

About Commerce

Who we are

The NSW Department of Commerce (Commerce) is a service provider and regulator, dedicated to delivering better services to our customers and the New South Wales community.

What we do

Commerce provides commercial services to government agencies to help them maximise value, minimise cost and manage risks in the services they provide to the community.

The Office of Public Works and Services helps develop and maintain public infrastructure by assisting government agencies to plan, design and deliver building and engineering projects.

Its services include managing projects and programs, resolving disputes and finding sustainable solutions to the problems of capturing, treating and distributing water. It is also called on to help mitigate the consequences of natural disasters and possible terrorism.

NSW Procurement is a centre of expertise in goods and services procurement for the Government and provides tools, advice and professional services to enable agencies to plan and undertake successful procurement and manage supply chains.

The Government Chief Information Office plays a leadership role in developing and driving whole of government initiatives for the use and management of information and communications technology within government, industry and the community.

The Office of Fair Trading safeguards consumer rights and advise traders on fair, ethical practice. It administers legislation that sets ground rules for consumer goods and services, residential accommodation, home building, cooperatives and associations. Fair Trading informs the community of rights and obligations, mediates consumer complaints and enforces compliance through licensing, inspections, investigation, prosecution, civil proceedings and other disciplinary action.

The Office of Industrial Relations ensures that workplace legislation and regulatory frameworks meet the requirements of today's commercial environment. Workplace standards are communicated through targeted programs, workplace information and advisory services. Effective enforcement services through fair workplace regulation and industrial policy ensure that the rights of workers and employers are protected.

Strategic Communications and Government Advertising (SC&GA) provides advice and information on Government advertising policies and procedures, co-ordinates media bookings and provides a media planning service for all advertising by NSW Government departments and agencies. SC&GA also publishes the weekly Public Sector Notices, online job advertisements and the NSW Government Gazette as well as online publishing services including the NSW Government website.

Our goals

Commerce has five major goals:

- Maximise value for government agencies in delivering services to clients, customers and the community
- Simplify processes for dealing with government
- Promote a fair marketplace for consumers and traders
- Promote fair and productive workplaces
- Contribute to a credible, efficient and effective organisation.

<p>Goal 1</p> <p>Maximise value for government agencies in delivering services to clients, customers and the community</p>	<p>We achieve this goal by:</p> <ul style="list-style-type: none"> • helping to plan, design and deliver public infrastructure, including information and communications technology • being a centre of excellence in procurement and providing government with support to undertake successful procurement and manage supply chains • helping to mitigate the consequences of natural disasters and possible terrorism • providing office and corporate services to government.
<p>Goal 2</p> <p>Simplify processes for dealing with government</p>	<p>We achieve this goal by:</p> <ul style="list-style-type: none"> • developing, using and promoting best practice methods and tools to help government successfully procure goods and services and public infrastructure, and manage supply chains • developing appropriate Fair Trading and Industrial Relations regulations and services.
<p>Goal 3</p> <p>Promote a fair marketplace for consumers and traders</p>	<p>We achieve this goal by:</p> <ul style="list-style-type: none"> • setting ground rules for interactions between consumers and traders in NSW • informing the community of rights, obligations and good practice • mediating consumer complaints and enforcing compliance through investigation, prosecution, civil proceedings and other disciplinary action.
<p>Goal 4</p> <p>Promote fair and productive workplaces</p>	<p>We achieve this goal by:</p> <ul style="list-style-type: none"> • setting a best practice framework for interactions between employers and employees in many NSW workplaces • informing employers and employees of rights, obligations and good practice • enforcing compliance through investigation, prosecution and other disciplinary action.
<p>Goal 5</p> <p>Contribute to a credible efficient and effective organisation</p>	<p>We achieve this goal by:</p> <ul style="list-style-type: none"> • establishing a framework for how we operate internally to achieve our goals • setting priorities for shared corporate services across Commerce to ensure they support the activities of our business units.

In July 2009, outside the scope of this report, the Department of Commerce became the Department of Services, Technology and Administration.