

About Commerce

Who we are

The NSW Department of Commerce (Commerce) is a service provider and regulator dedicated to delivering better services to our clients, customers and community and contributing to a prosperous NSW.

Our goals

Commerce has five major goals aligned to the NSW Government's State Plan priorities:

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

<p>Goal 1 Maximise value for government agencies in delivering services to clients, customers and the community</p>	<p>Contributes to State Plan activities of:</p> <ul style="list-style-type: none"> ▪ Growing Prosperity across NSW ▪ Environment for Living ▪ Delivering Better Services <p>We achieve this goal by:</p> <ul style="list-style-type: none"> ▪ helping to plan, design and deliver public infrastructure, including information and communications technology ▪ being a centre of excellence in procurement and providing government with support to undertake successful procurement and manage supply chains ▪ helping to mitigate the consequences of natural disasters and possible terrorism ▪ providing office and corporate services to government.
<p>Goal 2 Simplify processes for dealing with government</p>	<p>This contributes to the State Plan activities of:</p> <ul style="list-style-type: none"> ▪ Delivering Better Services ▪ Growing Prosperity across NSW <p>We achieve this goal by:</p> <ul style="list-style-type: none"> ▪ developing, using and promoting best practice methods and tools to help government successfully procure goods and services and public infrastructure, and manage supply chains ▪ developing appropriate Fair Trading and Industrial Relations regulations and services.
<p>Goal 3 Promote a fair marketplace for consumers and traders</p>	<p>This contributes to the State Plan activities of:</p> <ul style="list-style-type: none"> ▪ Rights, Respect and Responsibility ▪ Growing Prosperity across NSW ▪ Delivering Better Services <p>We achieve this goal by:</p> <ul style="list-style-type: none"> ▪ setting ground rules for interactions between consumers and traders in NSW ▪ informing the community of rights, obligations and good practice ▪ mediating consumer complaints and enforcing compliance through investigation, prosecution, civil proceedings and other disciplinary action.

<p>Goal 4 Promote fair and productive workplaces</p>	<p>This contributes to the State Plan activities of:</p> <ul style="list-style-type: none"> ▪ Rights, Respect and Responsibility ▪ Growing Prosperity across NSW ▪ Delivering Better Services <p>We achieve this goal by:</p> <ul style="list-style-type: none"> ▪ setting a best practice framework for interactions between employers and employees in many NSW workplaces ▪ informing employers and employees of rights, obligations and good practice ▪ enforcing compliance through investigation, prosecution and other disciplinary action.
<p>Goal 5 Contribute to a credible efficient and effective organisation</p>	<p>This contributes to the State Plan activities of:</p> <ul style="list-style-type: none"> ▪ Environment for Living ▪ Fairness and Opportunity ▪ Delivering Better Services <p>We achieve this goal by:</p> <ul style="list-style-type: none"> ▪ establishing a framework for how we operate internally to achieve our goals ▪ setting priorities for shared corporate services across Commerce to ensure they support the activities of our business units.

How Commerce contributes to the State Plan

Maximise value for government agencies in delivering services to clients, customers and the community

Commerce provides commercial services to government agencies to help them maximise value, minimise cost and manage risks in the services they provide to the community. We help develop and maintain public infrastructure by helping government agencies plan, design and deliver building, engineering, information, and communications technology assets.

Our services include managing projects and programs, resolving disputes, finding sustainable solutions to the problems of capturing, treating and distributing water, managing motor vehicle fleets and office and corporate services. We are also called on to help government mitigate the consequences of natural disasters and possible terrorism.

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

Simplify processes for dealing with government

Commerce improves access to government services for customers and suppliers by minimising red tape and supporting different methods of delivering services, including by electronic means.

Fair marketplace for consumers and traders

Commerce services safeguard consumer rights and advise traders on fair, ethical practice. We administer legislation, which sets ground rules for interactions between consumers and traders throughout NSW, in areas including consumer goods and services, residential accommodation, home building, cooperatives and associations.

Commerce informs the community of rights and obligations, we mediate consumer complaints and enforce compliance through licensing, inspections, investigation, prosecution, civil proceedings and other disciplinary action. Last year we provided services to the community on six million occasions.

Fair and productive workplaces

Commerce services ensure that workplace legislation and the regulatory framework meet the requirements of today's commercial environment. Workplace standards are communicated through targeted programs, workplace information and advisory services. Where standards are not being applied, effective enforcement services through fair workplace regulation and industrial policy ensure that the rights of workers and employers are protected.

Contribute to a credible, efficient and effective organisation

Commerce's framework, priorities and leadership ensure a high standard of operation to meet its external goals. Through efficient financial, asset and human resources management, highly skilled staff and a clear vision, Commerce aims to deliver better services for all its customers, clients and the community and contribute to government policy.