



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2020-2021 Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

CUSTOMER SERVICE

Hearing: Monday 8 March 2021

Answers due by: 1 April 2021

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CUSTOMER SERVICE

Questions from the Hon Mark Buttigieg MLC (on behalf of the Opposition)

Question

Active Kids Voucher

1. What was the total number of people who applied for and received an Active Kids Voucher in 2019-2020?
2. How many Active Kids Vouchers were redeemed in 2019-2020?
3. What was the total cost of the Active Kids Voucher Scheme in 2019-2020?
4. How many people applied for and received an Active Kids Voucher in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
5. How many people redeemed an Active Kids Voucher in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
6. How many people redeemed Active Kids Vouchers in 2019-2020 in each local government area in NSW?
7. Of the total number of people who redeemed Active Kids Vouchers in 2019-2020, how many of the kids nominated to use the voucher identified as:
 - (a) Female?
 - (b) Male?

(c) Other or didn't say?

8. What is the total amount allocated in the 2020-2021 State Budget towards the Active Kids Voucher Scheme?
9. As of March 8 2021, how many people in NSW have applied for and received an Active Kids Voucher in this financial year?
10. As of March 8 2021, what has been the total amount expended to date in this financial year on the Active Kids Voucher Scheme in this financial year?
11. What was the total amount of money spent by the NSW Government on advertising the availability of the Active Kids Voucher Scheme in 2019-2020?

ANSWER:

1-11. This is a matter for the Acting Minister for Sport, Multiculturalism, Seniors and Veterans.

Registration relief for farmers

12. What was the total number of people who accessed the Registration relief for farmer's scheme in 2019-2020?
13. What was the total cost of the Registration relief for farmers Scheme in 2019-2020?
14. How many people accessed the Registration relief for farmers Scheme in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
15. How many people accessed the Registration relief for farmers Scheme in 2019-2020 in each local government area in NSW?
16. Of the total number of people who accessed the Registration relief for farmers Rebate in 2019-2020, how many identified as:
 - (a) Female?
 - (b) Male
 - (c) Other or didn't say?
17. Of the total number of people who accessed the Registration relief for farmers Rebate in 2019-2020, how many were aged:
 - (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?

18. What is the total amount allocated in the 2020-2021 State Budget towards the Registration relief for farmers Rebate?
19. As of March 8 2021, how many people in NSW have accessed the Registration relief for farmers in this financial year?
20. As of March 8 2021, what has been the total amount expended to date in this financial year on the Registration relief for farmers Rebate in this financial year?
21. What was the total amount of money spent by the NSW Government on advertising the availability of the Registration relief for farmers Rebate in 2019-2020?

ANSWER:

12-21. This is a matter for the Minister for Transport and Roads

Appliance Replacement Offer

22. What was the total number of people who accessed the Appliance Replacement Offer scheme in 2019-2020?
23. What was the total cost of the Appliance Replacement Offer Scheme in 2019-2020?
24. How many people accessed the Appliance Replacement Offer Scheme in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
25. How many people accessed the Appliance Replacement Offer Scheme in 2019-2020 in each local government area in NSW?
26. Of the total number of people who accessed the Appliance Replacement Offer Rebate in 2019-2020, how many identified as:
 - (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
27. Of the total number of people who accessed the Appliance Replacement Offer Rebate in 2019-2020, how many were aged:
 - (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?

(f) 71 or over?

28. What is the total amount allocated in the 2020-2021 State Budget towards the Appliance Replacement Offer Rebate?
29. As of March 8 2021, how many people in NSW have accessed the Appliance Replacement Offer in this financial year?
30. As of March 8 2021, what has been the total amount expended to date in this financial year on the Appliance Replacement Offer in this financial year?
31. What was the total amount of money spent by the NSW Government on advertising the availability of the Appliance Replacement Offer in 2019-2020?

ANSWER:

22-31. This is a matter for the Minister for Energy and Environment.

Transport concession entitlement card as an apprentice or trainee

32. What was the total number of people who accessed the Transport concession entitlement card as an apprentice or trainee scheme in 2019-2020?
33. What was the total cost of the Transport concession entitlement card as an apprentice or trainee Scheme in 2019-2020?
34. How many people accessed the Transport concession entitlement card as an apprentice or trainee Scheme in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
35. How many people accessed the Transport concession entitlement card as an apprentice or trainee Scheme in 2019-2020 in each local government area in NSW?
36. Of the total number of people who accessed the Transport concession entitlement card as an apprentice or trainee Rebate in 2019-2020, how many identified as:
 - (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
37. Of the total number of people who accessed the Transport concession entitlement card as an apprentice or trainee Rebate in 2019-2020, how many were aged:
 - (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?

- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 38. What is the total amount allocated in the 2020-2021 State Budget towards the Transport concession entitlement card as an apprentice or trainee Rebate?
- 39. As of March 8 2021, how many people in NSW have accessed the Transport concession entitlement card as an apprentice or trainee in this financial year?
- 40. As of March 8 2021, what has been the total amount expended to date in this financial year on the Transport concession entitlement card as an apprentice or trainee in this financial year?
- 41. What was the total amount of money spent by the NSW Government on advertising the availability of the Transport concession entitlement card as an apprentice or trainee in 2019-2020?

ANSWER:

32-41. This is a matter for the Minister for Transport and Roads.

Apprentice Vehicle Registration Rebate

- 42. What was the total number of people who accessed the Apprentice Vehicle Registration Rebate scheme in 2019-2020?
- 43. What was the total cost of the Apprentice Vehicle Registration Rebate Scheme in 2019-2020?
- 44. How many people accessed the Apprentice Vehicle Registration Rebate Scheme in 2019-2020 in the:
 - (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 45. How many people accessed the Apprentice Vehicle Registration Rebate Scheme in 2019-2020 in each local government area in NSW?
- 46. Of the total number of people who accessed the Apprentice Vehicle Registration Rebate in 2019-2020, how many identified as:
 - (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 47. Of the total number of people who accessed the Apprentice Vehicle Registration Rebate in 2019-2020, how many were aged:
 - (a) 0-18?
 - (b) 19-30?

- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

48. What is the total amount allocated in the 2020-2021 State Budget towards the Apprentice Vehicle Registration Rebate?
49. As of March 8 2021, how many people in NSW have accessed the Apprentice Vehicle Registration Rebate in this financial year?
50. As of March 8 2021, what has been the total amount expended to date in this financial year on the Apprentice Vehicle Registration Rebate in this financial year?
51. What was the total amount of money spent by the NSW Government on advertising the availability of the Apprentice Vehicle Registration Rebate in 2019-2020?

ANSWER:

42-51. This is a matter for the Minister for Transport and Roads.

Assisted School Travel Program

52. What was the total number of people who accessed the Assisted School Travel Program scheme in 2019-2020?
53. What was the total cost of the Assisted School Travel Program Scheme in 2019-2020?
54. How many people accessed the Assisted School Travel Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
55. How many people accessed the Assisted School Travel Program Scheme in 2019-2020 in each local government area in NSW?
56. Of the total number of people who accessed the Assisted School Travel Program Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
57. Of the total number of people who accessed the Assisted School Travel Program Rebate in 2019-2020, how many were aged:
- (a) 0-18?

- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 58.** What is the total amount allocated in the 2020-2021 State Budget towards the Assisted School Travel Program Rebate?
- 59.** As of March 8 2021, how many people in NSW have accessed the Assisted School Travel Program Rebate in this financial year?
- 60.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Assisted School Travel Program Rebate in this financial year?
- 61.** What was the total amount of money spent by the NSW Government on advertising the availability of the Assisted School Travel Program Rebate in 2019-2020?

ANSWER:

52-61. This is a matter for the Minister for Education and Early Childhood Learning

Bee Site Permit Waiver

- 62.** What was the total number of people who accessed the Bee Site Permit Waiver scheme in 2019-2020?
- 63.** What was the total cost of the Bee Site Permit Waiver Scheme in 2019-2020?
- 64.** How many people accessed the Bee Site Permit Waiver Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 65.** How many people accessed the Bee Site Permit Waiver Scheme in 2019-2020 in each local government area in NSW?
- 66.** Of the total number of people who accessed the Bee Site Permit Waiver Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 67.** Of the total number of people who accessed the Bee Site Permit Waiver Rebate in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 68.** What is the total amount allocated in the 2020-2021 State Budget towards the Bee Site Permit Waiver Rebate?
- 69.** As of March 8 2021, how many people in NSW have accessed the Bee Site Permit Waiver Rebate in this financial year?
- 70.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Bee Site Permit Waiver Rebate in this financial year?
- 71.** What was the total amount of money spent by the NSW Government on advertising the availability of the Bee Site Permit Waiver Rebate in 2019-2020?

ANSWER:

62-71. This is a matter for the Minister for Agriculture and Western New South Wales.

Caravan and camper trailer motor vehicle tax reduction

- 72.** What was the total number of people who accessed the Caravan and camper trailer motor vehicle tax reduction scheme in 2019-2020?
- 73.** What was the total cost of the Caravan and camper trailer motor vehicle tax reduction Scheme in 2019-2020?
- 74.** How many people accessed the Caravan and camper trailer motor vehicle tax reduction Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 75.** How many people accessed the Caravan and camper trailer motor vehicle tax reduction Scheme in 2019-2020 in each local government area in NSW?
- 76.** Of the total number of people who accessed the Caravan and camper trailer motor vehicle tax reduction Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?

(c) Other or didn't say?

- 77.** Of the total number of people who accessed the Caravan and camper trailer motor vehicle tax reduction Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 78.** What is the total amount allocated in the 2020-2021 State Budget towards the Caravan and camper trailer motor vehicle tax reduction Rebate?
- 79.** As of March 8 2021, how many people in NSW have accessed the Caravan and camper trailer motor vehicle tax reduction Rebate in this financial year?
- 80.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Caravan and camper trailer motor vehicle tax reduction Rebate in this financial year?
- 81.** What was the total amount of money spent by the NSW Government on advertising the availability of the Caravan and camper trailer motor vehicle tax reduction Rebate in 2019-2020?

ANSWER:

72-81. This is a matter for the Minister for Transport and Roads.

Carer's Registration Refund

- 82.** What was the total number of people who accessed the Carer's Registration Refund scheme in 2019-2020?
- 83.** What was the total cost of the Carer's Registration Refund Scheme in 2019-2020?
- 84.** How many people accessed the Carer's Registration Refund Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 85.** How many people accessed the Carer's Registration Refund Scheme in 2019-2020 in each local government area in NSW?
- 86.** Of the total number of people who accessed the Carer's Registration Refund Rebate in 2019-2020, how many identified as:
- (a) Female?

- (b) Male?
- (c) Other or didn't say?

87. Of the total number of people who accessed the Carer's Registration Refund Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
88. What is the total amount allocated in the 2020-2021 State Budget towards the Carer's Registration Refund Rebate?
89. As of March 8 2021, how many people in NSW have accessed the Carer's Registration Refund Rebate in this financial year?
90. As of March 8 2021, what has been the total amount expended to date in this financial year on the Carer's Registration Refund Rebate in this financial year?
91. What was the total amount of money spent by the NSW Government on advertising the availability of the Carer's Registration Refund Rebate in 2019-2020?

ANSWER:

82-91. This is a matter for the Minister for Transport and Roads.

Creative Kids Voucher

92. What was the total number of people who applied for and received a Creative Kids Voucher in 2019-2020?
93. How many Creative Kids Vouchers were redeemed in 2019-2020?
94. What was the total cost of the Creative Kids Voucher Scheme in 2019-2020?
95. How many people applied for and received an Creative Kids Voucher in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
96. How many people redeemed an Creative Kids Voucher in 2019-2020 in the:
- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 97.** How many people redeemed Creative Kids Vouchers in 2019-2020 in each local government area in NSW?
- 98.** Of the total number of people who redeemed Creative Kids Vouchers in 2019-2020, how many of the kids nominated to use the voucher identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 99.** What is the total amount allocated in the 2020-2021 State Budget towards the CreativeKids Voucher Scheme?
- 100.** As of March 8 2021, how many people in NSW have applied for and received a CreativeKids Voucher in this financial year?
- 101.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Creative Kids Voucher Scheme in this financial year?
- 102.** What was the total amount of money spent by the NSW Government on advertising the availability of the Creative Kids Voucher Scheme in 2019-2020?

ANSWER:

92-102. This is a matter for the Special Minister of State, Minister for the Public Service and Employee Relations, Aboriginal Affairs, and the Arts.

Companion Card

- 103.** What was the total number of people who accessed the Companion Card scheme in 2019-2020?
- 104.** What was the total cost of the Companion Card Scheme in 2019-2020?
- 105.** How many people accessed the Companion Card Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?

(i) South East and Tablelands Region?

(j) Metropolitan Sydney?

(k) Western Sydney?

106. How many people accessed the Companion Card Scheme in 2019-2020 in each local government area in NSW?

107. Of the total number of people who accessed the Companion Card Rebate in 2019-2020, how many identified as:

(a) Female?

(b) Male?

(c) Other or didn't say?

108. Of the total number of people who accessed the Companion Card Rebate in 2019-2020, how many were aged:

(a) 0-18?

(b) 19-30?

(c) 31-40?

(d) 41-55?

(e) 56-70?

(f) 71 or over?

109. What is the total amount allocated in the 2020-2021 State Budget towards the Companion Card Rebate?

110. As of March 8 2021, how many people in NSW have accessed the Companion Card Rebate in this financial year?

111. As of March 8 2021, what has been the total amount expended to date in this financial year on the Companion Card Rebate in this financial year?

112. What was the total amount of money spent by the NSW Government on advertising the availability of the Companion Card Rebate in 2019-2020?

ANSWER:

103-112. This is a matter for the Minister for Families, Communities and Disability Services.

Council Rates Rebate

113. What was the total number of people who accessed the Council Rates Rebate scheme in 2019-2020?

114. What was the total cost of the Council Rates Rebate Scheme in 2019-2020?

115. How many people accessed the Council Rates Rebate Scheme in 2019-2020 in the:

(a) Central Coast Region?

(b) Central West and Orana Region?

(c) Far West Region?

(d) Hunter Region?

(e) Illawarra-Shoalhaven Region?

(f) New England and North West Region?

(g) North Coast Region?

- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 116.** How many people accessed the Council Rates Rebate Scheme in 2019-2020 in each local government area in NSW?
- 117.** Of the total number of people who accessed the Council Rates Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 118.** Of the total number of people who accessed the Council Rates Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 119.** What is the total amount allocated in the 2020-2021 State Budget towards the Council Rates Rebate?
- 120.** As of March 8 2021, how many people in NSW have accessed the Council Rates Rebate in this financial year?
- 121.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Council Rates Rebate in this financial year?
- 122.** What was the total amount of money spent by the NSW Government on advertising the availability of the Council Rates Rebate in 2019-2020?

ANSWER:

113-122. This is a matter for the Minister for Local Government.

Discounted Energy Efficient Lighting

- 123.** What was the total number of people who accessed the Discounted Energy Efficient Lighting scheme in 2019-2020?
- 124.** What was the total cost of the Discounted Energy Efficient Lighting Scheme in 2019-2020?
- 125.** How many people accessed the Discounted Energy Efficient Lighting Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?

- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 126.** How many people accessed the Discounted Energy Efficient Lighting Scheme in 2019-2020 in each local government area in NSW?
- 127.** Of the total number of people who accessed the Discounted Energy Efficient Lighting Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 128.** Of the total number of people who accessed the Discounted Energy Efficient Lighting Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 129.** What is the total amount allocated in the 2020-2021 State Budget towards the Discounted Energy Efficient Lighting Rebate?
- 130.** As of March 8 2021, how many people in NSW have accessed the Discounted Energy Efficient Lighting Rebate in this financial year?
- 131.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Discounted Energy Efficient Lighting Rebate in this financial year?
- 132.** What was the total amount of money spent by the NSW Government on advertising the availability of the Discounted Energy Efficient Lighting Rebate in 2019-2020?

ANSWER:

123-132. This is a matter for the Minister for Energy and Environment.

Driver Licencing Access Program

- 133.** What was the total number of people who accessed the Driver Licencing Access Program scheme in 2019-2020?
- 134.** What was the total cost of the Driver Licencing Access Program Scheme in 2019-2020?
- 135.** How many people accessed the Driver Licencing Access Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?

- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

136. How many people accessed the Driver Licencing Access Program Scheme in 2019-2020 in each local government area in NSW?

137. Of the total number of people who accessed the Driver Licencing Access Program Rebate in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

138. Of the total number of people who accessed the Driver Licencing Access Program Rebate in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

139. What is the total amount allocated in the 2020-2021 State Budget towards the Driver Licencing Access Program Rebate?

140. As of March 8 2021, how many people in NSW have accessed the Driver Licencing Access Program Rebate in this financial year?

141. As of March 8 2021, what has been the total amount expended to date in this financial year on the Driver Licencing Access Program Rebate in this financial year?

142. What was the total amount of money spent by the NSW Government on advertising the availability of the Driver Licencing Access Program Rebate in 2019-2020?

ANSWER:

133-142. This is a matter for the Minister for Transport and Roads.

Drought Assistance Fund Loan

143. What was the total number of people who accessed the Drought Assistance Fund Loan scheme in 2019-2020?

144. What was the total cost of the Drought Assistance Fund Loan Scheme in 2019-2020?

145. How many people accessed the Drought Assistance Fund Loan Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?

- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?

- 146.** How many people accessed the Drought Assistance Fund Loan Scheme in 2019-2020 in each local government area in NSW?
- 147.** Of the total number of people who accessed the Drought Assistance Fund Loan in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 148.** Of the total number of people who accessed the Drought Assistance Fund Loan in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 149.** What is the total amount allocated in the 2020-2021 State Budget towards the Drought Assistance Fund Loan?
- 150.** As of March 8 2021, how many people in NSW have accessed the Drought Assistance Fund Loan in this financial year?
- 151.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Drought Assistance Fund Loan in this financial year?
- 152.** What was the total amount of money spent by the NSW Government on advertising the availability of the Drought Assistance Fund Loan in 2019-2020?

ANSWER:

143-152. This is a matter for the Minister for Agriculture and Western New South Wales.

EnableNSW

- 153.** What was the total number of people who accessed the EnableNSW scheme in 2019-2020?
- 154.** What was the total cost of the EnableNSW Scheme in 2019-2020?
- 155.** How many people accessed the EnableNSW Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?

- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

156. How many people accessed the EnableNSW Scheme in 2019-2020 in each local government area in NSW?

157. Of the total number of people who accessed the EnableNSW Rebate in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

158. Of the total number of people who accessed the EnableNSW Rebate in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

159. What is the total amount allocated in the 2020-2021 State Budget towards the EnableNSW Rebate?

160. As of March 8 2021, how many people in NSW have accessed the EnableNSW Rebate in this financial year?

161. As of March 8 2021, what has been the total amount expended to date in this financial year on the EnableNSW Rebate in this financial year?

162. What was the total amount of money spent by the NSW Government on advertising the availability of the EnableNSW Rebate in 2019-2020?

ANSWER:

153-162. This is a matter for the Minister for Health and Medical Research.

Energy Accounts Payment Assistance (EAPA)

163. What was the total number of people who accessed the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020?

164. What was the total cost of the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020?

165. How many people accessed the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?

- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

166. How many people accessed the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020 in each local government area in NSW?

167. Of the total number of people who accessed the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

168. Of the total number of people who accessed the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

169. What is the total amount allocated in the 2020-2021 State Budget towards the Energy Accounts Payment Assistance (EAPA) Scheme?

170. As of March 8 2021, how many people in NSW have accessed the Energy Accounts Payment Assistance (EAPA) Scheme in this financial year?

171. As of March 8 2021, what has been the total amount expended to date in this financial year on the Energy Accounts Payment Assistance (EAPA) Scheme in this financial year?

172. What was the total amount of money spent by the NSW Government on advertising the availability of the Energy Accounts Payment Assistance (EAPA) Scheme in 2019-2020?

ANSWER:

163-172. This is a matter for the Minister for Energy and Environment.

Fair Go for Safe Drivers - Discounted Licence Renewal

173. What was the total number of people who accessed the Fair Go for Safe Drivers - Discounted Licence Renewal scheme in 2019-2020?

174. What was the total cost of the Fair Go for Safe Drivers - Discounted Licence Renewal Scheme in 2019-2020?

175. How many people accessed the Fair Go for Safe Drivers - Discounted Licence Renewal Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?

- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 176.** How many people accessed the Fair Go for Safe Drivers - Discounted Licence Renewal Scheme in 2019-2020 in each local government area in NSW?
- 177.** Of the total number of people who accessed the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 178.** Of the total number of people who accessed the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 179.** What is the total amount allocated in the 2020-2021 State Budget towards the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate?
- 180.** As of March 8 2021, how many people in NSW have accessed the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate in this financial year?
- 181.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate in this financial year?
- 182.** What was the total amount of money spent by the NSW Government on advertising the availability of the Fair Go for Safe Drivers - Discounted Licence Renewal Rebate in 2019-2020?

ANSWER:

173-182. This is a matter for the Minister for Transport and Roads.

Fair Trading Fees Waived - Drought Assistance

- 183.** What was the total number of people who accessed the Fair Trading Fees Waived - Drought Assistance scheme in 2019-2020?
- 184.** What was the total cost of the Fair Trading Fees Waived - Drought Assistance Scheme in 2019-2020?
- 185.** How many people accessed the Fair Trading Fees Waived - Drought Assistance Scheme in 2019-2020 in the:
- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?

- 186.** How many people accessed the Fair Trading Fees Waived - Drought Assistance Scheme in 2019-2020 in each local government area in NSW?
- 187.** Of the total number of people who accessed the Fair Trading Fees Waived - Drought Assistance Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 188.** Of the total number of people who accessed the Fair Trading Fees Waived - Drought Assistance Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 189.** What is the total amount allocated in the 2020-2021 State Budget towards the Fair Trading Fees Waived - Drought Assistance Rebate?
- 190.** As of March 8 2021, how many people in NSW have accessed the Fair Trading Fees Waived - Drought Assistance Rebate in this financial year?
- 191.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Fair Trading Fees Waived - Drought Assistance Rebate in this financial year?
- 192.** What was the total amount of money spent by the NSW Government on advertising the availability of the Fair Trading Fees Waived - Drought Assistance Rebate in 2019-2020?

ANSWER:

183- 192. This is a matter for the Minister for Better Regulation and Innovation.

Family Energy Rebate

- 193.** What was the total number of people who accessed the Family Energy Rebate scheme in 2019-2020?
- 194.** What was the total cost of the Family Energy Rebate Scheme in 2019-2020?
- 195.** How many people accessed the Family Energy Rebate Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?

- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 196.** How many people accessed the Family Energy Rebate Scheme in 2019-2020 in each local government area in NSW?
- 197.** Of the total number of people who accessed the Family Energy Rebate Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 198.** Of the total number of people who accessed the Family Energy Rebate Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 199.** What is the total amount allocated in the 2020-2021 State Budget towards the Family Energy Rebate?
- 200.** As of March 8 2021, how many people in NSW have accessed the Family Energy Rebate in this financial year?
- 201.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Family Energy Rebate in this financial year?
- 202.** What was the total amount of money spent by the NSW Government on advertising the availability of the Family Energy Rebate in 2019-2020?

ANSWER:

193-202. This is a matter for the Minister for Energy and Environment.

Farm Business Skills Professional Development Program Subsidy

- 203.** What was the total number of people who accessed the Farm Business Skills Professional Development Program Subsidy scheme in 2019-2020?
- 204.** What was the total cost of the Farm Business Skills Professional Development Program Subsidy Scheme in 2019-2020?
- 205.** How many people accessed the Farm Business Skills Professional Development Program Subsidy Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?

206. How many people accessed the Farm Business Skills Professional Development Program Subsidy Scheme in 2019-2020 in each local government area in NSW?

207. Of the total number of people who accessed the Farm Business Skills Professional Development Program Subsidy in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

208. Of the total number of people who accessed the Farm Business Skills Professional Development Program Subsidy in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

209. What is the total amount allocated in the 2020-2021 State Budget towards the Farm Business Skills Professional Development Program Subsidy?

210. As of March 8 2021, how many people in NSW have accessed the Farm Business Skills Professional Development Program Subsidy in this financial year?

211. As of March 8 2021, what has been the total amount expended to date in this financial year on the Farm Business Skills Professional Development Program Subsidy in this financial year?

212. What was the total amount of money spent by the NSW Government on advertising the availability of the Farm Business Skills Professional Development Program Subsidy in 2019-2020?

ANSWER:

203-212. This is a matter for the Minister for Agriculture and Western New South Wales

Farm Innovation Fund

213. What was the total number of people who accessed the Farm Innovation Fund scheme in 2019-2020?

214. What was the total cost of the Farm Business Farm Innovation Fund Scheme in 2019-2020?

215. How many people accessed the Farm Innovation Fund Scheme in 2019-2020 in the:

- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?

- 216.** How many people accessed the Farm Innovation Fund Scheme in 2019-2020 in each local government area in NSW?
- 217.** Of the total number of people who accessed the Farm Innovation Fund Subsidy in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 218.** Of the total number of people who accessed the Farm Innovation Fund Program Subsidy in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 219.** What is the total amount allocated in the 2020-2021 State Budget towards the Farm Innovation Fund Subsidy?
- 220.** As of March 8 2021, how many people in NSW have accessed the Farm Innovation Fund Subsidy in this financial year?
- 221.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Farm Innovation Fund Subsidy in this financial year?
- 222.** What was the total amount of money spent by the NSW Government on advertising the availability of the Farm Innovation Fund Subsidy in 2019-2020?

ANSWER:

213-222. This is a matter for the Minister for Agriculture and Western New South Wales.

Fee Free Apprenticeships Fund

- 223.** What was the total number of people who accessed the Fee-free apprenticeships scheme in 2019-2020?
- 224.** What was the total cost of the Fee-free apprenticeships Scheme in 2019-2020?
- 225.** How many people accessed the Fee-free apprenticeships Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?

- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 226.** How many people accessed the Fee-free apprenticeships Scheme in 2019-2020 in each local government area in NSW?
- 227.** Of the total number of people who accessed the Fee-free apprenticeships in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 228.** Of the total number of people who accessed the Fee-free apprenticeships in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 229.** What is the total amount allocated in the 2020-2021 State Budget towards the Fee-free apprenticeships?
- 230.** As of March 8 2021, how many people in NSW have accessed the Fee-free apprenticeships in this financial year?
- 231.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Fee-free apprenticeships in this financial year?
- 232.** What was the total amount of money spent by the NSW Government on advertising the availability of the Fee-free apprenticeships in 2019-2020?

ANSWER:

223-232. This is a matter for the Minister for Skills and Tertiary Education.

First Home Buyers Assistance Scheme

- 233.** What was the total number of people who accessed the First Home Buyers Assistance Scheme in 2019-2020?
- 234.** What was the total cost of the First Home Buyers Assistance Scheme in 2019-2020?
- 235.** How many people accessed the First Home Buyers Assistance Scheme in 2019-2020 in the:
- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 236.** How many people accessed the First Home Buyers Assistance Scheme in 2019-2020 in each local government area in NSW?
- 237.** Of the total number of people who accessed the First Home Buyers Assistance Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 238.** Of the total number of people who accessed the First Home Buyers Assistance Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 239.** What is the total amount allocated in the 2020-2021 State Budget towards the First Home Buyers Assistance Scheme?
- 240.** As of March 8 2021, how many people in NSW have accessed the First Home Buyers Assistance Scheme in this financial year?
- 241.** As of March 8 2021, what has been the total amount expended to date in this financial year on the First Home Buyers Assistance Scheme in this financial year?
- 242.** What was the total amount of money spent by the NSW Government on advertising the availability of the First Home Buyers Assistance Scheme in 2019-2020?

ANSWER:

233-242. This is a matter for the Minister for Finance and Small Business.

First Home Owner Grant

- 243.** What was the total number of people who accessed the First Home Owner Grant scheme in 2019-2020?
- 244.** What was the total cost of the First Home Owner Grant Scheme in 2019-2020?
- 245.** How many people accessed the First Home Owner Grant Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 246.** How many people accessed the First Home Owner Grant Scheme in 2019-2020 in each local government area in NSW?
- 247.** Of the total number of people who accessed the First Home Owner Grant in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 248.** Of the total number of people who accessed the First Home Owner Grant in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 249.** What is the total amount allocated in the 2020-2021 State Budget towards the First Home Owner Grant?
- 250.** As of March 8 2021, how many people in NSW have accessed the First Home Owner Grant in this financial year?
- 251.** As of March 8 2021, what has been the total amount expended to date in this financial year on the First Home Owner Grant in this financial year?
- 252.** What was the total amount of money spent by the NSW Government on advertising the availability of the First Home Owner Grant in 2019-2020?

ANSWER:

243-252. This is a matter for the Minister for Finance and Small Business.

Gas Rebate

- 253.** What was the total number of people who accessed the Gas Rebate scheme in 2019-2020?
- 254.** What was the total cost of the Gas Rebate Scheme in 2019-2020?
- 255.** How many people accessed the Gas Rebate Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 256.** How many people accessed the Gas Rebate Scheme in 2019-2020 in each local government area in NSW?
- 257.** Of the total number of people who accessed the Gas Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 258.** Of the total number of people who accessed the Gas Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 259.** What is the total amount allocated in the 2020-2021 State Budget towards the Gas Rebate?
- 260.** As of March 8 2021, how many people in NSW have accessed the Gas Rebate in this financial year?
- 261.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Gas Rebate in this financial year?
- 262.** What was the total amount of money spent by the NSW Government on advertising the availability of the Gas Rebate in 2019-2020?

ANSWER:

253-262. This is a matter for the Minister for Energy and Environment.

Boat License 50% Subsidy

- 263.** What was the total number of people who accessed the Boat License 50% Subsidy scheme in 2019-2020?
- 264.** What was the total cost of the Boat License 50% Subsidy Scheme in 2019-2020?
- 265.** How many people accessed the Boat License 50% Subsidy Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?

- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 266.** How many people accessed the Boat License 50% Subsidy Scheme in 2019-2020 in each local government area in NSW?
- 267.** Of the total number of people who accessed the Boat License 50% Subsidy in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 268.** Of the total number of people who accessed the Boat License 50% Subsidy in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 269.** What is the total amount allocated in the 2020-2021 State Budget towards the Boat License 50% Subsidy?
- 270.** As of March 8 2021, how many people in NSW have accessed the Boat License 50% Subsidy in this financial year?
- 271.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Boat License 50% Subsidy in this financial year?
- 272.** What was the total amount of money spent by the NSW Government on advertising the availability of the Boat License 50% Subsidy in 2019-2020?

ANSWER:

263-272. This is a matter for the Minister for Transport and Roads.

Isolated Patients Travel and Accommodation Assistance Scheme

- 273.** What was the total number of people who accessed the Isolated Patients Travel and Accommodation Assistance Scheme Gas Rebate scheme in 2019-2020?
- 274.** What was the total cost of the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020?
- 275.** How many people accessed the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

276. How many people accessed the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020 in each local government area in NSW?

277. Of the total number of people who accessed the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

278. Of the total number of people who accessed the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

279. What is the total amount allocated in the 2020-2021 State Budget towards the Isolated Patients Travel and Accommodation Assistance Scheme?

280. As of March 8 2021, how many people in NSW have accessed the Isolated Patients Travel and Accommodation Assistance Scheme in this financial year?

281. As of March 8 2021, what has been the total amount expended to date in this financial year on the Isolated Patients Travel and Accommodation Assistance Scheme in this financial year?

282. What was the total amount of money spent by the NSW Government on advertising the availability of the Isolated Patients Travel and Accommodation Assistance Scheme in 2019-2020?

ANSWER:

273-282. This is a matter for the Minister for Health and Medical Research.

Life Support Energy Rebate

283. What was the total number of people who accessed the Life Support Energy Rebate scheme in 2019-2020?

284. What was the total cost of the Life Support Energy Rebate Scheme in 2019-2020?

- 285.** How many people accessed the Life Support Energy Rebate Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 286.** How many people accessed the Life Support Energy Rebate Scheme in 2019-2020 in each local government area in NSW?
- 287.** Of the total number of people who accessed the Life Support Energy Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 288.** Of the total number of people who accessed the Life Support Energy Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 289.** What is the total amount allocated in the 2020-2021 State Budget towards the Life Support Energy Rebate?
- 290.** As of March 8 2021, how many people in NSW have accessed the Life Support Energy Rebate in this financial year?
- 291.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Life Support Energy Rebate in this financial year?
- 292.** What was the total amount of money spent by the NSW Government on advertising the availability of the Life Support Energy Rebate in 2019-2020?

ANSWER:

283-292. This is a matter for the Minister for Energy and Environment.

Covering Local Land Services Rates

293. What was the total number of people who accessed the Covering Local Land Services Rates scheme in 2019-2020?

- 294.** What was the total cost of the Covering Local Land Services Rates Scheme in 2019-2020?
- 295.** How many people accessed the Covering Local Land Services Rates Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 296.** How many people accessed the Covering Local Land Services Rates Scheme in 2019-2020 in each local government area in NSW?
- 297.** Of the total number of people who accessed the Covering Local Land Services Rates Rebate in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 298.** Of the total number of people who accessed the Covering Local Land Services Rates Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 299.** What is the total amount allocated in the 2020-2021 State Budget towards the Covering Local Land Services Rates Rebate?
- 300.** As of March 8 2021, how many people in NSW have accessed the Covering Local Land Services Rates Rebate in this financial year?
- 301.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Covering Local Land Services Rates Rebate in this financial year?
- 302.** What was the total amount of money spent by the NSW Government on advertising the availability of the Covering Local Land Services Rates Rebate in 2019-2020?

ANSWER:

293-302. This is a matter for the Minister for Agriculture and Western New South Wales.

Low Income Household Rebate

- 303.** What was the total number of people who accessed the Low Income Household Rebate scheme in 2019-2020?
- 304.** What was the total cost of the Low Income Household Rebate Scheme in 2019-2020?
- 305.** How many people accessed the Low Income Household Rebate Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 306.** How many people accessed the Low Income Household Rebate Scheme in 2019-2020 in each local government area in NSW?
- 307.** Of the total number of people who accessed the Low Income Household Rebate Subsidy in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 308.** Of the total number of people who accessed the Low Income Household Rebate in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 309.** What is the total amount allocated in the 2020-2021 State Budget towards the Low Income Household Rebate?
- 310.** As of March 8 2021, how many people in NSW have accessed the Low Income Household Rebate in this financial year?
- 311.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Low Income Household Rebate in this financial year?
- 312.** What was the total amount of money spent by the NSW Government on advertising the availability of the Low Income Household Rebate in 2019-2020?

ANSWER:

303-312. This is a matter for the Minister for Energy and Environment.

Lower taxed vehicles

- 313.** What was the total number of people who accessed the Lower taxed vehicles scheme in 2019-2020?
- 314.** What was the total cost of the Lower taxed vehicles Scheme in 2019-2020?
- 315.** How many people accessed the Lower taxed vehicles Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 316.** How many people accessed the Lower taxed vehicles Scheme in 2019-2020 in each local government area in NSW?
- 317.** Of the total number of people who accessed the Lower taxed vehicles Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 318.** Of the total number of people who accessed the Lower taxed vehicles Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 319.** What is the total amount allocated in the 2020-2021 State Budget towards the Lower taxed vehicles Scheme?
- 320.** As of March 8 2021, how many people in NSW have accessed the Lower taxed vehicles Scheme in this financial year?
- 321.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Lower taxed vehicles Scheme in this financial year?
- 322.** What was the total amount of money spent by the NSW Government on advertising the availability of the Lower taxed vehicles Scheme in 2019-2020?

ANSWER:

313-322. This is a matter for the Minister for Transport and Roads.

Making a Power of Attorney if on Age Pension

- 323.** What was the total number of people who accessed the Making a Power of Attorney if on Age Pension scheme in 2019-2020?
- 324.** What was the total cost of the Making a Power of Attorney if on Age Pension Scheme in 2019-2020?
- 325.** How many people accessed the Making a Power of Attorney if on Age Pension Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
Western Sydney?
- 326.** How many people accessed the Making a Power of Attorney if on Age Pension Scheme in 2019-2020 in each local government area in NSW?
- 327.** Of the total number of people who accessed the Making a Power of Attorney if on Age Pension Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 328.** Of the total number of people who accessed the Making a Power of Attorney if on Age Pension Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 329.** What is the total amount allocated in the 2020-2021 State Budget towards the Making a Power of Attorney if on Age Pension Scheme?
- 330.** As of March 8 2021, how many people in NSW have accessed the Making a Power of Attorney if on Age Pension Scheme in this financial year?
- 331.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Making a Power of Attorney if on Age Pension Scheme in this financial year?
- 332.** What was the total amount of money spent by the NSW Government on advertising the availability of the Making a Power of Attorney if on Age Pension Scheme in 2019-2020?

ANSWER:

323-332. This is a matter for the Attorney General and Minister for the Prevention of Domestic Violence.

Cost-free Will for Full Centrelink Age Pensioners

- 333.** What was the total number of people who accessed the Cost-free Will for Full Centrelink Age Pensioners scheme in 2019-2020?
- 334.** What was the total cost of the Cost-free Will for Full Centrelink Age Pensioners Scheme in 2019-2020?
- 335.** How many people accessed the Cost-free Will for Full Centrelink Age Pensioners Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 336.** How many people accessed the Cost-free Will for Full Centrelink Age Pensioners Scheme in 2019-2020 in each local government area in NSW?
- 337.** Of the total number of people who accessed the Cost-free Will for Full Centrelink Age Pensioners Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 338.** Of the total number of people who accessed the Cost-free Will for Full Centrelink Age Pensioners in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 339.** What is the total amount allocated in the 2020-2021 State Budget towards the Cost-free Will for Full Centrelink Age Pensioners?
- 340.** As of March 8 2021, how many people in NSW have accessed the Cost-free Will for Full Centrelink Age Pensioners in this financial year?
- 341.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Cost-free Will for Full Centrelink Age Pensioners in this financial year?

342. What was the total amount of money spent by the NSW Government on advertising the availability of the Cost-free Will for Full Centrelink Age Pensioners in 2019-2020?

ANSWER:

333-342. This is a matter for the Attorney General and Minister for the Prevention of Domestic Violence.

Medical Energy Rebate

343. What was the total number of people who accessed the Medical Energy Rebate scheme in 2019-2020?

344. What was the total cost of the Medical Energy Rebate Scheme in 2019-2020?

345. How many people accessed the Medical Energy Rebate Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

346. How many people accessed the Medical Energy Rebate Scheme in 2019-2020 in each local government area in NSW?

347. Of the total number of people who accessed the Medical Energy Rebate Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

348. Of the total number of people who accessed the Medical Energy Rebate Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

349. What is the total amount allocated in the 2020-2021 State Budget towards the Medical Energy Rebate Scheme?

350. As of March 8 2021, how many people in NSW have accessed the Medical Energy Rebate Scheme in this financial year?

351. As of March 8 2021, what has been the total amount expended to date in this financial year on the Medical Energy Rebate Scheme in this financial year?

352. What was the total amount of money spent by the NSW Government on advertising the availability of the Medical Energy Rebate Scheme in 2019-2020?

ANSWER:

343-352. This is a matter for the Minister for Energy and Environment.

Mobility Parking Scheme permit free to pensioners

353. What was the total number of people who accessed the Mobility Parking Scheme permit free to pensioners scheme in 2019-2020?

354. What was the total cost of the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020?

355. How many people accessed the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

356. How many people accessed the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020 in each local government area in NSW?

357. Of the total number of people who accessed the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

358. Of the total number of people who accessed the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 359.** What is the total amount allocated in the 2020-2021 State Budget towards the Mobility Parking Scheme permit free to pensioners Scheme?
- 360.** As of March 8 2021, how many people in NSW have accessed the Mobility Parking Scheme permit free to pensioners Scheme in this financial year?
- 361.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Mobility Parking Scheme permit free to pensioners Scheme in this financial year?
- 362.** What was the total amount of money spent by the NSW Government on advertising the availability of the Mobility Parking Scheme permit free to pensioners Scheme in 2019-2020?

ANSWER:

343-352. This is a matter for the Minister for Transport and Roads.

National Parks Concession Pass

- 363.** What was the total number of people who accessed the National Parks Concession Pass scheme in 2019-2020?
- 364.** What was the total cost of the National Parks Concession Pass Scheme in 2019-2020?
- 365.** How many people accessed the National Parks Concession Pass Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 366.** How many people accessed the National Parks Concession Pass Scheme in 2019-2020 in each local government area in NSW?
- 367.** Of the total number of people who accessed the National Parks Concession Pass Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 368.** Of the total number of people who accessed the National Parks Concession Pass Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?

(f) 71 or over?

- 369.** What is the total amount allocated in the 2020-2021 State Budget towards the National Parks Concession Pass Scheme?
- 370.** As of March 8 2021, how many people in NSW have accessed the National Parks Concession Pass Scheme in this financial year?
- 371.** As of March 8 2021, what has been the total amount expended to date in this financial year on the National Parks Concession Pass Scheme in this financial year?
- 372.** What was the total amount of money spent by the NSW Government on advertising the availability of the National Parks Concession Pass Scheme in 2019-2020?

ANSWER:

363-372. This is a matter for the Minister for Energy and Environment.

No Interest Loans Scheme

- 373.** What was the total number of people who accessed the No Interest Loans Scheme in 2019-2020?
- 374.** What was the total cost of the No Interest Loans Scheme in 2019-2020?
- 375.** How many people accessed the No Interest Loans Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 376.** How many people accessed the No Interest Loans Scheme in 2019-2020 in each local government area in NSW?
- 377.** Of the total number of people who accessed the No Interest Loans Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 378.** Of the total number of people who accessed the No Interest Loans Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?

(f) 71 or over?

- 379.** What is the total amount allocated in the 2020-2021 State Budget towards the No Interest Loans Scheme?
- 380.** As of March 8 2021, how many people in NSW have accessed the No Interest Loans Scheme in this financial year?
- 381.** As of March 8 2021, what has been the total amount expended to date in this financial year on the No Interest Loans Scheme in this financial year?
- 382.** What was the total amount of money spent by the NSW Government on advertising the availability of the No Interest Loans Scheme in 2019-2020?

ANSWER:

373-382. This is a matter for the Minister for Better Regulation and Innovation.

National Parks Annual Pass Discount with Rego renewal

- 383.** What was the total number of people who accessed the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020?
- 384.** What was the total cost of the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020?
- 385.** How many people accessed the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 386.** How many people accessed the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020 in each local government area in NSW?
- 387.** Of the total number of people who accessed the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 388.** Of the total number of people who accessed the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?

- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 389.** What is the total amount allocated in the 2020-2021 State Budget towards the National Parks Annual Pass Discount with Rego renewal Scheme?
- 390.** As of March 8 2021, how many people in NSW have accessed the National Parks Annual Pass Discount with Rego renewal Scheme in this financial year?
- 391.** As of March 8 2021, what has been the total amount expended to date in this financial year on the National Parks Annual Pass Discount with Rego renewal Scheme in this financial year?
- 392.** What was the total amount of money spent by the NSW Government on advertising the availability of the National Parks Annual Pass Discount with Rego renewal Scheme in 2019-2020?

ANSWER:

383-392. This is a matter for the Minister for Energy and Environment.

NSW Public Hospitals Concession car Parking

- 393.** What was the total number of people who accessed the NSW Public Hospitals Concession car Parking Scheme in 2019-2020?
- 394.** What was the total cost of the NSW Public Hospitals Concession car Parking Scheme in 2019-2020?
- 395.** How many people accessed the NSW Public Hospitals Concession car Parking Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 396.** How many people accessed the NSW Public Hospitals Concession car Parking Scheme in 2019-2020 in each local government area in NSW?
- 397.** Of the total number of people who accessed the NSW Public Hospitals Concession car Parking Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 398.** Of the total number of people who accessed the NSW Public Hospitals Concession car Parking Scheme in 2019-2020, how many were aged:
- (a) 0-18?

- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 399.** What is the total amount allocated in the 2020-2021 State Budget towards the NSW Public Hospitals Concession car Parking Scheme?
- 400.** As of March 8 2021, how many people in NSW have accessed the NSW Public Hospitals Concession car Parking Scheme in this financial year?
- 401.** As of March 8 2021, what has been the total amount expended to date in this financial year on the NSW Public Hospitals Concession car Parking Scheme in this financial year?
- 402.** What was the total amount of money spent by the NSW Government on advertising the availability of the NSW Public Hospitals Concession car Parking Scheme in 2019-2020?

ANSWER:

393-402. This is a matter for the Minister for Health and Medical Research.

Discounts available for NSW regional travel

- 403.** What was the total number of people who accessed the Discounts available for NSW regional travel Scheme in 2019-2020?
- 404.** What was the total cost of the Discounts available for NSW regional travel Scheme in 2019-2020?
- 405.** How many people accessed the Discounts available for NSW regional travel Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
- 406.** How many people accessed the Discounts available for NSW regional travel Scheme in 2019-2020 in each local government area in NSW?
- 407.** Of the total number of people who accessed the Discounts available for NSW regional travel Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 408.** Of the total number of people who accessed the Discounts available for NSW regional travel Scheme in 2019-2020, how many were aged:
- (a) 0-18?

- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 409.** What is the total amount allocated in the 2020-2021 State Budget towards the Discounts available for NSW regional travel Scheme?
- 410.** As of March 8 2021, how many people in NSW have accessed the Discounts available for NSW regional travel Scheme in this financial year?
- 411.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Discounts available for NSW regional travel Scheme in this financial year?
- 412.** What was the total amount of money spent by the NSW Government on advertising the availability of the Discounts available for NSW regional travel Scheme in 2019-2020?

ANSWER:

403-412. This is a matter for the Minister for Transport and Roads.

Senior Savers Card

- 413.** What was the total number of people who accessed the Senior Savers Card scheme in 2019-2020?
- 414.** What was the total cost of the Senior Savers Card Scheme in 2019-2020?
- 415.** How many people accessed the Senior Savers Card Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 416.** How many people accessed the Senior Savers Card Scheme in 2019-2020 in each local government area in NSW?
- 417.** Of the total number of people who accessed the Senior Savers Card Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 418.** Of the total number of people who accessed the Senior Savers Card in 2019-2020, how many were aged:
- (a) 0-18?

- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 419.** What is the total amount allocated in the 2020-2021 State Budget towards the Senior Savers Card?
- 420.** As of March 8 2021, how many people in NSW have accessed the Senior Savers Card in this financial year?
- 421.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Senior Savers Card in this financial year?
- 422.** What was the total amount of money spent by the NSW Government on advertising the availability of the Senior Savers Card in 2019-2020?

ANSWER:

413-422. This is a matter for the Acting Minister for Sport, Multiculturalism, Seniors and Veterans.

NSW Spectacles Program

- 423.** What was the total number of people who accessed the NSW Spectacles Program Scheme in 2019-2020?
- 424.** What was the total cost of the NSW Spectacles Program Scheme in 2019-2020?
- 425.** How many people accessed the NSW Spectacles Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 426.** How many people accessed the NSW Spectacles Program Scheme in 2019-2020 in each local government area in NSW?
- 427.** Of the total number of people who accessed the NSW Spectacles Program Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 428.** Of the total number of people who accessed the NSW Spectacles Program Scheme in 2019-2020, how many were aged:
- (a) 0-18?

- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 429.** What is the total amount allocated in the 2020-2021 State Budget towards the NSW Spectacles Program Scheme?
- 430.** As of March 8 2021, how many people in NSW have accessed the NSW Spectacles Program Scheme in this financial year?
- 431.** As of March 8 2021, what has been the total amount expended to date in this financial year on the NSW Spectacles Program Scheme in this financial year?
- 432.** What was the total amount of money spent by the NSW Government on advertising the availability of the NSW Spectacles Program Scheme in 2019-2020?

ANSWER:

423-432. This is a matter for the Minister for Health and Medical Research.

Pensioner Concessions on Licence Renewals and Tests

- 433.** What was the total number of people who accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020?
- 434.** What was the total cost of the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020?
- 435.** How many people accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 436.** How many people accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020 in each local government area in NSW?
- 437.** Of the total number of people who accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?

- 438.** Of the total number of people who accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 439.** What is the total amount allocated in the 2020-2021 State Budget towards the Pensioner Concessions on Licence Renewals and Tests Scheme?
- 440.** As of March 8 2021, how many people in NSW have accessed the Pensioner Concessions on Licence Renewals and Tests Scheme in this financial year?
- 441.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Pensioner Concessions on Licence Renewals and Tests Scheme in this financial year?
- 442.** What was the total amount of money spent by the NSW Government on advertising the availability of the Pensioner Concessions on Licence Renewals and Tests Scheme in 2019-2020?

ANSWER:

433-442. This is a matter for the Minister for Transport and Roads.

Pensioner Concessions on Vehicle Registration

- 443.** What was the total number of people who accessed the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020?
- 444.** What was the total cost of the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020?
- 445.** How many people accessed the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 446.** How many people accessed the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020 in each local government area in NSW?
- 447.** Of the total number of people who accessed the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020, how many identified as:
- (a) Female?

- (b) Male?
- (c) Other or didn't say?

- 448.** Of the total number of people who accessed the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 449.** What is the total amount allocated in the 2020-2021 State Budget towards the Pensioner Concessions on Vehicle Registration Scheme?
- 450.** As of March 8 2021, how many people in NSW have accessed the Pensioner Concessions on Vehicle Registration in this financial year?
- 451.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Pensioner Concessions on Vehicle Registration Scheme in this financial year?
- 452.** What was the total amount of money spent by the NSW Government on advertising the availability of the Pensioner Concessions on Vehicle Registration Scheme in 2019-2020?

ANSWER:

443-452. This is a matter for the Minister for Transport and Roads.

Pensioner Travel Vouchers

- 453.** What was the total number of people who accessed the Pensioner Travel Vouchers scheme in 2019-2020?
- 454.** What was the total cost of the Pensioner Travel Vouchers Scheme in 2019-2020?
- 455.** How many people accessed the Pensioner Travel Vouchers Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 456.** How many people accessed the Pensioner Travel Vouchers Scheme in 2019-2020 in each local government area in NSW?
- 457.** Of the total number of people who accessed the Pensioner Travel Vouchers Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

458. Of the total number of people who accessed the Pensioner Travel Vouchers in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

459. What is the total amount allocated in the 2020-2021 State Budget towards the Pensioner Travel Vouchers?

460. As of March 8 2021, how many people in NSW have accessed the Pensioner Travel Vouchers in this financial year?

461. As of March 8 2021, what has been the total amount expended to date in this financial year on the Pensioner Travel Vouchers in this financial year?

462. What was the total amount of money spent by the NSW Government on advertising the availability of the Pensioner Travel Vouchers in 2019-2020?

ANSWER:

453-462. This is a matter for the Minister for Transport and Roads.

Pensioner Water Rebate

463. What was the total number of people who accessed the Pensioner Water Rebate Scheme in 2019-2020?

464. What was the total cost of the Pensioner Water Rebate Scheme in 2019-2020?

465. How many people accessed the Pensioner Water Rebate Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

466. How many people accessed the Pensioner Water Rebate Scheme in 2019-2020 in each local government area in NSW?

- 467.** Of the total number of people who accessed the Pensioner Water Rebate Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 468.** Of the total number of people who accessed the Pensioner Water Rebate Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 469.** What is the total amount allocated in the 2020-2021 State Budget towards the Pensioner Water Rebate Scheme?
- 470.** As of March 8 2021, how many people in NSW have accessed the Pensioner Water Rebate scheme in this financial year?
- 471.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Pensioner Water Rebate Scheme in this financial year?
- 472.** What was the total amount of money spent by the NSW Government on advertising the availability of the Pensioner Water Rebate Scheme in 2019-2020?

ANSWER:

463-472. This is a matter for the Minister for Energy and Environment.

Private mooring licence discount

- 473.** What was the total number of people who accessed the Private mooring licence discount Scheme in 2019-2020?
- 474.** What was the total cost of the Private mooring licence discount Scheme in 2019-2020?
- 475.** How many people accessed the Private mooring licence discount Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?

- 476.** How many people accessed the Private mooring licence discount Scheme in 2019-2020 in each local government area in NSW?
- 477.** Of the total number of people who accessed the Private mooring licence discount Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 478.** Of the total number of people who accessed the Private mooring licence discount Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 479.** What is the total amount allocated in the 2020-2021 State Budget towards the Private mooring licence discount Scheme?
- 480.** As of March 8 2021, how many people in NSW have accessed the Private mooring licence discount scheme in this financial year?
- 481.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Private mooring licence discount Scheme in this financial year?
- 482.** What was the total amount of money spent by the NSW Government on advertising the availability of the Private mooring licence discount Scheme in 2019-2020?

ANSWER:

473-482. This is a matter for the Minister for Transport and Roads.

Private Rental Assistance

- 483.** What was the total number of people who accessed the Private Rental Assistance Scheme in 2019-2020?
- 484.** What was the total cost of the Private Rental Assistance Scheme in 2019-2020?
- 485.** How many people accessed the Private Rental Assistance Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?

(k) Western Sydney?

- 486.** How many people accessed the Private Rental Assistance Scheme in 2019-2020 in each local government area in NSW?
- 487.** Of the total number of people who accessed the Private Rental Assistance Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 488.** Of the total number of people who accessed the Private Rental Assistance Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 489.** What is the total amount allocated in the 2020-2021 State Budget towards the Private Rental Assistance Scheme?
- 490.** As of March 8 2021, how many people in NSW have accessed the Private Rental Assistance in this financial year?
- 491.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Private Rental Assistance Scheme in this financial year?
- 492.** What was the total amount of money spent by the NSW Government on advertising the availability of the Private Rental Assistance Scheme in 2019-2020?

ANSWER:

483-492. This is a matter for the Minister for Families, Communities and Disability Services.

Recreational Fishing Licence Exemption

- 493.** What was the total number of people who accessed the Recreational Fishing Licence Exemption Scheme in 2019-2020?
- 494.** What was the total cost of the Recreational Fishing Licence Exemption Scheme in 2019-2020?
- 495.** How many people accessed the Recreational Fishing Licence Exemption Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?

(j) Metropolitan Sydney?

(k) Western Sydney?

496. How many people accessed the Recreational Fishing Licence Exemption Scheme in 2019-2020 in each local government area in NSW?

497. Of the total number of people who accessed the Recreational Fishing Licence Exemption Scheme in 2019-2020, how many identified as:

(a) Female?

(b) Male?

(c) Other or didn't say?

498. Of the total number of people who accessed the Recreational Fishing Licence Exemption Scheme in 2019-2020, how many were aged:

(a) 0-18?

(b) 19-30?

(c) 31-40?

(d) 41-55?

(e) 56-70?

(f) 71 or over?

499. What is the total amount allocated in the 2020-2021 State Budget towards the Recreational Fishing Licence Exemption Scheme?

500. As of March 8 2021, how many people in NSW have accessed the Recreational Fishing Licence Exemption scheme in this financial year?

501. As of March 8 2021, what has been the total amount expended to date in this financial year on the Recreational Fishing Licence Exemption Scheme in this financial year?

502. What was the total amount of money spent by the NSW Government on advertising the availability of the Recreational Fishing Licence Exemption Scheme in 2019-2020?

ANSWER:

493-502. This is a matter for the Minister for Agriculture and Western New South Wales.

Regional Seniors Travel Card

503. What was the total number of people who accessed the Regional Seniors Travel Card Scheme in 2019-2020?

504. What was the total cost of the Regional Seniors Travel Card Scheme in 2019-2020?

505. How many people accessed the Regional Seniors Travel Card Scheme in 2019-2020 in the:

(a) Central Coast Region?

(b) Central West and Orana Region?

(c) Far West Region?

(d) Hunter Region?

(e) Illawarra-Shoalhaven Region?

(f) New England and North West Region?

(g) North Coast Region?

(h) Riverina-Murray Region?

(i) South East and Tablelands Region?

- 506.** How many people accessed the Regional Seniors Travel Card Scheme in 2019-2020 in each local government area in NSW?
- 507.** Of the total number of people who accessed the Regional Seniors Travel Card Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 508.** Of the total number of people who accessed the Regional Seniors Travel Card Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 509.** What is the total amount allocated in the 2020-2021 State Budget towards the Regional Seniors Travel Card Scheme?
- 510.** As of March 8 2021, how many people in NSW have accessed the Regional Seniors Travel Card scheme in this financial year?
- 511.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Regional Seniors Travel Card Scheme in this financial year?
- 512.** What was the total amount of money spent by the NSW Government on advertising the availability of the Regional Seniors Travel Card Scheme in 2019-2020?

ANSWER:

503-512. This is a matter for the Minister for Regional Transport and Road

Rent Choice Subsidy

- 513.** What was the total number of people who accessed the Rent Choice Subsidy Scheme in 2019-2020?
- 514.** What was the total cost of the Rent Choice Subsidy Scheme in 2019-2020?
- 515.** How many people accessed the Rent Choice Subsidy Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?

(k) Western Sydney?

- 516.** How many people accessed the Rent Choice Subsidy Scheme in 2019-2020 in each local government area in NSW?
- 517.** Of the total number of people who accessed the Rent Choice Subsidy Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 518.** Of the total number of people who accessed the Rent Choice Subsidy Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 519.** What is the total amount allocated in the 2020-2021 State Budget towards the Rent Choice Subsidy Scheme?
- 520.** As of March 8 2021, how many people in NSW have accessed the Rent Choice Subsidy scheme in this financial year?
- 521.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Rent Choice Subsidy Scheme in this financial year?
- 522.** What was the total amount of money spent by the NSW Government on advertising the availability of the Rent Choice Subsidy Scheme in 2019-2020?

ANSWER:

513-522. This is a matter for the Minister for Families, Communities and Disability Services.

Rural Adversity Mental Health Program

- 523.** What was the total number of people who accessed the Rural Adversity Mental Health Program Scheme in 2019-2020?
- 524.** What was the total cost of the Rural Adversity Mental Health Program Scheme in 2019-2020?
- 525.** How many people accessed the Rural Adversity Mental Health Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?

- 526.** How many people accessed the Rural Adversity Mental Health Program Scheme in 2019-2020 in each local government area in NSW?
- 527.** Of the total number of people who accessed the Rural Adversity Mental Health Program Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 528.** Of the total number of people who accessed the Rural Adversity Mental Health Program Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 529.** What is the total amount allocated in the 2020-2021 State Budget towards the Rural Adversity Mental Health Program Scheme?
- 530.** As of March 8 2021, how many people in NSW have accessed the Rural Adversity Mental Health Program scheme in this financial year?
- 531.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Rural Adversity Mental Health Program Scheme in this financial year?
- 532.** What was the total amount of money spent by the NSW Government on advertising the availability of the Rural Adversity Mental Health Program Scheme in 2019-2020?

ANSWER:

523-532. This is a matter for the Minister for Health and Medical Research.

Rural Resilience Program

- 533.** What was the total number of people who accessed the Rural Resilience Program Scheme in 2019-2020?
- 534.** What was the total cost of the Rural Resilience Program Scheme in 2019-2020?
- 535.** How many people accessed the Rural Resilience Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?

- 536.** How many people accessed the Rural Resilience Program Scheme in 2019-2020 in each local government area in NSW?
- 537.** Of the total number of people who accessed the Rural Resilience Program Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 538.** Of the total number of people who accessed the Rural Resilience Program Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 539.** What is the total amount allocated in the 2020-2021 State Budget towards the Rural Resilience Program Scheme?
- 540.** As of March 8 2021, how many people in NSW have accessed the Rural Resilience Program scheme in this financial year?
- 541.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Rural Resilience Program Scheme in this financial year?
- 542.** What was the total amount of money spent by the NSW Government on advertising the availability of the Rural Resilience Program Scheme in 2019-2020?

ANSWER:

533-542. This is a matter for the Minister for Agriculture and Western New South Wales.

Free Safer Drivers Course for Disadvantaged Learners

- 543.** What was the total number of people who accessed the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020?
- 544.** What was the total cost of the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020?
- 545.** How many people accessed the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?

(j) Metropolitan Sydney?

(k) Western Sydney?

546. How many people accessed the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020 in each local government area in NSW?

547. Of the total number of people who accessed the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020, how many identified as:

(a) Female?

(b) Male?

(c) Other or didn't say?

548. Of the total number of people who accessed the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020, how many were aged:

(a) 0-18?

(b) 19-30?

(c) 31-40?

(d) 41-55?

(e) 56-70?

(f) 71 or over?

549. What is the total amount allocated in the 2020-2021 State Budget towards the Free Safer Drivers Course for Disadvantaged Learners Scheme?

550. As of March 8 2021, how many people in NSW have accessed the Free Safer Drivers Course for Disadvantaged Learners scheme in this financial year?

551. As of March 8 2021, what has been the total amount expended to date in this financial year on the Free Safer Drivers Course for Disadvantaged Learners Scheme in this financial year?

552. What was the total amount of money spent by the NSW Government on advertising the availability of the Free Safer Drivers Course for Disadvantaged Learners Scheme in 2019-2020?

ANSWER:

543-552. This is a matter for the Minister for Transport and Roads.

SafeWork Fee Exemption for Drought Affected Customers

553. What was the total number of people who accessed the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020?

554. What was the total cost of the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020?

555. How many people accessed the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020 in the:

(a) Central Coast Region?

(b) Central West and Orana Region?

(c) Far West Region?

(d) Hunter Region?

(e) Illawarra-Shoalhaven Region?

(f) New England and North West Region?

(g) North Coast Region?

(h) Riverina-Murray Region?

(i) South East and Tablelands Region?

556. How many people accessed the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020 in each local government area in NSW?

557. Of the total number of people who accessed the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020, how many identified as:

(a) Female?

(b) Male?

(c) Other or didn't say?

558. Of the total number of people who accessed the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020, how many were aged:

(a) 0-18?

(b) 19-30?

(c) 31-40?

(d) 41-55?

(e) 56-70?

(f) 71 or over?

559. What is the total amount allocated in the 2020-2021 State Budget towards the SafeWork Fee Exemption for Drought Affected Customers Scheme?

560. As of March 8 2021, how many people in NSW have accessed the SafeWork Fee Exemption for Drought Affected Customers scheme in this financial year?

561. As of March 8 2021, what has been the total amount expended to date in this financial year on the SafeWork Fee Exemption for Drought Affected Customers Scheme in this financial year?

562. What was the total amount of money spent by the NSW Government on advertising the availability of the SafeWork Fee Exemption for Drought Affected Customers Scheme in 2019-2020?

ANSWER:

553-562. This is a matter for the Minister for Better Regulation and Innovation.

School Student Transport Scheme

563. What was the total number of people who accessed the School Student Transport Scheme in 2019-2020?

564. What was the total cost of the School Student Transport Scheme in 2019-2020?

565. How many people accessed the School Student Transport Scheme in 2019-2020 in the:

(a) Central Coast Region?

(b) Central West and Orana Region?

(c) Far West Region?

(d) Hunter Region?

(e) Illawarra-Shoalhaven Region?

(f) New England and North West Region?

(g) North Coast Region?

(h) Riverina-Murray Region?

- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 566.** How many people accessed the School Student Transport Scheme in 2019-2020 in each local government area in NSW?
- 567.** Of the total number of people who accessed the School Student Transport Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 568.** Of the total number of people who accessed the School Student Transport Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 569.** What is the total amount allocated in the 2020-2021 State Budget towards the School Student Transport Scheme?
- 570.** As of March 8 2021, how many people in NSW have accessed the School Student Transport scheme in this financial year?
- 571.** As of March 8 2021, what has been the total amount expended to date in this financial year on the School Student Transport Scheme in this financial year?
- 572.** What was the total amount of money spent by the NSW Government on advertising the availability of the School Student Transport Scheme in 2019-2020?

ANSWER:

563-572. This is a matter for the Minister for Transport and Roads.

Seniors Discount on National Park Annual Passes

- 573.** What was the total number of people who accessed the Seniors Discount on National Park Annual Passes Scheme in 2019-2020?
- 574.** What was the total cost of the Seniors Discount on National Park Annual Passes Scheme in 2019-2020?
- 575.** How many people accessed the Seniors Discount on National Park Annual Passes Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?

- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

576. How many people accessed the Seniors Discount on National Park Annual Passes Scheme in 2019-2020 in each local government area in NSW?

577. Of the total number of people who accessed the Seniors Discount on National Park Annual Passes Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

578. Of the total number of people who accessed the Seniors Discount on National Park Annual Passes Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

579. What is the total amount allocated in the 2020-2021 State Budget towards the Seniors Discount on National Park Annual Passes Scheme?

580. As of March 8 2021, how many people in NSW have accessed the Seniors Discount on National Park Annual Passes scheme in this financial year?

581. As of March 8 2021, what has been the total amount expended to date in this financial year on the Seniors Discount on National Park Annual Passes Scheme in this financial year?

582. What was the total amount of money spent by the NSW Government on advertising the availability of the Seniors Discount on National Park Annual Passes Scheme in 2019-2020?

ANSWER:

573-582. This is a matter for the Minister for Energy and Environment.

Seniors Energy Rebate

583. What was the total number of people who accessed the Seniors Energy Rebate Scheme in 2019-2020?

584. What was the total cost of the Seniors Energy Rebate Scheme in 2019-2020?

585. How many people accessed the Seniors Energy Rebate Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?

- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 586.** How many people accessed the Seniors Energy Rebate Scheme in 2019-2020 in each local government area in NSW?
- 587.** Of the total number of people who accessed the Seniors Energy Rebate Passes Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 588.** Of the total number of people who accessed the Seniors Energy Rebate Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 589.** What is the total amount allocated in the 2020-2021 State Budget towards the Seniors Energy Rebate Scheme?
- 590.** As of March 8 2021, how many people in NSW have accessed the Seniors Energy Rebate scheme in this financial year?
- 591.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Seniors Energy Rebate Scheme in this financial year?
- 592.** What was the total amount of money spent by the NSW Government on advertising the availability of the Seniors Energy Rebate Scheme in 2019-2020?

ANSWER:

583-592. This is a matter for the Minister for Energy and Environment.

Smart and Skilled Program

- 593.** What was the total number of people who accessed the Smart and Skilled Program Scheme in 2019-2020?
- 594.** What was the total cost of the Smart and Skilled Program Scheme in 2019-2020?
- 595.** How many people accessed the Smart and Skilled Program Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?

- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

596. How many people accessed the Smart and Skilled Program Scheme in 2019-2020 in each local government area in NSW?

597. Of the total number of people who accessed the Smart and Skilled Program Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

598. Of the total number of people who accessed the Smart and Skilled Program Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

599. What is the total amount allocated in the 2020-2021 State Budget towards the Smart and Skilled Program Scheme?

600. As of March 8 2021, how many people in NSW have accessed the Smart and Skilled Program scheme in this financial year?

601. As of March 8 2021, what has been the total amount expended to date in this financial year on the Smart and Skilled Program Scheme in this financial year?

602. What was the total amount of money spent by the NSW Government on advertising the availability of the Smart and Skilled Program Scheme in 2019-2020?

ANSWER:

593-602. This is a matter for the Minister for Skills and Tertiary Education.

TAFE and Tertiary Transport Concession Entitlement Card

603. What was the total number of people who accessed the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020?

604. What was the total cost of the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020?

605. How many people accessed the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?

- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 606.** How many people accessed the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020 in each local government area in NSW?
- 607.** Of the total number of people who accessed the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 608.** Of the total number of people who accessed the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 609.** What is the total amount allocated in the 2020-2021 State Budget towards the TAFE and Tertiary Transport Concession Entitlement Card Scheme?
- 610.** As of March 8 2021, how many people in NSW have accessed the TAFE and Tertiary Transport Concession Entitlement Card scheme in this financial year?
- 611.** As of March 8 2021, what has been the total amount expended to date in this financial year on the TAFE and Tertiary Transport Concession Entitlement Card Scheme in this financial year?
- 612.** What was the total amount of money spent by the NSW Government on advertising the availability of the TAFE and Tertiary Transport Concession Entitlement Card Scheme in 2019-2020?

ANSWER:

603-612. This is a matter for the Minister for Transport and Roads.

Taxi Transport Subsidy Scheme

- 613.** What was the total number of people who accessed the Taxi Transport Subsidy Scheme in 2019-2020?
- 614.** What was the total cost of the Taxi Transport Subsidy Scheme in 2019-2020?
- 615.** How many people accessed the Taxi Transport Subsidy Scheme in 2019-2020 in the:
- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

- 616.** How many people accessed the Taxi Transport Subsidy Scheme in 2019-2020 in each local government area in NSW?
- 617.** Of the total number of people who accessed the Taxi Transport Subsidy Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?
- 618.** Of the total number of people who accessed the Taxi Transport Subsidy Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 619.** What is the total amount allocated in the 2020-2021 State Budget towards the Taxi Transport Subsidy Scheme?
- 620.** As of March 8 2021, how many people in NSW have accessed the Taxi Transport Subsidy Scheme in this financial year?
- 621.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Taxi Transport Subsidy Scheme in this financial year?
- 622.** What was the total amount of money spent by the NSW Government on advertising the availability of the Taxi Transport Subsidy Scheme in 2019-2020?

ANSWER:

613-622. This is a matter for the Minister for Transport and Roads.

Toll Relief

- 623.** What was the total number of people who accessed the Toll Relief Scheme in 2019-2020?
- 624.** What was the total cost of the Toll Relief Scheme in 2019-2020?
- 625.** How many people accessed the Toll Relief Scheme in 2019-2020 in the:
- (a) Central Coast Region?

- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

626. How many people accessed the Toll Relief Scheme in 2019-2020 in each local government area in NSW?

627. Of the total number of people who accessed the Toll Relief Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

628. Of the total number of people who accessed the Toll Relief Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

629. What is the total amount allocated in the 2020-2021 State Budget towards the Toll Relief Scheme?

630. As of March 8 2021, how many people in NSW have accessed the Toll Relief Scheme in this financial year?

631. As of March 8 2021, what has been the total amount expended to date in this financial year on the Toll Relief Scheme in this financial year?

632. What was the total amount of money spent by the NSW Government on advertising the availability of the Toll Relief Scheme in 2019-2020?

ANSWER:

623. Total Claims in FY2019-20: 202,379

624. This is a matter for the Minister for Transport and Roads

625- 626. Please refer to Attachment A. Note only postcode data is available (data is not available by region or LGA)

627 – 628.

Age	Gender	Beneficiaries
Under 25	Female	2,634
25 - 34	Female	13,375
35 - 44	Female	14,986
45 - 54	Female	15,998
55 - 64	Female	10,147
65+	Female	2,633
Unknown		238

Under 25	Male	3,371
25 - 34	Male	20,151
35 - 44	Male	26,637
45 - 54	Male	25,996
55 - 64	Male	18,332
65+	Male	6,003
Unknown		513
45 - 54	Unknown	1
55 - 64	Unknown	0
Unknown	Unknown	41,364
Grand Total		202,379

629. This is a matter for the Minister for Transport and Roads

630. From 1 July 2020 to 8 March 2021 total number of Beneficiaries is 151,020.

631. This is a matter for the Minister for Transport and Roads

632. This is a matter for the Minister for Transport and Roads

Vessel Registration Pensioner Discount

633. What was the total number of people who accessed the Vessel Registration Pensioner Discount Scheme in 2019-2020?

634. What was the total cost of the Vessel Registration Pensioner Discount Scheme in 2019-2020?

635. How many people accessed the Vessel Registration Pensioner Discount Scheme in 2019-2020 in the:

- (a) Central Coast Region?
- (b) Central West and Orana Region?
- (c) Far West Region?
- (d) Hunter Region?
- (e) Illawarra-Shoalhaven Region?
- (f) New England and North West Region?
- (g) North Coast Region?
- (h) Riverina-Murray Region?
- (i) South East and Tablelands Region?
- (j) Metropolitan Sydney?
- (k) Western Sydney?

636. How many people accessed the Vessel Registration Pensioner Discount Scheme in 2019-2020 in each local government area in NSW?

637. Of the total number of people who accessed the Vessel Registration Pensioner Discount Scheme in 2019-2020, how many identified as:

- (a) Female?
- (b) Male?
- (c) Other or didn't say?

638. Of the total number of people who accessed the Vessel Registration Pensioner Discount Scheme in 2019-2020, how many were aged:

- (a) 0-18?
- (b) 19-30?
- (c) 31-40?
- (d) 41-55?
- (e) 56-70?
- (f) 71 or over?

- 639.** What is the total amount allocated in the 2020-2021 State Budget towards the Vessel Registration Pensioner Discount Scheme?
- 640.** As of March 8 2021, how many people in NSW have accessed the Vessel Registration Pensioner Discount Scheme in this financial year?
- 641.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Vessel Registration Pensioner Discount Scheme in this financial year?
- 642.** What was the total amount of money spent by the NSW Government on advertising the availability of the Vessel Registration Pensioner Discount Scheme in 2019-2020?

ANSWER:

633-642. This is a matter for the Minister for Transport and Roads.

Water Licence \$4000 Waiver

- 643.** What was the total number of people who accessed the Water License \$4000 Waiver Scheme in 2019-2020?
- 644.** What was the total cost of the Water License \$4000 Waiver Scheme in 2019-2020?
- 645.** How many people accessed the Water License \$4000 Waiver Scheme in 2019-2020 in the:
- (a) Central Coast Region?
 - (b) Central West and Orana Region?
 - (c) Far West Region?
 - (d) Hunter Region?
 - (e) Illawarra-Shoalhaven Region?
 - (f) New England and North West Region?
 - (g) North Coast Region?
 - (h) Riverina-Murray Region?
 - (i) South East and Tablelands Region?
 - (j) Metropolitan Sydney?
 - (k) Western Sydney?
- 646.** How many people accessed the Water License \$4000 Waiver Scheme in 2019-2020 in each local government area in NSW?
- 647.** Of the total number of people who accessed the Water License \$4000 Waiver Scheme in 2019-2020, how many identified as:
- (a) Female?
 - (b) Male?
 - (c) Other or didn't say?

- 648.** Of the total number of people who accessed the Water License \$4000 Waiver Scheme in 2019-2020, how many were aged:
- (a) 0-18?
 - (b) 19-30?
 - (c) 31-40?
 - (d) 41-55?
 - (e) 56-70?
 - (f) 71 or over?
- 649.** What is the total amount allocated in the 2020-2021 State Budget towards the Water License \$4000 Waiver Scheme?
- 650.** As of March 8 2021, how many people in NSW have accessed the Water License \$4000 Waiver Scheme in this financial year?
- 651.** As of March 8 2021, what has been the total amount expended to date in this financial year on the Water License \$4000 Waiver Scheme in this financial year?
- 652.** What was the total amount of money spent by the NSW Government on advertising the availability of the Water License \$4000 Waiver Scheme in 2019-2020?

ANSWER:

643-652. This is a matter for the Minister for Water, Property and Housing.

Redundancies within the Customer Service Cluster

- 653.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Department of Customer Service from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
- 654.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Department of Customer Service?
- (e) Which departmental area/s are these affected position/s currently allocated to?
 - (f) Which geographical area/s are these affected position/s currently located within?
 - (g) What date/s are these redundancies proposed to be finalised?
 - (h) What date/s were these redundancies proposed and/or announced?
 - (i) What is the full projected monetary value of these redundancies in savings per annum?
- 655.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Board of Surveying and Spatial Information (BOSSI) from July 2020 to date?
- (j) Which departmental areas were these affected position/s previously allocated to?
 - (k) Which geographical area/s were these affected position/s previously located within?
 - (l) What date/s were these redundancies finalised?
 - (m) What is the full monetary value of these redundancies in savings per annum?

- 656.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Board of Surveying and Spatial Information (BOSSI)?
- (n) Which departmental area/s are these affected position/s currently allocated to?
 - (o) Which geographical area/s are these affected position/s currently located within?
 - (p) What date/s are these redundancies proposed to be finalised?
 - (q) What date/s were these redundancies proposed and/or announced?
 - (r) What is the full projected monetary value of these redundancies in savings per annum?
- 657.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Geographical Names Board of New South Wales (GNB) from July 2020 to date?
- (s) Which departmental areas were these affected position/s previously allocated to?
 - (t) Which geographical area/s were these affected position/s previously located within?
 - (u) What date/s were these redundancies finalised?
 - (v) What is the full monetary value of these redundancies in savings per annum?
- 658.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Geographical Names Board of New South Wales (GNB)?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
- 659.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Independent Pricing and Regulatory Tribunal of NSW from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
- 660.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Independent Pricing and Regulatory Tribunal of NSW?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
- 661.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Information and Privacy Commission NSW from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?

- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

662. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Information and Privacy Commission NSW?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

663. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Long Service Corporation from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

664. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Long Service Corporation?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

665. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Architects Registration Board from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

666. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Architects Registration Board?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

667. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at NSW Fair Trading from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

668. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at NSW Fair Trading?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

669. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Government Telecommunications (Telco) Authority from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

670. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Government Telecommunications (Telco) Authority?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

671. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Greyhound Welfare and Integrity Commission from July 2020 to date?

- (a) Which departmental areas were these affected position/s previously allocated to?
- (b) Which geographical area/s were these affected position/s previously located within?
- (c) What date/s were these redundancies finalised?
- (d) What is the full monetary value of these redundancies in savings per annum?

672. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Greyhound Welfare and Integrity Commission?

- (a) Which departmental area/s are these affected position/s currently allocated to?
- (b) Which geographical area/s are these affected position/s currently located within?
- (c) What date/s are these redundancies proposed to be finalised?
- (d) What date/s were these redundancies proposed and/or announced?
- (e) What is the full projected monetary value of these redundancies in savings per annum?

- 673.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Registrar General from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
- 674.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Registrar General?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
- 675.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Professional Standards Councils from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
- 676.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Professional Standards Councils?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?
 - (e) What is the full projected monetary value of these redundancies in savings per annum?
- 677.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Rental Bond Board from July 2020 to date?
- (a) Which departmental areas were these affected position/s previously allocated to?
 - (b) Which geographical area/s were these affected position/s previously located within?
 - (c) What date/s were these redundancies finalised?
 - (d) What is the full monetary value of these redundancies in savings per annum?
- 678.** As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Rental Bond Board?
- (a) Which departmental area/s are these affected position/s currently allocated to?
 - (b) Which geographical area/s are these affected position/s currently located within?
 - (c) What date/s are these redundancies proposed to be finalised?
 - (d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

679. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Revenue NSW from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

680. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Revenue NSW?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

681. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at SafeWork NSW from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

682. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at SafeWork NSW?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

683. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Service NSW from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

684. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Service NSW?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

685. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the State Insurance Regulatory Authority (SIRA) from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

686. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the State Insurance Regulatory Authority (SIRA)?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

687. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Subsidence Advisory NSW from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

688. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Subsidence Advisory NSW?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

689. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Surveyor General of NSW from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

690. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Surveyor General of NSW?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

691. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Waste Assets Management Corporation from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

692. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Waste Assets Management Corporation?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

693. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Commission from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

694. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Commission?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

695. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Independent Review Office from July 2020 to date?

(a) Which departmental areas were these affected position/s previously allocated to?

(b) Which geographical area/s were these affected position/s previously located within?

(c) What date/s were these redundancies finalised?

(d) What is the full monetary value of these redundancies in savings per annum?

696. As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Independent Review Office?

(a) Which departmental area/s are these affected position/s currently allocated to?

(b) Which geographical area/s are these affected position/s currently located within?

(c) What date/s are these redundancies proposed to be finalised?

(d) What date/s were these redundancies proposed and/or announced?

(e) What is the full projected monetary value of these redundancies in savings per annum?

ANSWER:

653-696. The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.

Employees

697. Minister, for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio:

- (a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
- (b) What is the highest remuneration for female employees— both generally and for SEB/SEB-equivalent employees?
- (c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
- (d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
- (e) What is the highest remuneration for male employees— both generally and for SEB/SEB-equivalent employees?
- (f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
- (g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
- (h) How many female and how many male SEB or SEB-equivalent employees are there?
- (i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?
- (j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
- (k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
- (l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
- (m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
- (n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
- (o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
- (p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
- (q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
- (r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?
- (s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
- (t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
- (u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent.

(v) What steps are you taking to eliminate the gender pay gap?

(w) What timeframe have you set to eliminate the gender pay gap?

698. Cluster Secretary- for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your Cluster:

(a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?

(b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?

(c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?

(d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?

(e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?

(f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?

(g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?

(h) How many female and how many male SEB or SEB-equivalent employees are there?

(i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?

(j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?

(k) What is the average number of direct reports to female SEB or SEB-equivalent employees?

(l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?

(m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?

(n) What is the average number of direct reports to male SEB or SEB-equivalent employees?

(o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?

(p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?

(q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?

(r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?

(s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?

(t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?

(u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent.

(v) What steps are you taking to eliminate the gender pay gap?

(w) What timeframe have you set to eliminate the gender pay gap?

ANSWER:

697-698. The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.

Service NSW Centre, Randwick

- 699.** In reference to the Government's 2019 election commitment to open a Service NSW in Randwick, can the Minister provide an update on the progress of this project?
- (a) Has the Government been able to locate an appropriate location in the three years since this announcement was made?
 - (b) Can the Government provide a timeline for when residents of Randwick and surrounding suburbs can expect a Service NSW centre to open in Randwick?
 - (c) How has the Government kept the community updated about this project?
- 700.** In reference to the Government's plans to remove several key bus services from Region 9, reducing public access to the Service NSW centres at Bondi Junction and Botany, will the Government commit to opening the Service NSW in Randwick before any local bus routes are removed?
- 701.** In reference to the significant increase in the number of people needing to access Service NSW due to the COVID-19 pandemic and recession, has the Government made attempts to fast track the opening of a Service NSW centre in Randwick to support the people of the Eastern Suburbs?
- 702.** Can the Minister confirm when the Service NSW Digital Store at Royal Randwick Shopping Centre was closed?
- (a) Why was the Service NSW Digital Store at Randwick Royal Shopping Centre, that was opened in October 2015, closed?
 - (b) Can the Government provide patronage data for the Service NSW Digital Store that was previously located at Royal Randwick Shopping Centre, for the years below:
 - i. 2015/2016 financial year
 - ii. 2016/2017 financial year
 - iii. 2017/2018 financial year
 - iv. 2018/2019 financial year
- 703.** How many people were served at the Bondi Junction Service NSW Centre in 2019 calendar year?
- (a) Of these people, what percentage were from the Coogee electorate?
- 704.** How many people were served at the Bondi Junction Service NSW Centre in 2020?
- (a) Of these people, what percentage were from the Coogee electorate?

ANSWER:

- 699 and 699 (a-b)** A new Service NSW centre in Randwick will be delivered under the New Metro Service Centre program, under which 10 new metropolitan Service NSW centres will be delivered by the end of June 2023.
- (c) Service NSW provides updates to the community at several stages of the delivery of a new service centre. These include when the tenancy location is decided, and a Lease Agreement is signed, during mid-construction to keep the community informed on progress and the opening date of the new service centre. Community engagement and advertisements run 3-4 weeks prior to the opening of a service centre to inform residents and local businesses of the new service centre opening hours and business functions available.
- 700.** All Service NSW centres to open under the New Metro Service Centre Program, including the new Randwick service centre, will be delivered by end of June 2023.
- 701.** The timeframe for the delivery of a new Service NSW service centre in Randwick has not changed in response to the pandemic. Service NSW expanded its operations to meet increased community demand from residents across NSW, including a 24/7 contact centre service and the ability for more

products and services to be accessed via our telephone and digital channels, reflecting customer trends and the need to comply with public health orders during the pandemic.

702. March 2016.

(a) Please refer to the response provided to Question on Notice 4961.

(b) Due to closing of the store in March 2016, patronage data is only available for FY15/16.

Service Centre Name	FY 2016
Randwick Digital Store	1,416

703. Please refer to the response provided to Question on Notice 4961.

704. Please refer to the response provided to Question on Notice 4961.

Liquor and Gaming

705. What legal advice has the minister been briefed by the crown legal administration regarding the Crown compensation?

(a) Has the minister sought legal advice about the crown compensation?

706. Will the government support all of the recommendations in Justice Bergin's report from the NSW Casino Inquiry?

(a) If not, how many of the recommendations will they support?

(b) If the government has not decided, when will they announce their position on the report's recommendations?

(c) If the government does decide to support recommendations, what is the timeframe for legislative reform?

707. Is there going to be a new independent, dedicated, stand-alone specialist casino regulator

(a) If so, when would this be established?

(b) Who will lead and oversee the new casino regulator?

708. Will the government reinstate the twenty specialist casino inspector positions made redundant in February 2016?

(a) Will the government consider hiring more than 20 casino inspectors in light of the troubling revelations of money laundering and criminal activity raised in the Bergin enquiry?

709. Will the Crown be entitled to compensation if its gaming licence at Barangaroo is revoked?

(a) If so, how much compensation will Crown be entitled to?

710. What is the likelihood that the Crown compensation clauses will be triggered?

(a) If the compensation clauses are triggered, what will the government's response be?

(b) Is the government's negotiated payment of 10.5 times the compensation is standard pricing?

i. How was this figure agreed upon?

ii. Will the government show restraint from signing such compensation clauses in the future?

iii. Will the government publicly release similar signed compensation clauses?

(c) What is the compensation clause that the government has with the Star Casino?

711. Has the cashless card policy been presented to Cabinet?

(a) If not, when will the policy be presented to Cabinet?

(b) When the policy is presented to Cabinet, what is the timeframe for Cabinet to make a decision on the policy?

712. Has the Minister for Customer Services discussed the Cashless gaming card with AUSTRAC?

(a) Does the minister have regular meetings with AUSTRAC regarding money laundering?

(b) How many meetings has the minister had with AUSTRAC regarding money laundering?

(c) Does the min have regular meetings from his department about money laundering?

(d) Is there an official government document regarding money laundering and its prevalence?

ANSWER:

705 and 705 (a) The Bergin Report, which was issued on 1 February 2021, contains numerous recommendations for reform, including substantial amendments to legislation. The NSW Government is giving due consideration to the important and complex matters in the Report and its recommendations.

706. The Government is carefully considering all the recommendations from the Bergin Report.

706. Refer to answer at question 706.

707. Refer to answer at question 706.

708. Liquor and Gaming NSW (L&GNSW) has a team of inspectors focused exclusively on casino matters across the two sites, and resourcing need is considered on an ongoing basis.

(a) Refer to answer at question 708.

709. It would be premature to comment on proposed actions before both the Independent Liquor and Gaming Authority and the Government have determined their responses to the Report and recommendations.

(a) Refer to answer at question 709.

710. It would be premature to comment on proposed actions before both the Independent Liquor and Gaming Authority and the Government have determined their responses to the Report and recommendations.

(a) Refer to answer at question 710.

(b) The NSW Government enters into agreements in relation to the establishment and operation of casinos under section 142 of the Casino Control Act 1992.

Agreements entered into to operate the Crown Casino at Barangaroo are published on the Liquor & Gaming NSW (L&GNSW) website.

(c) The terms of compensation arrangements with The Star are outlined in the State Star Financial Deed which is published on the L&GNSW website.

711. No.

(a) Presentation of Cabinet submission is at the discretion of the Minister and Cabinet.

(b) Refer to answer at question 711 (a).

712. No

(a) No

(b) Consistent with NSW Government policy, the Minister's meetings are disclosed on the Department of Premier and Cabinet website as required.

(c) No.

(d) No.

- 713.** How often does the Minister for Customer Service review his executive leadership team's monitoring of privacy in his Departments and Agencies?
- 714.** Why hasn't the government implemented the Privacy Commissioner's 2015 mandatory notification recommendation?
- 715.** What is the timeline for the legislative reform that the Attorney General mentioned?
- (a) Will the reform include amending the Privacy and Personal Information Act?
- 716.** Who is the government consulting regarding mandatory notification law reform?
- (a) Why is the government sitting on this key issue?
 - (b) Is there currently an immediate plan for action to be taken on this issue?
- 717.** Why is there confusion surrounding the total cost imposed by the Service NSW data breach?
- (a) What is the actual cost caused by the breach?
 - i. Is this number known to the general public?
 - ii. What action will be taken to inform Service NSW customers, the general public, of the economic extent of the breach?
- 718.** Regarding staff hired for investigating the breach, how have they been chosen- based on qualifications?
- (a) Have these staff been trained in cyber security?
 - (b) Have these staff been trained in customer service?
 - (c) How have these staff been trained to communicate with and counsel customers who have fallen victim to the breach?
- 719.** How are privacy settings for future "digital product service deliveries" being improved?
- 720.** How will complete digitisation of Service NSW system services impact the ease of use of services for both staff and customers?
- (a) How will the visually and audibly impaired, the elderly, people with low English communication skills be taken into consideration given these changes?
- 721.** Will Privacy self-assessments by government agencies be tabled by the government in parliament from now on?
- (a) Will these privacy self-assessments be made available to the public, as recommended by the Deputy Auditor General?
- 722.** Why is the goal to completely digitise Service NSW services estimated to be achieved by the 22nd of March?
- (a) Why was this goal not prioritized earlier given the data breach?
 - (b) Why were such actions not taken prior to the breach to avoid this from occurring?
 - (c) Will full digitisation of all data and services not further increase the risk of a cyber breach in the future?
- 723.** What is the extent of Accellion's cooperation with Cyber Security NSW regarding the data breach?
- (a) Is Accellion going to compensate the government for any losses caused by the data breach?
 - (b) What support is the Minister for Customer Services' office providing Cyber Security NSW in their investigation of the Accellion breach?
- 724.** Is the Minister aware that there are sensitive government documents leaked by the Accellion data breach are currently being ransomed on the dark web?

(a) Will the government pay the ransom?

725. Where is the government up to with their investigation into the Accellion breach?

(a) Does the whole-of-government response mean that Cyber Security NSW is working with the Minister on the Accellion breach?

(b) Does the response mean that Cyber Security NSW is working with the DCS?

726. What vulnerabilities in Accellion did Cyber Security NSW detect? When were they detected?

(a) Did Cyber Security NSW brief the Minister for Customer Service about these vulnerabilities?

(b) If so, what did the Minister do with the information from this briefing?

727. What support is the government providing NSW Police and Strike Force Martine in investigating the Accellion breach?

(a) Aside from the NSW Government and NSW Police, who else is involved in the investigation?

(b) Are federal agencies like ASIO, the AFP, and the Australian Signals Directorate involved? Is Accellion involved?

(c) Is Accellion covering part or all of the cost of the investigation? Or is the taxpayer fronting the costs for Accellion's breach?

728. What will Accellion be replaced with in agencies with the NSW government?

(a) What will be the process for choosing a replacement for Accellion? How will it be ensured that the replacement firm will be secure?

729. What is the process for notifying customers affected by the Service NSW cyber security breach?

(a) What is the timeframe for notifying customers after they have been affected by a breach?

730. Is there a process established for customers affected by the breach to make claims for compensation?

(a) What is the process for dealing with claims for compensation?

(b) Mr Rees has mentioned that \$21,000 in compensation has been paid by the 8th of March, 2021. How many people have been paid?

i. What is the median compensation claim?

(c) To this day, how many customers affected by the Service NSW data breach have sought compensation?

i. Given public sector agencies are liable to pay up to \$40,000 for privacy breaches, is there an estimate on the total compensation that could be paid to customers affected by this breach?

ii. What is the minimum compensation to be paid for victims and their families?

(d) Will victims of the breach be compensated for all the time they have had to wait on the phone with government agencies, banks, and other institutions as well as all the 'running around' they were forced to do as a result of the breach?

(e) If cyber security breaches are to continue to occur in the future, as predicted by the Minister for Customer Service, how will the lives of the victims be made easier when their personal and sensitive information is stolen.

731. Minister, could you please elaborate on how you determined what the criteria and framework would be?

(a) What is the criteria and framework?

732. What is the relative risk of harm?

(a) How has 'harm' been assessed? Can you give examples using the criteria that already exists?

733. The Service NSW CEO mentioned that Service NSW tried to identify individuals with a heightened risk of harm. Does this mean that there is a scale of harm?

734. How did Service NSW come to the conclusion last December that 80,000 fewer people had been impacted by the data breach than first reported?

(a) Were these 80,000 people on the lower end of the scale of harm?

(b) Did the Department decide not to notify affected customers who were deemed to be at low risk?

i. If so, how many customers were in this category?

ii. Who made the decision not to notify these customers?

735. Has the Minister for Customer Service been briefed by the Customer Service secretary on the 18th August, 2020 stating that instead of spending public resources on notifying individuals in Category 5, funds should be allocated to an education campaign for the education of Service NSW customers?

(a) Are these Category 5 customers at risk of not being notified?

(b) What implications could this have on their cyber safety and personal information?

736. Is Service NSW on track to implement the Auditor General's June 2021 recommendations?

737. Is Service NSW on track to implement the Auditor General's December 2021 recommendations?

(a) What support has the Minister and his office provided Service NSW in this process?

ANSWER:

713. The Minister regularly meets with his departmental leadership team to discuss a range of critical issues, including privacy.

714 – 716. Please refer to the response provided by the Minister on page 42 of the transcript.

717 and 717 (a).

The response to the incident, and support being provided to affected customers, is ongoing. The cost to manage this incident and support impacted customers is expected to be in the range of \$25M - \$35M. This figure includes:

- a dedicated Hypercare team of over 100 Service NSW and Department of Customer Service team members who are supporting customers to access supports such as replacement identity documents and IDCARE, Australia's national identity and cyber support service and privacy complaints
- Transport for NSW's replacement of compromised driver licences free-of-charge to customers
- forensic data analysis to identify our customers affected by the cyber incident and costs of securely notifying customers securely through registered mail
- expert cyber investigations and containment immediately after the cyber-attack.

(i) – (ii) As the response to the incident is ongoing, the costs have not been precisely quantified to date. Information in relation to the cyber incident including the expected cost to manage the incident is publicly available on <https://www.service.nsw.gov.au/cyber-incident>.

718. (a-c) Staff were identified internally and hired externally with a variety of skills and qualifications including dispute resolution, legal, privacy and data management, customer service and stakeholder management, complaints management and dispute resolution. Team members have also completed further mandatory and customer focussed training, since onboarding.

(a) Information security training is mandatory for DCS and Service NSW staff.

(b) Staff, who are directly supporting customers through the Hypercare team and Service NSW frontline staff have been trained in customer service.

(c) Hypercare staff were recruited specifically for these roles and the recruitment process selected candidates based on current experience and expertise in having these conversations.

Hypercare staff received additional training on data breach notification and supports available to customers, supporting customers who are victims of domestic violence, ethical conduct, managing conflicts of interest and handling upset and abusive customers.

A quality assurance framework was applied to Hypercare team training. This involved listening to live or recorded calls to ensure information accuracy as well as effectiveness in supporting customers. Coaching and feedback were provided as a result of the quality assurance process as a continuous improvement measure.

Staff supporting customers with requests for information and compensation, complaints and by conducting internal privacy reviews received training in privacy, frontline complaints handling, demonstrating empathy with customers, handling of sensitive information, managing conflicts of interest and handling upset and abusive customers.

Quality assurance processes are also applied to the handling of requests for information, compensation and complaints, including review of customer responses and privacy internal reviews.

719. Service NSW is implementing a robust privacy by design approach to the delivery of new products and services.

720. The increasing digitisation of Service NSW's products and services means that our customers and staff have more options in how and when they do business with us.

(a) Service NSW recognises that while many customers prefer to do business with us via digital channels, a range of service delivery options, including contact centre and face-to-face delivery are required to meet the needs and preferences of all customers, including those who are visually and audibly impaired, the elderly, people in rural and remote areas and people with low English communication skills.

721. DCS and associated cluster agencies perform 'Privacy Impact Assessments (PIAs)' for all new projects that impact personal information. The Department of Customer Service and associated cluster agencies release information in-line with legislative requirements.

722. Service NSW does not have a goal to completely digitise services by the 22nd of March.

(a) Service NSW does not have a goal to completely digitise services.

We will continue to offer customers omni-channel services – that is, channels that include web, phone and in-person service options. Exclusively offering digital services would prevent some customers from accessing services. Service NSW will not deny service to customers who, for example, are in locations without reliable internet connectivity, or do not have access to a computer.

(b) Please refer to the response to supplementary question 722 (a)

(c) Service NSW does not have a goal to completely digitise all data and services. Service NSW, like all NSW Government agencies, is subject to relevant legislation and cyber policy set by Cyber NSW to protect systems and mitigate risks.

723. Please refer to the response provided on page 6 of the transcript.

(a) The investigation is ongoing.

(b) Cyber Security NSW briefs the Minister Customer Service on cyber security incidents.

724 & 724 (a). The investigation is ongoing.

725. Please refer to the answer for 724.

(a) The role of Cyber Security NSW is to provide whole of NSW Government response to cyber security incidents. The Minister was briefed on this incident.

(b) Cyber Security NSW is the centralised, whole of NSW Government function that sits within Department of Customer Service. Cyber Security NSW is working with the impacted agencies on this matter – Health and Transport.

726 & 726 (a). Please refer to the response provided on page 5 of the transcript.

727. Cyber Security NSW is providing support to NSW Police Force and Strike Force Martine in the investigation of the Accellion breach. This includes coordinating meetings at an operational level on investigation strategies, coordination of communications and management of the whole of government response.

(a) The Australian Cyber Security Centre and the Australian Federal Police are assisting Cyber Security NSW.

(b) Within the Australian Cyber Security Centre representatives from other agencies (including the Australian Signals Directorate, Australian Federal Police, Australian Security Intelligence Operation, Defence Intelligence Organisation, Australian Criminal Intelligence Commission) work collaboratively to address cyber security threats.

(c) The investigation is ongoing. Costs associated have not been finalised.

728. Accellion FTA is no longer used in NSW Government.

(a) NSW Government has a procurement process that requires vendors to address specific cyber security questions. Response to those questions provides an indication of cyber maturity. Agencies will be able to assess the maturity of vendors when selecting any technology.

729. Where Service NSW is safely able to do so, notification of at-risk customers have been made by person-to-person registered Australia Post. For Service NSW employees, some notifications have been made via email where employees have elected this method of notification.

(a) Service NSW notifies at-risk customers who are impacted by a data breach, as soon as possible following detection of a breach and any investigative work which may be required to understand the extent of a breach and any impacted customers.

730 & 730(a). Yes. Requests for reimbursement and compensation are escalated to the Hypercare team established by Service NSW, in conjunction with the Department of Customer Service (DCS).

Customers impacted by the incident are eligible to apply for reimbursement of out-of-pocket net quantifiable losses. Net quantifiable losses relate to direct, economic losses incurred by the customer as a result of the data breach and could include time taken to update or replace identity documents. Customers are required to demonstrate any out-of-pocket expenses incurred through proof of payment provided to the remediation team.

Customers impacted by the incident can also make a claim for compensation for non-economic loss arising from the incident. This includes compensation relating to generalised claims of distress or pain and suffering and claims for a specific psychological or psychiatric harm. Compensation is assessed on a case-by-case basis. All claims for compensation must be approved by the NSW Government insurer.

(b) To 15 March 2020, 41 people have been paid compensation of a total value of \$23,905.70.

(i). \$388.00

(c) To 15 March, 100 people have requested compensation.

(i). \$40,000 is the maximum which can be awarded by the NSW Civil and Administrative Tribunal, following a decision concerning a privacy matter. Most customers are satisfied with the resolution of their cases, and specialist support including Hypercare customer support, IDCARE and replacement of personal identification credentials. At this stage, there is no estimate of the total compensation that may be paid to customers affected by the incident.

(ii). There is no set minimum compensation payment.

(d) Please refer to the response to question 730 (a).

(e). The government is establishing an Identity Resilience Service to provide a better and more consistent support and to make customers' lives as easy as possible when they are impacted by unfortunate events including data breaches.

ServiceNSW and the DCS are building on the Hypercare service offered to customers impacted by the Service NSW data breach incident and consulting with all agencies and key external stakeholders to scope and identify an implementation approach for a permanent Identity Resilience Service.

731. Service NSW developed a harm assessment model after considering its commitment to customer service, its legal obligations, the type of transactions that Service NSW conducts and the personal and sensitive information that it handles. The harm assessment model was developed with expert input from IDCARE, Information Integrity Solutions, other government agencies and legal and forensic data analysis experts.

(a) The harm assessment model categorises the risk of harm to impacted customers into 5 groups based on the type of personal and sensitive information which was compromised in the data breach, and therefore the potential risk of harm to the customer. The five categories are based on high risk customers (safety), identity, financial, sensitive and low risk categories of data.

732. Please refer to the response to question 731.

733. Please refer to the response to question 731.

734. Investigations into the methods used by the cyber criminals allowed Service NSW to significantly revise down the number of customers with data stolen in the incident.

(a) Data relating to these customers was not compromised in the cyber-attack.

(b) Please refer to the response to question 734 (a) above.

(i). Analysis has not been performed to determine the number of Category 5 customers.

(ii). This position was informed by expert advice and endorsed by the Cyber and Privacy Recovery Governance Group.

735. The Secretary was briefed on 18 August 2020 and agreed to a recommendation that customers who would experience little or no risk of harm would not be notified. The recommendation concerned customers where any personal information compromised appears unlikely to lead to identity theft, financial or reputational harm.

However, Service NSW will provide a service on request for any customer who seeks verification that their personal information was compromised in the cyber-attack. Service NSW continues to encourage any customer with concerns about their data to contact us on 137788. The dedicated Hypercare team provides customers with information and assistance relating to the data breach.

Advice was received from IDCARE, Australia's national identity and cyber security service, Information Integrity Solutions, which is led by former Australian Privacy Commissioner Malcolm Crompton AM, forensic experts McGrath Nicol and NSW Police.

The approach to notification was aligned with the policies of the NSW Information and Privacy Commissioner.

(a). Service NSW is not notifying customers in category 5 at low risk of harm.

(b). Refer to the answer to question 734 above.

736. Yes.

737. Yes.

(a). Implementation of the Auditor General's recommendations is an operational matter for Service NSW.

NSW Health

738. Does Minister Dominello share Minister Hazzard's sentiments that the cyber-attack which caused Accellion breach will not happen again?

739. To the Minister knowledge, is NSW Health working on a cyber-security mitigation strategy to prevent the department being affected by a third-party breach as they were by Accellion's breach?

740. Is the DCS working with NSW Health to mitigate such risks?

741. What are the firewalls that Premier Berejiklian is referring to?

(a) Will these firewalls be available for use by all government departments?

(b) Will 3rd parties, like Accellion, compensate taxpayers for fronting the costs of these firewalls?

742. Minister, are you aware where these foreign players originate from?

743. Minister Hazzard said that the Accellion breach did not affect individual records. Are you of that opinion too?

(a) The files accessed in the breach apparently related to corporate files in the Ministry of Health. Can the Minister elaborate on what these files are? Are they tendering documents?

ANSWER:

738. Please refer to the response provided on page 5 of the transcript.

739. This is a matter for NSW Health.

740. Cyber Security NSW works across NSW Government to uplift cyber security maturity.

741. (a) These firewalls are one element of the broader ICT investment strategy.

(b) Each incident will be considered on a cases by cases basis.

742. Attribution in cyber security incidents is not the objective of the NSW Government. Cyber Security NSW aims to coordinate across whole of government to uplift maturity and reduce the impact and spread of cyber incidents when they do occur.

743. This is still under investigation by Cyber Security NSW and NSW Police.

Anglicare Data Breach

744. How is the government ensuring, private and personal information that is shared by third-party services providers, particularly those that handle sensitive information like Anglicare, are protected from cyber-attacks?

745. Were any measures taken prior to Anglicare's cyber-attack to assist the organisation with its cybersecurity measures?

746. Have any steps been taken to ensure information or vulnerable citizens that is shared with organisations like Anglicare are not compromised again?

ANSWER:

744. Agencies are responsible under the NSW Cyber Security Policy for managing cyber security requirements including contract clauses as well as monitoring and enforcement for 3rd party ICT providers. Where agencies require 3rd party vendors to comply with the policy, agencies should ensure vendors have the following in place to protect outsourced government systems:

- A process that is followed to notify the agency quickly of any suspected or actual security incidents

- Training for staff so that they understand and implement the cyber security requirements of the contract
- 'Crown Jewel' systems covered in the scope of an Information Security Management System or Cyber Security framework
- Cyber security requirements built into the early stages of projects and the system development life cycle including agile projects
- ICT systems or enhancements include processes for audit trails and activity logging to assess the accuracy and integrity of data, including processes for internal fraud detection

745. Cyber Security NSW, together with DCJ, worked closely with Anglicare to assist with their investigation and response to the incident, including engaging with NSW Police.

746. The NSW government is prepared to assist Anglicare and other non-government organisations when third party breaches like this occur.

Bushfire Fraud

747. Despite existing cyber security safety measures, explain how criminals took advantage of the government recovery scheme that was operated by Service NSW?

748. Will the government compensate victims who have not been able to access the bush fire recovery fund because criminals have already falsely claimed grants over their own homes or businesses?

(a) What strategies are being implemented to ensure these victims can claim their grants?

749. Has the minister been briefed by the police about their investigation?

(a) Has the minister been informed about any vulnerabilities or weaknesses in the system?

(b) What mitigation strategies are being implemented for established vulnerabilities or weaknesses?

(c) What mitigation strategies are being planned for preventing future fraud?

750. Is the Minister aware that the auditor general is investigating the fraud?

(a) Will the Minister implement the recommendations in a timely manner?

751. If the NSW Ombudsman conducts its own investigation and submits a report to the Ministers office, will the Minister commit to tabling that report to parliament so that it will be made available to the public?

752. How much was allocated for the 2019-2020 bushfire recovery?

(a) Was this number deemed satisfactory for compensation the businesses, infrastructure and homes lost in the 2019-2020 bushfires?

(b) How was this amount agreed upon?

753. How have the seven convictions in relation to fraud from Bushfire recovery programs been acted upon?

(a) What has been done with the stolen money?

(b) Will victims who were unable to access fire recovery funds because of the fraud be adequately compensated?

754. What "specialist skills" -as mentioned by the Minister for Customer Services- were provided by the private firm employed to assist Service NSW in conducting an audit into the data breach?

(a) Why was it deemed necessary to terminate the services of the specialised firm into performing the audit?

(b) If the audit was not completed by the private firm, was one conducted by Service NSW at all?

- i. What were the conclusions of this audit?
- (c) Was the audit terminated?
- i. Why was the audit terminated?
- ii. Will the audit recommence?

ANSWER:

- 747.** Service NSW established a grants payments function rapidly in response to a need to support customers affected by the bushfires over the 2019-20 Summer, and the pandemic. Some individuals took advantage of the identity and eligibility assessment process to submit fraudulent claims. No evidence of cyber-crime was detected.
- 748.** Service NSW has processes in place to ensure that legitimate applicants receive funds. Any customer who believes that they have been unable to access a grant payment due to the fraudulent activity of another person/s should contact Service NSW on 13 77 88.
- 749.** The Minister has not been formally briefed by the police. The Minister is briefed by the Department of Customer Service as required on matters affecting his portfolio.
- (a) Yes
- (b) Mitigation strategies include:
- Stronger identity checking.
 - Stronger risk-based fraud detection and response system.
 - Enhanced detection of irregular payments in the outbound payment process.
 - Stronger measures to recover fraudulent payments.
 - Design of fraud control measures in consultation with partner agencies tailored to individual grants programs.
- (c) Future fraud prevention strategies are being implemented to provide for stronger fraud policy frameworks, business processes and technology systems to mitigate risk exposure when administering payment and grants programs, ensuring that Service NSW can respond to NSW citizens quickly and securely in time of crisis and hardship.
- Implementation of fraud analytics & detection solution technology including a fraud detection and analytics platform, to further assist Service NSW to detect, analyse and case manage fraud in grant applications for grants delivered by Service NSW.
 - Enhanced security checking and risk assessments based on fraud patterns and analytics to enable earlier detection of potential fraud in the application process.
 - Implementation of a case management and investigation system for high risk applications.
 - Enhanced identity checks.
- 750.** The Audit Office is currently auditing Service NSW & Treasury on grants administration for disaster relief. That report is due to be finalised in the months ahead and scheduled to be tabled in Parliament in June 2021.
- (a) Any recommendations which are made by the NSW Audit Office in its current performance audit of grants administration for disaster relief are an operational matter for Service NSW.
- 751.** This is a hypothetical scenario and therefore cannot be answered.
- 752 and 752 (a-b).** This is a matter for the NSW Treasurer.
- 753.** Compensation orders are being sought following each conviction, with Revenue NSW to be engaged to collect these debts.

(a) Service NSW is not aware of precisely how the fraudulently obtained grants monies have been spent by persons convicted of fraud in the bushfire recovery programs.

(b) Refer to the response to question 748.

754. Core Integrity is a specialist consultancy that provides advice on matters including fraud, corruption and business ethics. They have experience in performing investigations in both the public and private sector.

(a) Service NSW did not terminate Core Integrity's services. Core Integrity fulfilled their obligations under the contract entered with Service NSW. Core Integrity was not engaged to perform an audit. Their services related to providing advice to Service NSW on the administration of grants in the early stages of Service NSW rapidly establishing this grants payments function. This work covered:

- Identification of fraud risk indicators and design of a case triage and prioritisation process.
- Investigation into potential fraudulent grant applications referred from both the NSW Police and by Service NSW.
- Assisting with the establishment of an internal investigations team to support the grants and voucher payments programs administered by Service NSW on an ongoing basis.
- Transition of the investigations case load to the Service NSW investigations team.

(b) Please refer to the response to question 754 (a).

The NSW Audit Office is undertaking a performance audit involving Service NSW and NSW Treasury regarding Grants Administration for Disaster Relief. This audit is due to be tabled in Parliament in June 2021.

(c) Please refer to the responses to questions 754 (a) and (b) above.

Government 2020 Vision On Cyber Security

755. What is the Ministers definition of an 'industry expert'?

(a) Which 'industry experts' has the Minister consulted?

756. Did the government delay the announcement of the Service NSW breach in order to reactively develop their cyber security policy?

(a) Did the government delay informing the public about the breach for political purposes?

ANSWER:

755. The definition of an industry expert is considered to be someone with relevant professional experience within the Australian Cyber Security Industry with a reputable standing from their peers both from the private sector and public sector.

756. No.

(a) No.

NSW Cyber Security Incident Emergency Sub-plan

757. Has the minister been briefed on likely cyber emergencies that could affect the DCS or any other government department?

(a) Has the minister been briefed about current vulnerabilities in the DCS or any other government department?

(b) Has the minister been briefed about vulnerable non-government essential services?

758. How confident is the minister that the government can respond effectively to an emergency given that the government delays acting on the Auditor General's recommendations?

(a) Was the Government Chief Information Security Officer (GCISO) consulted regarding Service NSW vulnerabilities?

(b) Was the CISO consulted regarding the Service NSW breach? Did the CISO brief the Minister?

759. What interaction has the Minister had with either the GCISO or the CISO regarding the Accellion breach?

ANSWER:

757. The Minister is provided briefings on significant cyber incidents as outlined in the NSW Cyber Security Incident Emergency Sub Plan.

(a) The Minister's Office is provided regular threat briefings on the current vulnerabilities that could affect NSW Government agencies.

(b) Cyber Security NSW collects and shares intelligence on vulnerabilities to all government agencies including councils and State Owned Corporations. This intelligence is shared with the NSW Community of Practice.

758. The Minister is confident that the government can respond effectively to an emergency.

(a) The response framework outlined in the NSW Cyber Security Incident Emergency Sub-Plan has been enacted during the last 12 months.

(b) Cyber Security NSW assisted Service NSW in the management of the data breach. Threat briefings were provided to Cyber Security NSW.

759. The Minister has been briefed by Cyber Security NSW on the Accellion breach.

NSW Digital Restart Fund

760. How much money from the \$240 million in Digital Restart Fund allocated for cyber security has so far been spent?

(a) On what elements of cybersecurity of has the \$240million been spent on?

761. What financial losses has the NSW Government encountered due to cyber security incidents (eg: staff downtime, investigation costs etc.)?

762. Given all of the Government's recent action on cybersecurity has failed, as evidenced by the recent TfNSW and Health NSW cyberattacks, how much of the funding will be going towards adopting the Auditor General's recommendation?

ANSWER:

760 and 760(a) Funding has now been accessed by all Clusters to uplift cyber maturity across the 25 mandatory requirements of the Cyber Security Policy, which includes technical controls defined by the Essential 8. Releasing specific funding accessed to date would create a security risk for NSW Government.

761. Costing should be sourced from individual agencies.

762. The entirety of the DRF funding for cyber security is going to the Auditor General's Recommendation that Cyber Security NSW and NSW Government agencies need to prioritise improvements to their cyber security resilience as a matter of urgency. This recommendation is from the Central Agencies 2020 Auditor General Report.

Bathurst Cyber Centre

763. Will the Bathurst centre be used to detect and protect vulnerabilities in government assets and services only? Or will it be used to support other essential services, e.g. business and the financial sector?

(a) Will the cybersecurity centre in Bathurst be able to detect a breach that occurred in a private company like Accellion?

(b) Will the new cyber security centre in Bathurst support departments to mitigate the damage caused to departments from third party breaches like the Accellion breach?

- 764.** The centre will see a partnership with the start-up 'UpGuard'. Who is UpGuard? What are their cybersecurity credentials?
- (a) Why has the government engaged a start-up instead of a more established company?
 - (b) Will the Government privatise the Centre to UpGuard or any other cyber-company in future?
- 765.** How will the Bathurst centre boost regional development and employment?
- 766.** With Cybersecurity being such a technical field, are there enough skilled individuals in Bathurst or will the government have to employ cybersecurity specialists from metropolitan NSW?

ANSWER:

- 763** The Bathurst Vulnerability Management Centre is focussed on detecting vulnerabilities in NSW State and Local Government. There are no current plans to provide services to the private sector.
- (a) The Vulnerability Management Centre (VMC) does not detect private company breaches; however, it acts on breach information to identify related vulnerabilities or third-party risks in government assets.
 - (b) The Bathurst Centre has been set up to detect vulnerabilities and when information has been received about a vulnerability being exploited, assist in determining if a department has any other exploitable vulnerabilities that need to be remediated and if any other agencies is also susceptible to the vulnerability.
- 764.** UpGuard is a cyber risk and attack surface management system. Their Australian co-founders have histories in system administration and web development. The company initially started as ScriptRock in 2011 managing system configurations in DevOps environments and then added detection of security vulnerabilities and rebranded as UpGuard in 2016.
- (a) UpGuard offer a unique value proposition which no established company currently provides. They hold vulnerability data of all NSW Government internet facing domains and provide access to the same data for third-party suppliers as well. Other vendors require time to collect this information over time from the start of the contract. UpGuard allows an almost instantaneous picture of internet-facing risk of own organisation and any third-party vendors and other useful features including alerting of information on the darkweb.
 - (b) There is no intention to privatise the VMC. The intention is to grow the VMC to increase skills and capabilities to best protect citizen data across NSW Government systems and be agile in responding to an ever-changing threat landscape.
- 765.** When fully staffed the Bathurst Centre will house 16 Cyber security roles. Nearby regional candidates wishing to join other areas of Cyber Security NSW under the "work from anywhere policy" will be able to accept Sydney based roles and utilise the Centre when office facilities are required.
- The existence of the VMC has increased visibility of Cyber Security roles, and advanced the idea that a Cyber Security career is possible in a Regional Centre.
- 766.** To-date Cyber Security NSW have had considerable success employing regional staff with appropriate skillsets. The Covid pandemic has also seen an increase in skilled candidates who have or are looking to relocate to regional areas. Where specific skillsets cannot be found in local candidates, Cyber Security NSW provided specific industry training to ensure they are able to perform the duties as required.

Working with Children's check on Mobile phones

- 767.** Could the Minister provide an update on the project?
- (a) When is the project expected to be completed?
- 768.** Who is responsible for the project?
- 769.** Can the Minister elaborate on how a mobile WWCC will encourage more checks on compliance?

ANSWER:

767 - 769.

The Working with Children Check project will initially apply to renewal applications. The aim is to extend this to new applications and other transactions requiring customers to physically prove themselves at the Service Centre. The project is exploring solutions to pilot as soon as possible.

Service NSW QR code and App

770. When did the review into the Service NSW app crash start? When will the review conclude?

- (a) Who has conducted this review?
- (b) Are there any findings so far?

771. How many individuals did the crash affect? Did businesses suffer any losses as a result of turning customers away that could not sign in?

772. Since the NSW Government has publically stated that they are using third-party services provided by Google and Android, are people's personal information being recorded by Google and Android?

- (a) What agreement does Service NSW have with Google to ensure safety and protection of the people's information?
- (b) How many third party private data collators are used by the government?

773. Can the Minister guarantee that despite the crashes and use of third-party services that people's information will not be compromised?

ANSWER:

770. On 7 January 2021 when the outage commenced at 12:52 pm

- (a). Department of Customer Service Chief Technology Officer Service Integration
- (b). The findings conclude that the outage was a result of a server capacity issue that was successfully resolved when MyAccount was restored at 3:30pm on January 7 2021.

771. The Service NSW Covid Safe Check-In offer three methods for customer to check-in.

- 1 log into the Service NSW to check-in.
- 2 Use the app in a logged-out state to check-in.
- 3 Use a webform to check in.

During the outage, only method #1 was impacted. Customers were still able to use the remaining methods to check-in to venues.

772. The Service NSW app can be downloaded on Android devices. Neither Android Operating Systems nor Google have access to check-in data related to customers and businesses that engage with the Covid Safe Check-In.

- (a) There is no agreement in place between Google and Service NSW as Google does not have access to check-in data related to customers and businesses that engage with the Covid Safe Check-In.
- (b) Service NSW uses Google's Firebase for analytics purposes. This data is anonymous with no method to identify individuals.

773. In relation to the Service NSW mandatory QR code contact details and personal logs are stored securely by the NSW Government for a maximum of 28 days and then the data is destroyed. The QR code has been endorsed by the Privacy Commissioner.

- 774.** What has the DCS done to mitigate risks for DCS employees working remotely?
- (a) What has the NSW government done to protect non-government workers working remotely?
- 775.** Has ASIO given the NSW government any advice about cyber security?
- (a) Has the government received advice from ASIO about the Service NSW breach?
- (b) Has the government received advice from ASIO about the Accellion breach?
- 776.** Does the NSW government have a mitigation strategy to deal with the interference from FIS?
- (a) Does the NSW government have a mitigation strategy for FIS trying to extract information from Australians?

ANSWER:

- 774.** DCS is committed to reducing the risk of cyber and privacy incidents through the strengthening and continual improvement of its cyber, information and security & privacy systems, in line with NSW Government Cyber Security Policy and the Federal Government's 'Essential 8' technical controls. DCS aims for year on year improvement in its maturity rating.
- Specific actions to mitigate risks for DCS employees working remotely include: Multi-factor authentication (MFA) and a new Virtual Private Network (VPN) with enhanced security controls as well as mandatory staff Security Awareness Training and regular Security Awareness communications for people leaders and staff.
- (a) Non-Government Workers are not within the remit of the NSW Government
- 775.** The Australian Cyber Security Centre is the federal body that provides intelligence to Cyber Security NSW.
- (a) Cyber Security NSW liaised with the Australian Cyber Security Centre on the Service NSW breach.
- (b) Cyber Security NSW has liaised with the Australian Cyber Security Centre on the Accellion breach.
- 776.** Foreign interference is not just about cyber security. DPC as the lead agency for Policy would be best to answer this question.

Park n Pay

- 777.** How many parking meters did The Rocks Park' n Pay trial involve? And how long did the trial go for?
- 778.** How many people have now downloaded the Park'nPay App?
- (a) How much has the NSW Government spent (including on contracts) on developing and rolling out this App?
- 779.** How many councils have signed up to the App? How many have signed up with Park'nPay without going to tender?
- (a) Given the millions of dollars spent by taxpayers on the Park'nPay App, wouldn't it have made more economic sense to have allowed councils to use the existing parking Apps in the marketplace?
- 780.** The Park'nPay App has stymied the numerous parking App start-ups in the market place hasn't it?
- 781.** Can you explain how Duncan Solutions is involved in the operation of Park'nPay?
- (a) Does this mean Duncan Solutions, which is a private company, does not have to apply for any tender for the installation of these parking meters?
- 782.** Where you aware before the launch of Park'nPay of the existence of numerous parking Apps in the marketplace that have the same functions, such as allowing people to top up parking meters remotely?

- 783.** How many Dept of Customer Service staff are dedicated to Park'nPay?
- 784.** Other than the \$1.3m payment to Duncan Solutions what is the total cost to the taxpayer of Park'nPay app, including Dept of Customer service staff working on the project?
- (a) Have there been other payments to Duncan Solutions other than the initial contracted amount?
- 785.** Who is going to pay for continued development of the app?
- 786.** What competitive tender process did the Dept of Customer Service undertake in awarding the contract to Duncan Solutions, given Duncan solutions is a parking meter and parking enforcement provider and that there were already existing commercial parking apps in the market?
- 787.** What is the measure of success for the NSW Government in relation of Park'nPay?
- (a) Is it happy that by entering the market they are stifling existing NSW parking apps businesses?
- (b) Is there any compensation to be provided to affected NSW parking infrastructure businesses?
- 788.** Why has the NSW Government paid for an app that does not provide the motorist to pay for only the time they park?
- 789.** Even though Park'nPay has a top up function the motorist still has to estimate how long they will park for meaning the motorist will always pay more for their parking?
- 790.** How many meetings have the Minister's staff had with Councils concerning Park'nPay?
- (a) How many meetings has the Dept of Customer Service had with Councils regarding the app?
- 791.** How many letters and to how many Councils has the Minister, or his staff written to Council's re Park'nPay?
- (a) List the councils that the Minister's office has had interactions with regarding Park'nPay.
- (b) List the councils the Ministers staff have had interactions with regarding Park'nPay.
- (c) List the councils the Dept of Customer Service has had interactions with regarding Park'nPay.
- (d) What is the Department of Premier and Cabinet's code of conduct for Ministerial staffers interacting with Councilors and/or Council staff?
- 792.** Given parking is largely a council service what communication has the Minister or his office had with the Minister for Local Government on this matter?
- (a) Was there any consultation with the Minister of Local Government on the development of the app?
- 793.** Have times has Park'nPay been submitted in response to any competition tender process for parking apps?
- 794.** Has Park'nPay been successful in any of these tenders? If so, please list the successful tender/s.
- 795.** How is the NSW Government not in breach of its own Competition and Government Neutrality Guidelines in developing an app using tax payers money when there is already a number of established commercial entities offering a parking app that don't enjoy the benefits of the Government such as not having to pay payroll tax, GST and the like?
- 796.** How do parking apps differ from ride share/taxi apps? Ola, Uber, DiDi, Scooti, GoCatch, Shebah, HOP and other taxi apps?
- (a) Is the NSW Government going to enter this market like it is trying to do with Park'nPay?
- 797.** Even if Park'nPay is adopted by some Councils how is Park'nPay going to solve the issue of multiple apps raised by the Minister. It is not. Parramatta have awarded their parking app to Easy Park. Can the Minister state that his goal of a single parking app is achievable?

- 798.** Some Parking app providers provide a no cost to Council solution (charging the motorist for the service) so why is the Government only working with one company 'Duncan Solutions' who not only charge the Council for the app but also the enforcement platform from which the app derives its data?
- 799.** One of the key Liberal party beliefs is "That, wherever possible, government should not compete with an efficient private sector; and that businesses and individuals - not government - are the true creators of wealth and employment.' Doesn't Park'nPay contradict your own party's belief?
- 800.** While Fuel Watch has been a success it provided a service which was a gap in the market. Why has the NSW Government entered into an already established market?
- 801.** Can the Dept table documents outlining the business case, competitor analysis and industry consultation process?
- 802.** Mr. Wells stated Park'nPay app, which sits independent of that (parking) infrastructure. Is Mr Wells saying that Park'nPay works totally independently from other parking infrastructure? It clearly does not. It is a Duncan Solutions parking meter on your phone linked to a Duncan Solutions enforcement platform. Why is this so?
- 803.** Mr Wells stated "Again, we have built the solution agnostic of the parking infrastructure that sits physically in councils." This is incorrect. It only works with Duncan Solutions enforcement platform, not other commercially available enforcement platforms?
- (a) Would Mr Wells like to change his testimony?
- (b) Mr Wells stated "Councils need parking infrastructure. They decide which parking infrastructure provider they want. They go to market for those services, as I understand. Again, that is my understanding of the way the councils choose those services. The Park'nPay app is independent of that and is free to councils.' Park'nPay is not free to Councils, they have to enter into a contract with Duncan Solutions and pay Duncan Solutions per each transaction. To say it is free to Councils is a falsehood.
- 804.** Why is nearly two years since the Minister announced Park'nPay has there only been a limited uptake?
- 805.** What has been the Parking Industries position been in relation to Park'nPay?
- (a) Has the Government made any changes to Park'nPay as a result of the experts' views on Park'nPay?
- 806.** The Minister announced in a media release in Feb 2020 that Wilson Parking and Secure parking would be weeks away from adopting Park'nPay. Why did the Minister announce this when it hasn't happened?
- 807.** Isn't Park'nPay just a failed thought bubble of the NSW Government and it should get out of the market before putting more taxpayers' money towards something that can be supplied for free by the private sector?
- 808.** Existing apps in the marketplace are developed using user centred design principles such as contemporary UX techniques. When compared feature for feature NSW P&P has the smallest feature set of any of the apps available to council. How is working with a ticket machine manufacturer that does not have experience supporting motorists (B2C) or developing apps, represent putting the people of NSW first?
- 809.** As seen in other parts of the world (e.g. the Netherlands), parking providers such as Mosman are opening up their parking to multiple app providers. What is the value in the NSW government becoming just another provider?
- 810.** Why does a motorist parking in Burwood (or any NSW P&P location for that matter) receive a tax invoice from Duncan Solutions?

- (a) (NSW Park and Pay clearly relies on the Duncan PEMS for its tariff engine." Particulars of the goods or services to be provided under this contract Development services to link PEMS Platform and Park 'N Pay App and ongoing software support services." The services called for were specifically to link the government App to one providers Management system (PEMS). Why do the answers provided to the estimates committee suggest that councils can choose their own "underlying technology" why was the approach/contract not agnostic if that was what the project set out to achieve from the outset?

811. How did the government ascertain that spending \$1,260,600.00 with a parking meter manufacturer was a good use of taxpayer funds?

ANSWER:

777. 196 parking meters across The Rocks precinct and Liverpool Council area from October 2019 to February 2020.

778. 52,217 downloads as at 16 March 2021.

(a) Per Budget paper 3 (2019-2020) \$1.5 million was allocated to trial the Park n' Pay app in The Rocks precinct in Sydney. Further financials will be tabled in the Department of Customer Service annual report.

779 and 779 (a). Park'nPay locations are publicly available. Local Government tender processes are not administered by DCS.

780. Park'nPay has been developed to improve the customer experience; there is no single parking app used across the state. Park'nPay is not mandatory for councils.

781. Duncan Solutions are one of the parking meter infrastructure suppliers to local councils and the incumbent provider for parking meters in The Rocks precinct, managed by Property NSW.

(a) Local Government tender processes are not administered by DCS.

782. See answer to question 780

783. Project resources are allocated across multiple projects.

784. The referenced \$1.26M contract with Duncan Solutions is over a three (3) year period and actual cost is dependent on support volumes. To date, \$507,612 has been consumed. Total app cost to date is answered at question 778 (a)

(a) \$46,080.00 for the development of additional payment features including park now, pay later functionality

785. \$1.8M has been allocated from DRF Smart Places initiative to expand use cases and coverage to provide a broader dataset to inform planning of joined-up government services and infrastructure

786. DCS undertook direct sourcing from Duncan Solutions rather than open tender given that the required data, links and information is not available from any other source.

787. Park'nPay has over 52,000 downloads and a 93.1% satisfaction rating with customers calling for the faster rollout across the state.

788. Park'nPay is an alternative to a motorist paying at the meter.

789. Please refer to response to question 788.

790. The Minister's office complies with rules governing the publication of Ministerial diaries.

(a) Estimated at more than ten

791. (a-d) The Ministers office and the Department of Customer Service correspond with councils regularly in relation to a range of issues including Park'nPay.

792. (a) Discussions between cabinet ministers are confidential.

793. Park'nPay has not submitted any response to tenders; the app is offered free to all Councils.

- 794.** Not applicable.
- 795.** The competitive neutrality policy is publicly available.
- 796.** Ride share apps are addressing a very different problem statement.
- 797.** Councils are free to elect whichever Apps they wish.
- 798.** Park'nPay is agnostic of the infrastructure provider. For example, Willoughby, Burwood and Hunters Hill councils do not use Duncan Solution meters and Liverpool council does not use the Duncan enforcement platform.
- 799.** No.
- 800.** FuelCheck is a great success. There is no single app for parking Park'nPay is envisioned to operate across the state and provide a ubiquitous citizen experience across all parking.
- 801.** Please see *Government Information (Public Access) Act 2009*.
- 802.** Please see answer to supplementary question 798.
- 803 & 803(a-b).** Please see answer to supplementary question 798.
- 804.** Park'nPay was launched October 19. In those 18 months, during COVID, the app is now available in:
- Artarmon
 - Burwood
 - Chatswood
 - Gosford
 - Hunters Hill
 - Liverpool
 - Mosman
 - Nelson Bay
 - Port Stephens
 - St Leonards
 - Strathfield
 - Terrigal
 - The Rocks
- Also available in commuter car parks:
- Ashfield Park&Ride
 - Bella Vista Park&Ride
 - Cherrybrook Park&Ride
 - Hill Showground Park&Ride
 - Kellyville Park&Ride
 - Kogarah Park&Ride
 - Manly Vale Park&Ride
- 805.** This question should be redirected to the parking industry.
- 806.** This was announced in February 2020, Covid-19 pandemic hit full force in March 2020 that has redirected priorities on both sides.
- 807.** Feedback and data contradicts the question.

808. Park'nPay uses human-centred design principles and incorporates customer feedback into the product development and feature enhancement; the app has a 93.1% satisfaction rating.

809. See answer to question 787.

810 & 810(a). Park'nPay utilises Duncan Solutions to manage the PayPal Payment Gateway as Duncan Solutions is the meter provider for most councils on-boarded in Park'nPay. Park'nPay can integrate with different providers via API. The solution is scalable to accommodate multiple providers and we have already integrated with Smart Parking to provide real-time availability in Mosman, Transport for NSW commuter car parks, EV charging providers Tesla and NRMA.

811. Park'nPay has a satisfaction rate of 93.1%.

National Consumer Protection Framework

812. Why is NSW the last jurisdiction to implement these laws?

(a) Why has it taken so long for the Government to proceed with implementing the framework?

813. Why is the Hon. Sarah Mitchell MLC the Minister responsible for the law and not Minister Dominello?

(a) Is there a reason why the Hon Scott Farlow spoke on behalf of Minister Mitchell?

(b) This bill clearly seeks to regulate gaming, so why does it not fall under the customer service portfolio?

ANSWER:

812. NSW fully implemented tranche 1 of the National Consumer Protection Framework (NCPF) in November 2019. The final tranche has not been implemented by any State or Territory.

Implementation of these initiatives is dependent on the completion of research and pre-work conducted by the Commonwealth.

813 and 813 (a & b). An answer cannot be provided for the following questions asked as there is no information within the question specifying which bill the member is referencing.

Ryde Infrastructure and Residential Developments

814. Before announcing the Delhi, Pittwater and Lucknow Roads funding did you have any meetings with any property developers or their lobbyists planning projects in the North Ryde area?

815. Did you have any meetings with the property developer Country Garden or its representative the disgraced former MP Daryl Maguire, given its close proximity to three of the six intersections being upgraded?

ANSWER:

814 and 815. The Minister complies with his obligations regulated by the Code of Conduct for Members <https://www.parliament.nsw.gov.au/members/Pages/members-ethics.aspx>

Auditor General Report- Births Deaths Marriages

816. Has the Department acted on the immediate recommendations of the audit report?

(a) What support has the Minister for Customer Service offered?

817. Has the Department implemented the recommendations due for July 2020?

(a) What support has the Minister for Customer Service offered?

818. Has the Department implemented the recommendations due for December 2020?

(a) What support has the Minister for Customer Service offered?

819. Are there any recommendations in the audit report that are yet to be enacted?

- (a) What is the cause for the delay?
(b) Is there a timeline of implementation?

ANSWER:

816. Yes.

(a) The Minister is briefed as required on matters affecting his portfolio.

817. Yes.

(a) The Minister is briefed as required on matters affecting his portfolio.

818. Yes.

(a) The Minister is briefed as required on matters affecting his portfolio.

819. No.

(a) Not applicable.

(b) Not applicable.

E-conveyancing

820. Has government addressed the challenge of interoperability?

(a) What are the barriers to resolving interoperability?

821. Could you elaborate on what barriers these challenges impose on new competitors?

(a) What has the government done to help new competitors overcome these challenges?

(b) Are there any other challenges that might face a new competitor? What has the government done about those?

ANSWER:

820. The Office of the Registrar General (ORG), with the Australian National Electronic Conveyancing Council (ARNECC), is working with Electronic Lodgement Network Operators (ELNOs), financial institutions, Land Registries, Revenue Offices and other industry stakeholders to develop an efficient interoperability model that will allow competition in the electronic conveyancing market.

(a) Achieving an effective interoperable market is complex and several barriers need to be addressed, including:

- Regulation – strong, appropriate regulation is needed nationally to enforce compliance with a consistent framework, allow for innovation among competitors while retaining a secure, reliable land title system that meets the needs of the community.
- Technical – industry must develop reliable Application Programming Interfaces (APIs) to facilitate the data exchange between ELNOs necessary to complete an interoperable transaction.
- Implementation – significant change will be required to implement interoperability, involving time and cost on industry and government.

821.

(a) ARNECC continues to work with industry, building on substantial expert analysis and investigation. ARNECC has developed specialist workstreams comprising industry experts, including:

- Regulatory - to determine the changes required to the legislative framework, including the Electronic Conveyancing National Law (ECNL), the Model Operating Requirements (MOR), and the Model Participation Rules (MPR). The regulatory changes will facilitate interoperability between ELNOs and create the necessary regulatory and oversight powers, including an insurance framework and consideration of liability issues in an interoperable transaction.

- Technical - a dedicated group of government staff, ELNO representatives and industry experts is meeting regularly to develop APIs to facilitate the data exchange between ELNOs necessary to complete an interoperable transaction. This working group is on track to develop a first draft in the coming months; and
- Implementation – work has begun on developing a timetable that can be agreed between government, ELNOs, financial institutions and other stakeholders.

(b) New ELNOs must develop appropriate infrastructure to complete e-conveyancing transactions and establish connections with land registries, revenue offices, financial institutions and the Reserve Bank of Australia.

ARNECC and Registrars are working with representatives from members of the Commonwealth Council of Financial Regulators (CFR) (including the RBA, ASIC and Commonwealth Treasury) to identify and solve “gaps” in the regulation of the financial settlement aspect of e-conveyancing.

Jobs

- 822.** How many more jobs will need to be cut across Customer Service with the 12% efficiency dividend contained within the Government’s budget? (3% per year over 4 years)
- 823.** Has the Department of Customer Service met its required budget savings so far this financial year?
- 824.** Can the Government still guarantee that no jobs in the regions will be downgraded or reclassified to a lower graded?
- 825.** Considering the tremendous support Service SNW staff have provided the NSW public throughout not only the COVID 19 pandemic, but also the most recent devastating bushfire season, can you rule out the privatisation of Service NSW?
- 826.** Do you think the same level of service would have been provided during a global pandemic if Service SNW was privatised?

ANSWER:

- 822.** Due to a range of new initiatives the Government has announced, the number of people employed by the Customer Service cluster is higher than last year.
- 823.** Yes, the Customer Service cluster has met its required budget savings this financial year.
- 824.** The NSW Government recently launched its revised Regional Economic Strategy. The Strategy includes an objective of increasing the number of NSW Government roles based in regional NSW locations. DCS is participating in the NSW Public Sector Commission program of work to support this announcement. Any changes made to the DCS organisational structure are managed through a Restructure Management Plan that examines impacts on equity groups, including Regional Communities.
- 825-826.** Service NSW will not be privatised.

Govt Connect

- 827.** What does the \$14 million contract to provide end user services to GovConnect agencies entail? Were these functions previously done from within Government?
- (a) Isn’t this another additional cost due to the outsourcing of the previous Government run service title Service First?
- 828.** What is the current status of contracts with Unisys and/or Infosys
- (a) Doesn’t this prove the outsourcing of functions did not work?
- (b) Was there a cost to terminating the contract?
- 829.** How many incidents have been classified as “critical” under the Service Level agreement? How many Service Level Defaults have been reported?

- (a) Would the Government consider an underpayment of Superannuation for an individual as a critical error, or a minor error?
- (b) How many minor errors can be made before the Government recognises that the Service Delivery is critically failing?

830. Considering the Industrial Relations Act requires payment of remuneration in full, is the Government happy with the service GovConnect is providing to Government Departments?

831. How many jobs are being undertaken offshore under the GovConnect contract?

832. Does the Government believe that the best thing for the people of NSW is offshored jobs, or jobs in NSW?

833. Does the Government plan to end the privatisation and offshoring of payroll services and commit to bringing jobs back to NSW?

ANSWER:

827 & 827(a). End User Computing (EUC) Services include image management, application packaging, electronic software distribution, patch management, desktop security management, mobile device management and field services across GovConnect Agencies.

These services were previously undertaken by outsourced suppliers Unisys and CICS, and transitioned to Datacom in September 2020.

Prior to 2015 these services were provided by ServiceFirst.

828. Termination for Convenience notice was issued to Unisys in October 2019 and the transition of services commenced in December 2019 with final contract closure activities to conclude before 30 June 2021. The Infosys contract expires on 31 May 2021. A new contract is currently being negotiated with Infosys for an additional term of 3 years (2 + 1).

(a) The IT functions performed by Unisys have been replaced by a mixture of insourced and outsourced Service Providers. Our experience demonstrated that the delivery of governance, service management and security functions would be better provided by the Department with other services best provided by vendors.

(b) This question was asked and answered during the hearing. The answer can be found at Page 70 of the hearing transcript.

829 & 829 (a-b). 11 critical service levels have been missed during the period January 2020 to January 2021.

There are many factors that contribute to a Service Level default including employees and/or managers not completing required HR and payroll actions on time within the fortnightly payroll cycle. Underpayment of Superannuation for an individual is considered a critical error and efforts are made to resolve this as soon as the issue is escalated.

GovConnect is placing stringent governance in place to ensure internal and external providers are accountable and responsible for their deliverables. DCS continues to work with all stakeholders to proactively detect and manage payroll variances through a culture of continuous improvement and our supported government departments are regularly consulted and informed and are a part of this journey.

830. See answer to Question 829 and 829 (a-b).

831. GovConnect follows the principle of 70% onshore and 30% off-shore resources. As of February 2021, we have 77% resources working on shore and 23% resources working offshore to support GovConnect services.

832-833. This is a matter for the Minister for Jobs, Investment, Tourism and Western Sydney.

Service NSW Centres and Hotline

- 834.** How did the government arrive at the figure of \$583 in savings after an appointment with a Cost of Living Specialist?
- 835.** Please provide an update on the Service NSW centres that have not been built?
- (a) Can the Minister explain why there is a delay in the construction?
- 836.** Why were these new centres not prioritised to be built during COVID-19 when their services were needed most?
- 837.** Of the announced additional 1000 staff for the 24/7 hotline service, how many did the government end up employing?
- (a) How many have been full-time, part-time or casual?
- (b) What selection criteria was provided to hire staff for the hotline?
- 838.** What has been the average wait time for people to wait until they were connected to a Service NSW staff member?
- (a) What has been the overall satisfaction rating of the hotline by the people who used the service?
- (b) What quality control strategies did Service NSW adopt to ensure effective and efficient processes?
- 839.** Will the Service NSW Hotline remain 24/7 once COVID-19 is confidently controlled?

ANSWER:

- 834.** Savings are calculated using available data from 42 rebates. Up to date savings data is not currently available for all rebates. Service NSW receives periodic updates from partner agencies on the savings customers have enjoyed as a result of the program.
- 835 and 835 (a)** The NSW Government has committed to delivering ten 10 new Service NSW centres in metropolitan Sydney and has commenced the staged rollout of the new centres over the four-year delivery timeframe. The program delivery is currently in year two of the four-year rollout and all Service NSW centres to open under this initiative will be delivered by end of June 2023.
- To date, 3 sites have been delivered and open for trade at Revesby, Engadine, and Roselands. The remaining sites to be delivered at Edmondson Park, Glenmore Park, Northmead, Schofields, Merrylands, North Sydney and Randwick.
- The program is on track to deliver all remaining service centres by June 2023.
- 836.** The New Metro Service Centre program has been staged consistent with consumer demand and the available funding provided by budget estimates. Program schedule has been based on customer demand analysis taking into consideration the impacts of the pandemic.
- Service NSW expanded its operations to meet increased community demand from residents across NSW, including a 24/7 contact centre service and the ability for more products and services to be accessed via our telephone and digital channels, reflecting customer trends and the need to comply with public health orders during the pandemic.
- 837. (a)** Please refer to the answer provided on page 27 in the Questions on Notice.
- (b) Please refer the Service NSW CEO answer provided during the Estimates hearing.
- 838.** On average, customers wait 142 seconds to be connected to a Service NSW Covid Hotline team member, for the 2020-21 financial year (to date).
- (a) Customer satisfaction is not uniquely measured for this service offering. The overall CSAT for Service NSW is currently 95.77%.
- (b) Standard Service NSW quality control strategies were applied to the 24/7 Covid Hotline which include randomly sampled call evaluations per the Service NSW Quality Framework, customer experience calibration sessions, and process controls such as work instructions, knowledge articles,

and customer journey maps. Additionally, enterprise wide programs of work ensure legislative compliance for all functions performed in this service such as privacy and financial compliance obligations. These protections ensure the integrity of each customer transaction.

839. No decision has been made about the 24/7 status of the Service NSW Hotline at this stage.

Facial Recognition in Gaming Venues

840. Does the Commissioner agree with the Australian Human Rights Commission's assessment that facial recognition technology is particularly intrusive on privacy?

841. Has the commissioner provided any advice to the Minister for Customer Service regarding the introduction of facial recognition technology in gambling venues?

(a) What is the commissioner's stance on the use of such technology in gambling venues?

842. Does it worry the Privacy Commissioner that the Minister considering policies would be in breach of the European Convention on Human Rights?

843. Would the Commissioner be concerned if the Customer Service Minister sought to have discretion over what information is stored using facial recognition technology?

ANSWER:

840-843. The IPC have provided their response directly to the Committee.

Questions from Ms Cate Faehrmann MLC

Gaming Machine losses and turnover

844. What is the average monthly net loss per person on poker machines in NSW?

845. What is the average monthly loss per person on poker machines in each LGA?

846. How much money is lost to gaming machines between midnight and closing per local government area in;

(a) 2020;

(b) 2019;

(c) 2018;

(d) 2017;

(e) 2020 quarter 1;

(f) 2020 quarter 2;

(g) 2020 quarter 3;

(h) 2020 quarter 4;

(i) 2019 quarter 1;

(j) 2019 quarter 2;

(k) 2019 quarter 3;

(l) 2019 quarter 4;

(m) 2018 quarter 1;

(n) 2018 quarter 2;

(o) 2018 quarter 3;

(p) 2018 quarter 4;

(q) 2017 quarter 1;

(r) 2017 quarter 2;

- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

847. What was the total turnover for gaming machines in NSW in 2020?

848. What was the total turnover for gaming machines in NSW in

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

849. What were the turnover figures per LGA per month for

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;

- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

850. What were the turnover figures per venue per month for

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

851. What were the profit figures per LGA per month for

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;

- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

852. What were the profit figures per venue per month for

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

ANSWER:

844. Liquor & Gaming NSW does not collect data on average monthly net loss per person on poker machines in NSW.

845. Liquor & Gaming NSW does not collect data on average monthly loss per person on poker machines in each LGA

846. Liquor & Gaming NSW does not collect data on how much money is lost to gaming machines between midnight and closing per LGA.
847. The Government has not published gaming machine turnover data since 2017. Net profit replaced turnover as the published data category for gaming machine activity at that time. This is because net profit is the best indicator of how much money is lost on gaming machines. Turnover was commonly misinterpreted and led to incorrect assumptions about money spent on gaming machines.
848. Please see response to supplementary question 847.
849. Please see response to supplementary question 847.
850. Individual gaming venue data is not able to be publicly released as per legislative restrictions in the Taxation Administration Act 1996 and the Gaming Machines Act 2001.
851. Liquor and Gaming NSW publishes gaming machine profit data at www.liquorandgaming.nsw.gov.au/resources/gaming-machine-data
852. Individual gaming venue data is not able to be publicly released as per legislative restrictions in the Taxation Administration Act 1996 and the Gaming Machines Act 2001.

Money Laundering

853. How is the maximum preload value determined?
854. How many cases of "suspicious activity" have been detected by the Independent Liquor and Gaming Authority's centralised monitoring system in;
- (a) 2020;
 - (b) 2019;
 - (c) 2018;
 - (d) 2017;
 - (e) 2020 quarter 1;
 - (f) 2020 quarter 2;
 - (g) 2020 quarter 3;
 - (h) 2020 quarter 4;
 - (i) 2019 quarter 1;
 - (j) 2019 quarter 2;
 - (k) 2019 quarter 3;
 - (l) 2019 quarter 4;
 - (m) 2018 quarter 1;
 - (n) 2018 quarter 2;
 - (o) 2018 quarter 3;
 - (p) 2018 quarter 4;
 - (q) 2017 quarter 1;
 - (r) 2017 quarter 2;
 - (s) 2017 quarter 3;
 - (t) 2017 quarter 4;
855. How many of the cases of suspicious activity referred to in question 2 were referred to either AUSTRAC or the NSW police?;

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;
- (r) 2017 quarter 2;
- (s) 2017 quarter 3;
- (t) 2017 quarter 4;

856. How many convictions for money laundering have been made as a result of suspicious activity detected by the CMS in;

- (a) 2020;
- (b) 2019;
- (c) 2018;
- (d) 2017;
- (e) 2020 quarter 1;
- (f) 2020 quarter 2;
- (g) 2020 quarter 3;
- (h) 2020 quarter 4;
- (i) 2019 quarter 1;
- (j) 2019 quarter 2;
- (k) 2019 quarter 3;
- (l) 2019 quarter 4;
- (m) 2018 quarter 1;
- (n) 2018 quarter 2;
- (o) 2018 quarter 3;
- (p) 2018 quarter 4;
- (q) 2017 quarter 1;

(r) 2017 quarter 2;

(s) 2017 quarter 3;

(t) 2017 quarter 4;

ANSWER:

854. In late 2020 and early 2021 and in consultation with NSW Police, data from the centralised monitoring system (CMS) has identified potential 'suspicious activity' in relation to five venues. The current capability of the system in relation to 'suspicious activity' was not available prior to 2020.

855. The 'suspicious activity' data referred to in the answer to question 854 has been provided to NSW Police.

Liquor & Gaming NSW also proactively refers intelligence related to money laundering and suspicious activity received from external sources to either AUSTRAC, NSW Police or both. The following referrals have occurred:

(a) 3 referrals; 2 to AUSTRAC, 1 to NSW Police. 2 matters remain under investigation.

(b) 5 referrals, 3 to AUSTRAC, 2 to NSW Police.

(c) 1 referral, to NSW Police.

(d) Nil.

(e) Nil.

(f) Nil.

(g) Nil.

(h) 3.

(i) 1.

(j) 2.

(k) 2.

(l) Nil.

(m) Nil.

(n) Nil.

(o) Nil.

(p) 1.

(q) Nil.

(r) Nil.

(s) Nil.

(t) Nil.

856 AUSTRAC is Australia's financial intelligence agency and is responsible for anti-money laundering and counter-terrorism financing regulation.

Liquor & Gaming NSW works with NSW Police and AUSTRAC in relation to potential money laundering concerns at licensed premises.

Gambling Card

857. Who is on the government's gaming machine technology working group?

(a) Is the committee taking advice on the cashless gambling card from any non-industry stakeholders?

ANSWER:

<p>857. The Gaming Technology Working Group comprises representatives of Liquor & Gaming NSW (chair), Department of Premier & Cabinet, NSW Treasury, ClubsNSW, AHA NSW, Gaming Technologies Association, The Star Sydney, Crown Resorts Limited, Responsible Gambling Fund Trust, a gambling researcher, and a representative of RGF funded gambling counselling and treatment services.</p> <p>Separate to this, an interjurisdictional National Standards Working Party maintains and monitor the adequacy of the Australian/New Zealand Gaming Machine National Standards.</p> <p>(a) A number of working group members are non-industry stakeholders: Responsible Gambling Fund Trust, a gambling researcher, and a representative of RGF funded gambling counselling and treatment services.</p>
<p>Clubs MOU</p> <p>858. What date is the current memorandum of understanding with ClubsNSW due to expire?</p> <p>859. What date is the next memorandum of understanding with ClubsNSW due to be signed?</p>
<p>ANSWER:</p> <p>858. The current memorandum of understanding with ClubsNSW expires at the end of this term of government.</p> <p>859. The NSW Liberals and Nationals Government and ClubsNSW will jointly undertake a full review of the terms of the Agreement before the end of that term of government with a view to reaching further understanding in relation to matters concerning clubs which would cover the following term.</p>
<p>Questions from Mr David Shoebridge MLC</p>
<p>Service NSW app</p> <p>860. How many people currently have the Service NSW app installed?</p> <p>861. What is known about the characteristics/groups of those who don't have the app?</p> <p>862. What is your target uptake for the Drink and Dine vouchers (ie what percentage of them are you aiming to have redeemed?)</p> <p>863. Are you concerned that all the use limitations will make these less useful for families?</p> <p>864. Is the rollout of this program running late?</p>
<p>ANSWER:</p> <p>860. As at 15 March 2021, 5.14 million devices have used the Service NSW App within the last 90 days.</p> <p>861. Service NSW does not hold this information.</p> <p>862. Service NSW aims to maximise voucher uptake for Dine and Discover NSW. No single target has been put in place.</p> <p>863. The design of the Dine & Discover program was informed by customer research. Service NSW will continue to consider customer and business feedback during the roll out of the program.</p> <p>864. Dine & Discover is scheduled to be rolled out state wide by the end of March as planned.</p>

BUDGET ESTIMATES 2020-2021

Supplementary Questions

Portfolio Committee No. 6 – Transport and Customer Service

625 and 626 – Toll Relief

Note that postcode data is only available.

PostCode	Fy19-20
Grand Total	202,379
2155	5,856
2153	5,204
2145	3,996
2148	3,525
2154	3,218
2088	3,000
2761	2,750
2066	2,492
2147	2,459
2768	2,346
2763	2,320
2065	2,299
2747	2,262
2171	2,249
2170	2,234
2765	2,214
2770	2,199
2750	2,077
2560	1,924
2745	1,922
2759	1,905
2756	1,786
2570	1,676
2125	1,668
2176	1,633
2026	1,555
2760	1,548
2031	1,531
2068	1,494
2035	1,445
2160	1,426
2099	1,415
2121	1,394
2120	1,375
2126	1,375
2113	1,371
2074	1,321
2112	1,321

2073	1,319
2567	1,311
2090	1,301
2093	1,299
2046	1,281
2767	1,250
2075	1,235
2036	1,234
2137	1,191
2076	1,180
2118	1,177
2119	1,167
2089	1,162
2156	1,130
2060	1,099
2769	1,097
2151	1,074
2040	1,052
2122	1,039
2067	1,033
2762	1,013
2030	1,001
2041	999
2069	977
2034	958
2168	957
2766	938
2777	938
2021	924
2146	913
2077	908
2753	899
2100	882
2117	869
2152	858
2010	843
2565	835
2071	831
2127	830
2017	828
2070	825
2749	801
2150	797
2250	796
2230	794
2161	793

2774	772
2096	760
2216	756
2011	739
2229	723
2101	717
2023	716
2566	715
2062	705
2095	694
2111	686
2086	670
2217	670
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