

FREEDOM OF INFORMATION ACT 1989
Sections 14(1)(b) and (3)

SUMMARY OF AFFAIRS

JUNE 2009

NSW DEPARTMENT OF COMMERCE

SECTION 1 - POLICY & GENERAL PUBLICATIONS

OFFICE OF THE DIRECTOR-GENERAL

Legal and Governance Division

- Reporting Corrupt Conduct, Maladministration and Serious and Substantial Waste of Public Money Policy December 2005
- Business Ethics Statement November 2005

Enquiries: Freedom of Information Coordinator, Ministerial and Executive Service McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday
Telephone: (02) 9372 8720 Facsimile: (02) 9372 8733

PEOPLE, WORKPLACE AND PLANNING

- NSW Department of Commerce Code of Conduct
- NSW Department of Commerce Corporate Plan
- OHS Policy
- Smoke-Free Workplace Policy
- Injury Management Policy
- Manual Handling Policy
- Workplace Hazardous Chemicals and Substances Policy
- Environment Policy
- Study Time Leave and Financial Assistance Guidelines
- Children in the Workplace Policy
- Family and Community Service Leave Guidelines Procurement of Goods and Services Policy
- Dignity & Respect in the Workplace Charter
- Breastfeeding in the Workplace Policy

Enquiries: Executive Office, Office of the Director of People, Workplace and Planning. Level 22, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday. Telephone: (02) 9372 8659 Facsimile: (02) 9372 8640

FINANCE AND SHARED SERVICES

- NSW Department of Commerce ICT Strategic Plan 2006 - 2010
- Information Security Policy
- Internet and Email Use Policy
- Acceptable Use of Information and Information Systems Policy

Enquiries: Executive Officer, Office of the Chief Financial Officer. Level 22, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday.
Telephone: (02) 9372 7172 Facsimile: (02) 9372 7177

STRATEGIC COMMUNICATIONS & GOVERNMENT ADVERTISING

The following publications and information can be accessed at

www.advertising.nswp.commerce.nsw.gov.au:

- Advertising Peer Review Overview
- Peer Review Workbook
- Government Advertising Guidelines
- Public Sector Notices
- Gazette

Enquiries: Executive Officer, Office of the Director, Strategic Communications & Government Advertising. Level 16, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday. Telephone: (02) 9372 8959 Facsimile: (02) 9372 7422

OFFICE OF FAIR TRADING

Compliance and Enforcement

- Alteration/Replacement of Odometers in Motor Vehicles Procedure
- Notice to Show Cause Procedures under Motor Dealers Act
- Suspension of Licences Guidelines under section 64A of the Fair Trading Act 1987.
- Enforceable Undertakings Guidelines
- Substantiation Notice Guidelines
- Commissioner's Guidelines on Supervision under section 32 of the Property Stock and Business Agents Act 2002
- Estimated Selling Price Guidelines for Agents (Property Stock and Business Agents Act 2002)
- Guide for considering applications by licensees, former licensees, or their personal representatives for not taking Disciplinary Action, Prosecution Action or the Issue of Penalty Notices for Failure to Audit Trust Books and Records and Lodgement of an Audit Report or Statutory Declaration with the Commissioner under Sections 111 And 113 of the Property, Stock and Business Agents Act, 2002.
- Guide to applying for an exemption under section 31 of the Property Stock and Business Agents Act 2002 from having a licensee-in-charge at each place of business
- Guide re: Disqualified Persons section 16(1)(O) Property Stock and Business Agents Act 2002
- Formal Caution Manual
- Penalty Notice Manual
- Guidelines for Use of Statutory Notices and Powers
- Office of Fair Trading Compliance Policy
- Public Warning Statements – Procedures and Guidelines

Enquiries: Director, Compliance and Enforcement, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am–5pm Monday to Friday. Telephone: 9895 0054.

Legal Services Division

- Prosecution Policy and Guidelines
- Guideline regarding Intervention by Minister or Commissioner for Fair Trading in Legal Proceedings
- Legal Assistance Guidelines
- Subpoena Procedures

Enquiries: Director, Legal Services Division, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 0153.

Registry of Co-operatives & Associations

- **Formation kits for co-operatives**
 - Registry of Co-operatives & Associations – role and services
 - A guide to co-operatives
 - How to form a co-operative
 - Formation meeting for a co-operative
 - Model rules for co-operatives
 - Guide for using model rules
 - Co-operatives Development Grants Program – fact sheet
 - Co-operatives Development Grants Program – guidelines
 - Standard forms of disclosure documents
 - Comparative table of business structures
 - Compliance checklist for co-operatives
 - Co-operative directors – a guide to duties and responsibilities
 - Co-operative membership
- **Standard rules for:**
 - Housing co-operatives
 - Co-operatives that are also registered clubs
- **Model rules co-operatives for:**
 - Co-operatives
 - Incorporated associations
- **Approved forms for:**
 - Co-operatives
 - Incorporated associations
 - Co-operative housing & Starr-Bowkett societies
- **Search request forms for:**
 - Co-operatives
 - Incorporated associations
 - Co-operative housing & Starr-Bowkett societies
- Setting up an incorporated association
- Running an incorporated association
- How to incorporate as an association checklist
- Information sheets for incorporated associations
- Application forms and guide for incorporated associations
- Application for registration of a funeral fund
- A guide to making application for registration of a funeral fund

Enquiries: Registry of Co-operatives & Associations, 154 Russell Street, Bathurst between the hours of 8.30am –5.00pm Monday to Friday. Telephone: 6333 1400 Toll Free: 1800 502 042 Fax: 6333 1444.

Policy and Strategy

- Consumer Credit Code Guidelines - Objectives, Criteria and Process
- Ministerial Council on Consumer Affairs (MCCA) Uniformity Agreement - administration of laws regulating the provision of Consumer Credit
- Sponsorship Policy
- Policy on Ex-gratia Payments
- Property agency industry – Commissioner’s Guidelines for Continuing Professional Development
- Home Building Act 1989 - Commissioner's Guidelines for Continuing Professional Development
- Property agency industry Continuing Professional Development Program- Activity approval form
- Home Building - Guidelines for Assessing and approving owner builder courses

- Media Policy
- Guidelines for Exemptions from the Home Warranty Insurance Requirements under the Home Building Act 1989
- Customer Service Standards (Statement of Guarantee of Service)
- Policy on Establishment of Continuing Professional Development for Regulated Industries
- Copyright and Website Linking Policy
- Scheme for the Accreditation of Service Providers to Undertake Contestable Works: Information for Applicants and Application Forms
- Guidelines issued by the Commissioner for Fair Trading to assist agents when publishing photographic advertisements
- Privacy Management Plan
- Privacy Code of Practice for the NSW Department of Fair Trading
- Customer Complaint Management Policy
- Guidelines issued by the Commissioner for Fair Trading to Assist Licensees and Certificate Holders in relation to Misrepresentation Offences under the Property Stock and Business Agents Act 2002

Enquiries: Office of the Deputy Commissioner for Fair Trading, Level 9, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9338 8908.

Home Building Service

- Home Building Licensing Procedures Manual – May 2008

Enquiries: Director, Home Building Licensing, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am –5pm Monday to Friday.
Telephone: 9895 0801.

- Mediation Services and Compliance Procedures Manual – May 2008

Enquiries: Director, Mediation Services & Compliance, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am – 5pm Monday to Friday.
Telephone: 9895 0861.

- Home Building Insurance Services (BIGCorp) Procedures Manual – May 2008
- The Fair Trading Administration Policy and Procedures Manual
- Home warranty insurance claims – home owners guide
- Home warranty insurance claims – contractors guide
- Conditions of Approval – Approved Private Providers of Insurance
- Market Practice Guidelines (general) – made as a condition of approval under section 103A of the Home Building Act 1989
- Market Practice Guidelines (for home warranty insurance issued to owner builders) – made as a condition of approval under section 103A of the Home Building Act 1989
- Claims Handling Guidelines – made as a condition of approval under section 103A of the Home Building Act 1989
- External Complaint Handling Protocols & Procedures relating to Insurers
- Guidelines – Publication and Dissemination of Information on the Home Warranty Insurance Scheme

Enquiries: Director, Insurance Services, Level 8, 2-24 Rawson Place, Sydney, between the hours of 9am – 5pm Monday to Friday. Telephone: 9777 8880.

Energy & Utilities Unit

- Electrical Appliances & Equipment Requirements for their Sale in NSW - Explanatory Notes

Enquiries: Principal Investigator, Energy & Utilities Unit, Level 5 – 1 Fitzwilliam Street Parramatta NSW between the hours of 9am–5pm Monday to Friday.
Telephone: 9895 0709.

Fair Trading Services

- Community and Industry Grants Programs Policy & Procedures
- Financial Counselling Services Program Funding Guidelines
- Property Services Grants Program Funding Guidelines
- Home Building Grants Program Funding Guidelines
- Tenants' Advice and Advocacy Program Funding Guidelines
- Home Building Advice and Advocacy Service Guidelines
- Rental Bond Board Grants Program Funding Guidelines
- Co-operatives Development Grants Program – Fact Sheet
- Co-operatives Development Grants Program Funding Guidelines
- No Interest Loans Scheme Fact Sheet
- No Interest Loans Scheme Funding Guidelines
- Motor Vehicle Industry Grants Program Funding Guidelines
- Property Services Compensation Fund Procedures Manual

Enquiries: Office of the Executive Director, Fair Trading Services, Level 8, 2-24 Rawson Place, Sydney between the hours of 9am and 5pm Monday to Friday. Telephone: 9619 8777.

Customer Services

- Customer Services Handbook
- Home Building Disputes Procedures Manual
- Revenue Receipting Protocol Document

Enquiries: Office of the Director, Customer Services Division, Level 6, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday.
Telephone: 9895 0380.

Property & Licensing

- Renting Services Procedures Manual
- Rental Bond Lodgement and Revenue Procedures
- Rental Bond Refunds Procedures

Enquiries: Manager, Renting Services Branch, Level 8, 2-24 Rawson Place, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9377 9023.

REVS - Register of Encumbered Vehicles

- Show Cause matters – procedures
- REVS Penalty Notice Manual
- Telephone Vehicle Enquiry Procedure
- REVS-RTA Verification Link Procedures
- Stolen Vehicle Enquiry Procedures
- REVS Certificate Procedures
- Section 8(5) Retrospective Certificate Procedure
- Fine Default Enquiries
- Written Off Vehicle Enquiries

Enquiries: General Manager, REVS, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 2726.

Trade Measurement

- Trade Measurement Act - Certification Scheme Administration Guide
- Trade Measurement Policy for the conduct of retail and industrial inspection, verification, in service inspection (re-verification), certification, observation and rejection of trade measuring instruments
- Trade Measurement Enforcement Policy

Enquiries: Manager, Measurement & Technical Services, Bradfield Road, Lindfield West between the hours of 9am–5pm Monday to Friday.
Telephone: 8467 4450.

The Office of Fair Trading publishes a range of publications for the public, a full list of which is displayed on the Office of Fair Trading website at www.fairtrading.nsw.gov.au or by phoning Office of Fair Trading on 13 32 20.

OFFICE OF INDUSTRIAL RELATIONS

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

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

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.

Enquiries: Office of Industrial Relations also has a variety of current brochures, pamphlets, newsletters and booklets containing information on New South Wales industrial relations matters available to interested members of the public, some free of charge and others for a nominal fee. Information regarding OIR publications can be obtained by contacting the Office of Industrial Relations on 13 16 28 and a full list of these publications is available on the OIR website: www.industrialrelations.nsw.gov.au

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

FOI Coordinator
NSW Office of Industrial Relations
Executive Officer
Level 23, McKell Building
2-24 Rawson Place
SYDNEY NSW 2000
Telephone: (02) 9020 4505
Facsimile: (02) 9020 4730

OFFICE OF PUBLIC WORKS AND SERVICES

Project Management

- Colour Scheme Primary Schools \$800.00 (CD)
- Colour Scheme Secondary Schools \$1200.00 (CD)
- Unit summaries hardcopy (\$55.00)
- Design standard sections hardcopy (\$55.00)
- Design Standard (\$450.00)
- Energy Management in New South Wales Schools \$35.00
- Improving Workshop Safety \$225.00
- Landscape Design Standard \$150.00 (CD)
- Primary and Secondary Schools Facilities Standard \$850.00 (CD) and \$75.00 (Summary).
- Primary School Facilities Standard \$450.00 (CD)
- Playing Safe: Guidelines for the Installation and Maintenance of Playground Equipment in NSW Government Schools \$50.00
- School Specification Standard (\$450.00) or each Section (\$55.00)
- Secondary School Facilities Standard \$550.00 (CD)
- Schools Facilities Standard summaries \$75.00 each
- Secondary Schools Summary - \$75.00
- Sunshade in Schools \$15.00
- Windows & Doors Drawing Set \$140.00 (14 drawings @ \$10 each)
- Built to Teach: Designed to Learn (secondary schools \$100) and Space to Teach: Room to Learn (primary schools \$75) \$150 (DVD combined)
- Landscape Management in NSW Schools \$35.00
- Special Education Facilities Standards \$350.00 (CD)
- Primary and Special Education Facilities Standards \$650.00 (CD)
- Secondary and Special education Facilities Standards \$750.00 (CD)
- Primary, Secondary, Special Education Facilities Standards \$1,050.00 (CD)

Enquiries: Level 20 McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday TeleTelephone: 9372 8474 Fax: 9372 8566

- Paradise Purgatory Hell Hole: The Story of the Saunders Sandstone Quarries Pymont" ISBN 981-05-5922-4 Author Robert Irving (\$29.95)
- "Sandcastle--Australian Museum" DVD 30 Minute film. Subject--the stone conservation work carried out under the Minister for Commerce's Centenary Stonework Program on The Australian Museum (\$25.00)
- "Sandstone Ghosts, Wind and Water" VHS 30 Minute film. Subject--the stone conservation work carried out under the Minister for Commerce's Centenary Stonework Program on the National Art School, Darlinghurst (\$25.00)
- "Where the Stones Talk" VHS 30 Minute film-on the stone conservation work carried out under the Minister for Commerce's Centenary Stonework Program and the philosophy of George Proudman (OAM) former Public Works Master Stonemason (\$25.00)

Enquiries: Level 20, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday Tele Telephone: 9372 8526 Fax: 9372 8544

NSW Water Solutions

- NSW Tide Charts, \$5.50 per copy

Contact

Purchasing

Any NewsDirect newsagent (check website for nearest location)

<http://www.newsdirect.com.au>

or

Denise Whibley

Reception, Manly Hydraulics Laboratory

Tel: 02 99490200

Email: MHL.Reception@mhl.nsw.gov.au

Technical Enquiries -

Rob Jacobs

Scientific Officer, Manly Hydraulics Laboratory

Tel: 02 9949 0240

Email: rob.jacobs@mhl.nsw.gov.au

MHL produced sixty six (66) reports for clients in 2008-09. However, only six (6) MHL reports are available under FOI legislation as indicated below.

Manly Hydraulics Laboratory (*prices vary - contact Publications Officer*)

- MHL1913 Coffs Harbour and Bellinger River Regions April 2009 Flood Summary
- MHL1908 NSW Coffs Harbour, Bellinger River and Nambucca River Regions February 2009 Flood Summary
- MHL1850 NSW Wave Climate and Coastal Air Pressure Annual Summary 2007-08
- MHL1849 NSW Coastal Rainfall Annual Summary 2007-08
- MHL1848 NSW Ocean and River Entrance Tidal Levels Annual Summary 2007-08
- MHL1847 NSW Estuary and River Water Levels Annual Summary 2007-08

Enquiries: Publications Officer, Manly Hydraulics Laboratory Tel: 02 9949 0266 Fax: 02 9948 6185

Government Architect's Office

The Quantity Surveying group within the Government Architect's Office prepare and publish the NSW Building Price Index (BPI) which is the cost index recognised by Treasury and Government agencies to forecast price movements in the building construction industry.

- Building Price Indices \$165 per annum including quarterly updates available on the Internet (including GST)
- Concise Method of Measurement for Building Works \$33 (including GST)

Enquiries: Telephone: (02) 9372 8311 Facsimile: (02) 9372 8444

GOVERNMENT CHIEF INFORMATION OFFICE (GCIO)

The following publications and information are published by The NSW Government Chief Information Office and can be accessed at 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)

Telephone: 02 9372 8877 Fax: 02 9372 8299 Email: info.gcio@commerce.nsw.gov.au

NSW PROCUREMENT

eBusiness and Policy Support Services

The following eBusiness and Policy Support Services publications and information can be accessed through the website <http://www.nswprocurement.com.au/>.

The abovementioned website also hosts links to documents which are managed by other NSW Government agencies.

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 & Services

- Implementation Guidelines Employment and Outwork Obligations (and supporting documents)

- Procurement Planning Guidelines
- Service Contracting Guidelines
- Risk Management
- Simple Procurement
- Economic Development
- Environmental Management
- Occupational Health, Safety and Rehabilitation
- Service Provider Performance Management
- Disposal

A range of publications in relations 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

Contracting Services

The following publications and information can be accessed through 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.

SECTION 2 – STATEMENT OF AFFAIRS

Department of Commerce Corporate, Office of Fair Trading, Office of Industrial Relations, Office of Public Works and Services and NSW Procurement –

The Department of Commerce Annual Report serves the purpose of publishing the Department's Statement of Affairs. The report can be accessed on the Department of Commerce web site at www.commerce.nsw.gov.au

The last Statement of Affairs for the Department of Commerce was published in the Annual Report for 2007/08.

SECTION 3 – CONTACT ARRANGEMENTS

Department of Commerce

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

The Freedom of Information Coordinator
 Department of Commerce
 Level 22, McKell Building,
 2-24 Rawson Place
 SYDNEY NSW 2000
 Telephone 9372 8720
 Facsimile 9372 8733

Office of Fair Trading

Applications for access to any other type of documents held by the Office of Fair Trading should be made under the *Freedom of Information Act 1989 (FOI)*. FOI forms can be downloaded from Fair Trading's website at: www.fairtrading.nsw.gov.au or obtained from any Fair Trading Centre.

Applications should be addressed to the:
Co-ordinator, Freedom of Information
Office of Fair Trading
c/- McKell Building
2-24 Rawson Place
SYDNEY NSW 2000

Phone: 9338 8926
Facsimile: 9338 8970

Office of Industrial Relations

Any inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

FOI Coordinator
NSW Office of Industrial Relations
Executive Officer
Level 23, McKell Building
2-24 Rawson Place
SYDNEY NSW 2000
Telephone: (02) 9020 4505
Facsimile: (02) 9020 4730

Freedom of information applications - fees and hours of business:

All application made under the Freedom of Information (FOI) Act 1989 require a normal fee of \$30.00 and general inquiries may be made between the hours of 9am to 5pm Monday to Friday to any of the FOI Coordinators mentioned above.

FOI forms can be downloaded from the Department of Commerce website at www.commerce.nsw.gov.au and the Office of Fair Trading website at www.fairtrading.nsw.gov.au. FOI forms can also be obtained from any Fair Trading Centre.

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