



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

BUDGET ESTIMATES 2021-2022 Supplementary Questions

Portfolio Committee No. 6 – Transport

**METROPOLITAN ROADS, WOMEN'S SAFETY AND THE PREVENTION
OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT**

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METROPOLITAN ROADS, WOMEN'S SAFETY AND THE PREVENTION OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT

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

Staying Home Leaving Violence

1. As the \$19.8 million announced for the extension of the Staying Home Leaving Violence program on 10 February 2022 was part of the \$32.5 million announced by then Treasurer Dominic Perrottet and Attorney General Mark Speakman on 14 June 2021, can the Government detail what the remaining \$12.7 million from the 2021 announcement will be allocated to?
2. Can the Government provide more detail on the recently announced expansion of the Staying Home Leaving Violence program as follows:
 - (a) Who are the 28 providers who will be expanding their Staying Home Leaving Violence program?
 - i. Until when is each Staying Home Leaving Violence provider funded for its existing service?
 - ii. Where will each of these providers be expanding their service to cover?
 - iii. How much has each provider been allocated?
 - iv. Until when is each expansion funded?
 - v. In relation to the expansion, is there a formal provision with each provider for an extension of funding?
 - vi. If so what is that formal provision?
 - vii. Has the provider already received the funding for the expansion?
 - viii. Is the provider still in negotiations with the Government to expand their services?
 - ix. If so, when will the provider have their expansion funding agreements finalised?
 - (b) What is the demand data which identified these locations as the most suitable?
 - (c) How has the NSW Government liaised with the sector to identify geographic areas of need for these new shelters?
 - (d) Which of the providers are Aboriginal and Torres Strait Islander controlled?
 - (e) How is the effectiveness of this program assessed and measured?
3. Noting the first press release announcing \$32.5 million in funding for the Staying Home Leaving Violence program was released on 14 June 2021 and the second press release detailing \$19.8

million from the same funding allocation was released on 10 February 2022, how does the Government explain the eight month delay between the initial announcement and the rollout of funding to the program providers?

4. Will the funding announced in 2021 for the Staying Home Leaving Violence expansion be sufficient to address the waiting lists and demand for the service in current locations?
5. How will the Government increase the number of Aboriginal controlled organisations delivering services to Aboriginal people as part of the Staying Home Leaving Violence program?
6. Is the intent of the Staying Home Leaving Violence program expansion to provide the service across the State?
 - (a) If not, how much of the State will be covered?
 - (b) Are there any particular areas that will definitely not be included in the roll out?

Joint Select Committee on Coercive Control

7. The NSW Government supported the Joint Select Committee on Coercive Control's 'Recommendation 1: That the NSW Government should respond to the Domestic Violence Death Review Team evidence, by criminalising coercive control. However, commencement of a criminal offence should not occur without a considerable prior program of education, training and consultation with police, stakeholders and the frontline sector. Following drafting and legislation of such an offence, and prior to commencement, implementation should be assisted through a multiagency taskforce.'
 - (a) What education and training has been undertaken with police, stakeholders and the frontline sector as a result of this recommendation?
 - (b) What consultation has been undertaken with police, stakeholders and the frontline sector as a result of this recommendation?
 - (c) Has legislation criminalising coercive control been drafted?
 - i. If not, where is the process up to?
 - ii. If so, what steps are being taken to create a multiagency taskforce?
8. The NSW Government supported 'Recommendation 8: The Secretary of the Department of Communities and Justice should work together with a range of public bodies including NSW Police, Health, Education, Justice, Housing and Indigenous agencies to prevent domestic abuse, with the aim of reducing the numbers of victims and perpetrators of abuse'.
 - (a) What steps have been taken to develop relationships between the Department of Communities and Justice and the public bodies named to achieve this outcome?
9. Who makes up the Coercive Control departmental group that is coordinating training and education needs in this area?

- (a) What is it producing in terms of a plan for building inter-organisation support in the area of Coercive Control?
- (b) When can frontline staff dealing with people experiencing Coercive Control expect to see education and training in this area?
- (c) How will the NSW Government ensure that First Nations people are meaningfully consulted as part of this process?

Women's refuges

10. Can the Minister advise how many frontline women's refuges there are across NSW as part of the Homelessness Services?
 - (a) What is the total funding to these services from the overall \$2.7 billion in the Stronger Communities cluster?
11. How many women's refuges specialise in supporting Aboriginal and Torres Strait Islander women and how many are devoted to culturally and linguistically diverse populations?
 - (a) What is the total funding to each of these?
12. How will the NSW Government increase the number of refuge services delivered by Aboriginal controlled organisations?
13. How efficient is the current split between refuge services under FACS and Health and the services presided over by the Attorney-General?
 - (a) What mechanisms and measures are in place to ensure there is effective coordination, management and satisfactory program outcomes?
14. What is the current level of demand for women's refuge and outreach services due to COVID and the high level of media exposure in relation to domestic and sexual violence?
 - (a) How are surges in demand managed financially by the Department?
 - (b) Have services been allocated additional funds based on increased need?
 - (c) If so, how much?
15. In relation to the 19 October 2021 announcement of 75 new women's refuges to be opened in NSW:
 - (a) At what stage is the rollout of these new refuges?
 - (b) Which organisations are being consulted on the rollout?
 - (c) Where will the refuges be located?
 - (d) How were the locations identified?

- (e) How many refuges are intended for metropolitan areas?
- (f) How many refuges are intended for regional areas?
- (g) How many of the refuges will be run by specialist domestic violence organisations?
- (h) What resourcing will be made available to build the NSW specialist domestic and family violence workforce to enable it to staff these refuges?

Family Violence Children's Workers

16. In 2021, a NSW Government commitment was made to fund specialist domestic and family violence children's workers in 20 refuges. Have these workers been employed?
 - (a) If so, where are they based?
 - i. What refuges do they service?
 - (b) If not, when will they be employed and offering services?
17. Does the NSW Government plan to commit to funding specialist domestic and family violence workers, including specialist children's workers, in all family refuges?
 - (a) If so, what is the timeline for their delivery?
 - (b) If not, how does the NSW Government plan to deliver specialist services to children in all family refuges?
18. How many dedicated domestic violence specialist children's workers are currently employed by women's refuges in NSW?

Sexual Violence

19. What action is the Minister taking to ensure that the 1800 Respect helpline is effective in the provision of NSW referral services and supports?
20. How much funding is allocated to the following domestic violence and sexual assault hotlines?
 - (a) 1800Respect
 - (b) Full Stop Australia 1800
 - i. NSW Sexual Violence Helpline
 - ii. Sexual, Domestic and Family Helpline
 - iii. Rainbow Sexual, Domestic and Family Violence Helpline
 - iv. Sexual Abuse and Redress Support Service
 - (c) Domestic Violence Line

- (d) No To Violence
21. The NSW Sexual Assault Strategy 2018-2021 is now expired. When will a new document be developed to set out the direction for the next four years?
- (a) Who has been / will be consulted in the development of a new strategy?
- (b) Is a review of the 2018-2021 strategy publicly available?
22. What is the Government doing to reduce the rates of sexual assault in each of the following local government areas:
- (a) Wingecarribee, where the sexual assault rate has increased by on average 27.6% per annum over the last five years?
- (b) Woollahra, where the sexual assault rate has increased by on average 23% per annum over the last five years?
- (c) Armidale Regional, where the sexual assault rate has increased by on average 18% per annum over the last five years?
- (d) Port Macquarie-Hastings, where the sexual assault rate has increased by on average 18% per annum over the last five years?
- (e) Northern Beaches, where the rate of sexual assault has increased by on average 16.3% per annum over the last five years and the rate of sexual touching, sexual act and other sexual offences has increased by on average 6.9% per annum over the last five years?
- (f) Mid-Western Regional, where the rate of sexual touching, sexual act and other sexual offences has increased by on average 15.7% per annum over the last five years and the rate of sexual assault has increased by on average 12.4% per annum over the last five years?
- (g) Wagga Wagga, where the sexual assault rate has increased by on average 15.5% per annum over the last five years and the rate of sexual touching, sexual act and other sexual offences has increased by on average 13.6% per annum over the last five years?
- (h) Tweed where the sexual assault rate has increased by on average 13.7% per annum over the last five years?
- (i) Queanbeyan-Palerang Regional, where the sexual assault rate has increased by on average 12.8% per annum over the last five years?
- (j) Maitland, where the sexual assault rate has increased by on average 12.3% per annum over the last five years?

- (k) The Hills Shire, where the sexual assault rate has increased by on average 11.6% per annum over the last five years?
- (l) Port Stephens, where the sexual assault rate has increased by on average 11.2% per annum over the last five years?
- (m) Lake Macquarie, where the sexual assault rate has increased by on average 10.1% per annum over the last five years?
- (n) Shellharbour, where the sexual assault rate has increased by on average 9.8% per annum over the last five years?
- (o) Blacktown, where the sexual assault rate has increased by on average 8.1% per annum over the last five years and the rate of sexual touching, sexual act and other sexual offences has increased by on average 4.5% per annum over the last five years?
- (p) Tamworth Regional, where the sexual assault rate has increased by on average 8.1% per annum over the last five years?
- (q) Central Coast, where the sexual assault rate has increased by on average 7.5% per annum over the last five years?
- (r) Parramatta, where the sexual assault rate has increased by on average 7.3% per annum over the last five years?
- (s) Cessnock, where the rate of sexual touching, sexual act and other sexual offences has increased by on average 5.4% per annum over the last five years?
- (t) Mid-Coast, where the rate of sexual touching, sexual act and other sexual offences has increased by on average 5.2% per annum over the last five years?
- (u) Campbelltown, where the rate of sexual touching, sexual act and other sexual offences has increased by on average 4.7% per annum over the last five years?

Women's Trauma Recovery Centre Illawarra

23. Has the Domestic and Family Violence Reforms Delivery Board received cross-agency input coordinated by Women NSW in relation to the business case, submitted in July 2021, for proceeding with the establishment of a Women's Trauma Recovery Centre in the Illawarra?
- (a) What did the cross-agency input say in relation to the proposal?
 - (b) Has the Domestic and Family Violence Reforms Delivery Board commenced consideration of that cross-agency input and business case?

24. Will a Women's Trauma Recovery Centre in the Illawarra be funded from the \$90 million announcement made by the Treasurer and Minister for Prevention of Domestic and Sexual Violence on 14 June 2021?
25. When will the Illawarra Women's Health Centre, which submitted its business case in partnership with University of NSW, be informed of the outcome of the lodgement of the business case?

Men's Behaviour Change Programs

26. What was the total NSW Government expenditure on Men's Behaviour Change Programs in 2020/21?
27. What is the projected NSW Government expenditure on Men's Behaviour Change Programs in 2021/2022?
28. Is the Government guaranteeing long-term funding cycles for Men's Behaviour Change Program providers to avoid gaps in specialist providers across NSW?
 - (a) How long are the current funding agreements?
 - (b) Will existing Men's Behaviour Change Program providers be required to tender for their existing services in the upcoming tender process?
29. How is the NSW Government investing in a workforce strategy to attract, retain and support Male Family Violence Intervention specialists?
30. What is the NSW Government's strategy to allow all men in NSW equal access to Men's Behavioural Change Programs?
31. Is the NSW Government investing in expanding the reach of tailored programs including programs for diverse communities such as LGBTIQI+, and men from culturally and linguistically diverse communities?
 - (a) If so, how is this being delivered?
32. Is funding being allocated to partner contact work? This is a core part of Men's Behaviour Change Programs that works with victim-survivors who are not in need of crisis accommodation but need ongoing case management, safety planning and risk management.
33. During the UNSW's 2019 evaluation of four community-based men's behaviour change program pilots, program providers stressed the difficulties faced due to limited resources, which limit their capacity to promote self-care among staff; meet the needs for services and support for participants, their partners, ex-partners or children; and invest resources in workforce development. How has the NSW Government addressed these concerns since that report was released?
34. Has the NSW Government implemented strategies to overcome barriers to participation identified in the UNSW's 2019 evaluation of four community-based men's behaviour change program pilots, which included homelessness, food security and lack of transport?
 - (a) If so, what has been implemented and how has it been delivered?

35. The National Plan to End Violence Against Women and Children 2022-2032 highlights the importance of The Aboriginal and Torres Strait Islander Action Plan and the need for Aboriginal Community Controlled Organisations to be appropriately funded to become registered Men's Behaviour Change Program providers. How much funding is going towards Aboriginal Community Controlled Organisations to deliver these programs?
- (a) How many Aboriginal Community Controlled Organisations are currently delivering Men's Behaviour Change Programs?
 - (b) Is this number expected to change as the scope of Men's Behaviour Change Programs is increased?
 - (c) Does the NSW Government have a plan to increase the proportion of Aboriginal Community Controlled Organisations delivering Men's Behaviour Change Programs?
 - i. If so, what are the details of its aims, timelines and expected outcomes?
 - (d) How many Aboriginal Community Controlled Organisations are registered with NSW Department of Communities and Justice?
36. What are the NSW Government's plans for investing in an evaluation framework to inform and strengthen the evidence base, to evaluate what works and to improve perpetrator interventions, including Men's Behaviour Change Programs?
37. The 2018 BOCSAR review of the EQUIPS Domestic Abuse program found no significant treatment effect for those who start DVEQUIPS for both general re-offending within 12 months from referral and re-offending with a DV offence within 12 months. Has any further evaluation been undertaken indicating these outcomes have changed?
- (a) The review further stated, despite the relatively large number of DV offender programs which have been delivered across Australia over the last decade, very few rigorous outcome evaluations have been undertaken. How is the NSW Government measuring the success of its programs?
 - (b) Has the NSW Government undertaken any evaluation into the effectiveness (or adequacy) of the EQUIP program's allowance of 20 two-hour sessions (40 hours) for each participant?

Domestic Violence

38. How much of the \$90 million announcement made by the Treasurer and Minister for Prevention of Domestic and Sexual Violence on 14 June 2021 has already been committed?
- (a) What projects and programs has it been committed to?
39. What input did the Department of Communities and Justice have into planning for the allocation of the \$464 million domestic violence investment announced by the NSW Government in 2021?

- (a) What areas covered in the announcement were identified as priority needs for the Department of Communities and Justice?
40. Is there a plan to introduce the Integrated Domestic and Family Violence Service Program to each of the following local government areas:
- (a) Ku-ring-gai, where reported rates of domestic violence have increased by on average 28.3% per annum over the last five years?
 - (b) Upper Hunter Shire, where reported rates of domestic violence have increased by on average 20.8% per annum over the last five years?
 - (c) Inverell, where reported rates of domestic violence have increased by on average 19.1% per annum over the last five years?
 - (d) Coonamble, where reported rates of domestic violence have increased by on average 18.6% per annum over the last five years?
 - (e) Nambucca, where reported rates of domestic violence have increased by on average 15.9% per annum over the last five years?
 - (f) Hornsby, where reported rates of domestic violence have increased by on average 14.5% per annum over the last five years?
 - (g) Leeton, where reported rates of domestic violence have increased by on average 14.3% per annum over the last five years?
 - (h) Lismore, where reported rates of domestic violence have increased by on average 14.1% per annum over the last five years?
 - (i) Bathurst Regional, where reported rates of domestic violence have increased by on average 13.5% per annum over the last five years?
 - (j) The Hills Shire, where reported rates of domestic violence have increased by on average 12.7% per annum over the last five years?
 - (k) Dubbo Regional, where reported rates of domestic violence have increased by on average 11.9% per annum over the last five years?
 - (l) Broken Hill, where reported rates of domestic violence have increased by on average 11.4% per annum over the last five years?
 - (m) Bourke, where reported rates of domestic violence have increased by on average 11% per annum over the last five years?

- (n) Sutherland, where reported rates of domestic violence have increased by on average 10.7% per annum over the last five years?
 - (o) Eurobodalla, where reported rates of domestic violence have increased by on average 10.4% per annum over the last five years, and 26.2% per year over the last two years?
 - (p) Ryde, where reported rates of domestic violence have increased by on average 10.4% per annum over the last five years?
 - (q) Forbes, where reported rates of domestic violence have increased by on average 9.2% per annum over the last five years?
 - (r) Queanbeyan-Palerang Regional, where reported rates of domestic violence have increased by on average 8.8% per annum over the last five years?
 - (s) Mid-Western Regional, where reported rates of domestic violence have increased by on average 7.7% per annum over the last five years?
 - (t) Lithgow, where reported rates of domestic violence have increased by on average 6.9% per annum over the last five years?
 - (u) Muswellbrook, where reported rates of domestic violence have increased by on average 6.6% per annum over the last five years?
 - (v) Wagga Wagga, where reported rates of domestic violence have increased by on average 6.1% per annum over the last five years?
 - (w) Shoalhaven, where reported rates of domestic violence have increased by on average 5.8% per annum over the last five years?
 - (x) Parramatta, where reported rates of domestic violence have increased by on average 5.5% per annum over the last five years?
 - (y) Cumberland, where reported rates of domestic violence have increased by on average 4.2% per annum over the last five years?
41. What is the NSW Government doing to ensure that Aboriginal and Torres Strait Islander women who are experiencing violence can access specialist and culturally safe support?
 42. The NSW Government has committed to reduce the incidence of domestic family violence by Aboriginal and Torres Strait Islander women and girls by 50% by 2031. What steps are being taken to target this vulnerable population and achieve this target?
 43. Does the NSW Government intend to fund primary violence prevention initiatives to align with Our Watch's recommended actions to:

- (a) Address the legacies and ongoing impacts of colonisation for Aboriginal and Torres Strait Islander people, families and communities?
 - (b) Address the legacies and ongoing impacts of colonisation for non-Indigenous people, and across Australian society?
 - (c) Address the gendered drivers of violence against Aboriginal and Torres Strait Islander women?
44. The Premier's Priority of reducing the number of domestic violence reoffenders by 25% by 2023 primarily relies on working with perpetrators. How are women and their services being supported to help achieve this outcome?
- (a) How are resources being allocated to ensure women and children are safe and that the perpetrator cannot access them and reoffend?
45. What are the evaluation results from the pilot project of co-locating Domestic Family Violence support services in six NSW hospitals?
- (a) If the results are not available, when will they be?
46. The Domestic and Family Violence Blueprint for Reform 2016-2021 is now expired. When will a new document be released to set out the direction for a domestic violence system for the next five years?
- (a) Is the Government developing a new document in collaboration with external stakeholders?
 - (b) If so, with whom?
 - (c) Is a review of the 2016-2021 blueprint publicly available?
47. Women residing in remote and very remote areas record higher rates of domestic assault and victimisation than women in major cities. What specific actions and/or programs are targeting this vulnerable population?
48. Who are the current members of the Domestic and Family Violence and Sexual Assault Council?
- (a) On what dates were meetings of the Domestic and Family Violence and Sexual Assault Council held in:
 - i. 2021/22
 - ii. 2020/21

Women's Domestic Violence Court Advocacy Service

49. The Women's Domestic Violence Court Advocacy Service has had a 28.7% increase in clients since 2016, when it last had an increase in base funding. How is the NSW Government planning

for the increase in demand for domestic violence and support services based on the continued effect of the pandemic?

50. How will the NSW Government support the Women's Domestic Violence Court Advocacy Service's NSW Police co-location pilot?
- (a) What areas of the Women's Domestic Violence Court Advocacy Program will have to be cut back in order to staff and operate the pilot program without additional funds from the NSW Government?

Domestic and Family Violence Innovation Fund

51. Who is undertaking the independent evaluation of projects undertaken in Round 2 of the Domestic and Family Violence Innovation Fund?
52. When will the independent evaluation of projects undertaken in Round 2 of the Domestic and Family Violence Innovation Fund, which was to be completed by 31 December 2021, be released?
53. Will the following projects, funded in Round 2 of the Domestic and Family Violence Innovation Fund, whose funding is due to expire on 31 March 2022, be funded beyond that date?
- (a) The Building Access for Women with Disability project, delivered by People with Disability Australia, which is working with domestic and family violence services across NSW to improve their disability inclusion capability and practices.
- (b) The Firmer Foundations project, delivered by Good Shepherd Australia New Zealand, is helping build the financial well-being of women and increasing the capacity of women to leave domestic and family violence situations.
- (c) The Black Box Parenting project, delivered by Grand Pacific Health, is delivering a series of workshops for clinicians to deliver specialised group workshops for parents with a history of domestic and family violence.
- (d) The Finding Safety project, delivered by Jesuit Refugee Service, which is delivering a suite of programs aimed at supporting refugee women to increase their understanding of domestic and family violence.
- (e) The Accountable, Respectful and Connected (ARC) Gender Relations project, delivered by Men and Family Centre, is engaging men to challenge and change attitudes and behaviours that support violence.
- (f) The Let's Talk: mitigating the risk and responding early to elder abuse project, delivered by Relationships Australia NSW, is assisting families with conflict resolution where elderly people are involved.

- (g) The ReThink! Anti-violence Project, delivered by 2Connect Youth and Community, which will continue to expand a peer educator project to address the negative attitudes that underpin domestic and family violence affecting young people in culturally and linguistically diverse communities.
- (h) The DVproject: 2650, delivered by Wagga Women’s Health Centre, is a whole of community approach to increase knowledge and challenge attitudes and social norms related to violence and gender inequality.
- (i) Stronger Families, Better Communities, delivered by OzChild, is providing Functional Family Therapy for families with adolescents who are violent.
 - i. Is the NSW Government planning to increase support to OzChild, given that demand is exceeding the organisation’s capacity to meet the needs of its client families?

- 54. When will the service providers be notified of the NSW Government’s intention in relation to ongoing funding?
- 55. Is the NSW Government planning to change funding arrangements for these providers to ensure funding certainty to these services?
- 56. In delivering short-term funding for these services, does the NSW Government take into account the impact a lack of funding certainty has on the provision of quality services long term in areas that have no other options in terms of specialist programs?
- 57. Where is the KPMG report on the NSW Government’s Family Domestic Violence innovation fund?

Commonwealth funding

- 58. When will the NSW Government allocate the \$60 million in COVID Domestic Family Violence funding announced by the Commonwealth Government in June 2021?

Domestic and Family Violence Reform Delivery Board

- 59. Who sits on the Domestic and Family Violence Reform Delivery Board?
 - (a) What is the Board’s role and responsibility?
 - (b) When does it meet, how are decisions reported, and to whom?

NSW Police Force Domestic Violence Safety Assessment Tool

- 60. Does the NSW Government have plans to change the NSW Police Force’s domestic violence safety assessment tool, in light of the report published by the NSW Bureau of Crime Statistics and Research in February which found it had “poor predictive accuracy in discriminating those who experience intimate partner re-victimisation from those who don’t”?
 - (a) If so, where is the NSW Government in terms of rolling out a new tool?

- (b) How would a new tool be developed, and in consultation with whom?

Lawrence Hargrave Drive/Princes Highway – Bulli and Thirroul Improvements

61. In relation to the reserved corridor for the proposed extension of Memorial Drive to Bulli Pass:
- (a) Why isn't the extension of Memorial Drive to Bulli Pass listed as an "initiative for investigation" in the Illawarra Shoalhaven Regional Transport Plan?
 - (b) Is the reserved corridor connecting Memorial Drive to Bulli Pass considered the most appropriate connection to bypass Bulli and Thirroul Villages?
 - (c) What are the other options is Transport for NSW considering to resolve traffic congestion through the northern suburbs of Wollongong that are more appropriate than the extension of Memorial Drive?
 - (d) Is there another connection/corridor being considered to bypass Bulli and Thirroul Villages?

Mount Ousley Interchange Project

62. In relation to the Mount Ousley Interchange Project,
- (a) What planning activities have occurred in 2021/2022? How much did they cost?
 - (b) Is the project on track for construction to commence in 2023?
 - (c) If not, when will construction commence?

Mobile speed camera enforcement

63. How many hours did the top 15 highest earning mobile speed cameras in NSW operate over the course of:
- (a) July 2021
 - (b) August 2021
 - (c) September 2021
 - (d) October 2021
 - (e) November 2021
 - (f) December 2021

Toll charges per week for business and non-business customers

64. Given the Government has acknowledged that the top 15 percent of non-business E-Toll customers spend more than \$13 per week, per tag in tolls, how much do the following highest-paying percentiles of motorists pay per week and/or per year?
- (a) Top 14% of non-business E-Toll customers
 - (b) Top 13% of non-business E-Toll customers
 - (c) Top 12% of non-business E-Toll customers
 - (d) Top 11% of non-business E-Toll customers
 - (e) Top 10% of non-business E-Toll customers
 - (f) Top 9% of non-business E-Toll customers
 - (g) Top 8% of non-business E-Toll customers
 - (h) Top 7% of non-business E-Toll customers
 - (i) Top 6% of non-business E-Toll customers
 - (j) Top 5% of non-business E-Toll customers
 - (k) Top 4% of non-business E-Toll customers
 - (l) Top 3% of non-business E-Toll customers
 - (m) Top 2% of non-business E-Toll customers
 - (n) Top 1% of non-business E-Toll customers
 - (o) Top 15% of business E-Toll customers
 - (p) Top 14% of business E-Toll customers
 - (q) Top 13% of business E-Toll customers
 - (r) Top 12% of business E-Toll customers
 - (s) Top 11% of business E-Toll customers
 - (t) Top 10% of business E-Toll customers
 - (u) Top 9% of business E-Toll customers
 - (v) Top 8% of business E-Toll customers
 - (w) Top 7% of business E-Toll customers
 - (x) Top 6% of business E-Toll customers
 - (y) Top 5% of business E-Toll customers

- (z) Top 4% of business E-Toll customers
- (aa) Top 3% of business E-Toll customers
- (bb) Top 2% of business E-Toll customers
- (cc) Top 1% of business E-Toll customers

[PORTFOLIO]

Questions from the [Member name]