate to effectively fight fires at the current storage levels?
- (d) In the view of the RFS would it be helpful for firefighting efforts to have increased storage capacity for private water sources?

ANSWER

I am advised:

Section 26 of the *Rural Fires Act 1997* allows an officer of a rural fire brigade to take and use, without payment, water from any source on any land for the purposes of fire fighting.

Arrangements within the established NSW Disaster Assistance Guidelines allow for water taken during fire fighting operations to be replaced where it impacts agriculture. This support is administered by the Department of Primary Industries and Local Land Services.

The Rural Fire Service (RFS) continues to work with the Department of Planning and Environment, which is leading a review into water for bush fire preparedness and fire fighting.

The RFS is not currently aware of any significant water access issues. The 2023/24 Fire Season Outlook identified that water storage levels were near capacity for most dams around the state with no significant issues expected in relation to water supply for firefighting operations. The RFS will continue to closely monitor the situation.

Aerial firefighting assets

29. How many aerial firefighting assets did the RFS use in the 2019/20 bushfires?

- (a) How many aerial firefighting assets does the RFS currently have?
- (b) What has been done to secure more firefighting assets if required later in the season?
- (c) Does the RFS budget allow for more aerial assets to be used?

ANSWER

I am advised:

During the 2019-20 fire season, the RFS operated four of its own aircraft (a Large Air Tanker and three rotary aircraft) and 173 contracted and call when needed aircraft. These aircraft were tasked on multiple fires.

- (a) The RFS currently has 10 operational aircraft, along with exclusive use contracts for 23 aircraft through NAFC and access to 226 aircraft under Call When Needed contracts.
- (b) The RFS has the ability to extend the contracts later in the season if required.
- (c) The Combat Agency Disaster Allocation (CADA) funding allows the RFS to engage additional resources where required.

RFS field lights

30. Is the Government aware that reports have been made of RFS volunteers responding to incidents having to rely on their mobile phone lights to see what they are doing?

(a) What is being done to address this lack of resource for RFS volunteers?

(b) Why is there a discrepancy between the personal lighting offered to Fire + Rescue personnel and Rural Fire Service volunteers?

(c) Has the RFS investigated the cost of acquiring upgraded lighting capability?

ANSWER

I am advised:

RFS brigades are provided with a variety of lighting options for their operations.

The RFS responds to a variety of hazards across all communities and therefore requires different resources than the largely urban-based FRNSW.

Hazards Near Me app

31. Is the Hazards Near Me app available on international registered iTunes or android accounts?

(a) Are there plans to make it available?

ANSWER

I am advised:

The main reason the app is restricted to the Australian App Store is due to Apple policy, which limits users to downloading content from the App Store corresponding to the country in which their Apple ID is registered. This policy has been in effect since the inception of the App Store beta program a decade ago.

The Rural Fire Service continues to collaborate with the Department of Customer Service to explore ways to make the NSW Hazards Near Me app accessible to a broader audience while maintaining its high standards in terms of functionality and user experience.

Fire truck replacement and aged equipment

32. How many Fire + Rescue trucks in New South Wales are over 20 years old?

ANSWER

I am advised:

FRNSW has 86 trucks over 20 years of age; 71 of these are training vehicles or service exchange vehicles, which temporarily replace vehicles under maintenance, or serve as additional resources for strike teams and task forces during major incidents.

FRNSW facilities (*this question in not numbered*)

(a) How many facilities have reported jeopardised decontamination facilities?

(b) How many fire stations across NSW do not have separate male and female:

i. Showers

ii. Toilets

iii. Changerooms

<p>ANSWER</p> <p>(a) Decontamination is a continual process conducted at the incident site and upon return to the station. Decontamination includes the cleaning of equipment, showering and replacing duty wear and is not conducted in dedicated decontamination facilities.</p> <p>(b) FRNSW collects data on facilities regarding the adequacy of privacy provisions rather than segregation by gender.</p>
<p>Resilient Land Program</p>
<p>33. The draft Northern Rivers Resilient Land Strategy identified 22 sites across the Northern Rivers as potential land sites, however, only 15 of those sites have progressed to on-ground investigations– why is that?</p> <p>(a) What does the “on-ground investigation” entail?</p> <p>(b) What’s the earliest date a new home will be built on one of these 15 sites?</p> <p>(c) Could the Minister provide a breakdown of how the \$100m dedicated to the Resilient Land Program will be spent?</p>
<p>ANSWER</p> <p>In line with recommendations from the independent Resilient Lands Expert Panel, 15 of the 22 sites were identified for immediate investigation while 5 were identified as medium-term priority and 2 were shortlisted for long-term investigation.</p> <p>Due diligence and feasibility studies have commenced on the 15 sites recommended for immediate investigation. This involves on ground technical investigations and discussions with landholders and councils to confirm each site’s suitability to provide flood-safe housing that meets the needs of flood impacted Northern Rivers communities.</p> <p>a) Delivery timeframes on each of the sites will vary based on individual site characteristics and stage in the planning process.</p> <p>b) The \$100 million dedicated to the Resilient Land Program will be used to support the delivery of housing on shortlisted sites identified in the Resilient Lands Strategy in several ways, such as financial support for project feasibility; delivery of enabling infrastructure to unlock site development; innovative housing pilot programs; financial support for social and affordable housing development; and/or acquisition of land and government-led residential development.</p>
<p>SES & RFS merger</p>
<p>34. Recommendation 12 of the 2022 Flood Inquiry recommended merging the back-office and corporate functions of the RFS and SES, why did the Government not proceed with the planned merger?</p> <p>(a) As per the recommendations, has the Government established a dedicated intelligence unit that synthesises the wealth of intelligence available to inform critical decision making, particularly for flash flooding?</p> <p>(b) Has the Government established a planning unit to help better prepare communities, NSW combat and other agencies, and local governments about upcoming flood and storm seasons?</p>

(c) Has the Government established a fulltime SES position for each high-risk catchment to ensure flood identification, response assets and supporting infrastructure is serviced, operational and ready to deploy?

(d) As suggested by the inquiry the back-office merger would have resulted in an increased capability, has the Government increased resources to the SES or RFS to provide a commensurate increase in capability?

ANSWER

In line with our election commitment, the Government does not support a back-office merger.

As an alternative approach, to meet the intent of the inquiry's recommendation for the State Emergency Service (SES) and Rural Fire Service to collaborate more closely to protect life and property, interoperability opportunities between the agencies are being identified.

I am advised that since the 2022 floods, NSW has supported improvements in flood planning, intelligence and response, including:

- The SES has uplifted its planning and intelligence resources, including the implementation of a dedicated Emergency Risk Management branch focusing on the identification and reduction of risk and planning for emergency response. There are also dedicated resources within the State Operations Centre allocated to intelligence and warnings. These functions support prevention and preparation for floods, storms and tsunamis, along with preparing and issuing community warnings during the emergency response. These staff make up a central specialised planning unit, supporting Zone based emergency planners.
- Training staff from other functional areas to act as Intelligence Officers in Incident Management Teams during significant response events.
- The SES has embedded a meteorologist and a hydrologist (provided by the Bureau of Meteorology) within the State Operations Centre to support improved planning and intelligence.
- The SES has implemented two new zones in the North-East and Western part of the state which include some of the state's highest risk catchments. It has also established 10 new ongoing planning-related roles in these new zones, bringing the number of zone-based planners to 25.
- SES planning teams are responsible for maintaining and updating four state-based plans (Flood, Storm, Tsunami and Hawkesbury Nepean) and 120 local flood plans following the state-wide floods of 2020-22. To date, all local flood plans have been reviewed and are in various stages of approval.

35. Recommendation 12 of the 2022 Flood Inquiry recommended merging the back-office and corporate functions of the RFS and SES, did the RFS provide any advice on the planned merger?

(a) As per the recommendations, has the RFS established a dedicated intelligence unit that synthesises the wealth of intelligence available to inform critical decision making, particularly for flash flooding?

(b) Has the RFS established a planning unit to help better prepare communities, NSW combat and other agencies, and local governments about upcoming flood and storm seasons?

(c) As suggested by the inquiry the back-office merger would have resulted in an increased capability, has the RFS received increased resources to provide a commensurate increase in capability?

ANSWER

In line with our election commitment, the Government does not support a back-office merger.

I am advised the Rural Fire Service provided input into the NSW Government response to the Flood Inquiry.

Please refer to the answer to Supplementary Question 34 for further information.

36. Recommendation 12 of the 2022 Flood Inquiry recommended merging the back-office and corporate functions of the RFS and SES, did the SES provide any advice on the planned merger?

(a) As per the recommendations, has the SES established a dedicated intelligence unit that synthesises the wealth of intelligence available to inform critical decision making, particularly for flash flooding?

(b) Has the SES established a planning unit to help better prepare communities, NSW combat and other agencies, and local governments about upcoming flood and storm seasons?

(c) As suggested by the inquiry the back-office merger would have resulted in an increased capability, has the SES received increased resources to provide a commensurate increase in capability?

ANSWER

In line with our election commitment, the Government does not support a back-office merger.

I am advised the State Emergency Service provided input into the NSW Government response to the Flood Inquiry.

Please refer to the answer to Supplementary Question 34 for further information.

SES volunteering rates

37. How many new volunteers have been recruited to the SES since 2022?

(a) What initiatives has the SES undertaken to actively recruit volunteers on the ground?

(b) How many SES volunteers are active in the Northern Rivers region?

(c) Are there any plans to cross-train RFS volunteers in flood rescue as per the 2022 Flood Inquiry recommendation?

i. Have any RFS volunteers undertaken this training?

ii. How many volunteers, by region, have undertaken this training?

iii. How would these trained RFS members be deployed if required?

ANSWER

I am advised:

The State Emergency Service (SES) recruited 4,564 new volunteers between 1 January 2022 and 8 November 2023.

(a) The SES actively recruits volunteers by organising regular events dedicated to engaging with the community to raise awareness around the work of the SES and encourage community members to volunteer. SES Units and Zones also undertake targeted recruitment activities relevant to the demographic of their local communities. Events include:

- Unit Open Days where local communities are invited to attend units, meet other volunteers and engage in activities
- Community engagement events including road crash rescue demonstrations, community BBQS, Paddy the Platypus community visits, member attendance at external community events such as school fetes or open days
- Social media posts
- Advertising on local radio and feature articles in local and national newspapers
- Street banners

- Wear it Orange Day, an initiative that is part of National Volunteer Week, to recognise and celebrate all forms of volunteering
- Youth Internship Program to engage with high school students, parents and school communities to provide an opportunity for young people to experience volunteering with SES.

(b) As of 9 November 2023, there were 785 active members in the North Eastern Zone, which includes the Northern Rivers.

(c) The Rural Fire Service (RFS) has provided volunteer training in flood rescue. In the past 12 months, 19 RFS members have been trained for land-based flood rescue. These members can be deployed state-wide. Deployment of an RFS operator/s may occur in the following scenarios:

- If the RFS Unit with a team of available operators is the nearest resource to a flood rescue, the team may be activated by VKG (Police Radio). This would be in parallel with the deployment of the closest accredited flood rescue unit from any agency. The State Rescue Board maintains a list of all accredited rescue units and VKG has access to this.
- If a Flood Rescue Area of Operation has been declared and the SES is in control of flood rescues, then the activation and deployment of a trained RFS team can be made at the request of the SES Flood Cell Coordinator. The SES will deploy available specialist units into the community based on the requests for assistance and the priorities.
- If extended operations are under way and interagency support has been requested, RFS members with appropriate training and qualifications can be supplemented to a SES flood rescue team. In these circumstances, the SES will formally request assistance from other emergency service organisations through the State Emergency Operations Centre. Trained individuals would then be deployed to provide coverage to the specific geographic location or specific incident, under the control of an Operations Teams/Flood Cell within an Incident Management Team.

Fire + Rescue budget

38. The Minister confirmed in budget estimates that the pay rise for Fire + Rescue employees is factored in to the 2023/24 budget.

(a) Was the back-pay to February 2023 included in the 2023/24 budget under Employee Related Expenses, or factored into the 2022/23 Actual Employee Related Expenses in the budget papers?

(b) Can you confirm that 40 new fire and rescue firefighters will be employed in the 2023/24 financial year as per Costing C1221?

i. Can you confirm that the net costs of the proposal is \$463,000 over the 2023/24 financial year as per Costing C1221?

(c) Given the inclusion of a 4.5% pay rise, the addition of the costs for the 40 new firefighters, and the potential provision for back-pay, what services are being cut or scaled back compared to the 2022/23 financial year to accommodate the cut in the budget when comparing the actual spend in 2022/23 to the budget allocation in 2023/24?

ANSWER

- a. This was answered at page 16 of the transcript.

- b. The NSW Government committed to onboarding 600 additional firefighters as part of measures to address budgetary challenges inherited from the former government. The sequencing is subject to that larger body of work.
- c. Please refer to answer 38(b).

Rural Fire Service budget

39. The 2022/23 budget has an RFS operational allocation of \$786.5m and this year's budget \$756.5m which is a \$30m cut. Does the RFS have the resources it needs to fight bushfires this financial year?

- (a) Where have these cuts come from?
- (b) How many RFS brigades have been impacted by fuel card restrictions because their accounts have either reached, or nearly reached, their limit?
- (c) What is the average length of time for an RFS member to have the money reimbursed to them?
- (d) What is the maximum length of time for an RFS member to have the money reimbursed to them?

ANSWER

I am advised:

This year's Rural Fire Service (RFS) budget is higher by \$93.6 million than the actual amount spent last year:

- (a) The major reasons for the change to the budget allocation are lower premiums for presumptive legislation compared to the prior year as well as longer lead times in manufacturing of Red Fleet vehicles.
- (b) Councils in Rural Fire Districts administer the fuel cards under vesting arrangements.
- (c) Normal practice does not require volunteers to incur out-of-pocket costs, however, unforeseen situations can arise during emergencies and volunteers occasionally pay for items.
- (d) The RFS reimburses volunteers when out-of-pocket expenses are submitted and approved. The RFS makes two payments a week during the fire season.

600 New firefighters

40. How many new full-time firefighters have been hired at Fire + Rescue in 2023?

- (a) The commitment assumes these recruits are on top of the normal expected recruitment. How has normal expected recruitment been calculated?
- (b) Could a breakdown be provided of the total number of new firefighters anticipated each year over the life of the policy?
- (c) What actions will be taken by Fire + Rescue and the NSW Government to attract more full-time firefighters?

ANSWER

I am advised:

120 firefighters have been recruited and trained in 2023.

- a. Normal recruitment numbers are calculated from workforce planning projections.

- b. Please refer to answer 38(b).
- c. In 2023, FRNSW received over 3,000 full time firefighter applications.

CUSTOMER SERVICE AND DIGITAL GOVERNMENT

Park N Pay

41. Can the Government confirm that it will insure that people with disabilities will continue to have free access to finding accessible parking by retaining the accessibility portal element of the Park n Pay app beyond December 2023?

ANSWER

Please refer to answer 20.

Digital Restart Fund

42. Context: It was announced that the Minns' government has topped up the digital restart fund by just \$66m or 3%.

- (a) Is this no longer a priority for your government?
- (b) What will this \$66m go towards?
- (c) What projects are going to be cut?
- (d) How many projects are left to be delivered in the next tranche?

ANSWER

Digital transformation is a priority of the NSW Government, and the funds available in the Digital Restart Fund (DRF) will be used to support digital transformation across government in line with the eligibility criteria of the fund.

Projects prioritised for funding under the DRF will include:

- Projects which make it easier, safer, and simpler for frontline and essential workers to deliver services.
- Projects with outcomes targeted at speeding up the supply of housing and acceleration of the housing planning cycle.
- Projects which increase accessibility of government services for Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, regional, remote and rural communities, seniors, people with a disability, and people experiencing social issues and disadvantage.
- Projects targeted at driving more efficient energy use and supporting biodiversity and the natural environment.
- Projects aimed at reducing cyber security risk.

The NSW Government will prioritise unallocated, available funds in the DRF in line with the requirements of the *Digital Restart Fund Act 2020*.

eConveyancing

43. The Government has come out in support of competition reforms in the eConveyancing market, and yet you are not delivering these important reforms for a year?

ANSWER

I am advised:

Interoperability in the eConveyancing market is a national reform, with the next phase of reform involving staged delivery of interoperability functionality to market over three releases. The design, build and testing of the technology is ongoing. Along with the technical build, the project needs to ensure the ongoing integrity and security of the eConveyancing market is upheld.

As part of the reform process, the Australian Registrars' National Electronic Conveyancing Council (ARNECC) continues to consult with technical experts and stakeholders including Electronic Lodgment Network Operators, banks, lawyers and conveyancers.

44. How will you continue the work done by the previous government to get these reforms done?

ANSWER

The Government continues to support the NSW Registrar General in their ongoing work through the Australian Registrars' National Electronic Conveyancing Council to oversee the timely implementation and delivery of the technical, regulatory and all other aspects of the interoperability competition reform.

45. What is the next step in these reforms?

ANSWER

I am advised the next step is for Registrars of Title in all states and territories to adopt the rollout timetable in regulatory instruments, with the Australian Registrars' National Electronic Conveyancing Council is currently considering stakeholder feedback on draft regulatory instruments.

46. In November last year, the NSW Parliament passed legislation which gave the Registrar General greater enforcement powers. Will these be used to keep the reforms on track?
(a) If so, when?

ANSWER

I am advised:

The interoperability competition reform is on track.

- a) As the reform progresses, the NSW Registrar General as regulator will determine whether specific circumstances warrant the use of enforcement powers.

Park' N Pay and Parking Sensors

47. How much did it cost to run the park 'n pay app each year?

ANSWER

I am advised the current annual running costs for the Park'nPay app are approximately \$800,000.

48. Did you engage with key stakeholders such as councils, mayors, and the physical disability council to seek their views in the lead up to the decision to cease using the park'n'pay APP?

ANSWER

Please refer to answer 20.

49. Have you spoken to the CEO of the Physical Disability Council, Serena Ovens, regarding this decision?

ANSWER

I am advised Serena Ovens is not the CEO of the Physical Disability Council.

50. Do you see a situation in which Park n Pay and associated parking sensors would help someone with a disability?
ANSWER Yes.
51. How many parking sensors have been installed across Sydney?
ANSWER I am advised 1208 accessibility sensors have been installed in NSW under the Park'nPay Program.
52. How many parking sensors are in disability spots?
ANSWER Please refer to answer 51.
53. Will you remove these sensors now the app is no longer funded? (a) How much will this cost to remove?
ANSWER I am advised that accessibility sensors funded by the program are the property of individual councils.
54. Are you aware of the Park n Pay Accessible NSWGOV Website?
ANSWER Yes.
55. Will you close the Park n Pay Accessible NSWGOV website?
ANSWER Please refer to answer 19.
Digital ID
56. Can you provide an update on the digital ID program? (a) How long until we can see the results from the pilot testing?
ANSWER I am advised: The Department of Customer Service anticipates another pilot to test the digital identity and verifiable credentials system will be launched this year as part of capability testing. a) The initial pilots returned over 95% positive customer feedback and have informed further improvements to the technology and overall user experience.
57. How long until NSW Government have a full-fledged digital identity?
ANSWER I am advised that an extended pilot of these capabilities is planned for this financial year.
58. How was the successful vendor selected?
ANSWER I am advised: Two strategic vendor partners were selected following a rigorous procurement process in alignment with NSW Government standards.
59. How much is the contract worth?
ANSWER I am advised:

Details of the contracts are available on the eTendering website.
Cyber Security
60. What is Cyber NSW's operating budget?
ANSWER I am advised: Details of the Cyber Security NSW operating budget are available in the Budget papers.
61. How often are you briefed on Cyber security matters?
ANSWER The Minister and his office are regularly briefed on cyber security matters and also receive ad hoc briefings as required.
62. The Government recently announced funding for Cyber Security NSW: (a) How much was that funding? (b) Where will that funding go to?
ANSWER I am advised: Funding for cyber security is set out in the Budget Papers.
63. Are there vulnerabilities with ServiceNSW that we are unaware of?
ANSWER I am advised: Threat actors present an ongoing challenge for all organisations. The NSW Government through Cyber Security NSW, ID Support NSW and other initiatives is committed to maintaining awareness of evolving vulnerabilities and addressing them.
64. Turning to the NSW Electoral Commission, will the NSW Government be providing funding to the commission to revive the iVote system? (a) If so, how much?
ANSWER Questions regarding funding for the NSW Electoral Commission should be directed to the Premier.
Back-to-School vouchers
65. What was the overall spend on this voucher program? (a) How many vouchers were downloaded? (b) How many were redeemed? (c) Can you please provide a breakdown of the vouchers redeemed via suburb/region? (d) How many vouchers were redeemed in school uniform shops? (e) How many vouchers were redeemed in businesses? Please provide a breakdown of the types of businesses where vouchers were redeemed, in order of popularity (ie stationary shops, sports stores etc)
ANSWER: I am advised:

Questions about program funding should be directed to the Minister for Education and Early Learning.

- (a) Details of the program are published at www.service.nsw.gov.au.
- (b) Please refer to answer 65 (a).
- (c) Please refer to Attachment A.
- (d) Service NSW does not hold this data.
- (e) Please refer to Attachment B.

Before and After School Care vouchers

66. What was the overall spend on this voucher program?

- (a) How many vouchers were downloaded?
- (b) How many were redeemed?
- (c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?

ANSWER

I am advised:

Questions about program funding should be directed to the Minister for Education and Early Learning.

- (a) Details of the program are published at www.service.nsw.gov.au
- (b) Please refer to answer 66 (a).
- (c) Please refer to Attachment C.

Active Kids vouchers

67. What was the overall spend on this voucher program?

- (a) How many vouchers were downloaded?
- (b) How many were redeemed?
- (c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?
- (d) What was the number of vouchers redeemed broken down into sporting code?

ANSWER

Questions about funding should be directed to the Minister for Sport.

- (a) Details of the program are published at www.service.nsw.gov.au.
- (b) Please refer to answer 67 (a).
- (c) This question should be directed to the Minister for Sport.
- (d) This question should be directed to the Minister for Sport.

Creative Kids vouchers

68. What was the overall spend on this voucher program?

- (a) How many vouchers were downloaded?
- (b) How many were redeemed?
- (c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?
- (d) What was the number of vouchers redeemed broken down by creative activity ie music, drama, art etc?

ANSWER

Questions about funding should be directed to the Minister for the Arts.

- (a) Details of the program are published at www.service.nsw.gov.au.
- (b) Please refer to answer 68 (a).
- (c) Please refer to Attachment D.
- (d) Please refer to Attachment E.

OTHER

Local Small Commitments Allocation

69. In relation to the Local Small Commitments Allocation and your electorate of Bankstown, how many local projects did you commit to fund? Please provide a list of projects including the amount allocated.

70. What was the total amount of taxpayer money that you personally committed would be spent on local projects in your electorate of Bankstown?

71. What was the process for recording these commitments to ensure that they would be honoured if Labour won government?

72. Who did you seek approval from when it came to these announcements?

(a) Who kept records of these projects?

(b) Someone needed to track the commitments being made, who was responsible for that in your electorate?

ANSWER

\$400,000 was committed across the Bankstown electorate to various organisations in the lead up to the March 2023 NSW State Election. All commitments are now subject to assessment in accordance with the Grants Administration Guide.

I am advised that details of successful grants will be made publicly available on the NSW Grants and Funding website at www.nsw.gov.au/grants-and-funding/lasca.

Election commitments were submitted to the Parliamentary Budget Office.

73. Did you declare a conflict of interest in relation to any of these projects?

(a) If so, who did you declare it to and how was the conflict of interest managed?

(b) Are you aware of any conflict-of-interest provisions or rules in relation to this scheme?

(c) Did you ask about the process or any obligations that you had?

ANSWER

All candidates for the Legislative Assembly who are current Members of Parliament are subject to the Code of Conduct for Members of the Legislative Assembly.

The Code outlines the ethical and legal obligations for Members of the Legislative Assembly and each member is expected to abide by these obligations.

OPERATIONAL QUESTIONS

Merchant fees

74. Please provide a list of all transactions where customers need to pay a merchant fee on credit and/or debit card payments in each Department/agency within your portfolio responsibilities.

ANSWER

I am advised the following agencies allow invoices to be paid via credit and/or debit card facilities:

- Service NSW
- Births, Deaths & Marriages
- Board of Surveying and Spatial Information of NSW
- Fire and Rescue NSW
- Rural Fire Service

Agencies are expected to operate in line with Treasury Circular “TC18-18 Agency recouping of merchant interchange fees”.

75. Please provide the percentage and/or amount of the merchant fees applied to all credit and/or debit card payments/transactions payments in each Department/agency within your portfolio responsibilities.

ANSWER

I am advised that merchant fees are embedded in individual credit card payments; percentages will vary by supplier and the nature of the transaction.

76. What was the total amount paid in merchant fees on credit and/or debit card payments made by each Department/agency within your portfolio responsibilities since 28 March 2023?

ANSWER

I am advised that merchant fees are embedded in credit card payments and are not consistently identified in data captured by departmental and agency accounting systems; where a merchant fee is incurred, the fee will be allocated to the relevant expense category.

Website usage

77. What were the top 20 most utilised (by data sent and received) unique domain names accessed by your ministerial office since 28 March 2023?

ANSWER

I am advised that all use of network services must be lawful, appropriate, and ethical, in line with the Ministers’ Staff Acceptable Use of Network Services Policy which is available in the Ministers’ Office Handbook.

78. What were the top 20 most accessed (by number of times accessed) unique domain names accessed by your ministerial office since 28 March 2023?

ANSWER

I am advised that all use of network services must be lawful, appropriate and ethical, in line with the Ministers’ Staff Acceptable Use of Network Services Policy which is available in the Ministers’ Office Handbook.

Ministerial disclosures

79. Did you make any updates to your Ministerial disclosure on or after 2 August 2023?

(a) If yes, what prompted this update to your disclosure?

ANSWER

I am advised that disclosure obligations for Ministers under Part 2 (Standing disclosure of interests), Part 3 (Conflicts of Interest) and Part 4 (Gifts and Hospitality) of the Schedule to the Ministerial Code are continuous. Ministers are required to:

- notify the Premier of a change to their pecuniary and other interests as soon as practicable after the change has occurred
- notify the Premier of a change to pecuniary and other interests held by their immediate family members, as soon as practicable after the change has occurred

- notify the Premier promptly of conflicts of interest
- disclose gifts and hospitality promptly to the TCO Secretary.

I make continuous disclosures of the matters that are covered by the Ministerial Code.

Labour Hire Firms

80. Have any Departments/agencies within your portfolio responsibilities utilised the services of Labour Hire Firms since 28 March 2023? If yes, please advise in table form:

- (a) The names of the firms utilised.
- (b) The total amount paid to each firm engaged.
- (c) The average tenure period for an employee provided by a labour hire company.
- (d) The longest tenure for an employee provided by a labour hire company.
- (e) The duties conducted by employees engaged through a labour hire company.
- (f) The office locations of employees engaged through a labour hire company.
- (g) The highest hourly or daily rate paid to an employee provided by a labour hire company.

ANSWER

I am advised:

Portfolio agencies make use of the vendor management system (VMS) Contractor Central in accordance with the mandatory whole-of-government Contingent Workforce Scheme. Information on Contractor Central and the Scheme, including registered suppliers, can be found on the NSW Procurement buy.nsw website.

Contractor costs are contained in the relevant categories under Employee Related Expenses, Operating Expenses or Other Operating Expenses within the audited financial statements of each department or agency annual report.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

Hospitality

81. How much has your ministerial office spent on hospitality, including catering and beverages, since 28 March 2023?

ANSWER

I am advised:

Catering provided for official purposes may be funded from the Ministerial office budget.

As Members of Parliament, Ministers have credit facilities extended to them for dining and hospitality at Parliament House. The facilities may be used for business or private purposes.

82. How much have Departments/agencies within your portfolio responsibilities spent on hospitality, including catering and beverages, since 28 March 2023?

ANSWER

I am advised:

Hospitality costs, including catering and beverages, are contained within the other expenses and staff related costs categories in the Operating Expenses/Other Operating Expenses note of the audited financial statements within each department or agency annual report.

The costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

83. Have you been the recipient of any free hospitality?

(a) What was the total value of the hospitality received?

ANSWER

Ministers are required to declare to the Secretary of TCO certain gifts and hospitality with a market value of more than \$500 under Part 4 of the Schedule to the Ministerial Code. This is a continuous obligation for which Ministers are personally responsible.

I comply with my obligations under Part 4 of the Schedule to the Ministerial Code.

84. Have any staff members in your office been the recipient of any free hospitality?

(a) What was the total value of the hospitality received?

(b) Are these gifts of hospitality declared publicly?

(c) Do staff declare their gifts publicly?

ANSWER

I expect all staff in my office to comply with their disclosure obligations under the Gifts, Hospitality and Benefits Policy for Office Holder Staff.

I am advised:

A breach of the Policy may be a breach of the Office Holder's Staff Code of Conduct.

The Policy includes disclosure obligations for Ministerial staff in respect of gifts, hospitality and benefits over \$150. These disclosures are kept on the Office Holder's Register of Gifts and Benefits.

If a Ministerial staff member is required by their role to accompany their Office Holder at an event that the Office Holder is attending as the State's representative, or where the Office Holder has asked the staff member to attend, then attendance at that event would not constitute a gift or benefit for the purposes of the Policy.

Departmental Credit Cards

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

(a) How many credit cards are currently on issue for staff?

i. Please provide a break-down of this information by grade.

(b) What was the value of the largest reported purchase on a credit card for the last year?

(c) What was each largest reported purchase for?

(d) What was the largest amount outstanding on a single card at the end of a payment period and what was the card holder's employment grade?

(e) How many credit cards have been reported lost or stolen?

i. What was the cost to replace them?

(f) How many credit card purchases were deemed to be illegitimate or contrary to agency policy?

i. What was the total value of those purchases?

ii. How many purchases were asked to be repaid on the basis that they were illegitimate or contrary to agency policy and what was the total value thereof?

iii. Were all those amounts repaid?

iv. If no, how many were not repaid, and what was the total value thereof?

(g) What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid, and what was the cardholder's employment grade?

i. What amount was repaid, in full?

ii. What amount was left unpaid?

(h) Are any credit cards currently on issue connected to rewards schemes?

i. Do staff receive any personal benefit as a result of those reward schemes?

(i) Can a copy of the staff credit card policy please be provided?

ANSWER

I am advised:

The use and management of purchasing (credit) cards for official purposes is in accordance with standard procurement arrangements of the NSW Government. Each department or agency within the portfolio has a specified policy, which are attached (Attachments F through K).

Agency Invoices

86. How many invoices to suppliers or contactors from your portfolio agency were not paid on time since 28 March 2023, broken down by agency?

ANSWER

I am advised:

Between 28 March 2023 and 30 September 2023, 1,287 invoices were not paid on time by Department of Customer Service agencies, and 2,355 invoices were not paid on time by the Rural Fire Service.

For other departments and agencies, performance in payment of accounts is contained in each department or agency annual report.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

87. How many invoices to suppliers or contactors from your portfolio agency were paid over 30 days late on time since 28 March 2023, broken down by agency?

ANSWER

I am advised:

Between 28 March 2023 and 30 September 2023, 59 invoices were paid over 30 days late by Department of Customer Service agencies, and 908 invoices were paid over 30 days late by the Rural Fire Service.

For other departments and agencies, performance in payment of accounts is contained in each department or agency annual report.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

88. How many invoices to suppliers or contactors from your portfolio agency were paid over 60 days late on time since 28 March 2023, broken down by agency?

(a) What was the penalty for paying suppliers or contactors late, broken down by agency?

ANSWER

I am advised:

Between 28 March 2023 and 30 September 2023, 37 invoices were paid over 60 days late by Department of Customer Service agencies, and 434 invoices were paid over 60 days late by the Rural Fire Service.

For other departments and agencies, performance in payment of accounts is contained in each department or agency annual report.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency Annual Report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department and agency Annual Report for 2023-24.

Car/Driver

89. Has your Ministerial car been subject to any traffic or parking fines?

(a) If so, please provide details of each fine?

(b) Who was driving the car at the time of each incident?

(c) Who paid any of the fines?

ANSWER

I am advised:

This matter is the subject of a *Government Information (Public Access) Act 2009* release (reference number PD_A5881802) which has been published on the Premier's Department disclosure log.

Where a fine is incurred the payment of the fine is the responsibility of the driver of the vehicle.

90. Has your Ministerial Car been pulled over by the police?

(a) If so, who was driving the car?

ANSWER

I am advised that the Premier's Department does not record these types of events.

Complaints

91. Has the Minister been the subject of any workplace complaints, including bullying, harassment, and sexual harassment?

ANSWER

I am advised:

Any complaint or disclosure made under the Respectful Workplace Policy is confidential. The Respectful Workplace Policy applies to all Ministerial Offices and staff and is published on the Cabinet Office website. As noted in the Goward review, a key aspect of effective workplace complaint policies is confidentiality in the complaint and investigation process. Confidentiality ensures that staff feel safe about raising concerns and confident that action will be taken in response.

Consultants

92. How much did the Department/agencies within your portfolio responsibilities spend in legal costs since 28 March 2023?

(a) For what specific purposes or matters was legal advice sought?

ANSWER

I am advised:

Legal costs are contained within the fees for services rendered category disclosed within either the General Expenses or the Other Operating Expenses notes of the audited financial statements within each department or agency annual report.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department agency annual report for 2023-24.

93. Have any Department/agencies within your portfolio responsibilities engaged any consultants to provide the following services or advice since 28 March 2023:

(a) Social media?

i. What were the cost of these services?

(b) Photography?

i. What were the cost of these services?

(c) Videography?

i. What were the cost of these services?

(d) Acting training?

i. What were the cost of these services?

(e) Ergonomics?

i. What were the cost of these services?

ANSWER

I am advised:

Photography, videography and ergonomics costs were incurred and are contained within the fees for services rendered category disclosed in the Other Operating Expenses part of the audited financial statements within each department or agency annual report for 2022-23, including for the period 28 March 2023 to 30 June 2023. These reports are due to be released shortly.

The period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

94. Since 28 March 2023, how many consultancy contracts have been signed in your portfolio agencies, broken down by agency?

(a) What was the individual amount of each contract?

(b) What is the purpose of each contract?

(c) Who was the contract with?

(d) Did the contract go to a competitive tender?

ANSWER

I am advised:

Consultancy expenditure, including details of consulting engagements over \$50,000, are included in the annual reports of agencies and departments in accordance with the NSW Treasury Policy and Guidelines TPG23-10 - Annual Reporting Requirements.

Details for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Details for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

Department/Agency Staffing

95. How many senior executive service employees were employed by each Department/agency within your portfolio responsibilities on:

(a) 28 March 2023?

(b) 23 October 2023?

ANSWER

I am advised:

Numbers of senior executives are publicly reported within annual reports as per standard practice. Annual reports within my portfolio for the period 1 July 2022 to 30 June 2023 will be tabled shortly.

96. What is the expenditure on senior executive service employees employed by each Department/agency within your portfolio responsibilities since 28 March 2023?

ANSWER

I am advised:

Numbers and remuneration of senior executives are published in annual reports. Salaries and wages are included under employee related expenses in the financial statements of annual reports.

97. How many individuals were employed as internal legal counsel by each Department/agency within your portfolio responsibilities on:

(a) 28 March 2023?

(b) 23 October 2023?

ANSWER

I am advised:

Staff numbers are included in agency annual reports. The number of staff employed as internal legal counsel is commensurate with need and can go down or up as required.

98. What is the expenditure on internal legal counsel employees employed by each Department/agency within your portfolio responsibilities 28 March 2023?

ANSWER

I am advised that information about salaries and wages is included in each department or agency annual report.

99. How many redundancies were processed by each Department/agency within your portfolio responsibilities since 28 March 2023?

(a) Of these redundancies, how many were:

i. Voluntary

ii. Forced

(b) What was the total cost of all redundancies in each Department/agency within your portfolio responsibilities?

ANSWER

I am advised that redundancies are published in annual reports under employee related expenses.

100. Is any former employee from your ministerial office now employed by any Department/agency within your portfolio responsibilities?

ANSWER

I am advised:

The employment of former ministerial office staff is not tracked.

Ministerial office staff must comply with their ethical obligations under the NSW Office Holder's Staff Code of Conduct, including after the cessation of the employment.

101. How many staff were dismissed from each Department/agency under your portfolio responsibilities since 28 March 2023?

(a) Without identifying individuals, what were the reason(s) for each dismissal?

ANSWER

I am advised that the termination of any employee is treated confidentially and is managed in accordance with the *Government Sector Employment Act 2013* and relevant accompanying policies.

102. What was the total amount each of the Departments/agencies under your portfolio responsibilities spent on stationery since 28 March 2023?

ANSWER

I am advised:

Stationery costs are contained within the other expenses category in the Other Operating Expenses part of the audited financial statements within each department or agency annual report.

The costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

103. How many employees in each Department/agency within your portfolio responsibilities are working in an 'acting' capacity?

ANSWER

I am advised:

Internal mobility is encouraged.

Where applicable, acting arrangements are supported as part of departmental and agency performance development frameworks, and acting in higher duty arrangements are managed in accordance with the relevant Award and NSW Public Sector policy guidelines.

104. What is the average number of days worked from home by employees in each Department/Agency within your portfolio responsibilities?

ANSWER

I am advised:

Flexible working arrangements are contingent on the role.

Where applicable, they are tailored on an individual and team basis and are discussed as part of ongoing conversations which are embedded in departmental and agency policies and frameworks.

105. What was the total expenditure since 28 March 2023 by each Department/agency within your portfolio responsibilities on:

(a) Taxi hire?

(b) Ridesharing services?

(c) Limousine/private car hire?

(d) Hire car rental?

ANSWER

I am advised:

These items are contained in the travel costs category of either the Operating Expenses category of the Travel and Motor Vehicle note or the Other Operating Expenses note of the audited financial statements within each department or agency annual report. This is in accordance with the Treasury Direction TD23-11 Annual reporting requirements.

Travel costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Travel costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

106. Do any senior executive service employees in any of the Departments/agencies under your portfolio responsibilities have a driver that is paid for by the Department/agency?

(a) If so, what is the number of senior executive service employees that have a driver, and which senior executive service employees have a driver?

(b) How much was spent on these drivers since 28 March 2023?

ANSWER

I am advised:

(a) The Office of the Rural Fire Service Commissioner has an Executive Support Officer role whose assigned duties include providing transport to the Commissioner if required.

(b) Information about salaries and wages is included in each department or agency annual report.

107. Since 28 March 2023, how much has been spent on charter air flights by your portfolio agencies, broken down by agency?

ANSWER

I am advised:

Charter air flights are contained in the travel costs category of either the Operating Expenses category of the Travel and Motor Vehicle note or the Other Operating Expenses note of the audited financial statements within each department or agency annual report. This is in accordance with the Treasury Direction TD23-11 Annual reporting requirements.

The travel costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Travel costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

108. Since 28 March 2023, how much has been spent on domestic flights by your portfolio agencies, broken down by agency?

(a) Of these, how many flights were taken in business class?

(b) Of these, how many flights were taken in first class?

ANSWER

I am advised:

Domestic travel is contained within the travel costs category within either the Operating Expenses category of the Travel and Motor Vehicle note or the Other Operating Expenses note of the audited financial statements within each department or agency annual report. This is in accordance with the Treasury Direction TD23-11 Annual reporting requirements.

Travel costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Travel costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

Official travel is taken in accordance with the NSW government travel policy.

109. Since 28 March 2023, how much has been spent on overseas flights by your portfolio agencies, broken down by agency?

(a) Of these, how many flights were taken in business class?

(b) Of these, how many flights were taken in first class?

ANSWER

I am advised:

Travel costs for the period 28 March 2023 to 30 June 2023 form part of each department or agency annual report for 2022-23. These reports are due to be released shortly.

Travel costs for the period 1 July 2023 to 30 June 2024 will form part of each department or agency annual report for 2023-24.

Efficiency Dividends

110. Was an efficiency dividend applied to any Department/agency within your portfolio responsibilities in the 2023-24 NSW Budget?

(a) If so, what was the efficiency dividend applied to each Department/agency?

(b) What measures are being considered to achieve this efficiency dividend?

ANSWER

The 2023-24 Budget papers include detailed information on budgeted expenses, revenue and capital expenditure. This includes detailed financial statements for individual agencies as well as for government as a whole. The budget papers also outline the financial impact of measures in the budget on individual portfolios as well as for government as a whole.

GIPA Applications

111. How many GIPA Applications have been received by your ministerial office since 28 March 2023?

(a) How many of these Applications have been accepted?

(b) How many of these Applications have been rejected?

(c) If so, what were the reasons provided?

(d) How many of these Applications were re-assigned?

(e) How many of these Applications had fees waived/reduced?

(f) Please provide in table form the following details of each Application received by your office:

i. Date received.

ii. Date acknowledged.

iii. Date responded.

iv. The description provided for the information sought.

ANSWER

I am advised:

Information concerning the obligations of a Minister's office as an agency under the *Government Information (Public Access) Act 2009* is required to be submitted to the Attorney General in accordance with section 125(2) of the Act.

The information is included in the annual report of the Department of Communities and Justice in accordance with sections 125(3) and (5) of the Act.

112. How many GIPA Applications have been received by each Department/agency within your portfolio responsibilities since 28 March 2023?

- (a) How many of these Applications have been accepted?
- (b) How many of these Applications have been rejected?
 - i. If so, what were the reasons provided?
- (c) How many of these Applications were re-assigned?
- (d) How many of these Applications had fees waived/reduced?
- (e) Please provide in table form the following details of each Application received by your office:
 - i. Date received.
 - ii. Date acknowledged.
 - iii. Date responded.
 - iv. The description provided for the information sought.

ANSWER

I am advised:

Information concerning an agency's obligations under the *Government Information (Public Access) Act 2009* is included in the relevant agency annual report in accordance with section 125(1) of the Act.

Further information about applications is available on the disclosure log for each department or agency on their respective websites.

Media and Public Relations

113. How much has your ministerial office spent on advertising or sponsored posts since 28 March 2023 on the following social media platforms:

- (a) Facebook
- (b) Instagram
- (c) LinkedIn
- (d) TikTok
- (e) YouTube
- (f) WhatsApp
- (g) X (formerly known as Twitter)

ANSWER

I am advised no money has been spent by the Ministerial office on advertising or sponsored posts on the social media platforms.

114. How much has each Department/agency within your portfolio responsibilities spent on advertising or sponsored posts since 28 March 2023 on the following social media platforms:

- (a) Facebook
- (b) Instagram
- (c) LinkedIn
- (d) TikTok
- (e) YouTube
- (f) WhatsApp
- (g) X (formerly known as Twitter)

ANSWER

I am advised:

Department and agency expenditure is published in annual reports and on OpenGov NSW.

<p>The Department of Customer Service , which has responsibility for campaigns, public safety messaging and government advertising, spent \$531,531.</p>
<p>115. Have you had media training or public speaking training? (a) If yes, who paid for it? (b) If paid by taxpayers, what was the amount paid since 28 March 2023?</p>
<p>ANSWER</p> <p>No.</p>
<p>116. How many media or public relations advisers are employed for each of your portfolio agencies and what is the total cost to employ these advisers?</p>
<p>ANSWER</p> <p>I am advised: Staff numbers are included in the annual report for each department or agency. Staff salaries are set by the relevant award for each department or agency.</p>
<p>117. What is the forecast for the current financial year for the number of media or public relations advisers to be employed in each Department/agency within your portfolio responsibilities and their total cost?</p>
<p>ANSWER</p> <p>Please refer to the answer to question 116.</p>
<p>118. What is the total cost of media monitoring services used by each Department/agency within your portfolio responsibilities?</p>
<p>ANSWER</p> <p>I am advised: Media monitoring services are procured under a whole-of-government contract. A whole-of-government contract reduces administration costs on individual departments and agencies, takes advantage of economies of scale, and avoids duplication in services and costs across government. Isentia has recently secured the whole-of-government contract for the next three years, saving more than \$2 million compared to the previous contract. Details of the contract are available on the eTendering website.</p>
<p>Office Administration</p>
<p>119. How many staff members were employed in your ministerial office at the MS6 grade for the following months: (a) April (b) May (c) June (d) July (e) August (f) September (g) October</p>
<p>ANSWER</p>

I am advised that Ministerial staff numbers and grades are published on the NSW Government website at <https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/premier-and-ministers-staff-numbers>

120. How many staff members were employed in your ministerial office at the MS5 grade for the following months:

- (a) April
- (b) May
- (c) June
- (d) July
- (e) August
- (f) September
- (g) October

ANSWER

Please refer to the answer to Question 119.

121. How many staff members were employed in your ministerial office at the MS4 grade for the following months:

- (a) April
- (b) May
- (c) June
- (d) July
- (e) August
- (f) September
- (g) October

ANSWER

Please refer to the answer to Question 119.

122. How many staff members were employed in your ministerial office at the MS3 grade for the following months:

- (a) April
- (b) May
- (c) June
- (d) July
- (e) August
- (f) September
- (g) October

ANSWER

Please refer to the answer to Question 119.

123. How many staff members were employed in your ministerial office at the MS2 grade for the following months:

- (a) April
- (b) May
- (c) June
- (d) July
- (e) August
- (f) September

(g) October
<p>ANSWER</p> <p>Please refer to the answer to Question 119.</p>
<p>124. How many staff members were employed in your ministerial office at the MS1 grade for the following months:</p> <p>(a) April</p> <p>(b) May</p> <p>(c) June</p> <p>(d) July</p> <p>(e) August</p> <p>(f) September</p> <p>(g) October</p>
<p>ANSWER</p> <p>Please refer to the answer to Question 119.</p>
<p>125. What is the average salary for staff members in your ministerial office since 28 March 2023?</p>
<p>ANSWER</p> <p>Please refer to the answer to Question 119.</p>
<p>126. How many DLOs were seconded to your ministerial office for the following months:</p> <p>(a) April</p> <p>(b) May</p> <p>(c) June</p> <p>(d) July</p> <p>(e) August</p> <p>(f) September</p> <p>(g) October</p>
<p>ANSWER</p> <p>I am advised that information relating to Department Liaison Officers is available on the Premier's Department <i>Government Information (Public Access) Act 2009</i> Disclosure Log (reference number PD_A5833715).</p>
<p>127. How many people are employed in your ministerial office as at 1 October 2023?</p>
<p>ANSWER</p> <p>I am advised that ministerial staff numbers and grades are published on the NSW Government website at https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/premier-and-ministers-staff-numbers</p>
<p>128. How many women are employed in your Ministerial office as at 1 October 2023?</p> <p>129. How many staff employed in your ministerial office identify as culturally and linguistically diverse (CALD) as at 1 October 2023?</p> <p>130. How many staff employed in your ministerial office identify as Aboriginal or Torres Strait Islander as at 1 October 2023?</p>
<p>ANSWER</p>

We aim for an inclusive and diverse workforce in the Ministerial office that reflects the communities that we serve.

131. How many staff in your office are employed as media advisers or have responsibility for media/social media/communications?

ANSWER

I am advised:

All staff are employed to assist the Minister in accordance with the *Members of Parliament Staff Act 2013*.

Ministerial staff numbers and grades are published on the NSW Government website at <https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/premier-and-ministers-staff-numbers>

132. How many staff in your office are employed as policy advisers or have responsibility for policy work?

ANSWER

I am advised:

All staff are employed to assist the Minister in accordance with the *Members of Parliament Staff Act 2013*.

Ministerial staff numbers and grades are published on the NSW Government website at <https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/premier-and-ministers-staff-numbers>

133. How many staff in your office are employed as 'caucus liaison officers'?

- (a) What are the responsibilities allocated to 'caucus liaison officers'?
- (b) Have 'caucus liaison officers' been directed to only work with Government MPs?
- (c) Do 'caucus liaison officers' contact members of the Australian Labor Party as part of their regular work duties?

ANSWER

I am advised:

All staff are employed to assist the Minister in accordance with the *Members of Parliament Staff Act 2013* and staff are expected to comply with the NSW Office Holder's Staff Code of Conduct.

134. How many staff members employed in your office under the Members of Parliament Staff Act 2013 have been seconded from a NSW Government Department/agency?

- (a) Please list each Department/agency staff members have been seconded from.

ANSWER

I am advised:

NSW Government sector employees may be seconded from agencies to Ministers' offices in accordance with clause 35 of the Government Sector Employment Regulation 2014 (GSE Regulation).

Ministerial staff numbers and grades are published on the NSW Government website at <https://www.nsw.gov.au/departments-and-agencies/the-cabinet-office/access-to-information/premier-and-ministers-staff-numbers>

135. What is your ministerial office budget for 2023-24?

- (a) How much of this budget is allocated to staff?

ANSWER

I am advised that Minister's office budgets are drawn from the Premier's Department annual financial allocation to cover employee related expenses, accommodation, and other operating expenses. Further information relating to Ministers' Office Budgets is available in the Ministers Office Handbook.

136. How many iPhones/Smart Phones are assigned to staff in your ministerial office?

(a) For each phone, how much was each bill in 2022-23?

(b) How many phones have been lost or replaced due to damage in your office?

i. What is the cost of replacing those phones?

ANSWER

I am advised:

Ministers' Staff Acceptable Use of Communication Devices Policy provides guidance on the use, loss, theft, and return of communication devices provided for business purposes.

Minister's staff may use mobile telephones for business and (reasonable use) private purposes.

Under the current mobile plans all local and Australia-wide calls to land lines/mobiles and texts are included in the plan. Premium service calls, international calls and global roaming services are outside of the plan and may be chargeable based on the principles below.

Ministers' staff mobile phone charges are paid from the Ministers' office budget except for the items listed below, which need to be paid as a private expense:

- Personal international calls from within Australia
- Personal travel related global roaming charges
- Personal premium number service calls

Any personal calls which are outside the plan need to be declared and paid for monthly. Declarations are not required otherwise.

The purchasing of technology items is in accordance with standard procurement arrangements.

The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

137. How many iPads or tablets are assigned to your ministerial office and to whom have they been issued?

(a) What was the cost of providing iPads or tablets to your ministerial office in 2022-23?

(b) How many iPads or tablets have been replaced due to lost or damage in 2022-23?

i. What was the cost of replacing these devices?

ANSWER

I am advised:

Ministers' Staff Acceptable Use of Communication Devices Policy provides guidance on the use, loss, theft, and return of communication devices provided for business purposes.

The purchasing of technology items is in accordance with standard procurement arrangements.

The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

138. How many laptops has the Premier's Department or The Cabinet Office assigned to your ministerial office and to whom have they been issued?

(a) What was the cost of providing laptops to your ministerial office in 2022-23?

(b) How many laptops have been replaced due to lost or damage in 2022-23?

i. What was the cost of replacing these devices?

ANSWER

I am advised:

Ministers' Staff Acceptable Use of Communication Devices Policy provides guidance on the use, loss, theft, and return of communication devices provided for business purposes.

The purchasing of technology items is in accordance with standard procurement arrangements.

The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

139. Has any artwork been purchased or leased for display in your ministerial office since 28 March 2023?

(a) What is the cost of this?

ANSWER

No.

140. Have any floral displays or indoor plants been hired or leased for display in your ministerial office since 28 March 2023?

(a) If so, what was the cost of these items?

ANSWER

I am advised:

Hire or lease of floral displays or indoor plants is in accordance with standard procurement arrangements.

The costs of hiring or leasing floral displays or indoor plants are contained within the other expenses category in the Other Operating Expenses note of the audited financial statements within the Premier's Department Annual Report. The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

141. What was the total amount your office spent on stationery since 28 March 2023?

ANSWER

I am advised:

Spending on office stationery is in accordance with standard procurement arrangements.

The costs of stationery are contained within the other expenses category in the Other Operating Expenses note of the audited financial statements within the Premier's Department Annual Report. The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

142. What brand of paper is used in your office?

(a) Is it recycled paper?

(b) Is it Australian made paper?

ANSWER

I am advised office supplies are purchased in accordance with standard procurement arrangements.

143. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals, and periodicals since 28 March 2023?

(a) What are these services/newspapers/magazines/journals/periodicals?

ANSWER

I am advised:

The total cost of all subscriptions is in accordance with standard procurement arrangements.

The costs of subscriptions are contained within the other expenses category in the Other Operating Expenses note of the audited financial statements within the Premier's Department Annual Report. The costs for the period 28 March 2023 to 30 June 2023 form part of the Department of Premier and Cabinet Annual Report 2022-23.

144. What was the total value of all gifts purchased for use by you and your office since 28 March 2023?

(a) What were the gifts purchased?

i. Who were they gifted to?

ANSWER

I am advised:

The Ministers' Office Handbook outlines that the decision to present a gift is at the discretion of the Minister, having regard to both appropriateness and economy. Gifts may be appropriate, for example, where given as a memento of an official visit or as a small token of appreciation. However, gifts should not be given with the purpose, or in circumstances where they could be perceived as having the purpose, of inducing favourable treatment.

In accordance with the Premier's Department and The Cabinet Office's Gifts and Hospitality Policy, a register of official gifts presented by the Premier will be reported by the Premier's Department at the end of each financial year as required under the provisions of Treasurer's Direction TD21-04 and TD22-27.

145. What non-standard features are fitted to your ministerial vehicle?

(a) What is the cost of each non-standard feature?

ANSWER

I am advised:

Non-standard accessories fitted to Ministerial vehicles are for business, security, and safety related reasons, in accordance with the NSW Government Motor Vehicle Operational guidelines.

146. What is the total spend for your office since 28 March 2023 for:

(a) Taxi hire?

(b) Ridesharing services?

(c) Hire car rental?

(d) Limousine/private car hire?

ANSWER

I am advised the Ministers' Office Handbook outlines that taxis or ride share services are an option for business trips, including trips:

- Home after evening duty (e.g., when Parliament is sitting, when required to perform the duties of the job, etc.) where public transport is not reasonably available or where it may be unsafe to use public transport. Generally, use of taxis for these purposes would occur after 8:00pm.
- To or from the airport in connection with early morning or late-night flights on official trips.
- To meetings when it would be unsafe or uneconomical to use public transport.

Costs are managed within Ministerial office budgets.

147. Were any planes or helicopters chartered by you or your office and paid for with public money since 28 March 2023?

(a) If yes, please provide details of the trip including the date of the trip, the method of transport and the cost?

ANSWER

I am advised the following:

All domestic and international travel bookings for official business must be made through the NSW Government's approved travel management supplier, this is currently FCM Travel Solutions.

Travel covered by the NSW Government contract includes:

- commercial and charter air travel
- accommodation
- ground transport (car hire, rail, coach, and ferry).

Financial commitments for travel expenditure from the Ministers' office budget need to be made within office arrangements approved by the Chief of Staff as an authorised financial delegate.

Where a Minister, or employee of the Minister's office undertakes travel, travel is taken in accordance with the NSW government travel policy and the Ministers' Office Handbook. The Premier's Department website also details PD_A5842315, "Domestic and international travel of NSW Ministers and their offices" that has been released under the *Government Information (Public Access) Act 2009*.

Overseas Trips

148. Have you had any overseas trips paid for using public funds since 28 March 2023?

(a) If yes, did any of your relatives or friends accompany you on these trips?

ANSWER

I am advised:

In line with M2015-05-Publication of Ministerial Diaries and Release of Overseas Travel Information, Ministers' overseas travel is published on the Premier's Department website.

149. Have you undertaken any official overseas travel that was privately funded since 28 March 2023?

(a) If yes, what was the nature of these trips?

(b) Who paid for these trips?

ANSWER

I am advised:

In accordance with M2014-02 Ministerial Arrangements During Absences, Ministers who travel overseas are generally required to seek the Governor's authorisation for another Minister to act on their behalf. All acting arrangements approved by the Governor are published in the NSW Government Gazette.

Gifts and hospitality, including contributions to travel, are managed in accordance with the NSW Ministerial Code of Conduct.

Parliamentary Secretary

150. Does your Parliamentary Secretary have pass access to your ministerial office?

ANSWER

I am advised:

Security passes for 52 Martin Place are required to be issued in accordance with the 52 Martin Place security procedures and the associated Privacy and Surveillance Statement.

151. Does your Parliamentary Secretary have a desk in your ministerial office?

ANSWER

No.

152. Has your Parliamentary Secretary spoken on any pieces of legislation on your behalf? If so which legislation?

ANSWER

Please refer to the NSW Parliament Hansard.

153. What event/meetings has your Parliamentary Secretary attended on your behalf?

(a) Please provide in table form the date and the purpose of the event/meeting.

ANSWER

I am advised:

A Parliamentary Secretary shall have and may perform such functions as the Premier may, from time to time, determine in respect of him or her, pursuant to section 38C of the *Constitution Act 1902*.

The general duties of a Parliamentary Secretary are outlined in the Ministers' Office Handbook available on the Premier's Department website.

154. How often do you meet with your Parliamentary Secretary?

ANSWER

I regularly meet and speak with my Parliamentary Secretary.

155. Has your Parliamentary Secretary travelled overseas since 28 March 2023?

(a) If so, when, and where?

(b) If so, what was the cost of:

i. Airfares?

ii. Accommodation?

iii. Food and beverage?

iv. Transportation?

v. Entertainment?

ANSWER

I am advised that all Parliamentary Secretaries are subject to the same travel rules as Ministers when travelling on behalf of the Premier or the Minister. Further information is available in the NSW Minister's Office Handbook.

156. Has your Parliamentary Secretary travelled domestically since 28 March 2023?

(a) If so, when, and where?

(b) If so, what was the cost of:

i. Airfares?

ii. Accommodation?

iii. Food and beverage?

iv. Transportation?

v. Entertainment?

ANSWER

I am advised that all Parliamentary Secretaries are subject to the same travel rules as Ministers when travelling on official business as a Parliamentary Secretary. Further information is available in the NSW Minister's Office Handbook.

157. Has your Parliamentary Secretary received training?

(a) If so, was it speech, voice, or media training?

i. If yes, who provided this training, on what date and at what cost?

ANSWER

I am advised:

No.

Probity Auditor

158. Has your office or department used a Probity Auditor or Probity Advisors, or similar, since 28 March 2023?

(a) If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.

ANSWER

I am advised:

Under the *Government Information (Public Access) Act 2009*, agencies are required to register government contracts valued at \$150,000 (including GST) or more on the NSW Government eTendering website.

Departments are also required to include in their annual report information in relation to consultants engaged by or on behalf of the agency, pursuant to Div. 7.3 of the *Government Sector Financial Act 2018* and NSW Treasury Policy and Guidelines – Annual Reporting Requirements TPG23-10.

Qantas

159. Are you a Member of the Qantas Chairmans Club?

(a) Have you ever previously been a member? When did you cease to be a member?

(b) When did you initially become a member?

(c) When was this declared on the Ministerial gifts register?

ANSWER

A copy of my most recent Ordinary return dated 12 September 2023 for the period 1 July 2022 to 30 June 2023 disclosing receipt of Qantas Chairman's Lounge membership is publicly available on the NSW Parliament's website.

The membership was disclosed under Part 4 of the Schedule to the Ministerial Code on 21 July 2023.

Training

160. Have you received any training since becoming a Minister?

(a) If yes, please provide the details of what the training was.

ANSWER

I am advised:

All Cabinet Ministers have undertaken a program of Ministerial induction training.

Ministers will undertake Respectful Workplace Policy Training that will commence in December.

Members of Parliament have a Skills Development Allowance that may be used in a manner consistent with the Parliamentary Remuneration Tribunal.

161. Have you received any speech, vocal or performance training?

(a) If so, what was the cost?

(b) Was this cost covered by the taxpayer?

ANSWER

No.

ATTACHMENT A

Back-to-School vouchers

65.

(c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?

ANSWER:

(c) Please see table below:

Back to School	
Postcode	redeemed vouchers
2170	57294
2155	47201
2145	41929
2560	40916
2570	36722
2770	35236
2153	33024
2765	32502
2259	31538
2250	30498
2148	29580
2650	29450
2747	28728
2340	26353
2168	24448
2800	23776
2261	23741
2567	23618
2171	23473
2200	23136
2830	22098
2166	21981
2450	21848
2176	21791
2154	21589
2444	21228
2795	20938
2165	20747
2750	20710
2320	20169
2760	20089
2761	19698
2161	18948
2480	18880
2077	18805
2160	18585
2287	18486
2565	18151
2745	17953
2640	17900
2763	17649
2121	17391
2540	17174
2196	17144
2756	17051
2190	16639
2099	16617

ATTACHMENT A

2147	16612
2530	16548
2285	16340
2768	16062
2290	15939
2144	15828
2233	15649
2430	15578
2620	15444
2251	15422
2118	15113
2566	15108
2762	15091
2112	14958
2232	14919
2234	14905
2066	14256
2529	13989
2229	13978
2210	13815
2325	13619
2769	13364
2527	13308
2035	13231
2195	13200
2036	13108
2759	12998
2486	12888
2460	12858
2541	12854
2260	12700
2557	12663
2076	12500
2322	12374
2500	12315
2207	12249
2075	12228
2093	12220
2580	12110
2478	12107
2280	12008
2213	11728
2257	11710
2179	11694
2122	11618
2323	11587
2350	11514
2067	11502
2074	11445
2162	11295
2767	11258
2142	11116
2680	11024
2100	10998
2046	10961
2031	10917
2230	10796
2330	10748

ATTACHMENT A

2321	10704
2120	10657
2150	10654
2137	10619
2126	10573
2164	10450
2199	10377
2324	10267
2220	10224
2440	10207
2088	10083
2217	10052
2289	10051
2117	10012
2528	9882
2283	9788
2141	9783
2262	9662
2040	9428
2263	9327
2073	9307
2068	9255
2113	9201
2223	9172
2114	9113
2065	9046
2228	8930
2151	8876
2850	8845
2146	8828
2026	8631
2749	8631
2777	8400
2766	8365
2216	8358
2484	8176
2221	8080
2564	8038
2518	8010
2177	7988
2212	7986
2428	7986
2101	7970
2086	7916
2087	7883
2174	7869
2206	7860
2125	7852
2456	7784
2204	7776
2069	7774
2173	7704
2526	7682
2070	7602
2282	7581
2575	7554
2571	7296
2107	7270

ATTACHMENT A

2227	7256
2446	7212
2539	7204
2135	7199
2470	7195
2333	7182
2097	7170
2211	7125
2318	7059
2519	6998
2071	6955
2360	6903
2127	6832
2753	6817
2880	6798
2452	6757
2550	6757
2536	6750
2533	6728
2119	6663
2641	6659
2226	6585
2030	6570
2577	6535
2305	6530
2156	6523
2774	6514
2194	6490
2517	6476
2209	6475
2281	6472
2487	6364
2291	6347
2224	6337
2034	6329
2264	6211
2205	6194
2193	6152
2594	5979
2111	5975
2525	5956
2096	5951
2140	5946
2085	5925
2138	5897
2131	5798
2197	5792
2870	5693
2256	5640
2380	5635
2198	5629
2019	5615
2502	5589
2208	5577
2790	5574
2115	5432
2218	5364
2515	5357

ATTACHMENT A

2477	5326
2041	5319
2558	5305
2284	5282
2192	5257
2582	5219
2219	5215
2167	5100
2304	5076
2018	5044
2163	5040
2315	4987
2152	4978
2576	4969
2020	4867
2335	4858
2705	4829
2032	4697
2299	4652
2133	4626
2508	4532
2794	4519
2103	4506
2158	4448
2537	4426
2102	4423
2064	4422
2483	4375
2110	4337
2092	4332
2024	4308
2400	4308
2203	4298
2222	4264
2143	4262
2390	4236
2429	4219
2619	4197
2481	4176
2871	4161
2132	4120
2489	4084
2079	4081
2022	4069
2072	4024
2047	4011
2095	3994
2758	3973
2780	3934
2090	3892
2326	3889
2023	3846
2485	3829
2134	3811
2454	3809
2042	3785
2710	3757
2720	3755

ATTACHMENT A

2021	3696
2506	3673
2106	3656
2029	3640
2303	3638
2063	3543
2265	3512
2516	3508
2337	3489
2049	3469
2295	3446
2447	3409
2037	3386
2038	3381
2448	3367
2630	3341
2116	3317
2017	3303
2445	3255
2225	3246
2752	3160
2820	3155
2033	3130
2191	3128
2754	3098
2463	3088
2546	3086
2327	3051
2136	3038
2082	3027
2642	3004
2573	2985
2773	2961
2089	2929
2081	2922
2574	2922
2370	2921
2060	2912
2039	2807
2298	2783
2045	2756
2621	2726
2062	2718
2300	2697
2044	2688
2482	2668
2572	2642
2535	2631
2821	2626
2590	2602
2548	2524
2258	2479
2319	2474
2474	2470
2010	2424
2479	2416
2700	2415
2316	2410

ATTACHMENT A

2000	2404
2782	2396
2779	2390
2666	2352
2025	2331
2646	2321
2443	2266
2159	2233
2317	2229
2015	2219
2286	2214
2130	2197
2534	2187
2652	2184
2094	2166
2214	2157
2009	2152
2048	2118
2776	2095
2464	2083
2157	2071
2559	2055
2016	2043
2579	2032
2663	1981
2343	1960
2731	1947
2627	1938
2799	1902
2422	1898
2441	1884
2505	1883
2334	1877
2043	1862
2852	1812
2365	1802
2877	1781
2084	1778
2178	1776
2439	1724
2431	1692
2787	1680
2549	1660
2488	1637
2866	1621
2671	1614
2357	1601
2583	1586
2372	1574
2027	1570
2306	1560
2172	1548
2827	1544
2651	1519
2358	1504
2835	1496
2420	1482
2622	1464

ATTACHMENT A

2307	1422
2785	1413
2352	1406
2829	1402
2231	1371
2722	1346
2551	1339
2701	1332
2354	1309
2469	1288
2798	1280
2050	1257
2278	1240
2104	1231
2587	1192
2346	1188
2810	1181
2586	1176
2471	1163
2011	1144
2388	1142
2455	1128
2804	1103
2643	1093
2783	1091
2473	1086
2423	1078
2336	1048
2581	1041
2267	1038
2845	1028
2328	1027
2329	1011
2711	1007
2028	1006
2738	1003
2128	996
2080	992
2713	986
2824	977
2449	971
2556	971
2825	965
2538	958
2665	958
2778	957
2653	947
2840	918
2421	917
2453	888
2644	880
2425	873
2292	870
2832	859
2462	858
2847	847
2831	843
2293	833

ATTACHMENT A

2472	833
2714	826
2175	822
2681	817
2007	811
2578	804
2660	803
2628	797
2669	796
2105	755
2402	748
2672	743
2294	709
2008	700
2297	695
2569	684
2632	684
2834	677
2427	674
2655	673
2061	657
2729	647
2312	646
2648	644
2658	629
2647	615
2675	614
3644	614
2296	608
2715	605
2748	601
2707	596
2347	589
2381	589
2404	568
2823	558
2656	552
2341	548
2848	547
2732	542
2869	537
2784	528
2844	510
2730	509
2849	482
2382	481
2353	479
2706	467
2712	465
2338	448
2108	431
2843	429
2311	428
2702	421
2864	414
2865	410
2818	406
2466	395

ATTACHMENT A

2403	390
2083	383
2739	383
2717	381
2828	381
2568	378
2396	370
2775	369
2757	367
2545	362
2703	361
2369	357
2426	357
2659	349
2490	344
2716	338
2361	332
2867	327
2842	324
2339	322
2793	308
2875	306
2786	305
2868	296
2359	292
2345	290
2737	288
2623	282
2839	273
2371	271
2584	271
2836	266
2806	258
2344	255
2395	250
2618	248
2399	245
2342	232
2406	223
2876	222
2879	220
2822	217
2833	213
2873	212
2355	211
2733	208
2797	207
2807	197
2409	196
2476	193
2668	185
2401	184
2631	182
2874	174
2465	166
2397	159
2424	158
2727	157

ATTACHMENT A

2563	147
2661	147
2721	145
2626	143
2805	143
2379	138
2302	136
2725	135
2475	131
2386	128
2791	126
2415	125
2792	120
2817	118
2633	105
2629	99
2826	98
2645	94
2588	87
2736	86
2726	84
2408	82
2585	82
2803	82
2398	80
2808	79
2734	75
2846	74
2838	71
2878	71
2809	65
2555	57
2356	49
2405	49
2625	46
2387	45
2411	45
2898	43
4383	42
2410	39
2735	27
4380	18
2649	12
3707	12
2611	11
2624	6
4385	6
2308	3
3691	3
Unknown	18510

ATTACHMENT B

Back-to-School vouchers		
65. (e) How many vouchers were redeemed in businesses? Please provide a breakdown of the types of businesses where vouchers were redeemed, in order of popularity (ie stationary shops, sports stores etc)		
ANSWER:		
(e) Please refer to table below		
Back to school vouchers redeemed by Industry type and subtype (please note the data is based on ANZIC codes)		
Industry Type	Subtype	Redeemed vouchers
Accommodation and Food Services	Food and Beverage Services	488
Administrative and Support Services	Administrative Services	125
	Building Cleaning Pest Control and Other Support Services	33
Agriculture Forestry and Fishing	Agriculture	2050
	Forestry and Logging	20
Arts and Recreation Services	Creative and Performing Arts Activities	72
	Sports and Recreation Activities	53
Construction	Building Construction	1253
	Construction Services	529
Education and Training	Adult Community and Other Education	3103
	Preschool and School Education	51,295
	Tertiary Education	441
Financial and Insurance Services	Auxiliary Finance and Insurance Services	449
	Finance	4015
Health Care and Social Assistance	Medical and Other Health Care Services	153
	Residential Care Services	729
	Social Assistance Services	4556
Information Media and Telecommunications	Publishing (except Internet and Music Publishing)	585
Manufacturing	Fabricated Metal Product Manufacturing	46
	Furniture and Other Manufacturing	1915
	Machinery and Equipment Manufacturing	4
	Printing (including the Reproduction of Recorded Media)	201
	Textile Leather Clothing and Footwear Manufacturing	176,242
Other Services	Personal and Other Services	106,143
	Repair and Maintenance	1814
Professional Scientific and Technical Services	Computer System Design and Related Services	565
	Professional Scientific and Technical Services (Except Computer System Design and Related	587

ATTACHMENT B

Public Administration and Safety	Public Administration	99,589
Rental Hiring and Real Estate Services	Property Operators and Real Estate Services	3841
	Rental and Hiring Services (except Real Estate)	1594
Retail Trade	Food Retailing	1647
	Motor Vehicle and Motor Vehicle Parts Retailing	70
	Non-Store Retailing and Retail Commission-Based Buying and/or Selling	42649
	Other Store-Based Retailing	2,361,923
Transport Postal and Warehousing	Other Transport	61
	Postal and Courier Pick-up and Delivery Services	420
	Road Transport	54
	Transport Support Services	209
Unknown	Unknown	356
Wholesale Trade	Commission-Based Wholesaling	459
	Grocery Liquor and Tobacco Product Wholesaling	29
	Machinery and Equipment Wholesaling	385
	Other Goods Wholesaling	623,385

ATTACHMENT C

Before and After School Care vouchers

66. (c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?

ANSWER

(c) Please refer to table below

Before after school care	
Postcode	redeemed vouchers
2155	4079
2145	3090
2153	3079
2170	2851
2570	2676
2765	2527
2560	2398
2077	2165
2747	2156
2250	2131
2259	2070
2261	1928
2148	1918
2650	1823
2099	1795
2285	1722
2112	1697
2567	1677
2154	1646
2121	1645
2287	1643
2118	1622
2763	1607
2066	1589
2290	1584
2035	1574
2444	1573
2450	1548
2031	1541
2233	1536
2232	1518
2750	1500
2093	1496
2430	1394
2320	1377
2762	1369
2122	1368
2147	1360
2036	1358
2530	1350
2745	1328
2076	1308

ATTACHMENT C

2065	1291
2075	1276
2040	1271
2120	1247
2340	1239
2486	1238
2074	1217
2234	1204
2768	1204
2229	1197
2046	1177
2100	1170
2795	1168
2540	1162
2565	1162
2171	1150
2527	1133
2760	1125
2756	1122
2026	1108
2113	1082
2114	1069
2251	1058
2769	1054
2289	1052
2529	1047
2640	1046
2280	1043
2210	1030
2480	1028
2322	1009
2620	1007
2150	1003
2770	975
2073	974
2761	964
2088	953
2168	946
2800	931
2260	924
2230	919
2137	918
2557	914
2067	902
2117	900
2500	895
2200	892
2196	889
2207	885
2223	879
2541	878
2220	868
2257	868

ATTACHMENT C

2283	860
2204	859
2321	848
2428	840
2213	837
2086	830
2217	830
2176	829
2034	827
2068	822
2126	819
2101	800
2323	797
2146	779
2478	772
2566	768
2151	763
2165	739
2127	737
2070	736
2759	734
2019	730
2830	726
2282	724
2141	720
2160	720
2216	720
2228	713
2096	712
2226	712
2097	700
2305	692
2206	690
2460	683
2131	665
2526	665
2166	661
2173	658
2125	656
2069	646
2263	646
2119	644
2179	643
2041	636
2161	628
2111	627
2144	627
2193	627
2325	622
2262	620
2087	611
2777	604
2517	603

ATTACHMENT C

2533	599
2528	595
2291	587
2071	584
2304	580
2140	577
2107	576
2227	573
2767	571
2115	559
2749	558
2085	556
2324	555
2138	554
2571	552
2774	552
2194	550
2284	550
2030	549
2190	546
2519	544
2174	542
2209	542
2211	537
2042	534
2203	534
2212	530
2525	528
2021	524
2032	523
2018	519
2038	517
2135	509
2456	509
2022	507
2487	507
2142	506
2064	499
2281	496
2440	491
2090	488
2195	486
2049	484
2224	482
2518	480
2020	479
2205	479
2024	478
2221	478
2152	474
2452	468
2515	468
2089	458

ATTACHMENT C

2484	457
2330	454
2580	451
2318	450
2095	446
2264	445
2079	443
2208	442
2037	423
2092	421
2039	420
2218	420
2219	418
2446	418
2072	416
2082	415
2102	411
2133	411
2508	411
2047	408
2485	407
2029	406
2062	401
2167	400
2299	395
2199	393
2132	392
2335	392
2350	391
2081	389
2033	387
2766	385
2445	382
2222	378
2489	375
2156	373
2619	369
2017	359
2103	357
2110	357
2429	351
2060	350
2256	349
2162	345
2303	344
2044	341
2564	340
2116	338
2315	336
2023	332
2010	329
2015	329
2164	315

ATTACHMENT C

2641	310
2043	306
2575	305
2477	303
2130	301
2753	301
2558	298
2192	296
2295	294
2094	293
2134	291
2045	290
2516	287
2577	283
2680	282
2850	278
2048	276
2000	275
2300	274
2009	273
2773	268
2025	267
2298	267
2225	263
2536	262
2380	261
2539	261
2177	259
2265	259
2063	258
2106	258
2326	255
2790	254
2483	251
2198	250
2158	249
2594	248
2880	247
2136	244
2794	241
2573	230
2780	230
2534	224
2535	222
2327	221
2390	220
2016	215
2316	212
2470	208
2197	204
2191	202
2572	202
2752	199

ATTACHMENT C

2502	198
2050	197
2286	197
2574	192
2360	190
2870	189
2448	187
2710	187
2754	183
2488	181
2776	177
2758	174
2027	171
2214	170
2333	170
2159	168
2621	168
2642	167
2443	162
2779	162
2871	161
2454	160
2537	160
2143	159
2506	159
2334	154
2447	153
2782	153
2258	151
2705	150
2439	147
2481	143
2627	143
2163	142
2319	142
2820	142
2007	140
2463	139
2084	136
2080	134
2157	131
2307	125
2431	122
2028	121
2267	121
2622	120
2278	118
2582	116
2651	112
2317	111
2011	109
2482	105
2441	102

ATTACHMENT C

2231	101
2292	101
2576	101
2652	100
2172	99
2785	99
2787	99
2128	98
2720	98
2337	97
2479	97
2422	96
2666	93
2400	92
2370	90
2550	89
2701	86
2835	85
2778	83
2008	82
2505	81
2546	81
2810	80
2352	79
2388	79
2474	79
2783	79
2306	78
2421	78
2464	78
2877	78
2365	77
2630	77
2581	76
2590	76
2293	75
2646	75
2329	74
2455	74
2104	73
2799	72
2471	71
2798	70
2343	68
2420	67
2628	67
2559	65
2738	64
2296	63
2328	63
2427	62
2587	62
2643	61

ATTACHMENT C

2312	60
2866	60
2294	58
2061	56
2105	55
2655	55
2297	54
2358	52
2579	52
2713	50
2586	48
2083	46
2663	46
2711	46
2354	43
2845	43
2821	42
2653	40
2175	38
2425	37
2583	37
2357	36
2648	36
2847	36
2829	35
2852	35
2178	34
2473	34
2556	34
2784	34
2804	34
2353	33
2700	33
2462	32
2569	31
2472	30
2578	30
2568	29
2731	29
2538	28
2712	28
2706	27
2382	26
2426	26
2449	25
2623	25
2644	25
2469	24
2490	24
2660	24
2730	24
2311	23
2341	23

ATTACHMENT C

2658	23
2108	22
2342	21
2722	21
2336	20
2423	20
2793	20
2302	18
2584	18
2748	18
2865	18
2381	17
2545	17
2716	17
2827	17
2661	16
2671	16
2681	16
2831	16
2338	15
2729	15
2875	15
2757	14
2818	14
2346	13
2659	13
2786	13
2797	13
2805	13
2345	12
2465	12
2806	12
2632	9
2702	9
2707	9
2714	8
2715	8
2832	8
2371	7
2395	7
2403	7
2548	7
2703	7
2775	7
2874	7
2355	6
2369	6
2727	6
2792	6
2823	6
2344	5
2563	5
2626	5

ATTACHMENT C

2726	5
2807	5
2822	5
2873	5
2399	4
2551	4
2585	4
2631	4
2739	4
2840	4
2843	4
2876	4
3644	4
4226	4
2339	3
2404	3
2466	3
2549	3
2656	3
2721	3
2737	3
2791	3
2402	2
2411	2
2415	2
2453	2
2602	2
2665	2
2849	2
2864	2
2867	2
2869	2
3691	2
5033	2
2001	1
2361	1
2372	1
2379	1
2396	1
2397	1
2424	1
2588	1
2649	1
2668	1
2669	1
2717	1
2725	1
2732	1
2803	1
2808	1
2809	1
2824	1
2825	1

ATTACHMENT C

2828	1	
2833	1	
2846	1	
3390	1	
3690	1	
4109	1	
4221	1	
4225	1	
4558	1	
4720	1	
Unknown	966	

ATTACHMENT D

Creative Kids vouchers

68.

(c) Can you please provide a breakdown of the vouchers redeemed via suburb/region?

ANSWER

(c) Please see table below:

* No postcode recorded (When customers enter an address manually, the system does not record the postcode)

Activity Location (Postcodes)	Record Count
Online	499,357
2340	48,239
Null*	47,743
2444	31,258
2750	30,378
2500	28,530
2250	28,133
2040	24,997
2170	24,481
2154	23,965
2000	23,918
2155	20,114
2153	18,483
2229	17,121
2077	17,068
2100	16,908
2758	16,504
2197	16,439
2067	15,788
2166	15,771
2158	15,526
2567	15,094
2800	14,614
2145	14,598
2259	13,157
2232	12,986
2150	12,708
2650	12,355
2756	12,219
2031	11,863

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2030	11,690
2122	11,540
2290	11,419
2148	11,062
2220	10,626
2137	10,585
2099	10,213
2529	10,187
2118	9770
2088	9751
2880	9729
2251	9590
2200	9427
2117	9324
2065	8832
2560	8804
2134	8745
2300	8705
2210	8520
2570	8494
2009	8243
2121	8171
2112	8037
2022	8035
2233	7689
2830	7646
2120	7453
2450	7423
2087	7394
2204	7369
2765	7348
2151	7042
2795	6839
2035	6766
2147	6451
2320	6346
2132	6252
2141	6173
2481	6172
2261	6170
2092	6052

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2164	6010
2234	5981
2075	5892
2026	5874
2176	5825
2541	5758
2640	5716
2323	5700
2074	5545
2066	5502
2057	5500
2480	5499
2460	5427
2046	5420
2217	5406
2769	5382
2033	5223
2526	5070
2761	4965
2646	4907
2126	4901
2024	4810
2113	4747
2430	4740
2142	4693
2111	4655
2768	4540
2767	4521
2486	4353
2107	4335
2303	4273
2070	4223
2257	4143
2487	4124
2285	4123
2580	4112
2287	4098
2478	4044
2171	4035
2519	4012
2484	3892

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2093	3883
2021	3862
2064	3838
2770	3752
2576	3724
2135	3704
2227	3704
2010	3669
2103	3613
2350	3609
2086	3601
2127	3563
2763	3550
2289	3513
2282	3511
2325	3504
2850	3499
2037	3491
2102	3486
2557	3484
2228	3483
2280	3457
2096	3454
2680	3434
2292	3422
2131	3388
2076	3346
2330	3326
2069	3325
2774	3309
2114	3222
2047	3208
2223	3196
2085	3149
2302	3146
2072	3099
2207	3045
2528	3040
2019	3018
2777	2994
2095	2975

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2146	2975
2039	2947
2594	2930
2073	2916
2165	2868
2324	2868
2566	2858
2620	2829
2533	2807
2333	2785
2264	2765
2305	2763
2530	2760
2041	2752
2575	2750
2018	2744
2138	2733
2571	2711
2144	2632
2527	2590
2263	2589
2196	2582
2753	2578
2477	2576
2212	2496
2081	2468
2161	2458
2097	2432
2038	2417
2518	2400
2456	2398
2216	2385
2260	2385
2283	2368
2130	2329
2565	2314
2760	2312
2322	2305
2316	2302
2060	2268
2119	2268

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2360	2254
2515	2221
2063	2214
2452	2192
2140	2188
2213	2188
2089	2181
2168	2169
2068	2159
2428	2145
2036	2144
2062	2128
2044	2123
2195	2097
2299	2097
2762	2089
2226	2074
2556	2031
2193	2009
2007	1993
2440	1981
2020	1969
2540	1966
2015	1952
2008	1946
2517	1917
2211	1915
2055	1901
2710	1875
2071	1854
2550	1853
2194	1850
2048	1833
2780	1828
2192	1784
2049	1772
2464	1751
2101	1750
2482	1744
2470	1732
2256	1711

ATTACHMENT D

2221	1710
2582	1700
2318	1697
2619	1673
2454	1671
2870	1666
2029	1660
2222	1646
2508	1616
2230	1602
2522	1583
2483	1559
2304	1554
2106	1552
2156	1539
2539	1530
2630	1513
2506	1509
2125	1482
2463	1448
2209	1446
2115	1440
2380	1403
2794	1402
2208	1375
2080	1369
2123	1352
2577	1320
2291	1302
2489	1290
2152	1281
2871	1272
2042	1266
2740	1251
2773	1241
2537	1234
2298	1226
2548	1196
2206	1192
2190	1150
2747	1139

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2759	1130
2776	1125
1595	1124
2177	1109
2110	1090
2143	1065
2198	1061
2159	1047
2590	1044
2136	1040
2034	1033
2473	1025
2160	1018
2488	1015
2525	1015
2218	1012
2516	1012
2032	1009
2162	1008
2224	1006
2641	978
2790	960
2281	933
2284	926
2321	922
2782	922
2549	896
2079	883
2447	868
2028	855
2766	844
2337	835
2173	828
2214	818
2400	818
2286	817
2705	806
2420	801
2317	791
2296	790
2754	786

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2446	783
2785	779
2219	773
2835	769
2203	762
2265	760
1765	751
2335	747
2045	742
1680	723
2199	717
2315	706
2116	694
2534	691
2025	686
2174	676
2421	672
2536	668
2551	661
2262	659
2479	655
2752	647
2485	643
2627	634
2179	625
2722	616
2390	606
2326	593
2443	584
2319	581
2396	580
2445	575
2061	571
2334	564
2804	564
2023	549
2538	544
2128	541
2666	528
2573	526
2157	519

ATTACHMENT D

2429	511
2295	506
2671	495
2505	485
2027	483
2574	474
2372	462
2720	444
2267	443
2357	432
2258	426
2535	426
2084	416
2370	415
2327	413
2016	412
2663	406
2622	403
2546	399
2343	393
2745	392
2852	380
2778	379
2011	377
2104	376
2783	373
2172	365
2564	344
2431	337
2307	328
2700	328
2738	326
2563	325
2820	317
2877	317
2133	315
2017	305
2749	299
2082	297
2448	297
2083	274

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2469	265
2799	263
2294	262
2558	249
2502	235
2205	230
2798	224
2793	221
2824	221
2787	216
2731	213
2847	212
2178	209
2453	203
2474	194
2472	190
2621	188
1885	185
2455	179
2827	175
2167	172
2829	171
2094	168
2306	162
2191	160
2163	157
2643	157
2004	156
2587	155
2825	150
2729	148
2466	147
2578	147
2660	147
2352	146
2231	142
2821	139
2312	137
2490	134
2328	130
2844	130

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2797	126
2823	125
2425	123
2043	118
2441	117
2059	115
2632	114
2873	111
2404	108
2583	108
2402	104
1685	101
2354	99
2225	95
2628	95
2336	93
1936	90
2297	88
2748	84
2779	83
2832	82
2422	81
2252	77
2845	77
2866	73
1465	67
1750	67
2586	67
2388	64
2471	61
2711	58
2864	57
2868	56
1475	55
2175	55
2707	55
2810	55
2427	52
2713	45
2090	43
2347	43

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2867	42
2875	41
2653	39
2311	38
2739	37
2672	32
2293	31
2644	31
2665	31
2568	29
2701	29
2361	28
2843	26
2423	24
1466	23
2757	22
2730	21
2806	21
1480	20
1793	19
2658	17
2675	17
2401	16
2642	15
2826	15
1655	14
2329	13
2050	12
2775	12
1835	11
2559	10
2572	10
2849	10
2386	9
2714	9
2726	9
2379	8
2840	8
1300	7
1560	6
1730	6

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2839	6
1355	5
1790	5
1800	5
1860	5
2588	5
2648	5
2721	5
2725	5
4101	5
2381	4
2579	4
2807	4
1499	3
1630	3
1360	2
2520	2
2702	2
2803	2
2876	2
1570	1
1590	1
2006	1
2278	1
2342	1
2365	1
2382	1
2439	1
2584	1
2652	1
2712	1

ATTACHMENT E

Creative Kids vouchers

68. (d) What was the number of vouchers redeemed broken down by creative activity ie music, drama, art etc?

ANSWER

(d) Please refer to table below

ATTACHMENT E

Activity Type	Vouchers Redeemed
Craft	461,358
Dance	392,916
Music	327,423
Painting	200,760
Drawing	91,517
Language(s)	79,878
Creative writing	79,623
Other visual arts	75,535
Coding	74,420
Creative expression	61,415
Drama	51,544
Other performing arts	46,675
Parkour	44,601
Circus arts	21,854
Robotics	18,609
Singing	14,102
Multimedia	13,409
Design	12,962
Public speaking	9250
Theatre	8704
Photography	7931
Choreography	6741
Sculpture	5709
Augmented Reality / Virtual Reality	3719
Fashion design	3481
Media arts	3353
Sketching	2816
Debating	2368
Cultural experience (Aboriginal and Culturally Diverse Communities)	1693
Industrial design	1465
Puppetry	1108
Public art	997
Architecture	932
Graphic design	627
Game design	511
Radio	241
Poetry	221
Printmaking	169
Cultural experience	121

ATTACHMENT E

Aboriginal Cultural Knowledge Program	107	
Screen art	87	
Spoken Word	81	
Street Art	80	
Screen	75	
Synchronised swimming	29	
Publishing	1	
Total	2,131,218	



Purchase Card Policy

Key points

- Purchase Cards (P-Cards) are to be utilised to increase the efficiency of certain types of purchases
- Only the Director Finance, Asset and Business Services (FABS) and the Senior Manager Finance may approve issue of a new card or credit limit
- Substantiation by way of valid tax invoice and receipts must be loaded and approved in SAP Travel & Expenses (T&E) module immediately after expenses are incurred
- No personal expenditure, or purchase of alcohol or tobacco products is to be made with a P-Card

Expected understanding of this policy

Audience	Level of understanding required		
	Detailed	Key points	Awareness
Director	●		
SHQ Finance Team	●		
Manager/Supervisor	●		
P-Card Holder	●		
Member			●

Purchase Card Policy

Summary

The NSW State Emergency Services (SES) utilises NSW Government Purchase Cards (P-Cards) to allow members to meet business needs related to travel and expenses.

The *Purchase Card Policy* (this 'policy') outlines the requirements to be adopted by the NSW SES for the implementation and maintenance of P-Cards, and information for P-Card holders to guide their decisions and actions.

This policy should be read in conjunction with the *Purchase Card Procedure* and the *Finance Manual*.

For clarification on this policy please contact the Senior Manager Finance or Financial Accountant at State Headquarters.

This policy applies to all members and compliance with this policy is mandatory.

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1 Purpose

The purpose of this policy is to establish business rules for how NSW State Emergency Service (NSW SES) employees make use of NSW Government Purchase Cards (P-Cards). It provides guidance on:

- Eligibility for cards
- Acceptable use of cards
- Controls to protect cards

2 Scope and application

This policy covers:

- The requirements for the application and appropriate use of P-Cards.
- Responsibilities to be adhered to by P-Card holders, SHQ Finance Team and responsible approvers of expenditure incurred.

3 Policy

Policy Principles for Purchase Card Policy

NSW Treasury have advised¹ that typical, suitable categories for P-Card use include:

- Accommodation and food services (food, beverage, venue rental)
- Retail outlets (e.g. purchase of sustenance etc.)
- Information media (e.g. on-line book stores)
- Minor printing services (e.g. brochures, signs)
- Transport & logistics (e.g. train tickets, couriers)

When utilising a P-Card NSW SES employees have certain responsibilities that are outlined in this policy. These are listed in the Purchase Card Holder's Responsibilities Form (refer to Appendix 1) which must be accepted, and signed by the P-Card holder.

The related *Purchase Card Procedure* provides instructions on the use of P-Cards within NSW SES that is considered best practice and includes detailed information relating to the usage of P-Cards.

3.1 Policy Principle 1 – Issuance

A P-Card may be issued to an NSW SES employee who is authorised to incur expenditure in their official duties on behalf of the NSW SES. The P-Card issued to an employee (i.e. P-Card holder) is not transferable. Contractors are not permitted to obtain or use a P-Card.

The Director FABS and the Senior Manager Finance are the only delegated officers who may approve the establishment of a P-Card or authorise the variations of P-Card limits.

¹ [NSW Treasury Circular TC11/15](#)

3.2 Policy Principle 2 – Security

P-Card holders are responsible for the safe-keeping and proper use of their card. P-Cards should be secured in the same way as cash or credit cards in order to prevent fraudulent use by unauthorised persons.

P-Card holders should:

- Sign the back of the card immediately when it is received.
- Keep the card in a safe and secure place at all times, away from personal cards to avoid accidental misuse.
- Not allow another person to use the card to make a purchase/s on their behalf.

3.3 Policy Principle 3 – Purchase limit

The P-Card holder should ensure they do not exceed their purchase limit. A temporary increase of a purchase limit to meet extraordinary circumstances may be provided.

Further details on P-Card limits including the application process for seeking a temporary increase of the purchase limit to meet extraordinary circumstances can be found in the *Purchase Card Procedure*.

It is the responsibility of all P-Card holders to ensure they receive a valid receipt and tax invoice for each transaction they make using their P-Card. Further details on receipts including the process where a P-Card holder is required to complete a missing receipts declaration can be found in the *Purchase Card Procedure*.

3.4 Policy Principle 4 – Settlement of P-Cards

For the settlement of P-Cards, NSW SES have the following arrangements:

- All P-Card settlements will be made by the SHQ Finance Team.
- P-Card Holders will access online via SAP Travel & Expenses (T&E)² a copy of their Purchase Card Transactions.
- P-Card Holders will be responsible for clearing all their card expenses on SAP T&E within 30 days of incurring the expense.
- P-Card Holders must ensure that supporting documents (i.e. tax invoices) are scanned and stored with their SAP T&E claim in the SAP system in such a manner that they are readily available for inspection by Approvers & Auditors.
- All expenses submitted by P-Card Holders must be approved by their Manager/Supervisor with appropriate Delegation of Authority using SAP T&E.
- A report detailing repeat occurrences where a P-Card holder does not account for tax invoices and receipts in SAP T&E in a timely manner will be forwarded to the NSW SES Commissioner. This may result in temporary or indefinite suspension of the P-Card based on the Commissioner's directive.

3.5 Policy Principle 5 – Internet purchases

P-Cards may be used over the internet if there is clear evidence that savings can be achieved with procurement and that established purchasing protocols are followed in respect of approvals and delegation to incur expenditure.

² [SAP Resources](#)

Other considerations to be made by P-Card Holders when online purchasing:

- Use a reputable website/organisation (sites that have a secure URL starting with https://). The organisation must hold a valid ABN.
- Read purchasing and return policies of the website/organisation. Ideally, the website should cover delivery methods and costs, currency accepted, return and refund policies, any applicable taxes, and contact details.

For the avoidance of doubt, P-Cards are intended to increase the efficiency of small and irregular transactions. They are not intended to be used to circumvent other policies – e.g. the *Procurement Policy*.

3.6 Policy Principle 6 – Incorrect Use

- Purchases must not be split into smaller transactions to circumvent expenditure or transaction limits;
- Personal expenditure must not be intentionally charged to the P-Card, even if it is intended to subsequently repay the expenditure;
- No cash withdrawal, either over the counter or ATM;
- P-Cards cannot be used for purchases where a personal reward/benefit is received;
- P-Cards cannot be used where there is a mandated purchasing channel in place.
- Purchases must be pre-approved by an Officer with appropriate financial delegations.

3.7 Policy Principle 7 – Internal Controls

Minimum controls in place for adherence to this policy are:

- SHQ Finance Team are to maintain a register of P-Cards issued.
- SHQ Finance Team are to provide annual reminders to P-Card holders on their responsibilities.
- All paperwork requesting a new P-Card including the justification of the need for a card and approval of the corresponding Purchase Limit will be maintained by the SHQ Finance Team.
- Before a card is issued the *Purchase Card Holder's Responsibilities Form* (refer to *Appendix 1*) must be read, signed and provided to the SHQ Finance Team.
- Cards are to be signed immediately upon receipt.
- P-Card Holders must ensure funds are available within the budget prior to the purchase of goods and services.

3.8 Policy Principle 8 – Policy Contraventions

Contravention of this policy will be classified as one of the following types:

- Procedural contraventions - failure to comply with procedural aspects of this policy.
- Inappropriate transactions - transactions that are intended for NSW SES use but are not allowed by NSW SES policy, government regulation or law.
- Fraudulent transactions - The use of P-Cards to acquire goods and services for personal use or personal gain representing a fraud against the NSW SES.

4 Roles and responsibilities

Responsibility	Director FABS / Senior Manager Finance	SHQ Finance Team	Officer with Financial Delegation	Manager / Supervisor	P-Card Holder
Review and approval of new applications	●				
Review and approval of requests for increased credit limits	●				
Timely settlement of accounts		●			
Monitoring certifications and following up		●			
Reminding P-Card Holders of their responsibilities		●			
Maintain a register of P-Card Holders		●			
Reclaim P-Card upon holders termination of employment		●			
Approval of P-Card purchases			●		
Ensuring proper use of P-Card			●	●	●
Adhering to this policy and associated procedure	●	●	●	●	●
Ensuring the P-Card is kept secure					●
Ensuring no personal expenditure is processed on the P-Card					●

Responsibility	Director FABS / Senior Manager Finance	SHQ Finance Team	Officer with Financial Delegation	Manager / Supervisor	P-Card Holder
Ensuring there is adequate budget for purchases					●
Returning P-Card upon termination				●	●

4.1 Director of Finance, Asset and Business Services and Senior Manager Finance

The Director Finance, Asset and Business Services and the Senior Manager Finance are responsible for:

- a) Review and approval of new applications
- b) Review and approval of requests for increased credit limits
- c) Adhering to this policy and associated procedure

4.2 SHQ Finance Team

The SHQ Finance Team are responsible for:

- a) Timely settlement of P-Card accounts
- b) Monitoring the system certification process and following up on outstanding tasks
- c) Remind P-Card Holders of their responsibilities
- d) Maintain a register of P-Cards issued
- e) Reclaim P-Card upon holders termination
- f) Adhering to this policy and associated procedure

4.3 Officer with Financial Delegation

The Officer with Financial Delegation is responsible for:

- a) Approving P-Card purchases
- b) Ensuring proper use of P-Cards
- c) Adhering to this policy and associated procedure

4.4 Manager/Supervisor

The Manager/Supervisor of the P-Card Holder is responsible for:

- a) Ensuring proper use of P-Cards
- b) Ensuring P-Cards are returned by staff on termination of employment

- c) Adhering to this policy and associated procedure

4.5 P-Card Holder

The P-Card Holder is responsible for:

- a) Ensuring proper use of P-Card
- b) Adhering to this policy and associated procedure
- c) Ensuring the P-Card is kept secure
- d) Ensuring no personal expenditure is processed on the P-Card
- e) Ensuring there is adequate budget for purchases
- f) Return P-Card upon termination of employment

5 Related documents

All related internal policy, procedures, guidelines and legislation documents can be located in the Key Document Index on EOS, including those listed below.

Document	Purpose
<i>NSW State Emergency Services Act 1989</i>	An Act of the NSW Parliament that establishes the State Emergency Service, defines its functions, and grants power to the Commissioner and other members to do various things.
<i>Code of Conduct and Ethics</i>	Sets out the principles Members are required to uphold, and prescribe specific conduct in areas central to the exercise of NSW SES's functions.
<i>Finance Manual</i>	Sets out the policies and procedures for a broad range of financial items within NSW SES.
<i>Fraud and Corruption Control Policy</i>	Sets out the principles NSW SES abides by in order to prevent fraud and corruption.
<i>Procurement Policy</i>	Sets out the policy principles governing procurement activities within NSW SES.
<i>Public Finance and Audit Act 1983</i>	Provides the framework for financial and accounting activities within the NSW Government. It is aimed at enhancing accountability and efficient use of public Moneys.
<i>Purchase Card Procedure</i>	Sets out the procedure for application, use and governance of P-Cards within the context of NSW SES.
<i>SAP Central - SAP Resources Travel & Expenditure</i>	Provides guidance to users on how to use and access SAP Travel & Expenditure (T&E) Module.
<i>Treasurer's Directions</i>	Provides accounting and related financial principles, practices and procedures to be observed by officers of authorities in the administration of the financial affairs of the State.
<i>NSW Treasury Circular TC11/15</i>	Sets out principles for Purchasing Cards and electronic payment methods

6 Support and advice

You can get advice and support about anything in this policy from:

- The Doctrine Owner – Senior Manager Finance
- The Doctrine Sponsor – Director FABS
- by emailing finance@ses.nsw.gov.au
- by calling 02 4251 6568

7 Definitions

In this policy, the term:

- **Must/required/shall** – indicates a mandatory action required that must be complied with.
- **Should** – indicates a recommended action that should be followed unless there are sound reasons for taking an alternative course of action.
- **May** – indicates there are other acceptable options of similar or equal application.

Term	Definition
ABN	Australian Business Number.
Business Expenses	Any expenses incurred in the ordinary course of business.
Certification	The acquittal of expenditure and associated approvals.
Monthly Credit Limit	The maximum value of transactions that can be debited to a P-Card holder's account during a monthly cycle.
Personal Expenditure	Expenditure of a non-business nature. For the avoidance of doubt, personal expenditure should not be charged to a P-Card.
Purchase Card (P-Card)	A P-Card is a form of NSW SES transaction card that allows goods and services to be procured without the use of a purchase order.
P-Card Holder	A NSW SES employee who has been issued a P-Card.
SAP	Systems, Applications & Products (Accounting Software used by the NSW SES).
SAP T & E	Module in SAP used to process P-Card Travel & Expenses.
Settlement	Settlement of moneys spent on the card to the bank.
SHQ	NSW SES State Headquarters.
Tax Invoice	A document containing information about a taxable supply or service that must be provided by a supplier for each purchase.

Appendix A – Purchase Card Holder Responsibilities

A Purchase Card (P-Card) Holder must ensure that:

1. P-Cards are used only for official business purposes and only by the P-Card holder.
2. PIN numbers, are not to be made available to, or known by, other persons.
3. P-Cards are maintained in a secure manner and guarded against improper use or theft.
4. In the event that a P-Card is lost or stolen, they must report the loss immediately to Westpac regardless of the time of day.

WESTPAC 24/7 CONTACT NUMBER FOR LOST OR STOLEN CARDS
1300 650 107

This number is to be entered as a contact into your mobile phone

The SHQ Finance Team should also be advised as soon as possible either by telephone 02 4251 6568 or email to finance@ses.nsw.gov.au.

5. They are aware of the purchase limit on their P-Card. They are responsible for ensuring adequate funds are available to cover expenditure before it is incurred. To determine the amount of funds available they are to contact Westpac on 1300 650 107 and provide their 16 digit card number and purchase limit.
6. All documents (i.e. tax invoices, withdrawal slips, receipts, etc.) supporting expenditure on the P-Card are scanned and held in SAP T&E. Transactions must be acquitted on a regular basis i.e. *weekly*. The EFTPOS docket by itself is insufficient evidence of expenditure. A tax invoice with an ABN must be acquired for all expenditure transactions.
7. If supporting documentation is lost or misplaced a *Missing Receipts Declaration* (see *Appendix 3 of the Purchase Card Procedure*) must be provided detailing the nature of the expense/s.
8. Expenditure is pre-approved by an officer with an authority to incur expenditure (Section 12 delegation). Note that officers holding delegation cannot approve their own expenditure.
9. Deposits are not made to the P-Card account by the P-Card holder.
10. P-Cards are returned to the SHQ Finance Team immediately upon termination of employment.
11. P-Cards are used within the guidelines set out by the NSW SES and Westpac Bank.
12. They are in a position of trust in regards to the use of public funds. Improper use may render the P-Card holder liable to disciplinary action, legal action or criminal prosecution.
13. Under no circumstances are alcohol or tobacco products to be purchased via the P-Card. No expenditure of a personal nature (i.e. outside of NSW SES operating requirements) is to be incurred on the card.
14. If they take long term leave such as maternity or long service leave for periods of six months or greater they must forward their P-Card to the SHQ Finance Team prior to taking leave. Any P-Cards not returned will be cancelled and a new submission will be required to be completed on return to work.

Failure to comply with any of these requirements may result in the P-Card being withdrawn from the officer. In the event of loss/theft through negligence, or non-compliance with these requirements, any liability charged against the NSW SES may be passed onto the officer.

Acceptance of conditions:

I,
acknowledge and accept the above conditions in the operation of my Purchase Card.
I have entered the WESTPAC contact number **1300 650 107** into my mobile phone.

Signed:..... Date:

Witness:..... Date:

Document control sheet

Title	<i>Purchase Card Policy</i>
Current Version #	2.0
Document Approval Status	FINAL
Directorate	Finance, Asset and Business Services
Branch/Zone/Unit/	Finance
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Version History

Version #	Creation date	Author	Summary of changes
1.0	01/08/2013	A/Commissioner	Authorised
1.1	16/01/2017	Strategy, Planning and Innovation	Draft for consultation
1.2	30/07/2018	K Cremin	Updated draft
2.0	30/08/2018	D Crocco & S Plattner	Final

Approval

Name	Title	Date	Version signed off
Mark Pride	Policy Owner	11/09/2018	2.0
Scott Bridgement	Policy Sponsor	12/09/2018	2.0
Mark Smethurst	Commissioner	12/09/2018	2.0



POLICY P4.1.5

CORPORATE CREDIT CARDS

ITEM	DESCRIPTION
Version Number	2.2
SOPs	<ul style="list-style-type: none">➤ SOP P4.1.5-1 Responsibilities of Cardholders➤ SOP P4.1.5-2 Management of Corporate Credit Cards➤ SOP P4.1.5-3 'Card-Not-Present' Transactions
Owner	Executive Director Technology, Finance and Legal
Contact	Director Finance and Procurement
Approved Date	22 July 2021
Effective Date	22 July 2021
Next Review Date	22 July 2026
Document Control	Electronic - Printed Copies are Uncontrolled

1 Purpose

- 1.1 This policy and associated standard operating procedures (SOPs):
- Outline the principles and standards for the issue of corporate credit cards;
 - Provides the policy and procedure framework that governs the use of corporate credit cards and acquittal of credit card expenses; and
 - Support compliance with the NSW Government Treasurer's Directions, Treasury Circulars, Treasury Policy and Guidelines Papers and Department of Finance, Services and Innovation policy in respect of credit cards and electronic payment.

2 Definitions

- 2.1 For the purpose of this policy:
- Corporate credit card:** a credit card, purchasing card or procurement card for which expenses incurred are met by the NSW Rural Fire Service.
 - Official business purposes:** expenditure that has been incurred for a purpose that is in direct connection with, or as a direct consequence of, the staff member's role responsibilities within the NSW RFS.
 - Official travel:** is travel, both air and surface, undertaken by public officials or other persons, paid for by a public sector organisation using public monies.
 - Overseas travel:** is travel outside of Australia.
 - Public official:** is a staff member of the NSW RFS, or any other person remunerated by and performing duties under the direction or auspices of the NSW RFS.

- f. **Receipt:** is a tax invoice that provides a detailed description of the goods or services purchased. For small value purchases, the cash register receipt is often the tax invoice. Credit card stubs are not sufficient documentation and are not receipts.
- g. **Senior Executive:** a staff member employed as a Public Service senior executive under the *Government Sector Employment Act 2013*.
- h. **Staff member:** means the Commissioner and all other members of staff of the NSW RFS. This includes temporary staff and persons on secondment to the NSW RFS from other agencies or departments.
- i. **Tax invoice:** has the meaning defined in section 29.70 of the *A New Tax System (Goods and Services Tax) Act 1999*. Broadly, to be a tax invoice a document must:
 - Be intended to be a tax invoice (this is usually denoted by inclusion of the words 'Tax Invoice');
 - Include the seller's identity (e.g. company name);
 - Include the seller's Australian Business Number (ABN);
 - Include the date of issue;
 - Include a brief description of the items sold, and their quantity and price;
 - Include the GST payable (if any), either by separately disclosing the amount, or if the GST is exactly one eleventh of the total price, include the words 'Total price includes GST';
 - Include the extent to which each item on the invoice includes GST; and
 - If the invoice value exceeds \$1,000, the buyer's identity or ABN (i.e. NSW Rural Fire Service).
- j. **Travel approval:** means approval of official travel in advance by an appropriately delegated officer, utilising the appropriate form or system.

3 Policy

- 3.1 Corporate credit cards are provided to staff members who may be required to:
 - a. Undertake official travel in Australia or overseas;
 - b. Procure goods or services not on contract or in emergency situations; or
 - c. Recoup petty cash floats.
- 3.2 Staff members have an obligation to be efficient, economical and ethical in their use and management of public resources, and be mindful that they are expending public monies.
- 3.3 Use of corporate credit cards shall be for official business purposes only.

Travel

- 3.4 Specific provisions in respect of the use of corporate credit cards for official travel are contained in NSW RFS Policy 4.1.8 *Travel*.
- 3.5 The general provisions of this policy apply to the use of corporate credit cards for travel.

Procurement of goods and services (business-as-usual and non-declared fires)

- 3.6 Corporate credit cards may be used for the purchase of goods or services up to \$3,000 (including GST) subject to the restrictions in clauses 3.7 – 3.9.
- 3.7 Corporate credit cards shall not be used to purchase items for which the NSW RFS has a contract or prequalification scheme (i.e. the item is in the SAP catalogue), such as computers, mobile phones, tablets, airline bookings and fuel for vehicles where fuel cards are provided. Staff members must check the SAP catalogue prior to making a purchase with their corporate credit card.
- 3.8 All corporate credit card transactions must be appropriately authorised by a delegated officer under NSW RFS Policy P4.1.1 *Financial Delegations* prior to incurring an expense on the corporate credit card. This can occur in two ways:
 - a. The staff member has a financial delegation, in which case the purchase can be made immediately, provided the item being purchased is not primarily for the benefit of that individual (e.g. a staff member cannot purchase a new chair which is for their own use); or

- b. Where the staff member does not hold a financial delegation, or the purchase is primarily for their own benefit, a pre-approval must be sought through the expense management system in advance of the transaction from a delegated officer.
- 3.9 The process above is not intended to replace the Major Incident Logistics (emergency procurement) arrangements or SAP catalogue procurement, but rather provide flexibility in limited circumstances.
- 3.10 Staff members within the Procurement section may utilise their corporate credit card to purchase goods and services of any value on behalf of the NSW RFS, subject to the internal procurement procedures of that function, relevant authorisation for the expenditure having been received and documented in accordance with NSW RFS Policy 4.1.1 *Financial Delegations* and any relevant corporate credit card limits.

Procurement of goods and services (section 44 declared fires)

- 3.11 Credit cards will not be routinely available to be used for emergency procurement by staff members engaged in emergency operations where a section 44 declaration has been made under the *Rural Fires Act 1997*.
- 3.12 Where a staff member needs to make a purchase in an emergency where a section 44 declaration has been made, approval must be sought through the Major Incident Logistics (emergency procurement) arrangements, with approval provided in advance by the State Operations Controller for use of the credit card.
- 3.13 Staff members within the Procurement and Major Incidents Logistics sections may utilise their corporate credit cards to purchase goods and services of any value on behalf of the NSW RFS, subject to the internal procurement procedures of those functions, relevant authorisation for the expenditure having been received and documented in accordance with NSW RFS Policy 4.1.1 *Financial Delegations* and any relevant corporate credit card limits.

Acquittal of Expenses

- 3.14 All expenses incurred on corporate credit cards must be reconciled and supported by appropriate documentation, including tax invoices and pre-approvals where necessary. Receipts often double as tax invoices for minor expenses. Credit card stubs are not sufficient documentation to support purchases.
- 3.15 The expense management system will facilitate credit card reconciliation and submission for review and approval by line managers of expenses.
- 3.16 Credit card reconciliations are required monthly where any expenses have been incurred during the month, and are to be completed within ten working days from the end of month and submitted for approval in the expense management system. Documentation can be electronically attached to transactions throughout the month in the expense management system.

Cash Withdrawals

- 3.17 The default position for all credit cards is that cash withdrawals are not allowed.
- 3.18 Petty cash holders will have their corporate credit card enabled for cash withdrawals, however this facility should only be used to refresh petty cash floats.
- 3.19 Staff members travelling overseas will have their corporate credit card opened for cash withdrawals for the period of their travel once a travel approval is received.
- 3.20 The Executive Director, Finance and Executive Services (or delegate) may authorise cash withdrawals for other reasons, and requests for establishment of a cash withdrawal facility should be submitted in writing outlining the operational necessity for such a facility, including endorsement by the relevant Director.

Management of Credit Cards

- 3.21 Corporate credit cards are issued to an individual, and cannot be shared, loaned, used or accessed by anyone other than the cardholder. The cardholder must ensure security of the card and PIN at all times.
- 3.22 Corporate credit cards cannot be issued to volunteers (in their volunteer capacity) or contractors.

Reporting Fraud, Misuse or Loss of a Card

- 3.23 Staff members who believe a transaction appearing on their credit card is fraudulent, or otherwise disputed, should make a report to the Supervisor Transaction Processing in the Finance Branch who will facilitate the process to query the transaction with the bank.
- 3.24 If a corporate credit card has been lost or misplaced, the staff member should immediately notify Citibank on 1800 629 644 (or +61 2 8225 0210 if outside Australia) and advise the Supervisor Transaction Processing via email (credit.card@rfs.nsw.gov.au).

- 3.25 Misuse of corporate credit cards such as incurring private expenses, purchasing inappropriate items or using the card to avoid proper procurement processes may result in suspension or cancellation of the card, repayment of expenses and disciplinary action.

Suspension or Cancellation

- 3.26 The Executive Director, Finance and Executive Services (or delegate) is authorised to suspend or cancel a corporate credit card at their absolute discretion, including while an investigation into misuse of a card is undertaken.
- 3.27 The Executive Director, Finance and Executive Services (or delegate) will advise the staff member and their supervisor in writing that the card has been suspended or cancelled.

4 Related documents

- NSW Treasury Policy and Guidelines Paper TPP 17-09 *Use and Management of NSW Government Purchasing Cards*
- NSW Treasury Policy and Guidelines Paper TPP 15-03 *Internal Audit and Risk Management Policy for the NSW Public Sector*
- Department of Finance, Services and Innovation DFSI-2015-02 *Efficient Electronic Payment Methods*
- [Service Standard 1.1.7 Code of Conduct and Ethics](#)
- [Policy P2.1.1 Administrative Delegations](#)
- [Policy P4.1.1 Financial Delegations](#)
- [Policy P4.1.8 Travel](#)
- [Policy 7.1.10 Organisational Risk Management](#)
- Guidelines for the use of the expense management system and other helpful information can be found on the [Travel and Expense OneNSWRFS page](#) and [Travel and Expense Portal](#)

5 Amendments

AMENDMENT DATE	VERSION NO	DESCRIPTION
18 August 1999	1.0	➤ Initial release as policy 1.1.1
5 February 2002	2.0	➤ Repealed and remade policy 1.1.1 v1.0 ➤ Comprehensive review
16 February 2005	3.0	➤ Repealed and remade policy 1.1.1 v2.0 ➤ Comprehensive review
14 December 2009	1.0	➤ Repealed and remade policy 1.1.1 v3.0 ➤ Renumbered as P4.1.5 v1.0 to align with updated policy index ➤ Comprehensive review
15 May 2019	2.0	➤ Repealed and remade P4.1.5 v1.0 ➤ Complete review to align with current NSW Treasury and Department of Finance, Services and Innovation Circulars and Policy and Guidelines papers
14 April 2021	2.1	➤ Repeals and remakes P4.1.5 v2.0 ➤ Update references and processes relating to the transition from Westpac to Citibank
22 July 2021	2.1	➤ Repeals and remakes P4.1.5 v2.1 ➤ Updates transaction limits

SOP P4.1.5-1

RESPONSIBILITIES OF CARDHOLDERS

1 Purpose

- 1.1 This procedure defines the responsibilities of corporate credit card holders.

2 Procedures

Application for Corporate Credit Card

- 2.1 A staff member must complete an "Application for Corporate Credit Card".
- 2.2 The application must be supported by the staff member's Manager.
- 2.3 The Executive Director, Finance and Executive Services (or delegate) will approve or decline the application at their sole discretion.
- 2.4 Applications for Corporate Credit Cards may take up to 30 days to process.

Use of Corporate Credit Card

- 2.5 The corporate credit card may only be used for official business purposes in accordance with NSW RFS Policy P4.1.5 *Corporate Credit Cards* and NSW RFS Policy P4.1.8 *Travel*.
- 2.6 Corporate credit cards may be used for emergency purchases where no alternative method of payment is available. For example, emergency repair of a vehicle outside of normal business hours where the supplier requires immediate payment, or emergency fuelling of a vehicle where fuel cards are not accepted or not working. Notification of such use should be made to the staff member's Manager as soon as possible.

Issue of Corporate Credit Card

- 2.7 The staff member will be advised by Finance where the card may be picked up from, once approved and issued.
- 2.8 Staff members will be required to sign a "Cardholder Statement of Responsibility" to be retained by the Finance Branch. A copy of this form will also be kept by the staff member.
- 2.9 A copy of this Policy must be read prior to the issue of the card and signing of the "Cardholder Statement of Responsibility".
- 2.10 The staff member may either attend a branch of the bank to be allocated a PIN number and to activate the card, or alternatively go on-line at [log into CitiManager](#) to manage their card.
- 2.11 The cardholder is personally responsible for the safekeeping of the card and PIN. The PIN should not be disclosed to anyone and should not be carried with the card.

Renewal of Cards

- 2.12 Renewal of cards at expiry will be co-ordinated by the Finance Branch. The staff member will be advised of the issue of a new card.

Credit Limits

- 2.13 Standard credit limits will be set as follows:

Monthly limit:	\$5,000
Transaction limit:	\$3,000
Cash withdrawal limit:	\$NIL

- 2.14 Requests for extension of credit limits, whether temporary or permanent, should be forwarded to the Supervisor Transaction Processing via email (credit.card@rfs.nsw.gov.au) for consideration and approval by the Executive Director, Finance and Executive Services (or delegate), and should clearly identify the business need for the increase. Changes to credit limits may take up to 48 hours to process. Please be aware that the bank only facilitates changes in credit limits on weekdays during normal business hours – accordingly urgent adjustments may not be able to be accommodated.

- 2.15 When travelling overseas, the Supervisor Transaction Processing should be advised by email at least 48 hours prior to departure to ensure the card can be used overseas.
- 2.16 Credit limits must not be exceeded.

Cardholder Statements and the Reconciliation Process

- 2.17 Credit card transactions will appear in the expense management system once processed by the credit card provider.
- 2.18 Cardholders are required to electronically attach receipts and other relevant documentation to support transactions in the expense management system.
- 2.19 On a monthly basis, no more than ten working days after the end of month, the cardholder must finalise their reconciliations for the preceding month, and forward their expense report to their Manager for approval.
- 2.20 Cardholders who have no activity on their card during the month are not required to complete an expense report.
- 2.21 Each reconciliation (expense report) must include:
- a. A relevant Travel Approval or Expense Pre-Approval where the transaction relates to travel or expense claims for which the staff member does not hold a financial delegation;
 - b. A completed Travel Diary outlining trip details for travel;
 - c. For petty cash float replenishment, approved petty cash docket; and
 - d. Electronic copies of detailed receipts and/or tax invoices.
- 2.22 Staff members are encouraged to electronically photograph or scan receipts as close as possible to the transaction date, and upload to the expense management system. Where a receipt has been lost or is unable to be obtained, the cardholder must complete and electronically attach to the transaction a statutory declaration. This form should include text to the effect of:
- I utilised my corporate credit card in my name for official business on [date] for the purchase of [describe the purchase] at [name of supplier], ABN [ABN Number] for the amount of [dollars and cents] including GST. I have lost the receipt/invoice for this purchase.
- 2.23 Under no circumstances should a staff member deposit funds to the corporate credit card account.
- 2.24 Where a staff member fails to submit an expense report and/or reconciliation in accordance with these guidelines, or is unable to reasonably justify the expenses on the corporate credit card, the card will be suspended and may be cancelled. Where appropriate, disciplinary action may be taken and the expenses recovered.

Lost, Stolen or Damaged Cards

- 2.25 If a corporate credit card has been lost or misplaced, the staff member should immediately notify Citibank on 1800 629 644 (or +61 2 8225 0210 if outside Australia) and advise the Supervisor Transaction Processing via email (credit.card@rfs.nsw.gov.au). Details of the cancellation including the date and time reported and any reference provided by the bank should be included. The Finance Branch will arrange the issue or a replacement card.
- 2.26 Damaged cards may be replaced by contacting the Supervisor Transaction Processing via email (credit.card@rfs.nsw.gov.au) and requesting the issue of a replacement card. On receipt of the new card, the damaged card should be destroyed by shredding or cutting into fine strips.

Termination of Employment

- 2.27 Cardholders leaving the NSW RFS, including those seconded to another NSW Government agency, must return their corporate credit card to their Manager or the Finance Branch prior to leaving. The card should be cut in numerous places so that it is unusable.
- 2.28 The cardholder must ensure all reconciliations are complete and approved prior to leaving. A final expense report (reconciliation) should be submitted through the expense management system.
- 2.29 Staff members whose card remain unreconciled on departure may have outstanding amounts deducted from final payments or have debt recovery action taken against them.

Suspension and Cancellation of Corporate Credit Cards

- 2.30 In addition to clause 3.26 of the Policy, a corporate credit card may be suspended or cancelled at any time by the staff member's Manager. Advice must be provided to the Supervisor Transaction Processing via email (credit.card@rfs.nsw.gov.au) outlining the cardholders name and the reasons for suspension or cancellation.
- 2.31 Corporate credit cards may be suspended or cancelled where staff members are in breach of the Policy or procedures, or for other disciplinary reasons.
- 2.32 Where a card is suspended or cancelled, the staff member and their Manager will be advised of the cancellation in writing.

3 Related guidelines

- Guidelines for the use of the expense management system

4 Related forms

- [Application for Corporate Credit Card](#)
- [Cardholder Statement of Responsibility](#)

SOP P4.1.5-2

MANAGEMENT OF CORPORATE CREDIT CARDS

1 Purpose

- 1.1 This procedure defines the responsibilities of Management and the Finance Branch in the overall management of corporate credit cards.

2 Procedures

Eligibility

- 2.1 Corporate credit cards can only be issued to staff members, in their capacity as a staff member.
- 2.2 The application must be supported by the staff member's Manager.
- 2.3 The Executive Director, Finance and Executive Services (or delegate) will approve or decline the application at their sole discretion.

Responsibilities of the Commissioner

- 2.4 The Commissioner is ultimately responsible for the proper management and administration of corporate credit cards within the NSW Rural Fire Service.
- 2.5 Annual certification of NSW Rural Fire Service compliance with relevant NSW Government policy in respect of corporate credit cards.

Managers' Responsibilities

- 2.6 Recommending the issue of a corporate credit card to a staff member.
- 2.7 Ensuring staff awareness and compliance with the policy.
- 2.8 Reporting any breach of policy or improper or fraudulent use of corporate credit cards to the Executive Director, Finance and Executive Services, in addition to through normal reporting mechanisms.
- 2.9 Ensuring prospective approval of expenditure prior to use of corporate credit cards.
- 2.10 Ensuring staff submit reconciliations in a timely manner in accordance with policy.
- 2.11 Reviewing and approving corporate credit card reconciliations, including ensuring costs are correctly allocated and recorded.
- 2.12 Ensuring corporate credit cards are returned and destroyed, and all reconciliations are complete, prior to any staff member reporting to the Manager departing the NSW RFS.

Finance Branch Responsibilities

- 2.13 Ensure compliance with the *Public Authorities (Financial Arrangements) Act 1987*, including requesting appropriate limits within the Treasury Banking System, and maintaining a record of the total limit for all corporate credit cards currently issued.
- 2.14 Maintaining an accessible and up-to-date record of all authorised cardholders, and the conditions that apply to each cardholder, including as a minimum:
 - a. The cardholder's full name;
 - b. Confirmation that the cardholder has signed the Cardholder Statement of Responsibility;
 - c. The last four digits of the Cardholder's card number;
 - d. The cardholders individual transaction limit and monthly limit, along with any temporary increase in limits;
 - e. Conditions that are attached to the corporate credit card or cardholder, such as review dates, cash withdrawal facilities or restrictions on use; and
 - f. Expiry and Cancellation (where applicable) dates.

- 2.15 Undertaking all liaison with the card issuer to facilitate effective use of corporate credit cards, including setting and amending credit limits and terms and conditions on corporate credit cards.
- 2.16 Implementing a direct debit facility with the card issuer for automatic payment of monthly corporate credit card accounts in full to eliminate any late payment fees or interest charges.
- 2.17 Coordinating the issue and replacement of all corporate credit cards.
- 2.18 Ensuring corporate credit cards are not issued to the cardholder until the cardholder has read and signed the Cardholder Statement of Responsibility.
- 2.19 Undertaking user administration of the expense management system, including the corporate credit card transactional feed and interface with the general ledger.
- 2.20 Monitoring the status of reconciliations, and liaising with relevant staff and Managers as required to ensure compliance with policy.
- 2.21 Conducting period review and sampling to monitor and enforce compliance with policy.
- 2.22 Maintaining necessary system reconciliations and clearing accounts.
- 2.23 Reporting to the Director, Finance and Program Management and Executive Director, Finance and Executive Services on policy compliance, including making recommendations for action in respect of any identified non-compliance.

Reporting

- 2.24 The Finance Branch will provide reports and/or information to the Commissioner (or delegate) that is necessary to meet NSW Government reporting requirements, including compliance reporting and Annual Report requirements.
- 2.25 The Finance Branch will provide reports as necessary to allow compliance monitoring, auditing and or review.

Management of Risk

- 2.26 Risks associated with the use and management of corporate credit cards will be examined, monitored, mitigated and reported in accordance with the NSW RFS Organisational Risk Management process outlined in NSW RFS Policy P7.1.10 *Organisational Risk Management*.

3 Related guidelines

- Guidelines for the use of the expense management system

4 Related forms

- [Application for Corporate Credit Card](#)
- [Cardholder Statement of Responsibility](#)

SOP P4.1.5-3

'CARD-NOT-PRESENT' TRANSACTIONS

1 Purpose

- 1.1 This procedure defines the special responsibilities of cardholders in use of corporate credit cards for 'card-not-present' transactions.

2 Procedures

Definition

- 2.1 'Card-Not-Present' transactions are corporate credit card transactions undertaken where the card is not physically presented. This includes transactions made by telephone or by internet.

Responsibilities of cardholders

- 2.2 'Card-Not-Present' transactions may be undertaken using corporate credit cards, however such transactions should be eliminated or minimised wherever possible. A 'card-not-present' transaction should only be made where it is not possible to purchase the good or service using an alternate methodology or in person.
- 2.3 Examples of appropriate 'card-not-present' transactions include the need to provide a credit card number when booking a motel, or purchase of certain software subscriptions which are only available online.
- 2.4 When undertaking 'card-not-present' transactions, cardholders should take special care to verify the identity of the merchant, and ensure that they are dealing with a merchant who is known and reputable.
- 2.5 When making internet purchases, staff should utilise NSW RFS equipment whenever possible, as effective security is in place within the NSW RFS network which can assist in fraud prevention.
- 2.6 Online purchases should only be made from secure sites that include https:// (NOT http://) as part of their payment site.
- 2.7 Cardholders need to ensure that proper records of 'card-not-present' transactions are obtained and maintained in order to acquit transactions and reconcile transactions as with all other transactions.
- 2.8 Cardholders should monitor their credit card feed in the expense management system following the processing of 'card-not-present' transactions to ensure the payment is processed as expected.

3 Related guidelines

- Guidelines for the use of the expense management system

Purchase Card Policy

NSW Reconstruction Authority

February 2023

V2.0



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1. Policy

1.1 Purpose

The purpose of this policy is to set out the principles, standards, systems and processes relating to the effective management, control and usage of Government Purchasing Cards (“PCards”) within the NSW Reconstruction Authority.

1.2 Policy Statement

The NSW Reconstruction Authority advocates the ethical and responsible use and management of PCards to ensure transparency, probity and savings in the discharge and expenditure of public monies.

Conformance with this policy and related procedures will ensure that the expectations for responsible use of PCards are made clear and there is a reduction in risks associated with the:

- misuse of corporate purchasing cards
- inefficient use of NSW Reconstruction Authority resources
- fraudulent misappropriation of NSW Reconstruction Authority funds
- unauthorised/unapproved transactions.

This policy will also ensure compliance with the NSW Treasurer’s Directions, NSW Treasury Circulars, NSW Treasury Policy and Guidelines Papers, and the NSW Department of Premier and Cabinet policy in respect of purchase cards and electronic payments.

1.3 Policy Overview

A PCard is a purchase card with features designed to facilitate expenditure control. It is a cost-effective way of purchasing low value / high volume transactions, while maintaining appropriate management controls.

Use of corporate purchasing cards shall be for official business purposes only, and may be used for:

- official travel in Australia or overseas (see the NSW Reconstruction Authority Travel Policy)
- business related expenditure related to authorised travel
- other allowable business-related expenditure.

1.4 Scope

The policy applies to all NSW Reconstruction Authority staff members. This policy and relevant / related procedures apply to the following individuals who have specific roles and responsibilities:

- Card Holder
- Card Authoriser
- Card Approver
- Card Administrator.

1.5 Contacts

Senior Finance Officer, Corporate Finance Branch, Finance and Investment Delivery Division

corporatefinance@resilience.nsw.gov.au

2. Definitions

Acronym / Term	Definition
Applicable Spend	Government approved goods and services that can be purchased using a PCard.
Card Administrator	A position responsible for dealing with administrative matters between the Card Provider and Card Holder. This role is performed for the NSW Reconstruction Authority by the PCard Team.
Card Approver	A position that has the authority to approve PCard expenses.
Card Authoriser	A position that has the authority to authorise the allocation of a PCard.
Card Holder	An employee assigned the authority to use a PCard.
Card Provider	The government nominated bank or financial institution contracted for the administration and provision of PCards (currently Citibank).
Expense8	An on-line tool that includes a range of processes relating to card management including application, acquittal and reconciliation.
Financial Delegations instrument	A document that identifies the positions that have been subdelegated the authority to approve expenditure and the limit per transaction.
Official business purposes	Expenditure that has been incurred for a purpose that is in direct connection with, or as a direct consequence of, the staff member's role responsibilities within the NSW Reconstruction Authority.
Official travel	Is travel, both air and surface, undertaken by public officials or other persons, paid for by a public sector organisation using public monies.
PCard Team	A function performed by the Department of Communities and Justice Finance Shared Services, to assist with the day to day functioning of PCards.
Staff member	Includes public sector Senior Executives and non-executive employees who are ongoing or temporary, seconded staff working for the NSW Reconstruction Authority, graduates, interns, casual and contract staff

3. Eligibility

To be eligible to apply and be approved for a PCard, the applicant **must** be an employee (ongoing, temporary or fixed term contract) of the NSW Reconstruction Authority, or a person seconded to work for the NSW Reconstruction Authority, **and** meet one or more of the following criteria:

- be required to purchase goods and services in the course of their duties and/or
- travel frequently in the course of their duties and/or
- travel overseas on official business and/or
- other circumstances as determined by the Chief Executive Officer or a member of the Senior Executive team.

All cards must be returned to the NSW Reconstruction Authority at the end of employment. If a card is issued as part of a secondment it must be returned to the NSW Reconstruction Authority at the end of the secondment.

4. Responsibilities

This section outlines the roles and responsibilities involved in the use and management of PCards. The key stakeholder groups are:

- Executive and Senior Management
- Categories of persons including Card Holder, Card Approvers, Card Provider and Card Administrator

4.1 Executive and senior management

The **Chief Executive Officer (CEO) of the NSW Reconstruction Authority** is responsible for:

- The proper management and administration of corporate purchasing cards within the NSW Reconstruction Authority.
- Reviewing and signing the annual certification on behalf of the NSW Reconstruction Authority, attesting compliance with relevant NSW Government policy, including the Premier's memorandum and NSW Treasurer's Directions. The certification is also included in the NSW Reconstruction Authority's Annual Report.

The **Deputy Secretaries, Executive Directors and Directors** are responsible for:

- Ensuring that this policy is followed by staff in their relevant Division, and that approvals are performed on time and acquittals undertaken monthly by all staff.
- Assuming overall responsibility for the governance and compliance of the PCard policy within their Division.
- Communicating expectations to managers and staff within their Division.

Managers are responsible for:

- Communicating expectations to employees and other staff.
- Monitoring staff PCard activity and questioning large and/or unusual transactions.
- Checking and approving monthly PCard reconciliations.
- Ensuring staff provide prompt reconciliations.
- Addressing, resolving and if necessary, escalating any issues associated with the management, use or misuse of PCards by employees and staff.

4.2 Card Holders

All **approved Card Holders** are responsible for:

- using PCards only for official business purposes.
- complying with the procedures for the proper use of PCards.
- keeping safe custody of PCards:
- the Card Holder is personally responsible and accountable for the safe keeping of their card
- PIN numbers must not be disclosed to anyone and must not be carried with the card
- PCards must always be kept in the Card Holder's possession
- PCards are only to be used by the person whose name appears on the card.
- reporting lost/stolen cards or suspicious card transactions immediately, as outlined in this policy.
- keeping all card receipts and other supporting documents that justify expenditure; all receipts must be retained and submitted with the Card Holder's reconciliation as supporting documentation.
- completing a signed statutory declaration if a receipt is lost or misplaced.
- promptly reconciling monthly card statements.

- completing an acknowledgement that they understand their roles and responsibilities for the use and management of their PCard.

Note: Card Holders are expected to submit their expenses monthly. Card Holders who fail to submit expenses within 90 days may have their PCard suspended. Where a PCard is suspended, the Card Holder must obtain the approval of their manager to reactivate the card.

4.3 Card Authoriser

All **Card Authorisers** are responsible for approving the application for the issuing of a PCard:

Applicant	Card Authoriser
<ul style="list-style-type: none"> • Deputy Secretary or Executive Director 	<ul style="list-style-type: none"> • CEO
<ul style="list-style-type: none"> • Director 	<ul style="list-style-type: none"> • Executive Director or above
<ul style="list-style-type: none"> • All other applicants 	<ul style="list-style-type: none"> • Director or above

4.4 Card Approver

All **Card Approvers** are responsible for:

- Communicating and reinforcing expectations to Card Holders.
- Monitoring staff PCard activity and questioning large and/or unusual transactions.
- Ensuring the Card Holder completes mandatory Expense Management System (Expense8) training relevant to the use and management of PCards.

4.5 Card Provider

The **Card Provider** is responsible for:

- processing approved PCard applications and sending the card to the Card Holder's home.
- blocking and/or replacing stolen cards.
- provision of monitoring and reporting functionality as defined by the NSW Reconstruction Authority in accordance with a whole of government contract.

4.6 Card Administrator

The **Card Administrator** is responsible for:

- Administering the expense management system, Expense8. Guidelines regarding the utilisation of Expense8 can be found on the DCJ intranet.
- Liaising with the Card Provider and implementing any system updates in collaboration with the NSW Reconstruction Authority.
- Ensuring card limits are maintained for respective cards
- Only changing card limits to one of the standard limits in this policy and with the authorisation of the relevant Senior Executive
- Ensuring that there are systems and processes in place to recover PCards upon the termination of a staff member's employment / secondment with the NSW Reconstruction Authority
- Reporting any fraudulent transactions to the Executive Director, People Performance & Governance, Executive Director Finance and Investment Delivery and the Independent Commission Against Corruption (ICAC).

5. General conditions of use

Mandatory compliance is required for all policies and procedures associated with the usage of PCards.

All purchasing activities must be conducted in an ethical and transparent manner.

Comprehensive guidance on applicable PCard spend categories is provided in the [NSW Government Corporate Purchasing Card Guidelines \(TPP 21-02\)](#) and the Purchasing Card (PCard) Applicable Spend Categories. These documents are regularly updated, and current versions are available at the NSW Treasury documents library located [here](#).

5.1. Card Holder's Duty of Care

Card Holders should be fully aware that they are in a position of trust. Card Holders are required to understand their obligations under this policy and operate ethically and responsibly at all times when expending public money.

Immediate and appropriate action will be taken against staff abusing the trust vested in them. A Card Holder who is found guilty of misuse or fraudulent use of a PCard will face disciplinary action and / or legal prosecution.

5.2 Card Holder's Agreement

Prior to receiving a PCard, staff are required to read and formally acknowledge the requirements of this policy.

The Card Holder is also required to complete mandatory Expense Management System (Expense8) training that addresses purchasing with the PCard and use of the expense management software.

5.3 Card Limits

There are two types of expenditure limits:

- Transaction Limit: is the amount that can be charged to the card per purchase.
- Monthly Limit: is the amount allowed to be charged per month.

Each single transaction must not be greater than the Card Holder's transaction limit.

Total monthly expenditure must not exceed the Card Holder's authorised monthly limit.

PCards can be issued for one of the following standard limits:

- transaction limit of \$500 and total monthly credit limit of \$1,000
- transaction limit of \$1,000 and total monthly credit limit of \$5,000
- transaction limit of \$5,000 and total monthly credit limit of \$10,000
- transaction limit of \$5,000 and total monthly credit limit of \$15,000.

PCard limits may be temporarily increased where there is a justified reason for doing so and evidence supporting the increase can be provided. Approval from the CEO or the Executive Director Finance and Investment Delivery is required.

Wherever practicable, approved PCard limits should be consistent with the employee's financial delegations. Where this is not possible (e.g. an employee with no financial delegation required to undertake regular domestic travel or business-related purchasing), a

specific business case should be prepared by the relevant Deputy Secretary, Executive Director and approved by the Chief Executive Officer.

5.4 What can PCards be used for?

Card Holders must ensure they understand and comply with existing guidelines on applicable spend. These can be found in the NSW Government Corporate Purchasing Card Guidelines (TPP 21-02) and the Applicable Spend Categories on the NSW Reconstruction Authority Intranet page.

Importantly PCards must only be used for official business purchases.

5.5 Items a PCard cannot be used for

There are certain important restrictions governing the use of PCards. PCards must not be used for:

- cash advances
- alcohol, including for official hospitality
- splitting purchases in order to negate allowable spend limits
- any personal or non-work-related expenses
- fines or penalties
- goods or services for which the NSW Reconstruction Authority already has a procurement arrangement in place
- purchases where a personal reward/benefit is received (e.g. frequent flyer points/airline loyalty benefits)
- making a purchase where there is a mandated purchasing channel in place
- technical, legal, or complex services that require the formal input of technical staff
- setting up direct debits or automatic top-ups (e.g. Opal cards)
- gift cards or prepaid credit cards.

In limited circumstances, exceptions to the above restrictions may be approved by the relevant Deputy Secretary or Executive Director (e.g. during a disaster response).

5.6 Related Procurement Directives

Whole of Government contracted suppliers must be used whenever possible to ensure value for money and increased security of NSW Government Purchasing Card details.

All Card Holders should be aware that all off contract purchases are monitored.

6. Managing Risk

6.1 Summary of Operational Deadlines and Limits

Person responsible	Action	Deadline
Card Holder	Submit all expenses for approval	On or before 21st of each month
Card Approver	Approve all expenses submitted by Card Holder	On or before 30th of each month

Responsibility	Limit
Maximum per transaction	\$5,000 (no split transactions allowed)
Per day	NA
Maximum per month	\$15,000

Action	Consequence
Card Holder's late submission of expenses exceeding 90 days	Cancellation of PCard

6.2 Card Holder Preventative Actions

It is the responsibility of each Card Holder to support the management of risks and efficacy of preventative controls associated with PCards by:

- keeping card details up to date by notifying changes in their name or work circumstances to the Card Administrator
- advising both the Card Provider and Card Administrator if a card is lost or stolen
- advising the Card Administrator if the card is declined or the Card Holder becomes aware of, or suspects, an unauthorised transaction(s) has occurred.

Records management is essential to the success of the NSW Government Corporate Purchasing Card. It is preferable that all transaction receipts are stored electronically. Where hardcopy documents are in use, they should be kept in a secure location and registered as physical files in the EDRMS.

6.3 Online Transactions

Card Holders should practice diligence when making online purchases, by only using secure websites which are indicated by a “https” prefix. Due to the rampant occurrence of fraud caused by hackers and pop-ups, Card Holders should be extra diligent on websites at first use.

Usually, the Card Holder will have to register with the website prior to purchasing an item. As a matter of protocol, Card Holders should register their professional details and create a separate online profile for business use and link the profile to their work email. All invoices and correspondence should be performed through the work email. Failure to do this may result in a non-reimbursement of incurred expenses.

Card Holders should also ensure that a valid tax invoice (see details in section 6.4) is received to enable Card Approvers to approve all online transactions.

Online transactions are to be made in line with Treasury Policy & Guidelines TPP 21-02 Use and Management of NSW Government Purchasing Card.

6.4 Acquittal and review of expenditure

Approval of PCard transactions must be carried out in Expense8 on or before the 30th of each month.

A valid tax invoice from the vendor must be obtained by the Card Holder with details of:

- ABN number of the purchaser
- invoice amount
- GST amount; and
- purchase item/service made.

A detailed description of the expenditure must be provided to ensure proper documentation and acquittal of expenditure.

The Card Approver is responsible for forming a view on whether the expenditure undertaken is for business purposes and is consistent with the Card Holder’s responsibilities and activities.

The Card Approver must confirm that a valid tax invoice has been attached in Expense8 and that the transaction has been coded to the correct SAP cost centre.

For rejected transactions, the Card Approver must indicate the reason for rejection.

The Card Holder must resolve the reason for rejection and resubmit for acquittal within seven days, unless the reason for rejection is due to the expenditure being ineligible, unauthorised or for personal use.

The Card Holder must immediately repay the NSW Reconstruction Authority for any ineligible, unauthorised or personal expenditure incurred on the PCard.

6.5 Disputed transactions

Card Holders must routinely check their PCard statements to ensure there has been no unauthorised usage of their PCard.

Unauthorised or disputed transactions must be reported immediately to the PCard Administrator.

Disputed PCard transaction must be submitted within 60 days of the statement date.

6.6 Unauthorised Purchases

Where unauthorised purchases have been made these will be reported to the PCard team, Corporate Finance and the relevant Deputy Secretary or Executive Director for further investigation.

If there are activities which are fraudulent in nature, these will be handled by the Executive Director People, Performance and Governance and/or the Chief Executive Office and reported to the ICAC. The conduct of fraudulent activities may result in termination of employment and criminal prosecution.

7. References

Other Related Document to be read in conjunction to this Policy:

7.1 Legislation – Acts and Regulations

- [NSW Government Use and Management of NSW Government Purchasing Cards \(TPP 21-02\)](#)
- [Government Sector Finance Act 2018](#)

7.2 External documents

- Department of Planning and Environment Cluster Pcard Procedures

7.3 NSW Reconstruction Authority Documents

- Purchasing Card (PCard) Applicable Spend Categories
- NSW Reconstruction Authority Code of Conduct
- [NSW Reconstruction Authority financial delegations](#)

8. Document Version Control

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2.0	February 2023	Corporate Finance	Rebranded for NSW Reconstruction Authority, no content changes



Purchasing Card Policy

Finance Directorate

Policy no : CG01-1031
Version 6.0 – October 2021

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1 Purpose

The *Purchasing Card Policy* aims to address the following two core requirements under the Treasurer's Directions:

Core requirement 1: The Agency Head is ultimately responsible for the proper management and administration of purchasing cards within Fire & Rescue NSW.

Core requirement 2: Cardholders understand and are accountable for the responsible use of purchasing cards.

A purchasing card (PCard) is a commercial credit card issued at the request of Fire & Rescue NSW (FRNSW) by the banking services provider engaged by the NSW Treasurer. It is issued to employees to use in transactions for the purchase of goods and services on behalf of FRNSW.

2 Scope and application

This policy applies to all FRNSW employees issued with a PCard and those charged with authorising the issuance of a PCard and approving PCard transactions.

The *Purchasing Card Policy* outlines the purposes for which an NSW Government Purchasing Card (PCard) may be used and sets out the roles and responsibilities of FRNSW employees regarding the use and management of a PCard.

3 Legal and policy framework

3.1 Legal framework

FRNSW is subject to the following legislation:

[Government Sector Finance Act 2018](#)

[NSW Government Procurement laws](#)

[State Records Act 1998](#)

3.2 Policy framework

FRNSW is required to comply with the following NSW Government policies:

[Use and Management of NSW Government Purchasing Cards – TPP 21-02](#)

[NSW Government Procurement Policy Framework](#)

[NSW Government Travel and Transport Policy](#)

This policy should be used in conjunction with the following FRNSW policies:

[Delegations Manual](#)

[Procurement policy](#)

[Travel Policy and Procedures](#)

[Code of Conduct and Ethics](#)

4 Policy principles

A PCard is a tool for use by approved Cardholders to pay for goods and services of \$10,000 (incl Goods and Services Tax (GST)) or less, purchased in strict accordance with all relevant NSW Government and FRNSW policies and guidelines.

All Cardholders must follow NSW Government and FRNSW policies and the terms and conditions of the banking services provider regarding the usage of PCards. All Cardholders must ensure that due economy is exercised when using PCards.

A Cardholder must not and cannot approve his/her own expenditure.

4.1 Application for a PCard

4.1.1 Eligibility Criteria

A proposed Cardholder must be able to satisfy the following criteria:

- an employee of the rank or classification authorised to commit and incur expenditure on goods and services under the FRNSW Delegations Manual; and
- demonstrate a justifiable, substantiated and on-going need for a PCard such as:
 - responsible for the purchase of minor goods and services; or
 - travels frequently during his/her official duties; or
 - travels overseas in the conduct of his/her official duties.

“One-off” examples of need or “anticipated” need should be closely examined for justification.

4.1.2 Approvals

A proposed Cardholder must submit a written application for a PCard and submit it for endorsement by the relevant Manager.

A proposed Cardholder is required to sign a Statement of Responsibility and submit it together with the completed application form.

The Manager is responsible for reviewing the PCard application to determine if the proposed Cardholder meets the eligibility criteria.

The Director/Assistant Commissioner is responsible for approving or rejecting the Cardholder’s application.

The Executive Director/Deputy Commissioner is responsible for approving or rejecting the applications of Director/Assistant Commissioner within their directorate.

For the Commissioner role, the approver will be the Executive Director Finance.

4.2 Expenditure Limits

A Cardholder can only incur expenditure up to the authorised financial delegation under the FRNSW Delegations Manual.

PCard limits are set to minimise risk to FRNSW from misuse of PCards, without hindering Cardholders in effectively undertaking their roles.

Cardholders must not exceed their transaction limit for expenditures and the delegated approving officers must not approve such expenditures, unless prior authorisation has been provided.

Credit limit - means the maximum limit for each monthly billing period. It will vary depending on the requirement of duties and responsibilities specific to the Cardholder's delegated authority.

Transaction limit - is the maximum limit on the amount of any individual transaction. By default, it will be set at the amount prescribed by NSW Treasury of AUD \$10,000 (incl. GST) or the credit limit whichever is lower.

Transaction limit allocated to Cardholders are as follows:

Schedule of Delegates per FRNSW Delegations Manual	Transaction Limits
Levels 1, 2, 3, 4 and 5	\$10,000
Levels 6 and 7	\$5,000
Level 8	\$2,000

PCard limits may be temporarily increased, where there is a justified reason for doing so and evidence supporting the increase can be provided. Approval from the Manager with a minimum of Level 4 delegation is required.

4.3 Eligible Expenses

Most purchasing needs are covered under the FRNSW e-Procurement System (ESCAT).

PCards may replace the use of petty cash (in certain circumstances) and may be used when other options are not available to:

- pay for goods and services required for business purposes;
- pay for meal expenses and taxi fares (where a Cabcharge card is not available) during approved official travel;
- purchase essential goods and services either by the internet, telephone or over the counter where e-procurement is not available.

In limited and authorised circumstances:

- obtain Cash Advances from ATMs in "major incident" situations by pre-approved special arrangement.
- pay for accommodation of officers responding to a "major incident" where the normal booking travel arrangements is not available.

In any situation in which a Cardholder is unsure as to the appropriateness of its use, prior clarification should be sought from his/her Manager.

4.4 Prohibited Use

- **PCards must not be used:**
 - to purchase goods and services for private or personal use, or in a way that would result in personal gain or advantage;

- as a substitute for the use of e-Procurement or established ordering processes;
- to purchase goods and/or services which are specifically disallowed by FRNSW, including those which are similar in type to the disallowed items.
- **Cash deposits are not to be made to the PCard account.**
- The PCard is issued in the individual staff member's name and sharing the use of PCard with any other person is prohibited.
- The Cardholder must not redirect purchases to their subordinate's PCard.
- **Private expenditure**
Use of PCards for private expenditure is expressly prohibited, even if that expenditure is intended to be subsequently repaid.
It is recognised that under certain circumstances, private expenditure may be unavoidable when connected to a legitimate business purpose or is incurred in genuine error. In those cases, the Cardholder must reimburse FRNSW without delay and not later than within 14 days from transaction date.
- **Purchase Splitting is prohibited**
Purchases must not be split into smaller transactions (or over multiple PCards) to circumvent expenditure or transaction limits. 'Purchase splitting' also known as 'order splitting' or 'stringing arrangements' is a breach of the terms of use of PCards.

Without limiting the above, specific examples of circumstances or situations in which a PCard cannot be used:

- ✘ to reimburse for one day meal allowances (this allowance is taxable and therefore must be claimed and paid via the normal Payroll system);
- ✘ to obtain cash advances except for "major incidents";
- ✘ to purchase bank cheques to pay invoices;
- ✘ in any circumstance where a system for procurement and payment already exists e.g. EFT payment, e-procurement, etc;
- ✘ airline tickets and hotel accommodation (these must be transacted through the contracted provider of airline tickets and accommodation);
- ✘ telecommunication services such as "broadband internet charges";
- ✘ to purchase goods and/or services inconsistent with the FRNSW Procurement Policy and Travel Policy and Procedures

4.5 Specific Limitations

(1) Purchase of Alcohol

Purchase of alcohol using public monies, by PCard or by any other means, is prohibited, except with the prior approval of the Commissioner or a Deputy Commissioner or an Executive Director for official functions such as entertaining visiting dignitaries or VIPs.

(2) Purchase of Fuel

Purchase of fuel (petrol, diesel etc) for a FRNSW vehicle in lieu of using a valid fuel card is prohibited except in rare and extenuating circumstances. Where a fuel card is not used, the Fleet Unit is to be notified immediately and a detailed explanation must be attached to the tax invoice for the transaction, outlining the circumstances why the fuel card was not used.

(3) Blocked Merchant Commercial Codes

There are 16 Merchant Category Codes (MCC's) that are blocked as either Prohibited or High Risk by NSW Treasury. Note that transactions will be automatically declined if you use the Pcard with any of these establishments.

	MCC	MCC Type	MCC Description
Prohibited	5681	Purchases	Fur Shops
	7273	Purchases	Dating Services
	7277	Purchases	Counselling Services
	7297	Purchases	Massage Parlours
	7995	Cash	Betting
	9211	Cash	Court Costs
	9223	Cash	Bail and Bond
High Risk	4899	Services	Cable Services
	5641	Clothing	Children's Wear Stores
	5949	Clothing	Sewing, Needlework Stores
	5967	Catalogue	Direct Marketing
	5970	Other Retailers	Artists' and Craft Shops
	5993	Other Retailers	Cigar Stores and Stands
	7221	Services	Photographic Studios
	7841	Entertainment	Video Rental Stores
	9311	Services	Tax Payments

4.6 PCards and the Internet Security

- Cardholders must ensure they are dealing with a reputable company or organisation with a proven track record. Contact the provider prior to the transaction to confirm. If any doubt exists, do not use that provider.
- Passwords and username must be kept completely confidential. Any legitimate payment provider will never request details of Personal Identification Number (PIN) or password. Do not e-mail a PCard number to any provider.

4.7 Security and Safekeeping

PCards provide access to FRNSW funds. For this reason, the safety and security of the card and its details is paramount to ensuring that FRNSW's resources are not misused or misappropriated.

Cardholders must not:

- Provide their card details to other people; or
- Allow others to undertake transactions on their behalf using their card details.

4.8 Acquittal and Review of Expenditure

- The acquittal of PCard transactions must be carried out using the prescribed system of FRNSW within 14 days after the transaction date.
- A valid tax invoice from the vendor must be obtained by the Cardholder to ensure proper documentation and acquittal of expenditure.
- The Cardholder's Manager must review the transaction submitted for approval within seven days, afterwards the transaction will be automatically escalated to the relevant Executive.
- The reviewer is responsible for forming a view on whether the expenditure undertaken is for business purposes and is consistent with the Cardholder's responsibilities and activities.
- For rejected transactions, the Manager must indicate the reason for rejection.
- The Cardholder must resolve the reason for rejection and resubmit for acquittal within seven days, unless the reason for rejection is due to the expenditure being ineligible, unauthorised or for personal use.
- The Cardholder must immediately repay FRNSW for any ineligible, unauthorised or personal expenditure incurred on the PCard.

4.9 Disputed transactions

Cardholders must routinely check their PCard statements through SAP T&E to ensure there has been no unauthorised usage of their PCard.

Unauthorised or disputed transactions must be reported immediately to one of the PCard Administrators or to the banking services provider.

It is a condition of use that any disputed PCard transaction must be notified to the bank within 60 (sixty) days of the date the disputed transaction is posted to the statement.

A merchant, or the bank, is under no obligation to adjust any disputed transaction where notification is not lodged within the prescribed time.

4.10 Infraction/Issues Management

Any expenditure deemed inappropriate or not in accordance with FRNSW or NSW Government policy, will be recovered immediately from the Cardholder.

Failure by the Cardholder to acquit the expenditure and submit a valid tax invoice within a reasonable timeframe (3 months) will result in the transaction being considered as a personal use and the Cardholder will be required to repay FRNSW for the unacquitted expenditure. Furthermore, the matter will be referred to Professional Standards for review and further action.

4.11 Circumstances prompting the suspension of PCards

FRNSW may suspend the use of the PCard if the Cardholder failed to have transactions acquitted for a period of three months. Use of the PCard will only be reinstated through the acquittal of all outstanding transactions.

4.12 Circumstances prompting the cancellation of PCards

FRNSW may cancel the PCard if the Cardholder is found to be in violation of any NSW Government, FRNSW policies and the banking services provider terms of use regarding PCards.

Any reported or suspected misuse of the PCard may result in the matter being referred to Professional Standards for consideration of a misconduct investigation, and/or referral to the NSW Police Force or Independent Commission Against Corruption (ICAC).

The Cardholder may be considered ineligible for a new PCard for the duration of his/her employment with FRNSW and the matter will be referred to Professional Standards for further action.

4.13 Staff movement and leave

- The PCard must not be used by the Cardholder while on long-term leave or extended absence.
- If the Cardholder is going on prolonged absence (i.e. longer than eight weeks), the PCard credit limit will need to be reduced to \$0.
- The limit will be reinstated when the Cardholder returns to work.
- If a Cardholder changes role/position, the continued use of the PCard by that individual will be reviewed as well as the appropriateness of any card limits, thresholds or restrictions.
- The manager of the Cardholder is responsible for informing the PCard Administrators of the staff movement and leave.

4.14 Cessation of employment with FRNSW

- The Cardholder or their Manager must advise the PCard Administrator of the Cardholder's last day of duty with FRNSW.
- Before the Cardholder's last day of duty, the Cardholder and their Manager must ensure that any outstanding balance on the PCard is settled, cleared and

approved. Any ongoing payments linked to the PCard is stopped and an alternative payment arrangement made.

- The Cardholder must cut in half the PCard and provide evidence of the torn PCard via email to one of the PCard Administrators.
- The PCard Administrator will then close the account in the banking services provider's system.

4.15 Audit of PCards

- Usage of PCards is to be examined periodically to determine whether an ongoing need remains for the retention of a PCard.
- Internal reviews of individual PCard transactions will be conducted on a periodic basis by the PCard Administrator.
- Directors will receive monthly reports generated from the PCard module within the SAP T&E system. The reports will outline PCard expenses that have not been cleared or acquitted by the Cardholder and transactions that have not been approved by the Cardholder's manager.
- Business Managers will have access to the unacquitted and unapproved transactions reports from the SAP T&E system.
- There may be scheduled audits to be undertaken by the auditors of PCard usage.

4.16 Accounting for expenses

- Expenditure associated with PCard transactions is recognised once the transactions have been acquitted and approved through the SAP T&E system.
- Transactions are sent via the banking services provider on a daily basis and held against the balance sheet pending acquittal and approval.
- Where the Cardholder has received goods and services and the invoice or credit card statement has not been received by FRNSW or formally agreed with the supplier, an estimate of the liability shall be made by the PCard Administrator so as to determine the amount of the obligation as at the balance sheet date.
- A separate policy on "Accruals" (CG01-1005) covers the detailed accounting treatment relating to recognition and estimation of obligation.

4.17 Records Management

- Approved applications for a PCard will be stored by Finance Directorate in the official records management system of FRNSW (i.e. HPE Records Manager).
- Finance Directorate will maintain an accessible and up-to-date record of all authorised Cardholders (the PCards Register) and the various administrative conditions that apply to each Cardholder in accordance with TPP 21-02 requirements.
- PCard transactions and supporting documents will be stored in SAP T&E system.
- Records will be kept in accordance with the State Records Act 1998.

5 Roles and responsibilities

5.1 Commissioner and Senior Executives

Commissioner and Senior Executives are responsible for:

- Providing leadership in regard to use of PCards.
- Ensuring compliance with this policy and procedures.
- Ensuring that all managers are aware of this policy and their responsibilities.

5.2 Commanders, Managers and Supervisors

Commanders, Managers and Supervisors are responsible for:

- Complying with and advising all staff of the intent and provisions of this policy and the procedures.
- Reviewing applications for a PCard and ensuring that there is a clearly substantiated business need for a PCard.
- Ensuring that their staff acquits the PCard expenditure in a timely manner, and within the time limits set by this policy.
- Reviewing expenditures submitted in the SAP T&E System and ensure that all expenditures incurred by their staff are appropriate and for official business purposes only. If the manager has any concerns about the legitimacy of any transaction, the Cardholder must be contacted for further information.
- Regularly auditing and reviewing the purchasing activities of their staff.

5.3 Finance Directorate – PCard Administrator

Finance Directorate – PCard Administrator is responsible for:

- Ensuring prompt payment to the banking services provider.
- Instructing the banking services provider to issue PCards to approved employees, and the cessation of PCards.
- Liaising with the banking services provider to report erroneous or fraudulent transactions and lost or stolen PCards, request to increase/decrease spending limits and cancellation of PCards.
- Providing training and advice to staff on the procedures in this policy.
- Maintaining this policy and amending it to reflect changes to processes or procedures.
- Providing reports on PCard transactions as requested.

5.4 Cardholders

Cardholders are responsible for:

- Complying with the requirements and intent of this policy and the associated procedures.
- Keeping physical possession of the PCard at all times.

- Keeping the Personal Identification Number (PIN) confidential and not made available to, or known by, other persons. PINs are to be changed in accordance with the banking services provider's conditions of use.
- Using PCards only for official business purposes and only for purchases within the Cardholder's delegated areas of responsibility.
- Ensuring adequate funds and budget are available to cover expenditure before it is incurred.
- Ensuring credit limits are not exceeded and purchases are not split to negate credit limits.
- Ensuring that a valid tax invoice is obtained for all transactions.
- Reporting lost or stolen PCard and any erroneous/fraudulent transactions immediately.
- Acquitting expenditure on their PCard and submitting the tax invoice in the SAP T&E System within 14 days after the transaction date.

6 PCard Administrators

The PCard Administrators are:

Cash Management Accountant	(02) 9265 2851 cashmanagement@fire.nsw.gov.au
Manager Financial Reporting	(02) 9265 2844

7 Training and support

Cardholders should refer to the quick reference guide *Travel & Expense – Credit Card Transactions* for guidance on using the SAP T&E System to acquit PCard expenditure.

FRNSW HR/Payroll helpdesk can assist individual Cardholders with enquiries on the use of PCards.

For training on the T&E System, contact your Directorate or Zone Administrative Officer or Executive Assistant.

For technical support of the T&E System (e.g. if your log in would not work), contact the IT Service Desk on (02) 9742 7443.

8 Document Information

8.1 Related documents

FRNSW Delegations of Authority
Purchasing Card Procedures
Purchasing Card Application Form
Cardholder Statement of Responsibility
Purchasing Card Limits Adjustment Form

8.2 Document control

Policy Manager	Executive Director Finance
Contact Officer	Director Financial Operations Manager Financial Reporting
Contact No	(02) 9265 2845 (02) 9265 2844
Document type	Policy
Applies to	<input checked="" type="checkbox"/> Permanent Firefighters <input checked="" type="checkbox"/> Retained Firefighters <input type="checkbox"/> Community Fire Unit Members <input checked="" type="checkbox"/> Administrative and Trades Staff <input type="checkbox"/> Contractors and Consultants
Status	Approved
Security	Unclassified
File Reference	FRN19/569
Review Date	August 2023
Rescinds	NSW Government Corporate (Credit) Card – “The CCard Policy” Version 5.0 – Commissioner’s Orders 2015/05 FRNSW CCard Procedures and Guidelines – In Orders 2010/02 Corporate Credit Card Management Policy – CG01-1014 – Commissioner’s Orders 2015/05
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8.3 Revision history

Version	Date	Status	TRIM Ref	Details
6.0	October 2021	Approved	D21/105672	Updated to reflect new Treasury Policy

Corporate Purchasing Card Policy

Document number: DP2018 | Version number: 4.0

16 August 2023

Acknowledgement of Country

The NSW Department of Customer Service acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past and present and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this Policy.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

Corporate Purchasing Card Policy

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Corporate Purchasing Card Policy

The Department of Customer Service's (DCS) Corporate Purchasing Card Policy sets out guidance for the use of the NSW Government Corporate Purchasing Card (PCard) and its associated agencies.

The DCS Corporate Purchasing Card policy encourages the use of purchasing cards to create greater efficiencies and creating savings by eliminating purchase order creation, reducing the number of invoices processed and taking advantage of prompt payment discounts and reducing transaction processing costs. A PCard is a credit card with features that facilitate expenditure control. It is a cost-effective way of purchasing low value/high volume transactions while maintaining appropriate management controls.

It complements rather than replaces other purchasing systems. It does not replace the Travel cards (Citi) or Fleet Card (fuel) arrangements or the Whole-of-Government Travel Contract.

Definitions

The following are key definitions relating to this policy.

- **Applicable Spend** - Government approved goods and services that can be purchased using a PCard
- **Senior Executive** - Employee with the appropriate level of authority to approve the issue of PCards as defined in the Delegations Manual
- **Delegated Financial Authority** - Delegation of Financial Authority is a document which identifies the approver, the level of approval in dollar values and the type of expenditure they are authorised to approve
- **Cardholder** - Employee assigned the authority to use a PCard
- **Card Approver** - Employee who has the authority to approve PCard expenses
- **Card Administrator** - Employee dealing with administrative matters between the Card Provider and Cardholder
- **Card Provider** - Bank or financial institution providing the PCard facility

Responsibilities

The administration of this policy applies to all employees of the DCS Cluster including statutory authorities. In particular, it applies to Cardholders, Card Managers, Card Approvers, Card Reviewers and Card Administrators.

Secretary

As head of DCS, the Secretary will certify annually that the NSW Government Corporate Purchasing Card use in the Cluster has been in accordance with Premier's Memoranda for audit purposes.

Chief Financial Officer

The Chief Financial Officer (CFO) is responsible for ensuring that the policy is up to date, comprehensive and understood. The CFO is also responsible to the Chief Operating Officer and the Secretary for the governance and compliance of the purchasing card programme within DCS.

Senior Executives

All senior executives need to ensure policy and procedures are adhered to, approvals are completed on time and acquittals are undertaken monthly by all staff.

Executive Directors and Directors have the overall responsibility for the governance and compliance of the PCard policy within their business unit.

Cardholders

Only government officers as defined by s2.9 of the Government Sector Finance Act 2018 (GSF Act) may be issued a PCard as a cardholder. This includes persons who are the head of, or are employed in or by, a GSF agency and statutory officers. Cardholders are expected to practise professional diligence in maintaining the integrity of the card such as not sharing password or card details as this is only privy to the authorised cardholder; and to only use the card for valid business expenses in the same authority as a normal purchase order process. This includes compliance with the delegative authority under the Delegation Manual and other relevant government obligative guidelines including employee relations policies on crown awards.

The application process will include personal identification which includes personal information such as date of birth as an identifying reference. All personal information is collected and kept in accordance with the Privacy Act. As the cardholder is not personally liable, a 100 points of identification is not required. Cardholders holding a PCard will not have their own personal credit rating affected in any way.

Cardholders must immediately notify the PCard Administrator in the following circumstances:

- cessation of employment with the Agency
- a change in the cardholder's substantive role
- a change in the nature of the cardholder's responsibilities that no longer require the cardholder to use a PCard (whether or not this includes a change in their substantive role)
- a change to the delegation limits that are associated with the cardholder's role
- the cardholder becomes aware that an unauthorised transaction has occurred
- the loss or theft of the PCard
- prolonged leave of absence (exceeding 8 weeks) from performing their role; or
- the PCard has been cancelled.

In addition, cardholders must immediately notify the Card Provider of any loss or theft of the PCard regardless of whether it is a working day or weekend.

Permitted expenditure / Applicable spend

All purchasing activities must be conducted in an ethical and transparent manner and comply with the values, principles and articles in the [DCS Code of Ethics and Conduct](#). Comprehensive guidance

on applicable spend categories for PCards is provided by the NSW Government Corporate Purchasing Card Guidelines and the DCS Applicable Spend Categories. These documents are kept up to date regularly. Current versions are available on the [DCS PCard intranet page](#). In summary, PCards may be used for all business-related expenses, with the exception of items outlined under the Restricted expenses section of this document.

Related procurement directives

The following rules apply for cardholders:

- NSW Whole-of-Government contracted suppliers must be used whenever possible to ensure value for money and increased security of NSW Government Corporate Purchasing Card details.
- Off-contract spend is monitored.

Cash withdrawals restriction

In exceptional circumstances, a Senior Executive can authorise, for particular cardholders, a cash withdrawal limit for a specified period of time. This is based on business justification and is usually for a non-standard work environment or emergency travel where vendors do not accept credit cards.

Cardholders shall be permitted to withdraw cash advances on credit card accounts provided the funds are solely for imminent business purposes. The total of such cash withdrawals must not exceed the estimated cost of the approved expenditure. Cash withdrawals, cash advances and cash equivalent transactions all attract interest charges from the date of the transaction. Interest charges should be minimised.

For petty cash purposes, the employee handling and responsible for the petty cash cannot use his/her PCard to withdraw cash. This must be performed by the manager to top up the petty cash float.

Restricted expenses

There are certain restrictions governing the use of the PCard. The PCard must **not** be used:

- to purchase alcohol
- for cash advances (except where the above applies)
- to split purchases in order to negate credit limits. 'Purchase splitting' occurs where cardholders split one transaction into several in order to avoid exceeding credit limits. This is also known as 'order-splitting' or 'stringing' arrangements. These types of arrangements are in breach of the terms of use of PCards and prohibited.
- for personal or non-work-related expenses - or expense subject to approval if to be considered work-related e.g., Study Benefits Assistance, Expenses for Salary sacrifice and capital purchases whether tangible or intangible, including software (even when the item is under \$5,000).
- for fines or penalties

- hazardous materials and special handling materials requiring assurance that certain specifications are being met
- technical, legal or complex services that require the formal input of technical staff
- to set up direct debits or automatic top-ups* (e.g., Opal cards).

* exception applies only to allow auto-debit to pay for work travel through the authorised NSW Government Travel supplier online portal (refer to Procurement Travel Policy, currently FCM)

Card administrator

The Card Administrator currently sits within Corporate Finance and has the responsibility of liaising with the Card Provider and to implement any changes within DCS where necessary as our central contact point.

The Card Administrator, under the authority of the Secretary, must ensure that there is an accessible and up-to-date record of all authorised cardholders (the PCards Register) and the various administrative conditions that apply to each cardholder including, as a minimum:

- cardholder's full name
- confirmation that the cardholder has signed a Statement of Responsibility
- the last four digits of the cardholder's card number
- individual transaction limit and monthly limit
- administrative conditions attached to individual PCards/ cardholders, e.g., review dates, cash withdrawal allowances (where applicable), any restrictions on use
- cancellation dates (where a cardholder has changed roles or left the employ of the Agency or changed roles within the Agency).

There must also be an accessible record of the total limit for all the PCards currently issued to employees, together with the Agency's total approved PCard limit

The Card Administrator shall administer the relevant card limits applicable to the respective cards. Where there are any fraudulent transactions within DCS, the Card Administrator also has the responsibility to ensure that this is reported to the Independent Commission Against Corruption ("ICAC").

Card provider

They are responsible for the provision of cards and blocking and or replacing stolen cards. They will also provide monitoring and reporting functionality as defined by DCS.

Risk management

NSW Treasury's Internal Audit and Risk Management Policy for the General Government Sector (TPP20-08) requires that relevant agencies have an enterprise risk management framework that is consistent with AS ISO 31000 Risk management - Principles and guidelines. Further guidance on developing a risk management framework is found in Risk Management Toolkit for the NSW Public Sector (TPP 12-03).

The PCard policy and associated procedures to manage risks specific to the use of PCards should be consistent with the agency's overall risk framework. There are, however, particular risks associated

with the use and administration of PCards that need to be identified and managed. Examples include:

- the risk of inappropriate use and waste. For the purpose of this policy, waste is defined as “any uneconomical, inefficient or ineffective use of resources, authorised or unauthorised, which results in a loss of public funds or resources” as [defined by Ombudsman NSW](#)
- the potential for transactional and/ or accounting error (e.g., duplication of payments)
- the application of inappropriate purchase method (e.g., directly purchasing an item or service on PCard without assessment of any contract terms rather than seeking to negotiate appropriate contract terms and conditions).

Risk is defined as the impact of uncertainty on objectives. In the context of PCards, this risk will largely relate to those aspects of the use and management of PCards which could affect the Agency’s overall financial position and ongoing financial management. However, risks arising from the use and administration of PCards can also affect other objectives including those associated with procurement, service delivery or reputation.

Transaction limits and deadlines

Person responsible	Action	Deadline
Cardholder	Submit all expenses for approval	on or before 21st of each month
Approver	Approve all expenses submitted by the cardholder	on or before 30th of each month
Responsibility		Limit
Maximum per transaction		\$10,000 (no split transactions allowed)
Per day		Not applicable
Maximum per month		\$20,000
Action		Consequence
Cardholder's late submission of expenses exceeding 90 days		Cancellation of PCard

The cardholder has a critical role to play in preventative controls. It is the responsibility of each cardholder to support the risk management process by:

- keeping card details up to date by notifying changes in their name or work circumstances to the Card Administrator;
- advising both the Card Provider and Card Administrator if a card is lost or stolen; and
- advising the Card Administrator if the card is declined or the cardholder becomes aware of, or suspects, unauthorised transaction(s) has occurred.

Online transactions

Cardholders should practise diligence when making online purchases, by only using on secure websites which are indicated by a “https” prefix. Due to the rampant occurrence of fraud caused by hackers and pop-ups, cardholders should be extra diligent on websites at first use.

Usually, the cardholder will have to register with the website prior to purchasing an item. As a matter of protocol, cardholders have to register their professional details and create a separate online profile for business use and link the profile to their work email. All invoices and correspondence should be performed through the work email. Failure to do this may result in a non-reimbursement of incurred expenses.

Cardholders should also ensure that a tax invoice is received with details of:

1. ABN number of the purchaser; and
2. invoice amount; and
3. GST amount; and
4. purchase item/service made

to enable Card Approvers to approve all online transactions.

Online transactions are to be made in line with Treasury Policy & Guidelines TPP 21-02 *Use and Management of NSW Government Purchasing Card*.

Record management

Record management is essential to the success of the NSW Government Corporate Purchasing Card. It is preferable that all transaction receipts are stored electronically. Where hardcopy documents are in use, they should be kept in a secure location.

Cardholder

It is the responsibility of cardholders to submit all expenses with their supporting invoice or receipt with each claim. It is recommended that expenses are submitted in the same calendar month they are incurred to enable proper accounting of monthly expenses. If expenses are not claimed within 90 days, access to the PCard may be cancelled at any time without further warning.

Manager

The manager approving the expenses will need to approve the claims by ensuring that a proper tax invoice/ receipt is included in the claims with the proper GST amounts and if the expense is properly incurred as a work expense in accordance with the relevant authority of delegations, employee relations policies on Crown Awards and other relevant government obligative guidelines.

Unauthorised purchases

Where unauthorised purchases have been made; these must be reported to the PCard Administrator and the Business Unit manager (a minimum of 2 levels above the indiscretion) for further investigation. If there are activities which are fraudulent in nature, these will be handled by People and Culture and reported to the ICAC. The conduct of fraudulent activities may result in termination of employment and criminal prosecution.

Further resources

There are relevant guidelines for PCard matters available on the [PCards intranet page](#).

Issuer	Reference	Document Name
Department of Customer Service	1 July 2020	DCS Code of Ethics and Conduct
Legislation		Government Sector Finance Act 2018
NSW Treasury	TPP 20-08	Internal Audit & Risk Management Policy for the General Government Sector
The Treasury	TPP 21-02	Use and Management of NSW Government Purchasing Card
The Treasury	TC 21-01	NSW Payments Digital Reform - Digital Payment Adoption
Department of Customer Service	May 2020	DCS Delegations Manual

Document control

Document approver, position		Date	Document number	Effective date
Michael Tzimoulas, Chief Financial Officer		16 August 2023	DP2018	28 August 2023
Document owner, position	Date	Document number	Contact	
Neharika Gossain, Director Finance	16 August 2023	DP2018		
Version	Date	Status	Author	
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Department of Customer Service



Purchasing Card (PCard) Policy

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1 Purpose

The NSW Government has mandated the use of purchasing cards (PCards) for all transactions under \$10,000 and to encourage effective use and management of PCards across the NSW public sector.

This policy extends to include the agency's use of virtual cards (VCards). Both the PCard and VCard are generally referred in the singular term, PCard.

The Department of Communities and Justice (DCJ) should be aiming to use PCards for all procurement related expenditure of \$10,000 or less to:

- reduce the need and risk for carrying cash (i.e. petty cash)
- eliminate need for individual reimbursement claims
- reduce processing of purchase orders, vendor invoices and payment vouchers
- convenience in making purchases of low value/high volume transactions
- higher efficiency in reporting on expenditure
- including direction to ensure VCard adoption as a preferred card payment option for regular payments.

The NSW Treasury Policy and Guidelines Paper TPP17-09, [Use and Management of NSW Government Purchasing Cards \(PCards\)](#), details mandatory core requirements and operational guidelines to support the department for an effective, efficient and effective PCard program. The Purchasing Card (PCard) Policy has applied NSW Treasury policy and guidelines.

2 Definitions

Term	Definition
Authorising officer	The cardholders direct functioning and reporting officer holding appropriate financial delegation to review, authorise and supervise the use of the cardholder in the Expense Management System. Primarily this is the cardholder's line manager or a supervisor above.
Cardholder	The employee who has been issued the PCard.
Card issuer	The government-nominated service provider contracted for the administration and provision of PCards.
Delegate	People or a person nominated to code transactions on cardholders behalf. A delegate cannot approve expenditure.
Expense Management System (EMS)	An integrated based system that manages PCard transactions imported from the card issuer.
Officer approving application	The senior executive that is the final approver of the PCard application.

Term	Definition
PCard	Corporate purchasing credit card.
PCard administrator	A function performed in Finance Shared Services to oversee the operations, monitoring, reporting and compliance on the PCard system.
PCard team	A function performed in Finance Shared Services to assist with the day to day functioning of PCards.
Purchasing channel	A designated process and/or system utilised for purchases of a particular type or category e.g. FCM online portal for travel services.
Transaction statement date	The date the transaction was processed by the card issuer.
Valid tax invoice and goods and services tax (GST) requirements	<p>A valid tax invoice must contain:</p> <ul style="list-style-type: none"> • the words “tax invoice” stated prominently • the name and ABN of the supplier • the date of issue of the tax invoice • a brief description of the goods and/or services sold • total price of the sales (including GST). <p>For transactions of \$1,000 or greater, additional to above:</p> <ul style="list-style-type: none"> • the departments name, address and ABN. <p>If the supplier is registered for GST, invoices must be labelled 'tax invoice'. If the supplier is not registered for GST, invoices should not include the words 'tax invoice'.</p> <p>Transactions under \$82.50 (including GST) do not require a tax invoice to claim GST.</p> <p>Transactions over \$82.50 (including GST) do require a valid tax invoice. A valid tax invoice/receipt is applicable to claim GST and must contain:</p> <ul style="list-style-type: none"> • the name of the supplier • the date of issue of the receipt • a brief description of the goods and/or services sold • total price of the sales (including GST). <p>NOTE: EFTPOS Receipts are insufficient as evidence of a PCard transaction.</p>
Virtual card (VCard)	Refers to a credit card that is not issued as a physical card, rather a 16-digit number provided to a supplier for use in card-not-present transactions. The VCard is established in the GSF agency’s name. To protect the card security, typically one card is created for use by a single supplier (merchant).

3 Scope

This policy applies to all divisions of DCJ. A number of agencies have also endorsed the use of this policy and associated procedures and guidelines (a reference to the department is also a reference to the agencies below):

- Trustee of ANZAC Memorial Bridge (TAMB)
- Legal Services Council (LSC)
- Legal Profession Admission Board (LPAB)
- Multicultural NSW (MNSW)
- Office of the NSW Ageing and Disability Commission (ADC).

This policy applies to any employee involved in the ownership, operation, supervision, management or administration of PCards regardless of their level or seniority:

- cardholders
- delegates
- authorising officers
- PCard administrators.

This policy should be read in conjunction with the Purchasing Card (PCard) Procedure.

4 Policy statement

4.1 Eligibility

PCards can be issued to eligible employees for the payment of appropriate business expenses and may be used as a cost-effective method to pay for low value, low risk, high volume procurement of goods and services.

Authorising cardholders (government officers) must ensure:

- the government officer has the appropriate financial and operational delegations to incur expenditure on behalf of the GSF agency or has been formally authorised by someone who has appropriate financial and operational delegations
- the government officer has appropriate PCard transaction and monthly limits set in approving the issuing of the PCard. The department is required to ensure that

it does not exceed its total facility borrowing limit, budget limits or funding allocation by issuing the PCard to that government officer.¹

Information on standardised limits is in the DCJ Purchasing Card Limits document.

Cardholders are able to apply for special limits in certain circumstances provided they have met the appropriate approval conditions; information on special limits is in the DCJ Purchasing Card Limits document.

To be eligible for a PCard an employee must meet one or more of the following criteria:

- hold a position that involves regular and demonstrated need to purchase goods or services for business use
- travel frequently in the course of his/her duties
- potential disaster relief circumstances within the course of duties
- potential emergency situations within the course of duties
- frequently make expense claims associated with low value expenditure
- frequently make purchases or pay invoices under \$10,000 (inclusive of goods and services tax (GST))
- procure from small businesses using fast payment policy.

4.2 Applications

Eligible employees are required to apply for a PCard using the prescribed application form. Instructions on how to apply for a PCard are found in the PCard procedure.

Applicants must:

- ensure application accuracy
- provide a business justification for PCard use
- complete Expense Management System (EMS) training
- read and agree to the statement of responsibility.

The officer approving the application will ensure:

- the applicant has produced documents satisfying card issuer requirements
- the applicant has read and agreed to the statement of responsibility
- the applicant has completed PCard mandatory training

¹ Consistent with the arrangements under the *Government Sector Finance Act (2018)* (GSF Act), TD19-01 Financial Services and the Master Agreement, new facilities (require Treasurer approval) and/or amendments to a GSF agency's core operating parameters require Treasurer Treasury Secretary or 's delegate approval (as an authorised representative/s of the Master Agreement).

- approve the application for the issuing of a PCard to the eligible officer.

Applicant	Officer Approving Application
Secretary	Chief Financial Officer
Deputy Secretary	Secretary or Chief Financial Officer
Executive Director or other Band 2 roles	Deputy Secretary
Director or other Band 1 roles	Executive Director or above
All other applicants	Director or above

The PCard administrator will ensure:

- application accuracy including appropriate financial delegation
- statement of responsibility is received
- confirmation of EMS training is undertaken
- DCJ is not exceeding its financial facility borrowing limit arrangement by issuing the card.

4.3 Non-transferable

The PCard must only be used by the approved cardholder, the person named on the card. It is not transferable.

4.4 Acceptable use

PCards are intended to be used in the following ways:

- payment for goods and/or services purchased over the counter, phone, post or online (including international purchases)
- expenditure related to business
- payment to suppliers where a tax invoice has been issued
- for purchases under \$10,000 where no purchasing channel exists
- in preference to advance credit accounts
- linking your PCard to a direct debit or online payment service of a low dollar value (below \$82.50) (e.g. OPAL Card's) is permitted under the following conditions:
 - all conditions above are met
 - a valid tax invoice or receipt is provided
 - cannot be linked to a personal account.

4.5 Conditions of use

PCards are only to be used for business related purchases up to the single transaction limit and monthly credit limit. PCards are not to be used in the following circumstances:

- expenditure of a personal nature
- where specific expenditure types have been advised that the use of PCards are not to be used
- in conjunction with rewards or benefit schemes that may be attached to the supplier and linked to an individual (e.g. Flybuys, Prezzy rewards where any reward benefits arising is credited to an individual officer)
- purchase of air travel and accommodation arrangements (unless prior approval obtained not to use the department travel booking system)
- purchase of services where the cardholder is the direct intended use of the service in connection with their role (e.g. specialised training course or conference unless prior approval by a delegated officer is documented with the transaction)
- purchase of alcohol
- purchase of personal entertainment
- purchase of meals on a one-day journey
- expenditure exceeding cost centre, business centre, work order, internal order or project budget
- from suppliers that do not have an Australian Business Number (ABN)
- infringements or fines incurred personally by an employee (e.g. parking fines)
- during the period that a cardholder is on leave
- purchases must not be split to circumvent transaction limits
- cash advances (unless prior approval obtained e.g. use associated with Overseas Travel)
- foreign currency cash transactions (unless prior approved for official overseas travel).

Non-compliance with the PCard conditions of use may result in the suspension or cancellation of the PCard and where applicable a requirement for repayment by the employee can be enforced.

A PCard administrator can temporarily block a card due to the cardholder delaying the expense submission process, a change in the cardholder's role, for budgetary reasons or for repetitive non-compliance issues. A card may be temporarily blocked

by the card issuer or PCard administrator due to detection of potentially fraudulent spending.

4.6 Recordkeeping requirements

It is the **cardholder's responsibility to ensure that the supplier provides a valid tax invoice or receipt as required**. Failure to obtain a valid tax invoice will result (where over \$82.50) in the department not being able to claim the input tax credit included in the purchase.

Purchases must be supported by valid tax invoices (to be scanned attached to the EMS). A more detailed explanation of a valid tax invoice can be found in the policy definitions.

Where receipts are not available (e.g. due to being misplaced) the vendor should be contacted to obtain a copy of the tax invoice/receipt. Where circumstances result in the tax invoice/receipt unable to be obtained the following is to apply:

- Purchases made under \$82.50 in total value (incl. GST) do not require a tax invoice to be attached to the transaction to claim GST. A receipt should be attached. Where no tax invoice/receipt is available details of the transactions and reasons no receipt is available are required to be stated in the acquittal of the transaction.
- **Where receipts/invoices are over \$82.50** (including GST) and cannot be located, a **Lost Receipt Declaration Form (approved by their line manager)** is to be submitted as part of the acquittal process. Note: GST coding will need to be reflected as zero-dollar claim.

Transactions where no receipts/tax invoices are involved are expected to be rare and all officers using PCards should exercise good control of tax invoices/receipt issues. It is advisable for tax invoices/receipts to be sent to their work email account or scanned/ photo to support the transaction.

4.7 Limits

Expenditure limits will be negotiated (within financial delegation limits) between the cardholder and authorising officer, dependent on the business needs to be undertaken by the cardholder. Credit limits are set to minimise risk to the Department without constraining staff in effectively undertaking their roles.

Standard limits are outlined in the Purchasing Card Limits document.

Special limits (outside standard limits) require additional approval. These limits and the process for higher transaction or monthly limits are outlined in the Purchasing Card Limits document.

4.8 Unapproved expenses

Unapproved expenses (processed in error) incurred by the cardholder are to be repaid by the cardholder as soon as the error has been identified. The cardholder or their authoriser must contact the PCard team to advise them of the error and an explanation of how the expense transaction occurred. The cardholder will agree to make full repayment of the expense immediately or within an agreed timeline (no longer than 14 days from date of transaction).

Instructions on how to repay unapproved expenses are found in the PCard procedure.

The authorising officer is responsible for ensuring that unapproved expenses are repaid, and the repayment is authorised in the EMS.

4.9 Disputed transactions

A dispute is required when the cardholder questions the validity of a transaction, the cardholder must notify as soon as they are aware to the PCard administrator any transactions that they believe should be disputed. Some of the common dispute reasons are:

- goods or services were never received
- goods or services were not as described
- duplicate transactions
- unauthorised charges.

Instructions on how to dispute a PCard transaction are found in the PCard procedure.

4.10 Fraudulent transactions

The card issuer's fraud monitoring system notifies cardholders of suspicious transactions in real time via SMS, email and the mobile app (if installed). Instructions on how to respond to fraud alerts are found in the PCard procedure.

4.11 Lost or stolen cards

The cardholder must notify the card issuer, their manager and the PCard administrator of a lost or stolen PCard as soon as they become aware that their card has been lost or stolen or has been used by an unauthorised person. Additionally, if the PCard has been stolen the cardholder may be required to report this to NSW Police. Instructions on how to cancel a PCard are found in the PCard procedure.

4.12 Card renewals

The card issuer will automatically renew the card and this will be sent by Australia Post to the cardholders default address. Instructions on how to update your details are found in the PCard procedure.

4.13 Transfer of employment

Cardholders must notify the PCard team when transferring employment within and outside of the department.

Cardholders that temporarily transfer to a different department (outside DCJ) must suspend their PCard until they return to their original position. Cardholders that transfer within DCJ will be able to transfer their existing PCard to their new cost centre. Instructions on how to suspend cards or change cost centres are found in the PCard procedure.

4.14 Termination of employment

Prior to the termination of employment, the cardholder and their authorising officer must undertake all necessary steps to ensure that all transactions are submitted and approved, and all relevant parties have been informed of the termination. Instructions on how to cancel a PCard are found in the PCard procedure.

4.15 Changes to cardholder details

The PCard team must be notified of any cardholder changes, updates or maintenance, including changes to:

- name, user id and email address
- single transaction limit
- monthly credit limit
- authorisers
- delegates
- cost centres
- fund codes
- company within DCJ.

Instructions on how to maintain PCard details are found in the PCard procedure.

4.16 Monitoring, control and reporting

A PCard program monitoring and review schedule provides a systematic and continuing assessment of internal controls of the PCard program to ensure that identified and implemented controls remain effective and fit for purpose.

Monitoring and review occurs monthly of the PCard program and includes:

- unverified transactions aged more than 30 days from the transaction date
- unapproved transactions aged more than 45 days after submission
- recording of unusual expenditure
- review and reconciliation of PCard data
- review PCard use against credit limits for possible adjustments
- review PCards not used for a significant period to establish if they are still required
- sample testing of transactions with higher risk of misuse
- trend analysis to identify spend patterns
- identification of repeated unapproved expenses repaid by cardholders.

Internal audit review of PCard processes and procedures will be conducted as appropriate (every 1-3 years at a minimum).

Unverified transactions aged more than a period of three months can be force posted by the PCard team to allow for acquittal to the general ledger. This situation will be undertaken after consultation with Finance, Procurement and Strategy officers.

Where the cardholder and/or authoriser is non-responsive to requests, a view of the continuation of the PCard will be made by the PCard team and may result in cancellation of the PCard.

4.17 Cardholders

Cardholders are responsible for ensuring that:

- they are personally responsible and accountable for the security of the PCard
- they read, acknowledge and comply with the statement of responsibility attached to the PCard application
- they comply with all requirements as detailed in this policy and within the PCard procedure
- they verify their expenditure in EMS with supporting documentation as soon as possible or within seven days of purchase, the verification certifies that the goods and services have been received under the terms of *Government Sector Finance Act 2018*. The PCard procedure provides guidelines on how to verify transactions
- an understanding that the department can audit PCard documentation at any time without prior notice

- if using the internet to pay for purchases they ensure that they are familiar with, and adhere to, the department's internet use and security policies and procedures. At a minimum, cardholders should check that the merchant's secure site address starts with <https://> and **not** <http://>. Sites that start with <https://> have an added encrypted transaction layer.

Non-compliance with the roles and responsibilities may result in notification by the PCard team to the cardholder's line manager and/or Director/Executive Director and/or suspension or cancellation of the PCard.

4.18 Authorising officers

Authorising officers are responsible for ensuring that:

- system training is undertaken prior to the PCard application being submitted
- they comply with all requirements as detailed in this policy and within the PCard procedure
- approve the expenditure under Section 5.5 of the *Government Sector Finance Act 2018* and in accordance with the department's financial delegations
- reviewing and approving verified transactions in the EMS within 14 days of submission with the cardholder. If the authorising officer requires further information from the cardholder the transaction should be sent back to the cardholder in the EMS to be reviewed with the cardholder and resolved within 14 days of the initial review
- the authorising officer is always independent of the approval and certification processes
- the cardholder complies with policy and procedure through review and approval of cardholder transactions
- the cardholder, in accordance with Section 4.8 of this policy, repays all unapproved transactions
- any evidence of fraudulent misuse of the PCard contrary to this policy is immediately reported to the Business Ethics and Compliance Unit (BECU)
- upon resignation of the cardholder from the department that all outstanding transactions are submitted and authorised, cancellation paperwork is completed and returned to the PCard team for processing card cancellation
- an understanding that the department can audit PCard documentation at any time without prior notice
- adding a new issued PCard or removing a cancelled PCard from the staff's objects on loan in Employee Self Service (ESS).

Non-compliance with the roles and responsibilities may result in notification by the PCard team to the cardholders line manager and/or Director/Executive Director and/or suspension or cancellation of the PCard.

4.19 Delegates

Delegates are responsible for ensuring that:

- system training is undertaken prior to the delegate being added to the EMS and linked to the cardholder
- they assist the cardholder to comply with all requirements as detailed in this policy and within the PCard procedure including the statement of responsibility
- the delegate understands that the cardholder is personally responsible and accountable for the security of the PCard
- an understanding that the department can audit PCard documentation at any time without prior notice.

4.20 PCard administrator

PCard administrators are responsible for ensuring that:

- the receipt, approval and actioning of PCard applications and maintenance
- ensuring the Department is not exceeding its budget limits or funding allocation
- liaising with the card issuer for administration and maintenance of PCards
- ensuring that all users of the EMS and banking application have submitted the appropriate documentation prior to access
- providing assistance and support to delegates, cardholders and authorisers in the use of PCards policy and procedure
- monitoring the system certification process and following up on outstanding tasks with the cardholder and authoriser
- monitoring any non-compliance by the cardholder or authoriser and escalating repetitive non-compliance
- conducting monthly reviews and analysis of PCard use and expenditure
- ensuring actions or requests lodged through the PCard team are actioned in a reasonable time
- ensuring confidentiality and security surrounding the use of PCard and related data, specifically accessing, retaining and sharing of card and cardholder details or other transactions details
- that all primary and secondary card administrators with privileged or administration user system access (such as reporting or capability to manipulate or export data relating to card details, cardholder details, merchant details,

account or billing details or other transaction data) receive an appropriate level of training, only hold a level of access commensurate with the role they are undertaking and that access is removed when they no longer need to have access

- continual PCard administrator awareness and training will be undertaken surrounding the use of PCard systems to control risk
- cyclic reviews of user access, as well as automated password access will be managed and maintained to ensure security of PCard systems and applications
- an understanding that the Department's internal and external auditors can audit PCard documentation at any time without prior notice.

4.21 Segregation of duties

Segregation of duties provides an important mechanism to better prevent and detect errors, fraud and misuse. Where there is high risk administrative duties (processing and verifying applications, card limit maintenance, card suspensions/cancellations, financial journals and reconciliations) an internal verification process applies whereby one administrator undertakes the function while another provides verification of accurate execution.

PCard administrators are not permitted to hold a purchasing card.

4.22 Authority

Applications for a PCard and all expenditure incurred must be approved by an authorising officer with appropriate financial delegation and in accordance with the procedures and guidelines supporting this policy.

Possession of a PCard sanctions the cardholder to commit or incur expenditure up to the assigned transaction limit and monthly purchasing limit. It does not authorise the cardholder to approve that expenditure which must be approved by their supervisor or nominated authorised officer.

Failure to comply with the PCard conditions may result in notification by the PCard team to the cardholders, authorisers or delegates direct functional report and/or Director/Executive Director which may result in the suspension or cancellation of the PCard and/or legal action in accordance with the department's code of conduct.

5 Related legislation and documents

The policy ensures compliance with the following legislation and policies:

- *Government Sector Finance Act 2018*
- [Board directions issued by the NSW Procurement Board](#)
- [NSW Government Procurement Policy Framework](#)

- [NSW Treasury TPP17-09 Use and Management of NSW Government Purchasing Cards](#) and guidelines paper
- [NSW Cyber Security Policy 2020.](#)

The following documents are linked to this policy:

- Purchasing Card (PCard) Procedure
- DCJ's financial and administrative delegations
- DCJ's purchase to payment policy
- Purchasing Card Limits document
- Commissioner's Memorandum No: 2018/12 Payment of Meal Allowance on One Day Journeys
- [NSW Government Faster Payment Terms Policy](#)
- DCJ's travel and expense management policy and guidelines
- DCJ's accounts payable policy
- DCJ's motor vehicle traffic and parking infringements guidelines.

6 Responsibilities

It is the responsibility of Finance, Procurement and Strategy to monitor and update this policy when required. This policy will be reviewed every three years when any significant new information, legislative or organisational change warrants amendments to this document.

7 Document information

Document name	Purchasing Card (PCard) Policy
Applies to	All DCJ employees, volunteers, students, contractors and consultants.
Replaces	Department of Justice Purchasing Card Policy Department of Family and Community Services Purchasing Card Policy
Document reference	D21/0102242/DJ
Approval	Chief Finance Officer 19 March 2021
Version	1.0
Commenced	29 March 2021
Due for review	March 2024

Policy owner	PCard Services Shared Services, Performance & Risk Corporate Services
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This policy will be reviewed three years from the date of commencement, or when any significant new information, legislative or organisation change warrants amendments to this document.

8 Support and advice

Who can people go to if they need more advice?

Business unit	PCard Services Shared Services, Performance & Risk Corporate Services
Email	pcard@justice.nsw.gov.au