

## Appendix 1 – Accounts payable performance

Aged analysis at the end of each quarter

Quarter	Current \$000	Less than 30 days overdue \$000	Between 30 and 60 days overdue \$000	Between 60 and 90 days overdue \$000	More than 90 days overdue \$000	Total \$000
September 2008	34,076	250	4	0	366	34,696
December 2008	23,543	0	91	42	23	23,699
March 2009	30,757	0	262	40	455	31,514
June 2009	55,981	26	0	46	161	56,214

Percentage paid on time within each quarter

Quarter	Target %	Actual %	Amount paid on time \$000	Total amount paid \$000
September 2008	85	94	456,345	487,616
December 2008	85	92	423,614	459,860
March 2009	85	91	479,739	530,074
June 2009	85	95	585,633	615,251

## Appendix 2 – Annual report preparation

The annual report was prepared inhouse. Print and production costs were \$5,958.50 and included design and printing of covers, changes to the print template and printing. The report is also available online in pdf at [www.commerce.nsw.gov.au/2008-2009annualreport](http://www.commerce.nsw.gov.au/2008-2009annualreport)

## Appendix 3 – Australian Centre for Advanced Computing and Communications

The mission of the Australian Centre for Advanced Computing and Communications (ac3) is to provide managed IT services for the information and communications technology (ICT) needs of government agencies and the university research community in New South Wales.

### Functions of ac3

- To provide secure data centre facilities, located at the Australian Technology Park in Eveleigh, and at Global Switch in Ultimo
- to provide competitive facilities for use by commercial clients, including government agencies, for the hosting and management of computing and network equipment
- to provide high-speed communications to the internet and access to the NSW Government's Broadband Service
- to provide centralised support for shared university supercomputing activities
- to offer a range of locally sourced products and services over the Internet to external commercial clients.

### Aims and objectives

- to become the preferred location for companies and government agencies requiring full professional services for the management of computing servers and networks
- to provide the underlying computing and network infrastructure for the support of the research community in NSW
- to survive on commercially generated revenues.

### Structure of ac3

The Australian Centre for Advanced Computing and Communications Pty Ltd (ac3) was registered as a proprietary company limited by shares under the Corporations Act on 10 November 2000.

Currently, the NSW Government Telecommunications Authority holds 57 per cent of the shares in the company on behalf of the NSW Government, with the remaining 43 per cent being held by eight NSW universities.

ac3 has its own staff and reports to a Board of 11 Directors who represent the owners of the company.

### Administration

The company's staff manages its day to day operations.

### Contacting ac3

Suite 7002, Locomotive Workshop

Australian Technology Park

Eveleigh, Sydney 2015

Tel: (02) 9209 4600

Email: [info@ac3.com.au](mailto:info@ac3.com.au)

## Appendix 4 – Boards and Committees

Representation key: (c) chairperson (m) member (s) secretary (t) trustee

### Director-General

#### *Commerce*

- Building Industry Co-ordination Committee (c)
- Cleaning Contracts Steering Committee (c)
- Commerce Executive (c)
- Home Warranty Insurance Scheme Board (m)
- NSW Government Licensing Project Steering Committee (c)
- Risk and Audit Committee (m)
- ServiceFirst Advisory Board (m)
- State Contracts Control Board (c)
- StateFleet Advisory Board (m)

#### *External*

- Aboriginal Communities Development Program Steering Committee (m)
- Australian Procurement and Construction Council, Council of Chief Executives (m)
- Building Education Revolution Taskforce (m)
- Chief Executive Committee (m)
- Chief Executive Officers Economic and Business Cluster (m)
- Chief Executive Officers Network (m)
- Chief Executives Counter Terrorism Co-ordinating Group (m)
- Climate Change CEO's Cluster Group (m)
- Government Asset Management Committee (m)
- Greenhouse CEOs Committee (m)
- Industrial Relations Steering Committee (m)
- Metropolitan CEOs Group (m)
- Metropolitan Water CEOs Committee (m)
- National Broadband Network (NBN) Taskforce (c)
- State Records Authority of New South Board (m)
- Sustainability in Government CEO's Committee (c)

### Commerce corporate and governance

#### *Commerce Conduct and Ethics Committee*

- Anthea Kerr, Executive Director, Office of the Director General
- Charlie Sherlock, Chief Auditor, Legal and Governance
- Kirsten Watson, A/Director, People Workplace and Planning and Chair
- Reece Collin, Manager HR Policy and Performance, People Workplace and Planning

- Susan Bentley, A/General Counsel, and Director, Legal and Governance

### *Commerce Consultative Committee*

- Adrian Dean PSA Representative – Web Administrator, Government Chief Information Office (m)
- Albie Cripps PSA Representative – Public Sector Association (m)
- Andrew Gavrielatos Employer Representative – Assistant Commissioner, Customer & Property Services, Office of Fair Trading (m)
- Andrew Wright PSA Representative – Public Sector Association (m)
- Anna Funnell APESMA Representative – Association of Professional Engineers, Scientists and Managers, Australia (m)
- April Edwards Employer Representative – Director Compliance Services, Office of Industrial Relations (m)
- Barry Sharah APESMA Representative – Principal Engineer, Government Architect's Office, Office of Public Works & Services (m)
- Beatriz Bassi PSA Representative – Finance & Works Management Officer, Office of Public Works & Services (m)
- Chris Dunkerley PSA Representative – Manager Tender Management Services, Office of NSW Procurement (m)
- Dave Cullen Employer Representative – Manager Business & Resource Branch, Project Management, Office of Public Works & Services (m)
- Eric Yeo APESMA Representative – Assistant Principal Engineer, Government Architect's Office, Office of Public Works & Services (m)
- James Shaw PSA Representative – Public Sector Association (m)
- John Sheather – Manager Employment Relations, People Workplace and Planning (c)
- Kirsten Watson Employer Representative – A/Director, People Workplace and Planning (m)
- Natasha Scully PSA Representative – Senior Project Officer, Strategic Communications & Government Advertising (m)
- Ray Welsh PSA Representative – Project Officer Industrial Information, Office of Industrial Relations (m)
- Sarah Crawford Employer Representative – Industrial Relations Consultant, People Workplace and Planning (m)
- Scott McLeod PSA Representative – Accounts Officer, ServiceFirst, Finance & Shared Services (m)
- Trevor Cook PSA Representative – Inspector, Office of Fair Trading (m)
- Warren Grant Employer Representative – General Manager Business & Client Support, Office of NSW Procurement (m)

### *Commerce Property Board*

Formed March 2009 to ensure integration of Commerce's office accommodation strategies, property disposal, risk management, maintenance and capital works programs, leasing matters and all other property related activities.

- Dhareem Moodley – Accounting & Commercial Manager, Finance & Shared Services (m)
- Edmund Mitterski – Manager Corporate Planning, People Workplace and Planning (m)
- Emmanuel Rodriguez – Government Chief Information Officer, Government Chief Information Office (m)

- Gregory Brown – A/Group Manager Business Support, ServiceFirst, Finance & Shared Services (m)
- Jennifer Wiggins – Assistant Director Ministerial & Executive Services, Office of the Director General (m)
- Kellie Wilson – A/Market & Business Strategist, Office of Public Works & Services (m)
- Michael Silk – Executive Director, Fair Trading Services, Office of Fair Trading (m)
- Susan Bentley – A/General Counsel, Legal and Governance (m)
- Tan Vo – Manager Workplace and Properties, People Workplace and Planning (c)
- Warren Grant – General Manager Business and Client Support, Office of NSW Procurement (m)

### *Commerce Senior Management OHS Advisory Committee*

- Allan Dick Employer Representative - OH&SR Co-ordinator, Office of Public Works & Services (m)
- Bruen Petterson Employer Representative – A/Manager ServiceFirst HR, Finance & Shared Services (m)
- Edmund Mitterski Employer Representative – Manager Corporate Planning, People Workplace and Planning (m)
- Hamina Cameron Employer Representative – Senior Solicitor, Legal & Governance (m)
- Jennifer Malone Employer Representative – Manager Strategic Co-ordination, Office of Industrial Relations (m)
- Lee Stockham OHS Compliance Advisor – OHS Compliance Co-ordinator, People Workplace and Planning (s)
- Lucas Kolenberg Employee Representative – Senior Policy Officer, Office of Fair Trading (m)
- Maria Nicolaou OHS Compliance Advisor – OHS Compliance Specialist, People Workplace and Planning (m)
- Martin Bryce Employer Representative – Project Safety Advisor, Office of Public Works & Services (m)
- Michael Russell – Project Manager, Office of Public Works & Services (c)
- Paul Hollis Employer Representative – Strategy & Resource Manager, Office of Fair Trading (m)
- Rachel Running Employee Representative – Business Support Officer, Office of NSW Procurement (m)
- Suzanne Reid Injury Management Advisor – Injury Management Consultant, People Workplace and Planning (m)

### *External*

- Standards Australia Records and Document Management Systems Committee – Stephen Smith (m)

## Office of Fair Trading

Members of significant statutory bodies and inter-departmental committees:

- Acceptable Standards of Domestic Construction Committee – Paul Dengate (m)
- Anti-Graffiti Action Team – Rod Stowe (m) Diana Holy (m)

- Australian Business Number/ Business Names Project Steering Committee – Rod Stowe (m) Dominic Wong (alternate)
- Australian Business Number/ Business Names Project Board – Anthony McCarroll
- Australasian Consumer Fraud Taskforce – Steve Newton (m) Katie Davis-Hall-Watson (m) Lindsay Cornish(m)
- Australian Consumer Law Best Practice Reforms Working Group – Susan Dixon (m)
- Australian Consumer Law COAG Agreed Reforms Working Group – Rod Stowe (m) Susan Dixon (m)
- Australian Consumer Law Intergovernmental Agreement Working Group – Rod Stowe (m) Susan Dixon (m)
- Australia New Zealand Reciprocity Association – Barbara Fernandez (m)
- Builders Licensing Australasia – Barbara Fernandez (m) Daniel Richardson (m)
- Building and Construction Council (BACC) – Steve Griffin (m)
- Building Industry Co-ordination Committee – Lyn Baker (c) Rod Stowe (m) Steve Griffin (m) Dominic Wong (m)
- Business Information and Services Forum – Daniel Hornas (m) Diane Newcombe (m)
- Central Coast Regional Co-ordination Management Group – Sean Lonergan (m)
- Complying Development Expert Panel Commercial, Retail & Industrial Codes – Paul Burgess (m)
- Council of Australian Governments Action Group – Builder, Carpenter, Bricklayer Occupations – Barbara Fernandez (m)
- Council of Australian Governments Action Group – Plumbing Occupations – Barbara Fernandez (m)
- Council of Australian Governments Economic Participation and Welfare Reform Sub Group – Andrew Gavrielatos (m)
- Community Relations Commission Hornsby – Wyong Regional Advisory Council – Jillian Myers-Brittain (m)
- Community Relations Commission Northern Regional Advisory Council – Robert Hoiles (m)
- Construction Industry Training Advisory Board – Barbara Fernandez (m)
- Consumer Products Advisory Committee – Elizabeth Tydd (m) Steve Newton (m) Peter Slattery (m)
- Co-operative Housing & Starr-Bowkett Societies Standards Committee – Christine Gowland (m)
- Co-operative Housing Society Advisory Committee – Elizabeth Tydd (c)
- Co-operatives Council – Elizabeth Tydd (c)
- Co-operatives National Working Party – Elizabeth Tydd (c) Michael Bardsley (m) Robyn Donnelly (m) Robyne Lunney (m)
- Electrical Regulatory Authorities Council – Sonya Thompson (m) Michael Cooper (m) Regina Haertsch (m)
- Fair Trading Advisory Council – Lyn Baker (m)
- Fair Trading Operations Advisory Committee (FTOAC) – Elizabeth Tydd (m) Steve Newton (m) Lindsay Cornish (m)
- Financial Counselling Trust Fund – Michael Silk (Trustee)
- Financial Literacy Working Party – Suzanne Crowle (c)

- Financial Services and Credit Reform Implementation Taskforce – Margaret Raffan (m)
- Fire Protection Systems Working Party – Steve Griffin (m) Kel Nash (m)
- Gas Technical Regulators Committee – Sonya Thompson (m) Michael Cooper (m)
- Government Business Education Network – Jenny Waldie (m)
- Harmonisation of Bans and Standards Working Group – Susan Dixon (m)
- Hazardous Chemicals Advisory Committee – Peter Slattery (m)
- Health Claims Regulators Forum – Steve Newton (m) Jane Gibson (m)
- Home Building Advisory Council – Lyn Baker (m)
- Home Warranty Insurance Scheme Board – Lyn Baker (m)
- Housing and Human Services Senior Officers Group – Susan Dixon (m)
- Hunter Regional Co-ordination Management Group – Paul Coles (m)
- Illawarra Multicultural Council – Paul Humble (m)
- Illawarra Regional Co-ordination Management Group – Paul Humble (m)
- Interdepartmental Committee (IDC) on the Reform of the Shared Private Residential Services Sector (including Boarding Houses) – Regina Haertsch (m)
- Korea Tourism Reference Group – Malcolm Finger (m) Steve Newton (m)
- Minister for State and Regional Development's Biofuels Expert Panel – Rod Stowe (m)
- Ministerial Council on Consumer Affairs Working Party on General Residential Tenancy Databases – Diana Holy (m)
- Motor Vehicle Industry Advisory Council – Lyn Baker (m)
- National Education and Information Advisory Taskforce – Katie Davis-Hall-Watson (m)
- National Indigenous Consumer Strategy Reference Group – Paul Coles (c)
- National Plumbing Regulators Forum – Barbara Fernandez (m)
- National Product Safety Reforms Working Group – Susan Dixon (m)
- National Trade Measurement Transition Human Resources Working Group – Andrew Gavrielatos (m)
- National Trade Measurement Transition Accommodation and Assets Working Group – David Kendell (m)
- National Trade Measurement Transition Business Processes Working Group – Paul Crofts (m)
- National Trade Measurement Transition Communication Working Group – Paul Crofts (m)
- National Trade Measurement Transition Inspections and Enforcement Working Group – Jim Gillan (m)
- National Trade Measurement Transition Laboratories Working Group – Umesh Kotwal (m)
- National Trade Measurement Transition Legislation Working Group – Graham Monday (m)
- National Trade Measurement Transition Licensing Working Group – Paul Crofts (m)
- National Trade Measurement Transition Training and Competency Standards Working Group – Lindsay Tegart (m)
- North Coast Regional Co-ordination Management Group – Kathy Townsend (m)
- NSW Car Theft Action Group – Steve Newton (m)
- NSW Government Licensing Project Steering Committee – Lyn Baker (m)
- NSW Security Industry Council – Rod Stowe (m)

- Partnership Against Homelessness Sub-Committee – Susan Dixon (m)
- Personal Property Securities Reform Consultative Committee – Marilyn Betty (m)
- Planning for Later Life Forum – Katie Davis-Hall-Watson (m)
- Poisons Advisory Committee – Steve Newton(m)
- Products Safety Committee – Elizabeth Tydd (c) Peter Slattery (m)
- Property and Financial Services Industry Training Advisory Board - Property Committee – Alison Angus (m)
- Property Services Advisory Council – Lyn Baker (m)
- Rental Bond Board – Lyn Baker (c)
- Retirement Villages Advisory Council – Lyn Baker (m)
- Revised Interagency Protocol for Responding to Abuse of Older People Training Steering Committee – Gianna Alimeni (m)
- SCOCA Estate Agents Harmonisation Project – Barbara Fernandez (m)
- SCOCA Property Investment Advice Working Party - Dominic Wong (m)
- SCOCA Working Party Travel Agents Regulatory Scheme Review – Elizabeth Tydd (c)
- Standing Committee of Officials of Consumer Affairs (SCOCA) – Lyn Baker (m)
- Strata Industry Working Group – Leanne Porter (m) Warren McAllister (m)
- Sydney Water - Water Pressure Management Stakeholder committee – Warren McAllister (m)
- Tourist Consumer Protection Working Group – Steve Newton (m)
- Trade Measurement Advisory Committee – Paul Crofts (m)
- Trade Measurement Managers Meeting – Paul Crofts (m)
- Trading Standards Project – Paul Crofts (m)
- Urban Development Institute of Australia-NSW Strata & Community Development Committee – Leanne Porter (m)
- Western Area Regional Coordination Management Group – Kerrie Smith (m)
- Western Sydney Regional Coordination Management Group – Joe D'Ermilio (m)
- Working Group on the Potential for Caravan Parks and Manufactured Home Estates to Increase the Supply of Affordable Housing and Tourism Accommodation in NSW – Norman Cossey (m)

## Government Chief Information Office

- AusDIN Portal Group – Steve Smith (m), Tony Shaw (m),
- AusDIN Work Group – Steve Smith (m), Tony Shaw (m),
- Australian Centre for Advanced Computing & Communications (ac3) Board – Emmanuel Rodriguez (m), Colin Griffith (m)
- Australian Interactive Media Industry Association – Colin Griffith (m)
- Australian Telecommunications Users Group - Colin Griffith (m)
- BusinessLink Information Management and Technology Steering Committee – Emmanuel Rodriguez (m)
- Chief Information Officers' Executive Council – Emmanuel Rodriguez (c)
- CIO Executive Council - Investment Sub-Committee – Emmanuel Rodriguez (c)
- CPA Technical Centre of Excellence Committee – Michael Lurie (m)



- Crisis Coordination and Communications Capability Sub-Committee – Tony Gates (m)
- Cross Jurisdictional Chief Information Officers Committee – Emmanuel Rodriguez (m), Mettina Pavlakis (m)
- Customer Interface Management Web Policy Committee – Tony Gates (c)
- Data Centre Reform Location Committee – Tony Gates (c), David Thomson (m)
- Data Centre Reform Program Board – Emmanuel Rodriguez (m)
- Department of Juvenile Justice IM&CT Steering Committee – Bill Butler (m)
- Digital Economy Group (Online and Communications Council) – Mettina Pavlakis (m)
- Domain Consultative Committee Australian Government Information Management Office (Federal Government) – Trevor Waters (m)
- Government Radio Network P25 Project Steering Committee – Paul Barnes (m)
- Government Radio Network Users Group – Paul Barnes (m), Tony Shaw (m)
- Identity Crime Working Group – Nigel Evans (m), Steve Smith (m)
- Indigenous Communications Group – Gregory Harrigan (m)
- Justice Sector Chief Information Officers Forum - Emmanuel Rodriguez (m)
- Microsoft Service Provision Fund Steering Committee – Colin Griffith (m)
- National Broadband Development Group – Tony Gates (m), Kate Barnes (m)
- National Coordinating Committee for Government Radiocommunications – Tony Gates (c)
- National Forum Early Warnings to the Community – Stephen Smith (m), Tony Shaw (m)
- National Spatial and Information Management (previously National Information Management Advisory Group) – Stephen Smith (m)
- National Spatial and Information Management Sub-group – finalising Information Management Strategic Plan – Stephen Smith (m)
- NSW Government Licensing Project Steering Committee – Mahajan Padmanthan (m), Emmanuel Rodriguez (m)
- NSW Government Business Education Network – Lisa Asquith (m)
- NSW National Broadband Network Taskforce – Emmanuel Rodriguez (m)
- NSW Spatial Council – Emmanuel Rodriguez (m)
- Online Council Officials Meeting – Emmanuel Rodriguez (m)
- Office of State Revenue ICT Steering Committee – Emmanuel Rodriguez (m)
- Police Radio Communications Maintenance Program Project Board – Tony Shaw (m)
- SAP NSW Public Sector User Group – Michael Lurie (m)
- State Emergency Management Committee NSW Recovery Plan – Stephen Smith (m), Tony Shaw (m)
- Senior Officers Wireless Working Party – Tony Gates (c)
- Shared Services Inter-jurisdictional User Group – Michael Lurie (m)
- State Contracts Control Board – Emmanuel Rodriguez (m)
- State Emergency Management Committee – Tony Gates (m)
- State Emergency Management Committee (Office of Emergency Services projects) – Steve Smith (m), Tony Shaw (m)
- State Emergency Management Committee Climate Change Action Group – Stephen Smith (m)

- Telecommunications Program Board (formerly Broadband Management Committee) – Emmanuel Rodriguez (m)

### *Committees abolished or no longer member in 2008/09*

- Better Government Access Program Control Group
- Business Intelligence User Group
- Cross Jurisdictional Chief Information Officer's Committee Working Group on Authentication (this is a Commonwealth group)
- Enterprise Project Management User Group
- Government Licensing Project Contract Management Committee
- Government Telecommunications Agreements - Contracts Management Committee
- NSW Public Sector Activity Based Costing User Group

## Office of Industrial Relations

- Law Society of New South Wales, Employment Law Committee – Lolita Kepars (m)
- NSW Cash Economy Working Group – Stephen Hampson (m)
- NSW Government Industrial Relations Steering Committee – Don Jones (m)
- The St George and Sutherland Employment and Training Forum Working Committee – Carol Hines (m)
- Towards 2030: Planning for our changing population, Working Group – Catherine Quealey (m)
- Work/Life Balance & Pay Equity State Officers Working Group – Catherine Quealey (m)
- Workplace Relations Ministers' Council - High Level Officers' Group – Lolita Kepars (m), Don Jones (m)

### *Committees abolished or no longer member during 2008/09*

- Children at Work Taskforce – Catherine Quealey (m) Discontinued March 2008
- NSW Government Industrial Relations Steering Committee – Pat Manser (m) Discontinued November 2008
- Workplace Research Centre Advisory Board – Pat Manser (m) Discontinued November 2008.

## NSW Procurement

- Australian Procurement and Construction Council Leadership Group – David Callahan (m), Dennis O Keefe (m) (Acting for David Callahan 10/10/08 - 19/12/08, 19/3/09 - 30/6/09)
- Construction Consultative Committee – Stuart Wood (c)
- GCIO People First Program Boards: Telecommunications, Desktop Environment and Corporate Applications – Mark Ottignon (m).
- Microsoft Service Provision Fund Steering Committee – Claude Davidson (m)
- Senior Officers Committee – David Callahan (m), Dennis O'Keefe (m) (Committee ceased in November 2008)
- State Contracts Control Board – John Lee (c) July - November 2008; Graeme Head (c) December - June 2009

- State Fleet Advisory Board – David Callahan (c), Dennis O’Keefe (c) (Acting for David Callahan 10/10/08 - 19/12/08, 19/3/09 - 30/6/09), Michael Wright (m), Paul Dexter (m) and John Boland (m).

## Office of Public Works and Services

- ANZAC Memorial's Board of Trustees - Bruce Pettman (Honorary Architect)
- AusHeritage - Bruce Pettman (vc)
- Australian Institute of Quantity Surveyors Journal Management Committee - Vincent Shaw (m)
- Australian Institute of Quantity Surveyors National Education Committee - Vincent Shaw (m)
- Australian Institute of Quantity Surveyors, NSW Current Construction Costs Committee - Vincent Shaw (m)
- Australian National Committee on Large Dams – John Lenehan (m)
- Australian National Committee on Large Dams Gravity Dam Design Guidelines Group – John Lenehan (m)
- Australian Water Association NSW State Committee – Paul Hackney (m)
- Australian Water Association’s representative for NSW Climate Change Fund – Paul Hackney (m)
- Building Regulation Advisory Committee (BRAC) - Philip Rose (m)
- buildingSMART – International Alliance for Interoperability - Peter Poulet (m)
- Bureau of Meteorology Marine Consultative Committee - Mark Kulmar (m)
- Capital Infrastructure Committee - Peter Poulet (m)
- Centennial Parklands Design Review Panel - Peter Mould (m)
- City of Sydney Design Advisory Panel - Peter Mould (m)
- Dams Safety Committee - Brian Cooper to Jan 2009, Dene Jamieson from Feb 2009 (m & Ministerial Representative)
- Dams Safety Committee, Hydrology Sub Committee - Peter Cloke (m)
- Department of Education and Training Facilities Standards Committee - John Zahn (m), Cecilia Wilson (m)
- Department of Education and Training Maintenance Steering Committee - Brian Baker (m), Christine Wong (m), John Zahn (m)
- Fish Passage Reference Group (for Murray Darling Basin Commission) - Brian Cooper (m)
- Illawarra District Emergency Management Committee - Craig Summerhayes (m)
- Integrated Marine Observing System (IMOS) – Ed Couriel (m)
- Interagency Riparian Boundary Working Committee – Sarah Hesse (m)
- International Council on Monuments & Sites (ICOMOS), Australia – Anita Krivickas (Treasurer)
- Metropolitan Water CEO’s Committee – Rick Still (m)
- Mines Subsidence Board - Phil Carter (m & Ministerial Representative)
- National Engineering Registration Board – Will Strachan (NSW & Ministerial Representative)
- National Trust of Australia (NSW) Board – Helen Lochhead (m)
- National Trust of Australia (NSW) Properties – Helen Lochhead (m)

- National Trust of Australia (NSW) Urban Conservation Committee – Mary Knaggs (m)
- NSW Architects Registration Board - Peter Mould (vp) Peter Poulet (alternate until 22 May 09) Helen Lochhead (alternate from 22 May 09)
- NSW Heritage Council - Peter Mould (m) Bruce Pettman (Deputy)
- NSW Heritage Council, Approvals Committee - Peter Mould (c)
- NSW Heritage Council, Technical Advisory Group - Bruce Pettman (c)
- NSW Science Agencies Committee – Will Strachan (m)
- NSW Water Solutions Advisory Board – Brian Baker (c) Will Strachan (m) Gary Kennedy (m) Paul Dexter (m)
- Permanent Committee on Tides and Mean Sea Level – Ed Couriel (m), Sarah Hesse (m)
- Road Transport Authority Bridge Urban Design Expert Register – Peter Mould (m)
- Road Transport Authority Judging Panel (Design/Sustainability) – \* Peter Poulet (m)
- Royal Australian Institute of Architects NSW - Education Committee – \* Peter Poulet (m)
- Royal Australian Institute of Architects NSW - Environment Committee – \* Peter Poulet (m)
- Royal Australian Institute of Architects NSW - Heritage Committee – Mary Knaggs (m)
- Royal Australian Institute of Architects NSW – \* Peter Poulet (Chapter Councillor until Feb 09)
- Standards Australia Committee – AS3003 Electrical Installations – Patient areas of hospitals – Barry Sharah (m)
- Standards Australia Committee - AS3700 Masonry Code of Australia – Vijay Badhwar (m)
- Standards Australia Committee - BD-004 Earthquakes Standards – Vijay Badhwar (m)
- Standards Australia Committee - BD-98 Clay and Masonry Pavers – Ram Singh (m)
- State Emergency Management Committee - David Wilkins (m, Cabinet appointment), Rick Still (m)
- Survey and Mapping Advisory Committee – Greg McIlwaine (m)
- Sustainability in Government Working Group – Roy Craddock (m)
- Sutherland Shire Council Independent Hearing and Assessment Panel (IHAP) – Helen Lochhead (m)
- Sydney Olympic Park Authority Design Review Panel – Peter Mould (c)
- Sydney Opera House Trust Conservation Council – Peter Mould (m)
- TIDIC Design Review Panel – Peter Mould (c) Helen Lochhead (alternate)
- University of Sydney's Civil Engineering Foundation – Will Strachan (governor)
- University of Technology Sydney, Industry Advisory Network – Will Strachan (m)

### *Committees abolished or no longer members in 2008/09*

- Australian Water Association – Young Water Professionals Member Ambassador– Kate Miles (m)
- Building Environmental Design Panel Action Agenda – Peter Mould (m)
- Commerce Sustainability Coordination Network – \* Peter Poulet (m)
- National Committee on Construction Engineering, Engineers Australia – Ashok Verma (m)
- NSW Fluoridation Technical Committee – Allan Li (m)
- Royal Australian Institute of Architects Archvision – Peter Mould (m)

- Royal Australian Institute of Architects National Integrated Practice Taskforce — Peter Mould (m)
  - State Emergency Management Committee, Avian Influenza Subcommittee – David Wilkins (m)
  - Walsh Bay Project Finance Steering Committee – (m) John Davidson
  - ECRL Transport Management Committee – Helen Lochhead (m)
  - Sydney Harbour Design Review Panel – Peter Mould (c), Helen Lochhead (m)
- \* Peter Poulet left Commerce on 22 May 2009.

*Committees established or joined in 2008/09*

- University of NSW Campus Design Advisory Panel – Helen Lochhead (m)

## Strategic Communications and Government Advertising

- Advertising Federation of Australia Ad School Board – Alun Probert (m)

## Appendix 5 – Consultants

### Engagements over \$30,000

Consultant	Office	Category & purpose	Expenditure
Deloitte	Government Chief Information Office	Organisational Review - Review of Government Licensing System Business Case	\$52,779.90
Deloitte	Government Chief Information Office	Organisational Review - Review of People First Business Case	\$120,800.00
Boston Consulting Group	Government Chief Information Office	Information Technology - Validate ICT Industry Growth Scenario	\$100,000.00
Deloitte	Government Chief Information Office	Organisational Review - Review of Post P25 Charging Regime	\$93,247.30
KPMG	Government Chief Information Office	Organisational Review - Services in relation to Government Licensing System and National Reform Agenda	\$33,066.25
KPMG	Office of Fair Trading	Organisational Review - Undertake an assessment of the financial impacts on Fair Trading Operations as a result of the Council of Australian Government implementing a number of national reform projects	\$278,260.31
Objectives Project Consultants	Corporate Services	Organisational Review - Undertake an assessment on document handling	\$34,381.27
<b>Total engagements over \$30,000</b>			<b>\$712,535.03</b>

### Engagements under \$30,000

Office	Category	Expenditure
Corporate Services	Information Technology – State Property Authority Strategic Plan and Technology Plan Development	\$25,000.00
Corporate Services	Organisational Review – Document & Records Management Review	\$6,750.00
Corporate Services	Organisational Review – Library Services Review	\$6,750.00
<b>Total engagements under \$30,000</b>		<b>\$38,500.00</b>
<b>Total cost of consultancies</b>		<b>\$751,035.03</b>

## Appendix 6 – Consumer response

### Office of Fair Trading

Fair Trading's service delivery standards vary with the nature of the services provided in its different divisions and are set out in the Customer Service Standards. During the year, all standards were met in all areas. Fair Trading operates a customer feedback system, known as 'Your Opinion Counts', providing forms that can be lodged at a counter or through the mail or website.

In 2008/09, a total of 206 responses were lodged by consumers and traders, which comprised 99 (48%) compliments, 27 (13%) suggestions, 77 (37%) complaints and 3 (1%) other. Compliments expressed praise for various aspects of customer service, especially staff helpfulness and professionalism. The 77 complaints were reviewed and addressed through a process overseen by senior management.

The complaints related to:

Service quality	16%	Information accuracy	13%
Timeliness of service	10%	Other/Misc	31%
Staff actions	9%	Website	21%

### Government Chief Information Office

The Government Chief Information Office (GCIO) manages a number of web applications and information sites. More information is available in Appendix 8 Electronic service delivery.

#### *GCIO Website*

The GCIO website [www.gcio.nsw.gov.au](http://www.gcio.nsw.gov.au) received 158 messages from site visitors requesting further information. No complaints were received.

#### *NSW Government Directory*

Over 520 Ministerial office and agency updates were processed. No complaints were received.

### Office of Industrial Relations

The Office of Industrial Relations (the OIR) has integrated its complaint handling system into its policies and procedures. This enables people using the OIR's services to understand and be aware of avenues to raise concerns about the quality and timeliness of these services.

In July 2008 the OIR introduced a new web-based compliance tool enabling members of the public to lodge their industrial complaints on-line.

At all major stages of its services, the OIR provides clients with information about avenues of appeal against decisions made by the Office.

Through the Commerce Results and Services Plan, the OIR has a range of performance standards for the delivery of its major services. During 2008/09, the OIR met or exceeded its major performance targets. In June 2009, the OIR conducted an online survey of its customers with over 1,400 responses provided, which showed that 87 per cent of customers were either very satisfied or satisfied with the overall quality of services provided by the Office.

## NSW Procurement

### *NSW Procurement (NSWP) Client Support Centre*

The NSWP Client Support Centre continued to grow with significant increases in volumes of telephone calls and emails (known as incidents) and delivered a marked improvement in first level customer support (the calls that are resolved by Client Support Centre staff without referral to another area).

1800 NSW BUY (679 289), a single point of contact for procurement enquiries, was introduced during 2008 and is being further developed and promoted through the NSW Procurement client services business model. The aim was to provide a single contact point for all NSWP products and services rather than have client agencies approach different business units for unique products and services. This approach also allows incident tracking, escalation and reporting.

The support centre expanded its focus to incorporate outbound call campaigns with great success. This year outbound call campaigns were completed for contract awareness covering E10 Fuel, Intelligent Food Guide – Canteens, 801- Food, C100 – Contingent Workforce, ITS 2007 – Personal Computers, 2390 – Imaging Devices. Outbound campaigns were also focused on improving business outcomes and have been used to complete customer satisfactions surveys and to collect client information for inclusion in the NSWP CRM database.

In September 2008, the NSW Procurement Client Support Centre was named winner of the Best Small Government Contact Centre Operations, at the Government Contact Centre Excellence Awards.

### **2008/09 Client Support Centre statistics**

Total number of incidents	24,397
Total number resolved first level	18,341
% first level	76.12%
Total number resolved in SLA	22,375
% calls resolved in SLA	92.87%

### **2008/09 Client Support Centre statistics by incident type**

State contracts	7,985	29.87%
NSW eTendering	7,100	29.10%
smartbuy®	6,150	25.21%
Procurement Policy	714	2.93%
Construction	633	2.59%
Others	1,815	7.44%
<b>Total</b>	<b>24,397</b>	

## StateFleet

### *StateFleet client survey*

StateFleet conducts a bi-annual client satisfaction survey. The next survey will be conducted in the later half of 2009.



### *StateFleet annual client conference*

The annual StateFleet conference was held in September 2008 and attended by 79 clients from 40 different agencies. At the all-day conference external presenters discussed the latest industry developments and open session workshops were held where clients discussed fleet management issues in groups. Feedback forms filled in on the day showed an outstanding result with 100 per cent of respondents rating the quality and relevance of the day's agenda as excellent/good.

## Office of Public Works and Services

### *NSW Water Solutions*

NSW Water Solutions conducts annual project level surveys to assess client satisfaction. In 2008/09 NSW Water Solution's clients expressed a high level of satisfaction with an average rating of 85 per cent which exceeded the target level of 80 percent.

### *Project Management*

Clients continue to report high levels of satisfaction with Project Management's performance across almost all key service attributes including management of project risks, understanding and meeting client needs, and quality of staff. Client satisfaction with Project Management services continued to improve and the overall satisfaction score of 84.1 per cent in the 77 surveys was higher than the target of 80 per cent. The measure is based on random sampling of projects surveyed at various stages of their life cycles and the surveys are conducted on an ongoing basis.

### *Government Architect's Office*

The Government Architect's Office conducts client satisfaction surveys each year. Surveys were undertaken in 2008/09 to measure client's satisfaction with the provision of strategic advice, heritage advice and services, and projects undertaken by the Office. Clients reported high levels of overall satisfaction on these indicators of 90 per cent, 87.9 per cent and 79.2 per cent respectively (at 30 June 2009).

## **Appendix 7 – Credit card certification**

In accordance with Treasurer's Directions and Premier's Memoranda, the Director General certified that credit card use during 2008/09 was in accordance with established government requirements and practices.

This certification is qualified to the extent that detected instances of non-compliance with established departmental policies and procedures were considered as isolated and minor.

## **Appendix 8 – Disability Action Plan**

### **NSW Department of Commerce Disability Action Plan 2006-2008**

The Department of Commerce is committed to providing its services to clients and staff from diverse backgrounds through initiatives that reflect their diverse needs.

The implementation of the Disability Action Plan supports and ensures responsiveness in the way Commerce delivers services to clients and staff with a disability. Diversity and equity are part of the core business of this Department and the Disability Action Plan reflects the objectives and values of the Department of Commerce Corporate Plan.

### *Disability Policy Framework*

The NSW Government's Disability Policy Framework is underpinned by the Commonwealth *Disability Discrimination Act 1993*, the NSW *Anti-Discrimination Act 1977* and the NSW *Disability Services Act 1993*. The framework assists agencies to systematically identify the adjustments they need to make so their services and facilities become more accessible to people with disabilities.

Section 9 of the Disability Services Act requires agencies to develop a Disability Action Plan. In accordance with the framework, agencies are required to submit their plans to the Department of Ageing, Disability and Homecare every three years. Disability Action Plans translate into action the Government's commitment to improve the opportunities for people with disabilities to share fully in community life.

### *Development of the Disability Action Plan*

The Department's Disability Action Plan 2006-2008 has been developed in line with the NSW Government's Disability Policy Framework.

The Disability Action Plan was developed through consultation with management and staff of Commerce, peak disability groups, Disability Council of NSW, People with Disabilities Inc, Employers Making a Difference, Commerce's Disability Coordinating Committee, and staff with disabilities.

### *Implementing the plan*

Each Commerce Office and business:

- reviews all information to identify barriers to our services for people with a disability
- identifies possible strategies to address identified barriers
- provides information on existing policies, plans, publications and practices in disability programs.

### *Communication*

A communication strategy has been developed to support and raise awareness of the implementation of Commerce's Disability Action Plan. This strategy includes specific provision for ensuring that employees and people with a disability are aware of the actions in the Disability Action Plan.

The communication strategy includes the provision of information in a range of formats appropriate for people with a disability, including posting information on Commerce's intranet and internet home page.

### *Progress reports*

Progress reports on the implementation of the Disability Action Plan will be provided to the Executive and the NSW Department of Ageing Disability and Home Care by December each year. These reports will also be published on Commerce's websites (internet and intranet) and will be made available in other formats upon request.

### *Processes for reviewing, monitoring and evaluation of the plan*

Commerce's Executive Committee will oversee the reporting and evaluation of the Disability Action Plan. A Coordinating Committee comprising departmental representatives and chaired by the Portfolio Manager Diversity will aid in the monitoring of the Disability Action Plan within each office and report on implementation.

The Disability Action Plan is reviewed annually each December and updated as necessary, to ensure strategies remain relevant and effective.

# 1 Access – Development of a process to audit facilities

Goal: To identify gaps and barriers preventing or inhibiting people with a disability from accessing facilities owned, managed or leased by Commerce and develop appropriate strategies to address these issues for inclusion in the future Disability Action Plan.

Strategies	Performance indicators
1.1.1 Using a standardised access audit checklist, conduct access audits of buildings and facilities owned, managed or leased by Commerce (that have not already been audited) to identify barriers preventing people with a disability from accessing the Department's services.	Unaudited buildings have been audited.
1.1.2 Engage an accredited access auditor to audit major buildings where appropriate.	Accredited access auditor engaged.
1.1.3 Identify and engage an accredited trainer to train staff in conducting access audits.	Staff identified and trained
1.1.4 An Access Improvement Plan for buildings is included in the Accommodation and Estates Strategy for buildings owned by Commerce.	Access Improvement Plan included in the Accommodation and Estates Strategy.
1.1.5 Owners of buildings leased by Commerce are provided with access audit outcomes.	Owners advised.
1.2.1 Ensure selection criteria for new premises include accessibility for people with a disability	Criteria for the selection of new premises developed.
1.2.2 Ensure guidelines for the selection of new buildings and carrying out of modifications are based on the Building Code of Australia and HREOC's Advisory Note on Access to Premises, AS 1428.2 .	Guidelines are developed in accordance with relevant standards.
1.3.1 Review current emergency procedures and, if necessary, modify to ensure they provide for the safe evacuation of people with disabilities.	Best practice models are identified and applied to the Department.
1.3.2 Provide training in (modified) procedures to fire wardens, if necessary.	Training provided.
1.3.3 Ensure modified procedures are available on Commerce's intranet.	Modified procedures placed on Intranet.

## 2 Promoting positive community attitudes – Staff understanding of disability issues

Goal: To identify gaps and barriers in the way Commerce portrays people with a disability and to develop appropriate strategies to address these issues for inclusion in current and future Disability Action Plans.

Strategies	Performance indicators
2.1.1 Develop and conduct disability awareness training for managers and front-line staff where appropriate (eg, in areas where there is an identified need for training by managers and staff).	Awareness training provided.
2.1.2 Develop publication guidelines to ensure Commerce's communication and publications strategies take into account the specific needs of people with disabilities.	Publication guidelines developed. Publication guidelines reviewed.
2.1.3 Explore opportunities for disseminating information and education material about Commerce initiatives include disability specific media, such as 2RPH – a radio station established for people who are blind - and relevant peak disability groups.	Information and education material is disseminated via disability media where appropriate.
2.1.4 Through Commerce's Disability Network, continue to promote people with a disability in a positive light by holding seminars, events etc, which reflect current topics.	Disability Network meetings regularly held.
2.1.5 Ensure Tenancy Advice and Advocacy Program (TAAP) Services meet the needs of people with a disability.	Funding guidelines include the need for TAAP services to be accessible.

## 3 Staff training – Learning and development programs

Goal: To identify gaps and barriers in the Department's learning and development program and to develop appropriate strategies to address these issues for inclusion in current and future Disability Action Plans.

Strategies	Performance indicators
3.1.1 Review relevant Commerce staff training programs with the objective of integrating disability issues.	Relevant training includes information on services to people with a disability. Staff with a disability able to access learning and development.
3.1.2 Survey staff who have identified as having a disability to determine their learning and development needs.	Staff with disability are surveyed.
3.1.3 Ensure displaced staff with disabilities are able to access career transition facilities and services.	Displaced staff with disabilities have access to career transition services and facilities (ongoing).
3.2.1 Ensure contractual arrangements with learning and development providers include ability to deliver programs to people with a disability.	Training providers assessed for ability to deliver to diverse audiences

#### 4 Information about services – Review of information

Goal: To identify gaps and barriers in the way Commerce provides information to people with a disability and to develop appropriate strategies to address these issues for inclusion in current and future Disability Action Plans.

Strategies	Performance indicators
4.1.1 Ensure all publicly available documents contain the following value statement: This publication can be made available in suitable formats for people with disabilities	Publicly available documents contains value statement.
4.1.2 Source or develop publication guidelines to assist key staff with the development of information in formats suitable for people with a disability.	Publication guidelines sourced or developed.
4.1.3 Ensure all documents available from Commerce's websites and Intranets are produced and formatted in accordance with appropriate publication standards.	All documents placed on Commerce's websites and Intranets are in appropriate standards.
4.2.1 Develop a plan and process for assessing the Department's websites against best practice guidelines.	Websites reviewed.
4.2.2 Review and make recommendations to improve Commerce's websites and Intranets.	Review undertaken and recommendations made.
4.3.1 Audit appropriate offices for usage of TTYs and whether staff are trained.	Audit has been conducted and issues identified.
4.3.2 Ensure an appropriate TTY number is provided on all Department stationery/brochures/pamphlets etc, to enable people who are deaf/hearing impaired to contact Department.	People who are deaf/hearing impaired are able to contact the Department via TTY.

#### 5 Employment – Promotion of Commerce as an employer of choice

Goal: To identify gaps and barriers that prevents or inhibits people with a disability from gaining and retaining employment with the Department and implement strategies to ensure there are no barriers to equal opportunity and career development of employees with a disability.

Strategies	Performance indicators
5.1.1 Implement strategies contained in the EEO Management Plan 2005-2008 that relate specifically to people with a disability.	Strategies contained in EEO Management Plan relating specifically to people with a disability implemented (ongoing)
5.1.2 Implement and promote Commerce's Reasonable Adjustment Policy.	Review of policy undertaken. New Reasonable Adjustment Policy communicated to Commerce.
5.1.3 Develop a process for identifying staff requiring reasonable adjustments and ensure these are provided.	Process developed and implemented (ongoing).
5.1.4 Staff with a disability are encouraged to include their EEO details on Human Resource Management System (where appropriate).	Staff with a disability have updated their EEO details in the Employees Self Service System (ongoing).
5.1.5 Participate in employment schemes for people with a disability, eg Apprenticeships, Traineeships and Cadetships for People with	Commerce makes use of employment schemes for people with disabilities (ongoing)

Strategies	Performance indicators
Disabilities.	
5.2.1 As part of the review of the Labour Hire Contract assess the potential to include conditions requiring recruitment agencies to increase their representation of people with disabilities.	Review conducted.

## 6 Complaints

Goal: To identify gaps and barriers in the way the Department receives and handles complaints by people with a disability and to develop appropriate strategies to address these issues for inclusion in the Department's current and future Disability Action Plans.

Strategies	Performance indicators
6.1.1 Assess the Department's complaints policies and procedures, and evaluate against best practice models (Eg Community Services Commission).	Complaints procedures assessed against best practice and take into account issues experienced by people with a disability.
6.2.1 Liaise with direct client service areas about how clients are made aware of their rights to make complaints and assess appropriateness in terms of the issues experienced by people with a disability.	Mechanism has been appraised

## Appendix 9 – Electronic service delivery

### Office of Fair Trading

#### *Government Licensing Service*

The Government Licensing Service is a whole of government project to create a single integrated system for business, professional and some personal licensing. In previous years Fair Trading has successfully migrated valuers, home building tradespersons and motor vehicle repairers licence types to the Government Licensing Service. In March 2009, motor dealer, travel agent, pawnbroker and second-hand dealer licences were successfully migrated to the Government Licensing Service. Existing internet services supporting these licence types were also migrated to the Government Licensing Service, providing an improved lodge and pay service for persons renewing their licence online.

Work is continuing in partnership with the Government Licensing Service project team to progressively migrate more of Fair Trading's licensing systems to the Government Licensing Service and to introduce online services for more licences.

#### *Enhancements to Business Licence Information Service*

The Business Licence Information Service is an internet-based service that provides the business community and the public with detailed information on all NSW Government licences, permits and associated regulations. In 2008/09, continuing enhancements to the Business Licence Information Service included a new design of the website to improve the usability of the site for customers. There have also been technical modifications to improve response times for customers, as well as ongoing work to maintain up to date information relating to business licences.

### *Website*

Following a re-design of the Fair Trading website in April 2008, a solution for creating web pages and fact sheet publications from the one source was finalised. During 2008/09, 54 fact sheets were migrated or created using the new format, resulting in more accessible information for those with disabilities and allowing community workers and others to easily download and print information. The website is now compliant with accessibility standards and the chances of Fair Trading website pages being retrieved by searches on major search engines have been improved.

### *Online services*

The online facility to register for Fair Trading events became fully operational in November 2008, in time for Fair Trading Week. The register was integral to the Building Better Business Expos held during 2009. A significant number of the 4,000 expo participants reserved their seat through the online events register.

A range of online surveys were used to gather feedback on various consumer issues and as part of the reviews of the Home Building Act and the Conveyancers Licensing Act.

The platform used for delivering and tracking Fair Trading's eNewsletters was upgraded during the year to ensure greater functionality and capacity. The eNewsletter services continued to be popular, with over 40,000 subscribers registered.

### *Rental Bond Systems Upgrade project*

The Rental Bond Systems Upgrade project will, over two years, refresh all of the information technology currently supporting rental bond operations and establish a technical platform which will support and maintain rental bond services. A tender acquisition process was successfully completed during the year. Business and technical requirements were confirmed, and detailed planning was completed, with the aim of commissioning the new system by June 2010.

## Government Chief Information Office

### *NSW Government Directory*

The online New South Wales Government Directory continued to be a key resource for members of the public seeking information about the Premier, Ministers, Members of Parliament and key agency personnel. It lists ministerial portfolios, including some 300 agencies and business units.

The Government Directory accommodated over 1,080,000 visits from the NSW Government portal ([www.nsw.gov.au](http://www.nsw.gov.au)), agency web sites, NSW Government Call Centre enquiries, and direct from the general public.

### *NSW service directory/knowledgebase*

The services knowledgebase contains approximately 1,800 standard descriptions of agency services compiled from information supplied by 161 agencies. They have been specially designed for use by the Government Call Centre but are also made available via the government portal ([www.nsw.gov.au](http://www.nsw.gov.au)). Records were accessed over 31,000 times via the portal while call centre usage averaged 100 per month.

### *shop.nsw*

shop.nsw provides an online 'one-stop-shop' for locating and acquiring NSW government products and publications. Many publications can be downloaded or ordered free of charge. Secure online credit card payments are available, as are alternative methods of payment. In 2008/09, total sales through shop.nsw exceeded \$953,000, including \$442,000 in publication sales and \$511,000 in product sales.

Sixteen NSW government agencies were full participants, (sold publications/products online) and 56 agencies were electronic participants (links established to electronic publications on agency websites). Over 6,000 items were listed in the shop.nsw online catalogues.

### *New GCIO website*

GCIO launched its new website ([www.gcio.nsw.gov.au](http://www.gcio.nsw.gov.au)) in May 2009. The aim was to improve the content and functionality of the site in keeping with the NSW Government Website Style Directive.

### *Government Licensing Service*

The NSW Government Licensing Service streamlines licensing processes through an integrated licensing system ([www.licence.nsw.gov.au](http://www.licence.nsw.gov.au)). Below is a case study of the service.

#### **NSW Fisheries - Case Study**

1. The Department of Primary Industries previously investigated the replacement of a management system for fishing fees, including outsourcing the complete function or outsourcing the database development.
2. The Department of Primary Industries agreed to work with Commerce over five months to implement the NSW Government Licensing Service in September 2008 for over 250,000 sales per annum.
3. Triple-bottom-line result:
  - **Financial (Operational)**
    - increased revenue by 15 per cent in the first year (implementation of new renewal processes including plastic cards for longer term licences)
    - maintained recurrent costs of 10 per cent of revenue collected (with minimal set-up costs to link the NSW Government Licensing Service, test system and train staff)
    - re-used third-party printing functionality for plastic cards already established for other Commerce clients
    - introduced BPAY, a new and more efficient channel for the agency with 10 per cent of renewals processed in first seven months
    - increased use of more efficient online/electronic channels by 25 per cent to replace paper-based approach (including internet, interactive voice response and touch kiosks).
  - **Environmental**
    - additional revenue to fund recreational fishing stocks
    - sharing of equipment with four other agencies to reduce environmental footprint and power consumption by 80 per cent
    - reduction of paper-based licences reduced the demand for storage space.
  - **Social**
    - 24/7 public access to online services and both NSW Maritime and Fair Trading Centre counter sales
    - online access to the NSW Government Licensing Service for Fisheries Officers to minimise training costs and to support compliance activities
    - new plastic cards more practical than paper licences in wet pockets
    - ability for anglers to renew their licence rather than purchasing a new licence upon expiry.



## Office of Industrial Relations

The Office of Industrial Relations (OIR) website provides practical information to employers and employees about their workplace rights and entitlements. The website received over 2.6 million visitors in the 2008/09 financial year. The website was extensively redesigned to improve its functionality and align its layout with the Government Website Style Directive.

### *E-business*

Employers and employees can use *Check Your Pay* to calculate wages and other entitlements under selected awards. The Long Service Leave and Annual Leave online calculators are also two helpful tools to assist employers and employees.

The OIR's *Email Update* service keeps subscribers up-to-date with new additions to the website. This is a valuable service for anyone wanting to keep in touch with developments in industrial relations in NSW. For example Pay Rate Updates provides by email the latest information on changes to NSW pay rates, award conditions and leave entitlements. The OIR added an RSS news feed facility to 130 state awards offered by subscription, providing automatic updates of any new award information.

The OIR refined its online Australian Business Number (ABN) search tool to assist employers and employees to establish which industrial relations system applied to their business. The tool searches a supplied business name or ABN number and provides information on the legislation that should apply to the searched entity.

### *E-newsletters*

The OIR produces two quarterly e-newsletters. *Your Workplace Online* provides information on key legislative changes, awards, compliance activities, workshops, important test cases and other developments in industrial relations. *Work Smart* is a community newsletter disseminated to agencies interested in the employment rights of young people and people from culturally and linguistically diverse communities in NSW. As well as delivering information on workplace rights, it provides details of services and resources that help vulnerable workers.

### *Young People at Work website*

This website is specifically for young workers and outlines their basic workplace rights and entitlements and provides practical and up to date information to help them find and keep a job. The website is set up in three segments reflecting the work life-cycle - looking for work, got the job and leaving the job.

## NSW Procurement

NSW Procurement delivered a number of innovative services through electronic channels for government agencies, industry and community, summarised below:

### *Contracting services*

The online management fee portal introduced in 2007 enables vendors to lodge their management fee sales returns online. The number of vendors using the on-line systems increased from 45 per cent in 2007/08 to 60 per cent in 2008/09.

### *eTendering*

A major revamp of the eTendering system in November 2008 introduced improved contract disclosure functions, an enhanced set of searching, browsing and reporting features and streamlined online tender management processes.

On 30 October 2008, Commerce released a request for Expressions of Interest (EOI) to canvass industry about opportunities to optimise smartbuy®. The EOI sought options for

extending functionality, improving performance and lowering costs for users. The EOI closed on 27 November 2008. The evaluation of the responses was completed and a revised procurement strategy is in progress.

### *Fleet management system*

StateFleet's new fleet management system, Bynx, enabled StateFleet to offer flexible lease terms and conditions to the clients as well as improved reporting.

Using easy.quote, StateFleet clients can now obtain online quotes with variable lease terms and end kilometres and then order a vehicle. Once a vehicle is delivered the kilometres travelled can be recorded online in easy.Log (for managed clients only). These functionalities offer a more streamlined option where the entire process can be conducted online. In the reporting year, 887 NSW government staff with fleet-related responsibilities were registered to access easy.Quote, easy.Order and easy.Log. StateFleet is unaware of any other lease or fleet management organisation that offers the whole range of services online.

### *SmartPool*

SmartPool, an online motor vehicle pool booking system, was implemented in the reporting year at NSW Health and Commerce.

The introduction of SmartPool streamlined the process of booking a pool vehicle and:

- reduced the paperwork needed to book a pool vehicle
- enabled management of multiple pools at multiple sites from a centralised location
- provided a real time application that allows instant update and record of all vehicle bookings
- enabled clients to request a booking online out of hours or from remote locations
- ensured that users receive both an automated email acknowledgement and confirmation of the booking
- improved the use of pool vehicles.

At 30 June 2009, 7,094 vehicles were available for booking in SmartPool. The rollout of SmartPool to other NSW Government agencies is planned in the next financial year.

## Office of Public Works and Services

### *Survey and Spatial Information Services*

In 2008/09 Survey and Spatial Information Services (SASIS) continued its successful electronic delivery of building asset data for the Department of Education and Training. SASIS also provided ongoing property information services to the Sydney Harbour Foreshore Authority using a Google Earth internet platform for property information system.

### *Environmental water data*

Manly Hydraulics Laboratory (MHL) continues to utilise electronic media as the principle means of delivering environmental water data. Data is delivered via the internet over the phone along with SMS, fax and email media in near real-time to state government agencies, local government, the CSIRO and the Bureau of Meteorology for use in coastal zone flood and storm warnings and to verify the performance of ocean wave forecast models. MHL also provides a wind wave warning system that allows scenario modelling of the impact of wind waves to be examined via the internet.

### *Modelling software*

In the dam engineering field, NSW Water Solutions increased its state-of-the-art capability with the latest modelling software, including the Strand7 Finite Element Analysis modelling

software, SEEP/W V5 for sophisticated seepage analyses through dam embankments and SLOPE/W V5 for dam embankment stability analyses. This increased capability very much improves NSW Water Solutions' value to government and clients in the science of and solutions for the design of headwork structures.

## Appendix 10 – Freedom of Information statistics

### Section A – New FOI Applications

How many FOI applications were received, discontinued or completed?	Number of applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
A1 New	10	15	213	174	223	189
A2 Brought Forward	1	2	14	4	15	6
A3 Total to be processed	11	17	227	178	238	195
A4 Completed	11	17	185	133	196	150
A5 Discontinued	0	0	36	31	36	31
<b>A6 Total processed</b>	<b>11</b>	<b>17</b>	<b>221</b>	<b>133</b>	<b>232</b>	<b>150</b>
A7 Unfinished (carried forward)	0	0	6	14	6	14

### Section B – Discontinued applications

Why were FOI applications discontinued?	Number of discontinued FOI applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
B1 Request transferred out to another agency (s.20)	0	0	9	9	9	9
B2 Applicant withdrew request	0	0	20	20	20	20
B3 Applicant failed to pay advance deposit (s.22)	0	0	7	1	7	1
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s.25(a)(a1))	0	0	0	1	0	1
<b>B5 Total discontinued</b>	<b>0</b>	<b>0</b>	<b>36</b>	<b>31</b>	<b>36</b>	<b>31</b>

Note: If request discontinued for more than one reason, select the reason first occurring in the above table. The figures in B5 should correspond to those in A5.

## Section C – Completed Applications

What happened to completed FOI applications?	Number of completed FOI applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
C1 Granted or otherwise available in full	10	8	126	77	136	85
C2 Granted or otherwise available in part	1	7	24	39	25	46
C3 Refused	0	1	17	10	17	11
C4 No documents held	0	1	18	7	18	8
<b>C5 Total completed</b>	<b>11</b>	<b>17</b>	<b>185</b>	<b>133</b>	<b>196</b>	<b>150</b>

Note: A request is granted or otherwise available in full if all documents requested are either provided to the applicant (or the applicant's medical practitioner) or are otherwise publicly available. The figures in C5 should correspond to those in A4.

## Section D – Applications granted or otherwise available in full

How were the documents made available to the applicant?	Number of FOI applications (granted or otherwise available in full)					
	PERSONAL		OTHER		TOTAL	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
All documents requested were:						
D1 Provided to the applicant	10	8	125	76	135	84
D2 Provided to the applicant's medical Practitioner	0	0	0	0	0	0
D3 Available for inspection	0	0	0	1	0	1
D4 Available for purchase	0	0	0	0	0	0
D5 Library material	0	0	0	0	0	0
D6 Subject to deferred access	0	0	0	0	0	0
D7 Available by a combination of any of the reasons listed in D1-D6 above	0	0	1	0	1	0
<b>D8 Total granted or otherwise available in full</b>	<b>10</b>	<b>8</b>	<b>126</b>	<b>77</b>	<b>136</b>	<b>85</b>

Note: the Figures in D8 should correspond to those in C1.

## Section E – Applications granted or available in part

How were the documents made available to the applicant?	Number of FOI applications (granted or otherwise available in part)					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
Documents made available were:						
E1 Provided to the applicant	1	7	21	39	22	46
E2 Provided to the applicant's medical Practitioner	0	0	0	0	0	0
E3 Available for inspection	0	0	0	0	0	0
E4 Available for purchase	0	0	0	0	0	0
E5 Library material	0	0	0	0	0	0
E6 Subject to deferred access	0	0	0	0	0	0
E7 Available by a combination of any of the reasons listed in E1-E6 above	0	0	3	0	3	0
<b>E8 Total granted or otherwise available in part</b>	<b>1</b>	<b>7</b>	<b>24</b>	<b>39</b>	<b>25</b>	<b>46</b>

Note: The Figures in E8 should correspond to those in C2.

## Section F – Refused FOI applications

Why was access to the documents refused?	Number of refused FOI applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
F1 Exempt	0	0	17	10	17	10
F2 Deemed refused	0	1	0	0	0	1
<b>F3 Total refused</b>	<b>0</b>	<b>1</b>	<b>17</b>	<b>10</b>	<b>17</b>	<b>11</b>

Note: The Figures in F3 should correspond to those in C3.

## Section G – Exempt documents

Why were the documents classified as exempt?	Number of FOI applications (refused or access granted or otherwise available in part only)					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
Restricted documents:						
G1 Cabinet documents medical (Clause 1)	0	0	2	1	2	1
G2 Executive Council documents (Clause 2)	0	0	0	0	0	0
G3 Documents affecting law enforcement and public safety (Clause 4)	0	0	12	11	12	11
G4 Documents affecting counter terrorism measures (Clause 4A)	0	0	0	0	0	0
Documents requiring consultation:						
G5 Documents affecting intergovernmental relations (Clause 5)	0	0	0	0	0	0
G6 Documents affecting personal affairs (Clause 6)	1	7	13	18	14	25
G7 Documents affecting business affairs (Clause 7)	0	0	10	8	10	8
G8 Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0
Documents otherwise exempt:						
G9 Schedule 2 exempt agency	0	0	0	0	0	0
G10 Documents containing information confidential to Olympic Committees (Clause 22)	0	0	0	0	0	0
G11 Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	0	0	0	0	0	0
G12 Documents relating to threatened species conservation (Clause 24)	0	0	0	1	0	0
G13 Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0
G14 Private documents in public library collections (Clause 19)	0	0	0	0	0	0
G15 documents relating to judicial functions (Clause 11)	0	0	0	1	0	0
G16 Documents subject to contempt (Clause 17)	0	0	0	0	0	0

G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI Legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	0	0	2	0	2
G20 Documents containing confidential material (Clause 13)	0	0	0	2	0	2
G21 Documents subject to secrecy provisions (Clause 12)	0	0	1	1	0	1
G22 Documents affecting the economy of the State (Clause 14)	0	0	0	0	0	0
G23 Documents affecting financial or property interests of the State or an agency (Clause 15)	0	0	0	0	0	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	0	1	4	1	4
G26 Other exemptions (eg. Clauses 20 22A and 26)	0	0	2	0	2	0
<b>G27 Total applications including exempt documents</b>	<b>1</b>	<b>7</b>	<b>41</b>	<b>49</b>	<b>42</b>	<b>56</b>

Note: Where more than one exemption applies to a request select the exemption category first occurring in the above table. The figures in G27 should correspond to the sum of the figures in C2 and F1.

## Section H – Ministerial Certificates (S.59)

How many Ministerial Certificates were issued?	Number of Ministerial Certificates	
	(previous year)	(current year)
H1 Ministerial Certificates issued	0	0

## Section I – Formal consultations

How many formal consultation were conducted?	Number	
	(previous year)	(current year)
I1 Number of applications requiring formal consultation	299	107
I2 Number of persons formally consulted	179	328

Note: Include all formal offers to consult issued irrespective of whether a response was received.

## Section J – Amendment of personal records

How many applications for amendment of personal records were agreed or refused?	Number of applications for amendment of personal records	
	(previous year)	(current year)
J1 Agreed in full	0	0
J2 Agreed in part	0	1
J3 Refused	0	0
<b>J4 Total</b>	<b>0</b>	<b>1</b>

## Section K – Notation of personal records

How many applications for notation of personal records were made (s.46)?	Number of applications for notation	
	(previous year)	(current year)
K1 Applications for notation	0	0

## Section L – Fees and costs

What fees were assessed and received for FOI applications processed (excluding applications transferred out)?	Assessed costs		Fees received	
	(previous year)	(current year)	(previous year)	(current year)
	\$20,728	\$14,242.50	\$7,503	\$7,967.75

## Section M – Fee discounts

How many fee waivers or discounts were allowed and why?	Number of FOI applications (where fees were waived or discounted)					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
M1 Processing fees waived in full	0	0	0	1	0	1
M2 Public interest discounts	0	0	1	3	1	3
M3 Financial hardship discounts – pensioner or child	1	0	7	4	8	4
M4 Financial hardship discounts – non profit organisation	0	0	0	0	0	0
<b>M5 Total</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>8</b>



## Section N – Fee refunds

How many fee refunds were granted as a result of significant correction of personal records?	Number of applications for notation	
	(previous year)	(current year)
N1 number of fee refunds granted as a result of significant correction of personal records	0	1

## Section O – Days taken to complete request

How long did it take to process completed application (Note: calendar days)	Number of completed FOI applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
O1 0-21 days – statutory determination period	9	10	98	44	108	54
O2 22-35 days – extended statutory determination period for consultation or retrieval of archived records (S.59B)	0	7	48	79	48	86
O3 Over 21 days – deemed refusal where no extended determination period applies	0	0	16	3	16	3
O4 Over 35 days – deemed refusal where extended determination period applies	2	0	23	7	24	7
<b>O5 Total</b>	<b>11</b>	<b>17</b>	<b>186</b>	<b>133</b>	<b>196</b>	<b>150</b>

Note: Figures in O5 should correspond to figures in A4.

## Section P – Processing time: hours

How long did it take to process completed applications?	Number of completed FOI applications					
	Personal		Other		Total	
	(previous year)	(current year)	(previous year)	(current year)	(previous year)	(current year)
P1 0-10 hours	10	14	157	106	167	120
P2 11-20 hours	1	1	11	9	12	10
P3 21-40 hours	0	1	13	12	13	13
P4 Over 40 hours	0	1	4	6	4	7
<b>P5 Total</b>	<b>11</b>	<b>17</b>	<b>185</b>	<b>133</b>	<b>196</b>	<b>150</b>

Note: Figures in P5 should correspond to figures in A4.

## Section Q – Number of reviews

How many reviews were finalised?	Number of completed reviews	
	(previous year)	(current year)
Q1 Internal reviews	5	7
Q2 Ombudsman reviews	0	1
Q3 ADT reviews	2	0

## Section R – Results of internal reviews

What were the results of internal reviews finalised?

Grounds on which the internal review was requested	Number of internal reviews					
	Personal		Other		Total	
	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision	Original Agency Decision
	Upheld	Varied	Upheld	Varied	Upheld	Varied
R1 Access refused	3	0	4	0	7	0
R2 Access deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	0	0	0	0	0	0
R4 Unreasonable charges	0	0	0	0	0	0
R5 Failure to consult with third parties	0	0	0	0	0	0
R6 Third parties views disregarded	0	0	0	0	0	0
R7 Amendment of personal records refused	0	0	0	0	0	0
<b>R8 Total</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>0</b>

## Appendix 11 – Funds granted to non-government community organisations

### Government Chief Information Office

#### *About NSW*

GCIO worked closely with the NSW Ministry for Arts and the state's cultural institutions to provide better access to the State's collections online.

In particular, GCIO continued to work in close partnership with the Powerhouse Museum on a whole-of-government web project called About NSW. This is a pilot initiative that provides public access to digital materials from a range of cultural institution collections as well as interpretative and contextual information about NSW across a broad range of subjects, including history, geography, flora and fauna of suburbs or towns. The About NSW website was made public in March 2009 (<http://about.nsw.gov.au/>).

## Office of Fair Trading

Fair Trading provides grants to not-for-profit organisations for the provision of community education, advice and advocacy services for tenants, retirement village residents, residential parks residents and consumers who need assistance with dealing with personal financial difficulties. These grants promote the principles of access, equity and diversity. Other grants programs target the home building and property services industries. Under these programs, funds are provided to undertake research or training to enhance the professionalism of those industries and, in turn, enhance outcomes for their consumers.

Fair Trading provided record levels of funding for financial counselling in NSW during 2008/09. The NSW Government announced a funding increase of \$1 million per annum for the Financial Counselling Services Program effective from 1 July 2008. The additional funding for financial counselling allowed for an extra 3,500 days of financial counselling services and directly benefited up to 16,000 families in dire need of financial advice. This included a state wide training program for financial counsellors to help cope with increasing demand. The Program revealed a significant increase in the number of people seeking advice about bankruptcy and continuing numbers of people caught out by high interest rates, as well as over-commitment in personal debt and escalating living costs.

On 1 July 2008, Fair Trading launched the NSW No Interest Loans Scheme (NILS®) funding program. Over \$840,000 was allocated to fund NILS® services across NSW to meet the cost of salaries of NILS® workers and the establishment of a NILS® Co-ordinator position.

NILS® is a community managed microcredit program developed by the Good Shepherd Youth and Family Services to provide interest free loans to low income earners for the purchase of essential household or medical goods and services such as washing machines and refrigerators as well as medical or dental services.

In 2008/09, there was a significant increase in client contacts to the Tenants' Advice and Advocacy Program about the increase in instances of mortgagees taking possession of premises from tenants. The Residential Tenancies Act protects tenants from mortgagee possession until there is a court order. However, many tenants who are unaware of their rights are being pushed out of the premises by the mortgagees' demands.

### *Program: Home Building Advocacy Service (HoBAS) 2008/09*

Funded organisations	Purpose	Funding \$
Macquarie Legal Centre	Home Building Advocacy Service (HoBAS)	\$215,000.00
<b>Total</b>		<b>\$215,000.00</b>

### *Program: Pilot Building Contractor Advocacy Service (BCAS) 2008/09*

Funded organisations	Purpose	Funding \$
CRS Warner Kugel	Pilot Building Contractor Advisory Service	\$80,000.00
<b>Total</b>		<b>\$80,000.00</b>

### *Program: Co-operatives Development Grants Program 2008/09*

Funded organisations	Purpose	Funding \$
Norco Co-operative Ltd	Project to assist members of the Co-operative in relation to the Federal Government's Carbon Pollution Reduction Scheme	\$18,000.00
<b>Total</b>		<b>\$18,000.00</b>

*Program: Tenants' Advice and Advocacy Program (TAAP) 2008/09*

Funded organisations	Purpose	Funding \$
Tenants' Union of NSW Co-operative Limited	Tenants' Union of NSW	\$628,945.71
Tenants' Union of NSW Co-operative Limited	Residential Parks Solicitor	\$88,667.09
Tenants' Union of NSW Co-operative Limited	Aboriginal Legal Officer	\$128,843.54
Dtarawarra Pty Ltd	Aboriginal Resource Service	\$155,852.45
Combined Pensioners & Superannuants Association of NSW Inc (CPSA)	Older Persons Tenants' Service (OPTS)	\$197,694.29
Combined Pensioners & Superannuants Association of NSW Inc (CPSA)	Park and Village Service (PAVS)	\$206,891.00
Redfern Legal Centre	Inner Sydney Tenants Advice & Advocacy Service (ISTAAS)	\$262,142.76
Eastern Area Tenants Service Incorporated	Eastern Area Tenants Service Inc (EATS)	\$264,638.44
Marrickville Legal Centre	Inner West Tenant's Advice and Advocacy Service	\$270,253.75
Northern Area Tenants Service Incorporated	Northern Area Tenants Service (NATS)	\$366,033.27
Canterbury Bankstown Migrant Resource Centre	Southern Sydney Tenants Advice & Advocacy Service (SSTAAS)	\$407,189.25
Macarthur Legal Centre	South West Sydney Tenants Advice and Advocacy Service	\$332,105.63
WESTS Consortium	Western Sydney Tenants Service (WESTS Consortium)	\$603,739.71
Central Coast Tenants' Advice and Advocacy Service Inc	Central Coast Tenants' Advice and Advocacy Service (CCTAAS)	\$259,023.16
Hunter Regional Neighbourhood Centre Forum Inc	Hunter Tenants Advice & Advocacy Service	\$373,143.08
Illawarra Legal Centre	Illawarra Tenants Service	\$295,941.02
Port Macquarie Neighbourhood Centre Inc	Mid Coast Tenants Advice and Advocacy Service	\$305,429.25
Northern Rivers Community Legal Centre Inc	Northern Rivers Tenants Advice and Advocacy Service (NRTAAS)	\$305,429.25
Central West Community College	South Western NSW Tenants Service (ACE)	\$802,047.64
North and North West Community Legal Service Inc	New England and Western Tenants Advice and Advocacy Service (NEWTAAS)	\$481,047.95
Northern NSW Aboriginal Tenants Advice and Advocacy Service Inc	Northern NSW Aboriginal Tenants Advice and Advocacy Service (NATAAS)	\$421,875.36

Funded organisations	Purpose	Funding \$
Murdi Paaki Regional Enterprise Corporation	Western Aboriginal Tenants Advice and Advocacy Service (WATASS)	\$483,628.02
Management And Advisory Services Aboriginal Corporation	Murra Mia Tenants Advice and Advocacy Service	\$436,148.43
Dtarawarra Pty Ltd	Greater Sydney Aboriginal Tenants Service (GSATS)	\$275,245.12
TAAP Special Purpose Fund	Fund provides for ad-hoc projects and interpreter & translator costs for services funded under the TAAP	\$172,548.85
<b>Total:</b>		<b>\$8,524,504.00</b>

*Program: Credit Counselling Program 2008/09*

Funded organisations	Purpose	Funding \$
Anglicare North Coast	Anglicare North Coast - Coffs Harbour Service and Grafton Outreach	\$69,238.15
Anglicare South East	Anglicare South East Financial Counselling Service	\$759.26
C.A.R.E. Incorporated	Care Inc - Queanbeyan	\$18,578.51
Consumer Credit Legal Centre (NSW) Inc	Consumer Credit Legal Centre - Hotline	\$335,384.66
Consumer Credit Legal Centre (NSW) Inc	Consumer Credit Legal Centre -Legal Services	\$179,133.30
Creating Links Co-operative Ltd	Creating Links Co-operative	\$55,903.89
Eastlakes Family Support Service Inc.	Eastlakes Family Support Financial Counselling Service	\$5,680.87
Financial Counselling Hunter Valley Project Inc	Hunter Valley Project Financial Counselling Service	\$41,320.00
Gosford City Community Information Service Ltd	Gosford/Wyong Financial Counselling Service	\$28,097.60
Gosford City Community Information Service Ltd	Gosford/Wyong Financial Counselling Service - One of Payment for Computer	\$1,500.00
Granville Multicultural Community Centre Inc	Granville Financial Counselling Service	\$40,594.11
Illawarra Legal Centre Inc	Illawarra Legal Centre	\$34,784.97
Illawarra Legal Centre Inc	Illawarra Legal Centre - Financial Counselling Service	\$54,055.58
Kempsey Neighbourhood Centre Inc	Kempsey Financial Counselling Service	\$59,952.74
Lifeline Broken Hill Inc	Far West Credit Counselling Service	\$29,543.80
Lifeline Central West Incorporated	Lifeline Central West Counselling Services	\$66,766.92
Lismore & District Financial Counselling Service Inc	Lismore Financial Counselling Service & Mullumbimby & Byron Bay Outreach	\$94,285.92

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Macarthur Legal Centre Inc	Macarthur Legal Centre	\$42,513.89
Mission Australia	Mission Australia - Dapto/Warilla region Outreach	\$41,691.88
Mission Australia	Mission Australia - South Western NSW Outreach	\$69,354.59
Mission Australia	Mission Australia Campbelltown	\$51,366.96
Murwillumbah Community Support Centre Inc.	Murwillumbah Financial Counselling Service	\$15,495.00
Redfern Legal Centre Ltd	Redfern Legal Centre	\$29,596.78
San Remo Neighbourhood Centre Incorporated	San Remo Financial Counselling Service	\$42,234.80
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Campsie	\$50,947.56
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Goulburn	\$30,308.22
The Salvation Army (NSW) Property Trust	Moneycare - Hurstville	\$30,287.56
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Parramatta (Auburn Outreach)	\$44,323.96
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Parramatta (Penrith & Blacktown Outreach)	\$22,664.02
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Taree/Wingham	\$42,441.60
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service Campbelltown	\$38,394.93
The Trustees of the Anglican Diocese of Armidale	Anglican Counselling Service (Diocese of Armidale)	\$20,990.56
The Trustees of the Roman Catholic Church for the Diocese of Lismore	Centacare Port Macquarie	\$41,486.29
The Uniting Church in Australia Property Trust (NSW)	Wesley Creditline Financial Counselling - Fairfield	\$84,627.91
The Uniting Church in Australia Property Trust (NSW)	Lifeline South Coast - Creditline Nowra Financial Counselling Service	\$28,183.34
The Uniting Church in Australia Property Trust (NSW)	Lifeline Financial Counselling Service - Newcastle & Hunter	\$108,465.10
The Uniting Church in Australia Property Trust (NSW)	Wesley Creditline Financial Counselling Creditline Inner Sydney	\$215,633.97
The Uniting Church in Australia Property Trust (NSW)	Wesley Creditline Financial Counselling Penrith - (Includes Quakers Hill, Hawkesbury, Blacktown Outreach Services)	\$83,643.04
Financial Counsellors Association of NSW (FCAN)	State-Wide Financial Counsellor Training Program	\$100,000.00

Funded organisations	Purpose	Funding \$
Financial Counsellors Association of NSW (FCAN)	Executive Officer Position	\$100,000.00
Credit Counselling Program - Special Purpose Fund	Fund provides for ad-hoc projects for services funded under the Financial Counselling Services Program	\$3,000.00
<b>Totals</b>		<b>\$2,453,232.23</b>

*Program: Financial Counselling Trust Fund 2008/09*

Funded organisations	Purpose	Funding \$
Anglicare South East	Anglicare South East Financial Counselling Service	\$38,272.21
C.A.R.E. Incorporated	Care Inc - Queanbeyan	\$45,980.87
Christian Community Aid Service Inc	CCAS Financial Counselling Program	\$40,594.11
Creating Links Co-operative Ltd	Creating Links Co-operative	\$41,108.30
Eastlakes Family Support Service Inc.	Eastlakes Family Support Financial Counselling Service	\$23,020.25
Eurobodalla Family Support Service Inc	Eurobodalla Financial Counselling Service	\$53,077.01
Financial Counselling Hunter Valley Project Inc	Hunter Valley Project Financial Counselling Service	\$63,454.70
Gosford City Community Information Service Ltd	Gosford/Wyong Financial Counselling Service	\$70,427.87
Kempsey Neighbourhood Centre Inc	Kempsey Financial Counselling Service	\$57,800.23
Lifeline Broken Hill Inc	Far West Credit Counselling Service	\$74,696.23
Lifeline Central West Incorporated	Lifeline Central West Counselling Services	\$71,078.04
Mission Australia	Mission Australia - Griffith	\$44,241.51
Mission Australia	Mission Australia - Wagga Wagga	\$44,241.51
Mission Australia	Mission Australia Campbelltown	\$43,114.32
Mission Australia	Mission Australia Creditworthy Wollongong	\$41,486.29
Murwillumbah Community Support Centre Inc.	Murwillumbah Financial Counselling Service	\$47,696.28
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Campsie	\$46,391.69
The Salvation Army (NSW) Property Trust	Moneycare - Hurstville	\$10,137.35
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Forster/Tuncurry	\$26,677.23
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Lethbridge Park	\$42,703.83

Funded organisations	Purpose	Funding \$
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Parramatta (Auburn Outreach)	\$42,692.10
The Trustees of the Anglican Diocese of Armidale	Anglican Counselling Service (Diocese of Armidale)	\$53,354.45
The Trustees of the Society of St. Vincent de Paul (N.S.W.)	St Vincent de Paul Broken Bay Financial Counselling Service	\$26,946.60
The Uniting Church in Australia Property Trust (NSW)	Lifeline South Coast - Creditline Nowra Financial Counselling Service	\$43,486.45
The Uniting Church in Australia Property Trust (NSW)	Wesley Creditline Financial Counselling Penrith - (Includes Quakers Hill, Hawkesbury, Blacktown Outreach Services)	\$117,379.79
The Uniting Church in Australia Property Trust (Vic)	St Davids Uniting Care Financial Counselling Service	\$34,256.92
Woodrising Neighbourhood Centre Inc	Lake Macquarie Financial and Gambling Counselling Service	\$41,108.30
<b>Total</b>		<b>\$1,285,424.43</b>

*Program: No Interest Loans Scheme Grants Program 2008/09*

Funded organisations	Purpose	Funding \$
Sydney Anglican Home Mission Society Council (t/as Anglicare Diocese of Sydney)	Anglicare Western Sydney NILS®	\$42,740.00
Barnardos Australia - Penrith Centre	Barnardos NILS®	\$26,712.50
Presentation Sisters Wagga	Macarthur NILS®	\$21,370.00
St Vincent de Paul Society (NSW)	St Vincent de Paul Northern Beaches NILS®	\$10,685.00
The Hills Community Aid and Information Service Inc	North West NILS® Riverstone Outreach	\$5,342.50
The Hills Community Aid and Information Service Inc	North West NILS® Toongabbie Outreach	\$5,342.50
The Hills Community Aid and Information Service Inc	North West NILS®	\$26,712.50
The Parks Community Network Inc.	Fairfield NILS®	\$37,397.50
St Vincent de Paul Society (St Ives)	NILS® Northern Sydney	\$16,027.50
Uniting Church in Australia (Jubilee Resources NILS)	Jubilee Resources NILS®	\$32,055.00
Marrickville Community Training Centre Inc	Marrickville NILS®	\$21,370.00
Hunter Region No Interest Loans Scheme Inc.	Hunter Region No Interest Loans Scheme	\$64,110.00
Manning Support Services Inc.	Manning NILS® - Taree, Great Lakes and Forster	\$26,712.50



Trustees of the Society of St Vincent de Paul NSW (in association with the Sisters of St Joseph - Lochinvar)	Josephite NILS®	\$10,685.00
Bellingen Neighbourhood Centre	The Bellingen Neighbourhood Centre NILS®	\$21,370.00
Kempsey Neighbourhood Centre Inc.	Kempsey Neighbourhood Centre NILS®	\$21,370.00
Manning Support Services Inc.	Manning NILS® - Hastings	\$32,055.00
The Nambucca Valley Community Services Council Inc	The Nambucca Valley Community Services Council Inc NILS®	\$10,685.00
Anglicare Shoalhaven Community Care Services	Anglicare Shoalhaven NILS®	\$21,370.00
Baptist Community Services NSW & ACT	Baptist Community Services Lifecare Services	\$21,370.00
Port Kembla Community Project	Community Loan Scheme - Southern NILS® Program	\$21,370.00
Highlands Community Centres Inc.	Highlands Community Centres Inc. NILS®	\$10,685.00
Lismore Neighbourhood Centre Inc	Lismore and Surrounds NILS®	\$53,425.00
Toukley Neighbourhood Centre Inc.	Wyong Shire NILS®	\$32,055.00
Winmalee Neighbourhood Centre Inc	Winmalee Neighbourhood Centre NILS®	\$16,027.50
Armidale Neighbourhood Centre Inc	Armidale Neighbourhood Centre Inc NILS®	\$10,685.00
Anglicare Canberra & Goulburn	Eurobodalla NILS® Program	\$10,685.00
Anglicare Western NSW	Orange NILS® (Forbes)	\$10,685.00
The Josephite Foundation	Lithgow NILS®	\$21,370.00
Anglicare Western NSW	Orange NILS® (Gilgandra	\$10,685.00
Local Global Care – Dubbo (Riverside Lifehouse)	Riverside Lifehouse NILS®	\$10,685.00
Wiradjuri Aboriginal Corporation	Wiradjuri NILS®	\$16,027.50
Albury Wodonga Community Network Inc	Albury NILS®	\$10,685.00
Winmalee Neighbourhood Centre Inc.	NSW NILS® State Coordinator	\$93,742.00
<b>Total</b>		<b>\$814,979.50</b>

*Program: Motor Vehicle Industry Grants Program 2008/09*

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Automotive Training Board of NSW Inc	Annual Apprentice Merit Awards	\$10,000.00
Automotive Training Board of NSW Inc	Continuation of the Automotive Training Program	\$50,000.00
<b>Total</b>		<b>\$60,000.00</b>

*Program: Home Building Grants Program 2008/09*

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Deltacorp Consulting Pty Ltd t/as Home Building Business Services (HBBS)	An Introduction to Home Building Contracts in NSW - CPD Training Course	\$10,000.00
Deltacorp Consulting Pty Ltd t/as Home Building Business Services (HBBS)	Online CPD Courses	\$21,000.00
Master Painters Australia NSW Association Inc	Master Painters Contract and Home Warranty Insurance Information and Advice Seminars	\$30,000.00
MBA Newcastle Group Training Pty Ltd	Newcastle MBA Group Training & Personnel	\$50,000.00
NSW Utilities & Electrotechnology ITAB	Information Program for Employers of Electrical Apprentices	\$30,000.00
Furnishing Industry Association of Australia Ltd	Kitchens, Bathrooms, Laundries and Built-in Furniture - Licensed & Compliant	\$19,500.00
Pointsbuild Pty Limited	Pool & Spa Building, Training & Education	\$45,000.00
<b>Total</b>		<b>\$205,500.00</b>

*Program: Property Services Grants Program 2008/09*

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Property & Financial Services ITAB	NSW Property Services Support Line	\$60,000.00
Australian Property Institute Inc (API)	Continuing Professional Development Program for Valuers & Agents	\$40,000.00
City Futures Research Centre, University of NSW	Research Project: "Managing Major Repairs in the Residential Strata Sector"	\$50,000.00
Leverage Australia Pty Ltd t/as Australian College of Professionals	Strata Managers and On-Site Property Managers working together with Owners Corporations	\$30,000.00
North Coast TAFE	CPD Options for all Practising Agents	\$21,088.00
Australian Livestock & Property Agents Association Ltd (ALPAA)	The ALPAA Professional Development & Education Program 08/09	\$75,000.00
<b>Total</b>		<b>\$276,088.00</b>

*Program: Rental Bond Board Grants Program 2008/09*

Funded organisations	Purpose	Funding \$
The Aged-Care Rights Service Inc (TARS)	The Aged-Care Rights Service Inc (TARS)	\$387,375.00
Energy & Water Ombudsman (NSW) Pty Ltd	EWON Review of the Guidelines for Water Charging for Public Housing Tenants by the Department of Housing	\$45,000.00
Affiliated Residential Park Residents Association NSW (ARPRA)	Combined Education, Program Information Seminars, Meetings and Workshops	\$5,000.00
<b>Total</b>		<b>\$437,375.00</b>

## Appendix 12 – Government and Related Employees Appeals Tribunal & Transport Appeals Boards

### Public sector appeals process

The Government and Related Employees Appeals Tribunal (the Tribunal) and the Transport Appeals Boards fall within the responsibility of the Minister for Industrial Relations.

The Tribunal hears and determines appeals against decisions relating to the discipline and promotion of NSW public sector employees and employees of certain other statutory authorities. It also hears Hurt On Duty Claims by members of the New South Wales Police Service. The Transport Appeal Boards are independent bodies that determine appeals by employees against disciplinary or promotion decisions made by public sector transport authorities.

During 2008/09, 224 appeals were made to the Tribunal. This represents an 81 per cent decrease on the previous year's total of 1,272 appeals, while 590 appeals were made to the Transport Appeals Boards, representing a decrease of 30 per cent on the previous year's total of 844 appeals. The number of appeals lodged with both relate directly to the volume and frequency of recruitment campaigns undertaken by NSW public sector employing authorities. This is reflected in the sometimes large fluctuations of total appeals lodged from year to year.

### *Promotion appeals*

Merit selection is a long standing cornerstone of selection and recruitment processes for the NSW public sector. The Tribunal and Transport Appeals Boards were set up by their respective enabling legislation in 1980 to contribute to the transparency of recruitment and selection processes of the NSW public sector by reviewing decisions made on behalf of department heads to ensure that the most meritorious employee for the position is appointed to the contested position.

Both the Tribunal and Transport Appeals Boards are independent bodies and are the only bodies that review the application of the 'test of merit' against recruitment and selection outcomes in the NSW public sector. During 2008/09, promotion appeals involving the NSW Police Service ceased.

Merit selection for the NSW public sector and its purpose is articulated in section 19 of the *Public Sector Employment Management Act 2002* and section 2 of the NSW Personnel Handbook.

During 2008/09, 150 promotion appeals were received by the Tribunal and 484 promotion appeals were received by the Transport Appeals Boards.

Promotion appeals are generally listed for hearing within 35 days of the expiration of the closing date to lodge an appeal. Tribunal and Board decisions on promotion appeals are almost always made on the day of the merit hearing and then followed by a written decision within 14 days of the hearing.

### *Disciplinary appeals*

#### **Outcomes – Public sector disciplinary appeals**

In 2008/09 the Tribunal received 47 appeals in this category, compared to 59 in 2007/08 and 52 in 2006/07.

#### **Conciliation of public sector disciplinary appeals**

Of the 47 appeals lodged with the Tribunal during 2008/09, 31 have been finalised and five were withdrawn. The remaining 26 appeals progressed through the conciliation stage of which nine were settled and withdrawn by the appellant and a further eight settled pending withdrawal representing a 65 per cent success rate. Of the remainder, nine progressed to hearing where six were allowed and three disallowed.

The continued success of conciliation has resulted in savings across the public sector as it requires fewer resources from participating agencies and unions, and enables the Tribunal to deal with matters more expeditiously.

#### **Transport Appeals Boards discipline appeals**

During the reporting period, 106 disciplinary appeals were lodged with the Transport Appeals Boards, of these 87 have been finalised. Of the 87 finalised 24 were withdrawn prior to hearing, nine were withdrawn during the hearing, five struck out, 24 disallowed, four allowed, two disallowed with modified penalty and 19 allowed with modified penalty.

### **Education**

During 2008/09 the Tribunal conducted one seminar on the promotion appeal process, including the impetus for publication of appointments. The seminars were attended by 45 industrial officer and human resource staff from 16 public sector organisations.

### **Website**

During 2008/09, visitors to the website totalled 17,813 compared to 15,469 for 2007/08, an increase of 14 per cent. Both websites were reconfigured during 2008/09 to comply with the NSW Government standard design for public sector websites.

### **Performance results**

#### *Outcome: Maximum compliance with regulatory requirements*

Measure GREAT	05/06	06/07	07/08	08/09	Target 09/10
Number of appeals received	683	921	1289	224	275

#### *Outcome: Maximum compliance with regulatory requirements*

Measure TAB	05/06	06/07	07/08	08/09	Target 09/10
Number of appeals received	267	985	842	590	600

## Appendix 13 – Heritage Assessment Management Strategy

The NSW Department of Commerce Heritage Asset Management Strategy (the strategy), required under the *NSW Heritage Act 1977*, was approved by the NSW Heritage Council in May 2007. The strategy set out the heritage management initiatives already undertaken by Commerce, identified the heritage asset management systems within the Department and committed the Department to an action plan to enable it to meet the requirements of the Heritage Act by the end of 2009.

The major requirement in Commerce's strategy was the preparation of a Heritage and Conservation Register under Section 170 of the Heritage Act. The Government Architect's Office was engaged to prepare the Register.

The first stage of this project, the identification of potential heritage items held by the Department and the preparation of the Department's Thematic History, was completed in 2007.

The second stage, the preparation of the Register, was completed in April 2009 and was submitted to the Heritage Council in May 2009 for endorsement. The Register identifies the Department's heritage assets, describes why they are important and provides guidance for their ongoing management. The Register will assist Commerce to meet its other obligations as required under the Heritage Act, including the ongoing asset management, maintenance and conservation works of heritage assets.

## Appendix 14 – Implementation of price determination

During 2008/09, Commerce sought no price determinations from the Independent Pricing and Regulatory Tribunal.

## Appendix 15 - Inclusion of other annual reports

Provisions within the *Community Land Management Act 1989*, the *Strata Schemes Management Act 1996* and the *Residential Tenancies Act 1987* require the Commissioner for Fair Trading to prepare a report to Parliament on the respective operations of the Commissioner (including as Tenancy Commissioner) under these Acts. The Commissioner's actions or activities relating to these Acts are not conducted in isolation, but are fully integrated across all the operations of the Office of Fair Trading. The annual reporting obligations for the three Acts are therefore discharged by the inclusion of the following information in this Department of Commerce annual report in accordance with section 6 (Inclusion of other reports in annual reports) of the *Annual Reports (Departments) Act 1985*.

### *Community Land Management Act 1989*

The following information addresses section 109G of the Act in the areas of resolving complaints and disputes, investigating alleged breaches of the Act, taking legal action, providing information on community schemes and reporting on any other matter, including those referred to the Commissioner by the Minister for Fair Trading.

### **Resolving complaints and disputes**

Community land management enquiries and dispute mediations are counted jointly with strata scheme enquiries and mediations - see next section on Strata Schemes Management Act.

**Legal action taken**

	04/05	05/06	06/07	07/08	08/09
Community land management prosecutions	0	0	0	0	0
Community land management penalty notices	0	0	1	0	0
Community land management civil litigation	0	0	0	0	0

**Community land management information**

Community land management information was available through the Fair Trading website: ([www.fairtrading.nsw.gov.au/Tenants\\_and\\_home\\_owners/Community\\_and\\_neighbourhood\\_schemes.html](http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Community_and_neighbourhood_schemes.html)). Fair Trading also provides the following community scheme publications for proprietors, occupiers, associations, managing agents and members of the public:

- Living in a community scheme
- Strata and community disputes
- Strata and community mediation

**Other matters***Review of the Community Land Management Act*

The Department of Lands and Fair Trading jointly reviewed the Community Land Management Act and the Community Land Development Act. The review examined a range of matters, including whether changes to the strata legislation should be adopted for community schemes. Following public consultation, submissions were analysed and the comments and views expressed were taken into account. A report review is being finalised.

*Strata Schemes Management Act 1996*

The following information addresses section 216 of the Act in connection with annual reporting of the operations of the Director-General (Commissioner for Fair Trading) in the areas of resolving complaints and disputes, investigating alleged breaches of the Act, taking legal action, providing information on strata schemes and reporting on any other matter referred to the Commissioner by the Minister for Fair Trading.

**Resolving complaints and disputes**

	04/05	05/06	06/07	07/08	08/09
Strata scheme enquiries	38,858	35,580	32,464	33,955	33,766
Strata scheme dispute mediations	1,185	1,153	1,194	1,380	1,226

**Legal action taken**

	04/05	05/06	06/07	07/08	08/09
Strata scheme prosecutions	0	0	0	0	0
Strata scheme penalty notices	0	0	0	0	0
Strata scheme civil litigation	0	9	5	0	0

## Mediation

Mediation is a successful way for parties to settle strata and community scheme disputes. People can resolve their disputes without the need for formal adjudication and many side issues are resolved along with the main dispute.

During 2008/09, 456 applications did not proceed as at least one party did not agree to mediation. Two hundred forty cases were successfully managed prior to mediation. Of the remaining 353 applications, 67 per cent were successfully mediated.

## Strata schemes information

A range of strata schemes information was also available through the OFT website. During the year, the following strata scheme publications were available for members of the public, owners, occupiers, owners' corporations, lessors of leasehold strata schemes and strata managing agents:

- Changes to strata laws
- Buying into a strata scheme
- Strata and community disputes
- Strata and community mediation
- Strata living – in English, Arabic, Chinese and Vietnamese
- Strata scheme sinking funds.

## Other matters

### *Strata washing by-law review*

A review of the model strata by-law that prohibits the hanging of washing and other laundry items in places where they are externally visible has been undertaken. The stimulus for the review was public concerns that the by-law forced strata residents to use electric clothes dryers, which in turn caused increased production of greenhouse gases. The review attracted more than 900 submissions in the form of letters, e-mails and online survey responses. A wide range of strongly held views were expressed. A review report was finalised.

### *Residential Tenancies Act 1987*

The following information addresses section 119E of the Act in connection with annual reporting of the operations of the Tenancy Commissioner (Commissioner for Fair Trading) in the areas of research into tenant/landlord relationships, resolving tenancy disputes, taking legal action, providing information, reporting on other matters, including those referred to the Commissioner by the Minister for Fair Trading, as well as providing assistance to agencies and individuals who provide tenancy advice and information and carry out research into relationships between tenants and landlords.

## Resolving complaints and disputes

	04/05	05/06	06/07	07/08	08/09
Tenancy enquiries	143,000	126,000	117,200	121,250	112,504

Note: tenancy disputes are determined in the independent Consumer, Trader and Tenancy Tribunal.

**Legal action taken**

	04/05	05/06	06/07	07/08	08/09
Residential Tenancies Act prosecutions	1	1	0	0	0
Residential Tenancies Act penalty notices	0	0	0	0	0
Residential Tenancies Act civil litigations	0	0	0	0	0

**Residential tenancy information**

Residential tenancy information was available for tenants and landlords through the Fair Trading website.

Fair Trading also provided the following publications for tenants and landlords:

- The Renting Guide (22 community language versions)
- Tenant databases (tenant and landlord editions)
- Using an agent to manage your rental property
- Living there – information for renters
- Moving in – information for renters
- Moving out – information for renters
- Discrimination and renting.

**Assistance and funding for tenancy services**

In 2008/09, the 26 community organisations funded under the Tenants' Advice and Advocacy Program (TAAP) to provide advice and advocacy to tenants assisted 33,469 people. Also, 989 people living in residential parks were provided with advice about their rights and responsibilities by TAAP services.

There has been a significant increase in client contacts resulting from an increase in mortgagees taking possession of premises from tenants. The Residential Tenancies Act protects tenants from mortgagee possession until there is a court order. However, many tenants who are unaware of their rights are being pushed out of the premises at the demand of mortgagees.

This year, more than 4,653 tenants around the State received assistance to prepare for a Consumer, Trader and Tenancy Tribunal hearing or with representation at a hearing.

**Residential tenancy law reforms**

An extensive review of the NSW residential tenancy laws has been completed. A report titled 'Residential Tenancy Law Reform – A New Direction' contained 102 proposed reforms. Some of these proposals have been refined, clarified or omitted in response to the submissions received. It is anticipated that a draft Exposure Bill containing the proposed amendments will be released for public consultation later this year.

Proposals relating to the eviction process in the case of mortgage repossessions were included in the *Residential Tenancies Amendment (Mortgagee Repossessions) Act 2009* that was passed by Parliament on 18 June 2009. These measures now ensure that, in the case of a mortgagee repossession, tenants are given at least 30 days notice to vacate the premises, and will be able to withhold rent, or recover rent paid in advance, for the period of the notice. The mortgagee repossession amendments commenced on 19 June 2009.



## Appendix 16 – Land disposal

Properties disposed of in 2008/09

Property description	Sale proceeds (ex GST)	Disposal method
239 Great North Road Five Dock	\$2,200,000	Auction
359 Harbour Drive Coffs Harbour	\$ Nil	Ownership vested in State Property Authority
236 Richmond Road Doonside	\$ Nil	Ownership vested in State Property Authority
34 White Street Dubbo	\$ Nil	Ownership vested in State Property Authority
120 Dalley Street East Lismore	\$ Nil	Ownership vested in State Property Authority
2-6 Coleman Street Wagga Wagga	\$ Nil	Ownership vested in State Property Authority

Documents relating to the disposal can be obtained under the Freedom of Information Act.

## Appendix 17 – Legislation

Legislation administered

### Commerce

The Minister for Commerce has joint administration of all Acts listed for the Minister for Fair Trading (which are not listed again below), and the following Acts:

- *Architects Act 2003 No 89*
- *Border Railways Act 1922 No 16*
- *Building and Construction Industry Security of Payment Act 1999 No 46*
- *Contractors Debts Act 1997 No 110*
- *Government Telecommunications Act 1991 No 77*
- *Land Acquisition (Charitable Institutions) Act 1946 No 55*
- *Land Acquisition (Just Terms Compensation) Act 1991 No 22*
- *Partnership Act 1892 55 Vic No 12* in so far as it relates to the functions of the Registrar of the register of limited partnerships and incorporated limited partnerships and to the setting of fees to be charged for maintaining that register, jointly with the Attorney General and the Minister for Fair Trading (remainder, the Attorney General)
- *Public Sector Employment and Management Act 2002 No 43, Chapter 7* (jointly with the Treasurer; remainder Premier, except parts, jointly the Premier and Minister for Public Sector Reform)
- *Public Works Act 1912 No 45 (except section 34 (3) and (4), the Minister for Water)*
- *State Records Act 1998 No 17*

### *Office of Fair Trading*

The Minister for Fair Trading has joint administration of the following Acts with the Minister for Commerce:

- *Associations Incorporation Act 1984 No 143*
- *Associations Incorporation Act 2009 No 7* (not commenced as at 30 June 2009)
- *Business Names Act 2002 No 97*
- *Community Land Management Act 1989 No 202*
- *Consumer Claims Act 1998 No 162*
- *Consumer Credit Administration Act 1995 No 69*
- *Consumer Credit (New South Wales) Act 1995 No 7*
- *Consumer, Trader and Tenancy Tribunal Act 2001 No 82*
- *Contracts Review Act 1980 No 16*
- *Conveyancers Licensing Act 2003 No 3*
- *Co-operative Housing and Starr-Bowkett Societies Act 1998 No 11*
- *Co-operatives Act 1992 No 18*
- *Credit Act 1984 No 94*
- *Credit (Home Finance Contracts) Act 1984 No 97*
- *Electricity (Consumer Safety) Act 2004 No 4*
- *Fair Trading Act 1987 No 68*
- *Fitness Services (Pre-paid Fees) Act 2000 No 95*
- *Funeral Funds Act 1979 No 106*
- *Gas Supply Act 1996 No 38, section 83A* (remainder, the Minister for Energy)
- *Holiday Parks (Long-term Casual Occupation) Act 2002 No 88*
- *Home Building Act 1989 No 147*
- *HomeFund Commissioner Act 1993 No 9*
- *HomeFund Restructuring Act 1993 No 112, sections 14, 15, 16 and Schedule 2* (remainder, the Minister for Housing)
- *Landlord and Tenant Act 1899 No 18*
- *Landlord and Tenant (Amendment) Act 1948 No 25*
- *Landlord and Tenant (Rental Bonds) Act 1977 No 44*
- *Motor Dealers Act 1974 No 52*
- *Motor Vehicle Repairs Act 1980 No 71*
- *Partnership Act 1892 55 Vic No 12* in so far as it relates to the functions of the Registrar of the register of limited partnerships and incorporated limited partnerships and to the setting of fees to be charged for maintaining that register, jointly with the Attorney General and the Minister for Commerce (remainder, the Attorney General)
- *Pawnbrokers and Second-hand Dealers Act 1996 No 13*
- *Price Exploitation Code (New South Wales) Act 1999 No 55*
- *Prices Regulation Act 1948 No 26*
- *Property, Stock and Business Agents Act 2002 No 66*
- *Registration of Interests in Goods Act 1986 No 37*

- *Residential Parks Act 1998 No 142*
- *Residential Tenancies Act 1987 No 26*
- *Retirement Villages Act 1999 No 81*
- *Strata Schemes Management Act 1996 No 138*
- *Trade Measurement Act 1989 No 233*
- *Trade Measurement Administration Act 1989 No 234*
- *Travel Agents Act 1986 No 5*
- *Valuers Act 2003 No 4*
- *Warehousemen's Liens Act 1935 No 19*

### *Office of Industrial Relations*

- *Annual Holidays Act 1944 No 31*
- *Associated General Contractors Insurance Company Limited Act 1980 No 38*
- *Banks and Bank Holidays Act 1912 No 43 (except part, the Treasurer)*
- *Broken Hill Trades Hall Site Act of 1898 No 31*
- *Broken Hill Trades Hall Site Extension Act 1915 No 42*
- *Builders Labourers Federation (Special Provisions) Act 1986 No 17*
- *Building and Construction Industry Long Service Payments Act 1986 No 19*
- *Coal Industry (Industrial Matters) Act 1946 No 44*
- *Employment Protection Act 1982 No 122*
- *Entertainment Industry Act 1989 No 230*
- *Essential Services Act 1988 No 41 (except parts, the Premier)*
- *Funeral Services Industry (Days of Operation) Repeal Act 2000 No 14*
- *Hairdressers Act 2003 No 62*
- *Industrial Arbitration (Special Provisions) Act 1984 No 121*
- *Industrial Relations Act 1996 No 17 (except parts, the Attorney General)*
- *Industrial Relations (Child Employment) Act 2006 No 96*
- *Industrial Relations (Ethical Clothing Trades) Act 2001 No 128*
- *Long Service Leave Act 1955 No 38*
- *Long Service Leave (Metalliferous Mining Industry) Act 1963 No 48*
- *Shop Trading Act 2008 No 49*

## Legislative changes

### *Commerce*

The following Acts were repealed:

- *Glen Davis Act 1939 – Part 4 and Schedule 3*
- *State Brickworks Act 1946*
- *Bennelong Point (Parking Station) Act 1985*

The *Land Acquisition (Just Terms Compensation) Act 1991* was amended to permit determinations to be amended in certain circumstances.

The *Land Acquisition (Just Terms Compensation) Act 1991* was also amended to clarify the application of sections 7A and 7B of that Act relating to the acquisition of native title rights and interests and the acquisition of land already owned by the acquiring authority.

#### *Public Sector Employment and Management Act 2002*

Amendments to the *Public Sector Employment and Management Act 2002* were given assent on 4 December 2008. The amendments were to have the Chairperson of the State Contracts Control Board appointed by the Minister and that at least three members of the Board represent agencies that use goods and services supplied in accordance with Chapter 7 of the Act. The amendments also allow public sector organisations from other countries that operate in NSW to be able to use State Contracts Control Board Contracts.

#### *Public Sector Management (Goods and Services) Regulation 2000*

To reflect amendments to the *Public Sector Employment and Management Act 2002*, amendments to the Regulation were also given assent on 4 December 2008. The amendments reflect that public sector organisations from other countries which operate in NSW be able to use State Contracts Control Board Contracts and that the quorum for a meeting of the State Contracts Control Board is four members or a majority of the members.

#### *Office of Fair Trading*

#### **Retirement Villages Amendment Bill 2008**

The *Retirement Villages Act 1999* sets out the rights and obligations of residents and operators of retirement villages and establishes mechanisms for the resolution of certain disputes between residents and operators. Significant consultation was undertaken with the peak bodies throughout the review and over 800 submissions were received, the majority from residents. The *Retirement Villages Amendment Act 2008* received assent on 4 December 2008 and contains an extensive package of reforms which will deliver significant benefits to residents and operators. The amendments include better pre-contractual disclosure to prospective residents, introducing a 90 day settling-in period for new residents, cutting the maximum time most residents must keep paying recurrent charges once they move out of a village from six months to six weeks, and giving operators the flexibility to vary expenditure between budget line items and make allowance for contingencies. The 2000 Regulation is currently being re-made and will include the regulations resulting from the Amendment Act. It is anticipated that the Amendment Act and the new Regulation will commence together in the second half of 2009.

#### **Home Building Amendment Bill 2008**

The *Home Building Act 1989* was amended in November 2008 to automatically suspend the licence of a home building contractor or building consultant who has failed to comply with a Consumer, Trader and Tenancy Tribunal or court order to pay money in respect of a building claim. The automatic suspension commences 28 days after the due date for compliance and remains in place until the licence holder has complied with the order. The automatic suspension provision applies in relation to all building claims made after 31 March 2009.

The Act was also amended to establish an additional mechanism to enable a home warranty insurance claim. A contract to do residential building work with a value of more than \$12,000 must be covered by a home warranty insurance contract. An insurance contract entered into after 18 May 2009 must provide insurance cover when a contractor's licence is automatically suspended for non-compliance with a money order for a building claim. The insurance contract must provide the same cover for that building claim as would be provided if the contractor was insolvent.

In October 2008, a Supreme Court decision highlighted possible problems with the drafting of provisions in the Act that established the period of insurance cover provided by home warranty insurance contracts. In May 2009, the *Home Building Amendment (Insurance) Act 2009* confirmed that a contract of insurance covers a loss that becomes apparent and is

notified to the insurer within the period of insurance, or is notified within six months after the loss becomes apparent if that loss becomes apparent in the last six months of the period of insurance.

### **Funeral information standard**

The Government implemented a new information standard for funeral goods and services on 1 February 2009. The information standard enables consumers to make informed choices when arranging a funeral. It provides consumers with detailed information on the costs and components of a funeral. Funeral directors must provide their clients with information about a basic funeral option, its cost and what it covers. If a basic funeral option is not available, all funeral directors must offer clients an itemised quote before entering into any arrangement. In addition, all funeral directors must give consumers an itemised final statement or invoice of the goods and services provided and their costs before final payments are made.

This ensures the information is readily accessible and easy to understand. It allows consumers to know exactly what they are buying and allows easier comparison of products, services and prices from a range of suppliers.

### *Consumer, Trader and Tenancy Tribunal Amendment Act 2008*

During 2007/08 the Tribunal underwent a thorough and independent operational review and a statutory review of the *Consumer, Trader and Tenancy Tribunal Act 2001*. The resulting changes were introduced by the *Consumer, Trader and Tenancy Amendment Act 2008*, which commenced on 1 October 2008. This introduced a requirement that the Tribunal's Deputy Chairperson (Determinations) be legally qualified, while ability or experience in alternative dispute resolution procedures may be a selection criterion for new Tribunal members. The Chairperson can now give more extensive procedural directions and authorise the Registrar and Deputy Registrar to exercise certain functions of the Tribunal. New limits to the period for recommencing proceedings have been introduced and a second application for a rehearing is possible if significant new evidence comes to light. More time has been allowed for a written statement of reasons for a decision to be prepared, and sound recordings of all hearings are being made, as far as is reasonably practicable. A new Social Housing Division was created in acknowledgement of the specific needs and circumstances of social housing clients.

### **Incorporated associations**

Becoming incorporated provides small, non-profit and non-commercial organisations with a simple and inexpensive means of becoming a legal entity and provides a form of limited liability. It also brings obligations, including maintaining proper financial and membership records. The *Associations Incorporation Act 2009* was passed by Parliament on 31 March 2009 and received assent on 7 April 2009. The 2009 Act is the result of a review of the *Associations Incorporation Act 1984*. The 2009 Act introduces a more modern and streamlined approach to the regulation of associations and removes a number of out-of-date requirements. It allows more flexibility for associations and provides for stronger protection of association finances. There will be no direct impact on most of the day-to-day procedures and operations of associations. The new laws have been carefully designed to make the transition as smooth as possible for associations and their members. It is anticipated that the new Act and new regulations will commence in the second half of 2009 or early 2010.

### **Fair Trading**

During the year, several changes were made to the Fair Trading Regulation 2007 to improve safety standards in NSW and harmonise with national mandatory standards. Babies' dummies must now comply with certain requirements of the Australian Standard AS 2432-1991. Hot water bottles must comply with certain provisions of the British Standard BS 1970:2006 for hot water bottles. Children's portable folding cots must comply with certain provisions of the Australian/New Zealand Standard AS/NZS 2195:1999. Prams and strollers must comply with the standard prescribed in the Consumer Product Safety Standard for Prams and Strollers that was introduced under the Commonwealth *Trade Practices Act 1974*.

Also, treadmills must have a warning label permanently attached to them in a visible position to alert treadmill users to keep children away from machines when they are in use.

### **Trade measurement**

Trade measurement legislation was amended to ensure labelling for prepacked wine products is consistent with the World Wine Trade Group's agreed requirements. It also clarified licensing arrangements for public weighbridge and measuring instrument servicing licensees, improved consumer protection measures, such as specifying how the volume of firewood was to be determined, and specified the marking requirements for prepacked products.

#### *The Graffiti Control Act 2008*

The *Graffiti Control Act 2008*, administered by the Attorney-General and Minister for Local Government, commenced on 20 February 2009, consolidating graffiti-related legislative provisions. It is an offence to sell spray paint to anyone under 18 years of age. Retailers who sell spray paint cans must keep the cans either in a locked cabinet, behind a counter, or above a height of 2.1 metres. Officers authorised to issue penalty notices include a police officer or an investigator appointed under the Fair Trading Act.

### **Bills assented to**

- Associations Incorporation Bill 2008 – assented to 7 April 2009
- Retirement Villages Amendment Bill 2008 – assented to 10 December 2008
- Home Building Amendment Bill 2008 – assented to 20 November 2008
- Home Building Amendment (Insurance) Bill 2009 – assented to 19 May 2009
- Residential Tenancies (Mortgagee Repossessions) Amendment Bill 2009 – assented to 19 June 2009
- *Strata Management Legislation Amendment Act 2008* – assented to 30 July 2008
- *Consumer, Trader and Tenancy Tribunal Amendment Act 2008* – assented to 1 July 2008

### **Statute law revision**

Under the Statute Law Revision program, a Bill is introduced in each Session of Parliament to deal with a range of minor and uncontroversial legislative amendments. A number of amendments were made to fair trading legislation under this program during 2008/09:

- *Community Land Management Act 1989* (section 109B)
- *Holiday Parks (Long-term Casual Occupation) Act 2002* (sections 26(2), 32(3), 34(5) and 35(5))
- *Holiday Parks (Long-term Casual Occupation) Regulation 2003* (Part 2 and Schedule 1)
- *Residential Parks Act 1998* (section 137)
- *Residential Tenancies Act 1987* (section 118)
- *Strata Schemes Management Act 1996* (section 212)
- *Subordinate Legislation Act 1989* (section 10)
- *Home Building Act 1989* (schedule 4)
- *Motor Dealers Regulation 2004* (clause 2)

### **Subordinate legislation review**

On 1 September 2008, the following regulations were remade under the staged repeal provisions of the Subordinate Legislation Act 1989:

- *Pawnbrokers and Second-Hand Dealers Regulation 2008*

## *Office of Industrial Relations*

### *Shop Trading Act 2008*

The purpose of this Act is to repeal the *Shops and Industries Act 1962* to de-regulate shop trading hours while restricting shop trading on Good Friday, Easter Sunday, ANZAC Day (but only until 1.00pm), Christmas Day and Boxing Day. Small shops and specified other shops will be permitted to trade on those days. The Director-General of the Department of Commerce will be permitted to grant exemptions to other shops from the trading restrictions. Provisions relating to weekend bank trading will be transferred to the *Banks and Bank Holidays Act 1912*. [Commencement: 1 July 2008]

### *Industrial Relations Amendment (Jurisdiction of Industrial Relations Commission) Act 2009*

The object of this Bill is to amend the *Industrial Relations Act 1996* and certain other legislation to confer on the Industrial Relations Commission in Court Session (otherwise known as the Industrial Court of New South Wales) the criminal and civil jurisdiction that is currently exercised by Industrial Magistrates under that legislation. [Assented to on 9 June 2009 – to commence on a date to be proclaimed]

## **Legislative changes – Regulations**

### *Industrial Relations (General) Amendment (Fees) Regulation 2008*

The purpose of this Regulation is to amend the Industrial Relations (General) Regulation 2001 to increase certain fees that Industrial Relations Commission charges and to ensure that certain fees are chargeable to the Crown and any person acting on behalf of the Crown. [Commencement: 1 August 2008]

### *Shop Trading Regulation 2009*

The *Shop Trading Act 2008* provides that the Director General may, on application, exempt a shop from trading restrictions under that Act. The object of this Regulation is to provide that no application fee is required to accompany an application for such an exemption. [Commencement: 22 May 2009]

### *Industrial Relations (General) Amendment (Fees) Regulation 2009*

The object of this Regulation is to amend the Industrial Relations (General) Regulation 2001 to increase certain fees that Industrial Relations Commission charges. [Commencement: 1 July 2009]

## **Appendix 18 – New South Wales Government Telecommunications Authority**

The Authority is constituted by the *NSW Government Telecommunications Act, 1991*.

### **The objects of the Act**

- to integrate the various NSW Government telecommunications networks and provide for the common carriage of the communications of agencies;
- to establish the Authority and vest the integrated network in the Authority; and
- to obtain the best commercial advantage from any excess capacity in the integrated network and from infrastructure and facilities not in the integrated network.

## Functions of the Board

The Board of the Authority is established under the Act to:

- determine the policies and long term strategies of the Authority
- oversee the effective, efficient and economical management of the Authority
- advise the Minister on any matter relating to the telecommunications requirements of the Government and the commercial advantages available.

## Membership of the Board

The membership of the Board is under review.

## Administration

The Government Chief Information Office provides administrative support to the Authority.

## Report on operations

The Authority is a majority shareholder in the Australian Centre for Advanced Computing and Communications (ac3) see Appendix 3.

## Appendix 19 – Overseas travel

In 2008/09, twelve officers travelled overseas on government business, some at minimal or no cost to government.

### **Will Strachan - Austria**

Purpose: To participate in the 6th World Water Congress and Exhibition in Vienna, Austria.

Benefits: Representing the NSW Government and its agencies at the International Water Association Awards regarding the Warragamba Deep Water Access Projects nominated for the World Water Congress Award. The nomination brought international recognition to NSW for the water infrastructure projects undertaken in this State and an opportunity to profile and bench mark NSW Government water technology services.

### **Christine Yeats – New Zealand**

Purpose: To present a paper titled Accessible and Visible Community Access to the State Archives at the annual conference of the Archives & Records Association of New Zealand (ARANZ) held in Wellington, New Zealand.

Benefits: Provided an opportunity to showcase the initiatives of the State Records NSW to maximise the accessibility of the NSW State Archives collection through an integrated range of online and traditional service delivery models.

### **Kirsten Thorpe and Ann Wright - Malaysia**

Purpose: Attendance by both officers at the 16th International Council on Archives (ICA) Congress to present a paper on Indigenous Knowledge and Archives: Embracing Multiple Ways of Knowledge and Keeping.

Benefits: Provided an opportunity to demonstrate initiatives of the NSW government in relation to Indigenous Archives and the use of official archives in support of Aboriginal programs, notably the Aboriginal Trust Fund Repayment Scheme.



**Rod Hawks – New Zealand**

Purpose: Assessment of an applicant for a Ministerial declaration as a Recognised External Approval Scheme under the *Electricity (Consumer safety) Act 2004*.

Benefits: Compliance with legislation that requires an on-site assessment of the applicant including an interview process to determine that the applicant has an understanding of the requirements of the scheme and its conditions.

**Matthew Smith – Norfolk Island**

Purpose: To repair communications equipment including logging and sensing instrumentation used for tidal measurement on Norfolk Island.

Benefits: Compliance with contract obligations to Department of Environment and Climate Change regarding the provision of annual maintenance and calibration servicing for the equipment used to capture tide level data.

**Bruce Pettman – China and Hong Kong**

Purpose: Participation in a series seminars and meetings with Chinese cultural heritage bodies in Beijing, Xi'an, Hong Kong and Macau, China.

Benefits: Provided an opportunity promote the AustHeritage program and the conservation practices of the NSW Government Architect's Office in China and to develop closer links between each country through better cultural understanding.

**John Gan – Hong Kong**

Purpose: Presentation of a paper at an International Workshop on Innovative Technologies for Soil Remediation held in Hong Kong, China.

Benefits: Opportunity to extend NSW Water Solutions reputation both internationally and nationally and to gained knowledge and expertise in the area of design and maintenance of wetlands, treatment of stormwater run-off, waste water and landfill leachate.

**George Samios – Malaysia**

Purpose: Conduct safety inspection and monitoring of Babagon Dam Sabah, Malaysia.

Benefits: Compliance with a request from the dam owners Corporate Dynamics to undertake an interim safety inspection of the dam. The former Department of Public Works and Services carried out design services for the dam that was completed in 1999.

**Christine Yeates – Canada**

Purpose: Presentation of a paper titled Tracking the evidence of past Government action: the operation of the NSW Trust Fund Repayment Scheme at the Association of Canadian Archivists (ACA) Annual Conference in Calgary, Alberta, Canada.

Benefits: Provided an opportunity to showcase the initiatives of the NSW Government regarding repayment of money to Aboriginal people who had wages or other payments placed into Trust Fund to an international audience. It also publicised the contribution made by State Records to the work of the Scheme and to exchange information about parallel initiatives underway in other countries.

**Barry Sharah – New Zealand**

Purpose: Attendance at an Australian/New Zealand Standards Committee (Wiring of Medical Treatment Areas in Hospitals) that is reviewing design standards and a site inspection of the Wellington Hospital in New Zealand.

Benefits: Representing the NSW Government in the final stages of the review of design standards that will impact on the construction of new hospitals and the refurbishment of

existing hospitals as well as gaining knowledge and experience that can be applied to design work for clients including the NSW Department of Health.

#### **Susan McHattie – New Zealand**

Purpose: To attend the Australian and New Zealand School of Government ANZSOG Executive Masters of Public Administration Masters Course.

Benefits: Provision of NSW public sector personnel with qualifications in public administration.

## **Appendix 20 – Publications**

### **Office of Fair Trading**

Office of Fair Trading publications are available from:

- the Fair Trading website ([www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au))
- any one of 24 Fair Trading Centres located across NSW (see Appendix 23 Commerce offices for contact details)
- the NSW Government Online Bookshop.

### **Government Chief Information Office**

A range of publications and guidelines about information and communications technology are available on the GCIO website ([www.gcio.nsw.gov.au/](http://www.gcio.nsw.gov.au/)):

- Australian Government Locator Service metadata
- Authentication – Digital Signatures Guideline
- Benefits Management Plan Guideline
- Benefits Realisation Register Guideline
- Change Management Guideline
- ICT Strategic Planning Guideline
- Information Security Guidelines
- Introduction to IAMS Tool - Maturity Model
- Labelling Sensitive Information – Guide
- NSW Government Website Style Directive and Internet guidelines
- People First - NSW Government ICT Strategic Plan
- Project Management Guideline
- Project Risk Management Guideline
- Return On Security Investment (ROSI)

### **Office of Industrial Relations**

The Office of Industrial Relations has the following policy documents available for inspection and/or purchase:

- Charging and Pricing Guidelines
- Various policies and procedures relating to work specification and operational matters, including:
  - Guidelines for Accepting Industrial Complaints
  - Workplace Targeting Policy & Procedures

- Compliance, Enforcement and Prosecutions Policy

Note: Where copies of policy documents are required, a photocopy fee of 20 cents per sheet is payable. However, in all cases, documents are only charged for when the total value of an individual request is \$10.00 or more.

The OIR also has a wide range of plain English brochures, fact sheets, newsletters and booklets containing information on NSW industrial relations matters available to interested members of the public which are provided free of charge. In addition, the range of translated publications has been extended throughout the year. A full list of publications is available on the OIR website ([www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au))

## NSW Procurement

### *State contracts*

The following publications and other information about state contracts can be accessed through the NSW Procurement website ([www.nswbuy.com.au](http://www.nswbuy.com.au))

- Guide to Purchasing from State Contracts
- Guide for NSW State Contract Suppliers
- Procurement Certification Training Program Booklet
- State Contract & NSW Procurement Services fact sheets (various)
- NSWBUY Customer Update e-newsletter to customers
- NSWBUY Supplier Update e-newsletter
- Better Buying magazine.

### *Procurement practice*

The following publications and other information can be accessed through the website ([www.nswprocurement.com.au/](http://www.nswprocurement.com.au/)).

### *General*

- Tendering Guidelines
- Procurement by Direct Negotiation

### *Construction*

- Procurement System for Construction (various publications)
- Security of Payment Act Information (various publications)
- Guidelines for Construction Procurement Valued to \$1 Million
- Capital Project Estimating Guidelines for Construction (Draft)
- Procurement Methodology Guidelines for Construction
- Environmental Management Systems Guidelines
- Industrial Relations Management Guidelines
- Insurance for Government Construction Projects Guidelines
- Occupational Health and Safety Management Systems Guidelines (and supporting documents)
- Prequalification of Service Providers Guidelines
- Quality Management Systems Guidelines (and supporting documents)

- Training Management Guidelines
- Consultant Performance Reporting and Exchange of Reports between Government Agencies Guidelines
- Contractor Performance Reporting and Exchange of Reports between Government Agencies Guidelines (Construction)
- Aboriginal Participation in Construction Implementation Guidelines (and supporting documents)

### *Goods and Services*

- Implementation Guidelines Employment and Outwork Obligations (and supporting documents)
- NSW Government Preference Scheme
- Procurement Planning Guidelines
- Service Contracting Guidelines
- Risk Management
- Simple Procurement
- Economic Development
- Environmental Management
- Occupational Health, Safety and Rehabilitation
- Service Provider Performance Management
- Disposal
- Reverse Auction.

### *Electronic procurement*

A range of publications and other information relating to electronic procurement can be found on the following websites:

- <http://nswprocurement.com.au/buy-online.aspx>
- NSW Government eMarketplace for the procurement of goods and services
- <https://tenders.nsw.gov.au/nsw/>
- NSW Government eTendering site, for the advertisement of tender opportunities and secure receipt of tender bids electronically.

### **Office of Public Works and Services**

A number of publications are available for purchase. A list of them can be found online at the OPWS website ([www.dpws.nsw.gov.au/About Us/Publications/Public Works and Services](http://www.dpws.nsw.gov.au/About%20Us/Publications/Public%20Works%20and%20Services)).

### **Strategic Communications and Government Advertising**

The NSW Government Advertising Guidelines are available on the website ([www.advertising.nswp.commerce.nsw.gov.au/Advertising/Government Advertising Guidelines](http://www.advertising.nswp.commerce.nsw.gov.au/Advertising/Government%20Advertising%20Guidelines)).

## Appendix 21 – Research and development

### Government Chief Information Office

GCIO liaises with a number of research and development organisations where research and development activities and information are relevant to government ICT planning and services. In 2008/09, this included working closely with National ICT Australia (NICTA) and Smart Services Cooperative Research Centre.

NICTA - a Research Institute and Centre of Excellence in science and technology innovation that brings together many of Australia's and the world's top researchers in ICT. NICTA combines excellence in research, education, commercialisation and collaboration.

Smart Services Cooperative Research Centre (Smart Services) - an incorporated joint venture between industry, leading universities and state governments. Its key purpose is to develop new technologies using online services, carrying out world-class research into internet technologies that have global commercial opportunity.

### Office of Industrial Relations

#### *Banks and Bank Holiday Act review*

In May 2009 the New South Wales Government announced a review of the Banks and Bank Holiday Act 1912 to be undertaken by Professor Joellen Riley. Professor Riley has been teaching and researching in the field of employment and labour law since 1998. In undertaking the review Professor Riley will consider the current and future operation of the Act and issue a report recommending changes to modernise the operation of the legislation.

A discussion paper was released on 26 June 2009. Professor Riley will deliver her final report by 2 October 2009 to allow the NSW Government to consider the recommendations and, if supported, introduce legislation to modernise the Act before the end of the year. In addition to paying for Professor Riley's time, the OIR is providing an office as well as secretarial, research and other support services to Professor Riley throughout the review.

#### *NSW Workplace Industrial Relations Survey 2009*

The Workplace Research Centre at the University of Sydney was commissioned to conduct a survey of NSW workplaces on the eve of the commencement of the new national workplace relations system. The project will provide data of industrial arrangements at workplaces that will serve as a benchmark for evaluating the impact and effects of the new national workplace relations laws. The survey was undertaken prior to the commencement of Fair Work Australia on 1 July 2009 and the final report is due early in the 2009/10 financial year.

#### *Who Bargains? Research*

OIR has engaged the Workplace Research Centre (WRC) at the University of Sydney to research the nature and extent of enterprise bargaining in the Australian labour force. The WRC will examine the following questions:

- From the employees' perspective, what type of bargaining takes place and how does that relate to the industrial instrument they report?
- What are the employment and demographic characteristics of employees across the different types of bargaining?
- From this, can we determine the employees who will need access to the low-paid bargaining stream?

The WRC is expected to report its findings in July 2009.

### *Parental leave in Australia – Access, utilisation and efficacy*

The project is an Australian Research Council linkage project to which the OIR has provided funding. The three-year project was undertaken by Queensland University and had three stages involving the Parental Leave in Australia Survey of 3,500 mothers from the Longitudinal Survey of Australian Children, case studies of eight medium to large organisations and follow up household interviews. The purpose of this research was to fill gaps in the reconciliation of work and family responsibilities to assist further policy development. A conference with national and international speakers was held in Brisbane in November 2008 to release the findings of this research.

### *Negotiating caring and employment – Impact on carers' wellbeing*

This is an Australian Research Council linkage project being undertaken by the Social Policy Research Centre at the University of New South Wales. The two year study was completed in 2007. The purpose of the research was to collect information on the barriers to continuing employment or re-entry into the labour market on account of caring responsibilities for ageing or disabled family members. The final report was provided to the OIR in June 2008 and the findings distributed thereafter through relevant academic journals and seminars.

### *Study of international parental leave models*

In 2008 the Women and Work Research Group at University of Sydney was commissioned to investigate the successful operation and funding of paid maternity, paternity and parental leave schemes in other OECD nations. The aim of the research was to inform the OIR's policy research and development in the area of paid parental leave. A final background briefing paper was completed in July 2008.

### *Taking Care: Mature age workers with elder care responsibilities*

The OIR has commissioned the Work and Organisational Studies Unit of the Faculty of Economics and Business at the University of Sydney to examine the under-researched area of flexible working arrangements for mature age workers with responsibilities for ageing family members and will also consider the precariousness of this group's attachment to the workforce. The project aims to remedy gaps in the current research and provide possible policy directions. The OIR received the final draft in June 2009. The timing of the release of the findings is to be confirmed.

### *The interaction of existing anti-discrimination legislation with the Federal Government's National Employment Standards*

The Women, Work and Research Group at the University of Sydney has examined the interaction of federal and New South Wales discrimination laws with the federal government's National Employment Standards for family related leave. The draft research report, *Interaction of the Sex Discrimination Act 1984 (Cth), the Anti-Discrimination Act 1977 (NSW) and the National Employment Standard "Rights to Request"* was submitted to the OIR in July 2008. The findings of the research have informed the New South Wales Government response to the federal government's proposed new work and family policies.

### *Industry research notes for award modernisation*

The Workplace Research Centre at the University of Sydney prepared analyses of the metal manufacturing, retail, hospitality and clerical industries at the request of the OIR to inform the New South Wales Government's submissions to the award modernisation process currently being conducted by the Australian Industrial Relations Commission. The key research components driving the analysis were the employment and industrial relations characteristics of employees affected by the award modernisation process and the industrial arrangements of employees working in retail, hospitality, metal manufacturing and private sector clerical work. The analysis draws on data from the Australia at Work study and the Eastern Seaboard

Workplace and Industrial Relations Survey. A background briefing paper was completed in July 2008.

### *Ethical excellence in the New South Wales public sector*

This is an Australian Research Council linkage project being undertaken by the School of History and Philosophy at the University of New South Wales. This three stage project will involve an inquiry into public sector organisations in order to ascertain current opinions and impressions within these organisations with respect to indicators of ethical performance, particularly ethically excellent performance, policies currently in place to develop, promote, and maintain ethical practices, and ambitions in the public sector to progress further in this area.

### *Sponsorship of the 19th International Labour and Social Security Law World Congress 2009*

The International Labour and Social Security Law World Congress 2009 will be held in Sydney in September 2009. The event is being organised by the Australian Labour Law Association and will take place immediately after the Industrial Relations Association World Congress 2009 (which is also being sponsored by the OIR – see the 2007/08 annual report). The OIR has taken out a Bronze Sponsorship package with the aim of promoting debate and contributing to current discourse on labour law issues as well as highlighting to conference participants the ongoing contribution of NSW to the development of industrial relations in Australia.

## Office of Public Works and Services

NSW Water Solutions, in conjunction with fish biologists, continued research and development of fish passage designs to improve functionality and meet difficult site constraints and difficult performance requirements at reduced construction costs. Latest developments are expected to further improve “best value for money” fish passage structures and continue to demonstrate the Department’s commitment to remain at the forefront of fishway design services.

NSW Water Solutions also continued its membership of the New South Wales Dams Safety Committee and the New South Wales Dams Surveillance Sub-committee for the research, review and preparation of guidelines for dam safety in NSW.

NSW Water Solutions is also a member of the specialist Australian National Committee on Large Dams group which is revising the national design guidelines for concrete gravity dams. An initial draft of the guidelines was completed during the year and is expected to be released for trial in early 2009/10. These guidelines will provide a much improved basis for the analysis of existing concrete gravity dams and the design of new ones.

## Appendix 22 – Significant judicial decisions

### Commerce

*R&R Fazzolari Pty Limited v Parramatta City Council, Mac's Pty Limited v Parramatta City Council* [2009] HCA 12 (2 April 2009). In the course of allowing an appeal against a decision of the Court of Appeal of the NSW Supreme Court regarding the validity of the compulsory acquisition of land for the proposed Parramatta Civic Place project by the Parramatta City, the High Court interpreted the power conferred by section 7B of the *Land Acquisition (Just Terms Compensation) Act 1991* as a power to acquire land under that Act and not as a power exercised under the *Local Government Act 1993*. This interpretation of section 7B departed from the interpretation that had previously been held. Section 7B had been regarded as clarifying that an acquiring authority may acquire its own land, but the power for that acquisition must be provided for in the acquiring authority’s own legislation. The *Land Acquisition (Just Terms Compensation) Act 1991* (which is administered by the Minister for Commerce) was subsequently amended to confirm the previous interpretation.

## Office of Fair Trading

The Supreme Court made a ruling in October 2008 in the matter of *Strata Plan 57504 v Building Insurers' Guarantee Corporation* [NSWSC 1022] that in effect meant there was no time limit on notifying a home warranty insurance claim. Previously it had been assumed that insurance covered a homeowner if they became aware of the loss and also notified the insurer during a prescribed period of insurance. The Supreme Court decision had the potential to open the door to claims being made against all 18 insurers who have operated in the home warranty insurance market since 1997 - with no clear limit on when their liability for claims would end.

The legislative drafting problem highlighted by the Supreme Court was addressed by the *Home Building Amendment (Insurance) Act 2009*. This Act confirmed that a contract of insurance covers a loss that becomes apparent and is notified to the insurer within the period of insurance, or is notified within six months after the loss becomes apparent if that loss becomes apparent in the last six months of the period of insurance.

## Office of Industrial Relations

### *State Wage Case 2008 (27 June 2008)*

The Industrial Relations Commission of NSW handed down its 2008 State Wage Case decision on 27 June 2008, increasing award wages and work related allowances by four per cent per week. The OIR prepared submissions and supported the position of the Minister and the Government. For the first time, the Commission established a state minimum wage for adult employees (currently \$552.70) who are subject to its jurisdiction and whose employment is not determined by an industrial instrument.

### *Finance Sector Union of Australia (NSW) v Director-General, Department of Commerce (18 December 2008)*

On 31 October 2007 the Assistant Director-General, OIR, under delegation from the Director-General of the Department of Commerce, granted approval to the Commonwealth Bank under the *Shops and Industries Act 1962* to open its branches for Sunday trading during certain hours on specified conditions. The conditions on the Bank's Saturday trading were also varied to conform with the conditions under the Bank's Sunday trading approval.

The Finance Sector Union of Australia (NSW) sought a review of the Department's Commonwealth Bank decision and the matter was heard before Deputy President Handley in the Administrative Decisions Tribunal (ADT) on 19 and 20 November 2008. The Commonwealth Bank was joined as a party to the proceedings.

The ADT determined that the approvals should be varied by substituting a new condition requiring weekend work to be undertaken on a voluntary basis, except for bank staff who had freely entered into an agreement providing for weekend work.

### *Shop Distributive & Allied Employees Association of NSW v NSW Director-General of Commerce & Anor (22 and 23 December 2008)*

In December 2008 the Shop Distributive & Allied Employees Association of NSW (SDA) launched a Supreme Court challenge to the decisions of the Director-General to grant exemptions to the Broadway Shopping Centre and the Bunnings Group Limited to trade on Boxing Day 2009 under the *Shop Trading Act 2008*. Each of the applications was dismissed by the Court allowing the exemptions to stand.

### *Davis v Director-General of Commerce (25 March 2009)*

On 3 November 2008 Bunnings Group Limited made an application to the Director-General for an exemption under the *Shop Trading Act 2008* (ST Act) to open its warehouses in NSW on Boxing Day and Easter Sunday. (This did not include those warehouses already exempted



under the repealed *Shops and Industries Act 1962* from the Boxing Day and Easter Sunday trading restriction which were preserved under the ST Act). The application for general exemption to trade on Easter Sunday was refused by the Director-General and was the subject of an internal review and appeal to the Administrative Decisions Tribunal (ADT). On 25 March 2009 the ADT affirmed the Director-General's decision to refuse Bunnings' application to open its non-exempted warehouses on Easter Sunday.

### *Award modernisation*

The federal award modernisation process was initiated by a request from the Deputy Prime Minister to the President of the Australian Industrial Relations Commission (AIRC) in March 2008. Since then, the AIRC has made 44 modern awards on a largely industry basis and is to complete the process by 31 December 2009.

The NSW Government, through the OIR, has made several submissions to the AIRC in this process. The NSW Government's submissions have primarily focused on ensuring that:

- neither employers nor employees in NSW are left worse off by modern awards
- established NSW community standards are not lost or weakened by modern awards
- the AIRC process of making modern awards is transparent and fair.

### *State Wage Case 2009*

On 24 April 2009, Unions NSW applied to the Industrial Relations Commission of NSW for an increase of 3.8 per cent to certain rates of pay and allowances under NSW state awards, triggering the 2009 NSW State Wage Case. In response, the NSW Government Submission advocates a 2.5 per cent increase. The NSW Government is intending to achieve a balance between maintaining the value of real wages and recognising the ability of employers to meet higher wage costs in the current economic climate. The 2009 State Wage Case will be heard before the Industrial Relations Commission of NSW between 13 and 15 July 2009.

## **Appendix 23 – State Contracts Control Board**

### **Legislative powers**

The NSW State Contracts Control Board ("the Board") was established under section 135 of the *Public Sector Employment and Management Act 2002* ("the Act"). Section 136 of the Act provides that the Board has the functions conferred on it by the Act and the regulations made under the Act.

The Public Sector Management (Goods and Services) Regulation 2000 ("the Regulation") is the regulation made under the Act which specifies the Board's functions. Clause 16 of the Regulation provides that the Board is solely responsible for arranging the supply of goods and services necessary for the operation of the public sector service. The Board is also responsible for the disposal of any goods by the public sector service that are either unserviceable or no longer required (see clause 17 of the Regulation).

On 4 December 2008 assent was given to changes to the Act and the Regulation. The changes are explained in Appendix 17 – Legislation.

### **Membership**

Membership of the Board includes representatives from government agencies. Members are appointed by the Minister, at least five of whom are appointed to represent public sector agencies that use goods and services supplied in accordance with Chapter 7 of the Act and the Regulations made under it.

Section 137 of the Act states that:

The Board is to consist of the following members:

- (a) a person appointed by the Minister as the Chairperson of the Board,
- (b) at least three other persons appointed by the Minister to represent public sector agencies that use goods and services supplied in accordance with this Chapter and the regulations made under it.

Membership of the Board is currently for a term of three years. In February 2008, membership was renewed for a term up to 31 January 2011.

## Members and Deputies at 30 June 2009

Full members	Deputies
Graeme Head, Dept of Commerce	N/A
Stephen Chong, NSW Treasury	N/A
David Gates, NSW Dept of Health	Mr Ken Barker, NSW Dept of Health
Paul Hopkins, Dept of Education and Training	Mrs Joanne Bailey, Dept of Education and Training
John Karaboulis, NSW Police Force	Mr Ilija Pleic, NSW Police Force
Emanuel Sklavounos, Dept of Premier and Cabinet	N/A
David Morrison, Integral Energy	N/A
Janine Ricketts, Dept of State and Regional Development	Mr Michael O'Sullivan, Dept of State and Regional Development
Emmanuel Rodriguez, (Strategic ICT Adviser) Dept of Commerce	N/A
Tim Rogers, Dept of Environment and Climate Change	Ms Roz Hall, Dept of Environment and Climate Change
Rod Tout, Roads and Traffic Authority	Mr David Ebert, Roads and Traffic Authority

In 2008/09, reforms to the Board helped to speed up the procurement process. The reforms, including the appointment of an independent chair, and new members, will be effective from 1 July 2009. These changes were identified as part of the NSW Government's Jobs Summit response.

## Meetings

The Board is scheduled to meet once a month and, if required, the Operations subcommittee meets a fortnight after each full board meeting to review submissions pertaining to procurement strategies, proposed contract extensions or to activate options under existing contracts, and contract awards.

In 2008/09, there were 13 full board meetings, one of which was a special meeting held on 20 November 2008. Five Operations subcommittee meetings were held during the year.

## Delegations

In February 2009, the Board approved changes to the general purchasing, printing and disposal delegations. The key changes were to raise the monetary thresholds from \$1,500 and \$150,000 to \$3,000 and \$250,000 respectively. The purpose of these changes to the thresholds was to improve the balance between minimising unnecessary costs for suppliers and government, and to promote competition.

## Contract utilisation

### *Top ten contracts for 2008/09 based on sales data*

Rank	Contract No.	Contract name	Sales \$ p a
1	653	Acquisition Of Motor Vehicles	541,701,000
2	366	Fuel & Associated Products	382,350,444
3	DITM & 2360	Government Telecomm Agreement	248,134,629
4	881	IT Contracting Personnel	238,834,050
5	1078	Labour Hire - Administration, Finance, Specialists	179,869,823
6	603	Vehicle Disposal (New)	133,742,400
7	2007	Computers – Servers, Desktops and Portable Computers	93,553,552
8	902	Pharmaceuticals	92,124,322
9	801	Food Services	82,954,854
10	702185	Disposal of Motor Vehicles	80,484,800

## Tendering complaints handling function

The Chairperson of the Board deals with complaints about all NSW Government tenders. The Chairperson investigates complaints to determine whether any tenderer has been treated unfairly and to examine whether the procurement process was appropriate and in accordance with NSW Government procurement policies and procedures.

During 2008/09, the Chairperson received 29 complaints under the Board's tendering complaints handling procedures, in relation to tenders for the procurement of goods and services. All complaints were investigated and agencies advised where any departures from NSW government procurement policies or procedures were identified.

## Statutory reporting requirements

The Board has a statutory requirement to report:

- Details of investigations relating to competitive neutrality tendering complaints referred to it by the relevant Minister
- Details of any directions given to the Board by the Minister under the Public Sector Management (Goods and Services) Regulation 2000.

There is a nil report for the above requirements for 2008/09.

## Appendix 24 – Commerce offices

### Department of Commerce

McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8877  
 Fax: (02) 9372 7070  
 Hours: 8.30am – 5.30pm  
[www.commerce.nsw.gov.au](http://www.commerce.nsw.gov.au)

### Government Chief Information Office

Level 21  
 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8278  
 Fax: (02) 9372 8299  
 Hours: 8.30am – 5.30pm  
 Email: [info.gcio@commerce.nsw.gov.au](mailto:info.gcio@commerce.nsw.gov.au)  
[www.gcio.nsw.gov.au](http://www.gcio.nsw.gov.au)

### State Records Authority of New South Wales

<b>Western Sydney Records Centre</b>	<b>Sydney Records Centre</b>	<b>Government Records Repository</b>
143 O'Connell Street Kingswood NSW 2747 Tel: (02) 9673 1788 Hours: 9.00am – 5.00pm (Monday to Friday) 10.00am – 4.00pm (Saturday) Email: <a href="mailto:info@records.nsw.gov.au">info@records.nsw.gov.au</a>	2 Globe Street The Rocks NSW 2000 Tel: (02) 9673 1788 Fax: (02) 9833 4518 Hours: 9.00am – 5.00pm (Monday to Friday) 10.00am – 4.00pm (Saturday) Email: <a href="mailto:records@records.nsw.gov.au">records@records.nsw.gov.au</a> <a href="http://www.records.nsw.gov.au">www.records.nsw.gov.au</a>	143 O'Connell Street Kingswood NSW 2747 Tel: (02) 9673 1788 Fax: (02) 8805 5306 Email: <a href="mailto:grr.nsw@records.nsw.gov.au">grr.nsw@records.nsw.gov.au</a> <a href="http://www.records.nsw.gov.au/grr">www.records.nsw.gov.au/grr</a>

## Service First

Business Hours: 8.00am - 5.30pm (24 hour on-call support available)

Tel: 9372 7072 Email: [servicedesk@commerce.nsw.gov.au](mailto:servicedesk@commerce.nsw.gov.au)

<b>Sydney</b> McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8877 Fax: (02) 9372 7070 Hours: 8.00am - 5.30pm	<b>Sydney</b> Level 2, 3 & 11, Bligh House 4-6 Bligh Street Sydney NSW 2000 Hours: 8.00am - 5.30pm	<b>Sydney</b> Level 15 Governor Macquarie Tower 1 Farrer Place Sydney NSW 2000 Tel: (02) 9228 3400 Fax: (02) 9228 3292 Hours: 8.00am - 5.30pm
<b>Sydney</b> Department of Lands Building 23 – 33 Bridge Street Sydney NSW 2000 Tel: (02) 9228 6111	<b>Parramatta</b> Levels 8, 9 & 13 10 Valentine Ave Parramatta NSW 2124 PO Box 3720 Parramatta NSW 2124 Tel: (02) 9895 6211	<b>Grafton</b> 76 Victoria Street Grafton NSW 2460 Postal Locked Bag 10 Grafton NSW 2460 Tel: (02) 6641 6512 Fax: (02) 6641 6641
<b>Newcastle</b> Level 2-3, 26 Honeysuckle Drive Newcastle NSW 2300 PO Box 2213 Dangar NSW 2309 Tel: (02) 4904 2550 Fax: (02) 4904 2501	<b>Orange</b> 161 Kite Street Orange NSW 2800 Tel: (02) 6391 3480 Fax: (02) 6391 3329	<b>Queanbeyan</b> Suite 107 Level 1 Riverside Plaza 131 Monaro Street Queanbeyan NSW 2620 PO Box 189 Queanbeyan NSW 2620 Tel: (02) 6229 7777
<b>Tamworth</b> 155 - 157 Marius Street Tamworth NSW 2340 Po Box 550 Tamworth NSW 2340 Tel: (02) 6701 9632 Fax: (02) 6701 9682	<b>Wagga Wagga</b> Level 1 Govt Offices 43-45 Johnston Street Wagga Wagga PO Box 10 Wagga Wagga NSW 2650 Tel: (02) 6701 9632 Fax: (02) 6701 9682	<b>Wollongong</b> Level 3 Block G 84 Crown Street Wollongong NSW 2520 PO Box 867 Wollongong NSW 2520 Tel: (02) 4224 9620 Fax (02) 4224 9650

## Office of Fair Trading

<b>Head Office</b>	<b>Register of Encumbered Vehicles</b>	<b>Registry of Cooperatives &amp; Associations</b>
1 Fitzwilliam Street Parramatta NSW 2150 Tel: (02) 9895 0111 Fax: (02) 9895 0222 www.fairtrading.nsw.gov.au	1 Fitzwilliam Street Parramatta NSW 2150 Tel: 13 32 20 (7 days) Fax: (02) 9891 5135	154 Russell Street Bathurst NSW 2795 Tel: (02) 6333 1400 or 1800 502 042 Fax: (02) 6333 1444
<b>Standards Laboratory</b>	<b>Aboriginal Tenancy Information</b>	
Bradfield Road Lindfield West NSW 2070 Tel: (02) 8467 4400 Fax: (02) 8467 4444	Tel: 13 32 20 or 1800 500 330	
General enquiries for the hearing impaired (TTY) 1300 723 404		

### *Fair Trading Centres*

Fair Trading Centres are located at the following addresses. Call 13 32 20 for all Fair Trading enquiries. If you are located outside the Sydney metropolitan region you can contact the Fair Trading Centre nearest you on 13 32 20. Calls to this number from within the Sydney metropolitan region and from all mobile telephones will be received at our Fair Trading Information Centre.

<b>Albury</b>	<b>Armidale</b>	<b>Bathurst</b>
490 David Street Albury NSW 2640	85 Faulkner Street Armidale NSW 2350	154 Russell Street Bathurst NSW 2795
<b>Blacktown</b>	<b>Broken Hill</b>	<b>Coffs Harbour</b>
Level 3 22 Main Street Blacktown NSW 2148	32 Sulphide Street Broken Hill NSW 2880	22 Park Avenue Coffs Harbour NSW 2450
<b>Dubbo</b>	<b>Gosford</b>	<b>Goulburn</b>
50 Wingewarra Street Dubbo NSW 2830	Level 2, 237 Mann Street Gosford NSW 2250	39 Goldsmith Street Goulburn NSW 2580
<b>Grafton</b>	<b>Hurstville</b>	<b>Lismore</b>
50 Victoria Street Grafton NSW 2460	Level 3 4-8 Woodville Street Hurstville NSW 2220	Suite 5 17 Conway Street Lismore NSW 2480

<b>Liverpool</b> Shop 1R 33 Moore Street Liverpool NSW 2170	<b>Newcastle</b> Level 5 400 Hunter Street Newcastle NSW 2300	<b>Orange</b> 184-186 Lords Place Orange NSW 2800
<b>Parramatta</b> 1 Fitzwilliam Street Parramatta NSW 2150	<b>Penrith</b> Cnr Belmore and Station St Penrith NSW 2750	<b>Port Macquarie</b> 143 Horton Street Port Macquarie NSW 2444
<b>Queanbeyan</b> 11 Farrer Place Queanbeyan NS	<b>Sydney CBD</b> McKell Building 2-24 Rawson Place Sydney NSW 2000	<b>Tamworth</b> Cnr Kable Ave & Darling Street Tamworth NSW 2340
<b>Tweed Heads</b> Suite 26, Level 2 75 Wharf St Tweed Heads NSW 2485	<b>Wagga Wagga</b> 8 Baylis Street Wagga Wagga NSW 2650	<b>Wollongong</b> Level 3, 43 Burelli Street Wollongong NSW 2500

### *Consumer, Trader and Tenancy Tribunal*

For information and enquiry, call 1300 135 399 or 9641 6521 for the hearing impaired TTY.  
The Consumer, Trader and Tenancy Tribunal Registry locations are:

<b>Hurstville</b> Level 3, 4-8 Woodville St, Hurstville NSW 2220	<b>Liverpool</b> Level 3, 33 Moore St, Liverpool NSW 2170	<b>Newcastle</b> Level 1, 175 Scott St, Newcastle NSW 2300
<b>Parramatta</b> Level 2, 10 Valentine Ave, Parramatta NSW 2150	<b>Penrith</b> Cnr Belmore and Station Sts, Penrith NSW 2750	<b>Sydney</b> Level 12, 175 Castlereagh St, Sydney NSW 2000
<b>Tamworth</b> 3-5 Kable Corner Complex, Cnr Kable Ave & Darling St, Tamworth NSW 2340	<b>Wollongong</b> Level 3, 43 Burelli St, Wollongong NSW 2520	

## Office of Industrial Relations

### Head Office

Level 23 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: 131 628  
Fax: (02) 9020 4700  
[www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au)

### Award Enquiry Service

Tel: 131 628 (from anywhere in NSW)  
1800 356 648 (from outside NSW)  
Fax: (02) 9020 4741

### Industrial Relations Centres

#### Sydney CBD

Level 23 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: 131 628  
Fax: (02) 9020 4700  
Hours: 8.30am to 5.00pm

#### Penrith

2-6 Station Street  
Penrith 2750  
Tel: 131628  
Fax: (02) 9020 4739

#### Bankstown

Suite 1 Main Court Capital Centre  
41-45 Rickard Rd  
Bankstown NSW 2200  
Tel: 131 628  
Fax: (02) 9782 3099

#### Coffs Harbour

22 Park Avenue  
Coffs Harbour NSW 2450  
Tel: 131 628  
Fax: (02) 6652 2863

#### Newcastle

Level 3  
97 Scott St  
Newcastle NSW 2300  
Tel: 131 628  
Fax: (02) 4929 1180

#### Wollongong

Level 2 Block F  
84 Crown Street  
Wollongong NSW 2500  
Tel: 131 628  
Fax: (02) 4251 1888

### Government & Related Employees Appeal Tribunal and Transport Appeals Board

Level 2  
1 Oxford Street  
Darlinghurst NSW 2010  
Tel: (02) 9020 4750  
Fax: (02) 9020 4790



## Office of NSW Procurement

<b>Client Support Centre</b>	<b>StateFleet</b>	<b>StateFleet Repairs Hotline</b>
Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: 1800 NSW BUY (679 289) Fax: (02) 9372 8333 Fax: (02) 9372 8687 nswbuy@commerce.nsw.gov.au <a href="http://www.nswbuy.com.au">www.nswbuy.com.au</a>	Level 12 McKell Building 2-24 Rawson Place Sydney NSW 2000 Hours: 8.30am - 5.00pm Tel: (02) 9372 7740 Fax: (02) 9372 7722	Tel: 1800 801 523 Hours: 8.00am – 5.30pm
<b>State Contracts Control Board</b>	<b>Tendering Complaints</b>	
Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8910 Fax: (02) 9372 7533	Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8910 Fax: (02) 9372 7533	

## Office of Public Works and Services

<b>Office of Public Works and Services</b>	<b>Government Architect's Office</b>	<b>NSW Water Solutions</b>
Level 17 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8734 Fax: (02) 9372 7255 Hours: 9.00am – 5.00pm	Level 19 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8411 Fax: (02) 9372 8499 Hours: 9.00am - 5.00pm	Level 14 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 7960 Fax: (02) 9372 7999
<b>Manly Hydraulics Laboratory</b>		
110b King Street Manly Vale NSW 2093 Tel: (02) 9949 0200 Fax: (02) 9948 6185		

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**Project Management**


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<b>Business &amp; Resource</b>	<b>Project Services Branch</b>	<b>Programs Branch</b>
Level 17 McKell Building	Level 5	Level 20 McKell Building
2-24 Rawson Place	234 Sussex St	2-24 Rawson Place
Sydney NSW 2000	Sydney NSW 2000	Sydney NSW 2000
Tel: (02) 9372 8671	Tel: (02) 9367 0777	Tel: (02) 9372 8560
Fax: (02) 9372 8866	Fax: (02) 9367 0728	Fax: (02) 9372 8566
Hours: 9:00am - 5.00pm	Hours: 9:00am - 5.00pm	Hours: 9:00am - 5.00pm

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**Project Management regional offices**


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**Hunter New England**


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<b>Regional Office</b>	<b>Tamworth</b>
117 Bull Street	454-456 Peel Street
Newcastle West NSW 2309	Tamworth NSW 2340
Tel: (02) 4908 4999	Tel: (02) 6768 4222
Fax: (02) 4908 4954	Fax: (02) 6768 4233
Hours: 8.30am - 4.30pm	Hours: 8:30am - 5.00pm

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**North Coast**


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<b>Regional Office</b>	<b>Coffs Harbour</b>	<b>Port Macquarie</b>
120 Dalley Street	359 Harbour Drive	Maher Street
Lismore NSW 2480	Coffs Harbour NSW 2450	Port Macquarie NSW 2444
Tel: (02) 6626 5600	Tel: (02) 6648 5911	Tel: (02) 6586 7800
Fax: (02) 6626 5666	Fax: (02) 6648 5905	Fax: (02) 6586 7811
Hours: 8.30am – 5.00pm	Hours: 8.30am – 5.00pm	Hours: 8.30am – 5.00pm

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**Taree**


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Shop 17 Valley Fair Centre  
 112 Victoria Street  
 Taree NSW 2430  
 Tel: (02) 6592 6755  
 Fax: (02) 6592 6767  
 Hours: 8:30am-4:30pm

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**Riverina/Western**


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<b>Regional office</b>	<b>Dubbo</b>	<b>Hay</b>
140 William Street	34 White Street	414 Moppett Street
Bathurst NSW 2309	Dubbo NSW 2830	Hay NSW 2711
Tel: (02) 4908 4999	Tel: (02) 6885 9333	Tel: (02) 6993 1208
Fax: (02) 4908 4954	Fax: (02) 6885 9300	Fax: (02) 6993 2137
Hours: 9.00am – 4:30pm	Hours: 9:00am – 5:00pm	Hours: 8:30am - 4.30pm

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<b>Broken Hill</b>	<b>Wagga Wagga</b>
32 Sulphide Street	2-6 Coleman Street
Broken Hill NSW 2880	Wagga Wagga NSW 2650
Tel: (08) 8087 9366	Tel: (02) 6938 2880
Fax: (08) 8087 9365	Fax: (02) 6925 2087
Hours: 8.00am - 4.30pm	Hours: 8:30am-5:00pm

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**South Coast**

<b>Regional Office</b>	<b>Goulburn</b>	<b>Moruya</b>
Level 3 Block E	Level 1 RTA Building	66 Campbell Street
84 Crown Street	211 Bourke Street	Moruya NSW 2537
Wollongong NSW 2500	Goulburn NSW 2580	Tel: (02) 4474 7555
Tel: (02) 4226 8500	Tel: (02) 4822 2311	Fax: (02) 4474 7544
Fax: (02) 4226 8534	Fax: (02) 4822 2315	Hours: 8:00am - 4.30pm
Hours: 9:00am - 5.00pm	Hours: 7.30am - 4.00pm	

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**Sydney Region**

<b>Regional Office</b>	<b>Heritage &amp; Building</b>	<b>Essential Repairs and Services</b>
Level 5, 2 Burbank Place	Level 4, 2 Burbank Place	Level 4, 2 Burbank Place
Baulkham Hills NSW 2153	Baulkham Hills NSW 2153	Baulkham Hills NSW 2153
PO Box 8320	PO Box 8320	Tel: 1800 422 110 (24 Hour Service)
Baulkham Hills BC, NSW 2153	Baulkham Hills BC, NSW 2153	Tel: (02) 98520000
Tel: (02) 9852 0275	Tel: (02) 9852 0064	Fax: (02) 98520011
Fax: (02) 9852 0266	Fax: (02) 98520091	
Hours: 8.30am - 5.00pm	Hours: 8:30am - 5.00pm	

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**Heritage Services  
Stoneyard**

92 Burrows Road  
Alexandria NSW 2015  
Tel: (02) 9565 9000  
Fax: (02) 9516 2919  
Hours: 9:00am - 5.00pm

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## Strategic Communications and Government Advertising

Level 16 McKell Building	<b>Advertising</b>	<b>Public Sector Notices</b>
2-24 Rawson Place	Tel: (02) 9372 7603	Tel: (02) 9372 7412
Sydney NSW 2000	<b>Government Gazette</b>	<b>jobs.nsw</b>
Tel: (02) 9372 8959	Tel: (02) 9372 7407	Tel: (02) 9372 7435
Fax: (02) 9372 7422		<a href="http://jobs.nsw.gov.au">http://jobs.nsw.gov.au</a>
<a href="http://www.advertising.nswp.commerce.nsw.gov.au">www.advertising.nswp.commerce.nsw.gov.au</a>		

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