

BUDGET ESTIMATES 2023-2024

**PORTFOLIO COMMITTEE NO. 8 – CUSTOMER
SERVICE**

Minister Chanthivong

**Better Regulation and Fair Trading, Industry and Trade,
Innovation, Science and Technology, Building, and
Corrections**

Friday 1st March 2024

Preston Stanley Room, Parliament House, Sydney

Responses to Supplementary Questions

BETTER REGULATION AND FAIR TRADING

Rental Commissioner

- (1) What have the outcomes been of the Commissioner's 'extensive engagement and consultation program'?

ANSWER:

I am advised:

The consultation program has been used to provide advice to Government on rental policy reforms.

- (2) What are the Commissioner's core focuses and priorities?

ANSWER:

I am advised:

The NSW Rental Commissioner's Statement of Expectations can be viewed on the NSW Government website at www.nsw.gov.au.

- (3) With rents continuing to soar, what tangible outcomes has the Commissioner achieved for renters to date?

ANSWER:

I am advised:

The role of NSW Rental Commissioner was established in August 2023 with a focus on consulting widely with all rental market participants to advise Government on rental policy reforms.

- (4) Does the Commissioner have the resources necessary to make a meaningful impact for renters?

ANSWER:

I am advised:

The NSW Rental Commissioner has access to the resources of NSW Fair Trading.

- (5) Are there any staff of resources in addition to those existing in Fair Trading or the Department of Customer Service that are available to the Commissioner?

ANSWER:

See answer to Question 4.

- (6) How many staff (FTE) are allocated to the Commissioner's office?

ANSWER:

Please refer to the answer to LA QON 2404.

- (7) Has the Commissioner asked for additional staff or funding?
(a) If yes, how has the government responded to the request?

ANSWER:

I am advised:

Resourcing for NSW Fair Trading will be determined through the 2024-25 NSW Budget process.

Ending no grounds evictions

- (8) Will the government's prohibition of no grounds evictions include fixed term rental agreements or be confined to periodic agreements?

ANSWER:

Please refer to page 12 of the transcript.

- (9) On what grounds will a residential tenancy agreement be able to be terminated?

ANSWER:

Please see the answer to Question 8.

- (10) Will the notice period for termination of fixed term agreements remain at 30 days or is the government considering increasing this period?

ANSWER:

Please see the answer to Question 8.

Portable rental bond scheme

- (11) What is the current timeline for the commencement of this scheme?
(a) Will it be opt-in?

ANSWER:

Please refer to page 32 of the transcript.

Pets in rentals

- (12) Why did the government conduct a second public consultation on this subject after the previous government already conducted one in early 2023?

ANSWER:

I am advised:

The consultation referred to in this question occurred in 2022. The NSW Government carried out consultation in July-August 2023 to inform the implementation of its election commitments.

- (13) Will the valid reasons to refuse a request be clearly outlined in regulation? What will the reasons be?

ANSWER:

Please refer to page 11 of the transcript.

- (14) Will a landlord be able to set reasonable conditions?

ANSWER:

Please refer to page 11 of the transcript.

Secret rent bidding

- (15) Has the government abandoned the legislating of a ban on secret rent bidding?

ANSWER:

Please refer to the answer to LA QON 1847.

- (16) What alternative options are being considered to increase rental market transparency particularly around rental prices?

ANSWER:

The Government has a clear positive policy reform agenda to improve rentals in NSW. These are complex reforms, and the Government is taking the time to get the balance right. The recent consultation sought feedback on a range of issues and the Government is working through options to improve rental laws in NSW and make them fairer for everyone.

Strata Commissioner

- (17) What is the commissioner's role and terms of reference?

ANSWER:

Please refer to the answer provided to the Question Taken on Notice at the 1 March 2024 Budget Estimates hearing.

- (18) What are the key accountabilities and how will success in the commissioner role be measured?

ANSWER:

Please refer to the answer to Question 17.

- (19) What are the Commissioner's core focuses and priorities?

ANSWER:

Please refer to the answer to Question 17.

(20) Does the commissioner have the required resources for the role?

ANSWER:

I am advised:

The Commissioner has access to the resources of NSW Fair Trading.

(21) Are there any staff of resources in addition to those existing in Fair Trading or the Department of Customer Service that are available to the Commissioner?

ANSWER:

Please see answer to Question 20.

(22) How many staff (FTE) are allocated to the Commissioner's office?

ANSWER:

Please see answer to Question 20.

(23) Has the Commissioner asked for additional staff or funding?

(a) If yes, how has the government responded to the request

ANSWER:

I am advised:

Resourcing for NSW Fair Trading will be determined through the 2024-25 NSW Budget process.

Strata system

(24) Is the strata system fit for purpose?

ANSWER:

The NSW Government is working to implement the recommendations of the 2021 Statutory Review of the Strata Schemes Development Act 2015 and Strata Schemes Management Act 2015 (the Statutory Review). The Government introduced the first phase of reforms in 2023.

(25) In relation to strata manager professional standards:

(a) What action is the government taking to lift professional standards and training for strata managers?

(b) How many complaints have been received about strata managers and were there any actions taken by FT in response?

ANSWER:

(a) The NSW Government is considering the recommendations of the statutory review, including recommendations relating to strata managing agents.

(b) I am advised: there were 414 complaints received in 2023. Compliance action included

Penalty Infringement Notices, warning letters and education.

- (26) In relation to lifting support and standards for strata committees:
- (a) Has the government considered providing funding to the Owner's Corporation Network to establish a Strata Committee Support Service?
 - (b) Are there any plans to utilise the Strata Hub to provide resources and training to strata committees?

ANSWER:

The Government has not made any decisions on these issues.

- (27) Has the government been provided any advice recommending an increased role for Fair Trading to adjudicate minor disputes in place of NCAT and is this something under active consideration?

ANSWER:

I am advised: no.

- (28) Does the government support requiring strata schemes to offer payment plans to owners in arrears?

ANSWER:

I am advised: that the Government is currently consulting key strata stakeholders on what changes should be made to strata laws to support owners experiencing financial hardship in the payment of levies.

- (29) Has the government sought any advice on policy options to increase the financial sustainability of strata schemes particularly older buildings with increasing maintenance costs? If yes, what options are under consideration?

ANSWER:

I am advised: no.

- (30) Has the government considered providing support for the electrification of strata buildings including mandates of EV charging infrastructure or requiring provision for easy retrofitting of EV in new builds?

ANSWER:

I am advised:

Under the Strata Schemes Management Act 2015, a sustainability infrastructure resolution is passed if less than 50 per cent of the value of the votes cast are against the resolution. A sustainability infrastructure resolution is a resolution to finance sustainability infrastructure, change common property to install sustainability infrastructure or change by-laws to install or use sustainability infrastructure.

- (31) Is the government committed to building, promoting and growing the strata hub?

ANSWER:

I am advised: options for the future of the Strata Hub are under consideration.

- (32) What is the estimated expenditure for strata hub in the current year and over the forward estimates?

ANSWER:

I am advised: Strata Hub is funded out of the NSW Fair Trading budget.

- (33) Are any expansions of the Strata Hub under consideration?

ANSWER:

Please refer to the answer to Question 15 (c) in November 2023 Budget Estimates Supplementary Questions.

- (34) Does the government consider there to be a need to legislate a right for owners to possess and maintain an e-bike on a strata property?

ANSWER:

I am advised: strata schemes can make by-laws in relation to the management, administration, control, use or enjoyment of the lots or the common property.

- (35) Does the government remain committed to establishing a dedicated ombudsman or a Dispute Resolution Office for the retirement village industry?
(a) If yes – what are the timelines?

ANSWER:

I am advised:

NSW Fair Trading is currently consulting with the retirement villages sector.

- (36) What consultation process is envisaged on this policy?

ANSWER:

Please refer to the answer to Question 35.

Lithium-ion battery safety

- (37) At what stage is the national process to harmonise lithium battery safety regulation at?
(a) What engagement has occurred to date and what is the anticipated timeline around this process?

ANSWER:

I am advised:

NSW Fair Trading is actively involved in the National Electricity Safety Taskforce (NEST), an advisory group led by the Commonwealth Department of Finance and the Australian Competition and Consumer Commission (ACCC), with membership consisting of State and

Territory electrical safety officials.

(a) I am advised: the first NEST meeting took place on 22 January 2024. Further meetings are scheduled to be held approximately bi-monthly until July 2024.

(38) Notwithstanding the national process what is Fair Trading doing in relation to:

- (a) Running education campaigns on battery handling and safety
- (b) Stopping unsafe products entering the supply chain

ANSWER:

(a) I am advised:

NSW Fair Trading has worked closely with Fire and Rescue NSW to align education and safety campaigns relating to lithium-ion batteries.

(b) I am advised:

NSW Fair Trading responds to complaints regarding lithium-ion batteries in accordance with its obligations under the *Gas and Electricity (Consumer Safety) Act 2017*.

(39) Does Fair Trading have a specific enforcement campaign targeting lithium batteries?

- (a) How many compliance checks has Fair Trading conducted?
- (b) How many seizures of non-compliant products containing batteries?
- (c) How many reportable battery fires has Fair Trading received notification for in each of the past 5 years?
- (d) Does Fair Trading have the resources to adequately enforce existing regulations and standards?

ANSWER:

Please refer to the answer to Question 38.

- (a) Please refer to the answer provided for the Question Taken on Notice from 1 March 2024 Budget Estimates hearing.
- (b) Please refer to the answer provided for the Question Taken on Notice from 1 March 2024 Budget Estimates hearing.
- (c) Questions regarding reportable battery fire notifications should be directed to the Minister for Emergency Services.
- (d) I am advised: resourcing for NSW Fair Trading will be determined through the 2024-25 NSW Budget process.

CORRECTIONS

(40) How many prison rehabilitation or recidivism prevention programs for Aboriginal offenders are currently run by Aboriginal-owned entities?

ANSWER:

I am advised:

Six programs are provided by an Aboriginal owned entity.

(41) How long have they been operating?

(42) Where are these programs located?

ANSWER 41-42:

I am advised:

- Never Going back – since 2016, Mary Wade Correctional Centre.
- Budbudda Dreaming – since 2021, St Heliers Correctional Centre.
- Gawura Cultural Immersion – 2021, St Heliers Correctional centre.
- Dijiriba Waagura – since 2023, South Coast Correctional Centre.
- Blackrock industries – since 2023, St Heliers Correctional centre.
- Namatjira Haven Transitional Supported accommodation — since 2014, Alstonville NSW.

Junee Correctional Centre

(43) Have you set aside a date for another visit to Junee in the near future?

(a) If not, why not?

ANSWER:

Required diary disclosures will be made on a quarterly basis.

(44) Minister, what arrangements have you put in place in terms of communications with the community during the transition period, to ensure they're not left in the dark?

ANSWER:

I am advised:

Junee Transition Delivery team will implement a community engagement plan.

(45) During that first visit, the Member for Cootamundra invited you to attend a community round table to hear directly – also for the first time – from the community about their concerns over the government’s decision to take over operations at the centre. During that meeting you heard just how worried locals are about the loss of in-kind and financial support that the current operator GEO Group provides in the town.

- (a) Do you now accept that this decision could potentially have quite a detrimental impact on this regional community?
- (b) Do you agree that in hindsight, you and the government were negligent in not consulting the community ahead of making this decision?
- (c) Do you concede that your communication with the community about this decision was handled poorly, and did not meet expectations?

ANSWER:

I am advised:

The decision to bring Junee Correctional Centre back into public hands is expected to achieve positive outcomes for staff, inmates and the local community.

(46) During this first meeting with the community, you were made aware of just how extensive GEO’s level of investment is in the town and surrounding region (\$77,143 in scholarships, \$172,290 in sponsorships & donations to NFP/sporting groups over last five years).

- (a) Will you commit to continuing this level of investment in the local Junee community?
- (b) Do you concede that a loss of these scholarships and sponsorships will have a detrimental impact on the health and wellbeing of residents?
- (c) Do you agree that without these sorts of scholarships, and sponsorships, children will miss out on sporting and educational opportunities?

ANSWER:

Corrective Services NSW is required to comply with the NSW Procurement Policy Framework.

(47) During this first meeting with the community, you were informed that the kitchen at the centre supplies the local Meals on Wheels service – 10 meals a day (main and desert).

- (a) Can you advise who will provide these hot meals to the vulnerable members of the community, when Corrective Services NSW takes over the centre?

ANSWER:

Please refer to page 71 of the transcript.

(48) During this first meeting with the community, you were told about how GEO Group uses local small businesses to supply the centre – the local butchery, the baker, and the supermarket for example... in fact the annual spend last year alone by GEO on goods and services in the town was \$7.5 million.

- (a) Minister, can you commit to ensuring these small businesses continue to supply the centre when Corrective Services NSW takes over?

ANSWER:

Please see response to question 46.

(49) You mentioned during the previous Budget Estimates that the operations of Junee are not expected to change and, therefore, the operational requirements of Junee shouldn't change either.

- (a) Does that mean the current security classification level of inmates at Junee Correctional Centre won't change?
- i. If there is a change, do you concede that will have an impact on police resources in the region?
 - ii. Have you spoken with NSW Police (Riverina PD) at all about the changes underway at the centre?
 - iii. Do you acknowledge that if the security classification changes, this would have significant flow-on effects in terms of the demand on social-services in the town?

ANSWER:

I am advised:

The Acting Commissioner of Corrective Services NSW provided an answer to this question on page 71 of the transcript.

(50) Under Corrective Services NSW, will there be 24- hour medical assistance available to inmates?

- (a) If not, have you held discussions with the Murrumbidgee Local Health District and Wagga Base Hospital about the added burden on their services?

ANSWER:

I am advised:

This question should be referred to the Minister for Health.

(51) Can you guarantee that no member of this small community will be left worse-off by your decision for Corrective Services NSW to take over the operations of the Junee Correctional Centre?

ANSWER:

I am advised:

Public sector management of Junee Correctional Centre is expected to establish stable, secure and well-paid public-sector jobs for the region.

INDUSTRY & TRADE

Industrial relations campaign against DP World by the Maritime Union of Australia

(40) Were you aware of the ongoing industrial relations campaign against DP World by the Maritime Union of Australia since approximately October last year?

- (a) If yes, when were you made aware?

ANSWER:

I was aware of the enterprise bargaining process between DP World and the Maritime Union of Australia.

(41) What impact does a one-day shutdown of DPWA terminals have on NSW?

- (a) What is the cost to the economy?

ANSWER:

I am advised:

Approximately 689 million tons of freight are moved per annum in NSW, contributing to about \$71 billion to the State's economy. DP World contributes to this as the operator of NSW's largest container terminal and logistics park.

(42) Did you speak to the Federal Minister for Employment and Workplace Relations about this issue?

ANSWER:

I am advised:

The Fair Work Act is a Commonwealth responsibility.

(43) Did you make representations to the Federal Minister for Employment and Workplace Relations regarding this issue?

ANSWER:

See response to question 54.

(44) Did you meet with the Maritime Union to discuss this issue?

ANSWER:

See response to question 54.

(45) In the event of a future industrial relations campaign, would you support and lobby the Federal Minister to invoke Section 431 of the Fair Work Act 2009?

ANSWER:

See response to question 54.

(46) The Victorian Government has set up an emergency consultation response group. Would you commit to this in NSW?

ANSWER:

Decisions made by the Victorian Government are a matter for the Victorian Government.

Investment in Priority Industries

(47) The NSW Government states that it takes a structured approach to developing and evaluating ideas, and implementing policies that deliver more and better jobs, globally competitive industries and a resilient economy. Can you outline what these structured approaches are?

(a) Does it vary between the following industries?

i. Manufacturing

- ii. Agrifood
- iii. Clean Economy
- iv. Technology
- v. Health and Life Sciences
- vi. Defence and Aerospace

ANSWER:

Please refer to my comments to the Committee during the 1 March 2024 hearing.

(48) What policies are being implemented in the following industries to deliver “*more and better jobs*”?

- (a) Manufacturing
- (b) Agrifood
- (c) Clean Economy
- (d) Technology
- (e) Health and Life Sciences
- (f) Defence and Aerospace

ANSWER:

See response to question 59.

INNOVATION, SCIENCE & TECHNOLOGY

NSW Space Industry

(49) Following confirmation that the Department of Enterprise, Investment and Trade is the lead agency, not Treasury, when it comes to initiatives in the NSW Space Industry Development Strategy, what dedicated NSW space industry communication channel to provide information about regular workshops, networking opportunities and events for industry?

ANSWER:

I am advised:

The NSW Space Industry Development Strategy was a policy document of the former Government.

(50) What work has been undertaken to increase engagement with universities and vocational education and training providers to determine the currency of space education and training pathways, and opportunities to enhance them?

ANSWER:

Information regarding space programs is provided at <https://www.investment.nsw.gov.au/priority-sectors/defence-and-aerospace/>

(51) What opportunities have been identified to leverage renewed interest in space to generate enthusiasm in young people?

ANSWER:

See response to question 62.

(52) What involvement has the Minister's office and Department of Enterprise, Investment and Trade had with the Department of Education in identifying opportunities to promote STEM uptake?

- (a) Has this assisted in any update in STEM amongst students?
- (b) If this data is not collected or monitored by the Department of Enterprise, Investment and Trade will they consider obtaining this data to improve their collaboration with the Department of Education to further promote update in STEM?

ANSWER:

I am advised:

The Department of Enterprise, Investment and Trade collaborates with the Department of Education on STEM programs and will continue to do so.

(53) How is the Government working with space businesses to encourage them to take on more apprentices, interns and recent graduates?

ANSWER:

See response to question 62.

(54) Has a Space Industry Working Group been established?

- (a) Who is involved in this working group?
- (b) How were they selected?

(c) If a working group hasn't been established, why not?

ANSWER:

See response to question 61.

(55) Are there plans to provide a report on the progress of all initiatives in the NSW Space Industry Development Strategy?

(a) If not, why not?

ANSWER:

See response to question 61.

Innovation Blueprint

(56) In the hearing, the Minister stated that the Government needs to move away from “a purely transactional relationship”. Does the Minister consider the initiatives in the *2016 NSW Innovation Strategy*, *2021 Turning ideas into jobs Accelerating research and development in NSW Action Plan*, the *20-year R&D Roadmap from the Chief Scientist released in May 2022* as purely transactional relationships between Government and the Innovation sector?

ANSWER:

I am advised:

The NSW Government is developing the Innovation Blueprint in consultation with the innovation ecosystem to ensure funding models are sustainable and best support ongoing growth of the innovation sector.

(57) Given these documents have helped contribute to a 325% increase in innovators locating to NSW since 2013, why is the Government now disregarding these documents?

ANSWER:

See response to question 68.

(58) Why has it taken 12 months for the Government to only reach the “public submissions” phase of developing the innovation blueprint.

ANSWER:

See response to question 68.

(59) When can the sector expect the Innovation Blueprint to be finalised?

ANSWER:

Please refer to my comments to the Committee during the 1 March 2024 hearing.

(60) The Government is also developing an Industry Policy (the Policy) that will be supported by the Innovation Blueprint. Will the Policy be released before or after the

Innovation Blueprint is finalised?

ANSWER:

Please refer to my comments to the Committee during the 1 March 2024 hearing.

(61) Why is stakeholder feedback being requested on the Innovation Blueprint before anyone is aware of what the new Government's focus sectors are for the Industry Policy?

ANSWER:

Please refer to my comments to the Committee during the 1 March 2024 hearing.

(62) Will priorities and goals for advanced manufacturing be included in the Innovation Blueprint?

ANSWER:

Please refer to my comments to the Committee during the 1 March 2024 hearing.

(63) Minister, why weren't you quoted in the Departmental media release announcing the Innovation Blueprint Discussion Paper?

ANSWER:

I am advised:

A Departmental media release was not issued. Information was published as a news item, available at <https://www.nsw.gov.au/have-your-say/nsw-innovation-blueprint>

(64) How much money has been budgeted for the Innovation Blueprint in:

- (a) 2023/24
- (b) 2024/25
- (c) 2025/26
- (d) 2026/27

ANSWER:

I am advised:

Funding allocations form part of the budget for Department of Enterprise, Investment and Trade available at <https://www.budget.nsw.gov.au/>. Future budget allocations will be subject to the standard budget process.

Quantum

(65) Minister, is quantum computing a priority industry for the NSW Labor Government?

ANSWER:

See response to question 68.

(66) Will the Government develop a NSW Quantum Strategy, as Queensland has?

ANSWER:

See response to question 68.

(67) Has the Minister written to the Federal Government regarding their accelerated plan to acquire a full-stack error-corrected quantum computer, worth between \$100m and \$200m?

ANSWER:

I engage with Minister Husic on a variety of matters relating to my portfolios.

(68) Has the Minister advocated for NSW quantum technology companies to be strongly considered for the contract in writing to the Minister?

ANSWER:

See response to question 79.

(69) Has the Minister met with Minister Husic about this matter?

ANSWER:

See response to question 79.

(70) Will the Quantum Computing Commercialisation Fund be funded in the next budget?

(a) How much funding will it receive?

ANSWER:

I am advised:

Future budget allocations will be subject to the standard budget process.

(71) Will the SQA receive funding in the 2024/25 budget?

(a) How much, over how long?

ANSWER:

See answer to question 82.

Boosting Business Innovation Program

(72) What process occurred to determine that an appropriate level of funding for the BBIP would be \$7.15m over four years?

ANSWER:

I am advised:

Program funding was determined as part of the budget process for the Department of Enterprise, Investment and Trade.

(73) What success metrics exist to determine the effectiveness of the TechVouchers?

ANSWER:

I am advised:

Program details are available at <https://www.investment.nsw.gov.au/grants-and-rebates/boosting-business-innovation-program/>.

(74) How many start ups have applied for TechVouchers in:

- (a) 2021
- (b) 2022
- (c) 2023
- (d) 2024

ANSWER:

I am advised:

Where required under NSW Grant Administration Guidelines, information regarding grant programs and successful applicants is published at <https://www.nsw.gov.au/grants-and-funding>

(75) How much money was budgeted for the TechVouchers scheme in:

- (a) 2021
- (b) 2022
- (c) 2023
- (d) 2024

ANSWER:

I am advised:

Program funding was determined as part of the budget process for the Department of Enterprise, Investment and Trade. Budget details are available at <https://www.budget.nsw.gov.au/>.

(76) Has the Department calculated how many hours it expects grant applications for TechVouchers to take to complete?

- (a) How many hours?

(b) How was this calculated?

ANSWER:

See response to question 85.

MVP Ventures Grants

(77) Has the Department calculated how many hours it expects grant applications for MVP Ventures Grants to take to complete?

(a) How many hours in stage 1?

(b) How many hours in stage 2?

(c) How was this calculated?

ANSWER:

I am advised:

Program requirements are available at <https://www.nsw.gov.au/grants-and-funding/mvp-ventures-2023-2024>.

(78) Has the Department asked applicants to record and report how many hours their applications take?

(a) If yes, what is the average hours taken?

(b) If no, can the Department ask applicants to record and report how many hours applications take?

ANSWER:

See response to question 89.

Diversity

(79) Will the Sydney School of Entrepreneurship be funded under the NSW Labor Government?

ANSWER:

I am advised:

Government funding decisions are subject to the standard budget process.

(80) How much will the SSE receive in:

(a) 2024/25

(b) 2025/26

(c) 2026/27

(d) 2027/28

ANSWER:

See response to question 91.

(81) What diversity metrics is the Department collecting for the following diversity programs, funded by the Government:

- (a) iAccelerate
- (b) I2N
- (c) Startmate
- (d) UNSW Founders

ANSWER:

I am advised:

Program details are available at <https://www.investment.nsw.gov.au/grants-and-rebates/pre-accelerator-program/>.

Federal advocacy

(82) Minister, have you advocated to the Federal Government for the reclassification of cell- based and other synthetic food products, to ensure they are classified as food and can be sold domestically and internationally?

ANSWER:

I am advised:

This is a matter for the Commonwealth Government.

Metrics

(83) Could you please provide details of what metrics for investment success are being considered as part of an evaluation framework for grants?

ANSWER:

I am advised:

The Department of Enterprise, Investment and Trade administers grant programs in accordance with the NSW Grants Administration Guide.

(84) When will a formal framework be published?

ANSWER:

See response to question 95.

(85) Minister, will you publish the length of time it takes the Department to determine grant applications, including earliest, average, mean and longest time periods for each grant?

ANSWER:

See response to question 95.

(86) How many start ups have applied for TechVouchers in:

- (a) 2021
- (b) 2022
- (c) 2023
- (d) 2024

ANSWER:

I am advised:

Where required under NSW Grant Administration Guidelines, information regarding grant programs and successful applicants is published at <https://www.nsw.gov.au/grants-and-funding>.

(87) How much money was budgeted for the TechVouchers scheme in:

- (a) 2021
- (b) 2022
- (c) 2023
- (d) 2024

ANSWER:

I am advised:

Program funding was determined as part of the budget process for the Department of Enterprise, Investment and Trade. Budget details are available at <https://www.budget.nsw.gov.au/>.

(88) Has the Department calculated how many hours it expects grant applications for TechVouchers to take to complete?

- (a) How many hours?
- (b) How was this calculated?

ANSWER:

See response to question 85.

MVP Ventures Grants

(89) Has the Department calculated how many hours it expects grant applications for MVP Ventures Grants to take to complete?

- (a) How many hours in stage 1?
- (b) How many hours in stage 2?
- (c) How was this calculated?

ANSWER:

I am advised:

Program requirements are available at <https://www.nsw.gov.au/grants-and-funding/mvp-ventures-2023-2024>.

(90) Has the Department asked applicants to record and report how many hours their applications take?

- (a) If yes, what is the average hours taken?
- (b) If no, can the Department ask applicants to record and report how many hours applications take?

ANSWER:

See response to question 89.

Diversity

(91) Will the Sydney School of Entrepreneurship be funded under the NSW Labor Government?

ANSWER:

I am advised:

Government funding decisions are subject to the standard budget process.

(92) How much will the SSE receive in:

- (a) 2024/25
- (b) 2025/26
- (c) 2026/27
- (d) 2027/28

ANSWER:

See response to question 91.

(93) What diversity metrics is the Department collecting for the following diversity programs, funded by the Government:

- (a) iAccelerate
- (b) I2N
- (c) Startmate
- (d) UNSW Founders

ANSWER:

I am advised:

Program details are available at <https://www.investment.nsw.gov.au/grants-and-rebates/pre-accelerator-program/>.

Federal advocacy

(94) Minister, have you advocated to the Federal Government for the reclassification of cell- based and other synthetic food products, to ensure they are classified as food and can be sold domestically and internationally?

ANSWER:

I am advised:

This is a matter for the Commonwealth Government.

Metrics

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ANSWER:

I am advised:

The Department of Enterprise, Investment and Trade administers grant programs in accordance with the NSW Grants Administration Guide.

(96) When will a formal framework be published?

ANSWER:

See response to question 95.

(97) Minister, will you publish the length of time it takes the Department to determine grant applications, including earliest, average, mean and longest time periods for each grant?

ANSWER:

See response to question 95.

BUILDING COMMISSION NSW

Building Industry Sustainability

(98) ASIC has reported that 31% of insolvencies in Q3 2023 were in the construction industry. What is the government doing to address this insolvency crisis?

ANSWER:

The Government has a comprehensive strategy for responding to insolvency across the NSW construction industry, including:

- establishing Building Commission NSW as the oversight body for the construction industry;
- new laws that commenced in December 2023 strengthening the powers of the building regulator to respond to insolvency risks; consulting on additional reform proposals to support industry to proactively minimise the risk of insolvency.

(99) Is the building industry able to meet the government's housing targets?

ANSWER:

The Government has committed to working with industry to deliver housing to meet NSW's housing needs.

Building Commission

(100) How many of the 400 staff of the commission are permanently allocated to the commission?

- (a) How many of these staff will revert to Fair Trading or DCS once the commission's establishment period has concluded?

ANSWER:

I am advised all of the positions are permanently allocated to the Commission.

- (101) Since the Commission has been established:
- (a) How many site inspections have been conducted?
 - (b) How many complaints have been received?
 - i. How many of these have proceeded to an investigation or compliance action?
 - (c) On how many occasions has compliance actions been taken including:
 - i. Prohibition orders
 - ii. Stop work orders
 - iii. Rectification orders, and
 - iv. Enforceable undertakings
 - (d) Of the above, how many of these were on buildings outside of Sydney?

ANSWER:

I am advised information on compliance and enforcement is included in the Department of Customer Service Annual Report

- (102) Is the Building Commission Sydney centric?
- (a) What steps will be taken to increase the capacity of the commission in regional and rural NSW?
 - (b) How many staff (FTE) of the Commission are based outside of the Sydney Metropolitan Area?
 - (c) Are there any recruitment activities to hire staff outside of Sydney?
 - (d) Are there any plans to open offices of the Commission outside of Sydney?

ANSWER:

I am advised:

As originally set up by the previous Government, the Office of the Building Commissioner was Sydney centric. Under the NSW Labor Government, the Building Commission NSW is tasked with improving the quality of the building and construction sector across NSW.

- (a) Workforce planning for Building Commission NSW will consider the data available on current and potential growth in the building industry across NSW.

(b) 32 positions are currently based outside of the Sydney Metropolitan Area. Due to flexible working arrangements within the Department of Customer Service, 78 Building Commission NSW staff utilise regional government offices.

(c) Field officer locations will be determined by the current and potential growth within the building industry.

(d) That is a decision for Government.

Decennial liability insurance

(103) Will the government peruse a mandatory decennial liability insurance scheme?

ANSWER:

I am happy to peruse. Please refer to my comments published in Hansard on this matter.

(104) Does the government remain committed to introduce 'new, stricter requirements on certifiers, limiting their work from a single building or developer to 50% of their total income'?

ANSWER:

The NSW Government's commitment to enhancing certifier oversight and compliance is unchanged.

(105) How many complaints have been received in relation to certifiers each year in the past 5 years and what compliance actions have resulted?

ANSWER:

I am advised:

Information on compliance and enforcement is included in the Department of Customer Service Annual Report.

Home Building Compensation Fund Review

(106) What is the scope, terms of reference and timing of the review into the Home Building Compensation Fund?

ANSWER:

The scope, timing and details of the Home Building Compensation Fund review will be announced in due course.

CORRECTIONS

Corrections Portfolio

(107) How many correctional facilities have you visited since becoming Minister for Corrections?

ANSWER:

I have been to several correctional centres.

(108) How many staff in your office are allocated to the corrections portfolio?

ANSWER:

Portfolio matters are shared across a number of staff.

Junee Correctional Centre

(109) Can the Minister confirm staff at Junee Correctional Centre will not be compelled to join a Union when the facility transfers to NSW Corrective Services?

ANSWER:

I am advised:

The decision to join a union is a matter for each individual employee.

(110) Can the Minister confirm staff at Junee Correctional Centre will not be compelled to join a Union when the facility transfers to NSW Corrective Services?

ANSWER:

See response to Supplementary Question 109.

(111) Can the Minister confirm staff at the Junee Correctional Centre will not be disadvantaged when their employment is transferred to NSW Corrective Services?

ANSWER:

I am advised:

Any current employee accepting an offer of employment with Corrective Services NSW will become a public service employee. Public service employees are governed by the *Government Sector Employment Act 2013*.

(112) Can the Minister confirm if there is any cost to the NSW Government as a consequence of not renewing the current operating contract at the Junee Correctional Centre?

ANSWER:

I am advised:

This information is Cabinet in confidence.

(113) Can the Minister advise whether he has had any verbal or written contact with the Public Service Association regarding the Junee Correctional Centre since he became Minister?

ANSWER:

I engage with the Public Service Association on a variety of matters.

(114) If the Minister has communicated with the Public Service Association regarding the Junee Correctional Centre, provide all records of those communications.

ANSWER:

Required diary disclosures will be made on a quarterly basis.

(115) Does the Government have plans to change the security breakdown of Junee Correctional Centre?

ANSWER:

See answer to question 49.

(116) Will Junee's XIT180 works release program continue at Junee Correctional Centre under the ownership of NSW Correctives?

ANSWER:

See answer to question 49.

No Body No Parole Legislation

(117) Are you aware that Kelli Lane is due for parole in May this year?

(a) Will the no body, no parole legislation will be applied to this case?

ANSWER:

I am advised:

Decisions relating to parole are a matter for the State Parole Authority.

Day Release and Nexus Program

(118) How many inmates are currently on the day release program?

ANSWER:

I am advised:

299 inmates are eligible to participate in the program.

(119) How many inmates are currently eligible for the Nexus program?

(a) How many inmates are currently partaking in the Nexus program?

(b) What are the objectives of the Nexus Program?

ANSWER:

I am advised:

(a) All offenders who come into custody are eligible.

(b) NEXUS is Corrective Service NSW's primary reintegration program.

BETTER REGULATION AND FAIR TRADING

Strata Reforms

(120) Has any work been done on progressing mandatory online self-paced training for strata committee office holders and/or building managers in NSW?

(a) If so, what work has been done?

ANSWER:

I am advised:

The November 2021 Report on the Statutory Review of the Strata Schemes Development Act 2015 and Strata Schemes Management Act 2015 (the Report) recommended that the Strata Schemes Management Act 2015 codify additional duties and obligations for strata committee members.

The Report also recommended that building managers be subject to statutory duties to disclose to the owners corporation the qualifications and experience that make them suitable for the role. These recommendations are currently being considered as part of the Government's second tranche of strata reforms, with consultation on draft legislation expected in 2024.

(a) Please refer to the answer to Question 120.

(121) Is the department considering regulating the appointment of building managers in a similar way that the appointment of strata managers is regulated (i.e. under section 49(3) of the Strata Schemes Management Act 2015)?

ANSWER:

I am advised:

The Report made several recommendations in relation to building managers, including further consultation to determine the appropriate limitation on contract terms for building managers. The Report did not recommend applying the prohibition in section 49(3) to building managers.

Short-Term Letting Register

(122) Does the department intend on making data from the mandatory STRA premises register publicly available?

(a) If so when, and in what format?

ANSWER:

I am advised:

The Short Term Rental Accommodation Register is administered by the Department of Planning, Housing and Infrastructure.

(123) How many people have been listed on the STRA exclusion register?

(a) If there has been no one listed, why not?

ANSWER:

I am advised:

As of 8 March 2024, there have been nil listings on the short-term rental accommodation Exclusion Register, as no participants have been found to meet the criteria for exclusion specified at Section 4.2 of the Code of Conduct for the Short Term Rental Accommodation Industry.

Urgent General Meetings

(124) Can the Strata Commissioner confirm whether Lot Owners with 25% unit entitlement can require the Secretary to convene a General Meeting under section 19(2)?

ANSWER:

I am advised:

The secretary of the owners corporation, or another officer in the secretary's absence, must convene a general meeting (that is not an annual general meeting) no later than 14 days after receiving a qualified request. A qualified request is a request made by owners with at least a quarter of the total unit entitlement.

Retirement Villages

(125) Does the scope of the Strata and Property Services Commissioner's work include the retirement village sector?

(a) If so, how many complaints has the Strata and Property Services Commissioner received in relation to the retirement village sector in the last financial year?

ANSWER:

I am advised:

The Strata and Property Services Commissioner Statement of Expectations, issued by the Secretary of the Department of Customer Service, can be found on the NSW Government website at www.nsw.gov.au

(a) NSW Fair Trading received 80 complaints in the 2022/23 financial year.

(126) What progress has the department made to further assess the potential for a dedicated ombudsman service for the retirement village sector?

ANSWER:

Please refer to the answer to Question 35.

BUILDING COMMISSION NSW

Fire Safety - Cladding

(127) Who has responsibility for fire safe public buildings in NSW, in particular the assessment of cladding and the potential removal and repair thereof?

ANSWER:

I am advised:

The relevant Government authority that owns the building is responsible for the removal of cladding and any necessary repairs.

(128) What specific cladding products were used in respect of the following recently constructed public buildings?

- (a) Gosford Hospital
- (b) Refurbishment at Wyong Hospital Block H
- (c) Administration Building at Terrigal High School.

ANSWER:

I am advised:

The Department of Customer Service does not hold information on specific cladding products used at the above buildings.

CORRECTIONS

Phone calls in NSW prisons

(129) Can you provide a breakdown of the cost of a ten minute phone call made from prison for the following financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-24?

ANSWER:

I am advised:

The cost of a ten minute phone calls varies depending on the type of call made and the cost is lower in 2023-24 than it was in 2018.

(130) What is the revenue generated from outgoing prison phone calls for the following financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?

- (d) 2022-23?
- (e) 2023-24?

ANSWER:

I am advised:

Revenue is a matter for the vendors of the contract.

(131) How many telephone calls have inmates made from NSW prisons in the following financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-24?

ANSWER:

- (a) 9,112,708
- (b) 10,413,159
- (c) 11,113,663
- (d) 11,732,504
- (e) 6,991,499 (to Jan 2024)

(132) How many security breaches have been recorded during telephone calls from NSW prisons in the following financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-2024

ANSWER:

I am advised:

Corrective Services NSW retains data on the number of proven offences relating to the unlawful use of phone or fax under clause 119 of the *Crimes (Administration of Sentences) Regulation 2014*.

(133) Will you introduce free phone calls?

- (a) If yes, when?
- (b) If not, why not?

ANSWER:

I am advised:

Corrective Services NSW meets the costs of all calls to numbers listed on the Common Auto Dial List, one personal local call per week for a sentenced inmate and all phone calls to an inmate's legal representative for sentenced inmates facing further charges, three personal local calls per week and all legal calls for an unsentenced inmate.

Letters

(134) Are CSNSW obliged to provide facilities and materials for inmates to write out physical letters?

- (a) What materials are provided to inmates?
 - i. How regularly are these materials restocked for inmates?
- (b) What materials are able to be purchased using Buy Ups?
 - i. Can you provide a price list of materials available for purchase under the Buy Ups scheme?

ANSWER:

I am advised:

No. Corrective Services NSW libraries are funded to provide expenses for stationery and Custodial Operation Policy and Procedures provides that all inmates should have access to library facilities and services.

- (a) Inmates have access to stationary and essential writing materials including paper and pens.
 - i. Correctional Centres conduct weekly stores orders.

(b) Inmates may purchase birthday cards on the weekly Grocery Buy Ups list and blank cards, children's birthday cards, Christmas cards, standard size envelopes, pencils and A4 sketch pads through the monthly Activity Buy Ups list.

- i. Corrective Services NSW provides the buy-up service to Parklea Correctional Centre and Clarence Correctional Centre, Junee Correctional Centre provides its own buy-up.

Items	Pricing
Writing Pad	\$2.94
Pen – Black	\$0.89
Postage Paid Envelope – Domestic	\$1.45
Postage Paid Envelope – International	\$3.70
Postage Paid – Aerogram	\$2.60
Male Birthday cards 2pk	\$1.31
Female Birthday cards 2pk	\$1.31
Greetings blank card 2pk	\$1.31
Children's birthday card	\$1.31
Christmas card	\$2.67
Standard size envelopes 25pk	\$3.18
Sketch pad	\$4.46
Pencil	\$0.59

(135) Does CSNSW accept the report of the Inspector of Custodial Services in her judgement that destroying original letters going to prisoners is illegal?

- (a) Has legal advice been obtained regarding destruction and non-delivery of original mail?
 - i. What was the advice obtained?

ANSWER:

I am advised:

Corrective Services NSW provides a response to all reports published by the Inspector.

- (a) Any legal advice obtained by Corrective Services NSW is subject to legal professional privilege.

(136) Is the practice of Blanket photocopying still ongoing?

ANSWER:

I am advised:

The Commissioner of Corrective Services issued instructions which specify which original documents should be preserved. Original mail is dealt with in accordance with Clause 112(4)(b) of the Crimes (Administration of Sentences) Regulation 2014.

(137) How many letters have been found containing contraband in the financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-24?

ANSWER:

I am advised:

- (a) 87
- (b) 37
- (c) 260
- (d) 159
- (e) 53

(138) How many letters have been destroyed by Corrective Services in the financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-24?

ANSWER:

I am advised:

The Department of Communities and Justice does not hold this information.

(139) How many incoming letters to inmates have been censored by Corrective Services in the financial years:

- (a) 2019-20?
- (b) 2020-21?
- (c) 2021-22?
- (d) 2022-23?
- (e) 2023-24?

ANSWER:

I am advised:

The Department of Communities and Justice does not hold this information.

Tablets

(140) Do inmates have access to email facilities on their tablets?

(a) If not, can you provide a detailed explanation as to why this facility is not currently available?

i. Is there any scope to include this on the tablet program with the current term of Government?

ANSWER:

I am advised:

No.

- (a) E-mail facilities are not within the scope of the approved program of works for inmate tablets

i. Corrective Services NSW is investigating the use of a secure messaging facility for family and friends.

- (141) What programs do inmates currently have access to on their tablets?

- (a) How many educational programs do inmates have access to?

i. Are these programs provided free of charge?

ii. Please outline each program provided.

- (b) How much do entertainment services cost on these devices per month?

i. How many entertainment programs are provided per month?

ii. How often are these renewed?

iii. Does CSNSW provide free-to-air programs on these devices?

ANSWER:

I am advised:

Inmates have access to nearly 1000 documents, videos, and audio files on the offender tablets for self-guided education including on topics of physical and mental health, religion, and work readiness.

- (a) A Learning Management System (LMS) is under development that is expected to add educational programs to tablets using the LMS.

- (b) Entertainment services range from \$5 to \$38 per month.

i. There are more than 20,000 programs available including movies, music, games and eBooks.

ii. New content is provided monthly.

iii. Yes.

- (142) When will video calls be provided on these tablets as has been foreshadowed?

ANSWER:

I am advised:

There are no plans for video calls to be provided on offender tablets.

- (143) Are prisoners able to access online educational studies via the tablet program?

- (a) From Curtin University?
- (b) From the University of Southern Queensland?
- (c) From Open Universities?
- (d) From NSW TAFE?

ANSWER:

I am advised:

Online educational studies via registered training organisations are not available through the offender tablets.

(144) What is the value of the contract to provide tablets to inmates?

- (a) Who holds this contract?
- (b) What was the tender process for this contract?

ANSWER:

I am advised:

This information is commercial in confidence.

- (a) Telstra Corporation (with subcontractors Ericom and Viapath (formerly GTL) also listed.
- (b) Open market tender.

(145) What is the reason inmates are unable to access the Custodial Operations Policy Procedures on their tablets?

ANSWER:

I am advised:

Corrective Services NSW updates offender tablets with legal and policy information in line with platform stability and testing development work. Inmates can access the Custodial Operations Policy and procedures via library services.

(146) Has access to the Australian Electoral Commission's website for enrolment to vote been reinstated on inmate tablets following an assessment of there being no security risk?

ANSWER:

I am advised:

No. Testing and development work is ongoing.

(147) Are external psychological services provided on inmate tablets?

ANSWER:

I am advised:

No.

Facilities

(148) Do prisoners at Goulburn Correctional Centre have access to the following facilities and services:

- (a) Trained hairdressers?
- (b) Libraries?
- (c) Live events and entertainment?
- (d) Support to start businesses?
- (e) Support to write, publish and distribute an inmate magazine?

ANSWER:

I am advised:

- (a) No.
- (b) Yes.
- (c) Yes.
- (d) Yes.
- (e) No.

(149) Do prisoners at Long Bay Correctional Centre have access to the following facilities and services:

- (a) Trained hairdressers?
- (b) Libraries?
- (c) Live events and entertainment?
- (d) Support to start businesses?
- (e) Support to write, publish and distribute an inmate magazine?

ANSWER:

I am advised:

- (a) No.
- (b) Yes.
- (c) Yes.
- (d) Not currently offered.
- (e) No.

(150) Do prisoners at Bathurst Correctional Centre have access to the following facilities and services:

- (a) Trained hairdressers?
- (b) Libraries?
- (c) Live events and entertainment?
- (d) Support to start businesses?
- (e) Support to write, publish and distribute an inmate magazine?

ANSWER:

I am advised:

- (a) No.
- (b) Yes.
- (c) Yes.
- (d) Yes.
- (e) No.

(151) Do prisoners at Parklea Correctional Centre have access to the following facilities and services:

- (a) Trained hairdressers?
- (b) Libraries?
- (c) Live events and entertainment?
- (d) Support to start businesses?
- (e) Support to write, publish and distribute an inmate magazine?

ANSWER:

I am advised:

- (a) Yes.
- (b) Yes.
- (c) Yes.
- (d) No.
- (e) No.

(152) Do prisoners at Metropolitan Special Programs Centre have access to the following facilities and services:

- (a) Trained hairdressers?
- (b) Libraries?
- (c) Live events and entertainment?
- (d) Support to start businesses?
- (e) Support to write, publish and distribute an inmate magazine?

ANSWER:

- (a) No.
- (b) Yes.
- (c) Yes.
- (d) No.
- (e) No.

Prison food and health issues

(153) What is included in a standard month of rations for an inmate?

ANSWER:

I am advised:

Corrective Services NSW operates on a four week/28 day menu control meal plan (MCP) which includes:

- 28 breakfast rations
- 28 milk ration
- 20 weekday lunch
- 28 fresh fruit lunch
- Eight weekend lunch
- 20 evening meal (hot)

- Eight evening fresh salad dinner meal (cold)
- 16 baked dinner dessert
- 12 fresh fruit for dinner

(154) How many fresh vegetables does an inmate receive in a week?

ANSWER:

I am advised:

- 10 pieces fresh fruit
- Two evening fresh salad dinner meal (cold)
- Five hot dinner meals can include the following fresh vegetables

(155) What is the cost for a month of rations for one inmate?

ANSWER:

I am advised:

Male: \$280.56, Female: \$287.28.

(156) What are the rates of bowel cancer in the NSW prison population?

- (a) Of these, how many have developed this condition since entering the prison system?

(157) What are the rates of stomach cancer in the NSW prison population?

- (a) Of these, how many have developed this condition since entering the prison system?

(158) What are the rates of Diabetes Type 2 in the NSW prison population?

- (a) Of these, how many have developed this condition since entering the prison system?

ANSWER 156-158:

I am advised these questions should be referred to the Minister for Health.

Lock ins

(159) How many half-day lock-ins (outside of the standard 3:30pm to 8:30am lock-in) have occurred in NSW Prisons in the following financial years:

- (a) 2019-20?
- i. Broken down by each correctional facility?
- (b) 2020-21?

- i. Broken down by each correctional facility?
- (c) 2021-22?
 - i. Broken down by each correctional facility?
- (d) 2022-23?
 - i. Broken down by each correctional facility?
- (e) 2023-24?
 - i. Broken down by each correctional facility?

(160) How many full-day lock-ins (outside of the standard 3:30pm to 8:30am lock-in) have occurred in NSW Prisons in the following financial years:

- (a) 2019-20?
 - i. Broken down by each correctional facility?
- (b) 2020-21?
 - i. Broken down by each correctional facility?
- (c) 2021-22?
 - i. Broken down by each correctional facility?
- (d) 2022-23?
 - i. Broken down by each correctional facility?
- (e) 2023-24?
 - i. Broken down by each correctional facility?

(161) What is the total number of hours prisoners have been kept in their cells during these irregular lock-in hours (outside of the standard 3:30pm to 8:30am lock-ins) in the following financial years:

- (a) 2019-20?
 - i. Broken down by each correctional facility?
- (b) 2020-21?
 - i. Broken down by each correctional facility?

- (c) 2021-22?
- i. Broken down by each correctional facility?
- (d) 2022-23?
- i. Broken down by each correctional facility?
- (e) 2023-24?
- i. Broken down by each correctional facility?

ANSWER 159 - 161:

I am advised:

Corrections Research Evaluation and Statistics can provide the following data on lock-ins in correctional centres.

2019-20

CORRECTIONAL CENTRE	Daily Lockdown hours
OPEN CUSTODY	
Bathurst Correctional Centre	0.8
Bolwara House Transitional Centre	0.0
Brewarrina (Yetta Dhinnakkal) Centre	0.0
Broken Hill Correctional Centre	0.6
Cessnock Correctional Centre	0.5
Compulsory Drug Treatment Correctional Centre	0.0
Cooma Correctional Centre	0.3
Dawn De Loas Correctional Centre	0.1
Dillwynia Correctional Centre	0.1
Emu Plains Correctional Centre	0.3
Geoffrey Pearce Correctional Centre	0.1
Glen Innes Correctional Centre	0.1
Goulburn Correctional Centre	0.3
Grafton Correctional Centre	0.8
Illawarra Reintegration Centre	0.0
Ivanhoe (Warakirri) Centre	0.1
Kirkconnell Correctional Centre	0.3
Mannus Correctional Centre	0.0
Metropolitan Special Programs Centre	1.0
Mid North Coast Correctional Centre	0.3
Oberon Correctional Centre	0.2
Parklea Correctional Centre	0.2
Parramatta Transitional Centre	0.0

South Coast Correctional Centre	0.2
St Heliers Correctional Centre	0.1
Tamworth Correctional Centre	0.1
Wellington Correctional Centre	0.6
SECURE CUSTODY	
Bathurst Correctional Centre	0.5
Berrima Correctional Centre	0.1
Broken Hill Correctional Centre	0.4
Cessnock Correctional Centre	0.2
Cooma Correctional Centre	0.8
Dillwynia Correctional Centre	0.3
Geoffrey Pearce Correctional Centre	0.1
Goulburn Correctional Centre	0.5
Grafton Correctional Centre	0.0
High Risk Management Correctional Centre	0.4
Hunter Correctional Centre	0.2
John Morony Correctional Centre (I)	0.2
Junee Correctional Centre	0.6
Kariong Correctional Centre	0.1
Lithgow Correctional Centre	0.4
Long Bay Hospital Area 1	0.7
Macquarie Correctional Centre	0.0
Mary Wade Correctional Centre	0.3
Metropolitan Remand and Reception Centre	0.1
Metropolitan Special Programs Centre	0.2
Mid North Coast Correctional Centre	0.2
Parklea Correctional Centre	0.8
Shortland Correctional Centre	0.4
Silverwater Womens Correctional Centre	0.6
South Coast Correctional Centre	0.2
Special Purpose Centre	0.4
Tamworth Correctional Centre	0.3
Wellington Correctional Centre	

2020-21

CORRECTIONAL CENTRE	Daily Lockdown hours
OPEN CUSTODY	
Bathurst Correctional Centre	0.3
Bolwara House Transitional Centre	0.0
Broken Hill Correctional Centre	0.3
Cessnock Correctional Centre	0.1
Clarence Correctional Centre	0.0
Compulsory Drug Treatment Correctional Centre	0.0
Cooma Correctional Centre	0.1
Dawn De Loas Correctional Centre	0.2

Dillwynia Correctional Centre	0.0
Emu Plains Correctional Centre	0.2
Geoffrey Pearce Correctional Centre	0.0
Glen Innes Correctional Centre	0.2
Goulburn Correctional Centre	0.1
Kirkconnell Correctional Centre	0.5
Mannus Correctional Centre	0.2
Metropolitan Special Programs Centre	0.5
Mid North Coast Correctional Centre	0.3
Oberon Correctional Centre	0.1
Parklea Correctional Centre	0.1
Parramatta Transitional Centre	0.0
South Coast Correctional Centre	0.6
St Heliers Correctional Centre	0.1
Tamworth Correctional Centre	0.1
Wellington Correctional Centre	0.7
SECURE CUSTODY	
Bathurst Correctional Centre	0.3
Broken Hill Correctional Centre	0.3
Cessnock Correctional Centre	0.0
Clarence Correctional Centre	0.3
Cooma Correctional Centre	0.6
Dillwynia Correctional Centre	0.2
Geoffrey Pearce Correctional Centre	0.0
Goulburn Correctional Centre	0.7
Grafton Correctional Centre	0.0
High Risk Management Correctional Centre	0.8
Hunter Correctional Centre	0.2
John Morony Correctional Centre (I)	0.0
Junee Correctional Centre	0.6
Lithgow Correctional Centre	0.2
Long Bay Hospital Area 1	0.6
Macquarie Correctional Centre	0.0
Mary Wade Correctional Centre	0.1
Metropolitan Remand and Reception Centre	0.0
Metropolitan Special Programs Centre	0.2
Mid North Coast Correctional Centre	0.3
Parklea Correctional Centre	0.1
Shortland Correctional Centre	0.3
Silverwater Womens Correctional Centre	0.6
South Coast Correctional Centre	0.4
Special Purpose Centre	0.4
Tamworth Correctional Centre	0.1
Wellington Correctional Centre	0.3

2021-22

CORRECTIONAL CENTRE	Daily Lockdown hours
OPEN CUSTODY	
Bathurst	1.4
Broken Hill	0.5
Cessnock	0.7
Clarence	2.3
Compulsory Drug Treatment	0.1
Cooma	0.4
Dawn De Loas	0.6
Dillwynia	1.0
Emu Plains	0.3
Geoffrey Pearce	0.7
Glen Innes	0.5
Goulburn	1.0
Junee	2.0
Kirkconnell	0.5
Mannus	0.2
Mary Wade	0.6
Metro Special Programs Centre	1.5
Mid North Coast	1.4
Oberon	0.5
Parklea	1.6
South Coast	1.4
St Heliers	0.4
Tamworth	0.2
Wellington	1.2
Bolwara House Transitional Centre	0.0
Parramatta Transitional Centre	0.0
SECURE CUSTODY	
Bathurst	1.5
Broken Hill	0.6
Cessnock	0.7
Clarence	0.9
Cooma	0.5
Dillwynia	1.2
Geoffrey Pearce	0.5
Goulburn	1.6
High Risk Management	1.4
Hunter	2.1
John Morony (I)	0.9
Junee	0.1
Kariong	0.0
Lithgow	0.4
Long Bay Hospital Area 1	1.0
Macquarie	0.7

Metro Remand and Reception Centre	3.2
Metro Special Programs Centre	2.4
Mid North Coast	1.5
Parklea	1.6
Shortland	0.9
Silverwater Womens	1.0
South Coast	1.1
Special Purpose Centre	0.1
Tamworth	0.2
Wellington	1.4

2022-23

CORRECTIONAL CENTRE	Daily Lockdown hours
OPEN CUSTODY	
Bathurst	0.6
Broken Hill	0.6
Cessnock	0.4
Clarence	0.5
Compulsory Drug Treatment	0.1
Cooma	0.6
Dawn De Loas	0.2
Dillwynia	0.2
Emu Plains	0.0
Geoffrey Pearce	0.2
Glen Innes	0.3
Goulburn	2.6
Junee	1.3
Kirkconnell	0.5
Mannus	0.3
Mary Wade	0.0
Metro Special Programs Centre	0.5
Mid North Coast	0.9
Oberon	1.2
Parklea	0.7
South Coast	0.7
St Heliers	0.2
Tamworth	0.1
Wellington	0.6
Bolwara House Transitional Centre	0.0
Parramatta Transitional Centre	0.0
SECURE CUSTODY	
Bathurst	1.2
Broken Hill	0.5
Clarence	2.2
Cooma	0.8

Dillwynia	0.5
Goulburn	2.2
High Risk Management	1.7
Hunter	0.3
John Morony (I)	0.3
Junee	2.5
Lithgow	0.9
Long Bay Hospital Area 1	0.4
Macquarie	0.1
Metro Remand and Reception Centre	1.5
Metro Special Programs Centre	0.9
Mid North Coast	1.1
Parklea	0.7
Shortland	0.7
Silverwater Womens	0.4
South Coast	0.8
Special Purpose Centre	0.0
Tamworth	0.3
Wellington	1.1

2023-24

ANSWER:

CORRECTIONAL CENTRE	Daily Lockdown hours
OPEN CUSTODY	
Bathurst	0.3
Broken Hill	0.6
Cessnock	0.1
Clarence	0.5
Compulsory Drug Treatment	0.0
Cooma	0.0
Dillwynia	0.4
Geoffrey Pearce	0.1
Glen Innes	0.0
Goulburn	1.7
Junee	0.1
Kirkconnell	0.5
Mannus	0.1
Mary Wade	0.0
Metro Special Programs Centre	0.3
Mid North Coast	0.4
Parklea	0.8
South Coast	0.2
St Heliers	0.1
Tamworth	0.1
Wellington	0.9

Bolwara House Transitional Centre	0.0
Parramatta Transitional Centre	0.0
SECURE CUSTODY	
Bathurst	0.5
Broken Hill	0.7
Clarence	1.1
Cooma	0.3
Dillwynia	0.4
Goulburn	1.1
High Risk Management	1.2
Hunter	0.0
John Morony (I)	0.3
Junee	0.7
Lithgow	0.6
Long Bay Hospital Area 1	0.3
Macquarie	0.2
Metro Remand and Reception Centre	0.2
Metro Special Programs Centre	0.5
Mid North Coast	1.0
Parklea	0.5
Shortland	0.2
Silverwater Womens	0.4
South Coast	0.2
Special Purpose Centre	0.0
Tamworth	0.5
Wellington	0.8
+ 2023-24 - as at 10 March 2024	

Note: Daily lockdown hours – average hours lost per inmate due to variation of routine.

(162) What obligation is CSNSW under to accurately record these lock-ins?

ANSWER:

I am advised:

Correctional Centres are required to record all lock-ins under policy.

(163) What constitutes a security risk that would trigger the need for a lock-in?

- (a) Are staff shortages a factor that contribute to the increase in lock-ins?
- i. If so, what is being done to ensure staff shortages are minimised at correctional facilities, given the adverse effect of lock-ins on inmate wellbeing?

ANSWER:

I am advised:

A security risk requiring a lock-in is any assessment by Centre Management of a significant risk to the good order and security of the centre.

Staff and Staff Wellbeing

(164) How many employees at CSNSW are currently on long-term sick leave or stress-leave?

- (a) Can you break these numbers down by Correctional facility?

ANSWER:

I'm advised:

A total of 33 employees across CSNSW were identified as being on long-term sick leave between 1 Jul 2023 to 29 February 2024.

- (a) Of this total, 20 employees working in correctional facilities were identified as being on long-term sick leave between 1 Jul 2023 to 29 February 2024.

(165) What was the number of employees on long-term sick leave or stress leave in the following financial years:

- (a) 2019-20?
- i. Can you break down these numbers by Correctional facility?
- (b) 2020-21?
- i. Can you break down these numbers by Correctional facility?
- (c) 2021-22?
- i. Can you break down these numbers by Correctional facility?
- (d) 2022-23?
- i. Can you break down these numbers by Correctional facility?
- (e) 2023-24?
- i. Can you break down these numbers by Correctional facility?

ANSWER:

I am advised:

- (a) A total of 47 employees across CSNSW were identified as being on long-term sick leave.

- i. Of this total, 33 employees working in correctional facilities were identified as being on long-term sick leave.
- (b) A total of 71 employees across CSNSW were identified as being on long-term sick leave.
 - i. Of this total, 50 employees working in correctional facilities were identified as being on long-term sick leave .
- (c) A total of 54 employees across CSNSW were identified as being on long-term sick leave.
 - i. Of this total, 38 employees working in correctional facilities were identified as being on long-term sick leave.
- (d) A total of 35 employees across CSNSW were identified as being on long-term sick leave.
 - i. Of this total, 21 employees working in correctional facilities were identified as being on long-term sick leave.
- (e) Please refer to the answer provided at question 164.

(166) What percentage of the Employment related expenditure for each of these years was attributable to long-term sick leave?

ANSWER:

I'm advised:

This data is not held by the Department of Communities and Justice.

Education and Access to information

(167) When the contract for BSI learning concludes this year, will it be renewed?

- (a) Is there an intention to revert education delivery back to university-qualified teachers?

ANSWER:

I am advised:

The contract does not expire in 2024.

- (a) A decision has not been made at this time.

(168) What is the value of the contract held by BSI to deliver education into correctional facilities?

(a) What was the tender process for this contract?

ANSWER:

I am advised:

This figure is commercial in confidence.

(a) An open tender process was conducted.

(169) Is there an intention within this term of Government to de-privatise the Language, Literacy and Numeracy education program?

ANSWER:

I am advised:

Decisions relating to the program have not been made at this time.

(170) How many university-qualified teachers are currently delivering educational programs in correctional services across the state?

(a) Can you break these down by correctional facility?

ANSWER:

I am advised:

- Lithgow Intensive Learning Centre – 6
- Mid North Coast Intensive Learning Centre – 4
- South Coast Intensive Learning Centre – 5
- Wellington Intensive Learning Centre -3

(171) What facilities or services are available to inmates who are illiterate?

ANSWER:

I am advised:

Inmates complete a Core Skills Assessment and are offered programs specific to their literacy and numeracy needs.

The programs available for inmates with low literacy levels are Foundation Skills programs that include language, literacy, digital literacy and numeracy courses and vocational training in hospitality, cleaning operations, business studies, traffic control, logistics and food services.

(172) How many Educational Services Coordinators are employed at each of the Corrective Services facilities across the State?

- (a) How many prisoners do each Educational Service Coordinator support?
- (b) Do these coordinators advocate on behalf of the prisoners or CSNSW?

ANSWER:

I am advised:

26.

- (a) There is no ratio for Educational Service Coordinators to inmates.
- (b) The role of coordinators is to coordinate the delivery of education services and programs within the centre by the external education service provider.

(173) How many prisoners have formally expressed interest in pursuing Tertiary education programs not currently made available through CSNSW's partner universities?

- (a) Of these, how many inmates are undertaking these courses?
- (b) Of these, how many inmates have been blocked from undertaking these courses?
 - i. What is the reason these inmates have been unable to undertake these courses?

ANSWER:

I am advised:

This data is not recorded or reported.

Astill Inquiry Report

(174) How does the Minister intend to respond to the recent findings in the Astill Report?

- (a) Will the Minister accept each of the recommendations outlined in the report?
- (b) If not, why not?

ANSWER:

The NSW Government is carefully considering this important report and its recommendations. The Secretary of the Department of Communities and Justice is leading the development of the Government Response to the recommendations.

(175) When will the Minister respond publicly to the findings of the Astill Report?

ANSWER:

The NSW Government is considering the report and its recommendations and will respond in due course.

(176) Does the Minister accept the findings that the culture of corrections is either corrupt and or incompetent?

ANSWER:

As was made clear when the report was released, the NSW Government is committed to undertaking the reform necessary to ensure inmates are properly protected, hard-working corrections officers are supported by sound management and strong integrity processes, and public confidence in the corrections system is restored.

(177) Will the Minister require the resignation of the Corrections officers involved in the maladministration of Wayne Astill including:

- (a) Kevin Corcoran
- (b) Shari Martin

ANSWER:

I am advised:

- (a) Kevin Corcoran left his role as Commissioner of Corrective Services NSW at the Department of Communities and Justice on 13 March 2024.
- (b) Shari Martin left the Department of Communities and Justice on 21 December 2018, having accepted a voluntary redundancy.

**BETTER REGULATION AND FAIR TRADING, INDUSTRY AND TRADE,
INNOVATION, SCIENCE AND TECHNOLOGY, BUILDING, CORRECTIONS**

Procurement

(178) How much money has the Department and its agencies spent on products purchased from Hewlett Packard (inclusive of HP Enterprise businesses, HP end-user businesses, and any other businesses representing the Hewlett Packard brand)

- (a) Please provide this information for each financial year since 2018/19 including 2023/24 to 31 December 2023, divided by agency, and include a short description of the kinds of products purchased for each agency each year, including whether any money has been spent since 7 October 2023.

(179) What policies and procedures does the Department and its agencies use to ensure that procurement is ethical and meets community standards?

(180) If the Department or any of its agencies procure products from Hewlett Packard (meaning

any business representing the Hewlett Packard brand), what probity checks have been done to investigate whether HP is involved in the ‘plausible genocide’ taking place in Gaza?

ANSWER 178-180:

I am advised:

The Department of Customer Service (DCS) undertook an open-market procurement process in accordance with NSW Government procurement manual in establishing the All-of-Government panel for End User Devices and Services. The due diligence checks include compliance to applicable NSW Government policies such as:

- Supplier Code of Conduct - <https://www.info.buy.nsw.gov.au/policy-library/policies/supplier-code-of-conduct>
- NSW Government Procurement Policy, <https://www.info.buy.nsw.gov.au/policy-library/policies/procurement-policy-framework>
- NSW Government Small and Medium Enterprise and Regional Procurement Policy - <https://www.info.buy.nsw.gov.au/policy-library/policies/sme-and-regional-procurement-policy>
- NSW Aboriginal Procurement Policy- <https://www.info.buy.nsw.gov.au/policy-library/policies/aboriginal-procurement-policy> and
- Applicable legislation and standards such as NSW Work Health and Safety Regulation 2017, NSW Workplace Injury Management and Workers Compensation Act 1998, and Modern Slavery Act 2018 NSW

(181) How many contractors currently work within the Department?

ANSWER:

I am advised:

Corrective Services NSW: 10

NSW Fair Trading, NSW Building Commission, the State Insurance Regulatory Authority, Personal Injury Commission and Independent Review Office: 100 as of February 2024.

Investment NSW and Office of Chief Scientist and Engineer: 1

Note for questions 181-183: The figures provided here are for Investment NSW Division and the Office of the Chief Scientist and Engineer, as at 25 March 2024. These figures do not include any other Department information including numbers from Corporate Services.

(182) How many contractors have been on contracts longer than

- a. 3 months
- b. 6 months
- c. 12 month

- d. 18 months
- e. 24 months
- f. 36 months

ANSWER:

I am advised:

Corrective Services NSW:

- (a) 3 months - 2
- (b) 6 months - 2
- (c) 12 month: 1
- (d) 18 months - 1
- (e) 24 months - nil
- (f) 36 months – nil

NSW Fair Trading, NSW Building Commission, the State Insurance Regulatory Authority, Personal Injury Commission and Independent Review Office:

- (a) 3 months - 97
- (b) 6 months - 74
- (c) 12 months: 56
- (d) 18 months - 45
- (e) 24 months - 28
- (f) 36 months – 16

Investment NSW and Office of the Chief Scientist and Engineer

- (g) 3 months - nil
- (h) 6 months - nil
- (i) 12 month: 1
- (j) 18 months - nil
- (k) 24 months - nil
- (l) 36 months – nil

(183) What is the longest period of continuous employment for a contractor employed by the Department or its agencies?

ANSWER:

I am advised:

Corrective Services NSW: 692 days.

NSW Fair Trading, NSW Building Commission, the State Insurance Regulatory Authority, Personal Injury Commission and Independent Review Office: 6 years, 8 months. This figure is based on first work order commencement and includes extensions.

Investment NSW and Office of the Chief Scientist and Engineer: 13 months.

Defence Industry

(184) Please list all defence related companies with which the NSW Government has a commercial relationship with, including through the provision of tax breaks, incentives or grants.

ANSWER:

I am advised:

Two defence related companies were recipients in the Jobs Plus Program. Information on grant recipients can be found at <https://www.nsw.gov.au/grants-and-funding/jobs-plus-program>.

(185) What is the value of tax breaks, incentives or grants provided to defence related industries in NSW?

ANSWER:

See response to question 184.

(186) Which defence related companies are operating in NSW?

ANSWER:

I am advised:

Information about NSW's defence economy is available at <https://www.investment.nsw.gov.au/priority-sectors/defence-and-aerospace/>

Investment NSW does not hold data on all businesses in NSW per sector.

(187) What is the value of the defence industry in NSW?

ANSWER:

I am advised:

Information about NSW's defence economy is available at

<https://www.investment.nsw.gov.au/priority-sectors/defence-and-aerospace/>