

MINISTER PERROTTET

FINANCE, SERVICES AND PROPERTY

RESPONSES TO SUPPLEMENTARY QUESTIONS

ESTIMATES COMMITTEE HEARING, 31 AUGUST 2016

Questions from Hon David Shoebridge MLC

1. What is the projected surplus of the workers compensation scheme in:

- (a) 2016/17?
- (b) 2017/18?
- (c) 2018/19?

ANSWER:

As at 31 December 2015, the funding ratio of the New South Wales Nominal Insurer was 120 per cent. The target funding ratio at that same point in time was 110 per cent. The December 2015 result was therefore equivalent to \$1,462m in assets in excess of the target funding ratio.

A project designed to provide more clarity around the optimal funding level for the NSW Nominal Insurer is currently underway. This project involves the development of actuarial capital models, a comparison of similar schemes within Australia and benchmarking against the capital requirements of general insurance entities regulated by APRA. The results of this analysis, when considered in conjunction with icare's risk appetite, will be used to determine the amount of capital required to allow the Nominal Insurer to deliver on its promise to care for and support the injured workers of New South Wales at a fair and sustainable price.

Over the same period, icare will work with NSW Treasury and the State Insurance Regulatory Authority to assist in the development of a regulatory capital framework for the Nominal Insurer and other workers compensation providers in the State.

2. Given there is no mandatory retirement age what justification is there for limiting workers compensation benefits to 12 months after the eligibility age for the aged pension?

ANSWER:

This issue lies within the portfolio responsibilities of the Minister for Better Regulation and Innovation.

3. GPSC 1's inquiry resulted in the creation of an expert advisory panel – how many union or staff representatives are on this board?
4. How many times has this board met?
5. How many times has this board met with staff members or the PSA?
6. What actions has the expert advisory panel on bullying recommended to the SRWS Board?
7. What advice has the Minister received in turn from the SRWS Board about the continuing prevalence of bullying within WorkCover and/or the newly created iCare, State Insurance Regulatory Authority and SafeWork NSW?

ANSWER:

As a result of one of the recommendations arising out of the GPSC 1 Inquiry into allegations of bullying at WorkCover, the agency has been divided into three new organisations to operate and regulate the State's insurance and care schemes and regulate workplace health and safety. These are iCare, SIRA and SafeWork NSW.

Since the separation, iCare has continued to build on the progress made by the former WorkCover in implementing the recommendations made by the Committee and supported by the Government.

iCare has worked hard to create a respectful and positive workplace culture and undertaken a number of actions to achieve this. For example, it has published a Bullying Action Plan on its website that is aligned to the Inquiry recommendations. iCare is also proactively continuing to work with the PSA via a Joint Consultative Committee.

iCare has also continued with the establishment of an Independent Advisory Panel, which was a recommendation of the Inquiry. The Panel is now in place and met for the first time on 19 July 2016. Its Terms of References broadly focus on:

- the prevention and management of bullying; and
- iCare's organisational culture.

iCare is committed to continued action to prevent and manage workplace bullying and, with a contemporary approach to people management, is embedding a positive workplace culture that makes it a great place to work.

8. When will the Scoping Study report into the outsourcing of services undertaken by Land and Property Information be made public?

ANSWER:

The scoping study report is Commercial in Confidence.

9. What consultation has the Minister had with the Public Service Association regarding the proposed privatisation?

ANSWER:

The Minister has met with representatives of the Public Service Association.

10. What is the total number of full time equivalent jobs expected to be outsourced from Land and Property Information:

- (a) 2016/17?
- (b) 2017/18?
- (c) 2018/19?

ANSWER:

Matters related to the LPI transaction should be directed to the Treasurer and Minister for Industrial Relations.

11. What does the “employment guarantee” for Titling and Registry Services staff ensure?

ANSWER:

See relevant sections of the Land and Property Information NSW (Authorised Transaction) Bill 2016.

12. If the privatisation of Land and Property Information is to go ahead, how can the Minister ensure that the Government controls the use of sensitive Land Ownership Records once that data is in the control of a private operator?

ANSWER:

The Government will retain ownership of all data and will require that the data be housed in Australia. Controls under both legislation and contract apply to the use of data.

13. If the privatisation of Land and Property Information is to go ahead, what steps will the Minister take to ensure that application fees do not increase?

ANSWER:

In order to ensure transparency, the price of regulated services will only be permitted to increase by CPI over the term of the concession.

14. How much has the NSW Government already contributed to the Ellerton Drive Extension project?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

15. What have the funds been used for and when?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

16. Are these funds part of or additional to the \$25 million grant announced in June 2014?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

17. Has the department or any other department of the NSW Government prepared a business case or a risk assessment for the proposed Ellerton Drive Extension? Please provide details?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

18. If not, when will this work be undertaken?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

19. What requirements or benchmarks must be met before the NSW Government will release the balance of funding it has committed to the proposed Ellerton Drive Extension?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

20. How will the department assess whether these benchmarks have been met?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

21. Should the department assess that the benchmarks have not been met, what does it propose to do?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

22. Has the NSW government had any discussions with the mayor or staff of the former Queanbeyan City Council or the current Administrator or staff of Queanbeyan Palerang Regional Council about financial contingencies? For example, in the event that the actual construction costs are higher than the estimated, has the NSW government provided any undertakings to cover any shortfall in funding that cannot be met by the proposed NSW and Australian government grants, and the council's proposed loan? If so, please provide details?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

23. If not, what is the department's/government's view about providing any such financial 'safety net' for the council for this project?

ANSWER:

This question should be directed to the Hon Duncan Gay MLC, Minister for Roads, Maritime and Freight.

24. Has a tenancy proposal been received for the site of the Kirkbride complex at Callan Park?

ANSWER:

This question should be directed to the Hon Mark Speakman SC, MP, Minister for the Environment, and Minister for Heritage.

Questions from Hon Dr Mehreen Faruqi MLC

25. When did the Minister become aware of the May 2013 Report of the Joint Standing Committee on the Office of the Valuer General, chaired by Liberal MP Matt Kean?

ANSWER:

This report was tabled to Parliament in May 2013.

26. Why did the Minister not implement the full recommendations of the review of the Russell Review regarding compulsory acquisitions?

ANSWER:

The Government acknowledges that the approach to the land acquisitions process is a complex one. The Government made some immediate changes were implemented after the Russell Review was provided to Government, including introducing a Plain English Information Guide and ensuring that acquiring authorities have at least once fact to face meeting with landowners.

As there are many acquiring authorities across agencies that had to be consulted in relation to the recommendations of the Russell Review, and Inter Departmental Committee was established to obtain feedback and views from the various authorities.

The Government is considering this information and the Russell Review as well as the Government response will be released in full later this year.

27. What actions has the Minister taken to address the concerns and criticisms raised by the Russell Review regarding compulsory acquisitions?

ANSWER:

Some immediate changes were implemented after the Russell Review was provided to Government, including introducing a Plain English Information Guide and ensuring that acquiring authorities have at least once fact to face meeting with landowners.

The Government response and the RR will be released later this year.

28. Why have homeowners received valuations from the Office of the Valuer General that are several hundred thousand dollars below independent market valuations?

ANSWER:

The Valuer General is an independent statutory office holder. The Valuer General publishes a number of policies in relation to valuations. These are available on the Valuer General's website.

29. Why has the NSW Government imposed discretionary rental frees on homeowners who have had their homes acquired while they are still engaged in negotiations through the Land?

ANSWER:

This is a matter for acquiring authorities.

30. Has the NSW government received any advice relating to the potential sale of the Casino to Murwillumbah rail corridor?

ANSWER:

This question should be directed to the Hon Andrew Constance MP, Minister for Transport and Infrastructure.

31. Has the Minister or Department provided any advice relating to the potential sale of the Casino to Murwillumbah rail corridor?

ANSWER:

This question should be directed to the Hon Andrew Constance MP, Minister for Transport and Infrastructure.

32. Is the current government committed to keeping the Casino to Murwillumbah corridor in public hands?

ANSWER:

This question should be directed to the Hon Andrew Constance MP, Minister for Transport and Infrastructure.

Questions from Hon Shaoquett Moselmane MLC

33. When was the decision made to sell 14 Hickson Road, Walsh Bay?

ANSWER:

This question should be directed to the Minister for Roads, Maritime and Freight.

34. Was the decision to install Minter Ellison Lawyers in assisting with the sale a matter that went to Tender?

- (a) On what date did it go to Tender?
- (b) On what date did Tenders close?
- (c) On what date was the outcome of the Tender process announced?

ANSWER:

Yes a tender for legal services was issued to the market.

- (a) 8 April 2016
- (b) 15 April 2016
- (c) 6 May 2016

35. On what date was the Urbis Planning and Heritage Advice Report initiated and on what date was it completed?

- (a) What was the cost of this Report?

ANSWER:

The Urbis Planning and Heritage Advice Report was initiated on 6 April 2016 and completed in May 2016.

(a) The cost of the report was \$5,000.

36. On what date was the Kann Finch Architectural Concepts designs for the 14 Hickson Road property initiated, and on what date was it completed?

(a) What was the cost of this work?

ANSWER:

The Kann Finch indicative concept designs was initiated in April 2016 and completed in June 2016.

(a) The cost of this work was \$10,000

37. On what date was the Saje Preliminary Investigative Report initiated and on what date was it completed?

(a) What was the cost of this Report?

ANSWER:

This question should be directed to the Minister for Roads, Maritime and Freight.

38. On what date(s) was site survey work undertaken?

ANSWER:

A site Identification Survey was completed for Roads and Maritime Services in July 2014. And in June 2016.

39. What was the cost of re-branding the corporate identity of the former State Property Authority into Government Property NSW?

ANSWER:

All costs incurred by Government Property NSW (GPNSW) associated with the rebranding from SPA were incorporated as part of business as usual costs in 2012/13.

40. What was the cost of re-branding the corporate identity of the former agencies collectively, including Government Property NSW, Sydney Harbour Foreshore Authority, Teacher Housing Authority and Waste Assets Management Corporation into the new corporate brand of Property NSW?

ANSWER:

The costs incurred to date are within the 2015/16 budget and have been reflected in Other Operating Costs in the Government Property NSW Financial existing Statements for 2015/16. Any expenses incurred in the 2016/17 year will be costed against the 2016/17 budget.

41. Would you agree that you gave an undertaking in the 2015 Budget Estimates to make real property sales, conducted by Government Property NSW, publicly available and accessible?

ANSWER:

In accordance with the Government Information (Public Access) Act 2009 (GIPAA), all sales contracts with a value of \$150,000 or more are published on the Property NSW Contracts Register for a minimum period of six months. The Contracts Register is accessible on the Property NSW website.

42. During Budget Estimates you made reference to the information being available on public website, could you please provide the exact URL of this website/webpage?

(a) Have you personally been to, and viewed, this URL site?

(b) Will you confirm that you are satisfied that this URL site, in its current form, in the way that it lists real property sold, as meeting your own personal standard of "transparent"?

(c) How many line items are at this URL?

(d) How many of these line items deal directly with real property sold or for sale?

(e) During Budget Estimates 2016, you made reference to Leases that would be listed in a quantum of 8000 or more, and that real property sold may well sit within the same URL address and page. Would you agree that tracking the exact list of properties sold would be made unnecessarily difficult?

(f) Is there any time limit to information stored and presented on this URL site, and if there is, what drives the Policy around time limits?

(g) Can you confirm that media outlets and reporters have contacted your office directly seeking access to public record of sales because the supposed public record of sales is so difficult to find?

(h) In light of Q (g) above, and the various other Q's (a-f) above, will you commit to making access to property sales easier, simpler and more clearly, open and transparent?

ANSWER:

The URL is <https://www.property.nsw.gov.au/accessing-gpnsw-information-0>

(a) – (h) In accordance with the Government Information (Public Access) Act 2009 (GIPAA), all sales contracts with a value of \$150,000 or more are published on the Property NSW Contracts Register for a minimum period of six months. The Contracts Register is accessible on the Property NSW website.

43. During Budget Estimates 2015, you were handed a documented record of real property sales by the Hon Greg Donnelly that been printed from the Government Property website, showing sales for 2013 calendar year and 2014 calendar year. Would you agree that the format presented to you by the Hon Greg Donnelly was a much easier, more transparent and clearly understood document?

(a) Can you confirm that these documented pages were in fact records printed from the Government Property NSW website at June 2015?

(b) Can you explain why these documents were removed from the website during June 2015?

(c) Under whose instruction were these documents removed from the website?

(d) Is there a reason or explanation as to why these documents have never been returned to the Government Property NSW website?

ANSWER:

(a) – (d) Without a copy of that document, I am unable to answer these questions

44. What is the annual salary of the CEO of iCare?

(a) In addition to the annual salary, are their options of incentive or bonus pay, and if so, what are the maximum limits, by dollar value, to these incentive/bonus payments?

(b) What types of performances will be measured, tested and checked in making an assessment about potential incentive/bonus payments to the CEO?

ANSWER:

The CEO's salary is determined by the Board of Directors taking into account market relativities, criticality of the role and required experience for leading one of the largest and most complex long tail insurers in the country. The position was independently benchmarked against similar roles in comparable organisations, both within the insurance industry and government sector, and reflected the desired positioning being up to market median for comparable roles. The total remuneration (including potential performance pay) is at the lower end of the market range.

The CEO is eligible to participate in performance payment plans. Any payment is subject to meeting pre-agreed performance objectives and the approval of the Board.

45. How many staff employed by iCare are on salaries of more than \$500,000 per annum?

ANSWER:

icare is still undertaking due diligence in finalising its financial statements for the period 1 September 2015 to 30 June 2016. icare will include remuneration levels for its designated senior executives in its 2015/16 Annual Report.

46. How many staff employed by iCare are on salaries of between \$400,000 per annum and \$499,999 per annum?

ANSWER:

Please see answer provided for question 45.

47. How many staff employed by iCare are on salaries of between \$300,000 per annum and \$399,999 per annum?

ANSWER:

Please see answer provided for question 45.

48. How many staff employed by iCare are on salaries of between \$200,000 per annum and \$299,999 per annum?

ANSWER:

Please see answer provided for question 45.

49. How many staff employed by iCare are on salaries of between \$100,000 per annum and \$199,999 per annum?

ANSWER:

Please see answer provided for question 45.

50. Do you think employees at iCare, on average, get paid more than other Government agency employees, yes or no?

ANSWER:

No. The majority of icare employees are paid in line with the relevant award. icare does not use salary bands but is required to report the number of executives and remuneration in the annual report the end of the reporting year against the Public Service senior executive salary bands.

51. Do you think an accountant at iCare who works in a similar job in the private sector gets paid more, yes or no?

ANSWER:

No. Fixed remuneration is targeted at up to the market median for the role. On average, total remuneration is at the low end of the market range.

52. What tool and/or instruments are used to guide the salaries of iCare staff and how frequently are these reviewed?

ANSWER:

The majority of staff employed by icare are remunerated in line with the relevant Award. Salaries of staff members remunerated under individual agreements are benchmarked to relevant Aon Hewitt surveys including the Insurance Industry Survey, the General Industry Survey and, where required, specialist surveys (e.g. the Aon Hewitt IT survey). These surveys are updated twice a year and form a guide for the People and Remuneration Committee of the Board during the annual remuneration review. As per the Wages Policy Taskforce, the overall remuneration increase for the employees does not exceed 2.5 per cent.

53. Can you confirm that iCare have a designated Government Relations Unit?

- (a) How many FTE's are in this Unit?
- (b) What is the total cost per annum of this Unit?
- (c) What is the total dollars spent on wages to staff this Unit?

ANSWER:

icare does not have a dedicated Government Relations Unit. It has a three person unit responsible for co-ordinating the external affairs of icare and its service lines, including interaction with key stakeholders and service providers, participation at industry forums and events, and media relations.

54. Can you confirm that iCare have a designated Actuarial Unit?

- (a) How many FTE's are in this Unit?
- (b) What is the total cost per annum of this Unit?
- (c) What is the total dollars spent on wages to staff this Unit?
- (d) How many other Government Departments or agencies also have their own internal actuarial units?

(e) Why has the decision been made, in this instance, to have an internal expert Unit, when in all other cases, across Government, the trend is to shut down Units of expertise and outsource the work?

ANSWER:

There are currently nine FTEs in the unit, including five qualified actuaries that hold Fellowship status with the Actuaries Institute. Actuarial skills and techniques are a core part of the sound financial management of any insurance company.

icare was solely reliant on external actuarial advice prior to the establishment of the internal actuarial team but was unable to maximise the value of the advice coming from the external actuaries or take advantage of the opportunities that come from a deep understanding of the drivers of liabilities and pricing structures.

In icare's case, complete reliance on external actuarial firms is neither the most cost-effective model and nor is it the market practice, either in similar government schemes across the country or in the insurance sector. Establishing the internal actuarial team has led to a deeper understanding of the liability valuations, better internal monitoring of performance, increased knowledge around the data that has been collected and a clearer picture of the future of icare.

55. How many staff at iCare have been issued with a credit card for corporate use?

(a) What was the total expenditure against these Credit Cards during the 2015/16 Financial Year?

ANSWER:

Electronic payment methods provide significant opportunities to maximise savings through the elimination of inefficient paper-based processes and benefit suppliers and individuals through more timely payments. The appropriate use of Purchasing Cards (PCards) is outlined in DFSI Circular 2015-02 "Efficient Electronic Payment Methods".

Typical suitable categories for PCards include:

- food services (e.g. food, beverage, venue rental)
- education and training (e.g. conferences, training courses)
- repair and maintenance services (e.g. cleaning, pest control, equipment servicing)
- retail outlets (e.g. grocery, office sundries)
- wholesale trade (e.g. hardware trade outlets)
- information media (e.g. on-line book stores)
- printing services (e.g. brochures, signs)
- transport and logistics (e.g. train tickets, couriers)
- one-time or infrequent vendors

Apart from three corporate procurement cards, 43 individual cards issued to select staff for business related expenses from 1 September 2015 to 30 June 2016 with expenses totalling \$216,000.

56. What was the total interstate travel cost, including accommodation, of iCare employees during the 2015/16 financial year?

ANSWER:

This information will be available in the 2015/16 icare Annual Report. All official travel within Australia and overseas is in accordance with M2013-08 '*Official Travel within Australia and Overseas*' available at www.dpc.nsw.gov.au.

57. What was the total international travel cost, including accommodation, of iCare employees during the 2015/16 financial year?

ANSWER:

This information will be available in the 2015/16 icare Annual Report. All official travel within Australia and overseas is in accordance with M2013-08 '*Official Travel within Australia and Overseas*' available at www.dpc.nsw.gov.au.

58. Is it Customer Service Commissioner Michael Pratt that the Premier has engaged to offer assistance to the Just Terms Compensation process?

ANSWER:

Yes.

59. Is the Customer Service Commissioner on secondment or any other type of contract to the Department of Finance, Services and Property in his new work with Just Terms Compensation?
(a) What is the cost of the service being offered by the Customer Service Commissioner?

ANSWER:

No

60. Is there to be, or has there been, a new/specialised Department or Unit established within Finance, Services and Property NSW to support the work of the Customer Service Commissioner?

- (a) If yes, how many FTE's will be engaged in this Unit?
- (b) What will the annual cost of this Unit be?
- (c) Who will be the direct Unit manager?

ANSWER:

No

61. Has the Customer Service Commissioner been provided with copies of the Russell Review and the Report of the Eighth Joint Standing Committee of the Valuer General?

ANSWER:

The Customer Service Commissioner has been provided with a copy of the Russell Review.

The report into the Inquiry into the Land Valuation System is available on the NSW Parliament Website.

62. Is the Customer Service Commissioner involvement one of the recommendations of the Russell Review?

ANSWER:

The recommendations of the Russell Review report is a Cabinet-in-confidence document that is subject to Cabinet confidentiality.

63. Was the decision to engage the Customer Service Commissioner made by the Premier, or by you, as Minister?

ANSWER:

The Premier asked the Customer Service Commissioner to review the land acquisition process.

64. On June 2, 2016, I asked the following Question on Notice (see below) and on July 7, 2016 received a reply that indicated that the detail and data being sought could be found in the Land and Property Information Annual Report. The idea that this level of detail is available in the Annual Report is comprehensively, factually, incorrect. Will you now provide detail for the following?

(a) What was the income and expenditure in each of the financial years from 2012-13 to 2014-15 for the following internal units:

- i. Titling and Registry Services;
- ii. Valuation Services;
- iii. Information Sourcing;
- iv. Shared Services?

(i) What is the projected income and expenditure for each of these internal units for the 2015-16 financial year?

(b) What was the income and expenditure in each of the financial years from 2012-13 to 2014-15 for the smaller independent internal units:

- i. Legislation & Policy;
- ii. Office of the Valuer General;
- iii. Board of Surveying and Spatial Information (BOSSI);

- iv. Office of the Surveyor General;
- v. Geographic Names Board?
- (i) What is the projected income and expenditure for each of these smaller independent units for the 2015-16 financial year?

(c) Based on the restructure of LPI and considering the new fee structures to be implemented, what is the projected income and expenditure for the 2016-17 financial year for the internal units which will known as:

- i. Titling and Registry Services;
- ii. Title Regulator;
- iii. Valuation Services;
- iv. Spatial Services;
- v. The Office of The Valuer General?

ANSWER:

- (a) and (b) Information on an agency's income and expenditure is published in the agency's annual report. LPI's information is published in the Principal Department's annual report which can be found at www.finance.nsw.gov.au/publication-and-resources/annual-reports. Information on the Board of the Surveying and Spatial Information's (BOSSI) income and expenditure is published in the BOSSI annual report which can be found at www.bossi.nsw.gov.au/publications/annual_reports_plans. The revenue and expenses for LPI for the year 2012-13 to 2015-16 were not recorded in accordance with the above classifications.
- (c) The structuring of LPI into the aforementioned units is currently in progress, and the associated revenue and expenditure forecasts, are still under development.

65. Can you guarantee that land Title holders will not require any insurance to protect their asset of Title under a privatised Land and Property Titling and Registration regime?

ANSWER:

To ensure the integrity of the Torrens title system the Government will remain responsible for the Torrens Assurance Fund (TAF) and the State will continue to guarantee titles registered on the Torrens Title Register. There is no change in this regard.

66. How many reports/reviews have been generated by the Government, since March 2011, addressing the possibility of a privatised model of some or all of the business units within Land and Property Information (LPI)?

- (a) How much money, on a report by report basis, has been spent on generating these reports?
- (b) What are each of the reports called, named or known as?

- (c) Which of these reports are publicly available and where can they be found?
- (d) Why are some/all of the reports not publicly available?

ANSWER:

- (a) Consultancy fees are disclosed in DFSI's
- (b) The names of the reports are cabinet in confidence and I am advised that information relating to the advisor fees associated with these reports is available on the Government's e-Tendering website.
- (c) These reports are Cabinet in Confidence.
- (d) See (c) above.

67. Has there been any assessment or projection, by volume or quantity, as to how many individual LPI services are provided to other Government departments and agencies per annum and at what cost?

- (a) Under a privatised LPI model (Titling and Registration) will the various Government agencies be expected to pay a fee per service?
- (b) Can you confirm that currently, under the Government operated LPI model, a range of services are provided to various Government departments and agencies at a heavily discounted and in many instances free of charge rate, and that, in fact, these quantity and value of these services are both unmeasured and immeasurable?
- (c) Have you, as Minister, held any discussion with any other Minister about the impact of a privatised Titling and Registration business unit and the expected on-costs that would be experienced by that said Minister and the impact on his/her Budget? If yes, which Minister(s) and/or Departments and Agencies?

ANSWER:

LPI provides titling and registry services to a number of Government departments. These services are either accessed directly from LPI, or through a channel such as an information broker, lodgement agent or surveyor. Therefore, LPI cannot quantify exactly what revenue or volume of activity comes from Government customers. In the majority of cases, Government departments already pay the regulated fee for services provided.

68. Was there any work done to determine the level of fees charged for the 2016/17 year for activities of Titling and Registration within LPI?

- (a) What was the nature of this work/research?
- (b) Who compiled the work/research?
- (c) Who assess the work/research?

ANSWER:

The Department of Finance, Services and Innovation conducted a review of the LPI pricing framework. The new pricing framework was introduced on 1 July 2016.

- (a) The current pricing framework was reviewed, including recommendations to Government for a new pricing framework [Opt: based on the principles of simplicity, equity, transparency and digital adoption].
- (b) Boston Consulting Group were an advisor to the department
- (c) The recommendations made by the department were reviewed by the Minister for Finance, Services and Property and Cabinet.

69. Do you believe that an increase in fees, of, in many instances, more than 25%, is a fair and reasonable increase in a single year?

- (a) On what grounds do you base this assessment and fairness?

ANSWER:

Disagree with the premise of the question. The changes to the LPI pricing framework were designed to be revenue neutral to Government.

70. Were you specifically briefed on the removal of the Title Assurance Levy Fee (\$4) for Water Access Licences, given that historically the \$4 fee had never been charged because Water Access Licences are not covered or required to be covered by the Title Assurance Fund?

ANSWER:

The Torrens Assurance Levy Fee was not removed from the price of Water Access License documents as it never applied to them.

71. For each financial year in the past 5 financial year periods, what is the average size, by lots, of a Deposited Plan?

ANSWER:

Financial Year	Average size, by lots, of a Deposited Plan
2011/12	2.95
2012/13	3.44
2013/14	3.30
2014/15	3.44
2015/16	3.74

72. For each financial year in the past 5 financial year periods, what is the average size, by lots, of a Strata Plan?

ANSWER:

Financial Year	Average size, by lots, of a Strata Plan (excluding Common Property lots)
2011/12	9.94
2012/13	11.11
2013/14	13.66
2014/15	16.62
2015/16	14.87

73. What led to the changes to the fee chargeable 2016/17 for Deposited Plans and Strata Plans between when the Draft Fees and Charges were issued in approx. May 2016 and then when the final Fees and Charges were released in implemented as July 01, 2016?

(a) Did you or your Department meet specifically with any person or lobby groups relating to this matter and if so who/which?

ANSWER:

There were no changes to the fee chargeable for deposit and strata plans.

74. Are you aware that errors occur in electronic conveyancing?

(a) Are you aware that these errors are detected by the experienced and trained staff at LPI as a part of the multilayer checks?

(b) What do you think will happen when the volume of electronic conveyancing increases and the level of checking is reduced and more errors go through to our Titling records?

(c) How do you suspect this will impact on the Title Assurance Fund and Title Assurance Fee?

ANSWER:

There have been no errors recorded at LPI due to electronic conveyancing.

(a) I am advised there have been no errors recorded at LPI due to electronic conveyancing. The electronic conveyancing system includes rigorous business rules, checks and

validation of data. If any of the checks or validation do not match the Titling Records the electronic document is allocated to an experienced and trained staff at LPI for examination.

- (b) The level of checking is not reduced in electronic conveyancing.
- (c) I am advised that there will be no negative impact on the Torrens Assurance Fund due to electronic conveyancing.

75. Are you aware of any proposal to implement some type of priority fee to assess Deposited Plans and/or Strata Plans such that the person that is willing to pay a higher fee will have their matter prioritised over other matters that have paid the regular/normal fee?

ANSWER:

There is no current proposal for the Government to implement a priority fee for expedited assessment of deposited and/or strata plans.

76. Has the Premiers Memorandum M2012-20 been recalled, annulled or superseded by any other instrument or instruction that guides the purpose and activities of Government Property NSW?

- (a) If yes, what instrument now dictates the operation and actions of Government Property NSW

ANSWER:

No.

77. Premiers Memorandum M2012-20 specifically required all agencies to register their real property assets data by June 30, 2014. Was there any change to this date?

- (a) If there was a change to this date, by what instrument was the date change declared and is that document available for public viewing?

- (b) If there was a change of date, what was the amended date and has that date now passed?

- (c) Have any real property assets, not on the register by June 30, 2014, been sold by Government Property NSW and/or various agencies and if any have been sold, could you please provide a detailed listing of each property, its address, the amount for which it was sold and whether or not the proceeds of the sale were returned to the agency, an arm of Treasury, Restart NSW or any other?

ANSWER:

- (a) No.
- (b) Not applicable.
- (c) Property NSW registers sales of property assets on its Contracts Register when the asset is owned by Property NSW and when it is sold for more than \$150,000.

78. In Budget Estimates testimony given by you and various Departmental staff, September 2, 2015, would you agree that you indicated that the register of real property assets was, at that time, incomplete?

(a) Would you also agree that the timing of the 2015 Budget Estimates Hearing was more than 12 months after the Premiers Memorandum M2012-20 set date for asset register by agencies had elapsed?

(b) As at Budget Estimates testimony August 31, 2016, is the asset register (Government Property Register – GPR) now 100% complete and are you entirely satisfied that all agencies have now listed all real properties?

(c) How many real properties are owned by the NSW Government?

(d) How many real –properties have been vested to Government Property NSW as Premiers Memorandum M2012-20?

(e) How many real-properties have not been vested to Government Property NSW and remain under the control, ownership and/or management of the various agencies?

(f) Specifically, are there any instances in which an office building, owned by an agency, has not been vested to Government Property NSW? Please provide a list of any such individual properties and agencies?

(g) Specifically, are there any instances in which generic real property (ie: non-operational assets) owned by an agency, have not been vested to Government Property NSW and/or returned to the agency by Government Property NSW? Please provide a list of any such properties and agencies?

(h) Is the Government Property Register publicly available and if so where can it be found?

ANSWER:

(a) and (b)

The *Government Property Act NSW 2006* ('the Act') states that government agencies must provide property information to Government Property NSW for all land owned and occupied by the agency, in the manner and timeframe set by Government Property NSW. Under the Act, Government Property NSW is responsible for keeping a register of the information provided by agencies.

Agencies are responsible for keeping the register up to date with their property information, and are required to update their records when any dealings occur, such as an acquisition, disposal or any other dealing in real property.

(c) The Government Property Register (GPR) identifies 281,749 properties owned by the NSW Government as at 9 September 2016.

(d) As at 8 September 2016, 177 properties have been vested to Government Property NSW since December 2012.

(e) The GPR identifies 281,467 properties are being under the control, ownership and/or management of agencies other than Property NSW as at 9 September 2016.

(f & g) There are certain office buildings and other generic assets which have been agreed will continue to be under the care and control of agencies other than Property NSW.

It is possible that, from time to time property vested in Government Property NSW may be subsequently returned to an agency since Premier's Memorandum 2012-20 (PM12:20) was issued in December 2012. This may occur where, for example, the property was erroneously vested or the use of the property changes and is required by the agency for service delivery.

(h) The register is accessible to approved NSW Government agencies online via a web browser interface.

79. Can you confirm whether or not each Government agency has submitted a Total Asset Management (TAM) Plan as per Premier's Memorandum M2012-20?

(a) Can you provide a list of the agencies that have submitted TAM plans?

(b) Can you provide a list of agencies that have not submitted TAM plans?

(c) Are TAM plans publicly available and if so, where can they be found?

(d) Who provided valuations for real property assets for each of the agencies in preparation of their TAM plans?

(e) Can you provide a detailed list of each property sold, since June 2014, that was sold for an amount in excess of its TAM valuation, by providing both the TAM valuation and the final sale price for each property?

(f) Can you provide a detailed list of each property sold, since June 2014, that was sold for an amount lower than its TAM valuation, by providing both the TAM valuation and the final sale price for each property?

(g) In each instance referred to in Part (e) above, what happened to the proceeds of sale where the sale price was in excess of the TAM amount?

(h) What happens to the proceeds of any sale for an agency that has not yet submitted a TAM plan?

ANSWER:

(a) – (h) These questions should be directed to the Treasurer.

80. With regard to the mix of Policy details found in Premiers memorandum M2012-20 and the Property Asset Utilisation Taskforce Report, can you clarify in plain and easy to understand English language, what happens to the proceeds from the sale of real property assets?

- (a) Do the proceeds go back to the agency? Always?
- (b) Does just a portion of the proceeds go back to the agency?
- (c) Do the proceeds go elsewhere in NSW Treasury or Restart NSW?
- (d) Are their grounds on which the Expenditure Review Committee can choose where to direct the money, and if so, what are the terms and conditions of this?
- (e) Any other relevant information related to the directing of proceeds from real property asset sales?

ANSWER:

- (a) - (e): These questions should be directed to the Treasurer.

81. How many Service NSW outlets/shopfronts/offices were in operation as at July 01 in each of the following years:

- (a) 2013
- (b) 2014
- (c) 2015
- (d) 2106

ANSWER:

- (a) 2013 – 0 one-stop shops, 1 contact centre
- (b) 2014 – 18 one-stop shops, 2 contact centres
- (c) 2015 – 36 one-stop shops, 2 contact centres, 6 digital stores
- (d) 2106 (2016) – 63 one-stop shops, 28 store-in-store agencies, 8 digital stores, 6 unassisted self-service kiosks, 2 contact centres

82. What were the total number of Service NSW full time employees as at July 01 in each of the following years:

- (a) 2013
- (b) 2014
- (c) 2015
- (d) 2106

ANSWER:

- (a) 23
- (b) 378
- (c) 923
- (d) 1262 (2016 not 2106)

83. Of the total number of Service NSW outlets/shopfronts/offices that were in operation as at July 01, 2016 (referred to in Q1 (a) above), how many of these by both pure number and as a percentage, had their hours of operation limited, or reduced as at September 01, 2016?

- (a) On average, per outlet/shopfront/office, what number of hours per day were cut from operating hours?
- (b) As a percentage, per outlet/shopfront/office, what was the reduction in operating hours?

ANSWER:

None.

84. Of the total number of Service NSW outlets/shopfronts/offices that were in operation as at July 01, 2016 (referred to in Q1 (a) above), how many of them by pure number, and what percentage of them, still accommodate employees that are split between RMS and Service NSW?

- (a) What is the percentage split of RMS staff vs Service NSW across all Service NSW outlets/shopfronts/offices?
- (b) Why have all employees not been placed into a single business unit?
- (c) Are all employees employed under the Government Sector Employment Act 2013?

ANSWER:

(a) Roads and Maritime Services employees are employed in the 45 remaining Roads and Maritime Services registries, and remain employees of Roads and Maritime Services. At Service NSW, all employees are Service NSW employees. All Service NSW employees including former Roads and Maritime Services employees accept employment offers with Service NSW prior to commencement.

(b) Current Roads and Maritime Services employees who are employed in the remaining Roads and Maritime Services registries are temporarily assigned to Service NSW and remain employees of Roads and Maritime Services.

(c) Yes

85. Why is it that each customer service desk in each Service NSW outlet/shopfront/office has 2 credit card – debit card machines?

(a) Is it true that each of these machines is to be used, depending on, and based on, the service being offered by the customer service operator, suggesting that behind the scenes, there are two separate sets of financial accounts in operation and thus suggesting that the accounts of Service NSW and RMS are not yet in sync?

(b) What is the annual cost to rent/lease each credit card – debit card machine?

ANSWER:

The Service NSW Payment Services Platform is being rolled out and once completed; all payments will be processed centrally by Service NSW.

(a) The answer to this question has been provided above.

(b) One of the PIN pads has a rental fee of \$20 per month each (excluding GST) this PIN pad will be removed once the Service NSW Payments Platform has been rolled out, the other PIN pads will remain in the network and do not incur a rental fee.

86. Do you acknowledge that Service NSW is not perfect?

ANSWER:

Service NSW is committed to providing a world class customer experience and as at 1 September 2016, customer satisfaction was tracking at 97%.

87. Do you acknowledge the many shortcomings that the Auditor General found with Service NSW?

(a) What, if anything, is being done to address these shortcomings?

ANSWER:

In early 2016, Service NSW provided a comprehensive response to the Auditor General's report. A separate report back to Government will be completed when the issues arising from the report have been fully and appropriately addressed.

(a) Service NSW is strongly committed to an appropriate benefits realisation framework and presently uses a benefits realisation framework which has been progressively refined and enhanced since introduction. Service NSW is continuing to work towards an appropriate outcome that is acceptable to all stakeholders including other government agencies. In terms of performance measures, Service NSW has a best practice approach to measuring customer satisfaction and as at 1 September 2016, customer satisfaction was tracking at 97%.

88. Can you confirm that only 5 (or less) staff from the former ServiceFirst staff of 254, were successful in gaining roles working for Infosys/Unisys under the new GovConnectNSW?

ANSWER:

22 transitioned to Infosys and Unisys (3 at Infosys and 19 at Unisys).

89. Can you confirm that more than 180 (186) redundancies were awarded to staff from the former ServiceFirst staff of 254?

ANSWER:

147 redundancies were awarded to former ServiceFirst Staff.

14 staff from other agencies received voluntary redundancies under a jobs swap program.

90. How many people are currently employed offshore, to provide the services of GovConnect?

ANSWER:

144 (120 at Infosys and 24 at Unisys)

91. What is the average annual wage for each of these offshore employees?

ANSWER:

This information is not held by the Department of Finance, Services and Innovation.

92. Do you stand by your statement that only 30% of ServiceFirst jobs will go offshore, yes or no?

ANSWER:

Yes. More than 70 per cent of roles as at the date the contract was signed remain onshore.

93. How many people are currently employed onshore, to provide the services of GovConnect?

ANSWER:

In total, 262 people are employed onshore to provide the services of GovConnect – 118 at Infosys and 144 at Unisys. In addition, 21 people are employed in the Vendor Management Office within the Department of Finance, Services and Innovation to manage the relationship with these service providers.

94. What is the average annual wage for each of these onshore employees?

ANSWER:

This information is not held by the Department of Finance, Services and Innovation.

95. Do you stand by your statement that 70% of ServiceFirst jobs will stay onshore, yes or no?

ANSWER:

Yes. More than 70 per cent of roles as at the date the contract was signed remain onshore.

96. Will Infosys and/or Unisys shift any more of these jobs out of NSW and offshore, yes or no?

ANSWER:

No.

97. What was the total number of staff brought to Australia under 457 Visa, to assist with the introduction of the Infosys/Unisys operating systems for the NSW Government?

(a) Are there any staff working on 457 Visa's still in Australia on behalf of Infosys/Unissy to establish, monitor and control the operating systems on behalf of the NSW Government and if so, how many?

(b) When will all 457 Visa staff, working on the NSW Government's behalf, be removed from their role with Infosys/Unisys?

(c) What has been the average wage/salary for 457 Visa staff working on the NSW Government project through Infosys/Unisys?

(d) Have the staff working on 457 Visa's, on the NSW Government project, had the responsibility to train and teach local employees the necessary skills, processes and functions such that the expertise is now permanently onshore?

ANSWER:

(a) Yes, 32.

(b) They are domain experts who have been deputed to service NSW Government, and they will continue in the role.

(c) This information is not held by the Department of Finance, Services and Innovation.

(d) Yes

98. Do you stand by your statement that privatising ServiceFirst will save \$13.4 million over the first 6 years of the deal, yes or no?

ANSWER:

Yes, as adjusted for one time transition and transformation costs.

99. Can you provide on notice what the savings are so far?

ANSWER:

Savings are not accrued until FY 16/17 due to one-time transition and transformation costs.

100. Can you provide on notice what the total cost of transitioning to the new system is so far?

ANSWER:

Transition costs have been paid in full and total \$19,156, 168. In addition, transformation milestone payments of \$3,884,865 have been made to 30 June 2016. Further transformation milestone payments will be made in the 2016/17 financial year. This is a fixed cost arrangement as contracted.

101. Is it still your belief that annual savings of \$19.4M per annum will be realised after this initial 6 year transition/implementation?

ANSWER:

Yes

102. How are you tracking complaints registered against the current provision of GovConnect services? Are these figures reported to you regularly?

ANSWER:

There is a governance structure in place to manage vendor performance and escalated calls are reviewed weekly. This process is managed by the Vendor Management Office within the Department of Finance, Services and Innovation. Figures are reported monthly.

103. Is there any provision of performance review, payment incentive or penalty, for complaints against the new GovConnect system?

ANSWER

Yes

104. Would you say GovConnect the new IT system has gone smoothly, yes or no?

ANSWER:

Transformation from legacy systems to new IT systems is scheduled to take place at the end of 2016.

105. Have you or your department received direct phone calls and emails about problems with GovConnect, yes or no?

ANSWER:

Yes

106. Minister, the Premier announced on International Women's Day that the public service would all have access to flexible working arrangements by 2019.

(a) Do you centrally register staff who have flexible work arrangements?

(b) What numbers of staff within your Department currently have flexible working arrangements?

(c) Are you aware of any measures that are currently underway to implement this?

ANSWER:

NSW Government agencies are developing initiatives to implement the NSW Government's policy that 100 per cent of public service jobs will be flexible by 2019 on the basis of 'if not, why not'.

107. For each department, statutory agency and/or other bodies in the Minister's Portfolio please report:

- (a) Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable;
- (b) Whether or not all employees and/or contractors are eligible for domestic violence leave;
- (c) Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave;
- (d) Number of days available for eligible staff to access domestic violence leave in each financial year;
- (e) Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave;
- (f) Number of sick days available for eligible staff to access domestic violence leave in each financial year;
- (g) Whether or not all staff and/or contractors have access to Employee Assistance Programs?
- (h) What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?
 - i. Privacy and confidentiality of information about domestic violence
 - ii. Access to emotional, psychological, financial and medical support which may be required
- (i) Who has provided training on domestic violence in the workplace?
- (j) What percentage of staff in each agency has undertaken domestic violence training?
- (k) What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?

ANSWER:

Each agency is responsible for implementing NSW Government policy. The information sought is not collected centrally.

108. For each department, statutory agency and/or other bodies in the Minister's Portfolio please report:

- (a) Date of introduction of sexual harassment and anti-bullying training and awareness programs
- (b) Whether or not all employees and/or contractors have received such training?
- (c) Is this course mandatory for all employees/ contractors? (d) How long for each session, how many sessions?
- (e) Who delivers it?
- (f) Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?
- (g) How?
- (h) What percentage of staff in each agency has undertaken sexual harassment and anti-bullying training and awareness programs?

ANSWER:

Each agency is responsible for implementing NSW Government policy. The information sought is not collected centrally.

109. What is the estimated value of the old Newcastle Courthouse?

ANSWER:

The estimated value of the old Newcastle Courthouse is commercial in confidence as the property will be sold by public auction.

110. When will the Government list the old Newcastle Courthouse for sale?

ANSWER:

The property is expected to be launched to market in October 2016

111. Why has this process been delayed?

ANSWER:

The divestment of this asset has been a complex process due to a number of considerations including heritage and environmental studies and detailed survey works.

112. What measures are in place to protect the heritage value of this site?

ANSWER:

A Conservation Management Plan (CMP) has been prepared for the site and endorsed by the NSW Heritage Council. The CMP will be attached to the Contract for Sale to fully inform purchasers of their obligations.

113. What will the proceeds of the sale be used for?

(a) Can the government commit to spending the proceeds from the sale in Newcastle on local projects?

ANSWER:

NSW Department of Justice will receive the net proceeds for the sale of the old Newcastle courthouse. Any allocation of sales proceeds will be determined by NSW Department of Justice.

(a) Any allocation of sales proceeds will be determined by NSW Department of Justice.

114. What are the government's plans for the BHP Administration Building?

ANSWER:

The BHP Administration Building is located within the property known as the "Intertrade Site" which is currently undergoing remediation works. Once these works are complete, Property NSW will consider appropriate options.

115. Will the government consider requests for other community groups to use this site?

ANSWER:

Requests from community groups to lease the premises at market value will be considered as part of Property NSW's overall assessment of divestment options for the site.

116. How much community space does Property NSW provide in the Newcastle electorate

ANSWER:

None

117. How many employees have accepted positions in the Gosford office?

ANSWER:

Staff are not required to register their interest until 2017.

118. The Minister recently advised that "flexible work arrangements" are being explored for employees that are being forced to transfer from Newcastle to Gosford (LA QON 3322), can the Minister outline what flexible work arrangements are being explored?

ANSWER:

The Department has recently negotiated a new flexible working hours agreement which applies to all DFSI employees. The Department is also looking at options for role exchanges for impacted employees who would prefer to remain in their current (or similar) location. Employees can also discuss a range of flexible working options such as part-time work, job sharing or working from home arrangements in line with DFSI policies.

119. How many staff are in your ministerial office?

(a) What was the average salary for staff members in your office during 2015-16?

(b) What is the estimated average salary for a ministerial staffer in your office in 2016-17 based on current appointments?

ANSWER:

Ministers' staff numbers and salary bands are available on the DPC website. Refer to: http://www.dpc.nsw.gov.au/about/publications/premiers_and_ministers_staff_numbers.

120. How many blackberries/iphones/smart phones are assigned to your staff?

- (a) For each phone, how much was each bill in 2015-16?
- (b) How many phones have been lost or replaced due to damage in your office?
- i. What is the cost of replacing those phones?

ANSWER:

There were 280 smart phones in use across all Ministers' offices in 2015-16. The total usage cost of these smart phones and other mobile devices (including iPads) was \$452,830, a 21.7% per cent reduction on the 2008-09 expenditure of \$578,691. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Ministerial and Correspondence Services.

121. How many iPads or tablets has DPC assigned to your Ministerial office and to whom have they been issued?

- (a) What was the cost of providing iPads or tablets to your Ministerial Office in 2015-16?
- (b) How many iPads or tablets have been replaced due to lost or damage in 2015-16?
- i. What was the cost of replacing these devices?

ANSWER:

There were 148 iPads in use across all Ministers' offices in 2015-16. The cost of replacing any lost or stolen devices is claimed through the NSW Treasury Managed Fund. Repairs are funded by the Department of Premier and Cabinet, Ministerial and Correspondence Services.

122. Has any artwork been purchased or leased for display in your ministerial office in 2015-16?

ANSWER:

No.

123. What is the cost of this?

ANSWER:

Artwork in the Premier's Office includes art donated at no cost by a local artist and artwork on loan from the Art Gallery of NSW for which the Gallery charges a nominal subscription fee.

124. Have any floral displays or indoor plants or pot plants been hired or leased for display in your ministerial office in 2015-16?

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

ANSWER:

Floral arrangements purchased by the Ministry are managed within the office's budget.

125. Have any floral displays or indoor plants or pot plants been purchased for display in your ministerial office in 2015-16?

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

ANSWER:

Floral arrangements purchased by the Ministry are managed within the office's budget.

126. What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in 2015-16?

(a) What are these services/newspapers/magazines/journals/periodicals?
i. Who is the subscriber for each of these?

ANSWER:

The Minister's Office subscribes to a modest number of publications, the cost of which is managed within the Office's budget.

127. What was the total value of all gifts purchased for use by you and your office in 2015-16?

(a) What were the gifts purchased?
i. Who were they gifted to?

ANSWER:

Gifts are presented to dignitaries during overseas missions and to dignitaries visiting NSW.

128. Do you purchase bottled water or provide water coolers for your office?

(a) What is the monthly cost of this?

ANSWER:

No.

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

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

ANSWER:

Ministers, the Leader of the Opposition, other nominated public office holders and certain former office holders are provided with official cars and drivers. During 2015-16 all costs associated with these vehicles were paid from the relevant office's budget.

130. What was the total bill for your office in 2015-16 for:

- (a) Taxi hire
- (b) Limousine hire
- (c) Private hire care
- (d) Hire car rental
- (e) Ridesharing services

ANSWER:

Expenditure on taxis, hire cars and ride share services across the Ministry in 2015-16 was \$99,463. This compares with 2009-10 expenditure of \$175,776.

131. Were any planes or helicopters chartered by you or your office and paid for with public money in 2015-16?

- (a) If yes, will you please detail each trip, the method of transport and the cost?

ANSWER:

Expenditure on charter flights for the Ministry totalled \$28,706 in 2015-16. This compares with expenditure in 2009-10 of \$282,000.

132. How much did your ministerial office spend on hospitality, including catering and beverages, in 2015-16?

ANSWER:

Expenditure on hospitality across the Ministry - which includes catering for stakeholder meetings and courtesy calls with visiting dignitaries - totalled \$25,059 in 2015-16. This compares with expenditure in 2009-10 of \$18,811.

133. How much did your Department/agency spend on hospitality, including catering and beverages, in 2015-16?

ANSWER:

Costs are managed within each agency's recurrent budget.

134. Do any Departments/agencies within your portfolio responsibilities utilise the services of Labour Hire Firms? If yes, please advise in table form for 2015-16:

- (a) The names of the firms utilised

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

ANSWER:

The Department of Finance, Services and Innovation uses Labour Hire firms, in accordance with NSW Public Service policies to cover temporary vacancies as required. There are no central records maintained, with operations authorised to make such arrangements, subject to their overall labour expense cap.

135. How many media or public relations advisers are employed for each of your portfolio agencies?

ANSWER:

DFSI staff numbers are included in the Annual Report.

136. What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?

ANSWER:

There are currently no plans to increase the number of media staff undertaking media or public relations activities.

137. What is the total cost of media monitoring services used by Departments/agencies within your portfolio responsibilities?

ANSWER:

The NSW Government purchases all commercial media monitoring centrally through the Department of Premier and Cabinet which delivers significant savings through aggregated procurement. The total cost of the whole of government service in 2015-16 was \$1,900,000 compared to \$2,394,973 in 2009-10.

138. Have you had media training or speech training?

- (a) If yes, who paid for it?
- (b) If paid by taxpayers, what was the amount paid in 2015-16

ANSWER:

No.

139. How much did your ministerial office spend on Facebook advertising or sponsored posts in 2015-16?

ANSWER:

None.

140. How much did your Department/agency spend on Facebook advertising or sponsored posts in 2015-16?

ANSWER:

The details of individual agency spends will be produced in the annual reports.

141. Were any of your overseas trips in the last financial year paid for in part or in full by using public money?

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

ANSWER:

Details of overseas travel including costs are published on the Department of Premier and Cabinet's website.

142. Have you undertaken any official overseas travel that was privately funded?

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

(b) Who paid for these trips?

ANSWER:

Details of overseas travel including costs are published on the Department of Premier and Cabinet's website.

143. What was the total expenditure in 2015-16 by Departments/agencies within your portfolio on:

(a) Taxi hire

(b) Limousine/private car hire

(c) Hire car rental

(d) Ridesharing service

ANSWER:

Total expenditure for DFSI and Service NSW (excludes icare)

	DFSI	Service NSW	Total
2015-16 Expenditure	\$	\$	\$
Taxi hire	277,523	50,000	327,523
Limousine/private car hire	0	0	0
Hire car rental	44,768	138,000	182,768
Ridesharing services	581	0	581
Total	322,872	188,000	510,872

144. How much did the Department/agencies under your portfolio responsibility spend in legal costs in 2015-16?

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

ANSWER:

Financial statements, including Legal Services expenditure and expenditure on consultants, are available in agency annual reports.

145. Have Department/agencies under your portfolio engaged any consultants to provide the following services or advice in 2015-16:

- (a) Social media
 - i. And the cost of these services
- (b) Photography
 - i. And the cost of these services
- (c) Acting training
 - i. And the cost of these services
- (d) Ergonomics
 - i. And the cost of these services

ANSWER:

Financial statements, including Legal Services expenditure and expenditure on consultants, are available in agency annual reports.

146. How many redundancies were processed by Departments/agencies within your portfolio responsibilities during 2015-16?

- (a) Of these redundancies, how many were:
 - i. Voluntary

ii. Forced

(b) What was the total cost of all redundancies?

ANSWER:

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2015/16 are anticipated to be in the order of 2,099 – totalling 11,777 Since July 2011. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

147. Have any staff who received a redundancy in the last two years undertaken any paid work or provided any paid services for the agency with which they were formerly employed?

(a) What was the nature of these works/services?

(b) What was the total cost of these works or services?

ANSWER:

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2015/16 are anticipated to be in the order of 2,099 – totalling 11,777 Since July 2011. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

148. Are any staff formerly employed by your ministerial office now employed by Departments/agencies under your portfolio responsibility?

ANSWER:

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2015/16 are anticipated to be in the order of 2,099 – totalling 11,777 Since July 2011. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

149. How many staff were dismissed from Departments/agencies under your portfolio responsibilities in 2015-16?

(a) What were the reason/s for each dismissal?

ANSWER:

Voluntary redundancies are a component for agencies to achieve their efficiency dividends. Redundancy figures across the sector for 2015/16 are anticipated to be in the order of 2,099 – totalling 11,777 Since July 2011. The Labour Expenses Cap introduced in the 2012-13 Budget also continues to give Secretaries as much flexibility as possible to achieve these savings in the most appropriate ways to meet the service requirements of their agencies. Nurses, police officers and teachers in schools have been quarantined from this measure.

150. Do the Departments/agencies within your portfolio have an iTunes account?

(a) What was the total expenditure in 2015-16 on iTunes?

i. What applications/subscriptions/services were purchased through iTunes?

ANSWER:

IT costs are managed within each agency's budget and are guided by NSW Government's ICT and procurement policies and frameworks.

151. Do the Departments/agencies within your portfolio have an Android account?

(a) What was the total expenditure in 2015-16 on Android?

i. What applications/subscriptions/services were purchased through Android?

ANSWER:

IT costs are managed within each agency's budget and are guided by NSW Government's ICT and procurement policies and frameworks.

152. What were the top 20 most utilised (by data sent and received) unique domain names accessed by your Ministerial office this year?

ANSWER:

Due to the way the Ministers' IT network infrastructure is configured with third party service providers, DPC does not have a single data source showing domain access and utilisation figures.

153. What were the top 20 most accessed (by number of times accessed) unique domain names accessed by your Ministerial office this year?

ANSWER:

Due to the way the Ministers' IT network infrastructure is configured with third party service providers, DPC does not have a single data source showing domain access and utilisation figures.

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

ANSWER:

All NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13. DPC does not accept payment for goods and services so we do not impose merchant fees on our customers.

DPC staff only use their Pcards for the purchase of goods and services for official business purposes. If particular vendors elect to impose a merchant fee on card transactions, that is an unavoidable cost of doing business. It would not be possible to determine fees charges to Departmental cards, as these would either be embedded in the individual transaction cost, or if separately disclosed would require each monthly card statement for each user to be reviewed.

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

ANSWER:

All NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13. DPC does not accept payment for goods and services so we do not impose merchant fees on our customers.

DPC staff only use their Pcards for the purchase of goods and services for official business purposes. If particular vendors elect to impose a merchant fee on card transactions, that is an unavoidable cost of doing business. It would not be possible to determine fees charges to Departmental cards, as these would either be embedded in the individual transaction cost, or if separately disclosed would require each monthly card statement for each user to be reviewed.

156. What was the total amount paid in merchant fees on credit and/or debit card payments in your Department/agency in 2015-16?

ANSWER:

All NSW Government agencies are required to impose surcharges to recoup their merchant interchange fees, pursuant to Treasury Circular TC12/13. DPC does not accept payment for goods and services so we do not impose merchant fees on our customers.

DPC staff only use their Pcards for the purchase of goods and services for official business purposes. If particular vendors elect to impose a merchant fee on card transactions, that is an

unavoidable cost of doing business. It would not be possible to determine fees charges to Departmental cards, as these would either be embedded in the individual transaction cost, or if separately disclosed would require each monthly card statement for each user to be reviewed.

157. Has your office or department used a Probity Auditor or Probity Advisors, or similar, in the past five years? If so please list the company and/or individual, the project, the engagement dates, and their total remuneration in tabular format.

ANSWER:

In accordance with the NSW Procurement Board's Direction (PBD-2013-05), DPC has internal mechanisms in place to ensure that probity considerations are routinely taken into account in its procurement decisions, and the use of external probity advisers and auditors is the exception rather than the rule. The Department's Annual Report includes all consultancies valued more than \$50,000.