



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEE NO. 8 – CUSTOMER SERVICE

BUDGET ESTIMATES 2024-2025

Supplementary questions

Portfolio Committee No. 8 – Customer Service

**Better Regulation and Fair Trading, Industry and Trade, Innovation,
Science and Technology, Building, Corrections**

(Chanthivong)

Hearing: Friday 7 March 2025

Answers due by: 5.00 pm Thursday 3 April 2025

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BUDGET ESTIMATES 2024-2025

SUPPLEMENTARY QUESTIONS

Questions from Hon Chris Rath MLC (on behalf of the Opposition)
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Strata Management

- (1) Is the government looking to provide non-mandatory model strata agreements?
 - (a) Are model agreement(s) in development and if yes, who is being consulted on their content and when is it expected to be released?
 - (b) Are there any plans to make model strata agreements compulsory?
- (2) Are there any plans to ban insurance commissions for strata managers?
- (3) Reforms to increased disclosure and transparency around commissions recently passed the Parliament. Will these be given time to bed down and work or has the government already made its mind up about commissions?
- (4) Are there any additional reforms under consideration to further regulate termination fees or notice periods to make it easier for strata plans to 'shop around'?
- (5) How many complaints have Fair Trading received in the past 2 years relating to strata manager:
 - (a) Conflicts of interest?
 - (b) Overcharging or phantom fees?
 - (c) Kickbacks or other commissions?

Strata Taskforce

- (6) What will be the Taskforce's annual budget?
- (7) What was the \$8.4 million initial funding allocation spent on?
- (8) How many FTE are assigned to the taskforce?
 - (a) Are these redeployments within Fair Trading and DCS or new roles?
- (9) What are the reporting lines? Is the Taskforce under the direct direction of the Strata and Property Services Commissioner?
- (10) How can the Taskforce be contacted by the public?

- (11) Will all strata and property services inquiries and complaints directed to Fair Trading be referred to the Taskforce for action?
- (12) Will the Taskforce be empowered to look at issues of education and training for strata agents and other participants in the strata system?
- (13) What is the scope of the taskforce? Is it just focused on strata or does it include property services?
- (a) Are real estate industry issues such as underquoting included?
- (14) What if any are the Taskforce's priority areas?
- (15) How many enquiries and complaints has the Strata & Property Services Taskforce received from its conception?
- (a) Of these, what actions have resulted including number of:
- i. Investigations without further action
 - ii. Education
 - iii. Warnings
 - iv. Enforceable undertakings
 - v. Penalty notices
 - vi. Cases at NCAT
 - vii. Court action

Strata & Property Services Commissioner

- (16) The position of Commissioner is currently vacant with the departure of John Minns. Minns was cleared of any wrongdoing, but resigned citing 'the lack of adequate budget and resourcing' in his resignation. Does the Minister agree with the former Commissioner's view?
- (a) Has the recruitment process for a new Commissioner commenced?
- (b) When will a new Commissioner be appointed?

EV Charging in Strata

- (17) Many building insurers appear to have set an arbitrary 4 EV Charger limit in strata buildings over which triggers a review of the policy leading to no insurance or higher premiums. Are there any plans to reduce this barrier for EV use?

- (18) In relation to EV Infrastructure work:
- (a) Would an electrical upgrade for a Class 2 building (many strata plans) require a regulated design by a registered building practitioner under the DBPA?
 - (b) Is an electrician able to perform this work under the DBPA or does the work need to be overseen by a builder?
 - (c) Has Fair Trading clarified the regulatory requirement to either clearly separate these electrical works from the DBPA or create a new class of Building Practitioner to avoid increasing cost for EV infrastructure by up to 20% without any real benefit?

Rental Commissioner and Rental Taskforce

- (19) What will be the Taskforce's annual budget?
- (20) What was the \$8.4 million initial funding allocation spent on?
- (21) How many FTE are assigned to the taskforce? Are these redeployments within Fair Trading and DCS or new roles?
- (22) What are the reporting lines? Is the Taskforce under the direct direction of the Rental Commissioner or the Rental Taskforce Manager?
- (23) How can a renter contact the Rental Taskforce? Will its existence be widely advertised?
- (24) Will all rental inquiries and complaints directed to Fair Trading be referred to the Taskforce for action?
- (25) Will the Taskforce only focus on its three stated priorities?
- (26) How many complaints has the Rental Taskforce received from its conception
 - (a) Of these, what actions have resulted including number of:
 - i. Investigations without further action
 - ii. Education
 - iii. Warnings
 - iv. Enforceable undertakings
 - v. Penalty notices
 - vi. Cases at NCAT
 - vii. Court actions

Rental Reforms

- (27) When will the uncommenced provisions of the Residential Tenancies Amendment Act 2024, particularly those relating to pets in rentals and no grounds evictions, commence?
- (28) NCAT is already overwhelmed with high caseloads. Are even higher NCAT wait times anticipated as a result of increased compliance activity through the rental taskforce and the commencement of recent rental reforms?
 - (a) If so, what is being done to alleviate this impact?
- (29) The government has announced that the rental bond rollover scheme is finally set to commence later this year. Is there a date for the the scheme will start operating?
 - (a) Has a design being finalised?
 - (b) How much extra funding was given to the Rental Bond Board to implement these changes?

Underquoting Taskforce

- (30) We have heard nothing from the Government about the underquoting taskforce since August 2024. What is its current status?
- (31) Has the Taskforce been formed yet?
- (32) How many underquoting cases has the Taskforce investigated or prosecuted since its formation?
- (33) Is the taskforce investigating measures to strengthen underquoting laws or is it just an enforcement crackdown?
- (34) Underquoting shows no sign of slowing down. Why has there been no visible action from the government when consumers continue to be misled by inaccurate price guides?
- (35) The previous Coalition governments took clear steps to outlaw underquoting. Why has this government not built upon these reforms or enforced them more vigorously?

Enforcement and Deterrence of Underquoting

- (36) Do you consider a \$2,200 average fine an effective deterrent when real estate commissions on average can exceed \$40,000 on \$2m homes?
- (37) Why has Fair Trading never sought the maximum \$22,000 penalty, let alone initiated prosecutions, given clear evidence of systemic underquoting?

- (38) Has the government considered increasing penalties to align with the profits agents make from misleading advertising?
- (39) Does the government support ‘naming and shaming’ serial underquoters to provide transparency for buyers and deter unscrupulous agents?
- (40) With 55 penalty notices given to agents in the first half of 2024, is Fair Trading’s enforcement approach sufficient when underquoting remains a persistent issue?
- (41) What is the timeframe for Fair Trading to respond to underquoting complaints?
- (42) Do you believe that Fair Trading is under-resourced? If so, has there been increased funding or staffing to improve enforcement and consumer protection?
- (43) How many underquoting investigations and complaints were there in 2024 and YTD 2025?
- (44) What is the current average time Fair Trading takes to resolve an underquoting complaint?
- (45) How many complaints are still awaiting final resolution?
- (46) How many repeat offenders were fined or warned in 2024?
 - (a) Have any faced escalating penalties or additional sanctions?
- (47) How many agents have had their licence suspended or cancelled for underquoting?

Lithium battery safety

- (48) Micromobility devices have seen an increased focus with greater standards imposed recently. How about other lithium-ion devices?
- (49) Is there a plan to increase the mandatory testing and certification, labelling, or point of sale information standards of all lithium battery product in a similar manner?
 - (a) If yes, when will we see such regulations come into effect?
- (50) What initiatives has Fair Trading taken to increase education of consumers as to lithium-ion safety issues?
- (51) Is there a Fair Trading taskforce cracking down on dodgy products – testing and removing them from sale?
- (52) How many products not meeting safety standards has Fair Trading removed from the supply chain in the last year?

Model constitution and Community Justice Centres

- (53) What advice has been provided to the Incorporated Associations in NSW who use the model constitution in relation to the end of Community Justice Centres?
 - (a) When was that advice was provided?
 - (b) If advice has not been provided, why not?
- (54) What is the estimate of additional costs which incorporated associations will incur in dispute resolution (the CJC service is free)?
- (55) When will the Model Constitution be updated to remove references to Community Justice Centres?
- (56) What dispute resolution procedure will be replacing reference to the CJC?

Building

Insolvencies of construction companies

- (57) Why are NSW construction companies battling to stay afloat? Our state's construction industry is by far the worst performing in the country? Why?
- (58) With nearly one-third of all NSW insolvencies coming from the construction sector, what safeguards or support is being considered to prevent further collapses?
- (59) What specific measures is the government implementing to support small and medium-sized building companies struggling with rising construction costs and persistently high interest rates?
- (60) How can industry continue to invest, and homebuilders have the confidence to build in such challenging building conditions?

Lack of productivity and innovation

- (61) What is the government doing to support productivity in the building sector?
- (62) Does the Government agree that productivity and innovation needs to be improved in the building sector? What is your plan to do so?
- (63) Can the building sector deliver the government's housing targets without an uplift in productivity?

Skilled workers shortage

- (64) How does the government plan to address the current shortage of skilled tradespeople, particularly in residential construction?
- (65) How much does the current shortage of trades add to the cost of a typical build?
- (66) Does the skills crisis affecting the building industry undermine the ability to meet the government's housing targets?

Building Commission

- (67) Has the Building Commission now been fully stood up?
- (68) What is current FTE staff at the Building Commission?
- (69) Has the Building Commission opened any offices or based any staff within regional NSW? If so, where?
- (70) How many building complaints has the Commission received from its December 1, 2023?
 - (a) Of these complaints, how did the Building Commission act on them, including numbers resulting in:
 - i. Investigation without further action
 - ii. Education
 - iii. Warnings
 - iv. Enforceable undertakings
 - v. Penalty notices
 - vi. Rectification Orders
 - vii. Court action
- (71) What is the average time in days from receiving a complaint to the issuing of a rectification order?
- (72) How many rectification orders issued with have been complied with? How many remain outstanding?
- (73) What is the Commission's Budget this financial year? What will its ongoing operational budget be?

(74) Does the Building Commission NSW have data on the costs to consumers of rectifying building works?

Single Building Act

(75) When will the Building Bill be introduced?

(76) Are you satisfied that consultation with industry and stakeholders has been sufficient?

(77) Do you believe the consultation is transparent enough and has sufficient detail for stakeholders to make meaningful input?

(78) Will you commit to consolidating feedback from the current round of industry consultation and reporting this back to industry so they can be aware of where changes have been made to the draft Bills?

(79) Have you taken this draft Bill to cabinet? If not, why not?

(80) How can industry have confidence that any final agreement you reach with them on the content won't be subjected to further changes when they go to cabinet?

(81) Will you commit to releasing a public exposure draft of the Bill once the current round of consultation concludes with at least 6 weeks of consultation after the targeted industry consultation concludes?

(82) Industry has called for draft regulations to be presented to the Parliament at the same time as the Bill is introduced given how much you've left to the regulations. Will you commit to do this? If not, why not?

The Home Building Compensation Fund

(83) The Review into the HBCF was to be handed to the Minister for Customer Service by 24 February 2025. Did this happen?

(84) Will the government release the report and when?

(85) Is \$340,000 in coverage adequate given the cost of current home builds?

(86) Have there been any payments made over the \$340k maximum amount? If so how many and of what value?

Strata building bonds and transition to DLI

(87) Can you confirm how many approved providers of decennial liability insurance are currently approved in NSW?

- (88) We understand discussions were underway with potential providers leading into the last election. Where are discussions at?
- (89) What constitutes a “mature market” for DLI insurers?
- (90) Why hasn’t the definition of a ‘mature market’ been clearly communicated to industry?
- (91) Why won’t the Government provide certainty and clarity to industry by providing a clear trigger for the move to 2% to 3% strata building bond rates?
- (92) Why can it not be a binding pre-condition that an agreed number of providers must be operating in NSW before the bond is increased?
- (93) Industry has been calling for a transitional provisions for projects already under construction (i.e those with a construction certificate) because they will not be able to access a DLI policy even if a provider emerges before they are due to complete their project. These builders already priced in a 2% bond rate. Why won’t the government commit to sensible transitional arrangements?

Industry & Trade

SPACE AND DEFENCE

- (94) Are you aware if any NSW based companies are seeking to conduct a rocket launch?
 - (a) Does NSW have a dedicated space strategy?
 - (b) According to Investment NSW’s website, the latest iteration of NSW Space Industry development strategy is from early 2020 under the former government. Considering this strategy is more than 4 years old, is the NSW Government planning to review it?
 - (c) The Queensland Government commissioned Deloitte Access Economic to conduct economic modelling of Queensland’s space industry and subsequently accepted all 15 recommendations from the report. Has NSW conducted similar modelling? Why not?
 - (d) Since coming to government, has the government provided any direct investments or programs to help support our space industry, provide a breakdown?
- (95) Have official representatives from the United Kingdom and United States of America visited NSW to discuss defence industry since the announcement of AUKUS in 2021?
 - (a) Please provide a breakdown of these officials, names, titles and rank?
 - (b) Please provide the dates on which these visits occurred?
 - (c) Please provide the locations at which these visits occurred?

- (d) Have you met with officials from the United Kingdom or United States of America to discuss AUKUS, please provide a breakdown of when and with whom?
- (96) Will the NSW Government issue a formal statement of support for the AUKUS partnership, similar to other Australian state jurisdictions?
 - (a) When will this statement be issued?
 - (b) Who will issue the statement?
- (97) Please provide a breakdown of the direct investments the NSW Government has made into the NSW defence industry since its election in 2023?

Innovation, Science & Technology

INNOVATION BLUEPRINT

- (98) When will the Innovation Blueprint be released, please provide exact date?
 - (a) Please outline the reasons behind the delayed release of the document?
 - (b) Why was the NSW Industry Policy released before the Innovation Blueprint and Trade Strategy?
 - (c) When was the blueprint completed by the department and provided to you for review?
- (99) What role did industry stakeholders, startups, and research institutions play in shaping the Blueprint, and how has their feedback influenced its direction?
 - (a) What are the government's top three priorities under the NSW Innovation Blueprint, and how will they be implemented over the next five years?
 - (b) How does the Blueprint align with the NSW Government's broader economic and industry policies, including support for local startups and advanced manufacturing?
 - (c) What funding and investment commitments are being made to support the initiatives outlined in the Blueprint, and will there be new grants or incentives for innovators?
 - (d) How will the Innovation Blueprint ensure that NSW remains competitive in the global innovation landscape, particularly in sectors like quantum computing, AI, and biotech?
 - (e) What measures will be introduced to support regional innovation hubs outside of Sydney, ensuring innovation-driven growth across all of NSW?
 - (f) How does the Blueprint support workforce development, particularly in fostering digital skills and STEM education to create high-tech jobs in NSW?

- (g) What mechanisms will be in place to track the progress and impact of the Innovation Blueprint, and will there be annual public reports on its implementation?

20 YEAR R&D ROADMAP

- (100) What measurable progress has been made in implementing the priorities outlined in the 20-Year NSW R&D Roadmap since its release?
 - (a) What is the annual funding allocation by the NSW Government specifically for the implementation of the 20-Year R&D Roadmap, and how is this investment being distributed across its key priority areas?
 - (b) Since the NSW 20-Year R&D Roadmap was released under the former government in May 2022, can you outline what funding, programs or initiatives the NSW Government has allocated to support themes and challenges outlined in the Roadmap?
 - (c) How has the government worked with industry and universities to ensure that NSW remains a leader in research and development across key sectors?
 - (d) What specific funding or policy initiatives have been introduced to support the
 - (e) How does the government plan to address challenges in attracting and retaining top research talent in NSW, particularly in emerging technology fields?
 - (f) Given rapid global advancements in R&D, has the government reviewed or updated any aspects of the roadmap to keep NSW at the forefront of innovation?

WESTERN SYDNEY STARTUP HUB

- (101) What level of government funding has been allocated to the Western Sydney Startup Hub, and how does it compare to the support provided to the Sydney Startup Hub?
 - (a) What specific programs or grants are available to startups operating from the Western Sydney Startup Hub to help them scale their businesses?
 - (b) How many startups and scale-ups are currently operating from the Western Sydney Startup Hub?
 - (c) What measurable outcomes has the Hub achieved so far in terms of job creation, investment attraction, and business growth in Western Sydney?

- (d) How is the government ensuring that Western Sydney-based entrepreneurs, particularly from underrepresented communities, have equal access to the Hub's resources?
- (e) Are there plans to expand the Western Sydney Startup Hub to accommodate more businesses and enhance facilities in the future?
- (f) How does the Western Sydney Startup Hub integrate with other innovation precincts, such as Tech Central, to create a stronger startup ecosystem in NSW?
- (g) What challenges has the Hub faced since its launch, and how is the government addressing them to improve its impact on Western Sydney's startup ecosystem?
- (h) Will the government commit to publishing annual performance reports on the Western Sydney Startup Hub to ensure transparency and track its impact over time?

NSW RNA RESEARCH AND DEVELOPMENT AND MANUFACTURING INITIATIVES

- (102) What is the current status of the RNA Research and Pilot Manufacturing Facility at Macquarie University, and is the project on track for its expected completion in 2026?
- (a) What NSW Government funding will be allocated for RnA R&D initiatives, and what specific programs or projects will these funds support?
 - (b) What strategies are in place to attract both domestic and international researchers and organisations to utilize the RNA Research and Pilot Manufacturing Facility once operational?
 - (c) How does RNA Australia plan to facilitate collaboration between universities, research organisations, industry, and investors to build a thriving RNA ecosystem in NSW?
 - (d) What specific outcomes does the NSW Government anticipate from its investment in RNA R&D and manufacturing over the next five years?
 - (e) How will the NSW Government monitor and evaluate the success of the RNA R&D initiatives and the pilot manufacturing facility in achieving their intended goals?

QUANTUM COMPUTING COMMERCIALISATION FUND

- (103) What measurable progress has been made by the recipients of the Quantum Computing Commercialisation Fund, and how is the government tracking their success?

- (a) Given the rapid global advancements in quantum computing, will the NSW Government commit to expanding or renewing the QCCF to keep the state competitive?
- (b) How does the government plan to support startups and smaller research teams who may not have received QCCF funding but are critical to the quantum ecosystem?
- (c) What collaboration efforts exist between NSW-funded quantum projects and international research institutions or private sector investors?
- (d) How does the QCCF align with broader federal and global quantum initiatives, such as the Australian Government's partnership with PsiQuantum?

SEMICONDUCTOR SERVICE BUREAU (S3B)

- (104) What role does the government see for S3B in attracting semiconductor manufacturing investment to NSW, particularly in the wake of global chip shortages?
- (a) How is S3B working with international semiconductor leaders and supply chains to integrate NSW-based companies into the global market?
 - (b) What specific measures is S3B implementing to address Australia's workforce gap in semiconductor design, manufacturing, and R&D?
 - (c) How does the government plan to track and report on the impact of S3B in strengthening NSW's semiconductor capabilities over the next five years?

NSW DECARBONISATION HUB

- (105) Why has there been no recent public updates on the progress, projects, or outcomes of the NSW Decarbonisation Innovation Hub?
- (a) What challenges or delays have affected the Hub's ability to deliver tangible results, and how is the government addressing them?
 - (b) Is the government still committed to funding and supporting the Hub, or has there been a shift in policy or priorities?
 - (c) When can we expect the next official update or report on the Hub's achievements and future initiatives?
 - (d) What specific projects or breakthroughs has the Decarbonisation Innovation Hub supported since its establishment, and how are they contributing to NSW's net-zero targets?

- (e) How is the government ensuring that businesses, researchers, and industries can effectively collaborate through the Hub to accelerate clean energy and emissions reduction technologies?
- (f) What funding commitments and long-term strategies are in place to sustain the Hub and scale up successful decarbonisation initiatives across NSW?

MVP GRANTS

- (106) Please provide a breakdown of rural and regional versus metropolitan recipients of the MVP grants?
- (a) What is the NSW Government doing to increase the accessibility of the MVP grants for regional and rural applicants?
 - (b) Noting the government's allocation of \$3 million per annum up until 2027 for the program, clearly this isn't enough funding, will the government increase its commitment?

FEMALE FOUNDER PROGRAM

- (107) What is the most up-to-date number of women who have completed the program?
- (a) Are there plans to increase the number of places available in the future?
 - (b) How many of the women who have successfully completed the course were from regional and rural NSW, provide breakdown by region?
 - (c) What is the total cost of this program over its two-year duration?

NSW SKILLS BOARD

- (108) Does the Department have regular dealings with the NSW Skills Board?
- (a) Was the NSW Skills Board consulted in the development of your industry policy, and what input did they provide?
 - (b) What role does your ministry play in shaping the direction and priorities of the NSW Skills Board, particularly in addressing industry workforce shortages?
 - (c) How is the government ensuring that the recommendations of the NSW Skills Board are effectively implemented to support local industries, including manufacturing and technology?

DRIVING DIGITAL SKILLS PROGRAM

- (109) What is the current number of participants enrolled in the Driving Digital Skills Program 2024, and how does this compare to initial projections?
- (a) Will the Driving Digital Skills Program continue in 2025?
 - (b) Can you provide an update on the program's implementation, including any milestones achieved since its commencement?
 - (c) What feedback have participants provided regarding the program's content and delivery, and how is this feedback being incorporated?
 - (d) What metrics are being used to measure the program's success, and can you share any preliminary results or outcomes?

Corrections

CESSNOCK CORRECTIONAL CENTRE

- (110) Which section of Cessnock Correctional Centre has the Inspector of Custodial Services recommended closure of (Section know as Area 1)?
- (111) Why was Area 1 closed, and for how long has it been closed?
- (112) What measures will be taken to improve the working conditions for staff at Cessnock Correctional Centre given the recommendation from the Inspector?
- (113) What measures will be taken to improve conditions for inmates in light of recommendations?
- (114) Why does Cessnock have the highest per capita rate of prisoner-on-prisoner assaults?
- (115) What measures or examples are there which address the concerns for Cessnock and other correctional centres?

BATHURST CORRECTIONAL CENTRE

- (116) What measures have been taken to address concerns raised by the Inspector of Custodial Services about the dilapidated infrastructure and safety concerns at Bathurst Correction Centre?
- (117) How many Correctional Centres have been visited to address concerns raised by the Inspector?

- (118) What actions have been taken to address the infrastructure deficiencies identified in the report, such as broken windows, blocked toilets and malfunctioning smoke detectors?
- (119) How many wings at Bathurst Correctional Centre have been closed?
- (120) When will the two wings that have been closed re-open?

JUNEE CORRECTIONAL CENTRE

- (121) What is the extent of your contact with the NSW Police Commissioner on dealing with inmates being held in remand?
- (122) Has the NSW Police Commissioner Karen Webb called an emergency meeting with the Commissioner of Corrective Services following concerns of “cells ramping”, with bail-refused inmate locked up in police station for days.
- (123) Given this statement, can you explain as to why “cell-ramping” is occurring despite there being 918 vacant beds at Junee Correctional Centre as of this week?
- (124) Given the poor communication regarding the transfer of Junee Correctional Centre and the sharp increase of vacant beds, has Corrective Services reduced the number of prisoners being sent to Junee because CDNSW has no confidence in being able to look after that number of prisoners under their watch?
- (125) Can the government guarantee the continued operation of Junee without a reduction in staffing numbers?
- (126) How many people are employed at Junee Correctional centre?
- (127) How many will be employed after the centre comes under public management?
- (128) What is the total dollar amount of economic contributions Junee Correctional Centre provides to the local economy?
- (129) 7.5m annually is injected into the local economy, with \$77,000 in scholarships to local schoolchildren and \$172,000 in sponsorships and donations to local organisations. Is there a guarantee that this will continue when the facility is taken into the public hands?

BAIL LAW CHANGES AND IMPACTS ON CORRECTIVE SERVICES

- (130) What measures have been implemented to accommodate the significant increase in the prison population resulting from changes to bail laws?
- (131) What steps have been taken to mitigate the risks associated with overcrowding?
- (132) What steps will be taken to reduce increases in inmate-on-staff assaults?

- (133) What steps will be taken to reduce increases in self – harm incidents?
- (134) What long-term infrastructure plans (such as construction of new cells) are being considered to address the growing prison population?
- (135) Will there be an increase in the number of corrective services staff across NSW as a result of the increase in prison population?
- (136) What measures will be put in place to better support corrective services staff to ensure their safety and well-being due to the expected increases in incidents at correctional centres?
- (137) When will these measures be put in place?

CLOSING THE GAP TARGET 11 (INDIGENOUS INCARCERATION RATES)

- (138) Aboriginal people remain significantly overrepresented in the NSW prison system, does the government concede that it is failing to meet Closing the Gap Target 11?
- (139) Can you explain what specific steps the government has taken in the past year to reduce the incarceration of Aboriginal adults?
- (140) Has the government conducted any evaluations of diversionary programs for Aboriginal offenders, and if so, what were the findings?
- (141) Why has the number of Indigenous offenders on remand remained consistently high, and what policy changes are being considered to address this?
- (142) What funding has been allocated specifically for reducing Aboriginal incarceration, and how has it been spent?
- (143) What measures are being taken to prevent Aboriginal offenders from cycling back into custody upon release?
- (144) How is the government working with Indigenous organisations to address the systemic factors leading to higher Indigenous incarceration rates?

REMAND AND SENTENCING

- (145) Remand numbers continue to rise. What is driving this increase, and what steps is the government taking to address it?
- (146) Does the government acknowledge that bail laws disproportionately impact Aboriginal people? If so, are there any plans to amend these laws?
- (147) What percentage of remand prisoners do not end up receiving a custodial sentence? What steps is the government taking to prevent unnecessary remand?

- (148) Given the high rates of remand for non-violent offences, what alternative options is the government exploring to reduce unnecessary custodial remand?
- (149) How long are people typically spending on remand before trial, and is there a plan to reduce these wait times?
- (150) What programs exist within prisons to address rehabilitation and reduce reoffending, and are they being adequately funded?
- (151) Are there specific support services in place for Indigenous people exiting prison to prevent recidivism, and how are they being measured for effectiveness?
- (152) Given the high number of Aboriginal women on remand for non-violent offences, what targeted interventions is the government implementing to address this issue?
- (153) Are there concerns that lengthy court delays are leading to longer remand times, and if so, how is the government addressing this?
- (154) The data shows that many offenders on remand are later sentenced to time served or non-custodial options. Does this indicate that the government is unnecessarily holding people in custody before trial?
- (155) What percentage of offenders who are remanded are ultimately acquitted, and how does this reflect on the bail and remand system?
- (156) What role does housing in security play in remand decisions, and what is being done to ensure stable housing for offenders post-release?
- (157) How much money is being spent on incarceration versus diversion and rehabilitation.
- (158) How much of the Corrections budget is going to rehabilitation programs, and how does this compare to the cost of keeping people in prison?
- (159) How much money has been spent specifically on reducing Indigenous incarceration in the past year, and what measurable outcomes have resulted?
- (160) Does the government track the long-term success of programs aimed at reducing Indigenous incarceration, and if so, can you provide that data?
- (161) Has the government undertaken any independent review of its efforts to reduce Indigenous incarceration, and if not, why not?
- (162) Why has the government failed to implement justice reinvestment strategies at scale, despite repeated recommendations?

- (163) What has caused the latest BOCSAR data to show that the number of offenders held on remand has increased significantly over the last three years?
- (164) How does the government explain this trend, particularly when overall crime rates have not seen a corresponding rise?
- (165) Does this indicate a failure in bail laws, court efficiency, or Corrective Services policies?
- (166) Why are a high proportion of remand prisoners ultimately released without a custodial sentence?
- (167) Can you provide figures on how many offenders have spent time on remand in the past year only to be acquitted or sentenced to non-custodial penalties?
- (168) What does this say about the efficiency and fairness of the bail and remand system?
- (169) Indigenous defendants are often remanded in custody due to “lack of stable accommodation.” Why has the government failed to implement a housing-first approach for Indigenous offenders?
- (170) Can you provide data on how many Indigenous offenders were refused bail in the past year on the basis of “no fixed address”?
- (171) The legal system is supposed to treat remand as a last resort, yet the number of Indigenous women and young Indigenous offenders on remand has increased?
- (172) Why has the government failed to prevent Indigenous women from being disproportionately affected by remand decisions?
- (173) Can you outline specific steps taken in the past two years to reduce remand rates for Indigenous women?
- (174) What steps has the government taken to ensure that Indigenous Legal Services and Aboriginal Community Controlled Organisations (ACCOs) have the funding necessary to provide culturally appropriate bail assistance?
- (175) Have you increased funding for bail advocacy services in the past 12 months? If not, why not?

WOMEN IN PRISON – GROWTH IN FEMALE INMATES

- (176) What has Corrective Services NSW done to prevent the rise in the number of women in custody?

- (177) What targeted programs exist to divert women away from prison once they enter the correctional system?
- (178) Can you provide the most recent breakdown of how many women in custody are first-time prisoners versus repeat offenders?
- (179) Why are Indigenous women significantly overrepresented in the prison population?
- (180) What programs exist inside NSW correctional centres specifically for Indigenous women?
- (181) What percentage of Indigenous female inmates are currently participating in these programs?
- (182) Have any new Indigenous-specific correctional initiatives been introduced in the past two years?

WOMEN ON REMAND

- (183) What services are provided to remand prisoners to ensure they do not leave prison worse off than when they arrived?
- (184) What is Corrective Services NSW doing to assist women on remand to transition out of prison, particularly those remanded due to homelessness or lack of support?
- (185) Can you provide figures on how many women are released from remand without ever receiving a custodial sentence?
- (186) Housing insecurity is a major reason women remain in remand because they are deemed unsuitable for bail?
- (187) Does Corrective Services NSW have any formal partnerships with housing providers to assist women at risk of being refused bail?
- (188) Has the government explored options to expand pre-release accommodation for women who could be granted bail if they had stable housing?
- (189) Can you provide figures on how many women in NSW prisons have no fixed address upon entry?

PRISON CONDITIONS

- (190) Why are women in NSW correctional centres often housed in facilities designed for men?
- (191) What has Corrective Services NSW done to make the prison environment more suitable for female inmates?

- (192) What specific policies have been implemented to address the unique needs of women in custody, such as trauma-informed care?
- (193) Are there plans to expand or improve women-specific prison facilities, and what is the budget allocation for this?
- (194) Many women in custody have complex mental health needs, why is access to mental health care in correctional centres limited?
- (195) How many female prisoners in NSW correctional centres are currently receiving mental health treatment?
- (196) What steps has Corrective Services NSW taken to improve mental health services for female inmates?
- (197) Are there gender-specific rehabilitation programs available for women with PTSD or histories of domestic violence?

REHABILITATION AND RECIDIVISM

- (198) Women in prison have different rehabilitation needs than men, why are many programs in NSW correctional centres designed around male offenders?
- (199) What gender-specific rehabilitation programs exist in NSW prisons?
- (200) What percentage of female inmates are enrolled in these programs?
- (201) Does Corrective Services NSW have an independent evaluation of the effectiveness of these programs?
- (202) What programs exist within NSW prisons to maintain family ties and reduce the intergenerational cycle of incarceration?
- (203) What percentage of incarcerated mothers have access to family support programs?
- (204) Are there any plans to expand in-prison mother-and-child units?
- (205) Why does the number of women returning to custody remains high?
- (206) Can you provide figures on the reoffending rate for women released from NSW prisons?
- (207) What post-release support does Corrective Services NSW offer to women to prevent them from cycling back into prison?
- (208) How does Corrective Services measure the long-term success of its rehabilitation programs?

POST RELEASE SUPPORT

- (209) How many women are released from NSW prisons into homelessness each year?
- (210) What post-release housing options are available for women exiting custody?
- (211) Has the government expanded transitional housing support for women in the past 12 months?
- (212) What partnerships does Corrective Services NSW have with employers to help women secure jobs after release?
- (213) What percentage of women leaving prison find employment within six months?
- (214) Are there any new programs aimed at improving job readiness for female inmates?
- (215) What specific supports exist for women leaving NSW prisons who have experienced domestic violence?
- (216) Does Corrective Services NSW track how many women are returning to abusive situations after release?
- (217) What is being done to ensure that women leaving prison do not become victims of further violence?

NALOXONE

- (218) Can you confirm that CSNSW staff are currently only able to administer naloxone to K9 Unit dogs only?
- (219) In the event a CSNSW staff member witnesses an overdose in a human (rather than a dog) in a correctional facility or in the community, what is the current policy on how they should respond?
- (220) What are the proposed timings, budget and locations for a proposed pilot increasing access to naloxone for CSNSW?
- (221) In the event of a death in custody due to the inability for CSNSW to administer naloxone, who is legally responsible for a lack of duty of care action?

BUDGET AND ACCOUNTABILITY

- (222) What percentage of the overall corrections budget is spent on female prisoners?
- (223) How does this compare to the spending on male prisoners?
- (224) Are there plans to increase funding for gender-specific rehabilitation services?

- (225) Has funding for programs aimed at reducing female recidivism increased or decreased in the past two years?
- (226) How much has been spent on expanding post-release support services for women in the past 12 months?
- (227) Has any funding been cut from women's prison programs? If so, which programs and why?
- (228) Has the department conducted any independent review of the effectiveness of its policies on women in custody?
- (229) If so, what were the key findings, and can you provide them to the Committee?
- (230) If not, why hasn't a formal review been conducted?
- (231) How much funding has been allocated to Indigenous-specific rehabilitation programs, and can you provide data on their effectiveness?
- (232) Why are Indigenous prisoners still more likely to be held in isolation compared to non-Indigenous inmates?
- (233) How many Indigenous prisoners have been denied access to culturally appropriate rehabilitation services due to funding or capacity issues?
- (234) What measures are in place to ensure Indigenous inmates are not being disproportionately punished through solitary confinement?

WOMEN IN PRISON – SYSTEMIC FAILURES AND INHUMANE TREATMENT

- (235) The NPM report highlights the continued use of strip searches on female prisoners, despite evidence showing they are degrading and ineffective. Why is Corrective Services NSW still using this practice?
- (236) What alternatives to strip searches have been explored, and why have they not been implemented?
- (237) The report identifies that many women are in prison for minor, non-violent offences. What programs are in place to prevent unnecessary incarceration of women?
- (238) How many women in NSW prisons are currently on remand due to a lack of stable housing?
- (239) Can you provide figures on the number of women in NSW prisons who are primary caregivers and what support is provided to them?
- (240) What gender-specific rehabilitation programs are available in NSW correctional centres, and how many women actually participate in them?

MENTAL HEALTH AND DISABILITY

- (241) How many prisoners currently have an identified mental health condition, and how many of them are receiving regular treatment?
- (242) What specific training is provided to corrections officers to manage inmates with mental health conditions?
- (243) How many inmates with disabilities are currently in NSW prisons, and what support services are provided to them?
- (244) Given the report's findings on the inadequate access to rehabilitation programs, has funding for mental health services in prisons increased or decreased in the past two years?
- (245) Why are prisoners with disabilities more likely to be placed in solitary confinement, and what is being done to change this?

STAFFING SHORTAGES AND FACILITY CONDITIONS

- (246) What is the average time out of cell for inmates across NSW correctional facilities, and has this increased or decreased in the past year?
- (247) What impact have staff shortages had on access to education, work, and rehabilitation programs in NSW prisons?
- (248) The report raises concerns about the management of extreme heat in NSW prisons. What specific measures have been implemented to ensure inmate safety during extreme weather events?
- (249) How many complaints have been received from prisoners about heat-related issues in the past 12 months?
- (250) Has the Department conducted any review to determine whether magistrates are applying bail laws disproportionately against Indigenous defendants? If not, why not?
- (251) How much money has been spent on Indigenous-specific diversion programs in the last two years, and what have been the tangible outcomes?
- (252) Can you provide figures on how many Indigenous offenders have successfully avoided incarceration through these programs in the past 12 months?
- (253) What directives, if any, has the government given to the courts to ensure greater equity in sentencing?

- (254) Has your Department reviewed whether sentencing outcomes for Indigenous offenders align with the Closing the Gap commitments? If not, why not?
- (255) Does the government concede that unless radical changes are made to bail laws, sentencing practices, and post-release support, NSW will not meet Closing the Gap Target 11 by 2031?
- (256) If you believe you are on track, can you provide the data to back that up?
- (257) How many corrective services staff were suspended on full pay over the past year?
- (a) In the last Budget Estimates, 82 staff were suspended with full pay – how many of those 82 are still suspended?
 - (b) Why do so many remain suspended on full pay minister? What steps have been taken to address this?
 - (c) What are the costs are of having so many suspended on full pay to the budget for Corrective Services?

CORRECTIONS FUNDING

- (258) The Department of Communities and Justice budget has increased by 5.2%, and capital expenditure has jumped from \$204 million to \$1.26 billion. Exactly how much of this is being allocated to the corrections system?
- (259) Given the increased spending, what measurable improvements can the government point to in reducing recidivism or improving prison conditions?
- (260) How much of the capital expenditure is being used for new prison infrastructure versus rehabilitation and reintegration services?
- (261) Despite rising expenditure, NSW has one of the highest recidivism rates in the country. Can you explain why increased spending isn't reducing reoffending?
- (262) What proportion of the corrections budget is spent on incarceration versus programs aimed at keeping people out of prison?
- (263) How much of the additional funding has gone towards reducing remand populations, and what specific initiatives have been funded to address this?

INDIGENOUS OVERINCARCERATION

- (264) Minister, Indigenous Australians remain grossly overrepresented in NSW prisons. How much of the corrections budget has been allocated to Indigenous-specific programs?

- (265) What measurable progress has been made in reducing Indigenous incarceration, and is there a timeline for achieving the Closing the Gap targets?
- (266) The budget does not appear to include any significant increase in funding for Indigenous-led rehabilitation services. Can you explain why?
- (267) How much funding is allocated to diversionary programs specifically targeting Indigenous youth and first-time offenders?
- (268) The number of Indigenous women in prison remains disproportionately high. Has any funding been allocated for targeted rehabilitation programs for Indigenous women?

WOMEN IN PRISON – HOUSING POST RELEASE

- (269) Has the government increased funding for post-release housing and support for female prisoners, particularly those with children?
- (270) Can you provide data on how many women are leaving NSW prisons with stable housing and employment?
- (271) Has any additional funding been allocated to address the issue of excessive strip-searching of female prisoners, and are alternative screening methods being funded?
- (272) Why has there been no substantial increase in funding for rehabilitation services tailored to women, despite evidence that gender-specific programs are more effective?

RECIDIVISM AND POST RELEASE SUPPORT

- (273) What percentage of prisoners released from NSW correctional facilities are receiving post-release support, and how does this compare to other states?
- (274) Has funding increased for employment programs that help ex-prisoners secure jobs upon release?
- (275) How many prisoners are released into homelessness each year, and what funding has been allocated to prevent this?
- (276) Has funding for justice reinvestment programs increased in this budget, or is the government continuing to prioritise incarceration over prevention?
- (277) What specific performance measures is the Department using to assess the success of post-release programs, and can you provide any data on outcomes?

General questions

CFMEU meetings

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

ETU meetings

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

Ministerial disclosures to The Cabinet Office

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

Department(s)/Agency(s) Employees

(281) 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?
- (c) On what page are redundancies published in the respective Department(s)/Agency(s) Annual Reports?

Department(s)/Agency(s) Annual Reports

(282) On what date were the annual report(s) from 2023-24 for each department / agency in your portfolio published?

(283) Were the annual report(s) from 2023-24 for each department / agency in your portfolio printed?

- (a) If yes, what was the printing cost(s) for each department / agency?

(284) Did the annual report(s) from 2023-24 for each department / agency in your portfolio use in part or full an external production / body / consultant to draft?

- (a) If yes, what was the cost(s) for each department / agency?

(285) In what month will the 2024-25 annual report(s) for each department / agency in your portfolio be published?

(286) Will the 2024-25 annual report(s) for the department / agency in your portfolio include a printed copy?

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

State Records Act

(287) 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?

Advertising

(288) On what page is advertising published in the respective Department(s)/Agency(s) annual report(s)?

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

(289) 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 website URL?

Ministerial staff disclosure of gifts and/or hospitality

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

(a) If yes, what is the website URL?

(291) 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

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

(a) If yes, what was the breach?

Credit Cards

(293) 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?

(294) Do public servants in your portfolio department(s)/agency(s) been issued with department/agency credit cards?

(295) If yes, what is the website URL of the credit card policy?

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

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

Senior Executive Drivers

(297) As at 1 February 2025, how many senior executives in your portfolio department(s) / agency(s) have a driver?

GIPA Applications – Ministerial Office

(298) Has your Ministerial Office received a GIPA Application(s) since 28 March 2023?

(a) If yes, how many?

(b) If yes, what is the website URL of the disclosure log?

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

(299) 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)?

GIPA Act – Disclosure Log Website URL

(300) What is the website URL for the GIPA Act disclosure log each of your portfolio department(s) / agency(s)?

TikTok

(301) Are you on TikTok?

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

Signal

(302) Are you and/or your ministerial staff on Signal?

- (a) If yes, do you and/or your ministerial staff access Signal from a NSW Government device?
- (b) If yes, does Signal comply with the State Records Act?

Training

(303) 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

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

Parliamentary Secretary

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

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

(307) Has your Parliamentary Secretary ever used your Ministerial Vehicle?

Media releases and statements

(308) 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?

Overseas Travel

(309) As Minister, do you approve overseas travel for public servants from your portfolio department(s)/agency(s)?

Data Breaches

(310) Does your portfolio department(s)/agency(s) keep a register of data breaches in accordance with the Privacy and Personal Information Protection (PPIP) Act?

(311) If yes to 38, what is the website?

Discretionary Fund

(312) As Minister, do you have a discretionary fund?

- (a) If yes, what department(s) / agency(s) administer it?
- (b) If yes, what is the website URL detailing expenditure?

Qantas Chairman's Lounge

(313) Are you a member of the Qantas Chairmans Lounge?

Local Government Councillors

(314) How many of your Ministerial staff is a local government councillor(s)?

Questions from Ms Cate Faehrmann MLC

Costs involved with meeting the fire safety orders

(315) On the 13th of January I sent Minister Chanthivong a letter on behalf of a residential flat building owner who is struggling with the exorbitant cost involved in meeting the new fire safety orders. In follow up to the reply received:

- (a) Besides asking for an extension or seeking legal advice, as suggested in your reply, what other ways is the government giving consideration to, or is already providing, to assist struggling residents to be able to meet costs related to the new fire safety orders?

Rental Bonds Board

(316) What returns do the Rental Bond Board expect the NSW Government is targeting for the monies held for the Rental Bond Board?

- (a) If the return on monies was greater than inflation, can you confirm how this money was allocated (noting that the Residential Tenancies Act 2010 has defined uses for money held by or on behalf of the Rental Bond Board)?
- (b) Is any or all of the money held in OneFund, which targets annual returns over time of CPI plus 4.5%?

(317) Has the Rental Bond Board or the Department of Customer Service requested an accounting of the revenue generated from Rental Bond Board funds?

- (318) How has the Rental Bond Board or the Department of Customer Service ensured that the funds held by Treasury are being utilised in accordance with the Residential Tenancies Act 2010?
- (319) For each of the last financial years, can the Minister or Department confirm the amounts spent from the Property Services Interest Account under:
- (a) Section 189 of the Property and Stock Agents Act 2002; and
 - (b) Section 190 of the Property and Stock Agents Act 2002?

Fair Trade and Penalisation

- (320) For each of the last 5 financial years:
- (a) How many complaints were made to Fair Trading in each of the following categories:
 - i. Residential Tenancies;
 - ii. Home Building;
 - iii. Motor Vehicles; and
 - iv. General Consumers?
 - (b) Of these complaints, how many in each category resulted in Fair Trading taking action at each level of the Fair Trading Compliance & Enforcement Approach pyramid?
- (321) For each of the last 5 financial years, how many penalties were issued for each of the penalties outlined in:
- (a) Schedule 4 of the Residential Tenancies Regulation 2019; and
 - (b) Schedule 4 of the Residential (Land Lease) Communities Regulation 2015?

Questions from Ms Sue Higginson MLC
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Investigation into inmate discipline in NSW correctional centres - Ombudsman NSW, 21 August 2024

- (322) How have the Government and CSNSW responded to the state Ombudsman's Investigation into inmate discipline in NSW correctional centres?
- (a) How many recommendations have been implemented from the state Ombudsman's Investigation?

- (b) Considering the investigation findings that having no legislated right is inherently unfair, will the Minister legislate a right of review or appeal for inmates in disciplinary determinations?
- (c) How is CSNSW ensuring compliance with its policy and the recommendations of the Royal Commission into Aboriginal Deaths in Custody to not confine young Aboriginal inmates to segregated confinement and treat it as a last resort for all First Nations inmates?
 - i. Have any policies or procedures been reviewed?
- (d) Has CSNSW made any correspondence with the Chief Magistrate of the Local Court or the DCJ to consider referrals of disciplinary offences to a Visiting Magistrate?
 - i. Have any policies been amended in this area?

Inspector of Custodial Services - Inspection of Broken Hill and Tamworth Correctional Centres 2023 (released December 2024)

- (323) Will the Minister follow the recommendation of the Inspector of Custodial Services Broken Hill and Tamworth Correctional Centres Report and cease using the 1800s infrastructure?
- (a) The infrastructure is rife with cruel conditions for inmates, such as hanging points, no light in certain areas, harsh temperatures and ventilation risks. Does the minister agree that the infrastructure creates cruel conditions?
 - i. Does the Minister share the view that the infrastructure is not fit for modern standards?
 - ii. Given the colonial remnants of the infrastructure, has the Minister considered that it is not suitable for First Nations people?
 - (b) Has CSNWS worked to remove all hanging points in the Broken Hill and Tamworth Correctional Centres?
 - i. If not, when?
 - ii. Until then, will the Correctional Centres accommodate any people in the cells with hanging points?
 - (c) Has CSNSW now ensured that all remanded inmates are aware of their entitlement to free phone calls in line with the Crimes (Administration of Sentences) Regulation 2014?

- i. Are inmates at both correctional centres receiving their entitled free phone calls now?

Investigation into actions taken against bystander inmates following an incident at Clarence Correctional Centre 2023 (Released August 2024)

- (324) Has Serco issued an in-writing apology to the inmates that its staff wrongfully and illegally punished them?
- (a) Have Serco staff received refresher training since the incident?
 - (b) Has CSNSW reviewed Serco's operations, and whether their correctional centre routine at Clarence complies with legal and contractual requirements?

Private Prisons

- (325) When will the Government work to return Clarence Correctional Centre to public hands in the immediate term?
- (a) Given that Clarence is the country's largest prison and the only remaining private prison in NSW, why is there a delay?
 - (b) Will the Government investigate the costs of ending the contract of Clarence with Serco?
 - (c) Given that Serco has been responsible for a secretive immigration detention regime that has neglected the welfare and safety of refugees and asylum seekers for over a decade, is the Government concerned with entrusting Serco with accommodating the largest cohort of prisoners in the state and country?

Inquest into death of Simon Cartwright - released December 2024

- (326) How will the Government respond to this significant coronial inquest and its findings, including the coroner's conclusion that CSNSW 'should not be placed in a position to care for a mentally ill person'?
- (a) Have the officers involved and also complicit in the death of Simon Cartwright faced disciplinary actions?
 - (b) Has CSNSW reviewed its policies in place regarding the restriction of water to prison cells?
 - i. Has the review been finalised?
 - ii. What are the next steps CSNSW are taking?

- iii. How will CSNSW ensure people in custody have access to water?
- (c) Will CSNSW introduce mandatory Mental Health First Aid training for officers supervising inmates in observation cells and/or risk Risk Intervention Team Management (RIT) Officers?
- (d) How many mental health beds are currently available across the state for people entering custody, or being remanded?
 - i. Given the current shortage that forces people with mental health issues into prisons as a default response, will the Government increase the number of mental health beds available across NSW?
 - ii. Given that more than half of people in prisons across Australia report having a mental health issue, will you be investigating alternative responses for people experiencing mental health issues who enter custody?

Video Calls

- (327) What were the software and other issues that prevented the use of the MindSpot app on the tablets?
- (328) Has Viapath, the telecommunications supplier, confirmed that video calls are now available for computer tablets in cells?

Original Letters

- (329) If the volume of letters to prisoners were much reduced due to messaging becoming available, would that allow original letters rather than photocopies to be carefully analysed and delivered as an emotional connection with families?

Electoral Commission Website

- (330) When will access for prisoners be reinstated to the Australian Electoral Commission website to allow enrolment to vote in the Federal Election?
- (331) Will prisoners be notified on the tablets of their obligation to enroll for the federal election and the process for enrollment include ID support from staff?

Keyboards

- (332) Does the minister agree that not having keyboards for data entry, thereby restricting prisoners to two thumbs instead of ten fingers, and having to use 30% of an 8" screen, is a serious disadvantage?

(333) How can prisoners develop writing skills without a keyboard?

Education

(334) Is the Minister and CSNSW considering the proposal to allow prisoners to purchase textbooks through Dymocks for educational purposes, before technology is universally available?

(a) If yes, when is a decision expected?

(b) If not, will you reconsider?

(335) What “significant operational and security concerns” would arise from encouraging self directed education, by allowing prisoners to purchase textbooks, directly from Australia’s largest bookstore until online education becomes available?

(a) Could anything be done to address these operational and security concerns?

(b) Will this proposal be reconsidered before a final decision is made?

(336) How would the facilitation of self-directed education through external book purchasing lead to inequities among inmates?