Customer Service and Digital Government Portfolio

Monday 7 March 2022

Responses to Questions taken on Notice

Question

The Hon. ANTHONY D'ADAM: Mr Wells, I have asked specifically about whether councils who signed up for Park'nPay have not been required to sign on with Duncan Solutions.

GREG WELLS: Yes, correct, Mr D'Adam. There are a number of councils that do not use Duncan infrastructure.

The Hon. ANTHONY D'ADAM: Can you name them?

GREG WELLS: Northern Beaches and Mosman would be two that I have.

The Hon. ANTHONY D'ADAM: Who are the infrastructure providers for those two?

GREG WELLS: Can I take that on notice and come back to you? To list some of the other infrastructure providers: Smart Parking in Mosman, so we have that one sorry; Frogparking in the Central Coast; Chargefox, which provides electronic vehicle charging across Sydney; Parkhound for driveway rentals; Park Agility; and a number of others. I am happy to provide those eight providers to you.

ANSWER

In NSW, there are 34 of the 128 Councils with paid parking and Park'nPay can integrate with all data sources. Park'nPay offers the ability to:

- pay for parking at some councils with paid parking,

- real-time parking availability for

  - street parking

  - car parks managed by the councils,

  - commuter car parks managed by Transport for NSW,

  - EV charging stations via Chargefox,

  - Rental Driveways via Parkhound.

For all the above options, the councils are free to choose the provider. Example Smart Parking in Mosman, Frogparking in the Central Coast; Chargefox, which provides electronic vehicle charging across NSW; Parkhound for driveway rentals; Park Agility across Waverley and Ryde; and Mesheds for Cumberland council.

The Hon. ANTHONY D'ADAM: Can I ask about the remuneration model under the contract with Duncan Solutions—how does that operate, Mr Wells?

GREG WELLS: There is a fixed element which related to building the technical interfaces that I talked about. There is some tiering, based on number of meters adopted, just to make sure that support and technical response can be put in place.

The Hon. ANTHONY D'ADAM: So the more councils, the more meters, then the more lucrative the contract becomes for Duncan Solutions. Is that correct?

GREG WELLS: There is a very small tiering based on the number of meters, yes, that are adopted.

The Hon. ANTHONY D'ADAM: Very small? What is very small? How would you characterise that?

GREG WELLS: I will get the contract and I am happy to provide that tiering on notice, but I think it is—yes, I will provide that on notice, Mr D'Adam.

ANSWER

Councils are free to choose the provider to connect with Park'nPay. If the council already has Duncan as the meter provider, all the parking transactions via the Meter are going through Duncan, irrespective of if they have Park'nPay or not. The more councils onboarded to Park'nPay – using whichever infrastructure provider a council chooses - means a better outcome for the NSW Citizens, as the app not only allows them to pay for parking in certain areas, it also provides real-time parking availability of more than 40,000 spots. This will help reduce traffic congestion by diverting traffic to the underutilised parking infrastructure.

The support tiering of the contract means we can balance value for money with support requirements and provides greater value to the people of NSW. The contract was previously released under GIPA however the specifics of support tiering are deemed commercial in confidence.

The Hon. ANTHONY D'ADAM: Can you explain to the Committee the arrangements relating to intellectual property? Duncan Solutions have done development work in collaboration with the team in Customer Service. That is correct, is it not?

GREG WELLS: Correct.

The Hon. ANTHONY D'ADAM: So there has been a sharing of intellectual property between Customer Service and Duncan Solutions?

GREG WELLS: I will take that on notice and come back to you in terms of where that IP sits. The Government's position always is that IP rests with us, because we have built that solution with them. But let me confirm that in this contract specifically and come back on notice.

The Hon. ANTHONY D'ADAM: Right. If you could, on notice, just confirm whether Duncan Solutions has any enduring ownership over any of the IP that has arisen out of the development of the Park'nPay.

GREG WELLS: Yes, I will do that.

ANSWER

DCS owns the Park'nPay app and all the intellectual property associated with the app.

The Hon. EMMA HURST: Thank you. In May 2021 you announced a $2 million rebuild of the New South Wales companion animal registry. Are you able to provide an update on where this work is up to?

Mr VICTOR DOMINELLO: I cannot provide—maybe somebody else can. Can I take that on notice? I am happy to brief you independently outside.

ANSWER

This question should be referred to the Minister for Local Government.

The Hon. EMMA HURST: One piece of feedback that I have had strongly from rescue groups—and by "rescue groups", I guess there are sort of two different sets; there is the RSPCA and the Animal Welfare League, who are enforcement agencies, and then you have these smaller rescue organisations like Maggie's Rescue, Monika's DoggieRescue—they would like access to the Pet Registry to check microchip details, update details when animals are being rehomed. Is that something that is being considered or built in as part of the registry update?

Mr VICTOR DOMINELLO: I am not sure but that makes a lot of sense to me. Again, what I will do, Ms Hurst, is after estimates I will organise a time for you, me and the relevant stakeholders to catch up to find out where it is up to and to make sure that all the questions that you are asking are considered, because they make a lot of sense to me.

The Hon. EMMA HURST: Okay. Thank you.

EMMA HOGAN: Ms Hurst, I think there is something in the Digital Restart Fund from a while back. So we will have a look at it and come back to you after the break.

The Hon. EMMA HURST: Great. Thank you so much for that.

Mr VICTOR DOMINELLO: It was one of the first things I remember in the DRF

ANSWER

The following projects have been funded under the Digital Restart Fund:

- Pets Registry Initiative

- NSW Pet Registry – Data Entry and Pre-Registration Stream initiative

- NSW Pet Registry – Registration Stream initiative

Questions relating to the Pet Registry should be referred to the Minister for Local Government.

The Hon. EMMA HURST: Do you know if any of those rescue groups had been consulted on the redesign at all?

Mr VICTOR DOMINELLO: I am not aware, sorry, Ms Hurst. There are just so many things on the boil at the moment, but I will find out.

The Hon. EMMA HURST: Yes, if you could take that on notice, and then we will continue to talk about it outside of budget estimates.

Mr VICTOR DOMINELLO: Yes, 100 per cent. Definitely.

ANSWER

Questions relating to the Pet Registry should be referred to the Minister for Local Government.

The Hon. ANTHONY D'ADAM: You are aware of the guidelines for the Digital Restart Fund?

Mr VICTOR DOMINELLO: Yes, but equally—I have just answered the question. This is coming out of Smart Places, but Mr Wells can answer that

GREG WELLS: The Minister is correct. Out of the $2.1 billion investment in Digital Restart there are some specific allocations, one for cybersecurity and one for Smart Places. The guidelines that relate to Smart Places, Mr D'Adam, contemplate councils and government and other people working together to produce solutions, and that is exactly where Park'nPay fits.

The Hon. ANTHONY D'ADAM: Can you table to the Committee the guidelines for both of those programs?

GREG WELLS: Yes. I think they may be publicly available, Mr D'Adam, but I will check and, if not, we will make them available.

ANSWER

The Smart Places Acceleration Program Guidelines can be accessed on the Planning and Environment website at: https://www.dpie.nsw.gov.au/our-work/strategy-and-innovation/smart-places/smart-places-acceleration-program.

Projects for cyber security uplift are subject to the same eligibility criteria as other DRF applications and can be accessed at the Digital NSW website at: https://www.digital.nsw.gov.au/funding/digital-restart-fund/my-project-eligible.

The Hon. PETER PRIMROSE: In a PDF document from digital.nsw.gov.au entitled "Projects that received Payments from the Digital Restart Fund in Financial Year 2020-21", the Park'nPay project has a total project budget of $1.8 million. Is that correct?

Mr VICTOR DOMINELLO: Mr Wells?

GREG WELLS: I can confirm that is correct.

The Hon. PETER PRIMROSE: Thank you. Can I also confirm that your department is the responsible agency to deliver this project?

GREG WELLS: Correct.

The Hon. PETER PRIMROSE: Thank you. I would also like to confirm that the full $1.8 million has been released from the fund?

GREG WELLS: Yes, that is correct.

The Hon. PETER PRIMROSE: Thank you, and that is because the project has been completed.

GREG WELLS: Mr Primrose, in terms of the way the Digital Restart Fund works—if I could just explain that quickly—it typically invests in tranches of funding and makes sure that tranches deliver on the outcomes they state from at the outset. That phase of funding for the Park'nPay program, yes, has been completed successfully, and there could be subsequent phases as there could be for all of the programs in this annual report that you are referencing.

The Hon. PETER PRIMROSE: Okay. It was completed in September 2021, this budget year?

GREG WELLS: Yes, correct.

The Hon. PETER PRIMROSE: Minister, can I then ask, if I go through the infrastructure budget papers from this year and last year, I cannot find the project. Can you tell me where it is?

Mr VICTOR DOMINELLO: Maybe Mr Wells?

GREG WELLS: Can you please clarify infrastructure budget papers? To where are you referring?

The Hon. PETER PRIMROSE: It is the Infrastructure Statement, Budget Paper No. 3. It is part of the budget papers. I am sure you have got copies there on the table, given it is budget estimates. I can give you the reference. It is on page 5-5 and gives a full list of capital infrastructure projects in the Department of Customer Service.

GREG WELLS: I will need to confirm and check whether there are thresholds there that make that budget paper or whether digital in general is reflected in those infrastructure budget papers. Could I, if that is okay, take that on notice and work out where that will be listed?

The Hon. PETER PRIMROSE: Thank you.

ANSWER

Park'nPay is classed as a 'minor works' project. Minor works are not individually listed in Budget Paper 3. The budget for this project is included in the Minor Works total near the bottom of page 5-5 of the Financial Year 2021-22 Infrastructure Statement, Budget Paper No. 3.

The Hon. PETER PRIMROSE: Let us take it for granted that given that I have copied this—I actually do have a copy of the budget papers that I bring to the budget estimates—what I am trying to work out is, where is this material? Where is this project? I go through there and I cannot find the project.

Mr VICTOR DOMINELLO: We can take it on notice, if you want. We could search for it now—

The Hon. PETER PRIMROSE: Minister, it is not an unreasonable question.

Mr VICTOR DOMINELLO: And I am saying we can take it on notice, if you want, rather than waste your time. That way you can ask us another 20 questions.

The Hon. PETER PRIMROSE: I would like an answer to this one.

Mr VICTOR DOMINELLO: We can take it on notice.

The Hon. PETER PRIMROSE: Your staff cannot answer in relation to a major project.

Mr VICTOR DOMINELLO: I back my staff every time. They are doing fantastic. They are leading the world on so many ways.

The Hon. PETER PRIMROSE: Maybe you might need to bring a copy of the budget papers yourself next time.

Mr VICTOR DOMINELLO: I will take that question on notice, Mr Primrose.

ANSWER

Park'nPay is classed as a 'minor works' project. Minor works are not individually listed in Budget Paper 3. The budget for this project is included in the Minor Works total near the bottom of page 5-5 of the Financial Year 2021-22 Infrastructure Statement, Budget Paper No. 3.

GREG WELLS: Can I just add, Minister, if that is okay?

Mr VICTOR DOMINELLO: Unless Mr Wells found it.

GREG WELLS: I think in the budget papers we talk about the Digital Restart Fund as a whole. We have the papers, Mr Primrose. There are over 180 projects that have been approved through the fund. I do not think each of those individually are listed. But, again, let me confirm the thresholds that make this particular infrastructure budget paper and how that works.

The Hon. PETER PRIMROSE: The threshold is $250,000?

GREG WELLS: Yes. So let us confirm whether the Digital Restart Fund in total is listed in the budget papers and that is the way this is accounted for, and then through our annual report, or whether there is a different mechanism. I will confirm that for you.

The Hon. PETER PRIMROSE: Since you are taking these on notice, the other question is why does the Park'nPay appear in your cluster funding document and not the budget papers?

ANSWER

Please refer this question to the Treasurer. The Department of Customer Service does not determine the formation of the NSW Budget Papers.

The Hon. EMMA HURST: Do you know if that is all the money that is going to go into it or is there further funding?

GREG WELLS: That funding relates to two streams: $1.3 million for the data entry and registration process and a second stream around registration. So that is the first tranche of funding, as we described before. There could be subsequent phases, but that will deliver the minimum viable product for the solution. I think, to answer your other earlier question, there has been a slight delay in our program finish date, but it is forecasting for completion quite soon.

The Hon. EMMA HURST: Do you have a rough estimated date or month?

GREG WELLS: I do not. I will confirm that 100 per cent in the next session.

ANSWER

This question should be referred to the Minister for Local Government.

The Hon. EMMA HURST: Thank you. Is the time frame sort of by December, end of this year?

Mr VICTOR DOMINELLO: For our driver testing, it is by the middle of the year. Do you know when Transport will as well?

DAMON REES: We would want to speak to Transport on their policy. Certainly, when that policy takes effect there is all the people that are already in Australia driving on these licences, so there is a significant initial event of knowledge testing and practical testing that we are going to need to do. We are working very closely with Transport to prepare for that. That will require a significant increase in driver tester numbers as well as locations et cetera.

The Hon. EMMA HURST: Thank you. Minister, when do you propose that this new aspect of somebody being within New South Wales for three months? When will that kick in?

Mr VICTOR DOMINELLO: That is a regulation for Transport. If it has not been signed off yet—give me one moment. I think it should be—I am going to say imminent, Ms Hurst. It is not too far away.

The Hon. EMMA HURST: Okay.

Mr VICTOR DOMINELLO: Obviously, because of the pandemic, things were held up. But, yes, it is imminent. I will chase it up.

The Hon. EMMA HURST: That is alright. You can put that on notice.

Mr VICTOR DOMINELLO: I will chase it up with the relevant Minister and get back to you.

ANSWER

The Overseas licence policy change is owned by Transport for NSW.

Once introduced Service NSW will operationalise the change and is planning to set up four driver testing sites to facilitate this policy change. The policy change will require approximately 120,000 customers to complete driving tests and/or knowledge tests to comply. The policy amendment will include an implementation period to support the change.

The Hon. EMMA HURST: These sound like good measures after an emergency event, stepping in to help and assist. But what about longer-term plans for remote and rural areas in New South Wales that do have current lack of access when an emergency actually hits? What is happening to make sure that they are protected in those moments?

GREG WELLS: I might add two components if that is alright. The telco authority which runs the public safety network—so that is the telecommunications network, the radio network that operates to support emergency services organisations, including the SES, the RFS and everyone responding on the North Coast and across the State at the moment—is operated by Customer Service. That organisation plays a critical role for the carriers you mentioned. So it plays a coordination role in terms of Telstra, other carriers, NBN and others to make sure that the sites that are down that have been inundated with water and so forth, loss of power, are prioritised. They make sure they are safe to get technicians into those sites and to work with all carriers to get those things restored as quickly as possible, so they have played a critical role over the past couple of weeks and previously with fires and previous floods.

To the second part of your question, there is a Mobile Black Spot Program and a lot of investment going into that space as well. We are currently operating I think three or four rounds of mobile black spot connectivity upgrade programs. I will get you the exact statistics, but it is in the order of 165 sites we are targeting. I think we completed 137 of those over the past couple of years. It is a combination of Commonwealth funding, industry funds and things that the New South Wales Government has directly invested in as well. We are putting a lot of investment and focus in regional digital connectivity in general.

ANSWER

The NSW Government and Commonwealth are extending coverage of high-quality voice services in regional and rural areas of Australia. In NSW, the Mobile Black Spot Program (MBSP) will build 174 sites boosting coverage to more than 23,000 premises and along 1,800 kms of major transport routes.

MBSP is delivered in a series of rounds funded in partnership with the Commonwealth, telecommunications carriers and the NSW Government.

The NSW Government is funding, or co-funding 174 planned sites under four MBSP rounds.

138 NSW funded sites have been delivered across the state which are in addition to those sites funded by the Commonwealth under other MBSP rounds.

24 sites to be delivered under Round 5A will commence in Financial Year 2022/23.

The CHAIR: Minister, before the break we were talking about potential risks and mitigations, particularly around cyber safety, with this implementation. You mentioned ARNECC—for the benefit of Hansard, ARNECC is the Australian Registrars' National Electronic Conveyancing Council. Can you table any reports your department has commissioned or have been received by ARNECC in terms of risks and mitigation for the implementation of this interoperability?

Mr VICTOR DOMINELLO: I will take that on notice.

ANSWER

Risks and mitigations have been reviewed extensively by industry, as part of developing the regulatory and technical solutions for the interoperability reform. Importantly, both current Electronic Lodgement Network Operators (ELNOs) have contributed to this risk analysis, drawing on their experience operating in the market. Other industry representatives – including lawyers, conveyancers and banks – have also contributed to the work of identifying risks, and designing appropriate technical and regulatory ways to address these.

Most recently, in 2021, the ELNO Interoperability Agreement working group (comprising ELNOs Property Exchange Australia Ltd (PEXA) and Sympli Australia Pty Limited (Sympli), government representatives, peak representative bodies the Law Council of Australia, the Australian Institute of Conveyancers, the Australian Banking Association, and the Australian Competition and Consumer Commission (ACCC) as observer, developed a detailed risk paper. This paper is used to inform regulatory and technical remedies.

As part of this working group, PEXA presented a cyber risk analysis and was invited to identify specific updates to the regulatory regime, to address any issues raised by that report. Sympli also prepared a position paper, to inform working group discussion on risks.

These reports are commercial in confidence and part of the National Industry Panel governance framework supporting the development of interoperability.

This 2021 risk paper drew on a risk analysis by the Interoperability Technical Working Group in April to June 2020. This working group comprised Independent Expert Mr Glenn Archer, ELNOs PEXA and Sympli, government representatives, and the Law Council of Australia (the ACCC also being invited to attend) and considered technical models for interoperability.

Risks have also been considered as part of the following reviews:

- The review by Dr Rob Nicholls in 2019, drawing on the industry technical and regulatory working groups.

- Insurance reviews by Willis Towers Watson in February 2019 and August 2020.

The CHAIR: Have you received any views from the regulator or the ACCC in terms of what they plan to do in that space?

Mr VICTOR DOMINELLO: I will take that on notice.

ANSWER

ARNECC is considering commissioning an independent economic regulator to recommend an appropriate framework for fees between ELNOs related to interoperability. This is likely to be a state based regulator as the ACCC does not have jurisdiction over applicable state and territory legislation. However, ARNECC is working closely with ACCC on a number of competition related areas of this reform.

In 2019, NSW's Independent and Pricing Regulatory Tribunal (IPART) reviewed the fees charged by ELNOs to subscribers. IPART's report is available here:

https://www.ipart.nsw.gov.au/sites/default/files/documents/final-report-review-of-pricing-framework-for-electronic-conveyancing-services-in-nsw-november-2019.pdf.

In addition, it is important to note that while lawyers, conveyancers and banks pay the same fee for the same service, in practice each party will incur different fees based on their role in the transaction. ELNOs' service fees vary depending on the type of document (eg transfer, mortgage or discharge) and whether the transaction involves an associated financial settlement. For example:

- a transfer (single title) costs $117.92 in PEXA and $100.02 in Sympli – a lawyer or conveyancer would usually use this document. A transfer is a two-party document so both the lawyer/conveyancer for the purchaser and the lawyer/conveyancer for the vendor pay the fee.

- A mortgage (single title) costs $44.11 in PEXA and $21.59 in Sympli – this document is predominantly used by financial institutions. In electronic conveyancing, a mortgage is a single-party document – only the financial institution as mortgagee pays the fee.

PEXA's pricing table is available here: https://www.pexa.com.au/pricing.

Sympli's pricing table is available here: https://www.sympli.com.au/pricing/

The CHAIR: Thank you. Has there been any cost-benefit analysis conducted by this Government on the alternative forms of interoperability that were presented to you?
Mr VICTOR DOMINELLO: I believe there has been a report from IPART in relation to interoperability, but there again I can get that to you.
The CHAIR: Thank you. Did you also appoint your own independent technical expert in 2020? Is that correct—on this issue—who might have been a Glenn Archer?
Mr VICTOR DOMINELLO: I will take that on notice. It rings a bell, but I have to check—unless you know, Em'?
EMMA HOGAN: No. I would have to talk to the Registrar General and he is not called a witness today.

ANSWER

In 2020 the NSW Government appointed Mr Glenn Archer as an independent tech expert to lead a series of working groups to consider technical approaches to interoperability. Mr Archer is a former Commonwealth Government CIO. Mr Archer's report was provided to NSW and South Australian governments.

Following Mr Archer's report, ELNOs PEXA and Sympli continued to work together with government via ARNECC to refine the approach, as part of the Interoperability Operational Committee (IOC).

In addition, the chair requested the cost benefit analysis – a copy of this is available here: https://www.registrargeneral.nsw.gov.au/__data/assets/pdf_file/0003/927426/Cost-Benefit-Report-Centre-for-International-Economics-Sep-20.pdf

The CHAIR: Perhaps on notice can you also answer why this independent technical expert found in 2020 that your proposed form of interoperability in terms of direct connections was not as good as the two alternative options that were potentially on the card?
Mr VICTOR DOMINELLO: Yes. I will take that on notice.

ANSWER

This assertion is incorrect. In his August 2020 report Mr Glenn Archer considered the three options and a comparative assessment was undertaken based on numerous metrics. The report recommended commencing interoperability with a standardised set of open APIs to support a direct connection between ELNOs, followed by the phased introduction of an enterprise service bus (ESB) as a cloud-based Integration Platform as a Service (iPaas), with the potential to move to an ESB model if applicable to the circumstances.

The CHAIR: Minister, is it true that the combined working group of officials and industries developed a time line for implementation that was presented to the interoperability implementation council on 27 September 2021, which was then cut by 30 weeks at your level without any plan or evidence as to how that was possible?
Mr VICTOR DOMINELLO: Again, I will take that on notice.

ANSWER

The timetable takes into account wide-ranging views, including that a longer timetable extends the barrier to the incoming ELNO's entry to the market. It provides an industry wide target for multiple parties to schedule their work. The timetable allows sufficient time for all necessary regulatory instruments to be properly consulted and

finalised before commencing the roll-out of interoperability in the second half of 2023. Interoperability will not go live before all relevant ICT assurance reviews, cyber security tests and system readiness approvals have been satisfied.

Mr VICTOR DOMINELLO: Right. Time lines. I can read out the time lines. So on March 2021 ARNECC published a paper on the technical model that is being developed by PEXA, Simpli and the Government. In May 2021 PEXA, Simpli and the Government have finalised a draft version one. On the national conveyancing interoperability with other standards, ARNECC announces the first interoperable transaction, being a refinance between the two financial institutions, Titles Queensland, two ELNOs and one landowner; June 2021 interoperability implementation committee is established between ELNO and Government; July 2021 Dominello and South Australian Deputy Premier and Attorney General hold a round table for fellow Ministers to give a progress and update. Ministers acknowledge that the progress made on facilitating interoperability to date through development of a technical framework and designing of the regulatory regime that the timetable end for 2021 for the first interoperable transaction may be impacted by implementation of the ECNL. The goal is to release the draft ECNL to industry for feedback in the third quarter of 2021. It is pretty dry. I am happy to keep going.

The CHAIR: Do you want to table it? It would save us all drying out.

Mr VICTOR DOMINELLO: I will take it on notice.

ANSWER

Date	Details
March 2021	The Australian Registrars' Electronic Conveyancing Council (ARNECC) published a paper on the technical model that is being developed by Property Exchange Australia Limited (PEXA), Sympli and government.
May 2021	• PEXA, Sympli and government have finalised a draft version 1 of the National eConveyancing Interoperability Data Standards (the NECIDS). ARNECC announces the first interoperable transaction, being a refinance between two financial institutions, Titles Queensland, two ELNOs, and one landowner. • ARNECC published a position paper on proposed changes to the ECNL to give Registrars greater enforcement powers.
June 2021	An interoperability implementation committee is established between Electronic Lodgment Network Operators (ELNOs) and government.
1 July 2021	Minister Dominello, the then South Australian Deputy Premier and Attorney General, the Hon Vicki Chapman MP, hold a roundtable for fellow Ministers to give a progress update.
July 2021	Version 7 of the Model Operating Requirements (MOR) is released for stakeholder consultation. Amendments to the MOR, together with the Model Participation Rules (MPR) and Electronic Conveyancing National Law (ECNL), will comprise the regulatory regime around interoperability.
29 October 2021	State and Territory Ministers publish a statement supporting the implementation timetable for interoperability as follows: • February 2022: NSW to introduce changes to the national law into NSW Parliament, • 3rd Quarter 2022: ELNOs to conduct a 'Day 1' transaction in Queensland – this will be a limited scope re-finance, not available in the market generally. • Mid-2023: All interoperable transactions functional, with roll-out commencing in jurisdictions in the second half of 2023.
November 2021	• ARNECC provides the draft ECNL amendment bill to key stakeholders for consultation. • PEXA withdraws resources from key workstreams.
28 January 2022	State and Territory Ministers publish statement confirming that the draft ECNL amendment bill will be introduced into NSW parliament in late February 2022, and that stakeholder comments will be considered in a further set of amendments.

	ARNECC continues to progress changes to the regulatory framework by reviewing stakeholder feedback on Version 7 of the MOR and MPR and preparing second drafts for further industry consultation.
15 February 2022	Electronic Conveyancing (Adoption of National Law) Amendment Bill 2022 introduced into NSW Parliament.

The Hon. PETER PRIMROSE: Okay. If I read the document, it says:

Smart Places

In December 2020, the Expenditure Review Committee (ERC) approved a $45 million funding envelope over a three-year period for Smart Places Acceleration Program under the Digital Restart Fund.

GREG WELLS: Yes.

The Hon. PETER PRIMROSE: And then it continues on:

Projects that will not be considered for funding include:

…

• Projects that involve local government

Which part am I not understanding here?

GREG WELLS: So the page is in total, so the context for the page is the total fund. What the page talks about is there is a reservation for smart places. It does not go into detail, though, Mr Primrose about that specific reservation as it does not for cybersecurity. So, on notice, I am happy, as I said before, to get the guidelines that pertain to the Smart Places Acceleration Program.

ANSWER

The Smart Places Acceleration Program Guidelines can be accessed on the Planning and Environment website at: https://www.dpie.nsw.gov.au/our-work/strategy-and-innovation/smart-places/smart-places-acceleration-program

The Hon. PETER PRIMROSE: Can I just clarify—and, Minister, thank you for that—

Mr VICTOR DOMINELLO: You are welcome.

The Hon. PETER PRIMROSE: When were the guidelines for the project finalised?

GREG WELLS: Let me take that on notice to get you an exact date.

ANSWER

The Smart Places Acceleration Program Guidelines are dated April 2021.

The Hon. PETER PRIMROSE: Does that appear anywhere now? Is that on a website anywhere?

GREG WELLS: Let me confirm that, Mr Primrose, and I will come back to you.

ANSWER

The Smart Places Acceleration Program Guidelines are published on the NSW Government Planning and Environment website at: https://www.dpie.nsw.gov.au/our-work/strategy-and-innovation/smart-places/smart-places-acceleration-program

The Hon. PETER PRIMROSE: That cheers me up no end, Minister. What would make me even happier is if you gave me the date upon which those guidelines were actually approved.

Mr VICTOR DOMINELLO: As I said, Mr Wells has already answered that.

The Hon. PETER PRIMROSE: No, he has not, but you will give me the date on which they were approved and by whom?

GREG WELLS: Yes, we will definitely get that date. Just to clarify, the program guidelines are—

The Hon. PETER PRIMROSE: Because I would hate to have a situation, Minister, where you were put in the position of having approved an allocation before the guidelines had been approved.

Mr VICTOR DOMINELLO: Yes.
The Hon. PETER PRIMROSE: And I know that would not happen.
Mr VICTOR DOMINELLO: No.
The Hon. PETER PRIMROSE: Excellent.
GREG WELLS: Could I just add, sorry—
The Hon. PETER PRIMROSE: If it does, I will have an even bigger tick.
Mr VICTOR DOMINELLO: Yes, okay, sure.
GREG WELLS: The program guidelines are publicly available on the Planning, Industry and Environment website. They administer the funds, they administer that proportion of funds, but I will take on notice the process.

ANSWER

The Smart Paces Guidelines were sent to the Digital Restart Fund Steering Committee for out of session endorsement on 6 April 2021. Steering Committee members formally endorsed the Guidelines by 12 April 2021.

The Hon. EMMA HURST: It is becoming more popular. We were talking about some of the internet issues in certain rural and regional places. I understand there is a Public Safety Mobile Broadband trial currently underway that might be able to help with these situations. Can you tell me a little bit more about that and whether that is something that is being considered for places like Lismore?
Mr VICTOR DOMINELLO: I might ask Mr Wells.
GREG WELLS: That is a trial that we have been running in collaboration with all jurisdictions and the Commonwealth. The NSW Telco Authority has led a number of streams of that program of work, in particular going to market to assess the technologies that might play a role, exactly as you are saying, in getting, in this case, video from the field. In addition to radio communications, it is looking at specific technologies that get video from the field into evacuation centres and emergency operation centres et cetera. I will clarify and get for you the dates of when some of that trial and proof of concept operates to but, yes, that is something the New South Wales Government, and the NSW Telco Authority in particular, is participating in.

ANSWER

A national Public Safety Mobile Broadband (PSMB) will deliver mobile broadband capability for the exclusive use of emergency services to help improve responses to critical incidents.

PSMB is a Commonwealth-led program and is designed around a federated model, where each jurisdiction is responsible for rolling out PSMB in their state or territory.

NSW is managing a PSMB technical Proof-of-Concept (POC) on behalf of all Australian jurisdictions, to validate its feasibility, viability and help inform the preferred national service delivery model.

The technical POC commenced in May 2021 and is expected to conclude in August 2022.

A national PSMB would allow emergency service organisations to make greater use of emerging technologies and data-heavy applications such live streaming from body cameras, personal location tracking and bush fire monitoring drones.

The CHAIR: Can we just go back to our previous topic? You frequently brought up the Australian Banking Association as being a supporter of this model for interoperability. Are you prepared to table its letter of support for your bill and your model?
Mr VICTOR DOMINELLO: I am happy to table all letters of support from all stakeholders, yes.

ANSWER

The Commercial in Confidence letters that can be tabled for the Committee members are:

- Letter from the Australian Banking Association to the Hon Victor Dominello MP Minister for Customer Service dated 11 February 2022.

- Letter from the Law Council of Australia to the ARNECC Chair dated 9 February 2022.

- Letter from the AIC NSW Division President to the NSW Registrar General dated 15 February 2022.

- Letter from the AIC National President to the NSW Registrar General dated 14 February 2022.

- Letter from the AIC WA Division President to the Hon Victor Dominello MP, the Hon John Carey MP, the NSW Registrar General and the ARNECC Chair dated 14 February 2022.

- Letter from Australian Banking Association to the ARNECC Chair dated 24 November 2021.

- Letter from the AIC National President to the ARNECC Chair dated 24 November 2021.

- Letter from Property Exchange Australia Ltd (PEXA) to the ARNECC Chair dated 24 November 2021.

- Letter from Purcell Partners to the ARNECC Chair dated 24 November 2021.

- Letter from Sympli Pty Ltd to the ARNECC Chair dated 24 November 2021.

- Letter from the Law Council of Australia to the ARNECC Chair dated 23 November 2021.

- Letter from the ACCC to the ARNECC Chair dated 18 November 2021.

Attached as Tab A - Tab L.

These documents are Commercial in Confidence and are not for publication by the Committee.

The CHAIR: Are you prepared to table AIC and LEXTECH's correspondence to you where they withdraw their support for the model?

Mr VICTOR DOMINELLO: I am happy to table what I have got in terms of the support and otherwise. Again, I will put public interest—let me be very, very clear about this, it all—

The CHAIR: It is not about public interest or vested interest—

Mr VICTOR DOMINELLO: No, no, no.

The CHAIR: It is about who supports your model and who does not.

Mr VICTOR DOMINELLO: Yes, and I am happy to table everything. But this is about public interest versus vested interest. Let us make no mistake about it. This is public interest versus vested interest. I back public interest. I will table the letters from the ACCC and everybody else. I will be very transparent about it.

ANSWER

The Commercial in Confidence letters from AIC and Purcell Partners are:

- Tab C - Letter from the AIC NSW Division President to the NSW Registrar General dated 15 February 2022.

- Tab D - Letter from the AIC National President to the NSW Registrar General dated 14 February 2022.

- Tab E - Letter from the AIC WA Division President to the Hon Victor Dominello MP, the Hon John Carey MP, the NSW Registrar General and the ARNECC Chair dated 14 February 2022.

- Tab G - Letter from the AIC National President to the ARNECC Chair dated 24 November 2021.

- Tab I - Letter from Purcell Partners to the ARNECC Chair dated 24 November 2021

These documents are Commercial in Confidence and are not for publication by the Committee.

The CHAIR: Can we go back to the time line? I know you said it was dry. How much time are you allowing for the banks to change their computer systems and operational procedures to fit in with this?

Mr VICTOR DOMINELLO: Again, in terms of the meta position—I have spoken about the metaverse four times now and that is the fifth—of where we are tracking as a nation on this, the first tranche is to say to the sector that we embrace competition and we embrace interoperability, and that is what the legislation is about. The second phase will be around an enforcement regime. The working groups—that is a matter for them, in relation to working with the banks and the like in terms of implementation. But from my perspective and that of my ministerial counterparts, it is about getting those two statutory pieces in place to create that framework for competition.

The CHAIR: From your perspective, what would be an appropriate time frame for them to get their—

Mr VICTOR DOMINELLO: I will be guided by the experts.

The CHAIR: Have you received any advice from the experts?

Mr VICTOR DOMINELLO: I have received lots of—

The CHAIR: In terms of the time frame that they expect the banks to be in line?

Mr VICTOR DOMINELLO: I will take it on notice.

ANSWER

The program manager is working with the Australian Banking Association (ABA) and financial institutions towards the Day 1 transaction and the rollout. The ABA supports the reform on behalf of their members, including the approach of submitting the amendments to the Electronic Conveyancing National Law in February 2022.

A key deliverable in the interoperability implementation plan is a briefing paper for financial institutions, to assist them to properly assess the changes they will need to make, and the impact of those changes on their resources. This will help inform the timetable for banks, in the context of the overall timetable of rollout from mid-2023. This briefing paper will be developed as part of a collaborative effort from the Interoperability Operational Committee (IOC) and ELNOs PEXA and Sympli. It was initially due early 2022, however, PEXA's withdrawal of resources from the IOC in mid-November 2021 means work on this paper has stalled.

The Hon. PETER PRIMROSE: Let us go back then to the QR codes. You said you did not advise the Premier. Why did you not advise the Premier?

Mr VICTOR DOMINELLO: Because it went through the Privacy Commissioner. The agency did the right thing and they reported up to the Privacy Commissioner, they notified the relevant stakeholders and contacted all of those affected, to the satisfaction of the Privacy Commissioner, and the matter was resolved at that point.

The Hon. PETER PRIMROSE: Did anyone in your office advise anyone in the Premier's office?

Mr VICTOR DOMINELLO: I will take that on notice.

ANSWER

No.

The Hon. PETER PRIMROSE: Again, can we just move on to Accellion? I have just got a couple of quick questions, Minister. When were you first made aware of the Accellion breach, including that people's personal data had been taken from their driver licences?

Mr VICTOR DOMINELLO: I might—

EMMA HOGAN: I do not have the exact date to hand, but I can let you know after the break.

The Hon. PETER PRIMROSE: Thank you. Did the breach include personal details of people with the 18-plus card that you get if you do not actually have a driver licence?

Mr VICTOR DOMINELLO: The photo card?

The Hon. PETER PRIMROSE: The photo card, yes.

EMMA HOGAN: There is probably a distinct difference between the part of the Accellion breach that we own versus the part of it that Transport owns. We were notified in January—I will come back on the date— that there had definitely been a global breach of Accellion data and we had a look across government to see who was impacted by that. Transport was one that was impacted. We worked with them to arrest and make sure that cyber protections were put in place. Then, in terms of the data that was taken and what happens with that data and how customers were impacted, Transport then deal with that directly themselves. So whether the contents of that data contained breaches of data photo cards et cetera, that would be a matter for them. We would not have the detail on exactly what was taken and what was not. We would at a high level, but not to that degree. That would be a question for Transport.

The Hon. PETER PRIMROSE: Have all impacted licence holders now been contacted about their data being compromised?

EMMA HOGAN: If it was taken from a Transport data set, it would be up to Transport to notify them, so I would have to put that question to Transport or take it on notice.

The Hon. PETER PRIMROSE: Please, take it on notice. That would be great.

ANSWER

Cyber Security NSW notified Minister Dominello's office on 19 January 2021.

The rest of the questions should be referred to the Minister for Transport.

The Hon. ANTHONY D'ADAM: Have you requested any briefings from your department or advice from your department on the proposal advanced by the then Treasurer and now Premier?

Mr VICTOR DOMINELLO: No.

The Hon. ANTHONY D'ADAM: None?

Mr VICTOR DOMINELLO: No.

The Hon. ANTHONY D'ADAM: Ms Hogan, have you provided any advice to the Minister on the impacts?

EMMA HOGAN: No. Mr Johnston—

The Hon. ANTHONY D'ADAM: Done any modelling?

EMMA HOGAN: Mr Johnston from Revenue NSW is responsible for delivering those services on behalf of Treasury and the policy settings are outlined by Treasury, and they were addressed—or I think they may have been addressed—in Friday's committee when Mr Johnston appeared.

The Hon. ANTHONY D'ADAM: Any impacts on the land registry system?

EMMA HOGAN: I would have to take that on notice. I am not sure of the answer to that.

ANSWER

The NSW Property Tax Proposal is a reform being developed by the NSW Treasury. It is too early for the NSW Registrar General to comment on any impacts on the land registry system. This question should be directed to the Minister for Finance.

The Hon. ANTHONY D'ADAM: Perhaps you might be able to tell us what the status of the Merrylands promised site is.

DAMON REES: The update I have there is that there is an early tenancy opportunity for delivery to be brought forward. We do have a lease executed for that site, and I think we had the handover and site access completed on 17 January. So we are tracking well for that site.

The Hon. ANTHONY D'ADAM: You have signed the lease. How long will it take you from the signature of the lease to being in a position to fit out the site?

DAMON REES: I do not have a precise date for the opening, so I will need to take that question on notice.

ANSWER

The Letter of Award for Merryland's Service Centre was signed 16 March. Contract award commenced 17 March 2022. Service Centre delivery is currently tracking ahead of schedule targeting delivery by end of Financial Year 2021/22.

There are a number of factors to consider between the signature of the lease to the commencement of the fit out, therefore a precise timeframe cannot be provided.

The Hon. PETER PRIMROSE: So, basically, I got out of that that you are looking at doing good and opposing evil. Can you give us some more specifics? What action has the Government taken to address the failures of iVote, and what specifically is proposed to ensure that it works next year?

GREG WELLS: Okay. So, I can go through each of those categories, if you like, specifically.

The Hon. PETER PRIMROSE: Even if you take it on notice.

GREG WELLS: So, first of all—

The Hon. PETER PRIMROSE: I am very happy for you to take it on notice.

GREG WELLS: I am happy either way

ANSWER

iVote and supporting technology operations is the accountability of the Electoral Commission. The Electoral Commission has recently requested support to carry out an operational review of iVote and supporting technology operations through the ICT Assurance Framework.

Throughout 2021, Cyber Security NSW provided complimentary services to support the NSW Electoral Commission's overall cyber security posture, including, but not limited to:

- policy guidance on external-facing vulnerabilities.

- identifying compromised passwords and security concerns with user accounts.

- targeted intelligence assessments focusing on potential cyber security risks that could impact the perceived or actual integrity of elections.

- on-election-day monitoring supporting the Upper Hunter by-election in May and NSW council elections in December 2021.

The Hon. PETER PRIMROSE: I just hope you do a better job for the next election than the most recent one. Minister, is the staffing for Cyber Security NSW included in the Department of Customer Service or is it separate?

Mr VICTOR DOMINELLO: No, it is with DCS, with us.

The Hon. PETER PRIMROSE: What is the staff; how many people?

GREG WELLS: I believe that is currently 49, but I will clarify that, Mr Primrose, and make sure that is 100 per cent correct.

ANSWER

There are currently 76 permanently filled positions, 5 contractors and 22 vacancies.

The Hon. ANTHONY D'ADAM: Minister, can I ask you about test and isolate payments? The program has been closed for some months. There are 11,723 applications still to be processed. Is that correct, or do you have an updated figure on that?

DAMON REES: Mr D'Adam, I think that figure you are referring to would be the gap between the applications received and the applications paid. There are a number of things that can account for that, including applications that are deemed fraud.

The Hon. ANTHONY D'ADAM: Perhaps you could break that number down so that I can understand how many of those applications, if that is the application number, are fraudulent applications and how many are genuine applications waiting to be processed.

DAMON REES: To the best of my knowledge, we do not have test and isolate payments still waiting to be processed. I believe there was a significant level of attempted fraud on that program.

The Hon. ANTHONY D'ADAM: Are you saying that the 11,723 are all suspected fraudulent applications?

DAMON REES: I will not go so far as to say they are all suspected fraud payments, but certainly that would account for a large portion of those.

The Hon. ANTHONY D'ADAM: What is the process for determining that? When are the decks going to be cleared? I suppose that is the point. You are saying that they are suspect applications. When are you going to get that number down to zero so that we know the status of all applications and that those who are waiting to be paid have been paid?

DAMON REES: I will take on notice whether there are any applications that are sitting outside of suspected fraud or fraud triage that are still waiting to be paid. I think that is the core of the question.

ANSWER

Other than applications under fraud review, there is 1 Test & Isolate payment yet to be paid as at 14 March 2022. Service NSW is working to validate the customer's eligibility, hence the delay.

The Hon. ANTHONY D'ADAM: Mr Rees?

DAMON REES: There is a range of cases that would make up the number that I think you are referring to, Mr D'Adam. The applications that are not sitting within fraud triage at the moment, where customers are still working with us on final payments, would number less than 1,000. Many of those cases are where customers are required—

The Hon. ANTHONY D'ADAM: Are you able to provide on notice the specific numbers of those sitting in fraud triage, those still waiting to be processed?

DAMON REES: I can do that. Maybe just a final point of clarification: A large portion of customers that are still to be processed, that will be waiting on customers to evidence further information of their eligibility in order to receive those payments, but we can provide a further breakdown on notice.

ANSWER

Regarding the Micro-business grant, there are currently 6,110 applications with fraud triage. There are a further 1,361 customers who are able to confirm their eligibility for any missing fortnightly payments through their business profile. Service NSW has communicated with these customers and they are able to access ongoing support through Service NSW.

The Hon. ANTHONY D'ADAM: Can you provide us some detail around where we are up to with JobSaver? Apparently there are 1,769 applications remaining unprocessed. Is that a similar story?

DAMON REES: It will be, so I am happy to provide the breakdown on notice, if that is helpful.

ANSWER

Regarding 2021 JobSaver program, there are currently 5 applications with fraud triage under review. As at 14 March 2022, there are a further 9 cases being assessed for compliance with eligibility requirements.

The Hon. ANTHONY D'ADAM: Are you suggesting that of that 1,769 the majority are in the triage pile?

DAMON REES: There are a lot of programs, Mr D'Adam, so I would have to take on notice the specifics for that one

ANSWER

Refer to answer above.

The Hon. ANTHONY D'ADAM: Thank you, Mr Chair. To whomever is the best person to field this one: In relation to investment in mobile black spot towers, how much has the Government invested both in new locations and upgrading current locations?

EMMA HOGAN: That would be for Mr Wells.

The Hon. ANTHONY D'ADAM: Since the State election, mind you.

GREG WELLS: Thanks, Mr D'Adam. As I said this morning, there are multiple rounds of mobile black spot programs that we are working on. Some are initiated by the Commonwealth, which we co-invest in; some are initiated by industry, which we also co-invest in. I think in terms of summarising all the rounds we are currently engaged in, there are 174 sites that we target to increase, of which we have completed 137. That completion will extend coverage by 1,800 kilometres of transport routes. It will cover 57,000 residents and 28,000 premises.

The Hon. ANTHONY D'ADAM: On notice, are you able to provide details of the locations of those sites and the dates that they were completed?

GREG WELLS: Yes, I can give you that certainly.

ANSWER

NSW is funding, or co-funding 174 planned Mobile Black Spot Program (MBSP) sites of which 138 have been delivered. The total NSW Government investment is $41.2 million.

Delivery status of NSW co-funded MBSP sites and completion dates:

Site name	Round	Completion date
Abercrombie Road-Paling Yards	1	19/12/2018
Anglers Reach	1	8/05/2019
Araluen	1	29/06/2016
Attunga	1	20/03/2018
Avonside	1	30/11/2017
Balala	1	28/02/2018
Baldersleigh	2	28/02/2018
Ballimore	2	29/03/2018
Barragga Bay	2	10/08/2018
Barry	1	22/02/2018
Bedgerebong	1	9/03/2018

	Bentley	1	22/12/2016
	Billimari	1	1/12/2017
	Binalong	1	29/06/2018
	Blue Mountains National Park South	1	9/02/2016
	Bodalla	1	26/06/2016
	Bogee	1	28/04/2017
	Boggabri	2	15/07/2021
	Bonalbo A	1	9/03/2017
	Bonshaw	1	15/12/2016
	Bourbah	NSW	26/02/2021
	Brierfield	2	24/06/2019
	Brooms Head	1	2/05/2020
	Bunnaloo	1	21/07/2017
	Burringbar	1	29/04/2018
	Burrumbuttock	1	20/10/2017
	Buxton	1	21/11/2018
	Byabarra-Bagnoo Road	2	9/03/2018
	Camboon	1	30/11/2018
	Capertee	1	5/05/2018
	Central Tilba	1	14/12/2017
	Clarence	1	18/08/2018
	Clunes	1	17/06/2016
	Coffee Camp	1	3/02/2017
	Colo Heights	1	1/02/2016
	Comboyne A	1	4/10/2017
	Comboyne B	1	27/02/2018
	Copmanhurst	1	10/03/2017
	Dalgety	1	31/07/2018
	Dalton	1	5/04/2018
	Darbys Falls	1	8/07/2016
	Dooralong	1	31/08/2017
	Drake	1	16/02/2016
	Elands	1	26/04/2018
	Ettrick	1	22/09/2017
	Farrants Hill	1	19/05/2017
	Fernleigh	NSW	30/09/2021
	Firefly	2	12/08/2019
	Girvan	2	13/04/2018
	Glanmire	NSW	22/12/2021
	Gollan (formerly Mount Tomah site)	1	27/06/2019

	Golspie	1	5/05/2017	
	Goolma	1	31/10/2017	
	Gooloogong	1	4/12/2017	
	Grattai	1	29/06/2018	
	Hallsville	1	21/12/2017	
	Hargraves	2	20/04/2018	
	Hernani	1	3/07/2016	
	Hickeys Creek	1	4/05/2018	
	Hillgrove	1	18/06/2016	
	Invergowrie	1	18/04/2017	
	Jiggi	1	31/05/2018	
	Kings Plains	1	31/10/2017	
	Kioloa	1	24/07/2018	
	Koonorigan	1	10/05/2018	
	Koreelah	2	4/05/2018	
	Kunghur	1	29/05/2017	
	Kurrajong	1	29/06/2016	
	Ladysmith	1	13/12/2017	
	Lemon Tree	1	6/03/2018	
	Lost River	2	30/11/2017	
	Lue	1	26/08/2016	
	Majors Creek	NSW	10/12/2021	
	Mannus	1	31/05/2018	
	Mayfield	1	14/03/2018	
	Merriwagga	1	9/11/2017	
	Minnie Water	1	27/08/2020	
	Mount Bodangora	NSW	14/12/2021	
	Mount Hunter	1	30/01/2018	
	Mount McDonald	2	3/06/2019	
	Mt Mary	NSW	22/12/2021	
	Mumbil	1	25/02/2018	
	Murringo	1	25/05/2017	
	Napoleon Reef	2	20/12/2018	
	Nattai	1	12/07/2019	
	Nelligen	1	30/11/2017	
	Nerriga	1	28/11/2016	
	Niemur	2	8/02/2018	
	North Dorrigo	1	19/06/2019	
	Numeralla	1	10/04/2018	
	Nymboida	1	29/03/2018	

Oakdene	1	29/06/2018	
Old Wagga Road South	2	21/12/2017	
Peelwood Road	2	27/11/2017	
Piallamore	1	27/07/2018	
Pilliga	1	20/12/2016	
Pinkett	2	16/03/2018	
Porters Retreat	1	28/03/2018	
Possum Creek	1	29/03/2018	
Rock Valley	NSW	31/01/2022	
Rockley	1	27/03/2018	
Rocky Creek	1	22/06/2018	
Rosebank	NSW	22/12/2021	
Rye Park	2	30/11/2017	
Sackville North	1	16/12/2017	
Sherwood	1	27/10/2017	
Spring Plains	NSW	21/06/2020	
Stanhope	1	29/03/2018	
Summer Hill Creek	2	14/06/2019	
Sunnyside	NSW	14/12/2021	
Tabulam (formerly Lower Peacock)	1	21/09/2018	
Tarlo	1	6/07/2018	
Taylors Arm	1	17/06/2017	
Temora West	2	11/10/2018	
The Channon	1	8/08/2017	
The Homestead	2	12/06/2019	
The Lake Tower (Walgett)	NSW	14/06/2020	
Tomboye	1	31/01/2019	
Towamba	1	29/06/2017	
Trungley Hall	2	27/06/2019	
Trunkey Creek	1	30/01/2018	
Urbenville	1	31/01/2019	
Walcha Road	1	5/10/2018	
Waldaira	2	12/02/2020	
Warroo	1	18/11/2016	
Webbs Creek	1	5/11/2018	
Wee Jasper	2	15/12/2017	
Wentworth	1	20/12/2015	
Westella	2	5/05/2018	
Wherrol Flat	1	24/04/2017	
Windellama	1	8/07/2016	

	Windeyer	1	10/12/2017	
	Woodhill	2	24/08/2018	
	Woolomin	1	22/07/2016	
	Wyndham	2	31/08/2020	
	Wyong Creek	1	13/03/2018	
	Yarrabandinni	2	30/09/2017	
	Yarramalong	1	27/02/2018	

The Hon. ANTHONY D'ADAM: And also the specific funding round that related to the completion of each of those towers?

GREG WELLS: Yes, we have all that.

The Hon. ANTHONY D'ADAM: Great. Has any of the funding for the mobile black spot towers come from the Snowy Hydro Legacy Fund?

GREG WELLS: I believe the fund is called the Connecting Country Communities Fund, Mr D'Adam. I think that was previously known as the Regional Digital Connectivity fund. I can take on notice how that relates to the Snowy fund that you mentioned.

ANSWER

Of the four Mobile Black Spot Program (MBSP) rounds co-funded by NSW:

Rounds 1, 2, NSW: $39 million under the Connecting Country Communities Fund, led by the Department of Regional NSW.

Round 5A: $2.5 million under the Regional Digital Connectivity Program's Mobile Coverage Project, led by the Department of Regional NSW.

NSW Telco Authority is overseeing the operational delivery of MBSP sites funded by the NSW Government. Questions on funding sources for MBSP should be referred to the Minister for Regional NSW.

The Hon. ANTHONY D'ADAM: Right. Are you saying that the Snowy Hydro Legacy Fund has been renamed or—

GREG WELLS: No, not at all.

The Hon. ANTHONY D'ADAM: Can you just elaborate on that? It is a bit unclear what you are saying.

GREG WELLS: Sure. The funding for the mobile black spot programs comes from something called the Connecting Country Communities Fund. Some $11 million of that fund was dedicated to regional internet services and $39 million was dedicated to targeting mobile black spots. The multiple rounds that I have talked about are from the $39 million of that $50 million Connecting Country Communities Fund. We work in close collaboration with Regional NSW in prioritising implementing these fixes. I am happy to take on notice by round what has been completed and where.

ANSWER

The list of sites delivered by round and location has been provided above.

The Hon. ANTHONY D'ADAM: Right. And as far as you are aware no funds from the Snowy Hydro Legacy Fund have been used for the black spot program?

GREG WELLS: I think that is probably a question for Regional NSW, but I can take that on notice and try to follow it up for you.

The Hon. ANTHONY D'ADAM: Thank you. Since the 2019 election, how much has the Government invested in data centres?

GREG WELLS: Mr D'Adam, we obviously operate two government data centres: one in Unanderra in the south and one in Silverwater in Sydney. I will take on notice the exact investment, but at this stage what we are doing with those government data centres is essentially maintaining those. It is important to note we are maintaining those two centres on behalf of government. Over the past 10 years we have consolidated many data centres into those two facilities. But I will take on notice the exact spend year on year since 2019, as you asked.

ANSWER

Questions regarding the Snowy Hydro Legacy Fund should be directed to the Treasurer.

Data Centres

The data centres at Unanderra and Silverwater are collectively referred to as GovDC:

	Capex	Opex	Total
FY19/20	412,358.61	23,420,424.53	23,832,783.14
FY20/21	171,598.37	27,261,311.25	27,432,909.62
FY21/22 (YTD Feb)	111,525.59	12,034,481.98	12,146,007.57
TOTAL	695,482.57	62,716,217.76	63,411,700.33

The Hon. ANTHONY D'ADAM: What is the value of the investment in data centres for the last three years?

GREG WELLS: As I said, it is now in an operating phase, but I will take that on notice and come back with what our investment is year on year.

ANSWER

See above.

The Hon. PETER PRIMROSE: I will call them Service NSW buses. How many are you sending to the Northern Rivers or to the North Coast?

DAMON REES: Of the four that we have, two have been sent to the northern region, and that is a situation that we will constantly assess.

EMMA HOGAN: I would add, though, Mr Primrose, that we also have a number of disaster recovery centres that have been established. I think there were two that kicked off on Saturday and a number of others in planning for this week, and we have Service NSW representatives in those centres as well. We have a dual-response plan there in that we have boots on the ground in those service centres and then we put the buses where it is safe to be and safe for our community to get to.

The Hon. PETER PRIMROSE: In terms of additional staff, can you tell me how many full-time equivalents have been allocated to that area?

DAMON REES: There are a few mechanisms in place. We have an ability to mobilise Service NSW teammates into regions that have been impacted. Also, across the broader Department of Customer Service, we have a group of people who have volunteered to step in in situations like that. We have leveraged both of those both to staff the recovery centres and to put extra people into these communities. I do not have an exact number for you, but I can take that on notice.

The Hon. PETER PRIMROSE: Thank you.

ANSWER

Since 5 March 2022, when the first Disaster Recovery Centre opened, 155 DCS and SNSW team members have been allocated to disaster areas across NSW. Disaster Recovery Care teams are assisting customers in Disaster Recovery Centres including completing online registration, the Disaster Assistance Finder and triaging customers to the appropriate agency for support.

Staffing levels will be adjusted as required.

The Hon. ANTHONY D'ADAM: Okay. I might turn back to Park'nPay. Can I ask about the contract that was entered into with Duncan Solutions without a tender process? This establishes an organisation called OneGov. Is that right?

GREG WELLS: Yes, that is part of our team in Customer Service.

The Hon. ANTHONY D'ADAM: How many employees work on the Park'nPay project within OneGov?

GREG WELLS: I will take that on notice and come back to you, Mr D'Adam—not many.

ANSWER

OneGov undertook direct sourcing from Duncan Solutions rather than open tender given that the required data, links and information is not available from any other source. The direct sourcing of services from Duncan Solutions was essential to accessing the required data and links to the parking meters that will enable the delivery of Park'nPay. Approximately 10 staff have worked on Park'nPay since its inception (3 contractors, 7 employees) with an average allocation of ~3 FTE per month (resources are shared with other products).

The Hon. ANTHONY D'ADAM: Are there other elements of OneGov's operations or is it exclusively involved in Park'nPay?

GREG WELLS: OneGov is a team within the Government Technology Platforms team. The Government Technology Platforms team also is responsible for managing those two data centres that I talked about before and for establishing and running a number of government platforms, whether they be call centre platforms, payment platforms—anything where there is an opportunity to establish a whole-of-government platform that makes it faster to implement and safer to do so. So the OneGov team is a small development team within the Government Technology Platforms team. I am happy to come back to you on notice with the size of the team that is working on the Park'nPay app.

ANSWER

Further information on Government Technology Platforms and OneGov:
https://www.digital.nsw.gov.au/delivery/government-technology-platforms-gtp

Park'nPay team size, see above.

The Hon. ANTHONY D'ADAM: Yes. In providing that information, could you also distinguish between contractors—so, effectively, positions even if they are not direct employees, but could you give us a breakdown of the direct employees and any contracting positions that operate within the ambit of that team?

GREG WELLS: Yes, no trouble.

ANSWER

See response above.

The Hon. ANTHONY D'ADAM: Can I ask about the privacy provisions in the contract with Duncan Solutions and DCS in relation to the Park'nPay app? They are different to the app's privacy provisions; why is that?

GREG WELLS: Sorry, can you clarify the app's privacy provision?

The Hon. ANTHONY D'ADAM: The privacy requirements under the app—you know, all apps, where there are users, there is a privacy policy that is associated with that. But the terms of the contract with Duncan Solutions have slightly different privacy arrangements. Can you perhaps elaborate on the differences and why?

GREG WELLS: I am not aware of any differences or the relationship that you are talking about between the contract with Duncan Solutions and with the actual application. I can say, though, that the application, before it went live—as we do for all applications—went through a rigorous privacy impact assessment and does so each time there is a major release. So every time we make a major change to the application we go back through a privacy impact assessment process. I can take on notice the arrangements within the Duncan contract as it relates to the application, to the extent I can. It is obviously a commercial-in-confidence contract, but I will see what I can provide on notice around the privacy clauses et cetera as they relate to the application.

ANSWER

The Park'nPay privacy policy is publicly available on the website. https://parknpay.nsw.gov.au/privacy-policy

The Hon. ANTHONY D'ADAM: What is the anticipated ongoing operational costs of Park'nPay?

GREG WELLS: I do not have that in front of me, but I will come back to you on notice, if that is okay.

The Hon. ANTHONY D'ADAM: Is there an expectation that Park'nPay will be self-funding?

GREG WELLS: Not to my knowledge. But, again, I will come back on notice.

ANSWER

Direct operational cost, under current arrangements is ~$1.47 million per year.

It is not proposed that Park'nPay is self-funding

The Hon. ANTHONY D'ADAM: So there will be a recurrent taxpayer subsidy to maintain or continue to operate Park'nPay? Is that your understanding, Mr Wells?

GREG WELLS: Yes. All product teams have an ongoing recurrent component, so I will come back to you, Mr D'Adam, with what is absorbed into Government Technology Platforms and what is the ongoing cost.

ANSWER

Cost to run and maintain Park'nPay under current arrangements is ~$1.47 million annually. There are a number of significant benefits to NSW including:

Outcome for Customers

- enable motorists to find, navigate and pay for available parking from their smart device; getting them to where they need to go, faster and safer.

- reduce traffic congestion.

- increase compliance.

- enable contactless (COVID-Safe) payment and top ups.

- time saved in searching and navigating to available parking.

- time saved having to return to the meter to top up, avoiding loss of work productivity and/or leaving venues.

- improved information to plan trips/commute.

- improved experiences through informed decision making and planning of government services.

Financial: Citizen Benefits

- Cost savings and ability to pay for the time used. Price transparency across different parking options will allow the citizens to make an educated economic decision.

Council Benefits

- By allowing real-time parking data, it will also help in directing traffic to the underutilised parking infrastructure and will improve compliance and have more rotation supporting the local businesses.

NSW Government benefits

- Cost of traffic congestion is roughly $6 billion per annum. Centralised data source to make future infrastructure decisions.

Social benefits

- time saving and convenience relating to parking for the citizens of NSW.

The Hon. ANTHONY D'ADAM: Okay. Can I ask about the probity report that you initiated, using OCM. What prompted that? Why did you feel the need to initiate a probity review?

GREG WELLS: We regularly, I think, Mr D'Adam, use probity advisers to make sure we have followed proper procurement processes. In this case, as you said, in particular because it was sole sourced we wanted to make sure we were within the guidelines, which—

The Hon. ANTHONY D'ADAM: So it was this issue of [inaudible]?

GREG WELLS: Yes, which, as we have said before, confirmed that.

The Hon. ANTHONY D'ADAM: I see. Mr Wells, were you final signoff on that?

GREG WELLS: Let me confirm that 100 per cent on notice, Mr D'Adam, but that is probably the case, yes.

ANSWER

DCS undertook direct sourcing from Duncan Solutions rather than open tender given that the required data, links and information is not available from any other source as allowable in the Direct Dealing Guidelines: https://buy.nsw.gov.au/resources/direct-dealing-guidelines.

Quote from the report

"OCM considers that DCS has demonstrated that the probity principles were reasonably observed during the course of the single source negotiations with Duncan Solutions"

The Hon. PETER PRIMROSE: If I could turn to issues of grants now—for instance, the Dine & Discover vouchers. How much is still left in the kitty for that?

DAMON REES: Dine & Discover—I have got the "redeemed"; I am just trying to find the difference. Maybe let me take that on notice.

ANSWER
$358 million (as at 14 March 2022).

The Hon. PETER PRIMROSE: Okay. Now Parent NSW vouchers, my understanding is that when they were first provided they did not allow for foster parents to apply. Is that correct?
DAMON REES: I would need to take that on notice. I know there have been some initial challenges where a child is on a different Medicare card to their parent or their carer. I know those issues have been worked through, but I would need to take the details on notice.

ANSWER
The Parent Voucher application form has been updated to allow parents and children to enter different Medicare card numbers and receive their vouchers.

The Hon. PETER PRIMROSE: Well, my question here is eligibility. My understanding is that foster children have, as you say, their own Medicare card and therefore initially were not eligible.
DAMON REES: The eligibility will be spelt out on the website, and we can provide a specific link to the content there. I think that the challenge experienced with some children in foster care was not a question of eligibility but the way that it had been implemented by the program and the dependency or the assumption that was made about the applicant being on the same Medicare card as the child.
The Hon. PETER PRIMROSE: And ergo eligibility, yes. Has that now been fixed?
DAMON REES: I will take that on notice. I am not 100 per cent certain.
The Hon. PETER PRIMROSE: Could you also then, if no-one there knows, if it has not been fixed how long before it is fixed?
DAMON REES: We will confirm.

ANSWER
The Parent Voucher application form has been updated to allow parents and children to enter different Medicare card numbers and receive their vouchers.

The Hon. PETER PRIMROSE: Okay. Another question about Parent NSW vouchers: Are families along the border where they live interstate but send their children to New South Wales schools eligible for the program?
DAMON REES: I would need to take that question on notice, but I will confirm.
The Hon. PETER PRIMROSE: So you do not have a briefing on it?
DAMON REES: We operate a lot of programs. I am not across the eligibility of every last one. That eligibility will be made clear on the website, but I am happy to take the question on notice.

ANSWER
NSW Treasury maintains responsibility for Parents NSW Voucher eligibility. As noted on the Service NSW website, the applicant/child must be a resident of NSW to apply.

The Hon. PETER PRIMROSE: Okay. This is very difficult asking questions if people do not know the details of their programs. Another one you probably do not know anything about then: Are families along the border who live in New South Wales but send their children to interstate schools eligible for the program? Maybe you want to take that on notice too, please.
DAMON REES: I think the scenario is the same as the previous question, but I will take that on notice.

ANSWER
NSW Treasury maintains responsibility for Parents NSW Voucher eligibility. As noted on the Service NSW website, NSW residents whose school-enrolled child attended an interstate school in 2021 may be eligible if in 2021 the child shared a NSW home address with the parent, guardian or carer who is applying for the Parents NSW Vouchers.

The Hon. PETER PRIMROSE: Well, the scenario is different but it would be worthwhile finding out about eligibility, please. Okay. The export assistance grant—can you tell me its value, please? The total allocation.
DAMON REES: Sorry, you just need to bear with me. Okay. So the export assistance grant, we have made payments of $9.3 million for that program.
The Hon. PETER PRIMROSE: Out of? What was the allocation?

DAMON REES: In terms of the overall Treasury allocation for that program?
The Hon. PETER PRIMROSE: Yes, please.
DAMON REES: I would need to consult with Treasury and take that on notice.
ANSWER
The Export Assistance Grant was allocated total funding of $10 Million.
The Hon. PETER PRIMROSE: Okay. I have been advised that the allocation was about $28.1 million, which equates to just over 10 per cent. Can you tell me over what period 00000this grant is actually running?
DAMON REES: I believe that grant was enabled on 30 August 2020 and, as I understand it, that grant is still open.
The Hon. PETER PRIMROSE: When does it finish?
DAMON REES: I will need to take that on notice.
ANSWER
Intake of new applications for the Export Assistance Grant were paused on 24 February 2022 as the $10 Million funding envelope is almost exhausted. Should additional funds become available, the application will re-open for further submissions.
The Hon. PETER PRIMROSE: Is there a total allocation on that form that was available?
DAMON REES: This does not provide an indication of the total budget that Treasury would have allocated for that, so we will take that on notice.
ANSWER
The Export Assistance Grant was allocated total funding of $10 Million.
The Hon. PETER PRIMROSE: Does it also give an approval rate for the applications received?
DAMON REES: No, it does not.
The Hon. PETER PRIMROSE: Can you please advise or take on notice what the approval rate was out of the total number of applications? Was 3,691 the total of applications received or the total of those approved?
DAMON REES: The information I have here indicates that it is the total applications received, but we will clarify that.
ANSWER
As of 15 March 2022 - 3,695 applications received – 1,208 have been approved being a 33% approval rate.
The Hon. PETER PRIMROSE: When did it close?
DAMON REES: I believe it closed earlier this year but I will take the specific date on notice.
ANSWER
The Export Assistance Grant was paused on 24 February 2022 as the $10 Million funding allocation is almost exhausted.
The Hon. PETER PRIMROSE: Are there any test and isolate applications that still remain unprocessed?
DAMON REES: Language is important here. I think, from a customer's perspective, if their application has not been fulfilled—if it is part of our fraud triage process, then we would still be working through and trying to determine whether that application is fraudulent or whether it should be paid.
The Hon. PETER PRIMROSE: When do you expect that that will be finalised?
DAMON REES: I would need to take on notice specifically for test and isolate, but we certainly do work through that analysis as quickly as we can.
The Hon. PETER PRIMROSE: So there is no date?
DAMON REES: I will take the date on notice, Mr Primrose.
ANSWER

For the 1 remaining Test & Isolate application where Service NSW is working to validate the customer's eligibility, this is a priority for Service NSW however it is not possible to provide a fixed timeframe for completion as this is dependent on the customer providing information to evidence their eligibility.

There are 1,834 Test & Isolate applications with the Fraud triage team under assessment. It is not possible to provide a timeframe for resolution as they often require information from customers and cross referencing with complex investigations.

The Hon. PETER PRIMROSE: Therefore, you would be able to tell me—and please feel free to take it on notice because I suspect you may have to—the percentage of applications that have been deemed to be fraudulent.

DAMON REES: We could. We will take that on notice.

ANSWER

The percentage of all Test & Isolate payments deemed fraudulent, paid and unpaid, is 12.26%.

The Hon. PETER PRIMROSE: Can I ask you why, despite the program being closed—I will talk about the accommodation and support grant, okay? When did it close?

EMMA HOGAN: On 30 November, I believe.

The Hon. PETER PRIMROSE: How many applications still remain unprocessed?

DAMON REES: We have the information on the total applications, of course. I would need to confirm for you on notice the number still outstanding and the nature of them.

ANSWER

There is currently 1 Accommodation Grant application outstanding.

The Hon. PETER PRIMROSE: How long does the process take for most of these things? I am picking up a pattern here that this is taking many, many months for you to work your way through. What is the delay? I am not attributing blame here; I am just trying to get an understanding. The Minister makes an announcement, the Premier makes an announcement, people say, "This is available", people put in their forms and then we are finding large numbers of them are held up for many, many months. The only reason I am being given is, "Oh, because they could be trying to defraud us."

DAMON REES: I think we will provide greater transparency through notice.

ANSWER

Regarding the Accommodation Grant, assessment would take:

- for standard applications, typically 3 to 5 business days; and

- for applications awaiting further information, typically 7 to business 10 days, however dependent on how long a customer takes to supply the required information.

This is the same for other COVID grants.

Delays are seen when there are significant volumes of applications exhibiting fraud or ineligibility indicators, which require a procedural fairness process to be undertaken. This can lead to a backlog of applications being assessed.

The fraud team prioritise cases that are at higher risk of being a false positive to ensure that the eligibility of legitimate customers can be verified as quickly as possible.

The Hon. PETER PRIMROSE: What is the total funding that was available for that scheme?

DAMON REES: I can tell you the total that we have paid. I would need to take on notice the total allocation that Treasury made for the program. The total amount paid for that program is $772 million.

ANSWER

Total funding allocated by Treasury (Financial Year 2021/22) is $710 million.

The Hon. PETER PRIMROSE: Can you tell me the total pot, and again you may wish to take it on notice. How much money was allocated and how much money has been expended, please?

DAMON REES: The total paid was $7.14 billion for JobSaver. I will take on notice the total allocation from Treasury.

ANSWER

Total funding allocated by Treasury:

Financial Year 2021/22 $8.535 billion

Total value of JobSaver grants paid to date:

Financial Year 2021/22: $7.365 billion (as at 14 March 2022)

The Hon. PETER PRIMROSE: Can you please take on notice as per my earlier question about the total number of debt recovery notices that have been issued to businesses, say in the last financial year to date, and also take on notice what is the largest debt in terms of monetary value that has been sought to be recovered?

DAMON REES: Yes, I will take both of those on notice.

ANSWER

The total number of debt recovery notices to all businesses is 2,394, to the value of $59,920,589 ($59 million).

The largest debt to a business is $878,565, which has been recovered.

The Hon. ANTHONY D'ADAM: What is the range? What is your highest wait time and what is your lowest wait time?

DAMON REES: I would need to take that on notice.

ANSWER

Service NSW data wait times for licence testing combines bookings for both driver and motorcycle tests.

As at 17 March 2022, the state-wide average waiting time for a test is 17 days. To mitigate the risk of cancellation of tests due to the impacts of COVID-19, the bookings are opened four weeks in advance. Some locations are more popular for bookings, which results in these bookings being taken very quickly, and waiting times can be 25+ days.

The Hon. ANTHONY D'ADAM: What about for motorcycle riders and their L tests? Can you hazard a guess in terms of how many of those are currently waiting for a booking?

DAMON REES: I would need to take the question on notice, Mr D'Adam

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ANSWER

All knowledge tests, including rider, motor vehicle, heavy vehicle, driving instructor are booked through a single online booking system. Wait time data is combined for all tests.

As at 17 March 2022, the average wait time is 17 days, some locations are more popular for bookings, which results in bookings being taken very quickly and waiting times can be 25+ days.

The Hon. ANTHONY D'ADAM: What is the average wait time for a motorcyclist test?

DAMON REES: I would need to take that on notice.

The Hon. ANTHONY D'ADAM: Can you also provide on notice the range, the highest and lowest wait times in the system?

DAMON REES: I will.

ANSWER

The majority of motorcycle rider tests are undertaken by external providers on behalf of Transport for NSW.

SNSW conducts testing in some regional locations where an external provider does not have a presence.

The bookings are made available four weeks in advance and as at 17 March 2022, the highest wait time is 25 days and the lowest wait time is zero days.

Service NSW data for wait times for licence testing combines bookings for both driver and motorcycle tests.

The Hon. ANTHONY D'ADAM: Fourteen days, are you saying?

DAMON REES: The goal is—

The Hon. ANTHONY D'ADAM: Fourteen business days or 14 calendar days?

DAMON REES: I will need to clarify whether it is 10 or 14, to your point.

ANSWER
10 business days.

The Hon. ANTHONY D'ADAM: How many extra terminals have been put on in terms of written tests? Have you supplemented the capacity in terms of the test component?
DAMON REES: Do you mean the driver knowledge testing?
The Hon. ANTHONY D'ADAM: The knowledge test, yes, the terminals to conduct the Driver Knowledge Test.
DAMON REES: I will take it on notice.

ANSWER
100 extra laptops (flexible resources) for testing have been procured. Twelve of these have been allocated to mobile testing centres to assist in the flood affected regions and the remainder are being distributed in the metropolitan region based on higher needs while maintaining testing conditions and ensuring privacy is upheld. This will allow SNSW to respond to customer demand better with the flexible device, while ensuring the integrity of the test conditions remain consistent.

The Hon. ANTHONY D'ADAM: Can I ask about those additional driver testers? Are they all full-time positions?
DAMON REES: I will need to take that on notice. We have part-time driver testers as well. I will confirm.
The Hon. ANTHONY D'ADAM: You have claimed 40, so is that 40 FTE or is that 40 people?
DAMON REES: I will confirm on notice.

ANSWER
Service NSW is recruiting up to 100 new driver testers across the network.
As at 17 March 2022, 40 fulltime staff have been employed, of these 32 are conducting driver testing and 8 are in training.

The Hon. ANTHONY D'ADAM: I think maybe you might have mentioned this, but the number of tests per additional driver tester, how many was that? Each driver tester can be expected to complete how many in a week?
DAMON REES: Let me take that question on notice.

ANSWER
Each driver tester can conduct 45 tests per week (depending on location, some do less because of high traffic areas and need longer times to conduct driving tests).

The Hon. ANTHONY D'ADAM: Okay. Perhaps on notice you might also provide us with the estimate of the additional weekly testing capacity—how many additional tests you think you are going to be able to undertake with the additional testers coming online.

ANSWER
Approximately 900 tests per week are conducted with extra driver tester resources as at 17 March 2022. For every 10 additional testers, approximately 450 additional tests can be conducted.

The Hon. ANTHONY D'ADAM: On notice, can you provide the detail of how many staff you expect to be transferred to the St Marys centre and which centres they are coming from?
DAMON REES: We can, yes.

ANSWER
Positions for staff at the St Marys Service Centre will be advertised externally. Staff will not be directly transferred from other centres.

The Hon. ANTHONY D'ADAM: Okay, thank you. These St Marys jobs, they will be a combination of full time and part time?
DAMON REES: I would expect so. We manage driver testing as an overall workforce and manage demand across the State. You could imagine the resourcing for a particular site is very dynamic and changes based on the demands of communities.

The Hon. ANTHONY D'ADAM: Perhaps on notice you can provide the expected breakdown—full time, part time—of the staff and the classification for the new St Marys testing hub?
DAMON REES: Will do.

ANSWER

The decision on full time and part time staffing arrangements has not been finalised.

St Marys Driver Testing Centre will offer only driving and knowledge tests.

The Hon. PETER PRIMROSE: We might have more questions about this later, but I would just like to briefly ask again about some aspects of the Accellion data breach. When did Transport discover about the Accellion attack?

EMMA HOGAN: Mr Wells, do you have the dates there?

GREG WELLS: To answer the earlier question, Mr Primrose, we were informed on 21 January 2021. Subsequently Transport determined that the breach had occurred I think on Christmas Day the year before— 25 December 2020.

The Hon. PETER PRIMROSE: Do you know when Transport actually found out?

GREG WELLS: I will take that on notice. I think also these were provided as supplementary questions last time, too, but let me try to access those so we can go through that this afternoon as well.

The Hon. PETER PRIMROSE: Okay. While you are doing that, can you also find out when Health actually discovered the Accellion attack?

GREG WELLS: Yes, I will do my best to get that this afternoon. If not, we will provide that again on notice.

ANSWER

These questions should be referred to the Minister for Transport and the Minister for Health.

The Hon. PETER PRIMROSE: Let us go through a couple of others, then. It is my understanding— having gone through that material because I still do not know when they actually found out, but when did each of those agencies tell Cyber Security NSW about the attack?

GREG WELLS: Transport, as I just mentioned, informed us on 21 January.

The Hon. PETER PRIMROSE: Yes.

GREG WELLS: As I said, I will confirm for Health this afternoon, if I can, or provide that on notice

ANSWER

Cyber Security NSW was notified by the Ministry of Health on 13 January 2021.

The Hon. PETER PRIMROSE: Okay. How long is your best estimate after these agencies found out was it that they advised Cyber Security NSW there had been a major—

GREG WELLS: It was as fast as possible. You would understand that one of the tradecraft of these breaches and these attacks is for people to hide their tracks. The organisations taking advantage of that information were trying to hide their tracks. Again, we will get this information in terms of time line, but that was provided I think in supplementary questions. We will try to track that down right now. The Accellion FTA incident, as the Minister said this morning, was a global breach that impacted thousands of organisations. It is a vulnerability that cybercriminals took advantage of. It is one that Cyber Security NSW, in our role across the sector, took a role in coordinating a response to in close collaboration with police. In fact, that was why we established Strike Force Martine with—

The Hon. PETER PRIMROSE: I understand what you are saying. What I am trying to understand is not that some nefarious body—if some nefarious person tried to break into my house and I was not aware of it, okay, fair enough. But in this case I am trying to become aware of when I actually phoned the police, or when I phoned the fire brigade. I would suspect that if there was a fire in my neighbour's place or my place I would phone the fire brigade quite quickly. My questions do not relate to when it happened; it is when the agency found out about it and when they informed you guys.

GREG WELLS: We will try to get that on notice if we cannot get it this afternoon.

ANSWER

The Ministry of Health became aware of the breach on 13 January 2021 and immediately notified Cyber Security NSW. Transport for NSW notified Cyber Security NSW when they became aware of the breach on 21 January

2021. Questions on agency discussion with NSW Police Force is a matter for Transport for NSW and NSW Health.

It is not unusual to discover breaches after the date of initial intrusion or compromise. According to cyber security experts FireEye, the median period between compromise and discovery in the Asia-Pacific region is 73 days.

The Hon. PETER PRIMROSE: When were the police made aware?

EMMA HOGAN: I would have to come back to you with the date, but they were made aware that the Accellion—

The Hon. PETER PRIMROSE: Do you have a briefing note on this? Please. I am happy to wait.

EMMA HOGAN: Yes, I do have a briefing note.

GREG WELLS: We do and we will find it.

EMMA HOGAN: We were just questioned about this last time so I have not brought the dates with me this time. I apologise. I will get those for you. To say the police would have been advised as soon as we were, as I mentioned before, we would have, as Cyber Security NSW, reached out to the police also as an agency to say, "There has been a breach. Do you have Accellion as part of your technology kit?" They would have been dealing with it operationally and we would have also advised them of the potential breach and then they would have been called to the crisis committee that I chair. They knew as soon as practicable at the time of the incident. I just do not have the exact date for you.

The Hon. PETER PRIMROSE: As soon as practicable would be within a day?

EMMA HOGAN: Yes.

GREG WELLS: Yes. Let us confirm. As we said, we provided all this last time, but we will access that note.

ANSWER

Questions on agency discussion with NSW Police Force is a matter for Transport for NSW and NSW Health.

The Hon. PETER PRIMROSE: It would be correct to say that Health would inform you as soon as they became aware. Is that right?

EMMA HOGAN: That would be correct.

The Hon. PETER PRIMROSE: And Transport, as soon as they became aware, would inform you?

EMMA HOGAN: That is correct.

The Hon. PETER PRIMROSE: And within a day you would inform the police?

EMMA HOGAN: Yes.

The Hon. PETER PRIMROSE: You will be able to confirm those dates?

EMMA HOGAN: Yes, we will come back to you on those.

The Hon. PETER PRIMROSE: I appreciate that.

ANSWER

The Ministry of Health became aware of the breach on 13 January 2021 and immediately notified Cyber Security NSW. Transport for NSW notified Cyber Security NSW when they became aware of the breach on 21 January 2021. Questions on agency discussion with NSW Police Force is a matter for Transport for NSW and NSW Health.

The Hon. PETER PRIMROSE: I just want to get crystal clear then the timing of this. I think you said Transport advised you on 21 January.

GREG WELLS: Correct.

The Hon. PETER PRIMROSE: I think Health around 13 January.

GREG WELLS: Let us confirm that.

ANSWER

The Ministry of Health became aware of the breach on 13 January 2021 and immediately notified Cyber Security NSW. Transport for NSW notified Cyber Security NSW when they became aware of the breach on 21 January

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2021. Questions on agency discussion with NSW Police Force is a matter for Transport for NSW and NSW Health.

The Hon. PETER PRIMROSE: Please. Then within a day or so, they advised you and then within a day or so you advised the New South Wales police. Is that correct? GREG WELLS: I think we are saying Transport advised us on 21 January, so not a day from then. That is when they advised us. We will confirm when Health advised us. I think that is accurate—13 January. Then we can confirm the interaction with New South Wales police but, as the secretary said, that would have been very rapid.

ANSWER
The Ministry of Health became aware of the breach on 13 January 2021 and immediately notified Cyber Security NSW. Transport for NSW notified Cyber Security NSW when they became aware of the breach on 21 January 2021. Questions on agency discussion with NSW Police Force is a matter for Transport for NSW and NSW Health

The Hon. PETER PRIMROSE: Were any other agencies involved in this whole process? State agencies I am happy with. GREG WELLS: Let me take that on notice. The Accellion product was used across a number of government agencies, but let me confirm to the extent that was an impact. I should also confirm that the Accellion FTA product is not used across government any longer.

ANSWER
Only The Ministry of Health and Transport for NSW had their Accellion instances breached.

The Hon. ANTHONY D'ADAM: How long ago was that—sorry, I will let you finish. GREG WELLS: Sure. That was part of the $1.6 billion investment in 2019-20, and then a further $75 million has been allocated for small and independent agencies in the last round of the Digital Restart Fund. So a total of $315 million is reserved for cybersecurity specifically. The Hon. ANTHONY D'ADAM: How much of that has been spent already? GREG WELLS: That I can get you on notice, if I do not have it in front of me. I will come back on notice, if I cannot get that this afternoon.

ANSWER
The amount that has been spent for Cyber projects is: • Financial Year 2020-21 - $26.6 million • Financial Year 2021-22 - $37.0 million (up to 17 March 2022)

The Hon. ANTHONY D'ADAM: Can you perhaps, on notice, provide the Committee with a copy of the org chart of Cyber Security NSW? EMMA HOGAN: Sure, no problem. The Hon. ANTHONY D'ADAM: Can I also ask about the total annual budget for Cyber Security NSW and details of its staffing establishment? EMMA HOGAN: Certainly.

ANSWER
A copy of the Cyber Security NSW organisation chart is attached as Tab M. The total annual budget for Cyber Security NSW for financial year 2020-21 was $20,677,000.

The Hon. ANTHONY D'ADAM: Can I, on notice, ask a similar question—that is, can we have the organisation chart for digital.NSW, its total annual budget as well as its staffing establishment? EMMA HOGAN: Yes, no problem.

ANSWER
The total operating budget for Digital.NSW for financial year 2021-22 is $417.2 million. The employee related expenses component of the Digital.NSW budget for financial year 2021-22 is $158.9 million. A copy of the Digital.NSW organisational chart is attached at Tab N.

Digital.NSW had 853 FTE staff as at 17 February 2022.

The Hon. PETER PRIMROSE: I have two lots of final questions to ask, one of which relates to iVoting and the other to Smart Cities. I will address this question directly to Mr Wells but if anyone else wishes to answer, that is fine. I refer to the last round of estimates relating to some questions from the Hon. Adam Searle. I will read the Hansard which, inter alia, states: Mr Wells, we are currently working with the Electoral Commission on that business case. The total requested was $122 million but we are working with the Electoral Commission on the assurance of that business case and critical recommendations that need to be addressed. I think this morning when I raised a similar question of the requested $122 million to improve cybersecurity the answer I received was that they had been provided with only $4.8 million. Is that correct?

GREG WELLS: That is correct. If there is a discrepancy between the business case that we have reviewed for $22 million, not $122 million—and the Hansard from the last estimates we will get that corrected— but as I said this morning the $22 million business case was submitted through the assurance process. What we have funded so far is a first tranche of funding for $4.88 million to enable the Electoral Commission to start their security uplift program.

The Hon. PETER PRIMROSE: To get this crystal clear—Hansard was not correct. With due respect to Hansard there were comments throughout about the difficulties of the audio.

GREG WELLS: Yes, last estimates audio was very difficult so let me see what that is and we will correct that, if that is the case.

The Hon. PETER PRIMROSE: So it is $22 million?

GREG WELLS: Twenty two is the size of the business case we are reviewing, correct.

The Hon. PETER PRIMROSE: The first tranche is over what period?

GREG WELLS: I will take the exact dates on notice but my understanding is that it covers essentially this calendar year. That program will be implemented across this calendar year.

ANSWER

The first tranche is due for completion by March 2023.

The Hon. PETER PRIMROSE: So calendar year 2022. What do you expect the first tranche will involve? Please feel free to take it on notice, if you want to.

GREG WELLS: Yes, I will provide what I can on notice but as I said to Mr D'Adam earlier, we are not going to go into specifics about the nature of the exact uplift.

ANSWER

The first tranche aims to deliver on three objectives:

- An increase in cyber maturity against the ACSC Essential 8.

- A higher level of cyber maturity against the NSW Cyber Security Policy's Mandatory 25 requirements.

- Improvement to Identity and Access Management.

The Hon. PETER PRIMROSE: Could you please take on notice who sits on that customer council?

EMMA HOGAN: Yes. There is a representative from each cluster. Do you want specific names?

The Hon. PETER PRIMROSE: Yes, please, and their titles.

EMMA HOGAN: Sure.

ANSWER

The NSW Customer Council has been established to drive collective effort towards opportunities that create the greatest value for customers and communities, and make NSW the world's most customer-centric Government. It is a key governance body that provides a forum to drive a whole-of-government strategic approach to customer service. The Council considers and advises on key customer centric initiatives, including programs that involve grassroots communities and front-line services.

Initiatives the Council has recently considered include; improving the online reporting experience of victims of sexual violence, Government Made Easy Premier's Priority, the Life Journey program to join up government service delivery around key life events, NSW Digital Licensing Program and the mass COVID-19 vaccination hub.

NSW Customer Council current members

Emma Hogan (Chair)	Secretary for Digital and the Department of Customer Service
William Murphy	Deputy Secretary, Customer, Delivery and Transformation, DCS
Greg Wells	Deputy Secretary, NSW Government Chief Information and Digital Officer, DCS
Damon Rees	Chief Executive Officer, Service NSW, DCS
Sarah Cruickshank	Deputy Secretary, Transformation, Department of Premier & Cabinet
Kenna Ackley	Executive Director, Health and Stronger Communities, Policy and Budget Group, NSW Treasury
Imma Chippendale	Executive Director, Data & Performance, Department of Regional NSW
Sally Friedlander	Deputy Secretary, People, Performance and Culture, Department of Planning and Environment
Joost de Kock	Deputy Secretary, Customer Strategy & Technology, Transport for NSW
Leanne McCusker	A/Deputy Commissioner, Corporate Services, NSW Police
Kathrina Lo	NSW Public Service Commissioner, Public Service Commission
Susan Pearce[1]	Deputy Secretary, NSW Health (now Secretary, NSW Health)
Ruth Owen	Deputy Secretary, Learning Improvement & Education (Education)
Eleri Morgan-Thomas	Executive Director, Partnerships, Strategy, Policy and Commissioning, Department of Communities and Justice

[1] New NSW Health representative to be advised due to Susan Pearce's change of role

The Hon. PETER PRIMROSE: And is there a steering committee?

EMMA HOGAN: A steering committee of the customer council or Digital Restart Fund?

The Hon. PETER PRIMROSE: The Digital Restart Fund.

GREG WELLS: Yes, there is.

The Hon. PETER PRIMROSE: Again, can you please take on notice the same question?

GREG WELLS: Yes, I am happy to do that.

ANSWER

The Digital Restart Fund Steering Committee membership list:

Cluster	Name	Title	Role
Treasury NSW	San Midha	Deputy Secretary, Treasury Policy & Budget	Joint chair
Department of Customer Service	Greg Wells	Government Chief Information and Digital Officer	Joint chair
Department of Premier and Cabinet	Sarah Cruickshank	Deputy Secretary, Policy Group	Member
Regional NSW	Rebecca Fox	Deputy Secretary Regional Precincts	Member
Transport NSW	Richard Host	Chief Information Officer, Transport NSW	Member
Infrastructure NSW	Said Hirsh	Head of Strategy, Planning, and Innovation	Member

The Hon. PETER PRIMROSE: Is there a Digital Restart Fund working group?

GREG WELLS: Yes, there is.

The Hon. PETER PRIMROSE: Again, could you please take the same—I am interested in agency, name and position.

GREG WELLS: Yes, happy to do that.

ANSWER

The Digital Restart Fund working group membership list:

Cluster	Name	Title	Role
Department of Customer Service	Ramesh Murthy,	Director EPMO, Digital Strategy, Investment and Assurance	Chair
Department of Customer Service	Jessica Ho	Director Assurance, Digital Strategy, Investment and Assurance	Member
Treasury NSW	Winnie Chan	Associate Director, Strategic Policy Development	Member
Treasury NSW	Jessica Chung	Senior Advisor Premier, Education and Customer Service Strategic Projects, Policy and Budget	Member
Department of Premier and Cabinet	Alicia Lin	Associate Director, Digital Restart Fund, DPC PG PIU Delivery	Member