



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS
Vicki Dunne MLA (Chair), Tara Cheyne MLA (Deputy Chair)
Nicole Lawder MLA, Bec Cody MLA

Questions on Notice – PAC - Inquiry into Annual Reports 2018-19

<i>No.</i>	<i>Hearing date</i>	<i>Asked by</i>	<i>Subject</i>	<i>Directed to</i>	<i>Transcript Page No.</i>	<i>Forwarded to witness</i>	<i>Answered Date</i>
1	5/11/2019	Tara Cheyne MLA	Ref: Icon Water Annual Report 2018-19, CMTEDD portfolio In relation to: In June The Canberra Times published a notice on behalf of Icon Water regarding changes to the price of water and sewage - this appeared in the news section rather than the public notices section. Three weeks after the notice was published, I was contacted by a constituent who had not received a direct letter or notification about these price changes, despite being directly notified about price changes to other utilities (via Actew AGL). Had the constituent not read The Canberra Times that day, they wouldn't have been aware of these changes. 1. What is Icon's strategy for communicating price changes to customers? Is this something consumers can expect to see in their next invoice? 2. Will future changes to water and sewage prices be published in The Canberra Times public notices section?	Treasurer		6/11/2019	13/11/2019

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2	5/11/2019	Tara Cheyne MLA	[Ref: State of the Service Report 2018-2019, CMTEDD portfolio] In relation to: Without identifying anyone, can the directorate provide examples where exceptions have been made for people whose needs may not be compatible with an activity-based work environment?	Chief Minister		6/11/2019	13/11/2019
3	5/11/2019	Tara Cheyne MLA	[Ref: CMTEDD annual report 2018-2019 volume one, CMTEDD portfolio] In relation to: On the YourSay website, why is there an option to not specify gender but there is no option to not specify your age? What is the rationale for that?	Chief Minister		6/11/2019	13/11/2019

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4	4/11/2019	Caroline Le Couteur MLA	In relation to: Land Rent Scheme finances - 1. What's the overall cost to the budget of the land rent scheme as it stands? 2. What is the cost to the Budget of each additional land rent property? a. What percentage land rent rate would be required to make the scheme break even from a Budget impact perspective? 3. How many land rent leases are currently active? 4. For each of the last 4 financial years, how many leases have entered and exited the land rent scheme?	Treasurer		11/11/2019	22/11/2019

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5	4/11/2019	Caroline Le Couteur MLA	[Ref: CMTEDD, p85, 88 - Financial Management] In relation to: Further actions arising from the Lease Variation Charge Review around charges for residential and mixed use development 1. What progress has been made on further consultation with industry about residential and mixed use development - as was advised would occur during the 2019 Budget Estimates process? 2. What is the timeframe for completion of actions arising from the Lease Variation Charge Review?	Treasurer		11/11/2019	15/11/2019

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6	5/11/2019	Bec Cody MLA	Ref: CMTEDD Annual Report What percentage of hours worked in the directorate are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does the directorate have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	Chief Minister		11/11/2019	21/11/2019

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7	5/11/2019	Tara Cheyne MLA	Ref: State of the Service Report 2018-2019, CMTEDD In relation to: 1. How many ACT Government agencies and services are not accredited breastfeeding-friendly workplaces? Of these, what is the rationale for them not yet being accredited?	Chief Minister		12/11/2019	
8	4/11/2019	Alistair Coe MLA	Ref: Icon Water Annual Report In relation to: Ripple platform 1. Can the Treasurer provide a breakdown and overview of the users of the Ripple platform? a. What areas are users predominantly from? 2. Can the Treasurer provide a breakdown of the (i) pitched, (ii) completed, (iii) implemented and (iv) developing ideas? a. What has been the focus areas of ideas?	Treasurer		12/11/2019	22/11/2019

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9	4/11/2019	Alistair Coe MLA	Ref: Icon Water Annual Report In relation to: Capital Works 1. In relation to the capital works "at the Lower Molonglo Water Quality Control Centre to replace aged assets at risk of failure and to meet environmental regulations": a. What was at risk failure? i. Why was it at risk of failure? b. What did not meet environmental regulations? i. Why did it not meet environmental regulations? c. What is the new lifespan of the assets?	Treasurer		12/11/2019	22/11/2019

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10	4/11/2019	Alistair Coe MLA	Ref: Icon Water Annual Report In relation to: Consultations - community engagement and branding 1. How is Icon Water creating branding awareness and community engagement? a. How many staff are attached to these initiatives? b. What are the promotional activities and materials undertaken? i. What are the costs associated with each respective activity and material? c. What articles has Icon Water published and where? 2. How was Hydration Girl and Drain Sheriff developed? a. What was the cost associated with the development and deployment of these characters, including costumes?	Treasurer		12/11/2019	22/11/2019

11	4/11/2019	Alistair Coe MLA	Ref: Icon Water Annual Report In relation to: The three-year customer strategy 1. Can the Treasurer outline the changes made to the strategy in relation to each of the five key areas: a. Customer billing experience; b. Developer journey; c. Complaints management; d. Customer insights; and e. Developing a customer capability and systems plan 2. What were the foundational projects? a. What opportunities were identified? 3. Given the Shared Services Agreements cover the customer engagement and service delivery, has there been any changes in KPIs in relation to this new strategy? a. If so, what KPIs have changed and how? b. If not, why not?	Treasurer		12/11/2019	22/11/2019
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12	4/11/2019	Alistair Coe MLA	Ref: Icon Water Annual Report In relation to: Finances 1. What is the breakdown of liabilities? a. What is the reason behind the increase in unsecured loans from the last financial year? 2. In relation to the \$27.5k of relocation expenses paid in 2018-19, advise: a. What was covered? b. Where were the executives relocating to and from? c. How were the expenses benchmarked? d. How were the expenses reimbursed?			12/11/2019	22/11/2019

13	5/11/2019	Alistair Coe MLA	Ref: CMTEDD Annual Report, Annexed Report, ACT Executive In relation to: Chief Ministers Communications unit 1. How many people are employed in the Chief Minister's communication unit? a. Can a breakdown be provided by FTE and classification? i. How many contractors are employed? ii. If there are contractors engaged, what are their roles or nature of services, procurement methodology, cost of contracts, supplier name, period of the contract, and contract name and numbers? b. How does this compare to each of the previous five financial years to date? 2. How does the Chief Minister ensure that the communications unit is not used for political campaigning? 3. Can the Chief Minister provide a breakdown of the spending on communications over each of last five	Chief Minister		12/11/2019	21/11/2019
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			financial years to date ,by expense type and category? a. How is spending tracked? 4. Did all communications contracts go through WHOG Creative Services Panel since the panel's commencement to date? a. If not, identify the contracts not procured through the panel and advise: i. Why each contract was procured outside of the panel; ii. Procurement methodology; iii. The contract name and number; iv. The period of the contract; v. Cost of contract; vi. Supplier; vii. Nature of services.				

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14	5/11/2019	Alistair Coe MLA	Ref: CMTEDD Annual Report, Annexed Report, ACT Executive In relation to: ACT Executive Misconduct 1. Have there been any instances or allegations of misconduct made in the last financial year? a. If so, what were the allegations, have they been investigated and what were the results of the investigations?	Chief Minister		12/11/2019	18/11/2019

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15	5/11/2019	Alistair Coe MLA	Ref: CMTEDD Annual Report, Annexed Report, ACT Executive In relation to: Special Secretary to the Chief Minister 1. What role will the Special Secretary to the Chief Minister have? a. Will the Special Secretary have the same benefits as members of the Executive - such as staff allowances and travel expenses? b. Will the Special Secretary have the same accountability as members of the Executive – such as declaring travel expenses? c. Can the Chief Minister provide some examples of how the Special Secretary has already assisted him in his Ministerial duties? d. What are the total associated costs with the establishment of the new Assistant Ministry? e. What roles and responsibilities will the Special Secretary have that the Chief Minister does not?	Chief Minister		12/11/2019	21/11/2019

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16	5/11/2019	Bec Cody MLA	Ref: Icon Water In relation to: Workforce What percentage of hours worked at Icon Water are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does Icon Water have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	Treasurer		13/11/2019	22/11/2019

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17	5/11/2019	Bec Cody MLA	Ref: Independent Competition and Regulatory Commission In relation to: What percentage of hours worked at the ICRC are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does the ICRC have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	Treasurer		13/11/2019	

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18	5/11/2019	Bec Cody MLA	Ref: Annual Report What percentage of hours worked at the Ombudsman are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does the Ombudsman have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	ACT Ombudsman		13/11/2019	18/11/2019

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19	5/11/2019	Bec Cody MLA	Annual Report What percentage of hours worked at the Office are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does the Office have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	ACT Auditor-General		13/11/2019	21/11/2019

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20	5/11/2019	Bec Cody MLA	To ask the Speaker Ref: Annual Report What percentage of hours worked in the Legislative Assembly are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? · Of those who have not converted to permanent, what reasons have they given? What programs does the Legislative Assembly have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	The Speaker of the Legislative Assembly for the ACT		14/11/2019	25/11/2019

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21	5/11/2019	Bec Cody MLA	Ref: ACT Insurance Authority In relation to: Workforce What percentage of hours worked at the ACT Insurance Authority are casual, contractor or other non-permanent staff? How many of those people have been engaged in ACT Government jobs for longer than six months? Of those, how many have been offered conversion to permanent employment? Of those, how many have converted to permanent employment? Of those who have not converted to permanent, what reasons have they given? What programs does the ACT Insurance Authority have in place to improve diversity in relation to gender, race, class, sexuality, and disability? How is progress being measured?	Minister for Government Services and Procurement		14/11/2019	21/11/2019
22			[End]				

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