



LEGISLATIVE COUNCIL

**QUESTIONS  
AND  
ANSWERS**

No. 142

FRIDAY 22 NOVEMBER 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

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<b>Publication of Questions</b>	<b>Answer to be lodged by</b>
Q & A No. 128 (Including Question Nos 0710 to 0716)	25 November 2019
Q & A No. 129 (Including Question Nos 0717 to 0718)	26 November 2019
Q & A No. 130 (Including Question Nos 0719 to 0727)	27 November 2019
Q & A No. 131 (Including Question Nos 0728 to 0729)	28 November 2019
Q & A No. 132 (Including Question Nos 0730 to 0741)	29 November 2019
Q & A No. 133 (Questions—Nil)	-
Q & A No. 134 (Including Question Nos 0742 to 0742)	03 December 2019
Q & A No. 135 (Including Question Nos 0743 to 0750)	04 December 2019
Q & A No. 136 (Including Question Nos 0751 to 0833)	05 December 2019
Q & A No. 137 (Questions—Nil)	-
Q & A No. 138 (Including Question Nos 0834 to 0835)	09 December 2019
Q & A No. 139 (Including Question Nos 0836 to 0838)	10 December 2019
Q & A No. 140 (Including Question Nos 0839 to 0844)	11 December 2019
Q & A No. 141 (Including Question Nos 0845 to 0864)	12 December 2019
Q & A No. 142 (Including Question Nos 0865 to 0866)	13 December 2019

**22 NOVEMBER 2019**

(Paper No. 142)

865 CUSTOMER SERVICE—2019 CUSTOMER SERVICE CEO AWARDS—Ms Jackson to ask 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?

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

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- (1) Who hosted the awards
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David Blunt  
Clerk of the Parliaments

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Authorised by the Parliament of New South Wales