



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2024-2025

Supplementary questions

Portfolio Committee No. 8 – Customer Service

**Emergency Services, Youth Justice, Customer Service and Digital
Government (Dib)**

Hearing: Monday 9 September 2024

Answers due by: 5.00 pm Tuesday 8 October 2024

Budget Estimates secretariat

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BUDGET ESTIMATES 2024-2025

SUPPLEMENTARY QUESTIONS

Questions from Ms Abigail Boyd MLC

National Gender and Emergency Management Guidelines

- (1) Following devastating floods and fires, will the NSW Government work with Gender and Disaster Australia to incorporate the National Gender and Emergency Management Guidelines into NSW disaster planning?
 - (a) If not, why not?

Disability Royal Commission recommendations

- (2) Which recommendations does the Minister have partial or full responsibility for, in relation to each of the Minister's portfolios including digital government, youth justice and emergency services?
- (3) The NSW Government responded to recommendation 7.35(c) relating to disaster welfare with "subject to further consideration". What consideration is the Government giving in relation to this?
 - (a) In the Government's response, it is noted that "evacuation centres are regularly audited to ensure they are fit for purpose and accessible to the public in emergencies". When conducting such audits, what guidelines are followed to ensure they are truly accessible and inclusive for people with disability, including for people with intellectual disability?
 - i. How regularly are evacuation centres audited and by whom?
 - ii. Has the Government engaged with any disability stakeholders in relation to guidelines around accessibility and inclusion of people with disability in disaster response?
 - iii. Does the Government engage with any disability stakeholders in preparing the State Emergency Management Plan (EMPLAN)?
 - (b) In the Government's response, it is noted that "all people are encouraged to develop their own emergency plans including when to go early and where they may go if forced to evacuate". What support does the Government provide to people with disability and their families to develop their own emergency plans?

- (c) Has the Government considered establishing a vulnerable persons register similar to the register currently in place in Victoria?
 - (d) In the Government's response, it is noted that "every effort is made to provide for the needs of all people who require shelter and emergency accommodation". What evidence does the Government have to support this determination that no further efforts need to be made?
- (4) The NSW Government responded to recommendation 8.3 Prohibiting solitary confinement in youth detention with "accept in part". Of parts (a) to (e), which parts does the Government fully accept?
- (a) Will the Minister for Youth Justice have responsibility for ensuring this commitment is followed through?
 - (b) In response to this recommendation, the NSW Government commented that it "welcomes continued engagement across all youth justice jurisdictions to inform further improvements and harmonisation of practice for young people with a disability in custody". Has the Government undertaken any consultation to date with any disability stakeholders or people with disability in relation to this?
 - i. If yes, which stakeholders has the Government engaged with?
 - ii. If no, will the Government commit to engage broadly with people with disability and their representative organisations in relation to this, particularly in relation to people with cognitive disability?
- (5) The NSW Government responded to recommendation 8.4 Screening and assessment for disability in youth detention with "accept in principle". Why did the Government accept this in principle and not in full?
- (a) What actions will the Government be taking in relation to improving existing screening and assessment for cognitive disability?
- (6) The NSW Government responded to recommendation 8.5 Disability training for staff in youth detention with "accept in principle". Why did the Government accept this in principle and not in full?
- (a) In response, the Government commented that "within current resourcing, staffing and budgetary limitations, staff training is delivered to frontline youth justice and clinical health staff". Is this training mandatory for all frontline youth justice staff?

- i. How long does training take, and is it conducted online or in-person?
- ii. Is training ongoing or only initial?
- iii. Do officials in youth detention centres at all levels currently receive any disability training?
 - 1. If yes, is it ongoing or only initial, and is it mandatory?
 - 2. If no, will the Government commit to develop appropriate disability training in line with recommendation 8.5?

Questions to RFS

- (7) What are the current hurdles to the RFS providing more accurate data on its volunteers (including date of birth)?
- (8) What has the RFS done to improve its data on volunteers in the last financial year?
- (9) What is the government doing to ensure that the RFS can provide accurate data in relation to its volunteers?
- (10) In relation to costings for improvements to presumptive legislation provided by iCare, how many RFS volunteers was budgeted for?
- (11) For each emergency service:
 - (a) When is a Working With Children Check required to be undertaken?
 - (b) How often must those Working With Children Checks be renewed?
 - (c) Are there restrictions on a person interacting with children in the performance of their job when they have a Working With Children Check less than 5 years old?

Questions from Hon Chris Rath (on behalf of Opposition)
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CUSTOMER SERVICE & DIGITAL GOVERNMENT

Regional Digital Connectivity Program

- (12) The NSW Government created the \$50 million Connecting Country Communities Fund to invest in telecommunications infrastructure addressing mobile black spots and broadband internet access. The Wentworth area was identified as a location for being part of the Mobile Black Spot Program Round 1 program, which was to install or upgrading mobile towers delivering 4G voice and data services for more than 13,000 premises. According to available data this project is complete. The Digital Connectivity Index score for the Wentworth shire

is 45 and the shire of Balranald is still at 19. These scores mean these areas are less likely or unlikely to be able to conduct digital activities. The Murray electorate ‘mapped’ more than 100 black spots when we asked constituents about non - mobile connectivity areas causing communication issues to farm businesses, road safety, and emergency services to name a few. Given these facts, will the Minister commit additional funds to address ongoing connectivity issues across regional NSW, in particular the Wentworth and Balranald shires?

Additional NSW Service Centre for the Wentworth Shire

- (13) With a growing population in Buronga Gol Gol area, with an additional 1,100 lots of land being developed, there is a need for servicing this part of the municipality. There is a RMS Service Centre located in Wentworth which operates 9-4pm. Wentworth is a 45-minute drive from Gol Gol and does not permit constituents time to access during a lunch break to deal with RMS issues. This then requires constituents for the eastern end of the Shire to take time off work to access services. Given these facts, would the Minister consider looking at expanding this service to the eastern end of the area or creating an opportunity for a shared service centre or two-day a week satellite centre?

GovHack Sponsorship

- (14) Given the \$12,000 cost of the GovHack Platinum sponsorship, can the Minister provide a breakdown of the benefits derived from this sponsorship? How does this compare to other similar sponsorships?

Digital Transformation and Public Services

- (15) Can the Minister provide an update on the progress of key digital transformation initiatives aimed at improving public services?
- (16) How are these initiatives being prioritized, and what timelines are in place for their full implementation?

Public Sector Digital Literacy

- (17) What efforts are being made to improve digital literacy within the public sector to ensure that employees can effectively use and manage new digital tools?
- (18) Are there specific training programs in place, and how are they being evaluated for effectiveness?

Customer Service Improvements

- (19) Service Delivery Enhancements: What recent enhancements have been made to the Service NSW platform to improve customer experience?
- (20) Are there plans to expand the range of services available through Service NSW, particularly in areas like health, education, and social services?

NSW Ageing and Disability Abuse Helpline

- (21) When contacting the NSW Ageing and Disability Abuse Helpline, why are some attempting to report concerns of abuse and the exploitation of older people and adults with disabilities facing significant wait times, and in some cases unable to reach an operator altogether?
- (22) Are you aware of these wait times and the difficulties people are facing when attempting to make what could potentially be a lifesaving report of abuse by phone?
- (23) Do you accept that the mass cuts to Service NSW you have already announced, including the 25% reduction in funding to Risk, Strategy and Customer Support will only lead to lengthier and potentially costly wait times for crucial services such as the NSW Ageing and Disability Abuse Helpline?
- (24) According to figures from the NSW Ageing and Disability Commission,* between 2019-20 and 2023-24 the number of calls to the NSW Ageing and Disability Abuse Helpline increased by 66.1 percent. Can you say with confidence that the cuts to Service NSW which your Government has already announced will not impact the ability of the Helpline to meet this worrying rise in reports of abuse and exploitation?

*https://ageingdisabilitycommission.nsw.gov.au/documents/reports-and-submissions/ADC_Dashboard_data_2023_-_2024_Amended_for_web.pdf

- (25) When these cuts were initially planned, did you knowingly and willingly accept that longer wait times would be a logical outcome, and that this would have significant impacts for people seeking crisis support via Service NSW helplines such as the NSW Ageing and Disability Abuse Helpline?
- (26) How can the Minister provide assurance that longer wait times for crucial over-the-phone services will not be a result of the cuts to Service NSW being implemented by your Government?

Customer Feedback Mechanisms

- (27) How is the department using customer feedback to inform ongoing improvements to digital and government customer services?
- (28) Can the Minister provide examples of changes that have been made based on this feedback?

Digital Identity and Security

- (29) What is the current status of the Digital Identity program?
 - (a) How is the department ensuring the security and privacy of citizens' digital identities, especially in light of recent high-profile data breaches?

Cybersecurity Measures:

- (30) What specific measures are in place to protect government digital services from cyber threats?
- (31) How is the department working with other agencies to ensure a coordinated response to potential cybersecurity incidents?

Accessibility and Inclusivity in Digital Services

- (32) How is the department ensuring that digital services are accessible to all citizens, including those with disabilities and those in remote or underserved communities?
 - (a) What specific steps have been taken to meet accessibility standards across all government platforms?

Digital Divide

- (33) What initiatives are being implemented to bridge the digital divide, particularly in rural and low-income areas?
- (34) How is the department working to ensure equitable access to digital services for all residents?

Future-Proofing Digital Services:

- (35) What is the department's long-term strategy for future-proofing digital services against technological advancements and changes in public needs?
- (36) How are emerging technologies, such as artificial intelligence and blockchain, being considered in future plans?

Sustainability and Digital Services:

- (37) How is the department integrating sustainability into its digital transformation efforts?
- (38) Are there specific initiatives aimed at reducing the environmental impact of digital services?

E-Conveyancing

- (39) Can the Minister provide current statistics on the adoption rates of e-conveyancing in NSW?
 - (a) How does this compare to the department's targets, and what steps are being taken to increase adoption among practitioners who have been slower to transition?
- (40) What specific support is being provided to small conveyancing practitioners to assist them in transitioning to e-conveyancing? Are there grants, training, or resources available to ensure they are not left behind in this digital shift?

System Performance and Reliability

- (41) What measures are in place to ensure the reliability and uptime of the e-conveyancing platforms used in NSW? How is the department addressing any technical issues that have been reported by users?
- (42) In the event of system outages or failures, what contingency plans are in place to ensure that property transactions can still be completed without significant delays? How are these plans communicated to conveyancers and other stakeholders?

Data Security and Privacy

- (43) How is the department ensuring the security of sensitive information in the e-conveyancing process? What protocols are in place to prevent unauthorized access and data breaches, particularly given the increasing cyber threats?
- (44) How does the e-conveyancing system comply with NSW privacy laws and regulations? Are there regular audits or reviews to ensure ongoing compliance?

Integration with Other Digital Services:

- (45) How is the e-conveyancing platform being integrated with other government digital services, such as land registries and revenue offices? What challenges have been encountered in this integration, and how are they being addressed?
- (46) What efforts are being made to collaborate with other states and territories to ensure that e-conveyancing systems are compatible across Australia? How is the department addressing any differences in legal frameworks or technical standards?

Feedback and Continuous Improvement:

- (47) How is feedback from conveyancers, legal practitioners, and the public being incorporated into the continuous improvement of the e-conveyancing system?
 - (a) Can the Minister provide examples of recent improvements that were driven by user feedback?
- (48) What future enhancements are planned for the e-conveyancing system?
 - (a) How is the department ensuring that the system remains responsive to the needs of all stakeholders, including adapting to potential changes in property law or conveyancing practices?

E-Conveyancing and Fraud Prevention:

- (49) What mechanisms are in place within the e-conveyancing system to detect and prevent fraud?
 - (a) How effective have these mechanisms been, and are there plans to enhance them in response to emerging threats?
- (50) What training or resources are available to conveyancers and legal practitioners to help them identify and prevent fraudulent transactions within the e-conveyancing process?

Impact of E-Conveyancing on the Real Estate Market:

- (51) How has the introduction of e-conveyancing impacted the efficiency of the real estate market in NSW?
 - (a) Are there any studies or data available that show the effects on transaction times, costs, or market dynamics?
- (52) How is the department ensuring that e-conveyancing is accessible and understandable to homebuyers, particularly first-time buyers? Are there educational resources available to help them navigate the process?

Working with Children Checks (WWCC)

- (53) What enhancements have been made to the digital application process for WWCC to improve user experience and reduce processing times? Are there any planned updates to further streamline the process?

- (54) How is Service NSW supporting applicants who may face challenges in completing the WWCC application online, such as those without digital access or those with language barriers? Are there in-person services available to assist these individuals?
- (55) What measures are in place to ensure the security of sensitive information submitted during the WWCC application process? How does Service NSW protect this data from unauthorized access or breaches?
- (56) How does Service NSW ensure that the WWCC process complies with NSW privacy laws? Are there regular audits or reviews conducted to ensure ongoing compliance and data protection?
- (57) What are the long-term plans for the WWCC process within Service NSW? Are there any upcoming initiatives or technological advancements aimed at further improving the process?
- (58) How is Service NSW planning to adapt the WWCC process to meet future demands, such as potential legislative changes or increases in application volume?

Cuts to Service NSW

- (59) In line with answers provided in this Budget Estimates, can you please advise exactly when you anticipate the third wave of redundancies at Service NSW will begin?
- (60) What is the breakdown or can you please quantify the number of jobs at Service NSW which are estimated to be cut as part of this wave, and the locations these redundancies will come from?
- (61) (If no to both) You are undertaking a significant restructuring process to an essential frontline support service, which has real implications for staff who support the people of NSW on a daily basis. How can you not be aware of, or not have access to these figures?

EMERGENCY SERVICES

Rural Fire Service volunteers

- (62) At present, how many volunteers are currently in the RFS?
 - (a) How many are in active or operational firefighting roles?
 - (b) Separately and by region:
 - i. How many members are over 50 years of age?
 - ii. How many members are over 60 years of age?

- iii. How many members are over 70 years of age?
 - iv. How many members are under 50?
- (63) In 2019, how many volunteers were part of the RFS?
- (a) How many were in active or operational firefighting roles?
 - (b) Separately and by region:
 - i. How many members are over 50 years of age?
 - ii. How many members are over 60 years of age?
 - iii. How many members are over 70 years of age?
 - iv. How many members are under 50?
- (64) Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are under 30?
- (65) Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are aged between 30 and 50?
- (66) Separately for each RFS Region, how many volunteers have joined the service in the last 12 months that are aged over 50?
- (67) How many volunteers have departed the RFS in the last 12 months?
- (a) What was the reason most cited for departure?

State Emergency Service volunteers

- (68) Separately for each SES Region, at present, how many volunteers are currently in the SES?
- (a) How many members are over 50 years of age?
 - (b) How many members are over 60 years of age?
 - (c) How many members are over 70 years of age?
 - (d) How many members are under 50?
- (69) Separately for each SES Region, in 2019, how many volunteers were in the SES?
- (a) How many members were over 50 years of age?
 - (b) How many members were over 60 years of age?
 - (c) How many members were over 70 years of age?

- (d) How many members were under 50?
- (70) How many volunteers have joined the SES in the last 12 months?
- (71) How many volunteers have departed the SES in the last 12 months?
 - (a) What was the reason most cited for departure?

Dungog Fire Station

- (72) Has the land been purchased for the new Dungog Fire and Rescue station?
- (73) Has construction on the project commenced?
- (74) What is the timetable for the construction work to be undertaken?
- (75) When will Dungog brigade commence using the new station?
- (76) What is the current status of On-Call firefighter ranks at Station 282?

Fuel load

- (77) Provide a list of areas that have a fuel load rated High, Very High or Extreme.

Bilpin

- (78) When was the last bushfire hazard analysis completed for the Bilpin area?
- (79) What were the results of the analysis?
- (80) What hazard reduction activities have been completed in the Bilpin area since 2020?

Flood Recovery

- (81) During the October 2023 Budget Estimates session, it was estimated people would be in their homes on a new Resilient Lands Program site by Christmas this year.

Can you provide an update on each of the sites and whether the target of people in homes by Christmas is on track?

- (82) How much of the \$100m allocated to the Resilient Lands Program has been spent to-date?

Insurance

- (83) Parts of the Northern Rivers are now uninsurable against floods - insurance companies won't offer flood coverage. In other areas premiums are so high, residents and business owners can't afford to protect their livelihoods and homes from future flooding.

What is the Government doing to address this significant issue?

YOUTH JUSTICE

Bail and Crime Amendment

- (84) The number of Aboriginal children in detention has increased by almost 40% compared with this time last year. How has the Government's approach to addressing public perceptions about youth crime, including tightening access to bail for children, impacted the record high numbers of children in custody?
- (85) Under a new provision in the NSW Bail Act a young person can only be released on bail if the bail decision maker has a high degree of confidence the young person will not commit a serious indictable offence while on bail.
- (a) What is the forecast additional costs that will be incurred because of the anticipated increase in the number of young people being denied bail and being held in detention because of this new requirement?
- (b) Are these costs expected to be absorbed in current agency budgets?

Mental Health

- (86) Given we are in a recognised youth mental health crisis and a youth justice crisis, why has there been zero increase in the Targeted Early Intervention (TEI) funding for the Northern Sydney and Northern Beaches Regions this year, despite a recorded increase in offences committed by young offenders in several LGAs in those regions?

Alternate Accommodation and Diversion

- (87) Youth Foyers are a proven approach to assisting young people transition from out-of-home care to independence, assisting them into accommodation, education and employment and reducing contact with the justice system. Does the Government propose to develop additional Foyers in NSW?
- (88) The former Coalition Government extended out-of-home care for young people to the age of 21 with a basic package of income support. Does the Government have any plans under Your Choice Your Future to provide youth coaching to those young people to continue to prepare them for independence?

Union membership

(89) Are you a member of a union?

(a) If yes, what union?

TikTok

(90) Are you on TikTok?

(a) If yes, do you access TikTok from a NSW Government device?

Land audit – Department(s)/Agency(s)

(91) Has your portfolio department(s)/agency(s) undertaken a land audit of surplus government property in any of the following postcodes:

(a) 2077?

(b) 2079?

(c) 2080?

(d) 2081?

(e) 2082?

(f) 2083?

(g) 2117?

(h) 2118?

(i) 2119?

(j) 2120?

(k) 2121?

(l) 2125?

(m) 2126?

(n) 2151?

(o) 2154?

(p) 2156?

(q) 2157?

(r) 2158?

(s) 2159?

(t) 2756?

(u) 2775?

i. If yes to (a) to (u), how many properties have been identified?

Signal

(92) Are you on Signal?

(a) If yes, do you access Signal from a NSW Government device?

CFMEU membership

(93) Have you ever been a member of the Construction, Forestry and Maritime Employees Union (CFMEU)?

(a) If yes, when?

Department(s)/Agency(s) Annual Reports

(94) In what month will the 2023-24 annual reports for each department / agency in your portfolio be published?

(95) Will the 2023-24 annual reports for the department / agency in your portfolio include a printed copy?

(a) If yes, how much is budgeted for printing in 2024-25?

ETU membership

(96) Have you ever been a member of the Electrical Trades Union (ETU)?

(a) If yes, when?

Paper shredder

(97) Does your ministerial office have a paper shredder?

Department(s)/Agency(s) in Portfolio

(98) What department(s)/agency(s) are included in your portfolio?

Former Ministerial Employees

(99) Are there any former employee from your ministerial office now employed by any department/agency within your portfolio responsibilities?

(a) If yes, how many?

Qantas Chairman's Club

(100) Are you a Member of the Qantas Chairman's Club?

(a) If no, have you ever previously been a member?

(b) If yes, when did you cease to be a member?

(c) If yes, when did you initially become a member?

(d) If yes, when did you make a declaration to The Cabinet Office?

(e) If yes, how many times since 28 March 2023 have you used the Qantas Chairman's Club?

Ministerial Staff – Local Government Councillors

(101) As at 30 June 2024, how many of your ministerial staff were local government councillors?

(102) What local government(s) did they serve?

ETU meetings

(103) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the ETU?

State Records Act

(104) Have you and your ministerial office had training and/or a briefing about the State Records Act from State Records NSW and/or The Cabinet Office and/or Premier's Department?

(a) If yes, when?

Legal Costs

(105) How much did the Department/agencies within your portfolio responsibilities spend in legal costs since 28 March 2023?

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

Media releases and statements

(106) Are all the ministerial media releases and statements issued by you publicly available at <https://www.nsw.gov.au/media-releases?>

(a) If no, why?

Advertising

(107) How much has each Department/agency within your portfolio responsibilities spent on advertising or sponsored posts since 28 March 2023 on the following social media platforms:

(a) Facebook

(b) Instagram

(c) LinkedIn

(d) TikTok

(e) YouTube

(f) X (formerly known as Twitter)

Catering

(108) How much of your ministerial budget was spent on catering in 2023-24?

(109) Was catering used for external stakeholders?

(a) If yes, who were these external stakeholders?

Parliamentary Secretary

(110) Does your Parliamentary Secretary have pass access to your ministerial office?

(111) Does your Parliamentary Secretary have a desk in your ministerial office?

(112) Did any catering costs in 2023-24 include expenditure on alcohol?

Gin

(113) Since 28 March 2023, have you or your ministerial office purchased 'gin' using your ministerial budget?

Ministerial Vehicles and Driving Offences

(114) Since 28 March 2023, have you personally driven your ministerial vehicle?

(115) As a driver since 28 March 2023:

- (a) Have you been pulled over by the NSW Police Force?
- (b) Have you been fined for speeding?
- (c) Have you been fined for school zone related offence?
- (d) Have you been fined for red light related offence?
- (e) Have you been involved in an accident that included the NSW Police attending the scene?
 - i. If yes to a) to e), did this include whilst driving your ministerial vehicle?

Speeches

- (116) Does your portfolio department(s) / agency(s) draft and write speeches for you?
- (117) How many public servants have undertaken writing speeches in your portfolio department(s) / agency(s)?

Hard hats and/or vests

- (118) Do you have a hard hat and/or vest for visiting infrastructure sites?
 - (a) If yes, was it paid from your ministerial budget?

Ministerial Advisers

- (119) How many staff members were employed in your ministerial office in 2023-24 FY?
- (120) What is the average salary for staff members in your ministerial office in 2023-24 FY?

Ministerial disclosures to The Cabinet Office

- (121) On what date did you last update/make a ministerial disclosure to The Cabinet Office?

GIPA Applications / Standing Order 52 – Ministerial Office

- (122) Does your ministerial office have staff member(s) to undertake Government Information (Public Access) Act application(s) and/or Standing Order 52 requests?
 - (a) If yes, has that ministerial staffer(s) received formal training about their legal obligations?
- (123) How many GIPA Applications have been received by your ministerial office since 28 March 2023?

Police Commissioner Gin

(124) Have you received gin from the Police Commissioner?

Cabinet Sub Committees

(125) What cabinet sub committees are you a member of?

E-Toll

(126) Does your ministerial vehicle have an E-Toll?

(a) If yes, is expenditure paid by your by your ministerial budget?

Department(s)/Agency(s) Gifts and Hospitality Register

(127) Does your portfolio department(s)/agency(s) have a gifts and/or hospitality register?

(a) If yes, is it available online?

i. If yes, what is the URL?

Workplace complaints

(128) Have you been the subject of any workplace complaints, including bullying, harassment, and sexual harassment since 28 March 2023?

(129) Has any member of your ministerial staff been the subject of any workplace complaints, including bullying, harassment, and sexual harassment since 28 March 2023?

Ministerial staff disclosure of gifts and/or hospitality

(130) Does your ministerial office keep a register of gifts and/or hospitality for staff to make disclosures?

(131) Have any staff members in your office been the recipient of any free hospitality?

(a) What was the total value of the hospitality received?

(b) Are these gifts of hospitality declared?

Ministerial Code of Conduct

(132) Since 28 March 2023, have you breached the Ministerial Code of Conduct?

(a) If yes, what was the breach?

CFMEU meetings

(133) Given ministerial diary disclosures do not include all meetings and provide exceptions to disclosures, since 28 March 2023, have you met with the CFMEU?

Credit Cards

(134) Have you ever been issued with a credit card by a NSW Government department(s) and/or agency(s) since 28 March 2023?

- (a) If yes, under what circumstance?
- (b) If yes, what items and expenditure was undertaken?

(135) For each department, agency and/or other body in the Minister's portfolio please report:

- (a) How many credit cards are currently on issue for staff? (Please provide a break-down of this information by grade)
- (b) What was the value of the largest reported purchase on a credit card for the last year?
- (c) What was each largest reported purchase for?
- (d) What was the largest amount outstanding on a single card at the end of a payment period?
- (e) And what was the card holder's employment grade?
- (f) How many credit cards have been reported lost or stolen?
- (g) What was the cost to replace them?
- (h) How many credit card purchases were deemed to be illegitimate or contrary to agency policy?
 - i. How many purchases were asked to be repaid on the basis that they were illegitimate or contrary to agency policy and what was the total value thereof?
 - ii. Were all those amounts repaid?
- (i) Are any credit cards currently on issue connected to rewards schemes?
 - i. Do staff receive any personal benefit as a result of those reward schemes?
 - ii. Can a copy of the staff credit card policy please be provided?

Department(s)/agency(s) desk or office

(136) Do you have a desk or office in your portfolio department(s)/agency(s) building(s)?

Senior Executive Drivers

(137) How many senior executives in your portfolio department(s) / agency(s) have a driver?

Mobile phones

(138) How many mobile phones has your ministerial office been allocated as at 1 July 2024?

(139) How many mobile phones in your ministerial office have been lost or stolen since 28 March 2023?

Efficiency dividends

(140) Was an efficiency dividend applied to your portfolio department(s) / agency(s) within your portfolio responsibilities in:

(a) 2023-24?

(b) 2024-25?

i. If so, what was the efficiency dividend applied to each department/agency?

ii. What measures are being considered to achieve this efficiency dividend?

Stationery

(141) How much of your ministerial budget was spent on stationery in 2023-24?

(142) Did your stationery expenditure include gifts for external stakeholders?

(a) If yes, what was the gift(s)?

(b) If yes, who received the gift(s)?

Consultants

(143) Since 28 March 2023, how many consultancy contracts have been signed in your portfolio agencies, broken down by agency?

(a) What was the individual amount of each contract?

(b) What is the purpose of each contract?

(c) Who was the contract with?

(d) Did the contract go through a competitive tender?

GIPA Applications – Department(s)/Agency(s)

(144) Since 28 March 2023, have you and/or your ministerial office given instructions to your portfolio department(s)/agency(s) in relation to Government Information (Public Access) Act application(s)?

Department(s)/Agency(s) Travel

(145) As Minister, do you approve overseas travel for public servants in your portfolio department(s) / Agency(s)?

(a) If yes, how many overseas trips have you approved since 28 March 2023?

(146) Since 28 March 2023, how much has been spent on charter air flights by your portfolio agencies, broken down by agency?

(147) Since 28 March 2023, how much has been spent on domestic flights by your portfolio agencies, broken down by agency?

(a) Of these, how many flights were taken in business class?

(148) Since 28 March 2023, how much has been spent on international flights by your portfolio agencies, broken down by agency?

(a) Of these, how many flights were taken in business class?

(b) Of these, how many flights were taken in first class?

(149) What was the total expenditure since 28 March 2023 by each Department/agency within your portfolio responsibilities on:

(a) Taxi hire?

(b) Ridesharing services?

(c) Limousine/private car hire?

(d) Hire car rental?

Union membership fees

(150) What was the expenditure for you to join a union in:

(a) 2022-23?

(b) 2023-24?

(c) 2024-25?

Training

(151) Since 28 March 2023, have you had training from an external stakeholder that included an invoice and payment paid for using your ministerial budget?

- (a) If yes, what is the description of training?
- (b) If yes, how much?

Cabinet documents

(152) Since 28 March 2023, have you shared Cabinet documents with your Parliamentary Secretary?

Website usage

(153) What were the top 20 most utilised (by data sent and received) unique domain names accessed by your ministerial office since 28 March 2023?

(154) What were the top 20 most accessed (by number of times accessed) unique domain names accessed by your ministerial office since 28 March 2023?

Department(s)/Agency(s) Employees

(155) How many senior executive service employees were employed by each Department/agency within your portfolio responsibilities on:

- (a) 28 March 2023?
- (b) 1 July 2023?
- (c) 1 January 2024?
- (d) 1 July 2024?

(156) How many public servants within your portfolio department(s)/agency(s) were paid more than the Premier in 2023-24?

(157) How many redundancies were processed by each Department(s)/agency(s) within your portfolio responsibilities since 28 March 2023?

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

- (b) What was the total cost of all redundancies in each Department/agency within your portfolio responsibilities?

Ministerial visits

(158) Since 28 March 2023, have you visited any of these postcodes:

- (a) 2077?
- (b) 2079?
- (c) 2080?
- (d) 2081?
- (e) 2082?
- (f) 2083?
- (g) 2117?
- (h) 2118?
- (i) 2119?
- (j) 2120?
- (k) 2121?
- (l) 2125?
- (m) 2126?
- (n) 2151?
- (o) 2154?
- (p) 2156?
- (q) 2157?
- (r) 2158?
- (s) 2159?
- (t) 2756?
- (u) 2775?

i. If yes to (a) to (u):

1. What was the purpose of the visit(s)?

2. Did you make a funding announcement(s)?

Camera, video recorder and microphones

(159) Does your ministerial office have the following paid by your ministerial budget:

- (a) Handheld camera?
- (b) Handheld video recorder?
- (c) Microphone?
 - i. If yes to (a) to (c), how much is each worth when purchased?