



LEGISLATIVE ASSEMBLY

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FIRST SESSION OF THE FIFTY-SIXTH PARLIAMENT

QUESTIONS AND ANSWERS

No. 219

MONDAY 25 FEBRUARY 2019

(House prorogued 25 February 2019. This prorogation edition includes answers received since publication of the Questions and Answers paper on the last sitting day.)

The Questions and Answers Paper is published at the end of each sitting day and will contain, by number and title, all unanswered questions, together with questions to which answers have been received on that sitting day and any new questions. Consequently the full text of any question will be printed only twice: when notice is given; and, when answered. During any adjournment of two weeks or more a Questions and Answers Paper will be published from time to time containing answers received.

LEGISLATIVE ASSEMBLY QUESTIONS AND ANSWERS
Monday 25 February 2019

Publication of Questions	Answer to be lodged by
Q & A No. 218 (Including Question Nos 10117 to 10136)	25 January 2019
Q & A No. 219 (Questions—Nil)	-

LEGISLATIVE ASSEMBLY QUESTIONS AND ANSWERS
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21 DECEMBER 2018

(Paper No. 218)

*10117 PROSECUTIONS AND CONVICTIONS SINCE COMMENCEMENT OF LEGISLATION—Mr Paul Lynch asked the Attorney General—

- (1) Since the commencement of the operation of the Firearms and Criminal Groups Legislation Amendment Act, how many prosecutions have occurred in relation to the new offences introduced by that legislation to the Restricted Premises Act?
- (2) Since the commencement of the operation of the Firearms and Criminal Groups Legislation Amendment Act, how many convictions have occurred in relation to the new offences introduced by that legislation to the Restricted Premises Act?

Answer—

I am advised:

As at 7 January 2019, there have been no prosecutions or convictions under the offences introduced by the Firearms and Criminal Groups Legislation Amendment Act 2013 to the Restricted Premises Act 1943.

*10118 CHARLESTOWN COMMUNITY TRANSPORT SERVICES—Ms Jodie Harrison asked the Minister for Transport and Infrastructure—

What is the Government doing to increase personalised, assisted transport services for the ageing population of the Charlestown electorate?

Answer—

I am advised:

Since January 2018 Newcastle Transport's On Demand bus service has conveyed customers from either home or a convenient nearby location to a local transport hub or point of interest.

It services the suburbs of Dudley, Whitebridge, Mount Hutton, Windale, Tingira, Heights, Eleebana, Warners Bay, Gateshead and Charlestown, which are all in the Charlestown electorate.

Services operate on weekdays from 9:00 am to 4:00 pm, Saturdays from 7:00 am to 6:00 pm, and on Sundays from 9:00 am to 6:00 pm. All services are fully accessible.

On 24 December 2018, Transport for NSW accepted the offer of Commonwealth Home Support Programme (CHSP) Growth Funding for the six months up to 30 June 2020.

This CHSP Growth Funding will be distributed to Transport for NSW's community transport service providers. It is additional to their existing funding, and it will deliver an extra 238,000 trips for CHSP customers, including those in the Charlestown electorate.

*10119 DECREASE IN SCHOOL STUDENTS USING KEOLIS DOWNER BUS NETWORK—Ms Sonia Hornery asked the Minister for Transport and Infrastructure—

What is the reason for the 45,000 decrease in school students using Keolis Downer bus network in July to September 2018?

Answer—

I am advised:

Newcastle Transport delivers over 150 school services per school day.

There are a number of factors influencing the school student Opal data including:

- Accuracy in Opal data for students travelling on school services relies on individual students remembering to tap on and tap off for each trip;
- The number of school days in a month where school holidays normally fall varies from year to year; and
- Seasonal factors affecting people's travel patterns.

*10120 COAL DUST—Mr Tim Crakanthorp asked the Minister for Health, and Minister for Medical Research—

What dangers does coal dust pose to those exposed to it?

Answer—

The NSW Health factsheet "Mine Dust and You" describes the public health effects of mine dust and is

available on the NSW Health website.

*10121 DIGITISING SOCIAL SERVICES—Mr Alex Greenwich asked the Minister for Finance, Services and Property—

- (1) What assessment has the Government made of the impacts of moving services to online and digital access or e-Government?
- (2) What evaluation has the Government carried out on the impacts on the way citizens interact with government agencies and can access services?
- (3) How will the Government ensure that all citizens have access to these services, including those who:
 - (a) Are on low incomes;
 - (b) Are aged over 65;
 - (c) Have a disability;
 - (d) Have low levels of educational attainment;
 - (e) Are Indigenous;
 - (f) Have limited English or English as a second language;
 - (g) Are unemployed?
- (4) What plans does the Government have to prevent vulnerable and marginalised groups from being excluded from accessing government services online?

Answer—

(1) The Department of Finance Services and Innovation (DFSI) evaluates its digital transformation programs in line with Treasury Circular 2018-03.

These evaluations are available at: www.finance.nsw.gov.au/accessing-ofs-information/program-evaluation.

(2) Evaluation of services provided by the Government is conducted annually by the Customer Service Commissioner. The Office of the Customer Service Commissioner conducts a detailed Customer Satisfaction Measurement Survey and three Pulse Check Surveys each year to assess satisfaction with New South Wales government services.

The reports from these surveys can be found here: <https://www.dpc.nsw.gov.au/programs-and-services/nsw-customer-service-commissioner/research/>.

Service NSW is a key contributor to the Government's commitment of having 70 percent of government transactions conducted via digital channels by 2019. In 2017-18, 66.7 per cent of Service NSW transactions were handled digitally. Digital services play an increasingly important role in providing customers with convenient, personalised and cost-efficient services.

Service NSW offers a multi-channel choice of service delivery. In addition to website transactions, customers can interact with customers over the phone by calling a single phone number and in person at service centres.

Individual service metrics are collected by agency service providers.

(3) All Service NSW centres provide both digital and non-digital channels for service delivery.

All key transactions are available through digital means, allowing access to key functions without the need for travel and complying with international accessibility standards.

Content is displayed in plain English format for those with lower levels of educational attainment and those with English as a second language.

Service NSW staff are also involved in their local communities to assist in the uptake and understanding of these services through events such as Seniors Week and NAIDOC.

In February 2018, the Government appointed Catherine Cusack to the role of Parliamentary Secretary for Digital Inclusion with the remit of exploring how government services and transactions could be made more accessible to citizens, as well as look at opportunities to expand the current Service NSW offering.

The Cost of Living service was designed to assist the people of New South Wales to find relevant rebates and services with a particular focus on vulnerable communities.

The recently released Digital Design System will further enshrine inclusion and accessibility for all services.

(4) The NSW Digital Government Strategy, released in May 2017, set out the priorities and enablers for how New South Wales government is to approach the design and delivery of user-centric public policy and services.

The New South Wales digital transformation agenda utilises a human centred design process. Services are to be designed around identified user needs and digital capability and be accessible and easy to use for all customers, including providing for differing levels of digital literacy.

As part of the design thinking and co-design process, a diverse set of users, including members of Indigenous communities, of the service are engaged in each stage of development, including in the initial issue scoping phase.

The digital.nsw accelerator (DNA) and Policy Lab are working with agencies to increase the capability of the New South Wales government in utilising the human centred design process.

The NSW Digital Design System (DDS), launched in December 2018, is underpinned by a set of standards that new digital services should meet. The standards will further embed the need for inclusivity of design of services, ensuring services are accessible by identifying and addressing barriers to use and that input is obtained from a diverse range of users throughout the design and delivery of services. The focus on continuous improvement of services, including ongoing research, means that user issues, including barriers to service access, can be identified and addressed post implementation.

The DDS also provides guidance to agencies on how to conduct user research at each stage of the design process, including ensuring representation of individuals who may require assistance to interact digitally or are unable to interact digitally; as well as individuals varying needs.

The NSW Data Analytics Centre are working closely with Department of Family and Community Services, Treasury and Department of Premier and Cabinet, and DFSI to model and understand outcomes for users of New South Wales government services particularly based on entire life journeys to support better social outcomes for people of New South Wales.

*10122 LOW INCOME HOUSEHOLD REBATE—Mr Clayton Barr asked the Minister for Planning, Minister for Housing, and Special Minister for State representing the Minister for Resources, Minister for Energy and Utilities, Minister for Arts, Vice-President of the Executive Council—

- (1) What are the top 20 electorates with the greatest number of residents who receive the Low Income Household Rebate in order of the most to the least?
- (2) What are the top 10 electorates with the least number of residents who receive the Low Income Household Rebate ?
- (3) Which of the electorates named in Question 1 are included in the 'Solar for Low Income Households Program'?
- (4) Which of the electorates named in Question 2 are included in the 'Solar for Low Income Households Program'?

Answer—

- (1) The 20 electorates with the greatest number of residents who received the Low Income Household Rebate in 2017-18 are:
 - Albury
 - Barwon
 - Bathurst
 - Bega
 - Cessnock
 - Clarence
 - Cootamundra
 - Gosford
 - Keira
 - Kiama
 - Lismore
 - Londonderry
 - Myall Lakes
 - Northern Tablelands
 - Oxley
 - Port Macquarie
 - Port Stephens
 - Prospect
 - Tweed
 - Wyong
- (2) The ten electorates with the least number of residents who received the Low Income Household

Rebate in 2017-18 are:

- Campbelltown
- Castle Hill
- Epping
- Ku-Ring-Gai
- Maitland
- Manly
- North Shore
- Sydney
- Vacluse
- Willoughby

(3) The Solar for Low Income Households trial will be rolled out in five regions, selected to maximise the benefit of solar for local households. The following are included:

- Bega
- Clarence
- Gosford
- Keira
- Kiama
- Lismore
- Oxley
- Port Macquarie
- Tweed
- Wyong

(4) None of the ten electorates with the least number of residents who received the Low Income Household Rebate in 2017-18 are included in the Solar for Low Income Households trial.

*10123RELOCATION OF PUBLIC SECTOR JOBS—Mr Paul Scully asked the Minister for Finance, Services and Property—

How many public sector jobs have been relocated from Sydney CBD to Parramatta since the Government announced its 'Decade of Decentralisation' policy?

Answer—

As at 31 December 2018, of the 4,095 current listed staff (FTE) relocated from the Sydney CBD, 1,788 relocated to Parramatta.

*10124TRANSPORT ACCESS PROGRAM UPGRADES—Mr David Mehan asked the Minister for Transport and Infrastructure—

Please advise which Transport Access Program upgrades have been delivered in The Entrance electorate?

Answer—

I am advised:

This information is available on the Transport for NSW website.

*10125REQUESTS FOR A REVIEW OF AN ACCESS DIRECTION—Mr Paul Lynch asked the Minister for Planning, Minister for Housing, and Special Minister for State representing the Minister for Resources, Minister for Energy and Utilities, Minister for Arts, Vice-President of the Executive Council—

(1) Have any requests for a review of an access direction under s55A of the State Records Act been made since 01.01.2015?

(a) If so,

- (i) How many have been made;
- (ii) When were they made;
- (iii) By which agencies were directions made;
- (iv) What were the results of the requests?

Answer—

I am advised:

There has been no request to review an access direction under section 55A of the State Records Act 1998 since 1 January 2015.

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*10126 RECREATIONAL REGISTERED DIRT BIKE RIDING IN THE HUNTER REGION—Ms Sonia Hornery asked the Minister for Roads, Maritime and Freight—

What areas across the Hunter Region are available for dirt bike riders to use with a recreational registration?

Answer—

I am advised:

Information about areas for dirt bike riders to use with a recreational registration is available on the Roads and Maritime Services website.

*10127 HUNTINGTON'S DISEASE RURAL SOCIAL WORKER—Mr Philip Donato asked the Minister for Multiculturalism, and Minister for Disability Services—

Will support be given to the 600 plus families known to be suffering from Huntington's Disease (HD) throughout New South Wales by funding HD-specific Rural Social Workers to provide support throughout regional New South Wales after funding was cut in April 2018?

Answer—

The Australian Huntington's Disease Association New South Wales and Australian Capital Territory continues to provide valuable information and advice to people with Huntington's Disease and their families.

From 1 July 2018, the Family and Community Services (FACS) Carer Grants program funding was reinvested in the Carers Investment Program to fund innovative projects to support New South Wales carers.

More information about the Carers Investment Program is available on the FACS website at www.facs.nsw.gov.au/inclusion/carers/overview.

*10128 TRANSPORT FINES ISSUED TO CHILDREN AGED 16 AND UNDER—Ms Jo Haylen asked the Minister for Finance, Services and Property—

(1) How many transport fines have been issued to children aged 16 and under in each financial year from 2013-14 to 2017-18?

(a) How many of these fines have been reviewed in each financial year from 2013-14 to 2017-18?

(b) How many of these fines have been waived after review in each financial year from 2013-14 to 2017-18?

Answer—

(1) 2013-14 - 8,102

2014-15 - 10,842

2015-16 - 12,281

2016-17 - 15,697

2017-18 - 15,355

(a) 2013-14 - 334

2014-15 - 190

2015-16 - 249

2016-17 - 221

2017-18 - 183

(b) 2013-14 - 202

2014-15 - 83

2015-16 - 105

2016-17 - 62

2017-18 - 57

Revenue NSW withdraw penalty notices issued to any persons under 10 years of age.

*10129 SHORTAGE OF INTERPRETERS—Ms Jenny Leong asked the Minister for Tourism and Major Events, and Assistant Minister for Skills—

- (1) Is the Minister aware of a shortage in the availability of Australian Sign Language (Auslan) interpreters in New South Wales?
 - (a) How will this shortage be addressed to ensure that people who require Auslan interpreters have access to them?
- (2) Was the Minister consulted regarding recent discussions by TAFE NSW to discontinue Auslan Certificate 2 and 3 course?

Answer—

- (1) TAFE NSW offers training in Auslan qualifications to equip interested students with the relevant and required skills and knowledge to seek employment as Auslan interpreters.
- (2) TAFE NSW is not discontinuing Auslan courses. The Certificate II and III Auslan qualifications are being delivered in various locations across NSW in 2019 and are currently available for enrolment on the TAFE NSW website.

*10130ALUMINIUM-POLYETHYLENE CLADDING—Ms Liesl Tesch asked the Minister for Innovation and Better Regulation—

- (1) Are there any buildings on the Central Coast that have external aluminium-polyethylene cladding?
- (2) What efforts have been made to locate buildings with aluminium-polyethylene cladding on the Central Coast?
- (3) Are there any buildings on the Central Coast that utilise a cladding system comprising a system of polystyrene, polyurethane, or polyisocyanurate and metal composite panels including aluminium, copper and zinc?
- (4) Are there any plans in place to remove or replace this type of cladding from buildings on the Central Coast should it be discovered?
- (5) Are there any plans to re-examine and re-test fire escape doors in high rise buildings across New South Wales following the Grenfell Tower tragedy in the United Kingdom?

Answer—

NSW Fair Trading's External Wall Cladding and Fire Safety Taskforce has reviewed data, planning and building approvals, and information provided by Local Councils to identify buildings across New South Wales that may have some form of aluminium cladding installed. Fire and Rescue NSW have inspected more than 2,495 buildings, with 447 of those identified as potentially high-risk.

All identified buildings have been operationally assessed by Fire and Rescue NSW to identify whether the cladding appears to be an aluminium composite product.

It is not possible from these visual inspections to identify the precise nature of a cladding product to determine its composition. However, where the quantity or configuration of cladding may give rise to a fire safety risk, the building has been referred to the consent authority for further investigation. Where that is the Local Council, they have been requested to investigate the building and report back. Consent authorities have the power to order rectification work.

The owners of identified buildings have been notified and recommended to commission expert analysis of the fire safety of the building.

*10131INCOME GENERATED FROM WHARF APPROVALS—Ms Liesl Tesch asked the Minister for Lands and Forestry, and Minister for Racing—

What was the income generated from wharf approvals within Brisbane Water in each financial year from 2011-12 to 2017-18?

Answer—

The following net income was received from approved wharf or jetties on Crown land administered by the Department of Industry Crown Lands in Brisbane Water from 2011-12 to 2017-18.

Financial Year	Income
2011-12	\$638,490.32
2012-13	\$612,712.84
2013-14	\$638,862.08
2014-15	\$654,897.29
2015-16	\$641,077.23
2016-17	\$630,758.02
2017-18	\$615,706.14

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Total	\$4,432,503.92
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*10132 MAINTENANCE ON HAWKESBURY RIVER BRIDGE—Ms Liesl Tesch asked the Minister for Transport and Infrastructure—

- (1) When was the most recent maintenance work on the Hawkesbury River Railway Bridge completed?
- (2) How are completed repairs signed off on?
- (3) Who conducted the most recent safety audit on the bridge?
- (4) Were any further safety concerns addressed by engineers who examined the options of an additional freight rail bridge?
- (5) Why do the exclusion zone buoys at the southern end of the bridge remain in place?
- (6) When was the checking of the fresh water wells on the bridge pylons removed from the maintenance schedule?
 - (a) Why was checking of the fresh water wells removed from the maintenance schedule?

Answer—

I am advised:

- (1), (2), (3), (5) and (6) This information is publicly available.
- (4) and (6) (a) The premise of your question is incorrect.

The Hawkesbury River Railway Bridge is regularly maintained in accordance with all applicable standards.

*10133 AMBULANCES AT CESSNOCK BEING RE-ALLOCATED—Mr Clayton Barr asked the Minister for Health, and Minister for Medical Research—

- (1) Does Cessnock have two ambulance teams, staff and vehicles, allocated to each day shift, seven days per week?
- (2) In the past, has it been the case that on the Thursday day shift, Cessnock would only have a single vehicle/team guarantee coverage?
- (3) In what month and what year did the Cessnock ambulance station Thursday day shift coverage get upgraded from a single vehicle/team to a minimum of two vehicles/teams?
- (4) Do all online software and databases of the NSW ambulance service reflect the fact that each Thursday day shift at Cessnock now has a two vehicle/team allocation and that a second vehicle/team at Cessnock on Thursdays should not be treated as extra or surplus to needs?
- (5) In 2018, on how many occasions has an ambulance/vehicle been allocated from Cessnock to some other station for the shift and on what percentage of these occasions was this re-allocation on a Thursday day-shift?
- (6) When an ambulance vehicle/team is re-allocated from Cessnock to some other station, does that vehicle continue to be identified as a Cessnock team vehicle and call number?
 - (a) If not, is it allocated a new name and code number that reflects the station to which they have been re-allocated?
- (7) On Thursday 8th November 2018, was a day shift Cessnock ambulance re-allocated to Belmont station when they started work at 10.00am?
 - (a) If so, at the time that it was ordered to go to Belmont, where was the other Cessnock ambulance vehicle/team?

Answer—

- (1) to (4) and (6) Cessnock Ambulance Station provides a range of crews throughout the week.

NSW Ambulance deploys all vehicles to areas of high demand to meet patient needs. Vehicles allocated to another station for a shift continue to work under their original call sign.

- (5) This information is not available centrally.

- (7) Yes.

- (a) The Cessnock crew were responding to a patient in Cessnock

*10134 MOTOR VEHICLE EMISSIONS—Mr Alex Greenwich asked the Minister for the Environment, Minister for Local Government, and Minister for Heritage—

- (1) Is motor vehicle noise and air pollution increasing or decreasing in inner Sydney?
- (2) What consideration has the Government given to measures to reduce motor vehicle noise and air pollution?

- (3) What policies has the Government advocated with other States/Territories and the Commonwealth to reduce vehicle emissions:
- What changes to the Australian Design Rules for vehicles?
 - What changes to the Fuel Quality Standards Act?
- (4) What steps have been implemented to prevent and reduce motor vehicles pollution since 2011 (to 21 November 2018)?
- (5) What further action will the Government take to reduce motor vehicle emissions?

Answer—

I am advised:

Since 2004 vehicle emissions in Sydney have fallen by approximately 40 per cent due to New South Wales government abatement schemes.

The Government supported harmonisation and tightening of the national standards in a submission to the Ministerial Forum on Vehicle Emissions available at www.infrastructure.gov.au/vehicles/environment/forum/files/RIS_Gov_NSW_Euro6.pdf.

The Government undertakes targeted compliance operations to ensure that vehicles meet noise limits set by the Australian Design Rules and issues penalty and defect notices where these are exceeded. New South Wales also sets summer petrol volatility limits and service station vapour recovery requirements, as well as administering a smoky vehicles program to reduce vehicle emissions.

These programs are reviewed as part of the Protection of the Environment Operations (Clean Air Regulation 2010).

*10135 DIRT BIKE RIDERS IN THE ILLAWARRA REGION—Mr Paul Scully asked the Minister for Roads, Maritime and Freight—

What areas across the Illawarra region are available for dirt bike riders to use with a recreational registration?

Answer—

I am advised:

Information about areas for dirt bike riders to use with a recreational registration is available on the Roads and Maritime Services website.

*10136 CRUISE TERMINAL FUNDING—Mr Tim Crakanthorp asked the Minister for Lands and Forestry, and Minister for Racing—

Why has Eden received a total of \$44 million from Government sources on a cruise terminal in Eden, and Newcastle Cruise Terminal only received \$13 million?

Answer—

The Eden Breakwater Wharf Extension Project has joint funding from the Commonwealth Government (\$10 million), the Government (\$32 million) and the Bega Valley Shire Council (\$2 million).

NSW Department of Industry Crown Lands has no involvement in the Newcastle Cruise Terminal.