



LEGISLATIVE COUNCIL

**QUESTIONS
AND
ANSWERS**

No. 157

FRIDAY 13 DECEMBER 2019

(The Questions and Answers Paper published every Tuesday of each week will contain, by number and title, all unanswered questions, together with questions to which answers have been received on the previous sitting and any new questions. On subsequent days, new questions are printed, as are questions to which answers were received the previous day. Consequently the full text of any question will be printed only twice: when notice is given; and, when answered.)

Notice given on date shown

Publication of Questions	Answer to be lodged by
Q & A No. 142 (Including Question Nos 0865 to 0866)	13 December 2019
Q & A No. 143 (Including Question Nos 0867 to 0867)	16 December 2019
Q & A No. 144 (Including Question Nos 0868 to 0870)	17 December 2019
Q & A No. 145 (Including Question Nos 0871 to 0876)	18 December 2019
Q & A No. 146 (Including Question Nos 0877 to 0891)	19 December 2019
Q & A No. 147 (Including Question Nos 0892 to 0893)	20 December 2019
Q & A No. 148 (Including Question Nos 0894 to 0922)	23 December 2019
Q & A No. 149 (Including Question Nos 0923 to 0924)	24 December 2019
Q & A No. 150 (Including Question Nos 0925 to 0927)	25 December 2019
Q & A No. 151 (Including Question Nos 0928 to 0929)	26 December 2019
Q & A No. 152 (Including Question Nos 0930 to 0933)	27 December 2019
Q & A No. 153 (Including Question Nos 0934 to 0938)	30 December 2019
Q & A No. 154 (Including Question Nos 0939 to 0947)	31 December 2019
Q & A No. 155 (Including Question Nos 0948 to 0952)	01 January 2020
Q & A No. 156 (Questions—Nil)	-
Q & A No. 157 (Including Question Nos 0953 to 0953)	03 January 2020

22 NOVEMBER 2019

(Paper No. 142)

*865 CUSTOMER SERVICE—2019 CUSTOMER SERVICE CEO AWARDS—Ms Jackson asked the Minister for Finance and Small Business representing the Minister for Customer Service—

Regarding the 2019 Customer Service CEO awards hosted at NSW Parliament on Friday, 8 November 2019:

- (1) Who hosted the awards
 - (a) What were they paid for the evening?
- (2) Was any entertainment hired for the evening?
 - (a) Who were they and what were they paid?
- (3) What Members of the Government attended?
- (4) Did Glenn King attend?
 - (a) Was his meal catered for?
 - (b) What steps were taken to ensure he did not discuss his new role with attendees?
- (5) What awards/prizes were given on the evening?
 - (a) What was the cost of those awards/prizes? (eg the cost of a trophy, medallion, gift certificate, etc)
 - (b) How many of those prizes were awarded?
 - (c) Were the prizes redeemable for cash?
 - (d) Did, or will any prize recipients receive cash bonuses associated with their prize/award?
- (6) How many people attended the evening?
- (7) Were travel costs provided for any attendees?
 - (a) How many attendees had travel costs paid?
 - (b) What is the total amount paid in travel costs?
- (8) What was the menu on the evening?
- (9) What alcohol was provided on the evening? (please identify by brand)
- (10) What was the cost per head for food on the evening?
- (11) What was the cost per head for alcohol on the evening?
- (12) What is the total cost per head for the evening?
- (13) How many bottles were served of:
 - (a) Sparkling wine
 - (b) Red wine
 - (c) Rose
 - (d) White wine
- (14) How many cases of beer/cider were served?
- (15) What special requests were made on the evening?
- (16) How many vegan meals were requested on the evening?
- (17) What was the cost of the photo booth provided on the evening?
- (18) What was the cost of the photographer/videographer present on the evening?
- (19) Where will photographs from the evening be published?
- (20) What was the lucky door prize on the evening?
 - (a) What was the cost of the prize?
- (21) Was sound equipment or IT hired for the event?
 - (a) What was the cost of this service?
- (22) What was the total cost of the event?

- (23) Were any complaints regarding conduct of guests at this event made to the Minister or Department?
- (a) How many complaints?
 - (b) What was the nature of these complaints?

Answer—

There were no 2019 Customer Service CEO awards hosted at NSW Parliament on Friday, 8 November 2019. The annual Service NSW Awards, held since 2013 to recognise Service NSW staff for outstanding customer service delivery, were held at Parliament House on that date.

The recognition awards are funded from the Service NSW budget. Award recipients include staff who have gone above and beyond for customer service. This includes a staff member who assisted a victim of domestic violence and a staff member who saved a customer's life using a defibrillator in a Service NSW Centre.

The awards are part of the strong Service NSW customer delivery culture, which has resulted in a 97 per cent customer satisfaction rate. Service NSW was also recently named Australia's first public service agency to be listed as a Great Place to Work.

*866 FINANCE AND SMALL BUSINESS—2019 CUSTOMER SERVICE CEO AWARDS—Ms Jackson asked the Minister for Finance and Small Business—

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- (2) Was any entertainment hired for the evening?
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 - (a) How many complaints?
 - (b) What was the nature of these complaints?

Answer—

This question should be directed to the Minister for Customer Service. I refer to the answer provided to QoN 0865 asked by The Hon Rose Jackson MLC.

13 DECEMBER 2019

(Paper No. 157)

953 TREASURER—APPROPRIATION ACT 2019—Mr Primrose to ask the Minister for Finance and Small Business representing the Treasurer—

- (1) Does Section 25 of the Appropriation Act 2019 detail the process by which a sum in excess of the amount appropriated for a purpose by this Act may be validly made?
- (2) What section of the Act specifies the approved process by which a sum less than the amount appropriated for a purpose by this Act may be validly made?

David Blunt
Clerk of the Parliaments