

## Appendix 1 Accounts payable performance

### Accounts paid on time each quarter

Quarter	Current \$000	Less than 30 days overdue \$000	30-60 days overdue \$000	60-90 days overdue \$000	More than 90 days overdue \$000	Total \$000
September Quarter	624,820	106,217	13,635	4,536	2,702	751,910
December Quarter	774,384	123,856	11,582	2,579	3,262	915,663
March Quarter	732,820	98,250	10,670	5,137	5,940	852,817
June Quarter	836,221	30,820	8,416	3,109	3,730	882,296

### Percentage paid on time within each quarter

Quarter	Target %	Actual %	Paid on Time \$000	Total Paid \$000
September Quarter	85	83.1	624,820	751,910
December Quarter	85	84.6	774,384	915,662
March Quarter	85	85.9	732,820	852,816
June Quarter	85	94.8	836,221	882,297

## Appendix 2 Annual report preparation

The Commerce annual report was produced in-house. Print and production costs were \$3,796. The report is available online at [www.commerce.nsw.gov.au](http://www.commerce.nsw.gov.au)

## Appendix 3 Australian Centre for Advanced Computing and Communications (ac3)

The mission of 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

- 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 and participate in Commonwealth grant schemes as required by the University partners.

### 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 the day to day operations of the company.

### Contacting ac3

Bay 9, Locomotive Workshop  
 Australian Technology Park  
 Eveleigh, Sydney  
 Tel: (02) 9209 4600;  
 Email: info@ac3.com.au

## Appendix 4 Committees and Boards

Key to representation: (c) Chairperson; (m) Member; (t) Trustee (vp) Vice president

### Director -General

#### Commerce

- Commerce Executive (c)
- State Contracts Control Board (c)
- Building Industry Co-ordination Committee (c)
- Cleaning Contracts Steering Committee (c)
- NSW Government Licensing Project Steering Committee (c)
- Central Corporate Services Unit Management Board (m)
- Home Warranty Insurance Scheme Board (m)
- Risk and Audit Committee (m)

#### External

- Sustainability in Government CEO's Committee (c)
- Aboriginal Communities Development Program Steering Committee (m)
- Australian Procurement and Construction Council, Council of Chief Executives (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)
- Council on Cost and Quality of Government (m)
- Festival Development Board (until 1 August 2008) (m)
- Government Asset Management Committee (m)
- Greenhouse CEOs Committee (m)
- Industrial Relations Steering Committee (m)
- Industrial Capability Network (m)
- Metropolitan Water CEOs Committee (m)
- Metropolitan CEOs Group (m)
- Small Business Regulation Review Taskforce (m)

**Abolished in 2006/07**

- Government Licensing Project Contract Management Sub-Committee (c) – closed approx. January 2007
- Hunter Estuary Issues Steering Committee - Transferred to State Property Authority – director-General Commerce was a member up to 31/08/2006
- Perisher Taskforce – Transferred to State Property Authority – Director-General Commerce was a member up to 31/08/2006

**Corporate**

- Interagency Standing Committee on Disability - Elizabeth Zealand (m) (to 15 June 2007)

**Office of Fair Trading**

- Acceptable Standards of Domestic Construction Committee – Paul Dengate (m)
- Anti-Graffiti Action Team – Rod Stowe (m) Diana Holy (m)
- Australasian Consumer Fraud Taskforce – Andrew Wilson (m) Jenny Waldie (m) Malcolm Finger (m)
- Australia New Zealand Reciprocity Association – Barbara Fernandez (m)
- Builders Licensing Australasia - Steve Griffin (c) Barbara Fernandez (m)
- Building and Construction Council (BACC) - Steve Griffin (m)
- Building Industry Co-ordination Committee - Rod Stowe (m) Steve Griffin (m) Dominic Wong (m)
- Business Information and Services Forum - Daniel Hornas (m)
- Central Coast Regional Coordination Management Group - Sean Lonergan (m)
- Real Estate Institute of NSW Liaison Committee Meeting - Lyn Baker (c)
- Business Information and Services Forum - Daniel Hornas (m)
- Cash Economy Regional Interagency Liaison Group – Tony Stanley (m)
- Council of Australian Governments (COAG) Action Group – Electrical Occupations – Barbara Fernandez (m)
- COAG Action Group – Plumbing Occupations – Barbara Fernandez (m)
- COAG Action Group – Builder, Carpenter, Bricklayer Occupations – Barbara Fernandez (m)
- COAG Action Group - Motor Mechanics Occupations - Tony Tarplee (m)
- Community Relations Commission Hornsby - Wyong Regional Advisory Council - Sean Lonergan (m)
- Community Relations Commission Northern Regional Advisory Council - Margaret Munro (m)
- Construction Industry Training Advisory Board - Barbara Fernandez (m)
- Consumer Products Advisory Committee - Brian Given (m) Steve Hutchison (m) Andrew Wilson (m)
- Co-operatives Council - Brian Given (c)
- Co-operative Housing & Starr-Bowkett Societies Standards Committee - Christine Gowland (m)
- Co-operative Housing Society Advisory Committee - Colin Crossland (c)
- Co-operatives National Working Party - Brian Given (c) Michael Bardsley (m) Jon Robinson (m)
- Customer Satisfaction Senior Officers Working Group – Andrew Gavrielatos (c)
- Electrical Regulatory Authorities Council - Steve Hutchison (m) Regina Haertsch (m)
- Fair Trading Advisory Council - Lyn Baker (m)
- Fair Trading Operations Advisory Committee (FTOAC) - Brian Given (m) Andrew Wilson (m) Malcolm Finger (m)
- Fire Protection Systems Working Party – Steve Griffin (m) Kel Nash (m)
- Gas Technical Regulators Committee – Steve Hutchison (m)
- Government Business Education Network - Jenny Waldie (m)
- Hazardous Chemicals Advisory Committee - Steve Hutchison (m)
- Health Claims Regulators Forum – Brian Given (m) Andrew Wilson (m)
- Home Building Advisory Council - Lyn Baker (m)
- Housing and Human Services Senior Officers Group - Susan Dixon (m)
- Hunter Regional Coordination Management Group - Paul Coles (m)
- Illawarra Regional Coordination Management Group - Christine Ambs (m)
- Inbound Tourism Quality Compliance Taskforce - Malcolm Finger (m)

- Inter-departmental Committee on Consumer Protection and the NSW Funeral Industry – David Brett (m)
- Korea Tourism Reference Group - Malcolm Finger (m)
- Ministerial Council on Consumer Affairs (MCCA)/Standing Committee of Attorneys General Residential Tenancy Databases Working Party - Diana Holy (m)
- MCCA Working Party on Consumer Policy - Susan Dixon (m)
- Motor Vehicle Industry Advisory Council - Lyn Baker (m)
- National Finance/Mortgage Brokers Working Group - Margaret Raffan (c)
- National Plumbing Regulators Forum – Barbara Fernandez (m)
- National Trade Measurement Working Group - Brian Given (c)
- National Indigenous Consumer Strategy Reference Group – Paul Coles (m)
- North Coast Regional Coordination Management Group - Marilyn Richmond (m)
- NSW Car Theft Action Group - Tony Tarplee (m)
- NSW Financial Counselling Trust Fund - Michael Silk (t) Mark Travers (m)
- NSW Government Channels and Access Strategy Service Delivery Working Group – Carlene Colahan (m)
- NSW Government Contact Centre Network – Carlene Colahan (c)
- NSW Government Licensing Project Steering Committee - Lyn Baker (m)
- Partnership Against Homelessness Sub-Committee - Susan Dixon (m)
- Personal Property Securities Reform Consultative Committee – Marilyn Betty (m)
- Planning for Later Life Forum – Rama Ramakrishnan (m)
- Poisons Advisory Committee - Steve Hutchison (m)
- Products Safety Committee - David Catt (c) Steve Hutchison (m)
- Property Services Advisory Council - Lyn Baker (m)
- Property Services Industry Training Advisory Board - Property Committee - Barbara Fernandez (m)
- Real Estate Institute of NSW Liaison Committee Meeting - Lyn Baker (c)
- Rental Bond Board - Lyn Baker (c)
- Retirement Village Advisory Council - Lyn Baker (m)
- Riverina Murray Regional Coordination Management Group - Jan Malone (m)
- Standing Committee of Officials of Consumer Affairs (SCOCA) - Lyn Baker (m)
- SCOCA Core National Trade Measurement Legislation Working Group - Brian Given (m) Graham Monday (m)
- SCOCA Estate Agents Harmonisation Project – Dominic Wong (m)
- SCOCA Property Investment Advice Working Party - Dominic Wong (m)
- SCOCA Unfair Contracts Working Party – Diana Holy (m)
- Standards & Tolerances Guide Review Committee - Paul Dengate (m) Kel Nash (m)
- Trade Measurement Advisory Committee - Brian Given (m) Andrew Wilson (m) Steve Hutchison (m) Graham Monday (m)
- SCOCA Working Party Travel Agents Regulatory Scheme Review – Brian Given (c)
- Uniform Consumer Credit Code Management Committee - Margaret Raffan (m)
- Western Area Regional Coordination Management Group – Kerrie Smith (m)
- Western Sydney Regional Coordination Management Group – Veronica Dening (m)

### **Office of Industrial Relations**

- Law Society of New South Wales, Employment Law Committee - Lolita Kepars (m)
- NSW Influenza Pandemic Taskforce - Suzanne Ashby (m) This inter-Departmental Taskforce was established by the NSW Premier's Department during the reporting year to consider the potential economic, social and community impacts of an avian influenza pandemic, identify and clarify whole of government issues and develop appropriate government agency responses.
- Children at Work Taskforce – Catherine Quealey (m). This taskforce is chaired by the Commissioner for Children & Young People and was set up to address the issues raised in the Commission's report on the working experiences of children, Children at Work. The Taskforce included members from business organisations, state government agencies and representatives from young people's organisations and has developed recommendations to improve children's working lives for the Commissioner.
- NSW Cash Economy Working Group – Stephen Hampson (m) This working group is chaired by Centrelink, and members are drawn from NSW and federal compliance agencies.

- NSW Skills Council – Pat Manser (m), Suzanne Ashby (m)
- NSW Government Industrial Relations Steering Committee – Pat Manser (m)
- Workplace Research Centre Advisory Board – Pat Manser (m)

#### **Committee suspended in 2006/07**

- NSW Industrial Relations System Steering Committee - Pat Manser (c), Lolita Kepars (m), Rebekah Stevens (m). This inter-departmental steering committee was established by Cabinet in December 2004 to oversee the New South Wales Government's response to the federal government's industrial relations changes. In May 2007, Cabinet approved the suspension of this Committee in the wake of the High Court's decision that the federal changes were constitutionally valid.

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

- ANZAC Memorial's Board of Trustees - Bruce Pettman (Honorary Architect)
- Australian Water Association Ozwater 2007 Convention Organising Committee - Will Strachan (c)
- Australian Water Association NSW Branch - Annalisa Contos, President (c)
- Australian Water Association Water Recycling Forum - John Anderson (m)
- Central Corporate Services Unit Management Board - Michael Coutts-Trotter (m), Dr Kerry Schott (m), Jan McClelland (C)
- Centennial Parklands Design Review Panel - Peter Mould (m)
- Central Sydney Planning Committee - Peter Mould (m) Margaret Petrykowski (Alternate Member)
- Dams Safety Committee - Brian Cooper (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)
- Fish Passage Reference Group (for Murray Darling Basin Commission) - Brian Cooper (m)
- Human Service Network (HSNet) Management Committee - Paul Campbell (m), Maree Callian (m)
- Hunter Estuary Issues Steering Committee - Michael Coutts-Trotter (m) Alan Marsh (m) John Davidson (m)
- Interagency Riparian Boundary Working Committee – Sarah Hesse (m)
- International Water Association's Specialist Group on Water Re-use - John Anderson (m)
- Mines Subsidence Board - Phil Carter (m & Ministerial Representative)
- National Engineering Registration Board – Will Strachan (NSW & Ministerial Representative)
- NSW Fluoridation Technical Committee - Allan Li (m)
- NSW Heritage Council - Peter Mould (m) Bruce Pettman (Deputy)
- Perisher Taskforce - Michael Coutts-Trotter (m) John Davidson (m)
- Permanent Committee on Tides and Mean Sea Level - – Paul Murphy (m)
- Royal Australian Institute of Architects NSW - Peter Poulet (Chapter Councilor)
- Royal Australian Institute of Architects NSW - Education Committee Peter Poulet (m)
- Royal Australian Institute of Architects NSW - Environment Committee Peter Poulet (m)
- Road Transport Authority Bridge Urban Design Panel - Peter Mould (m)
- Standards Australia Committee AS3700 - Vijay Badhwar (m)
- Standards Australia Committee BD-004 - Vijay Badhwar (m)
- Standards Australia Committee BD-26 - Ram Singh (m)
- State Emergency Management Committee, Avian Influenza Subcommittee - David Wilkins (m)
- Survey and Mapping Advisory Committee - Greg Mcllwaine (m)
- Sydney Harbour Design Review Panel - Peter Mould (c)
- Sydney Olympic Park Authority Design Review Panel - Peter Mould (c)
- Sydney Opera House Trust Conservation Council - Peter Mould (m)
- Walsh Bay Project Finance Steering Committee - (m) John Davidson

#### **Became member of committee in 2006/07**

- Australian National Committee on Large Dams – John Lenehan (m)
- Bureau of Meteorology Marine Consultative Committee - Mark Kulmar (m)
- Metropolitan Water CEO's Committee - Will Strachan [representing Director-General]

- NSW Water Solutions Advisory Board – Alan Marsh (c) Will Strachan (m)
- State Emergency Management Committee - Rick Still (m)
- University of Sydney's Civil Engineering Foundation – Will Strachan (governor)
- AusHeritage -Bruce Pettman (m)
- Australian Institute of Quantity Surveyors National Education Committee - Vincent Shaw (m)
- Australian Institute of Quantity Surveyors Journal Management Committee - Vincent Shaw (m)
- Australian Institute of Quantity Surveyors, NSW Current Construction Costs Committee - Vincent Shaw (m)
- BEDP Action Agenda - Peter Mould (m)
- Building Regulation Advisory Committee (BRAC) - Philip Rose (m)
- buildingSMART – International Alliance for Interoperability - Peter Poulet (m)
- Capital Infrastructure Committee - Peter Poulet (m)
- City of Sydney Design Advisory Panel - Peter Mould (m)
- Clean Air, Healthy Communities Environment Trust Sub Committee - Michael Wright (m)
- Illawarra District Emergency Management Committee - Craig Summerhayes (m)
- National Committee on Construction Engineering, Engineers Australia - Ashok Verma (m)
- NSW Architects Registration Board - Peter Mould (VP), Peter Poulet (Alternate Member)
- NSW Heritage Council, Technical Advisory Group - Bruce Pettman (c)
- NSW Heritage Council, Approvals Committee - Peter Mould (m)
- Queens Square Law Courts Design Review Panel - Peter Mould (c)
- Royal Australian Institute of Architects National Integrated Practice Taskforce - Peter Mould (m)
- Royal Australian Institute of Architects Archvision - Peter Mould (m)
- Royal Australian Institute of Architects NSW - Heritage Committee -Mary Knaggs (m)
- Road Transport Authority Bridge Urban Design Expert Register - Peter Mould (m)
- Road Transport Authority Judging Panel (Design/Sustainability) - Peter Mould (m)
- Standards Australia Committee - AS3003 Electrical Installations - Patient areas of hospitals, 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)
- StateFleet Advisory Board – Alan Marsh (m), Michael Wright (m), Kim Di Leva (m)
- Medical and dental practices, other healthcare facilities and dialyzing locations
- Sustainability in Government Working Group - Roy Craddock (m)
- Sutherland Independent Hearing Assessment Panel - Helen Lochhead (m)

#### **Committees abolished or no longer members in 2006/07**

- Cleaning Contracts Steering Committee - Michael Coutts- Trotter (c), Alan Marsh (m), Christine Wong (m)
- Architects Registration Board of NSW - Peter Mould (m) Peter Poulet (Alternate Member)
- State Emergency Management Committee, Urban Search and Rescue Subcommittee - David Wilkins (m)
- Urban Design Advisory Committee - Peter Mould (m)
- Department of Education and Training/Department of Commerce Program Review Committee - John Zahn (m) Dale Lynch (m) Julie Paton (m) Amy Morgan (m) John Bourke (m)
- Department of Education and Training Maintenance Steering Committee - Alan Marsh (m) Brian Baker (m) Christine Wong (m) John Zahn (m)

#### **NSW Procurement**

- Australian Procurement and Construction Council – Paul Hopkins (m)
- Australian Procurement and Construction Council Skill Action Team) – Gerry Brus (m)
- Construction Agency Coordination Committee – Gerry Brus (c)
- Major Capital Works Advisory Committee (Health) – Paul Hopkins (m) Gerry Brus (m)
- Microsoft Service Provision Fund Steering Committee – Anthony Solano (m)
- National Taskforce for Supply Chain Reform – Mark Davis (m)
- Senior Officers Committee – Gerry Brus (m) Paul Hopkins (m)
- State Contracts Control Board – Alan Marsh (c) Paul Hopkins (alternate Chair)
- The Chartered Institute of Purchasing & Supply Australia – Paul Hopkins (m) Gerry Brus (m)

- Australian Procurement and Construction Council's Cross Jurisdictional Collaborative Benchmarking Programme in Procurement of Capital works, Goods & Services and ICT – Inderjeet Singh (c)
- Action Teams:
  - Working Group for Capital Works Procurement Benchmarking – Inderjeet Singh (c), David Green (m)
  - Working Group for Goods & Services Procurement Benchmarking – Inderjeet Singh (c), Anthony Solano (m)
  - Working Group for ICT Procurement Benchmarking – Inderjeet Singh (c), Anthony Solano (m)
- Commerce Strategic Sourcing Committee – Graham Chalker (m)
- Construction Procurement Reference Group – Gerry Brus (c)
- Department of Ageing, Disability and Home Care Strategic Sourcing Committee – Graham Chalker (m); Richard Jacobs (m)
- Department of Education and Training Strategic Sourcing Steering Committee – Ken Dixon (c), Peter Dowling (m)
- eProcurement Executive Forum - attended by Chantelle Adams (c), Luke Kenny (m), Jon Doyle (m), Neil Brosnan (m), Geoff Short (m), Mat Ying (m), Jon Perrett (m), Bronwyn Challis (m), Fenella Fields (m)
- NSW Health eProcurement Steering Committee - Chantelle Adams (m) Luke Kenny (m) Neil Brosnan (m) Tim Davy(m)
- NSW Health Procurement Advisory Council – Paul Hopkins (m)
- NSW Health Strategic Sourcing Committee - Graham Chalker (m); Richard Jacobs (m)
- NSW Meals on Wheels Association Food Services Working Party – Bruce Maltman (m); Peter Dowling (m)
- smartbuy® Client User Forum - Luke Kenny (m), Jon Doyle (m), Neil Brosnan (m), Geoff Short (m), Mat Ying (m), Jon Perrett (m), Bronwyn Challis (m), Fenella Fields (m)
- smartbuy® Supplier Forum - Luke Kenny (m), Jon Doyle (m), Neil Brosnan (m), Geoff Short (m), Mat Ying (m), Jon Perrett (m), Bronwyn Challis (m), Fenella Fields (m)
- Sydney Water Steering Committee – Peter Dowling (advisor)
- Railcorp Steering Committee – Peter Dowling (advisor)

### **Government Chief Information Office**

- State Emergency Management Committee – Tony Gates (m)
- Shared Services Interjurisdictional User Group - Michael Lurie (Member)
- Senior Officers Wireless Working Party – Tony Gates (c)
- SAP User Group - Michael Lurie (m), Charo Devery (m), Mark Goleby (m)
- Records & Document Management User Group - Flavian De Silva (m)
- Online Council Officials Meeting – Paul Edgecumbe/Colin Griffith (m)
- Online Council Integrated Transactions Reference Group – Ken Bullock (m) - abolished Feb 2007
- NSW Police Mainframe Replacement Program Core Policing Project Steering Committee – Catherine Hanly (m), Alan Patterson (m)
- NSW Govt. Business Education Network – Natasha Scully (m)
- NSW Government Licensing Project Steering Committee – Paul Edgecumbe/Colin Griffith (m), Lyn Baker (m)
- National Information Management Advisory Group – Tony Gates (m)
- National Coordinating Committee for Government Radiocommunications - Tony Gates (Voting Delegate), Phil Read (Non- Voting Delegate)
- National Broadband Strategy Implementation Group – Colin Griffith (m)
- Microsoft Service Provision Fund Steering Committee – Paul Edgecumbe/Colin Griffith (m)
- Identity Crime Working Group – Nigel Evans (m)
- Human Services Access Framework Senior Officer Group – Phil Tout (m), Linda Chin (m)
- Government Telecommunications Agreements - Contracts Management Committee - Paul Hopkins (c) Paul Edgecumbe (m), Colin Griffith (m)
- Government Radio Network Users Group - Tim Jensen (Telstra (c)), Paul Barnes (m), Philip Dahdouh (m), Tony Shaw (m)
- Government Licensing Project Contract Management Committee - Paul Edgecumbe/Colin Griffith (m), Mahajan Padmanathan (m), Liz Mathew (m)
- Enterprise Project Management User Group - Flavian De Silva (m)

- Domain Consultative Committee Australian Government Information Management Office (Federal Government) – Trevor Waters (m)
- Department of Natural Resources SAP Quality Assurance Committee - Mark Goleby (m)
- Department of Juvenile Justice IM&CT Steering Committee – Bill Butler (m)
- Customer Services Hub Project Board – Paul Edgecumbe/Colin Griffith (m)
- Customer Interface Management Web Policy Committee - Tony Gates (m)
- Cross-Jurisdictional Reference Group – Australians' Use of and Satisfaction with e-Government Services – Linda Chin (m)
- Cross-Jurisdictional Interoperability Working Group - Michael Easthope (m) - established Feb 2007
- Cross Jurisdictional Chief Information Officers Online Council Sub-Group – Paul Edgecumbe/Colin Griffith (m)
- Cross Jurisdictional Chief Information Officers Enterprise Architecture Working Group – Michael Easthope (m) - abolished Feb 2007
- Cross Jurisdictional Chief Information Officer's Committee Working Group on Authentication (this is a Commonwealth group) – Nigel Evans (m)
- Cross Jurisdictional Chief Information Officers Committee – Paul Edgecumbe/Colin Griffith (m)
- CPA Technical Centre of Excellence Committee – Michael Lurie (m)
- Chief Information Officers' Executive Council – Paul Edgecumbe/Colin Griffith (c)
- Channels and Access Strategy Senior Officers Group – Paul Edgecumbe (to May 07)/Colin Griffith (c), Linda Chin (m), Phil Tout (m)
- Channels and Access Service Delivery Working Group - Linda Chin (m)
- Business Intelligence User Group - Flavian De Silva (m)
- Broadband Management Committee – Paul Hopkins (c) Paul Edgecumbe/Colin Griffith (m)
- Australian Centre for Advanced Computing & Communications (ac3) Management Sub-Committee – Paul Edgecumbe/Colin Griffith (m)
- Australian Centre for Advanced Computing & Communications (ac3) Board – Paul Edgecumbe/Colin Griffith (m)
- Australian Centre for Advanced Computing & Communications (ac3) Audit Committee – Paul Edgecumbe/Colin Griffith (m)
- AusDIN Work Group - Steve Smith (m - chair from 5 July 07)
- AusDIN Portal Group – Steve Smith (m - chair from 5 July 07)
- Ambulance Radio/Data Taskforce - Paul Barnes (m), Stephen Smith (m), - disbanded
- Activity Based Costing Working Group - Michale Lurie (m)
- ABS Steering Committee – Jan Aalders (m)

#### **Committees abolished in 2006/07**

- (Police) Computer Aided Dispatch Steering Committee – Tony Gates (m)

#### **Chief Information Officers' Council Working Groups**

The CIO Executive Council in collaboration and partnership with GCIO has established working groups to implement the People First programs of work. The working groups are comprised of GCIO staff and representatives from a variety of NSW government agencies who take a government-wide view while maintaining accountability for specific programs and operations in their own agencies.

- Front-line and Line of Business Service Delivery
- Back Office Applications Consolidation
- Front-line Service Delivery
- Line-of Business Service Delivery
- BOAC Steering Committee
- GSAS Steering Committee
- Channels and Access (eGovernment)
- Customer Interaction Hub
- Customer Services Hub
- Authentication and Security
- Shared and Federated Client Authentication
- Information Security
- Information Management
- Emergency Information Management
- Telecommunications

- Telecommunications Convergence
- Broadband Services
- Radio Communications
- ICT Infrastructure
- Internet Gateway
- Agency Infrastructure Consolidation
- Standard Operating Environment
- ICT Procurement
- ICT Procurement/Strategic Sourcing
- Strategic Governance Framework
- Strategic Governance

### **State Records**

- Appraisal Working Group, International Council on Archives Section on Professional Standards and Best Practice - Cassandra Findlay (m)
- Australian Dictionary of Biography – Alan Ventress (NSW Working Party Member)
- Australian Military History Scholarships Judging Panel – Alan Ventress (m)
- Australian Society of Archivists – Catherine Robinson (President until 19 October 2006, then Vice President)
- Australian Society of Archivists Awards Committee – David Roberts (m)
- Australian Society of Archivists Electronic Records Special Interest Group – Cassandra Findlay (Convenor)
- Australian Society of Archivists Indigenous Issues Special Interest Group – Kirsten Thorpe (Convenor)
- Australian Society of Archivists Mander Jones Awards Committee – Cassandra Findlay (Secretary)
- Australian Society of Archivists Reference, Access and Public Programs Special Interest Group (RAPPSIG) – Christine Yeats (Newsletter Editor)
- Australian Women's Archives Project – Christine Yeats (Sydney Joint Committee Member)
- CAARA Reference and Public Access Working Group – Christine Yeats (Convenor)
- Dictionary of Sydney – Alan Ventress (m)
- Geographical Names Board of NSW – Alan Ventress (m)
- Henry Parkes Foundation – Alan Ventress (c)
- History Council of NSW – Christine Yeats (m)
- International Conference on the History of Records and Archives Program Committee – Kirsten Thorpe (m)
- Macquarie 2010 Committee – Alan Ventress (m)
- Premier's Westfield History Scholarships Judging Panel – Christine Yeats (m)
- Royal Australian Historical Society Alan Ventress (Vice President)
- Standards Australia's IT21 Records Management Committee – Amanda Barber (m)
- Standards Australia IT21/07 sub-committee on Recordkeeping Metadata – Tony Leviston (m)
- Standards Australia IT21/09 sub-committee on Records Classification – Catherine Robinson (m)
- Standards Australia IT21/10 sub-committee on Records Storage – Catherine Robinson (m)
- University of Western Sydney Arts External Advisory Committee – Alan Ventress (m)
- 2007 NSW Premier's History Prize Judging Panel – Emma Harris (m)

## Appendix 5 Consultants

### Engagements over \$30,000

Consultant	Office	Category	Purpose	Expenditure \$
Stenning & Associates	Office of Fair Trading	Legislative Review	Review of professional development requirements of Home Building Act and Property Stock & Station Agents Act	34,805
Doll Martin Associates Pty Ltd.	Office of Fair Trading	Information Technology	Strategic review in preparation for renewal of business applications including options to consolidate shared IT systems and infrastructure	33,000
Join The Dots Pty Ltd	Office of NSW Procurement	Organisational Review	Implementation of change management program	58,913
Gale Planning Group Pty Ltd	Office of NSW Procurement	Organisational Review	Review of State Contracts Control Board savings to government	38,000
EvansCorp Pty Ltd	Office of NSW Procurement	Information Technology	Review of project estimating database	31,865
<b>Total engagements over \$30,000</b>				<b>\$196,583</b>

### Engagements under \$30,000

Office	Category	\$
Corporate Services and Review	Organisational Review	2,082
Office of Fair Trading	Organisational Review	6,750
<b>Total engagements under \$30,000</b>		<b>\$8,832</b>
<b>Total cost of consultancies</b>		<b>\$205,415</b>

## Appendix 6 Consumer response

### Office of Fair Trading

OFT's service delivery standards vary with the nature of the services provided in different divisions of the Office and are set out in the Customer Service Standards. During the year, the various standards were met in most areas. However, there were delays on occasion for some high-volume, high-demand telephone services. OFT 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 2006/07, a total of 268 forms were lodged by consumers and traders which comprised 131 compliments and 137 complaints. Compliments, which constituted 49 per cent of the forms lodged, expressed praise for various aspects of customer service, especially staff helpfulness and professionalism. The 137 complaints, which constituted 51 per cent of forms lodged, were reviewed and addressed through a process overseen by senior management.

**The complaints related to:**

Service delays	19%	Accuracy of information given	18%
Actions of staff	16%	Other/Misc	47%

**Office of Industrial Relations**

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. 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, OIR has a range of performance standards for the delivery of its major services. During 2006/07, the Office met or exceeded all of these performance targets.

In June 2007, an independent company conducted a survey of the OIR's customers, which showed the following results:

**Percentage of customers either satisfied or very satisfied with:**

OIR's overall quality of service	90%	Responsiveness of OIR staff	92%
Knowledge of OIR staff	89%	Staff's knowledge of subject	90%

**Office of Public Works and Services****Central Corporate Services Unit**

Central Corporate Services Unit (CCSU) monitors client satisfaction in many ways, including through conducting an annual client satisfaction survey. In 2007, 93.5 per cent of the respondents rated the overall CCSU performance as "average or better" and 31.5 per cent of respondents indicated that CCSU services had improved in the past 12 months.

**NSW Water Solutions**

Each calendar year NSW Water Solutions and Project Management conduct surveys on projects with external clients.

NSW Water Solutions clients indicated a high overall score across 25 survey questions with an average result of 82.6 per cent from 40 surveys. This result coupled with a high level of repeat business is indicative of a good level of customer satisfaction.

**Project Management**

Clients reported improved and 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 83.5 per cent in the 89 surveys was higher than the target of 80 per cent and higher than scores in the previous three surveys.

**Government Architect's Office**

The Government Architect's Office (GAO) conducts client satisfaction surveys each year. Surveys were undertaken in 2006/07 to measure client's satisfaction with GAO's provision of strategic advice, heritage advice and services, and projects undertaken by the Office. Clients reported high levels of satisfaction rating overall satisfaction on these indicators as 91 per cent, 87 per cent and 80 per cent respectively.

## NSW Procurement

### Government Chief Information Office

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

#### ServiceNSW

Visitors to the government portal, ServiceNSW, expressed satisfaction with its ease of navigation and good search facilities.

One visitor, the Channel Manager for the Arts, Sports and Recreation channel of the City of Hamilton Portal in Hamilton, Ontario, Canada, wrote on 16 July 2006 that "The New South Wales portal has been recognised here as a model service, and prior to my taking this position, the AS&R channel remodelled itself along lines felt to be in tune with what you have accomplished."

### NSW Government Directory

The NSW Government Directory received many favourable comments during the year with one user saying that "I am anything but an expert on [the] computer but I found it all came together quite easily."

#### Channel NSW

Channel NSW, broadcast digitally, is available to viewers in the Sydney Metropolitan area and correspondence from viewers reflected a range of interests and concerns.

The inability to receive broadcasts in rural areas was noted by two viewers "Can you tell me why channel 45 is only broadcast in Sydney? My father lives on the south coast and cannot receive it which seems strange as this channel is supposed to be for NSW and contains a lot of information that would be rather useful to him."

The Department of Education and Training (DET) is one of the agencies providing content and participating in the trial, and Raju Varanasi, General Manager Centre for Learning Innovation, DET, said that "In my view the Channel NSW is at the centre of a paradigm shift that promises to broaden access to government information for the citizens of NSW."

#### GCIO Website

The GCIO website ([info\\_gcio@commerce.nsw.gov.au](mailto:info_gcio@commerce.nsw.gov.au)) received 271 messages. Of these, there were four complaints - one about transfer of Community Technology Centre control and three about errors with website availability, all resolved directly with consumers.

#### Government Licensing Service website

Fifty one messages were received through the Government Licensing Service website ([feedback@licence.nsw.gov.au](mailto:feedback@licence.nsw.gov.au)). Of these, there were:

Thirty minor complaints:

- errors encountered with website eg browser incompatibility (16)
- usability of the website (7)
- other (7)

Seventeen general licensing enquiries

- These were generally resolved by the licensing agency concerned directly with website users.

Suggestions received that have since been implemented

- ABN site link
- date ordering (by recent transactions) display list

One compliment:

- "Brilliant website and online lottery permit application process. What a wonderful change compared to the requirements of Vic, SA & ACT for this process. It's very logical and well-explained and it actually works - Well done!"

## **eBusiness Solutions**

eBusiness Solutions received a compliment from Wyong Shire Council on the successful implementation of NSW eTendering in their organisation. Wyong Shire Council was very impressed with how intuitive and logical the eTendering system was, and was especially impressed with the training delivered by eBusiness Solutions Training.

Government organisations also commented favourably on the services provided by eBusiness Solutions. "...very pleased with Tender Management Services Ltd. It has resulted in a doubling of tender responses received" and "... very impressed with how intuitive and logical the eTendering system is."

Special mention was made of the support "...help desk is one of the best I have come across. Prompt, efficient and the request followed through to completion" and "Congratulations to your technical people. There were very few issues and they were very promptly addressed."

## **State Records website**

For State Records' Consumer Response refer to State Records Authority of New South Wales Annual Report 2006-07, Client and stakeholder relationships pp76-78.

## **Appendix 7 Credit card certification**

In accordance with Treasurer's Directions and Premier's Memoranda, the Director-General certified that credit card use during 2006/07 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 Electronic Service Delivery**

### **Office of Fair Trading**

#### **REVS - Service Enhancement**

As part of its regular asset management program, REVS has been undertaking a major infrastructure upgrade project aimed at improving the performance, information integrity and availability of the REVS system. Full implementation in early 2008 will result in a major improvement to the system's availability by reducing downtime and providing a service which is generally available via the internet 24 hours a day, 7 days a week. Provision of stolen vehicle alerts via REVS is an important strategy in protecting the public and combating vehicle frauds such as 'rebirthing'. The NSW Police have been providing details of stolen vehicles for inclusion on the REVS database since it was established in 1986. Following an extensive data audit between REVS and NSW Police and an upgrade of the link between the two systems, manual downloads to REVS database were replaced by daily automated downloads in November 2006.

Automated downloads of stolen boat records commenced in December 2006. REVS now provides an internet facility which enables Fair Trading Centres to provide over-the-counter search certificates for vehicles and boats where customers can pay by cash or EFTPOS. This is an additional service to the telephone and internet currently provided for all REVS transactions. The service is scheduled for progressive implementation from August 2007, and is capable of being deployed at other sites, such as Government Access Centres. Enhancement to the REVS website has continued with the implementation of registration and search facilities for NSW Boats in July 2006. Both public and account clients are now able to conduct searches and purchase a REVS Certificate for NSW Boats via the REVS website. Account clients are also able to use this facility to register, vary and cancel boat encumbrances via the website.

#### **Major website review**

The Office of Fair Trading website is information rich and, since its last review in 2003, has outgrown its information structure, resulting in some difficulties for clients in locating information.

To improve access to Fair Trading information, a major review of the website commenced this year. By the review's completion in 2007/08, the website will provide an improved experience for clients in accessing information and will comply with the NSW Government Website Style Directive. A revised information structure has now been developed after an independent expert evaluation and after consultation with stakeholders across NSW. The consultations included consumers, traders and community workers in metropolitan and regional areas of the State, as well as significant representation from members of Indigenous and several culturally and linguistically different communities. The new structure will be tested with consumers and traders before being implemented.

## **Office of Industrial Relations**

The OIR website provides practical information to help employers and employees to access information about their workplace rights and entitlements.

### **E-business**

OIR has two innovative e-business services. *Compare What's Fair* allows the user to compare current award entitlements with a proposed Australian Workplace Agreement (AWA) for a typical working week. Employers and employees can use *Check Your Pay* to calculate wages and other entitlements under selected awards.

Our Email Updates 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 the latest information on changes to NSW pay rates, award conditions and leave entitlements by email.

### **E-newsletters**

OIR produces two quarterly e-newsletters. *Your Workplace Online* provides information on awards, OIR inspector activities, workshops, key legislative changes, important test cases and other developments in industrial relations. *Work Smart* is our 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 will help vulnerable workers.

### **Look and Listen webcast services**

Our webcast services provide audio download and streaming audio and video presentations of OIR information in a range of formats including MP3 download.

### **Young people at Work website**

A new website has been developed specifically for young workers outlining their basic workplace rights and entitlements and providing practical information to help them find and keep a job. The attractive and easy to understand website is set up in three segments reflecting the work lifecycle - looking for work, got the job and leaving the job.

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

### **StateFleet Online**

StateFleet installed Bynx, a new fleet management system. Bynx replaces Ausfleet, which is now 15 years old and has critical deficiencies. Benefits of the Bynx system include:

- decreased risk of system failures occurring
- conformance to Commerce ICT objectives
- minimised risk across NSW Government in managing the fleet through better system functions
- the Bynx system will be fully implemented in 2007/08.

### **Survey and Spatial Information Services**

The Survey and Spatial Information Services (SASIS) has continued to provide the Sydney Harbour Foreshore Authority (SHFA) with expertise in computerised property asset

management. Using Google Earth, SASIS has developed a property information system that enables the SFHA's staff to access a graphical interface via the Internet to obtain plan and title information for all property assets held by the Authority.

SASIS continued its successful electronic delivery of building asset data for the Department of Education and Training.

### **Environmental water data**

Manly Hydraulics Laboratory (MHL) has been at the forefront of electronic delivery of environmental water data for the past decade. This year it continued to improve data delivery via the internet to local government and to transfer data in near real-time to the CSIRO and Bureau of Meteorology. This data is used in coastal zone flood and storm warnings and for the verification of the performance of ocean wave forecast models.

There has also been enhancement of data delivery with provision of flood information via voice (over the phone) along with SMS, fax and email media.

MHL has also provided 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 acquired a state-of-the-art capability with MIKE 21 Modelling software, which is a two-dimensional computer model for dam break and surface flow analysis. This capability very much improves our value to government and clients in the science and solutions for the design of headwork structures.

The pipeline design process has been improved by using a software package developed in-house, which allows transfer of field survey data directly to the design, minimising human errors and the time required for the design.

In Wastewater Services, a monitoring pilot project was initiated to confirm hydraulic parameters within sewage treatment plants, and their variation under varying operating conditions. This project will provide a better understanding of these parameters, which are critical in the designs undertaken by Commerce using steady state and dynamic modelling. This will maximise potential for optimisation of both the design and operation of treatment systems, with consequent cost savings for NSW communities.

MHL has been using a suit of hydrological and hydrodynamic numerical models for various investigations based mainly in the coastal and estuarine environment. A few of these projects include modelling the impact of water extraction on the salinity migration in estuaries, examining the impact of tidal variations on wetlands and optimising delivery of excess flood water into the Koondrook-Pericoota Forest (off the Murray River) via man-made channels.

In the area of Surveying and Spatial Information Services, pressure pipeline design software was developed to provide a digital interface between the surveyors' field instruments through to the final pipeline design and construction drawings. The process can now be applied to conceptual pipeline design from digital terrain data collected using aerial laser scanning technology. The accuracy of the terrain data enables a more accurate assessment of various pipeline routes and estimation of quantities.

### **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 was implemented on 24 May 2007 giving vendors a new channel to lodge their management fee returns. Two hundred and five vendors have registered to lodge the online returns, representing 19 per cent of total vendors. Registration and usage monitoring of the new channel is underway.

## **eBusiness**

A trial was begun to reduce the time taken to update State Contract Control Board catalogues administered by Contracting Services to smartbuy®. The trial targeted time reductions of up to 50 per cent and results from it showed a timeframe reduced from an average of 43.8 days to an average of 12.7 days. Improving the currency and quality of the State Contracts Control Board catalogue content will help to increase use of contracts as well as the credibility of smartbuy®.

Electronic Request for Quote (eRFQ) is currently in the development phase. Delivery of eRFQ will provide our clients with the ability to use smartbuy® TRADE as a sourcing tool to request quotes from multiple suppliers, evaluate and raise requisitions and purchase orders all electronically. Commerce and RailCorp have already signed on to use the new eRFQ function. The expected go-live date is July 2007.

Updating of the greenbuy catalogue has been completed, with environmentally friendly and sustainable attributes product information from suppliers being placed on the smartbuy® CONTENT greenbuy catalogues.

eBusiness Solutions Training have released a new simulated training tool for clients. This new eLearning solution is currently in use for Supplier eLearning. Simulated demonstrations will be progressively rolled out to all eLearning training programs for clients, covering buyers and suppliers for smartbuy® and NSW eTendering solutions. View the new eLearning tool on the smartbuy® website at [www.smartbuy.nsw.gov.au/suppliers-training.html](http://www.smartbuy.nsw.gov.au/suppliers-training.html).

eBusiness Solutions have launched an Agency Specific Savings Calculator to RailCorp. The savings calculator delivers monitors and reports savings they have achieved through the use of eProcurement solutions.

## **Communications and Advertising**

The online delivery of the *Public Sector Notices* took place in August 2006 without any significant difficulties for government agencies. The immediate delivery of the *Notices* was one of the key benefits of the online initiative and from November 2006, advertising lead time was reduced from two weeks to one.

## **State Records**

For State Records' Electronic Service Delivery refer to State Records Authority of New South Wales Annual Report 2006-07, The State archives collection is widely accessible to people and Government pp51-56.

## **Government Chief Information Office**

### **Channel NSW**

Channel NSW is a pilot service launched in March 2004 and broadcast in the Sydney metropolitan area on free-to-air digital television channel 45. The NSW Government is the first Australian government to explore using digital TV to provide government and public information.

Channel NSW provides viewers with a mix of up-to-date information (live video, text and graphical) on transport, environment, government notices, education, health, recreation and the arts. At June 2007, 88 State and Federal government agencies were providing content to the 24/7 service. Fifty-four video information programs were broadcast and 26 NSW government agency television commercials were regularly aired.

Channel NSW currently has a cumulative monthly audience of 305,000 viewers or one in five (20 per cent) of the current estimated 1.5 million Sydneysiders with free-to-air digital TV.

### **ServiceNSW**

The NSW Government portal, [www.nsw.gov.au](http://www.nsw.gov.au), is the community's one-stop entry point to NSW Government. ServiceNSW provides 24-hour access to government information and services.

In 2006/07, the site received over 4 million visits with over 8.2 million page views. On average, it receives over 366,000 visits per month. ACNielsen/NetRatings statistics indicate that the [nsw.gov.au](http://nsw.gov.au) domain is consistently the nation's most popular state government domain.

In 2006/07, ServiceNSW spotlighted over 250 announcements and events. The Communities sector was enhanced to include more detailed information about a wider range of subjects. A 'NSW Weather' page has also been included with a live data feed from the Bureau of Meteorology. The ServiceNSW search facility was enhanced to provide more accurate results and ensure better ranking of these results. The search also includes a NSW Government Custom Google catalogue that provides results for very detailed searches on specific topics.

### **NSW Government Directory**

The online NSW Government Directory continues to be a key resource for members of the public seeking information on the Premier, Ministers, Members of Parliament and key agency personnel. It lists Ministerial portfolios, including some 300 agencies and their business units.

During 2006/07, a complete review of the directory was completed with the assistance of the agencies. The directory was also redeveloped to improve the display and organisation of information. The directory now includes a very popular A-Z browse section, a powerful 'search' facility and a map facility providing visitors with the location of NSW government offices and business units.

### **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 the financial year 2006/07, total sales through shop.nsw exceeded \$612,000. This total included \$123,004 in publication sales and \$489,037 in product sales.

Sixteen NSW government agencies are full participants, (selling publications/products online) and 47 agencies are electronic participants (links established to electronic publications on agency websites). Over 4,700 items are listed in the shop.nsw online catalogues.

### **Mobile Data Radio Service**

The Mobile Data Radio Service, run by Commerce, has now been operational for three years providing the Ambulance Service of NSW with mobile data dispatching. Ambulance vehicles receive incident information as a text message displayed on their mobile data terminal where it can be viewed and printed out if necessary. This Mobitex service was expanded to cover Newcastle and Wollongong in 2006/07 and a gateway between it and several commercial carriers' mobile data services is now operational, extending the service into the rural and regional areas of NSW. Mobitex is a low speed mobile data service suitable for simple emergency dispatch and text messaging.

### **Government Licensing System**

The key outcomes of the Government Licensing System are to simplify and improve the licensing process for businesses, professionals and individuals, and licensing agencies; offer online services via the internet as an additional option to enhanced counter, postal and telephone services and to deliver estimated savings of \$70 million over the project's life in forgone investment in infrastructure.

The Government Licensing System is designed to handle up to 4 million licence records across 19 agencies (currently using more than 40 different systems to administer around 300 different licence types); 800,000 annual renewals, 1000 internal system users and countless consumers, applicants and licensees.

In 2006/07, there were over 100,000 transactions on the new system, on behalf of three licensing agencies administering a total of 15 different types of licences, including 3,000 online transactions.

### **Security of Payment website**

The Security of Payment website provides information to the industry about the *Building and Construction Industry Security of Payment Act 1999*.

In 2006/07, the website was redeveloped to make it easier for contractors to access information on the claim and adjudication process, provide answers to frequently asked questions and to allow for quick adjudication of disputes over progress payments.

## Appendix 9 Freedom of Information

This Appendix provides additional statistical information about Freedom of Information (FOI). It should be read in conjunction with the more detailed FOI material in the Corporate Governance section.

### Statistical reports

The following statistical information complies with Appendix B of the FOI Manual.

#### Section A - Number of new FOI requests

Information relating to numbers of new requests received, those processed and those completed from the previous period.

FOI Requests	Personal		Other		Total	
	05/06	06/07	05/06	06/07	05/06	06/07
A1 New (including transferred in)	13	17	212	187	225	204
A2 Brought forward	1	2	29	15	30	17
A3 Total to be processed	14	19	241	202	255	221
A4 completed	12	18	187	166	199	184
A5 Transferred out	0	0	4	8	4	8
A6 withdrawn	0	1	35	13	35	14
A7 Total processed	12	19	226	187	238	206
A8 Unfinished (carried forward)	2	0	15	15	17	15

#### Section B - What happened to completed requests?

(Completed requests are those on Line A4)

Result of FOI request	Personal		Other		Total	
	05/06	06/07	05/06	06/07	05/06	06/07
B1 Granted in full	10	14	107	91	117	105
B2 Granted in part	2	3	45	40	47	43
B3 Refused	2	1	33	35	35	36
B4 Deferred	0	0	0	0	0	0
B5 Completed*	14	18	185	166	199	184

\*Note: The figures on Line B5 should be the same as the corresponding ones on A4.

#### Section C - Ministerial Certificates

Number issued during the period

	05/06	06/07
C1 Ministerial Certificates issued	0	0

**Section D - Formal consultations**

Number of requests requiring consultations (issued) and total number of formal consultation(s) for the period

	Issued		Total	
	05/06	06/07	05/06	06/07
D1 Number of requests requiring formal consultation(s)	102	316	121	312

**Section E - Amendment of personal records**

Number of requests for amendment during the period

Result of Amendment Request	Total	
	05/06	06/07
E1 Result of amendment – agreed	0	0
E2 Result of amendment – refused	0	1
E3 Total	0	1

**Section F - Notation of personal records**

Number of requests for notation processed during the period

	Total 05/06	Total 06/07
F3 Number of requests for notation	0	0

**Section G - FOI requests granted in part or refused**

Basis of disallowing access – Number of items each reason cited in relation to completed requests which were granted in part or refused

Basis for disallowing or restricting access	Personal		Other		Total
	05/06	06/07	05/06	06/07	06/07
G1 Section 19 (applic. Incomplete, wrongly directed)	0	0	0	1	1
G2 Section 22 (deposit not paid)	0	0	15	10	10
G3 Section 25(1)(a1) (diversion of resources)	0	0	0	1	1
G4 Section 25(1)(a) (exempt)	2	1	52	53	54
G5 Section 25(1)(b), (c), (d) (otherwise available)	0	0	0	2	2
G6 Section 28(1)(b) (documents not held)	2	0	11	10	10
G7 Section 24(2) – deemed refused, over 21 days	0	1	0	0	1
G8 Section 31(4) (released to Medical Practitioner)	0	0	0	0	0
G9 totals	4	2	78	77	79

**Section H - Costs and fees of requests processed during the period**

(i.e. those included in lines A4, A5 and A6)

	Assessed Costs		FOI Fees Received	
	05/06	06/07	05/06	06/07
H1 All completed requests	\$31,225	20,733	\$13,910	10,170

**Section I - Discounts allowed**

Numbers of FOI requests processed during the period\* where discounts were allowed

Type of Discount Allowed	Personal		Other		Total	
	05/06	06/07	05/06	06/07	05/06	06/07
I1 Public interest	0	0	0	0	0	0
I2 Financial hardship – Pensioner/Child	2	0	7	7	9	7
I3 Financial hardship – Non profit organisation	0	0	1	1	1	1
I4 Totals	2	0	8	0	10	8
I5 Significant correction of personal records	0	0	0	0	0	0

\*Note: Except for Item 15. Items 11, 12, 13 and 14 refer to requests processed as recorded in A7. For 15, however, show the actual number of requests for correction of records processed during the period.

**Section J - Days to process**

Number of completed requests (A4) by calendar days (elapsed time) taken to process

Elapsed Time	Personal		Other		Total	
	05/06	06/07	05/06	06/07	05/06	06/07
J1 0 - 21 days	8	14	110	82	118	96
J2 22 – 35 days	3	2	36	58	39	60
J3 Over 35 days	1	3	41	25	42	28
J4 Totals	12	19	187	165	199	184

**Section K - Processing time**

Number of completed requests (A4) by hours taken to process

Processing Hours	Personal		Other		Total	
	05/06	06/07	05/06	06/07	05/06	06/07
K1 0 – 10 hrs	11	17	159	123	170	140
K2 11 – 20 hrs	1	2	7	15	8	17
K3 21 – 40 hrs	0	0	12	20	12	20
K4 Over 40 hrs	0	0	9	7	9	7
K5 Totals	12	19	187	165	199	184

**Section L - Reviews and appeals**

Number finalised during the period

	05/06	06/07
L1 Number of internal reviews finalised	8	6
L2 Number of Ombudsman reviews	1	0
L3 Number of Administrative Decisions Tribunal appeals finalised	7	1

## Details of Internal Review Results – in relation to internal reviews finalised during the period

Bases of Internal Review	Personal 05/06		Personal 06/07		Other 05/06		Other 06/07	
	Upheld*	Varied*	Upheld*	Varied*	Upheld*	Varied*	Upheld*	Varied*
Grounds on which internal review requested								
L4 Access refused	0	0	0	0	0	1	6	0
L5 Deferred	0	0	0	0	0	0	0	0
L6 Exempt matter	0	0	0	0	5	2	0	0
L7 Unreasonable charges	0	0	0	0	0	0	0	0
L8 Charge unreasonably incurred	0	0	0	0	0	0	0	1
L9 Amendment refused	0	0	0	0	0	0	0	0
L10 Totals	0	0	0	0	5	3	6	1

Note\* Relates to whether or not the original agency decision was upheld or varied by the internal review

## Appendix 10 Funds granted to non-Government community organisations

### Government Chief Information Office

#### Australian Seniors Computer Association conference

GCIO sponsored the Australian Seniors Computer Association conference in September 2006 for \$4,000.

The conference featured a trade show and series of talks and presentations on ICT issues affecting seniors.

The conference saw record attendances and people came from many areas including country NSW, Melbourne, Canberra and Queensland.

#### About NSW

GCIO issued \$300,000 to The Power House Museum, on behalf of NSW cultural institutions as a whole, to seed the About NSW project.

A joint Ministerial Commerce and Arts Online Access and Digitisation review identified growing public demand for better online access to the State's cultural and scientific collections. GCIO are working closely with the NSW Ministry for Arts and the state's cultural institutions to provide better access to the State's collections online.

In response to this demand, About NSW, a pilot project was initiated in 2007, led by the Power House Museum, on behalf of NSW cultural and scientific institutions. The project gives federated access to digital materials from the 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.

#### Office of Fair Trading

Grants are provided to not-for-profit organisations for the provision of community education, advice and advocacy services for tenants, retirement village and residential parks residents and consumers who need assistance with dealing with personal financial difficulties. In line with the NSW Government's social justice policy, these grants promote the principles of access, equity and diversity. Grants programs target the home building and property services industries. Under

these programs, funds are provided to undertake research or training which will enhance the professionalism of those industries and in turn, enhance outcomes for their consumers.

The Co-operatives Development Grants Program is designed to assist the NSW co-operative sector grow and remain a viable sector of the NSW economy. The Motor Vehicle Repair Industry Authority (MVRIA) also provides funding to assist employment training in the NSW automotive industry. The Think Smart Tenancy Grants Program in 2006/07 are grants provided to community organisations to deliver tenancy-focussed information and education to Culturally and Linguistically Diverse (CALD) communities. The Grants program is funded by the Rental Bond Board.

#### **Program: Tenants Advice and Advocacy Program (TAAP) 2006/07**

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Canterbury-Bankstown Migrant Resource Centre Inc	Southern Sydney Tenants Advice & Advocacy Service	381,810.61
Central Coast Tenants Advice & Advocacy Service Inc	Central Coast Tenants Advice & Advocacy Service	323,685.17
Central West Community College Ltd	South Western NSW Tenants Advice & Advocacy Service	752,058.89
Combined Pensioners and Superannuants Association of NSW Inc	Older Persons Tenancy Service	185,372.71
Combined Pensioners and Superannuants Association of NSW Inc	Park and Village Service	193,996.22
Dtarawarra Pty Ltd	TAAP Aboriginal Resource Service	146,138.72
Eastern Area Tenants Service Inc	Eastern Sydney Tenants Advice & Advocacy Service	248,144.48
Hunter Region Neighbourhood Centres Forum Inc	Hunter Tenants Advice & Advocacy Service	349,886.41
Illawarra Legal Centre Inc	Illawarra/South Coast Tenants Advice & Advocacy Service	277,496.08
Inner West Aboriginal Community Company Ltd	Greater Sydney Aboriginal Tenants Advice & Advocacy Service	258,090.08
Macarthur Legal Centre Inc	South Western Sydney Tenants Advice & Advocacy Service	311,406.68
Many Rivers Administrative & Legal Services Inc	Northern NSW Aboriginal Tenants Advice & Advocacy Service	362,183.48
Management & Advisory Services Aboriginal Corporation	Southern NSW Aboriginal Tenants Advice & Advocacy Service	408,964.85
Marrickville Legal Centre Ltd	Inner Western Sydney Tenants Advice & Advocacy Service	253,409.80
Murdi Paaki Regional Enterprise Corporation Ltd	Western NSW Aboriginal Tenants Advice & Advocacy Service	453,485.22
Northern Area Tenancy Service Inc	Northern Sydney Tenants Advice & Advocacy Service	343,219.73
Northern Rivers Community Legal Centre Inc	Far North Coast Tenants Advice & Advocacy Service	286,392.93
North & North Western Community Legal Centre Inc	North Western NSW Tenants Advice & Advocacy Service	451,065.95
Port Macquarie Neighbourhood Centre Inc	Mid North Coast Tenants Advice & Advocacy Service	286,392.93
Redfern Legal Centre Ltd	Inner Sydney Tenants Advice & Advocacy Service	245,804.34
Tenants Union of New South Wales	TAAP Co-ordination resource service	740,425.82
UnitingCare NSW.ACT, The Uniting Church in Australia (NSW Synod)	Western Sydney Tenants Advice & Advocacy Service	566,110.78
TAAP Special Purpose Fund	Fund provides for ad-hoc projects and interpreter & translator costs for services funded under the TAAP.	202,126.26
<b>Total</b>		<b>\$8,027,668.14</b>

**Program: Credit Counselling Program 2006/07**

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Anglicare North Coast Inc	Coffs Harbour Financial Counselling Service	26,418.00
Anglicare North Coast Inc	Coffs Harbour Financial Counselling Service – Grafton Outreach	14,265.72
CARE A.C.T.	Queanbeyan Financial Counselling Service	39,678.78
Centacare Port Macquarie	Centacare Financial Counselling Service	37,878.13
Consumer Credit Legal Centre (NSW) Inc.	Consumer Credit Legal Centre Credit/Debt Legal Service	149,599.85
Consumer Credit Legal Centre (NSW) Inc.	Consumer Credit Legal Centre – Credit Hotline	199,571.08
Eastlakes Family Support Service Inc	Eastlakes Financial Counselling Service	21,572.94
Granville Multicultural Community Centre Inc	Granville Financial Counselling Service	38,041.92
Illawarra Legal Centre Inc.	Illawarra Legal Centre – Financial Counselling & Credit/Debt Legal Advice Service	62,929.79
Kempsey Neighbourhood Centre Inc.	Kempsey Financial Counselling Service	39,166.27
Lifeline Broken Hill	Far West Credit Counselling Service	56,006.16
Lismore & District Financial Counselling Service Inc.	Lismore & District Financial Counselling Service	45,586.90
Lismore & District Financial Counselling Service Inc.	Lismore & District Financial Counselling Service – Mullumbimby & Byron Bay Outreach	28,250.35
Macarthur Legal Centre Inc	Credit / Debt Legal Advice Service	28,250.35
Mission Australia	Mission Australia Campbelltown	40,403.69
Mission Australia	Mission Australia Creditworthy Wollongong	37,878.13
Murwillumbah Community Support Centre Inc.	Murwillumbah Financial Counselling Service	30,176.75
Redfern Legal Centre	Credit/Debt Legal Advice Service	23,113.64
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Campbelltown	24,304.56
The Uniting Church in Australia Property Trust (NSW)	Creditline Sydney	115,550.22
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith	53,029.38
The Uniting Church in Australia Property Trust (NSW)	Creditline Fairfield	64,786.45
The Uniting Church in Australia Property Trust (NSW)	Lifeline Newcastle and Hunter	38,523.78
<b>Total</b>		<b>\$1,214,982.84</b>

**Program: Other Funded Community Services 2006/07**

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
The Aged-care Rights Service Inc.	Advice & advocacy to retirement village residents	361,868.96
<b>Total</b>		<b>\$361,868.96</b>

**Program: Financial Counselling Trust Fund 2006/07**

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Anglicare—South East	Anglicare Financial Counselling Service	29,759.35
The Trustee of Anglican Church (Armidale)	Anglican Counselling Service (Diocese of Armidale)	38,041.92
Creating Links Co-operative Ltd	Creating Links Financial Counselling Project	38,523.78
Christian Community Aid Service Inc	Christian Community Aid Service Financial Counselling	38,041.92
Eurobodalla Family Support Service Inc.	Eurobodalla Financial Counselling Service	39,807.70
Gosford City Community and Information Service Ltd	Gosford/Wyong Financial Counselling Service	53,773.31
Hunter Valley Financial Counselling Project	Hunter Valley Financial Counselling Service	44,944.42
Lifeline Central West Inc.	Creditline Central West Financial Counselling Service	66,609.29
Lifeline Central West Inc	Creditline Riverina Financial Counselling Service	55,944.00
San Remo Neighbourhood Centre Incorporated	San Remo Financial Counselling Service	39,579.45
The Salvation Army (NSW) Property Trust	Moneycare—Campsie	20,201.32
The Salvation Army (NSW) Property Trust	Moneycare Forster/Tuncurry	12,625.69
The Salvation Army (NSW) Property Trust	Moneycare—Parramatta	31,185.92
The Salvation Army (NSW) Property Trust	Moneycare—Lethbridge Park	31,185.92
The Salvation Army (NSW) Property Trust	Moneycare – Taree/Wingham	25,252.44
The Trustee of the Society of St. Vincent de Paul (NSW)	St.Vincent De Paul Society Broken Bay Financial Counselling Service	25,252.44
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith—Outreach Hawkesbury/Richmond	25,252.44
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith—Outreach Quakers Hill/Blacktown	25,252.44
The Uniting Church in Australia Property Trust (NSW)	Creditline Nowra	40,752.41
The Uniting Church in Australia Property Trust (Victoria)	St David's UnitingCare - Albury	32,103.15
Woodrising Neighbourhood Centre Inc	Creditline Westlake Macquarie Financial Counselling Service	38,523.78
<b>Total</b>		<b>\$752,613.09</b>

**Program: Home Building Grants Program 2006/07**

<b>Funded organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Master Builders Association – Newcastle Group Training	The training and employment of apprentices & trainees in the home building industry	61,000
Master Builders Association & Swimming Pool and Spa Association	Development of course materials for Continuing Professional Development	39,000
Macquarie Legal Centre	Pilot Home Building Advocacy Service	60,000
<b>Total</b>		<b>\$160,000</b>

**Program: Property Service Grants Program 2006-2007**

<b>Funded Organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Australian Livestock & Property Agents Association	ALPA Computer Website Project	11,370
City Futures Research Centre – UNSW	Strata Corporation Research Agenda Round Table	4,750
Australian Property Institute	Assistance to provide CPD	50,000
Institute of Strata Title Management	Public Information Seminars	17,541
Real Estate Institute of NSW	E-learning modules for stock & station and business agents	95,000
Australian Institute of Conveyancers	CPD Program	16,080
Australian Livestock & Property Agents Association Limited	Professional Development Program	83,830
<b>Total</b>		<b>278,571</b>

**Program area: Think Smart Tenancy Grants Program**

<b>Funded Organisations</b>	<b>Purpose</b>	<b>Funding \$</b>
Assyrian Australian Association, Fairfield	Provision of information sessions and workshops in partnership with Real Estate agents and community housing representatives. Development of translated tenancy information. Broadcast of tenancy information on local Assyrian community radio.	19,877
Auburn Migrant Resource Centre, Auburn	Production and dissemination of audio CD, MP3, DVD etc tenancy information which can be accessed via radio, library, Adult Migrant English classes' providers, Migrant Resource Centres, Real Estate agents etc. Development of information kits on private rental market for provision to agents and landlords.	20,000
Cabramatta Community Centre Inc, Cabramatta	Provide tenancy information via established community networks and bilingual staff. Dissemination of information on DVD with eventual extension to other African and Arabic languages. Advocate and develop tenancy information and education tools.	20,000
Canterbury Bankstown Migrant Resource Centre, Campsie	Translation of tenancy materials and use of bilingual CSSS community workers. Use of simple English and practical hands-on experience to provide advice. Involvement and participation of community leaders who will pass information to community members.	20,000
Illawarra Legal Centre Inc, Warrawong	Production of theatre project depicting renting system, legislation, rights & responsibilities. Script variable to suit needs. Participatory learning activity. Use of interpreters for clarification of issues	11,372.70
Immigrant Women's Speakout Association of NSW Inc, Harris Park	Development of CD with 2 plays in 7 languages on key tenancy issues for use by service providers and radio. Production of flyers on airing of plays.	20,000
Macarthur Diversity Services, Campbelltown	Provision of interactive workshops run in partnership with church and community groups. Participants will also learn basic literacy and computer skills.	10,500
Northern Settlement Services (Former Migrant Resource Centre of Newcastle and Hunter Region) Hamilton	Provision of information sessions with key service providers for tenants and use of community radio for dissemination of information. Use of visual and aural resources on tenancy information i.e. DVD.	19,192

Multicultural Community Radio Association and Tongan Association of NSW, Burwood	Provision of weekly radio broadcasts on tenancy issues. Provision of quarterly talkback program i.e. questions/feedback. Provision of information sessions and seminars and an accredited trainer Project Officer who is experienced in interpreting and translating.	20,000
CASS Care (Mandarin speakers) Campsie	Provision of information resources in a variety of formats and use of community setting. Production of DVD, CD and website material on tenancy issues which will maintain as project after completion.	19,800
Australia-Korean Welfare Association, Campsie	Production of video by Korean youth media groups to be aired on local Korean TV stations. Provision of information sessions in Korean meeting places such as churches. Will target young members of community for dissemination of information.	12,000
Indonesian Welfare Association Inc, Marrickville	Use of local Indonesian radio program to provide education, awareness and dissemination of information (10-15 min/fortnight and quarterly talkback radio). Provision of seminars/information sessions, translation and brochures. Print tenancy information in Indonesian newspapers and magazines.	15,000
<b>Total</b>		<b>\$207,741.70</b>

#### Program: Co-operatives Development Grants Program

Funded Organisations	Purpose	*Funding \$
Barraba Community Learning Association Incorporated	Facilitator to lead community groups in forming a co-operative to provide administration for adult education providers.	2,454
Co operative Federation of NSW Limited	Annual Co operative conference, seminars and publication of "The Democracy Principle: Farmer Co-operatives in Twentieth Century Australia".	28,039
Hawkless Consulting Pty Ltd	Analysis of the Co-operative Housing Society and Starr-Bowkett Sector	10,560
Karalta Road Park Home Owners Incorporated	Feasibility study – establishment of a co operative to own and operate a manufactured home park for residents	3,000
ScreenCentric Incorporated	Business Planning for the formation of a filmmaker's co op that combines business experience and creative talent in order to develop Australian film projects.	12,379
Technology Ski Club Co operative Limited	Printing of "Technology Ski Club – The First Fifty Years", celebrating the formation and development of the Technology Ski Club Co operative Limited	11,400
University of Technology Sydney	Production of national on-line newsletter, Co-operative Connections by the Centre for Australian Community Organisations and Management.	42,180
<b>Total</b>		<b>\$110,012</b>

#### Program area: Motor Vehicle Repair Industry Authority

Funded Organisations	Purpose	Funding \$
Automotive Training Board of NSW	Assist systematic training for employment in the NSW automotive industry	50,000
<b>Total</b>		<b>\$50,000</b>

## **Appendix 11 Government and Related Employees Appeals Tribunal and Transport Appeals Board**

### **Public sector appeals process**

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

GREAT hears and determines appeals against decisions relating to the discipline and promotion of NSW public sector employees and employees of certain other statutory authorities. GREAT also hears promotion appeals and 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 2006/07, 921 appeals were heard before GREAT. This represents an increase of 238 appeals on the previous year's total of 683, while 985 appeals went before TAB, representing an increase of 707 on the previous year's total of 278. The number of appeals lodged with both GREAT and TAB relates 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 in both GREAT and TAB.

### **Promotion appeals**

Both GREAT and TAB 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.

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

Merit selection is a long standing cornerstone of selection and recruitment processes for the NSW public sector. GREAT and TAB 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.

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 hearing and then followed by a written decision within 14 days of the hearing.

The previous three year financial year average for the period 2003/04 to 2005/06 for appeals lodged with GREAT was 298 and for TAB 388. However, for 2006/07, there were 463 appeals to GREAT and 898 to the TAB. In effect GREAT was up approximately 50 per cent on the previous three-year average while TAB activity was more than double the previous three-year average.

### **Disciplinary appeals**

Depending on complexity the majority of disciplinary appeals before GREAT are heard over more than one day while Police Hurt on Duty (HOD) matters before GREAT usually require several days of hearing. Disciplinary appeals before TAB usually take one to two days to hear.

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

For the year 2006/07, GREAT received 51 appeals in this category. Forty-three were finalised of which 27 were withdrawn by the appellant after conciliation and prior to hearing as a result of settlements between the parties. Nine were withdrawn prior to being listed for conciliation and one struck out no jurisdiction. Of the remaining eight, seven are before the GREAT for conciliation and only one has progressed to hearing (Of the 18 appeals that were conciliated 17 were settled and one progressed to hearing). The continued success of conciliation has resulted in savings across the public sector as it is less resource intensive.

## Conciliation of NSW Police - Hurt on Duty appeals

HOD appeals are conciliated the same way as Public Sector Disciplinary appeals; 43 HOD appeals went through the conciliation process during 2006/07; of these 21 have settled and been withdrawn, 18 are awaiting settlement via Deed of Settlement negotiations and the remaining four progressed to hearing. This represents a potential 90 per cent settlement rate for conciliation in the HOD category.

## Education

During 2006/07, GREAT conducted four seminars on the promotion appeal process. The seminars were attended by 85 Industrial Officer and Human Resource staff from 33 public sector employing organisations.

## Website

During 2006/07 Disciplinary and Jurisdiction decisions of the Transport Appeal Boards were added to the TAB website for the first time and now are accessible to users of the TAB for reference and research purposes.

## New South Wales Coal Compensation Review Tribunal

During 2006/07, the NSW Coal Compensation Review Tribunal (NSWCCRT) continued to use hearing rooms and associated facilities of the GREAT/TAB to conduct its hearings and mentions. The sharing of resources has allowed for considerable savings at a public sector wide level and more directly to the NSWCCRT.

## Performance results

### Outcome: Maximum compliance with regulatory requirements

Measure: Number of appeals received	GREAT	03/04	04/05	05/06	<b>06/07</b>
		825	826	683	<b>921</b>
	TAB	03/04	04/05	05/06	<b>06/07</b>
		790	322	267	<b>985</b>

## Appendix 12 Heritage items

The Commerce Heritage Asset Management Strategy (HAMS), required under the *NSW Heritage Act 1977*, was approved by the NSW Heritage Council in May 2007. The HAMS set out the heritage management initiatives already undertaken by the Department of 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 is the preparation of a Heritage and Conservation Register under Section 170 of the Heritage Act.

The Government Architect's Office has been engaged to prepare the NSW Department of Commerce Section 170 Heritage and Conservation Register. Draft Stage 1A (Investigation Report) and 1B (Thematic History) have been completed. The Register is expected to be available in the second half of 2007/08.

The information in the Register will enable the Department to meet other commitments as required under the Heritage Act, including annual reporting for heritage assets and ongoing maintenance and conservation works.

## Appendix 13 Implementation of price determination

During 2006/07 Commerce sought no price determinations from the Independent Pricing and Regulatory Tribunal.

## Appendix 14 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 Tenancy Commissioner) under these acts. The actions or activities relating to these three acts are not conducted in isolation – but rather fully integrated across all the operations of the Office of Fair Trading throughout New South Wales. Further, administration of the three acts is jointly shared by the Minister for Commerce and the Minister for Fair Trading. The annual reporting obligations for the three acts is therefore discharged by the inclusion of the following relevant information in this Department of Commerce Annual Report in accordance with Part 1, Section 6 of the *Annual Reports (Departments) Act 1985* – inclusion of other reports in annual reports.

### **Community Land Management Act 1989**

The following information addresses section 109G 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 community schemes and reporting on any other matter – including those referred to the Commissioner by the Minister.

#### **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**

	03/04	04/05	05/06	06/07
Community land management prosecutions	0	0	0	0
Community land management penalty notices	0	0	0	1
Community land management civil litigation	0	0	0	0

### **Community Land Management information**

Community land management information was available through the OFT website at: <http://www.fairtrading.nsw.gov.au/realestaterenting/strata/communityschemes.html>. OFT 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**

The *Community Land Management Act 1989* and the *Community Land Development Act 1989* are currently being reviewed as a joint initiative with the Department of Lands. The review is examining a wide range of matters, in particular whether changes to the strata legislation in recent years should be adopted for community schemes. The submissions made to this review by stakeholders and members of the public are currently being examined and recommendations will be provided to the Minister later in 2007.

### **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.

**Resolving complaints and disputes**

	03/04	04/05	05/06	06/07
Strata scheme enquiries	38,058	38,858	35,580	<b>32,464</b>
Strata scheme dispute mediations	1027	1185	1153	<b>1,194</b>

**Legal action taken**

	03/04	04/05	05/06	06/07
Strata scheme prosecutions	0	0	0	<b>0</b>
Strata scheme penalty notices	0	0	0	<b>0</b>
Strata scheme civil litigation	0	0	9	<b>5</b>

**Mediation**

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

During 2006-2007, 412 applications were closed due to one or more party not agreeing to mediation. 251 were successfully case managed prior to mediation. Of the remaining 531 applications, 71 per cent were successfully mediated.

**Strata schemes information**

A range of strata schemes information was also available through the OFT website at: [www.fairtrading.nsw.gov.au/realestaterenting/strata.html](http://www.fairtrading.nsw.gov.au/realestaterenting/strata.html). 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 – English, Arabic, Chinese, Vietnamese.

**Other matters**

The *Strata Schemes Management Act* is not currently under review.

***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; as well as providing assistance to agencies and individuals who provide tenancy advice, information and who carry out research into relationships between tenants and landlords.

**Resolving complaints and disputes**

	03/04	04/05	05/06	06/07
Tenancy enquiries	155,000	143,000	126,000	117,200

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

**Legal action taken**

	03/04	04/05	05/06	06/07
Residential Tenancy Act prosecutions	0	1	1	0
Residential Tenancy Act penalty notices	0	0	0	0
Residential Tenancy Act civil litigations	0	0	0	0

**Residential Tenancy information**

Residential tenancy information was available for tenants and landlords through the Fair Trading website at: [www.fairtrading.nsw.gov.au/realestaterenting/tenantslandlords.html](http://www.fairtrading.nsw.gov.au/realestaterenting/tenantslandlords.html).

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

- The Renting Guide (25 regional or 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**

This year, 22 community organisations (see Appendix 10) were funded under the Tenants Advice and Advocacy Program (TAAP) to provide advice and advocacy to tenants.

An increasing number of residential parks have been the subject of threatened closure or re-development applications which may impact on low income earners for whom residential parks provide affordable accommodation. Workers funded under the TAAP have been supporting these residents to gain a better understanding of the process and any recourse options which may be available to them. Funding has also been provided to the Tenants' Union of NSW specifically for the employment of a Residential Parks Solicitor to provide additional support to park residents.

The focus this year was on the needs of tenants who are refugees, particularly those from African countries, and also newly arrived migrants. Additionally, our own indigenous population has been a target of new initiatives with the Tenants' Union being funded for an Aboriginal Legal Officer to provide advice and advocacy for Aboriginal and Torres Strait Islanders living in NSW.

**Other matters**

A strategic review of legislation covering residential tenancies is currently being carried out. This review follows the release of an options paper in 2005, which attracted more than 100 submissions. A report on the review has been drafted and further consultation with industry and community stakeholders will be undertaken before any amendments are introduced. Reform options are aimed primarily at updating the legislation, reducing disputes and giving greater clarity, certainty and flexibility to both tenants and landlords. It is proposed that the report will be released for consultation in the second half of 2007.

**Appendix 15 Land disposal**

Commerce did not dispose of any land in 2006/07.

## Appendix 16 Legislation

### Legislation administered

#### Commerce

The Minister for Commerce has administration of the following Acts, and joint administration of all Acts listed for the Minister for Fair Trading:

*Architects Act 2003 No 89*

*Bennelong Point (Parking Station) Act 1985 No 189*

*Border Railways Act 1922 No 16*

*Building and Construction Industry Security of Payment Act 1999 No 46*

*Contractors Debts Act 1997 No 110*

*Explosives Act 2003 No 39*

*Glen Davis Act 1939 No 38, Part 4* (remainder, Minister for Local Government)

*Government Telecommunications Act 1991 No 77*

*Growth Centres (Development Corporations) Act 1974 No 49* (other than section 5 and Part 3A, Division 3) so far as it relates to the Festival Development Corporation, (remainder, Minister for Planning)

*Land Acquisition (Charitable Institutions) Act 1946 No 55*

*Land Acquisition (Just Terms Compensation) Act 1991 No 22*

*Motor Accidents Act 1988 No 102*

*Motor Accidents Compensation Act 1999 No 41*

*Motor Vehicles (Third Party Insurance) Act 1942 No 15*

*Occupational Health and Safety Act 2000 No 40* (except parts, Minister for Mineral Resources)

*Public Sector Employment and Management Act 2002 No 43, Chapter 7* (jointly with the Treasurer; remainder, Premier)

*Public Works Act 1912 No 45* (except parts, Minister for Water Utilities)

*State Brickworks Act 1946 No 16*

*Workers Compensation Act 1987 No 70*

*Workers Compensation (Brucellosis) Act 1979 No 116*

*Workers Compensation (Bush Fire, Emergency and Rescue Services) Act 1987 No 83*

*Workers Compensation (Dust Diseases) Act 1942 No 14*

*Workmen's Compensation (Lead Poisoning—Broken Hill) Act 1922 No 31*

*Workplace Injury Management and Workers Compensation Act 1998 No 86*

#### 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, Treasurer)

*Bishopsgate Insurance Australia Limited Act 1983 No 81*

*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 Act 2001 No 107*

*Coal Industry (Industrial Matters) Act 1946 No 44*

*Dangerous Goods Act 1975 No 68*

*Employment Protection Act 1982 No 122*

*Entertainment Industry Act 1989 No 230*

*Essential Services Act 1988 No 41* (except parts, Premier)

*Funeral Services Industry (Days of Operation) Repeal Act 2000 No 14*

*Government and Related Employees Appeal Tribunal Act 1980 No 39*

*Hairdressers Act 2003 No 62*

*Industrial Arbitration (Special Provisions) Act 1984 No 121*

*Industrial Relations Act 1996 No 17* (except parts, Attorney General)

*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*

*Road and Rail Transport (Dangerous Goods) Act 1997 No 113 (except parts, Minister for the Environment)*  
*Rural Workers Accommodation Act 1969 No 34*  
*Shops and Industries Act 1962 No 43*  
*Sporting Injuries Insurance Act 1978 No 141*  
*The Standard Insurance Company Limited and Certain Other Insurance Companies Act 1963 No 18*  
*Transport Appeal Boards Act 1980 No 104*

### **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*  
*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 1995 No 57*  
*Conveyancers Licensing Act 2003 No 3 part commenced; some provisions not yet commenced*  
*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*  
*Electricity Safety Act 1945 (1946 No 13) so far as it relates to electrical articles and electrical installations (jointly with Minister for Energy)*  
*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, 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, 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; remainder, Attorney General)*  
*Pawnbrokers and Second-hand Dealers Act 1996 No 13*  
*Price Exploitation Code (New South Wales) Act 1999 No 55*  
*Price 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*  
*Summary Offences Act 1988 Section 10D (remainder the Attorney-General)*  
*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*

## **State Records**

The Minister for Commerce has administration of the following Act  
*State Records Act 1998*

## **Legislative changes**

### **Office of Fair Trading**

#### **Conveyancers Licensing**

The *Conveyancers Licensing Act 2003*, the Conveyancers Licensing Regulation 2006 and the Conveyancers Licensing Order 2006 all commenced on 15 December 2006. The amendments contained in this new legislation are designed to improve consumer protection by making licensing requirements for conveyancers consistent with other property related licences issued under the *Property, Stock and Business Agents Act 2002*.

Licensed conveyancers now need to comply with the Rules of Conduct set out in the Regulation and they have also had to modify business processes in areas such as:

- business advertising
- disclosure of information to clients
- management of trust accounts
- employment and supervision of staff
- record keeping.

The Act ceased the application of the Legal Profession Act to conveyancers and transferred responsibility to Fair Trading. Investigation and disciplinary powers are now consistent with those currently in place for other property related licences – such as real estate agents and strata property managers. The Act also provides consumers with direct access to a process for settling cost disputes with a conveyancer. This process is now administered by the Consumer, Trader and Tenancy Tribunal.

#### **Home Building Amendment**

See Appendix 22 - Significant judicial decisions.

#### **Business names**

Any person, partnership or corporation conducting business under a business name in NSW must register that business name. Registration is current for three years and then must be renewed. If a business fails to renew their registration on time they run the risk that someone else may apply to use the name during the period in which the registration is lapsed. An amendment to the *Business Names Act* gives business owners a clear three month window in which they can apply to restore an expired business name registration. The business name will also be unavailable to other applicants during the three month restoration period.

#### **Anti-Graffiti laws**

From 1 November 2006, the *Summary Offences Amendment (Display of Spray Paint Cans) Act 2006* required retailers who sell spray paint cans to restrict access to those cans by keeping them either in a locked cabinet, behind a counter in such a way that members of the public cannot gain access to the cans without assistance, or on a shelf of height 2.1 metres or more. The Act aims to reduce the amount of graffiti in the community by reducing the theft of spray paint cans. This measure is part of the Government's comprehensive anti-graffiti strategy. The Act includes a provision requiring its operation to be reviewed after two years. This will enable the Government to examine the effect of the legislation on retailers and the community, and consider whether the restrictions should be continued. Businesses were given a "grace period" from 1 November 2006 until 1 February 2007 to comply. During the grace period, we focussed on providing education and assistance to help businesses comply with the legislation, rather than on enforcement.

**Bills assented**

- Fair Trading Amendment Bill 2006
- Home Building Amendment (Statutory Warranties) Bill 2006
- Business Names Amendment Bill 2006
- Fair Trading Amendment (Motor Vehicle Insurance and Repair Industries) Bill 2006

**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 2006-2007.

- *Community Land Management Act 1989 (Sections 3, 39, 66, 122)*
- *Conveyancers Licensing Act 2003 (Section 10)*
- *Home Building Act 1989 (Sections 3, 37)*
- *Motor Dealers Act 1974 (Section 10, 12, 20)*
- *Property, Stock and Business Agents Act 2002 (Sections 8, 14, 16)*
- *Travel Agents Act 1986 (Section 7a, 17)*
- *Valuers Act 2003 (Section 9)*

**Subordinate legislation review (List)**

On 1 September 2006, the following regulations were remade under the staged repeal provisions of the Subordinate Legislation Act 1989:

- Fitness Services (Pre-paid Fees) Regulation 2006
- Funeral Funds Regulation 2006
- Residential Parks Regulation 2006
- Residential Tenancies Regulation 2006
- Travel Agents Regulation 2006

The following regulations are in preparation to be remade by 1 September 2007:

- Warehousemen's Liens Regulation 2007
- Consumer Credit (NSW) Special Provisions Regulation 2007
- Fair Trading (General) Regulation 2007
- Community Land Management Regulation 2007
- Consumer Claims Regulation 2007

The Trade Measurement Regulation 2007 and the Trade Measurement Administration Regulation 2007 were gazetted on 27 April 2007.

**Office of Industrial Relations*****Industrial Relations Further Amendment Act 2006.***

This Act represents a further response by the NSW Government to the Commonwealth's Work Choices legislation, following the *Industrial Relations Amendment Act 2006* which commenced in the previous reporting period. The major elements of the Act were: to enable the Industrial Relations Commission of New South Wales to act as a provider of alternative dispute resolution where it is named as such by the parties to a federal workplace agreement, to enable the Commission to hold joint hearings with the industrial tribunals of other states, and moving provisions for the reinstatement of injured workers to the *Workers Compensation Act 1987* in order to ensure that those provisions are not affected by Work Choices.

[Commencement: 1 December 2006, with the exception of those provisions relating to electronic publishing of the Industrial Gazette, which commenced on 19 January 2007]

***Industrial Relations (Child Employment) Act 2006 No 96***

Work Choices provides that State child labour laws are not excluded from operating in respect of employers that are otherwise covered by Work Choices. This Act is designed to ensure that where such employers employ workers under the age of 18 in New South Wales, those children must not suffer a detriment in their wages and conditions as compared to what they would have been entitled to under a comparable state award.

[Commencement: 27 November 2006, except no net detriment provisions which commenced on 1 December 2006]

**Legislative changes - Regulations***Industrial Relations (General) Amendment (Small Claims) Regulation 2006*

This Regulation increases from \$10,000 to \$20,000 the maximum amount that the Industrial Relations Commission or an Industrial Magistrate may order an employer to pay on a small claims application under the *Industrial Relations Act 1996*. [Commencement: 15 September 2006]

*Industrial Relations (General) Amendment (Fees) Regulation 2007*

This Regulation provides for an increase in certain fees that the Industrial Relations Commission charges in relation to the conduct of matters before it. The fee increases are consistent with fee changes for other NSW courts. [Commencement: 1 July 2007] *Industrial Relations (Child Employment) Regulation 2006*

This Regulation provides for the form and retention of child employment records by an employer under the *Industrial Relations (Child Employment) Act 2006*. [Commencement: 1 December 2006]

*Industrial Relations (Child Employment) Amendment (Penalty Notices) Regulation 2006*

The Regulation prescribes certain penalty notice offences and penalties for the purposes of enforcement of the *Industrial Relations (Child Employment) Act 2006*. [Commencement: 22 December 2006]

**State Records**

The *Statute Law (Miscellaneous Provisions) Act (No.2) 2006* amended the: *State Records Act 1998*

**Appendix 17 New South Wales Government Telecommunications Authority**

The vision of the NSW Government Telecommunications (Telco) Authority, as outlined by the NSW Government Telecommunications Act, 1991 (the Telco legislation) is to improve the integration of the Information and Communications Technology (ICT) capabilities and assets of NSW for the betterment of NSW Government telecommunications and the people of NSW.

**Functions of the Board**

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

**Aims and objectives**

- to utilise the provisions of the Telco legislation to better integrate Information and Communications Technology (ICT) capabilities
- to utilise its functions, including the ability to conduct any business connected with telecommunications to the best advantage of the State.

**Membership**

The Government regularly reviews the role of the Board and its relevance to current telecommunications strategies and policies. A number of options are currently under consideration including the reconstitution of a new Board.

**Administration**

As provided for under the Telco legislation, the acting Managing Director is currently assisted on an as needs basis by the Government Chief Information Office, an administrative area of Commerce.

## Report on operations

During the reporting year Telco operations have been confined to an investment role on behalf of the NSW Government.

Telco is a majority shareholder in the Australian Centre for Advanced Computing and Communications (ac3). Online service delivery activities have been undertaken by ac3 (see Appendix 3).

One major project was underway during the reporting year:

- Telco continued to be involved in the Australian Centre for Advanced Computing and Communications (ac3). Telco is the majority equity holder in ac3, a private company incorporated on 10 November 2000. The other equity holders are eight NSW universities.

Corporate support services to Telco are provided by Department of Commerce. All payments required to be made by Telco are processed by Department of Commerce on its behalf, with a minimal number of payments made in 2006/07. These payments are reflected in the payment performance indicators published in the Department of Commerce Annual Report.

For all other administrative procedures, policies and processes for this report please refer to the other Department of Commerce annual report appendices.

## Appendix 18 Other supported entities

Commerce officers work for the State Records Authority, NSW Businesslink and the Festival Development Corporation. These officers are included in Commerce staff numbers (see page 65).

As each of these entities produces its own annual report they are not included in the Commerce annual report.

## Appendix 19 Overseas travel

In 2006/07, thirteen officers travelled overseas on government business, some at minimal or no cost to government.

### **Tony White - Sweden**

Purpose: Witness the testing of water pumping equipment for Commerce's client Sydney Catchment Authority.

Benefits: To complete contractual obligations of the Department concerning the Sydney Metropolitan Water Plan regarding the recovery of water stored in deep areas of the Prospect Reservoir.

### **Joseph Vaz – New Zealand**

Purpose: Witness factory testing of high voltage switchgear for Commerce's client Sydney Catchment Authority.

Benefits: To complete contractual obligations of the Department concerning the Sydney Metropolitan Water Plan regarding the recovery of water stored in deep areas of the Prospect Reservoir.

### **Bruce Pettman – India**

Purpose: To attend and co-convene a seminar on behalf of the Indian National Trust for Arts and Cultural Heritage in New Delhi on the Imperatives for conserving our Cultural Heritage.

Benefits: Provided the opportunity to maintain and promote the department and the state as well as develop closer business links.

### **Bruce Pettman – China**

Purpose: Inspection of the Ohel Leah Synagogue in Hong Kong to avoid future damage to the fabric of this significant heritage building.

Benefits: Provided the opportunity to maintain and promote the Department and the state as well as develop closer business links.

### **Kristen Thorpe – USA**

Purpose: To represent State records and the NSW Aboriginal Trust Fund Repayment Scheme (ATFRS) at an International research forum workshop on Archives and Indigenous people.

Benefits: Opportunity to showcase the role of ATFRS in NSW and to promote the state international in relation to archives and indigenous issues.

**Margaret Balding – New Zealand**

Purpose: To present a session at the annual conference of the Institute of Strata Title Managers on “Challenging the Consumer Trader and Tenancy Tribunal the best way to present your case”.

Benefits: Opportunity to improve the knowledge and understanding of the Tribunal's procedures and assists in the efficient determination of applications brought before it.

**Rod Hawks – New Zealand**

Purpose: To attend the Standards Australia Electrical Appliance Safety Committee and Electrical Regulatory Authorities Council Equipment Safety Working group.

Benefits: Opportunity to obtain knowledge of product standard developments and product safety issues such to maintain Office of Fair Trading as the leading electrical product safety regulator.

**Daniel Richardson and Steve Griffin – New Zealand**

Purpose: To attend the builders Licensing Australasia Conference.

Benefits: Provided the opportunity to obtain agreement on licensing and mutual recognition arrangements between NSW and other jurisdictions designed to lower entry costs and address skills shortage issues.

**Sonya Thompson and Peter King – New Zealand**

Purpose: To attend the Gas technical Regulators Committee.

Benefits: Provided the opportunity to exchange information interstate and New Zealand colleagues in respect of Office of Fair Trading regulatory responsibility for gas appliance safety.

**Catherine Quealey and Penny Hume – New Zealand**

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

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

## Appendix 20 Publications

### Department of Commerce

- Code of Conduct
- Protected Disclosures Policies
- Corporate Standards for Occupational Health and Safety
- Email and Internet usage policies
- Statement of Guarantee of Service
- Privacy Management Plans

Enquiries: The FOI Coordinator, Level 22, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday. Telephone: (02) 9372 8720  
Facsimile: (02) 9372 8733

### Office of Fair Trading

Office of Fair Trading publications are available from:

- the Fair Trading website at: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- any one of 24 Fair Trading Centres located across NSW (see Appendix 20 Commerce offices for contact details)
- the NSW Government Online Bookshop.

### Office of Industrial Relations

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

- Corporate Plan
- 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

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: 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.

A full list of these publications is available on the Industrial Relations website [www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au)

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

A range of publications about project management, architecture and water services is listed under Office of Public Works and Services at:

<http://www.dpws.nsw.gov.au/About+Us/Publications/Publications.htm>

A range of fees apply.

## **Office of NSW Procurement**

A range of publications can be found on the following websites:

### **Government procurement policy and strategy**

[www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Government+Procurement+Publications.htm](http://www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Government+Procurement+Publications.htm)

### **Gateway Reviews**

[www.dpws.nsw.gov.au/Government+Procurement/Gateway+Review+Process/Gateway+Review+Process.htm](http://www.dpws.nsw.gov.au/Government+Procurement/Gateway+Review+Process/Gateway+Review+Process.htm)

### **Construction Procurement Publications**

[www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Construction+Procurement+Publications.htm](http://www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Construction+Procurement+Publications.htm)

### **Procurement System for Construction**

[www.dpws.nsw.gov.au/Government+Procurement/Procurement+System/Procurement+System.htm](http://www.dpws.nsw.gov.au/Government+Procurement/Procurement+System/Procurement+System.htm)

### **Service Provider Prequalification Schemes**

For Prequalification Schemes for contract works of various types and value ranges

[www.dpws.nsw.gov.au/Tenders/Construction+Suppliers/Prequalification+Schemes.htm](http://www.dpws.nsw.gov.au/Tenders/Construction+Suppliers/Prequalification+Schemes.htm)

### **Security of Payment Act Information Package**

[www.dpws.nsw.gov.au/Government+Procurement/Security+of+Payment/Security+of+Payment.htm](http://www.dpws.nsw.gov.au/Government+Procurement/Security+of+Payment/Security+of+Payment.htm)

### **Goods and services procurement**

For goods and services period contracts and related guideline documents

[www.contractservices.nswp.commerce.nsw.gov.au/Home.htm](http://www.contractservices.nswp.commerce.nsw.gov.au/Home.htm)

### **Electronic Tenders**

<https://tenders.nsw.gov.au/commerce/index.cfm>

### **State Contracts Control Board**

[www.dpws.nsw.gov.au/Government+Procurement/State+Contracts+Control+Board.htm](http://www.dpws.nsw.gov.au/Government+Procurement/State+Contracts+Control+Board.htm)

### **Government Gazettes**

[www.advertising.nswp.commerce.nsw.gov.au/Home.htm](http://www.advertising.nswp.commerce.nsw.gov.au/Home.htm)

### **Government Chief Information Office**

A range of publications and guidelines about information and communications technology are available at: [www.gcio.nsw.gov.au/docs.asp](http://www.gcio.nsw.gov.au/docs.asp)

## **Appendix 21 Research and development**

### **Office of Industrial Relations**

#### **Parental Leave in Australia– access, utilisation and efficacy**

The project is an Australian Research Council linkage project to which OIR has provided funding. The project, being undertaken by Associate Professors Marian Baird of Sydney University and Gillian Whitehouse of Queensland University, is in the final stage of a three year study. The purpose of this research is to fill the gaps in work and family information for policy development because no other single source collects the relevant information. Analysis of the data collected from Stage 1, a national survey of 3,500 mothers of infants of young children, was finished last year with the findings made available on the OIR website. Organisational case studies will be completed shortly. The final stage of the research includes household interviews and a report to the industry partners next year.

#### **Negotiating Caring and Employment – impact on carers' wellbeing**

This is also an Australian Research Council (ARC) linkage project. This project, being undertaken by Chief Investigators at the Social Policy Research Centre, is in the final year of a two year study. The purpose of the research is 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. A report will be provided to OIR in the second half of 2007.

#### **The Impact of Changes in National Work Regulation on Vulnerable Workers**

Produced by the Women and Work research group at the University of Sydney, the report is the second stage of a national research project conducted by Women in Social and Economic Research at Curtin University to which the Office of Industrial Relations has contributed funding. The first stage of research produced the Women's pay and conditions in an era of changing workplace regulations: Towards a 'Women's Employment Status Key Indicators' database. The second stage report is expected in the second half of 2007.

#### **New South Wales Industrial Relations Survey**

To inform future policy development in NSW and provide parity with similar survey research conducted across other state jurisdictions, OIR commissioned the Australian Centre for Industrial Relations Research and Training (now the Workplace Research Centre) to conduct a comprehensive benchmarking survey of workplaces across New South Wales. The results of that survey were reported in April 2007. The survey is available to the public on the OIR website.

#### **Enforceable Rights Project**

The Workplace Research Centre has been commissioned by OIR to accurately identify changes in employment conditions from a base of state and federal awards to new collective agreements under the Work Choices legislation. The results of the survey will provide valuable information about the impact of the federal government's workplace relations model. This will in turn inform policy development aimed at ensuring that there are fair employment standards and safeguards in New South Wales. The results of the analysis will be provided to OIR in stages with the first report in August 2007.

#### **Employers Greenfields Agreements**

The Work and Employment Rights Research Centre at Monash University has been commissioned to analyse 105 Employer Greenfield Agreements lodged by New South Wales employers with the Office of Employment Advocate (now the Workplace Authority). Similar to the Enforceable Rights Project, the Employers Greenfields survey will provide valuable information about the impact of the federal government's workplace relations model and will thus inform policy development about ensuring that there are fair employment standards and safeguards in New South Wales. The report is due August 2007.

## National Industrial Relations Conference

OIR coordinated a national industrial relations conference on behalf of the joint State and Territory Governments, this being the second such conference in this series. The one day *Fair Go From Here?* conference was held on 24 August 2006 and engaged prominent thinkers and speakers in industrial relations, constitutional law and advocacy to discuss the federal government's industrial relations changes and to explore ways forward in the new industrial environment. Speakers included Professor Andrew Stewart, Professor Ron McCallum and Associate Professor Joellen Riley.

## Office of Public Works and Services

NSW Water Solutions continues to be involved in research and development in fishway designs, in conjunction with fish biologists, to improve functionality at reduced construction costs. This has led to cost reductions of around \$0.5 million or 20 per cent for each major fishway structure.

Innovative concept designs for fishways are also being achieved by examining flow characteristics for weirs and river structures.

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

NSW Water Solutions partnerships have been strengthened with research establishments including:

- Newcastle University Urban Water Research Program
- Cooperative Research Centre for Water Quality and Treatment; involving water quality modelling of storages and reservoirs.

Surveying and Spatial Information Services' development of a web based information system for the Sydney Harbour Foreshore Authority utilising Google Earth has opened a new platform for the delivery of mapping projects to clients.

MHL has continued to contribute to research and development in Algal Bloom Warning System development, enhancements to flow monitoring devices calibration facility and enhancements to the electronic data management/archive system.

MHL has also contributed to research and development of environmental data transfer directly from field data loggers by GPRS modems and ADSL broadband internet systems to provide near real-time data from the NSW coastal zone hydrological data network.

## NSW Procurement

### Government Chief Information Office

GCIO liaises with a number of research and development organisations where relevant research and development activities and information are relevant to government ICT planning and services. This includes 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 Internet Technology Cooperative Research Centre (Smart Internet) - an incorporated joint venture between industry, leading universities and state governments. Its key purpose is to develop new technologies in the Smart Internet arena, carrying out world-class research into disruptive internet technologies that have global commercial opportunity.

## Appendix 22 Significant judicial decisions

### Office of Fair Trading

#### ***Home Building Amendment (Statutory Warranties) Act 2006***

In the decision made by the Court of Appeal, a person who has previously taken legal proceedings against a contractor for breach of statutory warranty could not bring further proceedings for breach of warranty in respect of a different deficiency that existed at the time of the completion of the work. The later proceedings could not be brought even if the person was not aware of the deficiency concerned at the time of bringing the first proceedings - the deficiencies are treated as one composite breach of warranty. The decision significantly impacted consumer access to redress for deficient building work. The Government, via the *Home Building Amendment (Statutory Warranties) Act*, amended the *Home Building Act 1989* in November 2006 to enable a home owner to take further legal proceedings against a building contractor for a breach of statutory warranty. This covers latent defects that become apparent after earlier legal proceedings between the home owner and the contractor relating to other defects have been concluded.

### Office of Industrial Relations

OIR prepared submissions and supported the position of the Minister and the Government in response to a variety of significant cases and inquiries at both the state and federal level.

#### **High Court Challenge to the Work Choices Legislation**

On 14 November 2006, the High Court handed down its decision in the constitutional challenge to Work Choices legislation mounted by the joint States and some trade unions (*New South Wales v Commonwealth of Australia*; *Western Australia v Commonwealth of Australia* [2006] HCA 52 (14 November 2006)). All challenges were rejected by the majority decision (Gleeson CJ, Hayne, Gummow, Crennan and Heydon JJ). Kirby J and Callinan J dissented.

The majority found the Work Choices legislation to be constitutionally valid, dismissing the arguments of the states regarding maintenance of the federal balance, and holding that the corporations power (s51(20) of the Constitution) could be interpreted and used very broadly. In practical terms, this means that the *Workplace Relations Act* now covers the field with respect to all laws about the relationships between employers and employees where the employer is a constitutional corporation. Any state laws which purport to relate to such persons are excluded by virtue of ss16-18 of the WR Act, with the exception of laws about the non-excluded matters listed at ss16 and 17.

The decision has potential repercussions beyond the field of industrial relations, as it confirms the capacity of the Commonwealth to enact laws on just about any topic, including issues ordinarily within the jurisdiction of the states, as long as there is a sufficient nexus with constitutional corporations.

#### **The Transport Industry - Mutual Responsibility for Road Safety (State) Award 2006**

The Industrial Relations Commission of NSW made this award in November 2006, in response to a claim filed by the Transport Workers' Union in early 2005. The claim sought an award and a contract determination in relation to various safety issues in the long haul trucking industry, including the formulation and implementation of safe driving plans, relevant training, and the implementation of a drug and alcohol policy. The Minister intervened, opposing the main elements of the claim on the basis that the *OH&S Act* and transport industry specific OH&S regulations which came into force in March 2006 are the appropriate means of regulation, making a new award unnecessary. However, the Commission decided to make an award including most of the elements of the TWU claim. A contract determination in the same terms was also made.

The Commission also made it clear that the new award will apply to all relevant employers in NSW, whether they are constitutional corporations or not. In other words, enterprises in the

industry which have federal awards and agreements are also bound by the provisions of the new award. The Commission determined that it was able to do so on the basis that the Workplace Relations Act specifically excludes certain matters from its coverage (in this case, OHS) and state tribunals are therefore able to make awards in this area.

### **Child Employment Principles Case**

The *Industrial Relations (Child Employment) Act 2006* (the Act) came into operation on 1 December 2006. The Act establishes a safety net based on minimum conditions contained in comparable NSW awards and industrial relations legislation. It applies to child employees under the age of 18 employed by constitutional corporations where their employment is covered by Work Choices agreements and other arrangements entered into after 27 March 2006. The Act required the Industrial Relations Commission of NSW to establish principles for the industrial courts to apply when they are called on to determine whether a particular child has suffered a detriment as compared with the conditions the comparable state award would have provided.

On 22 May 2007 the Commission, after hearing evidence from a wide range of interested parties, handed down its decision in the Child Employment Principles Case 2007. The Minister for Industrial Relations intervened in the proceedings, making substantive submissions about the experiences and welfare of children who work. The Principles make it clear that if the employer does not provide the child with certain minimum conditions a net detriment will result to the child. These conditions include those contained in provisions relating to the child's base rate of pay and work-related allowances as well as those that contain special requirements for the employment of children.

### **Tristar**

On 8 February 2007 the Minister initiated an Inquiry by the Industrial Relations Commission of NSW into the ongoing dispute between Tristar Steering and Suspension Australia Ltd (Tristar) and its employees, where the employees remained 'on the books' but idle, and therefore unable to access redundancy entitlements.

Tristar challenged the jurisdiction of this Inquiry but the full bench of the Industrial Relations Commission rejected this challenge. Tristar took its challenge to the Federal Court, where two interlocutory judgments failed to support the challenge, enabling the Commission to continue its hearings. Ultimately however, when the substantive issues came before the Full Federal Court, the Court held that the Commission had no jurisdiction to conduct the Inquiry and ordered that the Commission be restrained from doing so. As such, the Inquiry initiated by the Minister has now ceased.

### **State Wage Case**

On 8 December 2006, Unions NSW made an application under s51 of the *Industrial Relations Act 1996* seeking a general wage increase of four per cent in awards and work related allowances. In response, noting the importance of the award system in providing a fair safety net, the Minister for Industrial Relations proposed a responsible and economically sustainable increase of \$20 per week to certain award wages.

The Full Bench of the Industrial Relations Commission of NSW handed down its decision on 8 June 2007, awarding a flat increase of \$20 per week, a four per cent increase in existing allowances and junior rates, and increasing the Award Review Classification Rate by \$27, to \$531.40. In doing so, the IRC of NSW affirmed the position advanced by the Minister which was that the New South Wales economy has the capacity to sustain a moderate increase in minimum award wages without having a negative impact on growth or employment.

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

### **Overview**

The NSW State Contracts Control Board (SCCB), which reports to the Minister for Commerce, is established under the *Public Sector Employment and Management Act 2002*. The Board's role and functions are set out in the Public Sector Management (Goods and Services) Regulation 2000.

Membership of the SCCB includes representatives from the central, budget and non-budget agencies. It assists the Government to develop consistent and effective non-construction related procurement practices, and promote the application of these practices by departments and agencies.

The SCCB is also the Government's central procurement and contracting authority for the provision of common use goods and services for the New South Wales public service and is responsible for the disposal of goods for the public service.

The SCCB oversees the implementation of the Government's procurement policies and reviews and authorises high value, high impact whole of government contracts and business contracts of its major clients.

Tendering and contracting functions on behalf of the SCCB are undertaken by Contracting Services, a business unit of NSW Procurement. Contracting Services operates a centralised goods and services procurement facility for the NSW Government, currently managing upwards of \$3 billion of expenditure each year, from a total annual government goods and services expenditure of an estimated \$12 billion. It contributes significantly to the improvement of NSW government procurement outcomes, achieving better value for taxpayers and reducing the operating costs of government through:

- aggregation of government procurement across agencies
- establishment and ongoing management of State Contracts
- centralisation of indirect category procurement
- sustainable market creation and development
- development of procurement business solutions and practices for agencies.

NSW Procurement manages the Agency Accreditation Scheme for Goods and Service procurement on behalf of the SCCB. The Scheme facilitates improvement in government procurement capability by avoiding duplication, reducing operating costs and improving procurement outcomes.

### **Procurement reform**

Premier's Memorandum 2006 –11 on NSW Procurement Reform was released in July 2006 and gave effect to a number of procurement reform initiatives. The aim of these was to get better value for agencies from procurement and build on the investment in procurement systems and capability made by the Government.

Supporting policy was introduced in July 2006, requiring:

- all agencies to use the SCCB whole-of-government contracts effective immediately
- the development and introduction of an Agency Accreditation scheme for goods and services by July 2007
- all major agencies to implement electronic procurement of their goods and services by June 2007, with smartbuy® being the Government's default electronic procurement system
- all agencies to make their Requests for Tender documentation and tenders available to be lodged through [www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au).

These requirements apply to all statutory authorities, trusts and other government entities, excluding state owned corporations.

A briefing for agencies was held on 8 August 2006 with over 200 agency representatives in attendance. NSW Procurement manages the Agency Accreditation Scheme for Goods and Service procurement on behalf of the SCCB. The Scheme facilitates improvement in government procurement capability by avoiding duplication, reducing operating costs and improving procurement outcomes.

The NSW Government recognises that there are significant opportunities for agencies to realise substantial benefits by better utilising their collective buying power and by using procurement expertise and systems more collaboratively

These reforms will assist the NSW Government to achieve efficient resource allocation, agency accountability through a whole-of-government approach and sound procurement practice while promoting procurement capacity and competence.

## Membership of the SCCB

The SCCB, which meets monthly, is made up of senior representatives from central agencies and major purchasing departments and authorities, and provides a formal structure for user participation in the contracting system.

The members at 30 June 2007 were:

- Mr Alan Marsh (Chair), Acting Director-General, Department of Commerce
- Mr Ken Barker, Chief Financial Officer, Department of Health
- Dr Elizabeth Coombs, Assistant Director-General, Premier's Department.
- Ms Janine Ricketts, Executive Director, Business Strategy, Department of State and Regional Development
- Ms Barbara Soiland, R/Director, Financial Accounting, Department of Education and Training
- Mr John Schmidt, Deputy Director-General, The Cabinet Office
- Mr Tim Rogers, Executive Director, Sustainability Programs Division, Department of Environment and Conservation (NSW)
- Mr Ed Shestovsky, Director, Asset Management and Procurement, NSW Treasury.
- Ms Fran McPherson, Executive Director, Corporate Services, NSW Police
- Mr Rod Tout, Director Corporate Services and Reform, Roads and Traffic Authority.

## SCCB contracts

In 2006/07, the SCCB contracts recorded \$3.6 billion spend compared to \$3.41 billion in 2005/06 indicating a growth in the use of contracts by eligible client organisations.

### SCCB contracts administered in 2006/07

Contract No	Contract Description	Start Date	Duration (years)
123	Office Furniture	01-Jan-06	2.4
206	Air Conditioning Units	01-Jul-05	3.0
217	Patient Requirements	01-Dec-05	1.8
218	IV Administration	01-Oct-03	4.0
247	Executive Furniture	01-Jun-03	5.0
250	Continance & Sexual Health	01-Aug-03	4.0
252	Dental Consumables	01-Nov-06	2.5
259	Surgical Dressings	01-Jul-06	3.0
264	Wound Care Products	01-Jan-03	5.0
265	Electromedical Electrodes & Accessories	01-Dec-03	4.0
278	Electrical Appliances	01-Oct-05	3.0
293	Fire Extinguishers, Supply, Implementation and maintenance	01-Oct-01	5.9
295	Floor Coverings And Window Furniture	01-Jul-05	4.0
305	Outdoor & Recreational Furniture	01-Jun-03	4.0
308	Workstations	01-Apr-05	4.0
312	Industrial Gases	01-Nov-00	6.7
313	Medical Gases Bulk & Compressed	01-Jul-01	6.0
318	Respiratory Consumer & Medical Gases	01-May-06	3.0
349	Liquefied Petroleum Gas (Lpg)	08-Feb-04	4.0
352	Lubricating Oils And Greases	01-Nov-06	3.0
365	Journal Subscriptions	01-Aug-02	5.0
366	Fuel & Associated Products	01-Jul-06	3.0
367	Tyres & Other Ancillary Services	02-Dec-02	5.0
369	Motor Mowers	24-Mar-03	4.9
381	Clothing And Footwear (Sport Etc	01-Jul-03	5.0
407	Food Service & Catering Products	01-Oct-06	1.0

<b>Contract No</b>	<b>Contract Description</b>	<b>Start Date</b>	<b>Duration (years)</b>
439	Misc Medical & Surgical Devices	01-Nov-06	3.0
451	Timber, Building Boards, & Assoc	01-Oct-02	4.0
491	Medical Imaging, Processing Chemicals	01-Aug-06	2.0
500	Hardware, Ind, Construct & Elect	01-Oct-05	3.0
506	Office Supplies	01-Jul-05	2.5
603	Vehicle Disposal (New)	14-Apr-03	4.6
604	Motor Vehicle Disposal In Region & Trucks	17-Nov-03	4.0
622	Removal of deceased persons (and interment of deceased without means)	01-Feb-04	4.0
630	Courier & Delivery Service	18-Apr-00	7.3
646	Laboratory Consumables	01-Sep-04	3.0
653	Acquisition Of Motor Vehicles	01-Apr-04	4.0
657	Hire Cars	01-Aug-03	4.0
660	Rental Cars & Commercial Vehicle	01-Jan-03	4.0
682	Sanitary & Nappy Disposal	01-Jun-02	6.0
689	Needles & Syringes	01-Feb-04	3.8
694	Surgical Sutures	01-Apr-06	2.0
697	Waste Removal (New)	01-Aug-02	5.3
956	Electromedical Equipment	01-Feb-04	4.8
1008	Air Travel & Related Services	01-Dec-05	3.0
1078	Labour Hire Admin, Finance	01-Jul-03	5.0
1250	Furniture For Det	01-Jul-04	4.0
1618	Housekeeping Products	01-Apr-05	3.0
2000	Computers - File Servers, Etc.	01-Nov-01	5.7
2001	Whole of Government Consultancy Panel	01-Mar-03	5.0
2023	Videoconferencing Equipment	21-Apr-04	3.9
2024	Telephone H/Sets	01-Mar-01	6.5
2025	Mobile Cell & Sat Phones	01-Dec-00	6.7
2036	Software Development Services	01-Oct-04	4.0
2067	Site Cabling	01-Nov-03	4.0
2069	Data Comm Lan/Wan & Consultancy	01-May-04	3.3
2143	Gsas Integrated Management System	01-Jan-04	4.0
2302	Paging Eqpt & Services	01-Dec-00	6.7
2305	Internet Services & Products	1-Nov-02	4.3
2306	PABX & Key Telephone Systems	01-Nov-99	7.8
2310	Common Use Software – Microsoft	21-Nov-00	7.6
2311	Oracle Software	25-Jul-01	6.5
2312	IBM Software	17-Dec-01	6.5
2313	Novell Software	06-Mar-02	5.3
2314	Computer Associates Software	24-Dec-01	5.9
2315	Sybase Software	01-Jan-03	5.4
2319	Info Security & Products	01-Nov-01	5.9
2321	Gsas-Human Resources Management	03-Dec-02	5.1
2322	Gsas-Financial Management System	01-Apr-03	4.3
2323	Gsas-Records Info. Mgt System	10-Sep-02	4.8
2390	Imaging Devices & Document Solu	01-Jan-06	3.0
2573	Two Way Radios (Mob & Fix)	01-Jul-02	5.0

Contract No	Contract Description	Start Date	Duration (years)
2747	DET - Internet And Email	01-Jan-02	6.0
2921	Fire Fighting Equipment For NSW Fire	01-Aug-06	3.0
2922	Breathing Apparatus Hazmat Absorbent Agents	01-Oct-06	3.0
2923	Foam & Foam Making & Rescue	01-Oct-06	3.0
2946	Rescue Equipment For NSW SES	01-May-03	4.0
2947	Clothing & Safety Gear NSW SES	01-Jul-03	4.0
3000	Disposable Drapes	01-Nov-05	3.0
3003	Infant Care Products	01-Jul-03	5.0
3004	Endosurgical Instruments	01-Aug-04	3.0
3006	Medical & Surgical Gloves	1-Nov-02	4.0
3007	Bottled Drinking Water	01-Jul-02	5.3
3008	Clinical Protective Products	01-Aug-05	3.0
3009	Gowns & Aprons	01-May-03	5.0
3011	Sharps Disposal Systems	01-Feb-04	3.8
4000	Natural Gas	01-Feb-06	1.7
6034	Recycling Services	01-Nov-03	3.0
6036	Non-SES Salary Packaging	1-Dec-03	4.0
6037	Pest Control Services	01-Apr-04	3.0
6083	Secure Destruction Services	01-Aug-04	4.0
7059	036/6037 Pest Control Services	01-Apr-04	4.0
7115	046/6083 Secure Destruction Services	01-Aug-04	3.0
7174	015/7059 Alcohol Test Kits & Ancilliary	01-Oct-01	5.0
7059	069/7115 Direct Supply of General Stores	01-Aug-06	3.0
7253	Duress Alarm	01-Nov-03	5.0
202878	0202878 - Supply of Ammunition, NSW Police	07-Jul-03	4.0
203185	0203185 - Protective Clothing, NSW RFS	01-Jul-03	4.0
300022	0300022 Removal & Relocation Demountable	01-Oct-03	4.0
300428	0300428 NSWFB Footwear & Gloves	01-Nov-03	4.0
400100	0400100 Dry Cleaning Services	01-Jul-04	3.0
400273	0400273 Power Pumping Units	01-Jun-05	3.0
400501	0400501 Multi Purpose Helmets	01-Jul-04	3.0
(2271)05-10	MC NSW Police Academy (2271) 05-10	04-Jan-06	5.0
(6015)00-05	RBG (6015) Waste Removal 00-05	20-Nov-06	3.0

#### Major contracts established in 2006/07

Contract No	Contract Description	Start Date	Duration (years)
252	Dental Consumables	01-Nov-06	2.5
259	Surgical Dressings	01-Jul-06	3
352	Lubricating Oils and Greases	01-Nov-06	3
366	Fuel & Associated Products	01-Jul-06	3
407	Food Service & Catering Products	01-Oct-06	1
439	Misc Medical & Surgical Devices	01-Nov-06	3
491	Medical Imaging, Processing Chemicals	01-Aug-06	2
777	Retail Supply Of Electricity	01-Jul-06	3
904	IV & Irrigating Solutions	01-Jul-06	2

**Top 10 contracts by sales volume**

<b>Contract No</b>	<b>Contract Description</b>	<b>Sales Volume in 2006/07</b>
653	Acquisition of Motor Vehicles	\$ 807,732,000
366	Fuel – Motor Spirit and Petroleum Products	\$ 245,752,679
881	IT Contracting Personnel	\$ 182,381,824
DITM 2000-01	Telecommunication Services Agreement	\$ 180,691,254
1078	Labour Hire, Admin, Finance, Specialists	\$ 178,794,752
2000	Computer – File Servers, etc	\$ 153,800,179
901	Pharmaceuticals	\$ 125,435,766
2310	Common Use Software – Microsoft	\$ 105,882,408
801	Food Service	\$ 82,950,437
777	Retail of Electricity	\$ 67,060,958

**SCCB tendering complaints handling function**

The Chairperson of the SCCB is responsible for dealing 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 the year, the Chairperson received three complaints under the SCCB 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. None of the complaints involved a significant departure from NSW Procurement policies and procedures.

**SCCB competitive neutrality tendering complaints**

The SCCB, as an extension of its complaint handling process, has been appointed the complaints handling body to review competitive neutrality complaints about tendering for government business. The Board deals with any competitive neutrality tendering complaints referred to it by the relevant Minister.

During the year, no complaints were referred to the SCCB.

**Statutory reporting requirements**

The SCCB 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 SCCB by the Minister under the Public Sector Management (Goods and Services) Regulation 2000.

During 2006/07, no competitive neutrality tendering complaints were referred to the SCCB for investigation.

During 2006/07 there were no directions given to the SCCB by the Minister under the Public Sector Management (Goods and Services) Regulation 2000.

## Appendix 24 Commerce offices

### Department of Commerce

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

### Corporate Shared Services

#### Department of Lands Building

23 – 33 Bridge Street  
 Sydney NSW 2000  
 Switchboard (02) 9228 6111

#### Parramatta

Level 8, 9 & 13,  
 10 Valentine Ave Parramatta  
 NSW 2124  
 PO Box 3720  
 Parramatta NSW 2124  
 Switchboard (02) 9895 6211

#### Orange

161 Kite Street  
 Orange NSW 2800  
 Tel: (02) 6391 3480  
 Fax: (02) 6391 3329

#### Newcastle

Level 2-3, 26 Honeysuckle Drive  
 Newcastle NSW 2300  
 PO Box 2213  
 Dangar NSW 2309  
 Tel: (02) 4904 2550  
 Fax: (02) 4904 2501

#### Grafton

76 Victoria Street  
 Grafton NSW 2460  
 Postal Locked Bag 10  
 Grafton NSW 2460  
 Tel: (02) 6641 6512  
 Fax: (02) 6641 6641

#### Tamworth

155 - 157 Marius Street  
 Tamworth NSW 2340  
 Po Box 550  
 Tamworth NSW 2340  
 Tel: (02) 6701 9632  
 Fax (02) 6701 9682

#### Wagga Wagga

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

#### Queanbeyan

Suite 107 Level 1  
 Riverside Plaza  
 131 Monaro Street  
 Queanbeyan  
 NSW 2620  
 PO Box 189  
 Queanbeyan NSW 2620

#### Wollongong

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

### Head Office

1 Fitzwilliam Street  
Parramatta NSW 2150  
Tel: (02) 9895 0111  
Fax: (02) 9895 0222  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

### Register of Encumbered Vehicles

1 Fitzwilliam Street  
Parramatta NSW 2150  
Tel: 13 32 20 (7 days)  
Fax: (02) 9891 5135

### Rental Bonds

Level 4  
234 Sussex Street  
Sydney NSW 2000  
Tel: (02) 13 32 20  
Fax: (02) 9377 9371

### Standards Laboratory

Bradfield Road  
Lindfield West NSW 2070  
Tel: (02) 8467 4400  
Fax: (02) 8467 4444

### Registry of Cooperatives & Associations

154 Russell Street  
Bathurst NSW 2795  
Tel: (02) 6333 1400 or  
1800 502 042  
Fax: (02) 6333 1444

### Aboriginal Tenancy Information

Tel: 13 32 20 or 1800 500 330

## 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.

### Albury

490 David Street  
Albury NSW 2640

### Armidale

85 Faulkner Street  
Armidale NSW 2350

### Bathurst

154 Russell Street  
Bathurst NSW 2795

### Blacktown

Level 3  
22 Main Street  
Blacktown NSW 2148

### Broken Hill

32 Sulphide Street  
Broken Hill NSW 2880

### Coffs Harbour

22 Park Avenue  
Coffs Harbour NSW 2450

### Dubbo

50 Wingewarra Street  
Dubbo NSW 2830

### Gosford

Level 2  
237 Mann Street  
Gosford NSW 2250

### Goulburn

39 Goldsmith Street  
Goulburn NSW 2580

### Grafton

50 Victoria Street  
Grafton NSW 2460

### Hurstville

Level 3  
4-8 Woodville Street  
Hurstville NSW 2220

### Lismore

Suite 5  
17 Conway Street  
Lismore NSW 2480

### Liverpool

Shop 1R 33 Moore Street  
Liverpool NSW 2170

### Newcastle

Level 5  
400 Hunter Street  
Newcastle NSW 2300

### Orange

184-186 Lords Place  
Orange NSW 2800

### Parramatta

1 Fitzwilliam Street  
Parramatta NSW 2150

### Penrith

518 High Street  
Penrith NSW 2750

### Port Macquarie

143 Horton Street  
Port Macquarie NSW 2444

### Queanbeyan

Shop T7 Citylink Plaza  
Morisset Street  
Queanbeyan NSW 2620

### Sydney CBD

McKell Building  
2-24 Rawson Place  
Sydney NSW 2000

### Tamworth

Cnr Kable Ave & Darling Street  
Tamworth NSW 2340

### Tweed Heads

43 Wharf Street  
Tweed Heads NSW 2485

### Wagga Wagga

8 Baylis Street  
Wagga Wagga NSW 2650

### Wollongong

63 Market Street  
Wollongong NSW 2500

## 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)  
Business hours: 8.30am to 5.00pm

### Award Enquiry Service

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

## Office of Industrial Relations Centres

### Sydney CBD

Level 23 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: 131 628  
Fax: (02) 9020 4700

### Penrith

518 High 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

Suite 49 Jetty Village Shopping  
Centre  
Cnr Orlando and High Streets  
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 & Transport Appeals Board

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

## Office of NSW Procurement

### Communications and Advertising

Level 9 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 8959  
Fax: (02) 9372 7422  
[www.advertising.nswp.commerce.nsw.gov.au](http://www.advertising.nswp.commerce.nsw.gov.au)

### Advertising

Tel: (02) 9372 7603

### Government Gazette

Tel: (02) 9372 7407

### Public Sector Notices

Tel: (02) 9372 7412

### jobs.nsw

Tel: (02) 9372 7435

<http://jobs.nsw.gov.au>

### eBusiness Solutions

Level 10 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
smartbuy®  
Tel: 1800 003 985  
Fax: (02) 9372 8077  
Email: smartbuy-  
infocentre@commerce.nsw.gov.au  
[www.smartbuy.nsw.gov.au](http://www.smartbuy.nsw.gov.au)

### eTendering

Tel: (02) 9372 8333

Fax: (02) 9372 8077

Email:

eBS\_supportdesk@commerce.nsw.gov.au

[www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au)

**Policy Support Services**

Level 11 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 General Enquiries  
 Tel: (02) 9372 8600  
 Fax: (02) 9372 8844  
 Email: [gpshep@commerce.nsw.gov.au](mailto:gpshep@commerce.nsw.gov.au)

**Gateway Reviews**

Tel: (02) 9372 8600  
 Email: [gateway@commerce.nsw.gov.au](mailto:gateway@commerce.nsw.gov.au)

**Procurement System for Construction**

Tel: (02) 9372 8600  
 Email: [gpshep@commerce.nsw.gov.au](mailto:gpshep@commerce.nsw.gov.au)

**Tender Section**

Level 10 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8900  
 Fax: (02) 9372 8922  
 Email: [tenders@commerce.nsw.gov.au](mailto:tenders@commerce.nsw.gov.au)  
<https://tenders.nsw.gov.au/commerce>

**Government Chief Information Office**

Level 21 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8278  
 Fax: (02) 9372 8299  
 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 Contracts Control Board****State Contracts Control Board**

Level 15 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8910  
 Fax: (02) 9372 7533

**Tendering Complaints**

Level 15 McKell Building  
 2-24 Rawson Place  
 Sydney NSW 2000  
 Tel: (02) 9372 8910  
 Fax: (02) 9372 7533

**State Records Authority of New South Wales****Western Sydney Records Centre**

143 O'Connell Street  
 Kingswood NSW 2747

**Sydney Records Centre**

2 Globe Street  
 The Rocks NSW 2000  
 Tel: (02) 9673 1788  
 Fax: (02) 9833 4518  
 Email:  
[srecords@records.nsw.gov.au](mailto:srecords@records.nsw.gov.au)  
[www.records.nsw.gov.au](http://www.records.nsw.gov.au)

**Government Records Repository**

143 O'Connell Street  
 Kingswood NSW 2747  
 Tel: (02) 9673 1788  
 Fax: (02) 8805 5306  
 Email:  
[grr.nsw.@records.nsw.gov.au](mailto:grr.nsw.@records.nsw.gov.au)  
[www.records.nsw.gov.au/grr](http://www.records.nsw.gov.au/grr)

## Office of Public Works and Services

### Central Corporate Services Unit

Level 15 Governor Macquarie Tower  
1 Farrer Place  
Sydney NSW 2000  
Tel: (02) 9228 3400  
Fax: (02) 9228 3292  
Business Hours: 8.00am - 5.30pm

### Government Architect's Office

Level 19 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 8411  
Fax: (02) 9372 8499  
Business Hours: 9.00am - 5.00pm

### Manly Hydraulics Laboratory

110b King Street  
Manly Vale NSW 2093  
Tel: (02) 9949 0200  
Fax: (02) 9948 6185

### NSW Water Solutions

Level 14 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 7960  
Fax: (02) 9372 7999

### StateFleet

Level 12 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 7740  
Fax: (02) 9372 7722  
[www.statefleet.opws.nsw.gov.au](http://www.statefleet.opws.nsw.gov.au)  
Business Hours: 8.30am - 5.00pm

### StateFleet Repairs Hotline

Tel: 1800 801 523  
Business Hours: 8.00am – 5.30pm

## Project Management

### Business & Resource Branch

Level 17 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 8671  
Fax: (02) 9372 8866  
Business Hours: 9:00am - 5:00pm

### Project Services Branch

Level 5  
234 Sussex St  
Sydney NSW 2000  
Tel: (02) 9367 0777  
Fax: (02) 9367 0728  
Business Hours: 9:00am - 5:00pm

### Programs Branch

Level 20 McKell Building  
2-24 Rawson Place  
Sydney NSW 2000  
Tel: (02) 9372 8560  
Fax: (02) 9372 8566  
Business Hours: 9:00am - 5:00pm

### Heritage & Building Services Group

236 Richmond Road  
Doonside NSW 2767  
Tel: (02) 9672 5219  
Fax: (02) 9672 5255  
Business Hours: 9:00am - 5:00pm

### Essential Repairs and Services

236 Richmond Road  
Doonside NSW 2767  
Tel: 1800 422 110 (24 Hour Service)  
Tel: (02) 9672 5222  
Fax: (02) 9671 5158

### Heritage Services (Stoneyard)

92 Burrows Road  
Alexandria NSW 2015  
Tel: (02) 9565 9000  
Fax: (02) 9516 2919  
Business Hours: 9:00am - 5:00pm

## Project Management regional offices

### Sydney

#### Regional Office

Level 6&7 Civic Tower  
66-72 Rickard Road  
Bankstown NSW 2200  
Tel: (02) 9795 0777  
Fax: (02) 9795 0888  
Business Hours: 8.00am - 5.00pm

#### Doonside

236 Richmond Street  
Doonside NSW 2767  
Tel: (02) 9672 5111  
Fax: (02) 9672 5255  
Business Hours: 8:30am – 5:00pm

#### Hornsby

16-20 Edgeworth David Avenue  
Hornsby NSW 2077  
Tel: (02) 9472 7900  
Fax: (02) 9477 3356  
Business Hours: 8:30am - 4.30pm

### Hunter/New England

#### Regional Office

117 Bull Street  
Newcastle West NSW 2309  
Tel: (02) 4908 4999  
Fax: (02) 4908 4954  
Business Hours: 8.30am - 4.30pm

#### Tamworth

454-456 Peel Street  
Tamworth NSW 2340  
Tel: (02) 6768 4222  
Fax: (02) 6768 4233  
Business Hours: 8:30am - 5.00pm

**North Coast****Regional Office**

120 Dalley Street  
 Lismore NSW 2480  
 Tel: (02) 6626 5600  
 Fax: (02) 6626 5666  
 Business Hours: 8.30am – 5.00pm

**Coffs Harbour**

359 Harbour Drive  
 Coffs Harbour NSW 2450  
 Tel: (02) 6648 5911  
 Fax: (02) 6648 5905  
 Business Hours: 8.30am – 5.00pm

**Port Macquarie**

Maher Street  
 Port Macquarie NSW 2444  
 Tel: (02) 6586 7800  
 Fax: (02) 6586 7811  
 Business Hours: 8.30am – 5.00pm

**Taree**

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

**Riverina/Western****Regional Office**

140 William Street  
 Bathurst NSW 2309  
 Tel: (02) 4908 4999  
 Fax: (02) 4908 4954  
 Business Hours: 9.00am – 4:30pm

**Dubbo**

34 White Street  
 Dubbo NSW 2830  
 Tel: (02) 6885 9333  
 Fax: (02) 6885 9300  
 Business Hours: 9:00am – 5:00pm

**Hay**

414 Moppett Street  
 Hay NSW 2711  
 Tel: (02) 6993 1208  
 Fax: (02) 6993 2137  
 Business Hours: 8:30am - 4.30pm

**Wagga Wagga**

2-6 Coleman Street  
 Wagga Wagga NSW 2650  
 Tel: (02) 6938 2880  
 Fax: (02) 6925 2087  
 Business Hours: 8:30am-5:00pm

**Broken Hill**

Sulphide Street  
 Broken Hill NSW 2880  
 Tel: (08) 8087 9366  
 Fax: (08) 8087 9365  
 Business Hours: 8.00am - 4.30pm

**South Coast****Regional Office**

Block E Level 3  
 84 Crown Street  
 Wollongong NSW 2500  
 Tel: (02) 4226 8500  
 Fax: (02) 4226 8534  
 Business Hours: 9:00am - 5.00pm

**Goulburn**

Level 1 RTA Building  
 211 Bourke Street  
 Goulburn NSW 2580  
 Tel: (02) 4822 2311  
 Fax: (02) 4822 2315  
 Business Hours: 7.30am - 4.00pm

**Moruya**

66 Campbell Street  
 Moruya NSW 2537  
 Tel: (02) 4474 7555  
 Fax: (02) 4474 7544  
 Business Hours: 8:00am - 4.30pm