



LEGISLATIVE COUNCIL

PORTFOLIO COMMITTEES

## **BUDGET ESTIMATES 2021-2022** **Supplementary Questions**

**Portfolio Committee No. 4 – Customer Service and Natural Resources**

**CUSTOMER SERVICE AND DIGITAL GOVERNMENT**

Hearing: 7 March 2022

**Answers due by: 1 April 2022**

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## CUSTOMER SERVICE AND DIGITAL GOVERNMENT

<b>Questions from the Hon Mark Buttigieg (on behalf of the Opposition)</b>	
<b>Question</b>	
<b>COVID-19 Financial Support</b>	
1)	How many applications have been received as of 10 March 2022, for the 2022 Small Business Support Program?
2)	How many applications received for the 2022 Small Business Support Program, have been processed and paid as of 10 March 2022?
3)	What is the average time to process and pay applications to the 2022 Small Business support program as of 8 March 2022?
4)	As of 10 March 2022, how many applications have been received for the commercial landlord hardship grant?
5)	As of 10 March 2022, how many applications have been approved and processed for the commercial landlord hardship grant?
6)	As of 10 March 2022, what is the total value of grants approved under the commercial landlord hardship fund?
7)	What is the total budgeted cost of the Stay NSW vouchers program?
8)	What is the total value of Stay NSW vouchers redeemed to date?
9)	What was the total administration costs to establish the Dine and Discover program?
<b>ANSWER:</b>	
1)	9,224 applications received. Service NSW conducts eligibility and fraud checks on all applications received. During the assessment process, Service NSW asks customers to provide any missing information needed to finalise our assessment. Only those applications passing eligibility and fraud checks are approved and paid.
2)	4,956 applications had passed eligibility and fraud checks and were approved and paid.
3)	8 days.
4)	2,998 applications received. Service NSW conducts eligibility and fraud checks on all applications received. During the assessment process, Service NSW asks customers to provide any missing information needed to finalise our assessment. Only those applications passing eligibility and fraud checks and approved and paid.
5)	1,586 applications had passed eligibility and fraud checks and were approved and paid.
6)	\$9.8 Million.
7)	\$230 Million.
8)	\$547,909 as at 10 March 2022.
9)	\$7.1 Million

<b>Flood Relief</b>	
10)	Since 1 January 2022, how many applications have been received for the disaster relief grant for individuals?
11)	As of 10 March 2022, what is the average time for an application for the disaster relief grant for individuals to be processed and paid?
<b>ANSWER:</b>	
10)	Disaster Relief Grant for Individuals is administered by Resilience NSW. Questions relating to the program should be directed to the Premier
11)	Disaster Relief Grant for Individuals is administered by Resilience NSW Questions relating to the program should be directed to the Premier.
<b>Service NSW Centres</b>	
12)	How much of the allocated \$6.1 million in capital expenditure to build four new Service NSW centres from the 2021-22 budget has been spent to date?
13)	At the 2019 state election the Government pledged to build 10 new Service NSW Centres. What is the status, location, and has a property been purchased or leased for each centre?  a) If not, provide a breakdown for each of the proposed centres.
14)	Have any planning or feasibility studies been carried out in relation to opening a Service NSW Centre in the Campbelltown local government area?  a) If not, why not?  b) If so, what was the outcome of the studies?  i) What suburbs are being considered as a location for a Service NSW Centre?
15)	How many customers visited the Macarthur Service Centre in 2020?  a) What is the breakdown of customers who reside in the local government areas of Campbelltown, Camden and Wollondilly?
16)	How many customers visited the Macarthur Service Centre in 2021?  a) What is the breakdown of customers who reside in the local government areas of Campbelltown, Camden and Wollondilly?
<b>ANSWER:</b>	
12)	Over \$2 Million has been spent to date for Financial Year 2021-22.
13)	4 of the 10 centres have opened for trade and Service NSW is on track for delivering the remaining Service NSW Centres by 2023.
14)	Yes.  a) N/A  b) Yes, planning and feasibility studies were carried out in relation to opening new Service NSW Service Centres in the Metropolitan region, wherein consideration was given to all

LGAs, including Campbelltown LGA. The studies concluded that Edmondson Park was the most suitable option for a SNSW Centre.

- i) Edmondson Park was selected based on factors such as estimated population growth by region, and the distance to and utilisation of Service Centres in close proximity. Edmondson Park is located at a distance of approximately 13km to Campbelltown's City Centre.

15) Number of customers served: 165,084 noting that reflects over the counter transactions and the top 6 digital transactions only.

- Approximately 27.3% from Camden LGA
- Approximately 39.8% from Campbelltown LGA
- Approximately 11.5% from Wollondilly LGA

Note: LGA data is based on postcodes included in each LGA, percentages should be considered estimates.

16) Number of customers served: 196,473 noting that reflects over the counter transactions and the top 6 digital transactions only.

- Approximately 26.4% would be from Camden LGA
- Approximately 37.4% would be from Campbelltown LGA
- Approximately 10.6% would be from Wollondilly LGA

Note: LGA data is based on postcodes included in each LGA, percentages should be considered estimates.

### **Digital Restart Fund**

17) What is the total recurrent spending for the Digital Restart Fund in the 2021-22 financial year?

- a) What is the breakdown of that expenditure?

18) What was the total recurrent spending for the Digital Restart Fund in the 2020-21 financial year?

- a) What is the breakdown of that expenditure?

19) What was the total recurrent spending for the Digital Restart Fund in the 2019-20 financial year?

- a) What is the breakdown of that expenditure?

20) What is the total spending from the Digital Restart Fund in the 2021-22 financial year to date?

21) What is the breakdown of capital expenditure from the Digital Restart Fund via project from the 2021-22 financial year?

22) What is the breakdown of capital expenditure from the Digital Restart Fund via project from the 2020-21 financial year?

23) What is the breakdown of capital expenditure from the Digital Restart Fund via project from the 2019-20 financial year?

- 24) Please provide a breakdown of who is the lead agency for delivering each project funded by the Digital Restart Fund.
- 25) Does the Digital Restart Fund provide funding to the Smart Places reservation?
  - a) What is the total value of this funding over the past three financial years?
- 26) What is the total value of the Smart Places reservation fund?
- 27) What oversight does the Department of Customer Service have over funding approved out of the Smart Places reservation?

**ANSWER:**

- 17) The total DRF gross expenditure for Financial Year 2021-22 at February 2022 is \$176.8 Million. The Digital Restart Fund team allocates the ERC approved funding amount to the project lead cluster(s). Breakup of the gross expenditure in recurrent and capital expenditure can be sourced from the Cluster Chief Financial Officers.
- 18) The total DRF gross expenditure for Financial Year 2020-21 is \$176.2 Million. The Digital Restart Fund team allocates the ERC approved funding amount to the project lead cluster(s). Breakup of the gross expenditure in recurrent and capital expenditure can be sourced from the Cluster Chief Financial Officers.
- 19) As the Digital Restart Fund and *Digital Restart Act 2020* was established in Financial Year 2020-21, there was no expenditure in Financial Year 2019-20.
- 20) The total spending by the Digital Restart Fund in Financial Year 2021-22 is \$176.8 Million as at February 2022.
- 21) The Digital Restart Fund team allocates the ERC approved funding amount to the project lead cluster(s). Breakup of the gross expenditure in recurrent and capital expenditure can be sourced from the Cluster Chief Financial Officers.
- 22) The Digital Restart Fund team allocates the ERC approved funding amount to the project lead cluster(s). Breakup of the gross expenditure in recurrent and capital expenditure can be sourced from the Cluster Chief Financial Officers.
- 23) As the Digital Restart Fund and *Digital Restart Act 2020* was established in Financial Year 2020-21, there was no expenditure in Financial Year 2019-20.
- 24)

<b>Project Name</b>	<b>Cluster</b>
Cyber Security NSW - Critical Statewide Maturity Uplift	Customer Service
DCS and GovConnect Cybersecurity Uplift	Customer Service
PHSDIP DCJ Cybersecurity Program	Stronger Communities
Health Cyber Uplift Program	Health
Simplified Appointments for Patient and Clinicians	Health
Police Cyber Security Transformation Program	Stronger Communities
Australian Death Notification Service	Customer Service
RANlytics	Customer Service
ServiceNSW Cyber Uplift Program	Customer Service
GME - Digital Renewal Notifications	Customer Service
TAFE Cybersecurity	Education
Treasury Cyber Security Uplift	Treasury
e.Regulation	Customer Service
Business Insights Hub - early beta (Project Amplify)	Customer Service
Park 'n' Pay	Customer Service

Extending e-Invoicing adoption	Customer Service
Life Event Notification Service – Financial Hardship	Customer Service
NSW Better Outcomes Lab	Customer Service
Living in NSW Life Journey - Discovery to Alpha	Customer Service
WofG Web Hosting Platform - OneCX Phase 1	Customer Service
Becoming an Adult Life Journey - Discovery to Alpha	Customer Service
Life Event Notification Service – Aboriginal Heritage	Customer Service
Strengthening DoE Cyber Security – Seed Funding	Education
Smart Places Infrastructure Fund	Planning, Industry & Environment
DPC Cluster Cyber Uplift & Resilience Program	Premier and Cabinet
WofG ERP Modernisation	Customer Service
PSC Workforce Dataflow/GEN	Premier and Cabinet
Mineral Royalties systems enhancements	Customer Service
GME - POI Build Out	Customer Service
GME - Facial Recognition to Log into MyAccount	Customer Service
Smart Places: Modular greywater / smart water	Planning, Industry & Environment
Western Parkland City Digital Smart Kerbs Pilot	Transport
Customer Planning Portal	Customer Service
Transport Regulatory Services Optimisation Prototype (DRIVES)	Transport
buy.nsw - Go to Market Phase 2	Customer Service
DPIE Cyber Security Uplift Program	Planning, Industry & Environment
Support digital inclusion and capability of regional NSW public servants	Regional NSW
Single Digital Patient Record	Health
Cyber Security - Essential Eight Maturity Uplift	Health
New NSW Pet Registry - Registration Stream	Planning, Industry & Environment
New NSW Pet Registry – Data Entry and Pre-Registration Stream	Planning, Industry & Environment
Assured Revenue	Customer Service
Whole of Customer Online Booking System (OBS)	Customer Service
Transport Cyber: Maturing Cyber Advisory Services for Secure by Design outcomes	Transport
Transport Cyber: Third Party Cyber Security Risk Management	Transport
eRegulation - Amanda PoC Regulatory Transactions Platform	Customer Service
eRegulation - Business Customer	Customer Service
eRegulation - Single View of Business Data and Analytics	Customer Service
End of Life Product Development	Customer Service
Digital Reform Program (DRP)	Stronger Communities
Smart Places: Envisioning in 3D – Camden Council PoC	Customer Service
GME Change of Name After Marriage Beta Phase	Customer Service
Life Administrator: Discovery	Customer Service
DCS Project Trust - Cybersecurity Uplift	Customer Service
Strengthening DoE Cyber Security -- Scale	Education
Smart places Accelerator Program 1% admin	Planning, Industry & Environment
NSW National Parks and Wildlife Service Digital Backpack	Planning, Industry & Environment
DPC Cyber Uplift and Resilience Program Phase 2	Premier and Cabinet
DRNSW Customer Journey Roadmap	Regional NSW
Customer Payments Platform	Customer Service

Legal Aid Client Portal	Stronger Communities
Digitise and enhance integrity of Electoral process Enhance voter experience	Premier and Cabinet
Advanced Bush Fire Intelligence Technology Project	Stronger Communities
Spatial Digital Twin Public Beta	Customer Service
Transport Cyber Defence - Microsoft Cloud Security Controls	Transport
Transport Cyber: Essential 8 Security Remediation	Transport
Transport Cyber: FAIR benefits analysis	Transport
Transport Cyber: Regional, Delivery and Safety Essential 8 Remediation of Application Security Risks	Transport
Transport Cyber: Corporate IT Essential 8 Maturity Uplift – Phase 1	Transport
Transform Prisoner Rehabilitation through Digital Technology	Stronger Communities
Student Learner Profile	Education
Smart and Skilled Market Comparison Tool	Education
Urban Environmental Intelligence Platform	Planning, Industry & Environment
Smart Infrastructure Policy Acceleration (SIPA) Program	Planning, Industry & Environment
Smart Regional Spaces Ready Set Go	Regional NSW
National Multi-Hazard Service	Customer Service
ICAC Cyber security uplift	Premier and Cabinet
Compliance and security digital uplift	Premier and Cabinet
Tell Your Story Once Customer Relationship and Data Management Tool	Premier and Cabinet
Smart Irrigation Management for Parks and Cool Towns SIMPaCT	Planning, Industry & Environment
Asset AI	Transport
Australian Museum Cyber Uplift	Enterprise, Investment and Trade
Digitising Coronial Pathway to Improve Family Experience	Stronger Communities
Commercial Identity Exchange aka Commercial Credentials Exchange	Customer Service
carbonZero Accelerator	Planning, Industry & Environment
Smart Planning Approvals	Planning, Industry & Environment
Giving NSW a Drone Capability for Biodiversity Monitoring	Planning, Industry & Environment
Western Parkland City Digital Inclusion	Planning, Industry & Environment
Forestry Corp Cyber Uplift	Regional NSW
Greater Sydney Commission Cyber uplift	Premier and Cabinet
Neon Grid - A smarter approach to going out	Enterprise, Investment and Trade
Law Enforcement Conduct Commission	Premier and Cabinet
Legal Aid Cyber Uplift	Stronger Communities
Transforming Language Services	Stronger Communities
Integrated Connected Officer program- ALPHA phase (Traffic & Highway Patrol)	Stronger Communities
NSW Parliament cyber uplift	Premier and Cabinet
Workforce Dataflow & Analytics (Dataflow) – Phase 2	Premier and Cabinet
NSW RFS Cyber uplift	Stronger Communities
GME Transaction Register Roadmap Implementation	Customer Service
GME - Customer Details Sharing Centre	Customer Service
NSW Digital Identity Program	Customer Service
NSW SES Cyber Uplift	Stronger Communities

Taronga Zoo Cyber Uplift	Planning, Industry & Environment
Transport Project Acceler8	Transport
Museum of Applied Arts and Sciences Cyber Uplift	Enterprise, Investment and Trade
Banking and Payments Digital Reform	Treasury
Stronger Communities Critical Cyber Security Strategy Implementations	Stronger Communities
Transport License and Registration System Modernisation and Optimisation Program (DRIVES 2.0)	Transport
Western Parkland City Cyber Uplift	Planning, Industry & Environment
Western Sydney Service Delivery Reform Returning Beta	Stronger Communities
e-Invoicing Mandate Implementation	Customer Service
Electoral Commission Cyber Security 2022	Premier and Cabinet
MyServiceNSW Mobile App	Customer Service
Culturally safe digital Keeping Places for NSW Aboriginal communities	Enterprise, Investment and Trade
Digitisation and ICT Infrastructure for Cultural Sector Preservation and Access	Enterprise, Investment and Trade
Aboriginal Housing Office reducing the digital divide between mainstream and Aboriginal community housing tenants	Planning, Industry & Environment
Modernise Licensing & Compliance	Customer Service
Project Amplify - e-Regulation (Returning Scale - Strategic Business Case)	Customer Service
Business Insights Hub - beta improvement (Project Amplify)	Customer Service
eConstruction	Customer Service
Data as an asset	Customer Service
Park n Pay disability parking	Customer Service
Digital Renewal Notifications Extension & for Drivers Licences and App	Customer Service
Smart Places Capability Uplift	Customer Service
School Check-in	Education
Digital Efficacy (formerly School Based Digital Continuous Improvement Program for School Leaders (Operational Excellence))	Education
Transition to School Digital Statement - holistic parent journey (seed 2)	Education
ASTP Transport Management System	Education
Smart Places Acceleration Program Innovation Stream	Planning, Industry & Environment
DPIE Cyber Security uplift	Planning, Industry & Environment
ePlanning Phase 4	Planning, Industry & Environment
Service Management Tools and Process Consolidation	Premier and Cabinet
Whole of gov Grants Portal	Regional NSW
Rural Assistance Authority Service Transformation	Regional NSW
Accessibility NSW	Customer Service
Saving our Species beyond 2021 Roadmap Implementation	Planning, Industry & Environment
Park n Pay Expansion	Customer Service
INSW Cyber uplift	Transport
Smarter Soil Conservation	Regional NSW
Digital Baby Book	Health
Digital Birth Certificate	Customer Service
State Archives and Sydney Living Museum Cyber Uplift	Enterprise, Investment and Trade



Whole of Government Next Generation Digital Connectivity (POC)	Customer Service
Spatial Aboriginal Land Claim (ALC) Register	Premier and Cabinet
Greener Neighbourhoods Tree canopy spatial data updates	Planning, Industry & Environment
Commercial Fisheries System and Service Modernisation	Regional NSW
Valnet III	Planning, Industry & Environment
Tell Your Story Once: an inclusive person-centred approach to assisting disaster affected people (Beta)	Stronger Communities
NSW RFS National Fire Danger Rating System enablement	Stronger Communities
State Library cyber uplift	Enterprise, Investment and Trade
Botanic Gardens data security, digital fundraising and tourism sales	Planning, Industry & Environment
On-Road CAV Public Bus Trials	Transport
Implementation of uplifted ASCS Essential 8 Controls	Transport
TEW — Technology Enabled Workforce Program	Transport
Sydney Metro Cyber Security Uplift	Transport
LIVE.NSW (earlier Spatial Digital Twin)	Customer Service
WofG Web Hosting (OneCX) Phase 2	Customer Service
Rural Access Gap	Education

25) Yes.

a) The total value of funding over the past three financial years is \$28.0 Million.

26) \$45.0 Million from the Digital Restart Fund.

27) The Department of Customer Service (DCS) manages governance processes including investment assurance over all DRF initiatives including Smart Places projects. The Smart Places Advisory Council prioritises all Smart Places projects prior to DRF Working Group and DRF Steering Committee review and ERC approval.

DCS also ensures that the total cumulative funding across multiple Smart Places projects is within the \$45.0 million envelope.

### Department of Customer Service

28) Service NSW continues to be one of the most highly recognizable public sector agencies and as every citizen in NSW has had some contact with Service NSW even just from the aid of a QR Code, when and where is the recognition from the NSW Government Staff have continued to deliver driver testing, processing of licenses, dine and discover vouchers, applying for a seniors card, working with children check and every other add on app that the Government releases but the Government has failed to acknowledge the hard work of Service NSW staff. When will the Government finally acknowledge the work of Service NSW staff?

29) Why has the NSW Government and the Department of Customer Service failed in implementing repeated recommendations on cyber security for one of the state's most valuable public service departments?

### ANSWER:

28) The NSW Government is proud of the vital contribution Service NSW makes in the delivery of government services and recognises the incredible commitment of Service NSW staff in supporting the customers and businesses of NSW.

Teams and individuals are recognised and celebrated throughout the year for outstanding customer service, leadership, resilience and work ethic through formal Public Sector and

Departmental awards, internal channels including Town Halls and Workplace/Yammer as well as externally through LinkedIn.

- 29) The Department of Customer Service and Cyber Security NSW work closely with Service NSW and all NSW Government departments on their cyber security uplift.

Cyber Security NSW is implementing all the cyber security recommendations of the NSW Audit Office in relation to reporting requirements under the NSW Cyber Security Policy.

The Department of Customer Service has stood up Project Trust in order to address audit findings and improve cyber security across the Customer Service Cluster and within GovConnect.

Cyber security maturity uplift takes time and the Department of Customer Service and Cyber Security NSW are investing heavily in this uplift to ensure NSW Audit Office recommendations are fully implemented in the next and subsequent versions of the NSW Cyber Security Policy.

Service NSW's Digital Restart Fund business case is being implemented and will help provide for future uplift projects that will further enhance their cyber security maturity.

Service NSW is running a Cyber Security Resilience and Uplift Program (CSRUP) to improve our security posture across a number of areas. Through this program Service NSW will achieve:

- Higher cyber maturity with regards to Essential 8 and NSW Cyber Security Policy.
- ISO27001 certification for all Service NSW Crown Jewels.
- Closure of audit recommendations coming from the NSW Audit Office, DCS Internal Audit and internally commissioned reports.

#### **Park n Pay**

- 30) Can DCS name a backend provider they have worked with outside of Duncan solutions for tariff information and payment processing?

a) Specifically tariff information and payment processing?

- 31) Can the park n Pay app be adopted by a Council who does not currently offer paid parking, without them having to adopt paid parking?

a) Would this impact the functionality of the app?

b) If so, can you please provide examples?

#### **ANSWER:**

- 30) One example is ParkonKing based in mascot.

a) The tariff information and payment processing is done by the same provider. Park'nPay has also integrated with Parkhound for driveway rentals where the tariff information and payment processing is done by Parkhound. Other integrations include: Chargefox for all EV charging stations, Central Coast car park via frog parking, Mosman car parks and street parking via Smart Parking. Commuter car parks via TfNSW.

- 31) Yes, council can onboard to Park'nPay even when they do not offer paid parking. Example Central Coast and Cumberland Councils. In addition, Park'nPay displays information about over 20 Commuter Car Parks and 18,000+ private driveway rentals via Parkhound.

a) No this does not impact the functionality and it enhances the value proposition of the app.

b) Not applicable.

## Redundancies within the Customer Service Cluster

- 32) How many full-time equivalent positions existed across the Customer Service cluster:
- On 1 July 2020?
  - On 1 July 2021?
- 33) How many full-time equivalent positions existed at Service NSW:
- On 1 July 2019?
  - On 1 July 2020?
  - On 1 July 2021?
- 34) During the Budget Estimates Hearing on 9 March 2020, Service NSW CEO Damon Rees stated Service NSW would address 'budgetary challenges' through 'the consolidation of corporate services functions' which 'includes teams like finance, technology, people and culture, marketing, communications, risk governance' (Uncorrected transcript, p. 30). In relation this:
- How many full-time equivalent positions have been made redundant during the 2021-22 financial year in the teams responsible for:
    - Finance;
    - Technology;
    - People and culture;
    - Marketing;
    - Communications; and
    - Risk governance?
  - How many full-time equivalent positions in 'frontline' roles have been made redundant during the 2021-22 financial year?
- 35) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Department of Customer Service from July 2021 to date?
- Which departmental areas were these affected position/s previously allocated to?
  - Which geographical area/s were these affected position/s previously located within?
  - What date/s were these redundancies finalised?
  - What is the full monetary value of these redundancies in savings per annum?
- 36) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Department of Customer Service?
- Which departmental area/s are these affected position/s currently allocated to?
  - Which geographical area/s are these affected position/s currently located within?
  - What date/s are these redundancies proposed to be finalised?

- d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 37) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Board of Surveying and Spatial Information (BOSSI) from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 38) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Board of Surveying and Spatial Information (BOSSI)?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 39) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Geographical Names Board of New South Wales (GNB) from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 40) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Geographical Names Board of New South Wales (GNB)?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 41) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Independent Pricing and Regulatory Tribunal of NSW from July 2021 to date?

- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 42) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Independent Pricing and Regulatory Tribunal of NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 43) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Information and Privacy Commission NSW from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 44) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Information and Privacy Commission NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 45) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Long Service Corporation from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?

- 46) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Long Service Corporation?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 47) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Architects Registration Board from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 48) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Architects Registration Board?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 49) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at NSW Fair Trading from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 50) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at NSW Fair Trading?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?

- e) What is the full projected monetary value of these redundancies in savings per annum?
- 51) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the NSW Government Telecommunications (Telco) Authority from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
- b) Which geographical area/s were these affected position/s previously located within?
- c) What date/s were these redundancies finalised?
- d) What is the full monetary value of these redundancies in savings per annum?
- 52) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the NSW Government Telecommunications (Telco) Authority?
- a) Which departmental area/s are these affected position/s currently allocated to?
- b) Which geographical area/s are these affected position/s currently located within?
- c) What date/s are these redundancies proposed to be finalised?
- d) What date/s were these redundancies proposed and/or announced?
- e) What is the full projected monetary value of these redundancies in savings per annum?
- 53) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Greyhound Welfare and Integrity Commission from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
- b) Which geographical area/s were these affected position/s previously located within?
- c) What date/s were these redundancies finalised?
- d) What is the full monetary value of these redundancies in savings per annum?
- 54) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Greyhound Welfare and Integrity Commission?
- a) Which departmental area/s are these affected position/s currently allocated to?
- b) Which geographical area/s are these affected position/s currently located within?
- c) What date/s are these redundancies proposed to be finalised?
- d) What date/s were these redundancies proposed and/or announced?
- e) What is the full projected monetary value of these redundancies in savings per annum?
- 55) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Registrar General from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?

- b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 56) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Registrar General?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 57) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Office of the Professional Standards Councils from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 58) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Office of the Professional Standards Councils?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 59) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Rental Bond Board from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 60) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Rental Bond Board?
- a) Which departmental area/s are these affected position/s currently allocated to?



- b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 61) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Revenue NSW from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 62) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Revenue NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 63) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at SafeWork NSW from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 64) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at SafeWork NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 65) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at Service NSW from July 2021 to date?

- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 66) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at Service NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 67) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the State Insurance Regulatory Authority (SIRA) from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 68) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the State Insurance Regulatory Authority (SIRA)?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 69) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Subsidence Advisory NSW from July 2020 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 70) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Subsidence Advisory NSW?

- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 71) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Surveyor General of NSW from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 72) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Surveyor General of NSW?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?
- 73) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Waste Assets Management Corporation from July 2021 to date?
- a) Which departmental areas were these affected position/s previously allocated to?
  - b) Which geographical area/s were these affected position/s previously located within?
  - c) What date/s were these redundancies finalised?
  - d) What is the full monetary value of these redundancies in savings per annum?
- 74) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Waste Assets Management Corporation?
- a) Which departmental area/s are these affected position/s currently allocated to?
  - b) Which geographical area/s are these affected position/s currently located within?
  - c) What date/s are these redundancies proposed to be finalised?
  - d) What date/s were these redundancies proposed and/or announced?
  - e) What is the full projected monetary value of these redundancies in savings per annum?

- 75) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Commission from July 2021 to date?
- Which departmental areas were these affected position/s previously allocated to?
  - Which geographical area/s were these affected position/s previously located within?
  - What date/s were these redundancies finalised?
  - What is the full monetary value of these redundancies in savings per annum?
- 76) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Commission?
- Which departmental area/s are these affected position/s currently allocated to?
  - Which geographical area/s are these affected position/s currently located within?
  - What date/s are these redundancies proposed to be finalised?
  - What date/s were these redundancies proposed and/or announced?
  - What is the full projected monetary value of these redundancies in savings per annum?
- 77) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been finalised at the Workers Compensation Independent Review Office from July 2021 to date?
- Which departmental areas were these affected position/s previously allocated to?
  - Which geographical area/s were these affected position/s previously located within?
  - What date/s were these redundancies finalised?
  - What is the full monetary value of these redundancies in savings per annum?
- 78) As you are the lead Minister for the Customer Service Cluster, how many redundancies have been proposed and/or announced but not yet finalised at the Workers Compensation Independent Review Office?
- Which departmental area/s are these affected position/s currently allocated to?
  - Which geographical area/s are these affected position/s currently located within?
  - What date/s are these redundancies proposed to be finalised?
  - What date/s were these redundancies proposed and/or announced?
  - What is the full projected monetary value of these redundancies in savings per annum?

**ANSWER:**

- 32) The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.
- 33) The Department of Customer Service is required to report staffing and remuneration details through Annual Reports. I refer the Member to the publicly available Annual Reports.
- 34) a)
- 0

- ii) 0
- iii) 0
- iv) 0
- v) 0
- vi) 0

b) No Service NSW frontline roles have been made redundant.

35) – 78)

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

### **Employees**

- 79) Minister, for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your portfolio:
- a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
  - b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
  - c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
  - d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
  - e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
  - f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
  - g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
  - h) How many female and how many male SEB or SEB-equivalent employees are there?
  - i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?
  - j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
  - k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
  - l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
  - m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
  - n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
  - o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
  - p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
  - q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
  - r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?
  - s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
  - t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?

- u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent
  - v) What steps are you taking to eliminate the gender pay gap?
  - w) What timeframe have you set to eliminate the gender pay gap?
- 80) Cluster Secretary- for each department, agency, State-owned corporation or other body, and for each division of those bodies, if any, in your Cluster:
- a) What is the gender pay gap, both generally and across those employees in SEB or SEB-equivalent bands?
  - b) What is the highest remuneration for female employees– both generally and for SEB/SEB-equivalent employees?
  - c) What is the lowest pay received by female employees – both generally and for SEB/SEB-equivalent employees?
  - d) What is the average remuneration received by female employees – both generally and for SEB/SEB-equivalent employees?
  - e) What is the highest remuneration for male employees– both generally and for SEB/SEB-equivalent employees?
  - f) What is the lowest pay received by male employees – both generally and for SEB/SEB-equivalent employees?
  - g) What is the average remuneration received by male employees – both generally and for SEB/SEB-equivalent employees?
  - h) How many female and how many male SEB or SEB-equivalent employees are there?
  - i) What is the highest number of direct reports to female SEB or SEB-equivalent employees?
  - j) What is the lowest number of direct reports to female SEB or SEB-equivalent employees?
  - k) What is the average number of direct reports to female SEB or SEB-equivalent employees?
  - l) What is the highest number of direct reports to male SEB or SEB-equivalent employees?
  - m) What is the lowest number of direct reports to male SEB or SEB-equivalent employees?
  - n) What is the average number of direct reports to male SEB or SEB-equivalent employees?
  - o) What is the highest number of staff managed by female SEB or SEB-equivalent employees?
  - p) What is the lowest number of number of staff managed by female SEB or SEB-equivalent employees?
  - q) What is the average number of number of staff managed by female SEB or SEB-equivalent employees?
  - r) What is the highest number of staff managed by male SEB or SEB-equivalent employees?
  - s) What is the lowest number of number of staff managed by male SEB or SEB-equivalent employees?
  - t) What is the average number of number of staff managed by male SEB or SEB-equivalent employees?
  - u) In providing answers to questions (a) to (t), please provide the information for each SEB band or band equivalent
  - v) What steps are you taking to eliminate the gender pay gap?
  - w) What timeframe have you set to eliminate the gender pay gap?

**ANSWER:**

79) – 80)

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

### **Disability Employment**

- 81) How many employees who identify with having a disability are employed by:
- a) Department of Customer Service
  - b) Service NSW
  - c) Information and Privacy Commission
  - d) Independent Pricing and Regulatory Tribunal
  - e) Independent Review Office
- 82) How many senior managers who identify with having a disability are employed by:
- a) Department of Customer Service
  - b) Service NSW
  - c) Information and Privacy Commission
  - d) Independent Pricing and Regulatory Tribunal
  - e) Independent Review Office

### **ANSWER:**

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