

Appendix 1 Accounts payable performance

Office of Fair Trading

Accounts paid on time within each quarter

Quarter	Current \$	Less than 30 days overdue \$	30-60 days overdue \$	60-90 days overdue \$	More than 90 days overdue \$	Total \$
September Quarter	14,960,000	352,000	0	0	0	15,312,000
December Quarter	12,697,000	250,000	0	0	0	12,947,000
March Quarter	7,070,000	471,000	0	0	0	7,541,000
June Quarter	10,903,000	507,000	0	0	0	11,410,000

Percentage paid on time within each quarter

Quarter	Target %	Actual %	Paid on Time \$	Total Paid \$
September Quarter	96	97.7	14,960,000	15,312,000
December Quarter	96	98.1	12,697,000	12,947,000
March Quarter	96	93.8	7,070,000	7,541,000
June Quarter	96	95.6	10,903,000	11,410,000

Office Of Industrial Relations

Aged analysis at the end of each quarter

Quarter	Current \$	Less than 30 days overdue \$	30-60 days overdue \$	60-90 days overdue \$	More than 90 days overdue \$	Total \$
September Quarter	845,800	12,000	0	0	0	857,800
December Quarter	2,040,800	83,100	0	0	0	2,123,900
March Quarter	1,593,900	71,300	0	0	0	1,665,200
June Quarter	1,328,300	52,700	0	0	0	1,381,000

Percentage paid on time within each quarter

Quarter	Target %	Actual %	Paid on Time \$	Total Paid \$
September Quarter	96	98.6	845,800	857,800
December Quarter	96	96.9	2,040,800	2,123,900
March Quarter	96	95.7	1,593,900	1,665,200
June Quarter	96	96.2	1,328,300	1,381,000

Offices of Public Works and Services and NSW Procurement

Aged analysis at the end of 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	604,616	128,727	10,471	2,785	1,560	748,159
December Quarter	472,134	78,956	5,542	1,406	1,629	574,667
March Quarter	545,814	101,599	9,671	3,165	2,065	662,314
June Quarter	673,435	132,553	8,711	3,386	2,536	820,621

Percentage paid on time within each quarter

Quarter	Target %	Actual %	Paid on Time \$,000	Total Paid \$,000
September Quarter	85.0	85.3	604,616	748,159
December Quarter	85.0	82.2	472,134	574,667
March Quarter	85.0	82.4	545,814	662,314
June Quarter	85.0	82.1	673,435	820,621

Payment performance for Office of Public Works and Services and NSW Procurement marginally improved to 83 per cent in 2005/06 compared to 82.4 per cent in 2004/05. However this is marginally lower than the target of 85 per cent mainly due to the implementation of a new accounting system during the year. The system implementation is due to be finalised during 2006/07 and following this the payment performance is expected to improve.

No penalty interest was paid during the financial year in respect of late payments.

Appendix 2 Preparation of annual report

The annual report was produced inhouse. Print and production costs were \$2,902. The report was also produced on CD for a cost of \$1,012.44

Appendix 3 Committees and boards

Representation key: (c) Chairperson; (m) Member; (t) Trustee

Office of Fair Trading

Members of other significant statutory bodies and significant inter-departmental committees

- Asbestos Public Education Campaign Working Group - Kel Nash (m) Graham Monday (m)
- Acceptable Standards of Domestic Construction Committee – Paul Dengate (m)
- Australasian Consumer Fraud Taskforce – Andrew Wilson (m) Jenny Waldie (m) Malcolm Finger (m)
- Australia New Zealand Reciprocity Association – Barbara Fernandez (m)
- Builders Licensing Australia - Steve Griffin (c) Barbara Fernandez (m)
- Building and Construction Council (BACC) - Steve Griffin (m)
- Building Co-ordination Committee - Steve Griffin (m)
- Central Coast Regional Coordination Management Group - Sean Lonergan(m)
- 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)

- 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 - Brian Given (c)
- Co-operatives National Working Party - Brian Given (c) Gabbie Mangos (m)
- 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)
- 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)
- 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 Affordable Housing – Susan Dixon (m)
- Inter-departmental Committee on Boarders and Lodgers – Susan Dixon (c)
- Inter-departmental Committee on Consumer Protection and the NSW Funeral Industry David Brett (m)
- Jewellery and Timepieces Industry Code Administration Committee - Malcolm Finger (m)
- Korea Tourism Reference Group - Malcolm Finger (m)
- Live Music Industry Steering Committee – Andrew Gavrielatos (m)
- MCCA/SCAG Residential Tenancy Databases Working Party - Diana Holy (m)
- Motor Trade Advisory Council - Lyn Baker (m)
- National Finance/Mortgage Brokers Working Group - Margaret Raffan (c)
- National Plumbing Regulators Forum – Barbara Fernandez (m)
- National REVS Working Party - Marilyn Betty (c)
- National Trade Measurement Working Group - Brian Given (c)
- North Coast Regional Coordination Management Group - Marilyn Richmond (m)
- North Coastal Sydney Region Co-ordination Management Group - Andrew Gavrielatos (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 Immigration and Settlement Planning Committee - Gianna Alimeni (m)
- NSW Government Licensing Project Steering Committee - Lyn Baker (m)
- NSW Youth Interagency Taskforce - Gianna Alimeni (m)
- Partnership Against Homelessness Committee - Susan Dixon (m)
- Pawnbrokers & Second-hand Dealers Industry Consultative Committee - Gabbie Mangos (m) Robert Laughton (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)
- Rental Bond Board - Lyn Baker (c)
- Retirement Village Advisory Council - Lyn Baker (m)
- Riverina Murray Regional Coordination Management Group - Jan Malone (m)
- South Coastal Sydney Regional Co-ordination Management Group - Andrew Gavrielatos (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 Funeral Industry Working Party - David Brett (m)
- SCOCA National Vehicle Security Register Project - Marilyn Betty (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 Compensation Fund 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 - Joe D'Ermilio (m)

Office of Industrial Relations

- 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.
- Law Society of New South Wales, Workplace 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.

Office of Public Works and Services

- ANZAC Memorial's Board of Trustees - Bruce Pettman (Honorary Architect)
- Architects Registration Board of NSW - Peter Mould (m) Peter Poulet (Alternate Member)
- Australian Water Association (AWA) Ozwater 07 Convention Organising Committee – Will Strachan (c)
- Australian Water Association (AWA) NSW Branch – Annalisa Contos, President (c)
- CCSU Management Board – Michael Coutts-Trotter (m), Dr Kerry Schott (m), Jan McClelland (C)
- Cleaning Contracts Steering Committee - Michael Coutts- Trotter (c), Alan Marsh (m), Christine Wong (m)
- 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)

- Dams Safety Committee, Hydrology Sub Committee - Peter Cloke (m)
- Department of Education and Training Facilities Standards Committee - John Zahn (m)
Cecilia Wilson (m)
- Department of Education and Training/Department of Commerce Program Review Committee - John Zahn (m) Dale Lynch (m) Malcolm Kite (m) Peter Drummond (m) Graham Griffiths (m)
- Department of Education and Training Maintenance Steering Committee – Alan Marsh (m)
Brian Baker (m) Christine Wong (m) John Zahn (m)
- Fish Passage Reference Group (for Murray Darling Basin Commission) - Brian Cooper (m)
- Hunter Estuary Issues Steering Committee - Michael Coutts-Trotter (m) Alan Marsh (m)
John Davidson (m)
- International Water Association's Specialist Group on Water Re-use - John Anderson (m)
- Mines Subsidence Board - Phil Carter (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 - David van Senden (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)
- RTA 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 - Urban Search and Rescue Subcommittee
David Wilkins (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 (m)
- Sydney Opera House Trust Conservation Council - Peter Mould (m)
- Urban Design Advisory Committee - Peter Mould (m)
- Walsh Bay Project Finance Steering Committee - (m) John Davidson

Became member of committee in 2005/06

- Australian Water Association (AWA) Water Recycling Forum - John Anderson (m)
- Interagency Riparian Boundary Working Committee – David van Senden (m)
- National Engineering Registration Board – John Anderson (NSW Representative)
- NSW Fluoridation Technical Committee – Allan Li (m)

Discontinued as member of committee in 2005/06

- Australian Water Association (AWA) Water Reuse & Recycling Committee - John Anderson (m)
- Cooperative Research Centre for Waste Management & Pollution Control - Guy Boncardo (m)
- Lord Howe Island Inter-Departmental Committee - Will Strachan (m)
- State Water Monitoring Coordination Committee - David van Senden (m)

Committees established in 2005/06

- Human Service Network (HSNet) Management Committee – Paul Campbell (m), Maree Callian (m)

Committees abolished in 2005/06

- Better Service Delivery Executive Committee

Corporate

- Interagency Standing Committee on Disability - Elizabeth Zealand (m)
- CCSU (Central Corporate Services Unit) Board - Michael Coutts-Trotter (m) Kirsten Watson (m)

Office of NSW Procurement

- Australian Procurement and Construction Council – Paul Hopkins (m)
- Australian Procurement and Construction Council's Common Procurement Markets Action Team -
- Working Party for Temporary Staff - Mark Ottignon (c)
- Circulation Audit Board – Bob Gallagher (m)
- Construction Agency Coordination Committee – Gerry Brus (c)
- Joint Department of Commerce and Department of Education and Training Review Committee – Martin Kuskis (c)
- Major Capital Works Advisory Committee (Health) – Paul Hopkins (m) Gerry Brus (m)
- Microsoft Service Provision Fund Steering Committee – Anthony Solano (m)
- NSW Health Strategic Planning Committee – Anthony Lee (m) Mark Davies (m)
- National Taskforce for Supply Chain Reform – Mark Davis (m)
- Senior Officers Committee – Gerry Brus (m) Paul Hopkins (m)
- State Contracts Control Board - Michael Coutts-Trotter (c) Paul Hopkins (alternate Chair)
- The Chartered Institute of Purchasing & Supply Australia – Paul Hopkins (m)

New committees formed in 2005/06

- 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)
- DADHC Strategic Sourcing Committee – Graham Chalker (m); Richard Jacobs (m)
- Department of Education 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 - attended by 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 - attended by 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

- ABS Steering Committee – Jan Aalders (m)
- Ambulance Radio/Data Taskforce - Paul Barnes (m), Stephen Smith (m)

- Australian Centre for Advanced Computing & Communications (ac3) Audit Committee – Paul Edgecumbe (m)
- Australian Centre for Advanced Computing & Communications (ac3) Board – Paul Edgecumbe (m)
- Australian Centre for Advanced Computing & Communications (ac3) Management Sub-Committee – Paul Edgecumbe (m)
- Broadband Management Committee – Paul Hopkins (c), Paul Edgecumbe (m)
- Channels and Access Strategy Senior Officers Group – Paul Edgecumbe (c), Colin Griffith (m), Linda Chin (m)
- CIO Executive Council – Paul Edgecumbe (c)
- CJCIO Working Group on Authentication (this is a Commonwealth group under the auspices of the Cross Jurisdictional Chief Information Officer's Committee) – Nigel Evans (m)
- CPA Technical Centre of Excellence Committee – Michael Lurie (m)
- Cross Jurisdictional Chief Information Officers Committee – Paul Edgecumbe (m)
- Cross Jurisdictional Chief Information Officers Enterprise Architecture Working Group – Michael Easthope (m)
- Cross Jurisdictional Chief Information Officers Online Council Sub-Group – Paul Edgecumbe (m)
- Customer Services Hub Project Board – Paul Edgecumbe (m)
- Dept. of Juvenile Justice IM&CT Steering Committee – Bill Butler (m)
- Domain Consultative Committee Australian Government Information Management Office (AGIMO) (Federal Govt) – Trevor Waters (m)
- Emergency Information Management Working Group of the CIO Exec Group – (m)
- GBEN (NSW Govt. Business Education Network) – Natasha Scully (m)
- Government Licensing Project Contract Management Committee - Michael Coutts-Trotter (c) Paul Edgecumbe GCIO (m), Mahajan Padmanathan (m), Liz Mathew (m)
- Government Radio Network Users Group - Paul Barnes (m), Philip Dahdouh (m)
- Identity Crime Working Group (this group is convened by NSW AGD and reports to a Cabinet sub-committee) – Nigel Evans (m)
- Interjurisdictional Shared Services Committee – Michael Lurie (m)
- Justice Sector CIOs Committee – Ken Bullock (m)
- Liaison Officer (Communications) in the State Coordination Centre in terrorism attacks and major disasters – John Simon (m)
- Microsoft Service Provision Fund Steering Committee – Paul Edgecumbe (m)
- National Broadband Strategy Implementation Group – Paul Edgecumbe (m)
- National Coordinating Committee for Government Radio Communications - Tony Gates (Voting Delegate), Phil Read (Non-voting Delegate)
- National Information Management Advisory Group – Tony Gates (m)
- NSW Government Licensing Project Steering Committee – Michael Coutts-Trotter (C), Paul Edgecumbe GCIO (m)
- NSW Police Mainframe Replacement Program Core Policing Project Steering Committee – Catherine Hanly (m)
- Online Council Integrated Transactions Reference Group – Ken Bullock (m)
- Online Council Officials Meeting – Paul Edgecumbe (m)
- (Police) Computer Aided Dispatch Steering Committee – Tony Gates (m)
- Senior Officers (Wireless) Working Party Sub-committee of the CEOs Radio Management Committee – Tony Gates (c), Paul Barnes (m), Satha Sivam (m), Phil Read (m), Philip Dahdouh (m)
- Senior Officers Wireless Working Party – Tony Gates (c)
- Standing Committee on Information Management Sub-committee of the SEMC – Tony Gates (c)
- State Emergency Management Committee – Tony Gates (m)
- The AusDIN Portal Group – John Simon (m)
- The AusDIN Work Group - John Simon (m)

No longer active/abolished in 2005/06

- Cleaner Government Fleet Policies Inter-Agency Committee – Barry Crocker (c)
- National Health Task Force – Anthony Solano (m)
- NSW Health Peak Purchasing Council – Anthony Solano (m)
- NSW EHR Health eLink Project Quality Assurance Committee – Alan Patterson (m)
(disbanded in October 2005)

Appendix 4 Consultants

Engagements over \$30,000				
Consultant	Office	Category	Purpose	Expenditure \$
Pricewaterhouse Coopers	Corporate Finance	Management Services	Independent review of Goods & Services Tax collection procedure	105,746
Plankeel Pty Ltd	Office of Fair Trading	Organisational Review	Review of Licensing in Home Building Industry NSW Government	82,313
Irene Kwong Moss & Associates	Office of Fair Trading	Organisational Review	As above	61,689
OPTICON Pty Ltd.	Corporate Services and Review	Information Technology	Feasibility of outsourcing Commerce data centres	30,836
Total engagements over \$30,000				280,584

Engagements under \$30,000		
Office	Category	\$
Corporate Services and Review	Information technology (2 engagements)	54,741
Office of Fair Trading	Organisational review (5 engagements)	82,652
NSW Procurement	Organisational review (3 engagements)	22,836
Office of Public Works and Services	Organisational review (2 engagements)	6,649
Total engagements under \$30,000	Total engagements: 12	166,878
Total cost of consultancies		447,462

Appendix 5 Consumer response**Office of Fair Trading**

The Office of Fair Trading'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 in some high volume, high demand areas.

The Office of Fair Trading operates a customer feedback system, known as 'Your Opinion Counts', providing forms that can be lodged by mail or through the website. In 2005/06, a total

of 302 forms were lodged by consumers and traders, which comprised 138 compliments and 164 complaints.

Compliments, which constituted 46 per cent of the forms lodged, expressed praise for various aspects of customer service, especially staff helpfulness and professionalism.

The 164 complaints, which constituted 54 per cent of forms lodged, were reviewed and addressed through a process overseen by senior management.

The complaints related to:

The complaints related to:	
Service delays	39%
Accuracy of information given	9%
Actions of staff	18%
Other/Misc	21%
Website inadequacies	13%

Office of Industrial Relations

The 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, the OIR has a range of performance standards for the delivery of its major services. During 2005/06, the Office met or exceeded all of these performance targets.

In June 2006, an independent company conducted a survey of the OIR's customers, which achieved the following results:

Percentage of customers either satisfied or very satisfied with:	
OIR's overall quality of service	91%
Politeness of OIR staff	95%
Helpfulness of OIR staff	93%
Staff's knowledge of subject	85%

Office of Public Works and Services

Central Corporate Services Unit

Central Corporate Services Unit (CCSU) has a comprehensive complaints and compliments handling system with low level issues being handled through service centre support. A Client Relationship Manager provides support and monitors client systems for complaints and compliments. A client satisfaction survey was conducted and 60 per cent of the respondents rated overall CCSU performance as "good or better" and three per cent of respondents indicated that CCSU services had improved in the past 12 months.

Sustainable Water Solutions and Project Management

Sustainable Water Solutions (SWS) and Project Management conduct surveys on projects with external clients each calendar year.

SWS 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.

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.

Office of NSW Procurement

The Office of NSW Procurement continued its customer focus commitment during the year and strengthened its client feedback processes. A number of consumer feedback and industry endorsements were received through various feedback channels that are in place to facilitate consumer response. These channels include, formal periodic client/stakeholder satisfaction surveys, clients and industry forums, tendering complaints handling process and unsolicited feedback received via letters, emails, telephones or web-feedback facilities. Some of the unsolicited responses from clients and stakeholders are summarised here by service lines.

Contracting Services

The Executive Director and General Manager of Tourism New South Wales wrote to Commerce and NSW Procurement to record his appreciation for the thought and commitment that had been put into the relationship between Commerce and Tourism New South Wales as they developed value-added opportunities for NSW Government through procurement processes. He thanked Commerce for its work on the Information and Research Tender and support in working with State Rail.

eBusiness solutions

The smartbuy® and eTendering systems provide a facility to enable government buyers and suppliers to submit their feedback on system functionality, service quality and features. In 2005/06 Government organisations commented both that continuous improvement in the smartbuy® system made it more user friendly and that the ease of access to information and pricing had made work methods much faster. They also described, as "outstanding" the support that was available to new tendering users.

One industry supplier congratulated the department on the eTendering website describing it as "logical, well laid out and user friendly". Another praised eTendering email notification as a timely way of advising of new opportunities and "reducing the time consuming process of searching for new tender opportunities."

Government Chief Information Office

GCIO manages a number of web applications and information sites. These sites provide a feedback facility to enable consumers to submit their feedback on the system functionality, features and service quality. A summary of customer feedback for them is included here. There is more information about the sites in Appendix 7 Electronic Service Delivery.

ServiceNSW

One visitor to the government portal, ServiceNSW, commented that it is, "...well structured and easy to navigate around. I use it a lot to find information on State Government services and contact points."

Several other visitors were pleased by quick responses and said the site provided a good service.

shop.nsw

shop.nsw customers, both national and international, expressed appreciation for excellent service, a prompt reply and information and cooperation.

NSW Government Directory

The NSW Government Directory was redesigned and redeveloped in January 2006. The new directory now includes mapping enhancements allowing visitors to locate NSW Government organisations via a map. An update campaign is also underway to ensure entries in the directory are up-to-date and accurate. One visitor found that the site is getting a lot more user friendly.

Channel NSW

In the Millward Brown survey of November 2005 Channel NSW was the highest ranked provider in terms of the provision of useful information and information viewers felt they could not access elsewhere. This survey compared Channel NSW with other digital providers such as Macquarie Bank Channel, Christian Channel, Channel 9, Channel 7, Channel 10, ABC2 and SBS. Viewer numbers were estimated at 250,000 within the Sydney metro region.

GCIO website

650 messages were received through the GCIO Website (info_gcio@commerce.nsw.gov.au). Of these, there were 15 complaints, one related to the use of CTC equipment and the remainder related to errors with website availability. All complaints were resolved directly with consumers.

Policy Support Services

A Gateway Reviewer said they had found the process enjoyable and interesting and appreciated working as a team. They said they had found the agency was eager to be responsive to the team's observations and they could see the value to them of the gateway review process in strengthening their business case.

Another client agency, using the outsourced financial assessment and risk advisory service for the first time, said that their assessment requirements were "satisfactorily met by the (external) financial assessor" and thanked Commerce for the assistance it had provided.

Appendix 6 Credit card certification

In accordance with Treasurer's Directions and Premier's Memoranda, the Director-General certified that credit card use during 2005/06 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 minor.

Appendix 7 Electronic service delivery

Office of Fair Trading

Business Licence Information Service upgrade

In the past 12 months, the Office of Fair Trading undertook a major upgrade of its Business Licence Information Service (BLIS).

BLIS is an internet-based service, which provides the business community and the public with detailed information on all NSW government licences, permits and associated regulations. In addition, the service gives customers a wide range of information regarding the general requirements for establishment or ongoing operation of a business in NSW.

The new BLIS improves on the previous system by providing a friendly and easy to use web-based service which contains more information than ever before. The internet user is able to search for, and obtain information about, a broad range of NSW and Federal Government regulations relevant to their business, including essential taxation, employee relations and

OH&S requirements. The customer can then select the documents, forms and information sheets they need, and either download them or have them sent out by post, email or fax.

The new BLIS will also provide a valuable resource for Fair Trading employees, assisting staff to provide up-to-date licensing and regulatory information to the public over the telephone or through our Fair Trading Centres located throughout NSW.

The upgraded BLIS facility is expected to be available to the public in late 2006.

Register of Encumbered Vehicles

The Register of Encumbered Vehicles (REVS) has continued to improve its service delivery to clients, concentrating on internet facilities. In May 2006, REVS began providing clients with weekly information reports via email. This service has been well received by many clients and has resulted in major cost and productivity savings for REVS.

REVS introduced a facility for the Fair Trading Information Centre to email certificates to clients who made REVS telephone inquiries. Previously, certificates were only mailed or faxed to inquirers.

Two other service enhancements have been under development and are planned for implementation later in 2006:

- An internet facility to enable over-the-counter search certificates for vehicles and boats to be provided through Fair Trading Centres and other locations, such as Government Access Centres
- The extension of registration and search facilities for boats via the REVS website. This service is being piloted in June/July 2006 to account customers before being extended to the public.

We are also reviewing the design of the REVS website, focusing on providing a more user friendly site with expanded information to enhance customers' access to and understanding of REVS' services.

Office of Industrial Relations

The Office of Industrial Relations uses electronic and online communication channels as the primary means to deliver services to NSW employees and employers. During 2005/06, over 88 per cent of clients contacting the Office of Industrial Relations used its online information services.

Activity on the Office's website increased by 30 per cent, with 2.09 million visitors to the site during 2005/06.

Nearly 75,000 people used Check Your Pay, the Office's online application which allows users to calculate wages and other entitlements. Check Your Pay has now been adopted by the Western Australian and Queensland Governments to provide similar services in those states.

Pay Rate Updates, the Office's free email update service that notifies subscribers of changes to NSW private sector awards, also showed significant growth. The number of subscribers to Pay Rate Updates increased by 70 per cent during the year, to nearly 77,000 users.

To ensure that employers are able to display relevant awards in their workplace, the Office continued to provide the full text of major NSW private sector awards for free download through its website. During 2005/06, 216,395 awards were downloaded, a 56 per cent increase over 2004/05.

Compare What's Fair is the Office's latest online business tool for New South Wales employers and employees. This product enables employers and employees to compare current award entitlements with proposed workplace agreements. *Compare What's Fair*:

- checks if any current rights or entitlements will be lost under a proposed agreement
- calculates the amount earned over a year, including entitlements, based on a typical working week under an existing award and a proposed agreement and
- evaluates the minimum hourly rate required under an agreement to give the same annual salary as the current NSW award applying to the equivalent work.

Since its 2 March 2006 launch, 6,280 employers and employees have used *Compare What's Fair*.

Office of Public Works and Services

StateFleet Online

StateFleet launched new online reporting services, replacing the FleetLine system with the StateFleet Online website.

The reports cover all aspects of fleet management, including vehicle utilisation, fuel costs, environmental performance and potential savings through shorter changeover times. They can be viewed from a number of levels, from looking at the fleet as a whole, down to an individual vehicle.

The system is available to all fleet managed clients requiring information on the status of their fleets. It delivers information to clients in a more timely and efficient manner and increases cost saving opportunities through improved reporting.

Centre of Excellence

Commerce's Project Management Centre of Excellence (CoE) comprising senior project managers has an ongoing program for improving project results and increasing client satisfaction through the development of systems and tools that support project managers and team members. The CoE monitors client satisfaction feedback, project data and developments in the industry to ensure that Commerce's service incorporates industry best practices. In 2005/06, the CoE focused on the development of a new *e enabled* project management system and on developing a framework and requirements for learning and development of project management competencies and skills. These initiatives will improve the efficiency and quality of its staff and deliver better project outcomes for clients.

Cognos reporting

During 2005/06, Financial Services Branch, Central Corporate Services Unit (CCSU) progressively rolled out Cognos ReportNet to a number of its clients. As part of the rollout, training covering the use of Cognos Connection, PowerPlay Web, running reports and analysing data, was provided to more than 100 clients and internal users. Feedback from these sessions was extremely positive with many users commenting on the system's ease of use and intelligent functionality. Sets of financial reports have also been developed for more than 20 clients. Future plans include developing reports for the accounts payable, accounts receivable, fixed assets and other modules within the Masterpiece Accounting System.

HR Flex Time management system

The Flex Time management system was developed by CCSU and rolled out to 160 CCSU staff. An initial pilot provided an opportunity to evaluate the performance of the product and identify and correct any program anomalies. The system provides for daily entry of staff time and attendance data, management of accrued balances for flex time, banked flex time, time in lieu of overtime and study time. By June 2006, the Flex Time Management System was ready for rollout to CCSU clients.

Completion of Stage 1 of the RIMS Program

Stage 1 of CCSU's Records and Information Systems (RIMS) Program was completed in 2005/06, introducing the new records management application, *Objective*, to 20 client organisations in eight weeks. *Objective* replaced RecFind, providing CCSU and its clients with a comprehensive system for managing corporate information assets that meets the requirements of the State Records Act (1988).

During implementation, the project team migrated 44 databases from RecFind to *Objective*, creating records for 40,000 boxes, 400,000 file parts and 1,000,000 documents.

An extensive training programme was carried out and during implementation members of the RIMS Program team 'floor walked' at all client locations to provide real-time advice and assistance in using *Objective*.

Survey and Spatial Information Services

Survey and Spatial Information Services (SASIS) continued its successful electronic delivery of building asset data for the Department of Education and Training. During the life of the project, data representing 7,800 construction projects at new or existing schools and TAFE colleges across New South Wales has been delivered to the client. Systems have been developed to enable the recovery of all data delivered during the life of the project to ensure the integrity of the client's database. SASIS has also developed a process so that the Sydney Catchment Authority can brief survey consultants to collect, process and deliver electronic asset data in a format that will comply with the Authority's spatial data standards.

In a pilot project, Commerce successfully presented the Authority with built asset data for Avon Dam in the form of a personal geodatabase.

Environmental water data

Manly Hydraulics Laboratory has been at the forefront of electronic delivery of environmental water data for the past decade. This year it has enhanced web delivery, voice activated delivery for flood warnings in Kempsey Shire and transfer of data in real time to CSIRO and Bureau of Meteorology for use in ocean circulation and wave forecasting models.

Modelling software

In the area of Wastewater Services, design processes have been improved by adopting dynamic modelling software to analyse sewage transport systems so that sewerage authorities can more accurately determine system capacity and predict potential overflows under varying flow conditions.

In addition, improved analysis using refined process/hydraulic modelling software and data from in-situ monitoring of existing treatment systems, allows for a more reliable capacity rating of new and existing systems.

Office of NSW Procurement

The Office of NSW Procurement delivered a number of innovative services through electronic channels for government agencies, industry and community. An overview of services delivered through electronic channels is provided here:

ServiceNSW

The NSW Government portal, www.nsw.gov.au, is the community's one-stop entry point to NSW government services. ServiceNSW provides 24-hour access to government information and services and is the Government's first point of contact in providing electronic service delivery.

In 2005/06, ServiceNSW spotlighted over 240 announcements and events and the site received over 2.4 million visits with over 8 million page views. On average, it receives over 200,000 visits per month. ACNielsen/NetRatings statistics indicate that the nsw.gov.au domain is consistently the nation's most popular state government domain.

ServiceNSW in 2005/06 enhanced the Communities sector, which now includes 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.

NSW Government Directory

The online New South Wales 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 360 agencies.

During 2005/06, the directory was redeveloped to improve the display and organisation of information. The directory includes a very popular A-Z browse section and a powerful 'search' facility. It also supports a map facility providing visitors with the location of NSW government offices and business units.

jobs.nsw

jobs.nsw is the NSW Government's recruitment website. It publishes public sector job vacancies. Compared to 2004/05, the use of *jobs.nsw* for public browsing and online job applications grew by 25%. 2,541,384 visitors browsed the site in 2005/06 compared to 2,043,505 visitors in 2004/05. *jobs.nsw* received 62,278 online job applications in 2005/06 compared to 49,798 online job applications in 2004/05. The website has over 200,000 registered users.

NSW eTendering

The NSW eTendering system provides online access to current government tendering opportunities. Users can view, download and print tender documents and submit responses into the electronic tender box using the Internet. NSW eTendering also provides information on future, recently closed and awarded tenders.

1373 government tenders were published on eTendering system in 2005/06 compared to 983 tenders in 2004/05. The number of tenders downloaded from the website grew from 22,602 in 2004/05 to 23,282 in 2005/06.

Suppliers can register for notification by email when a tender opportunity matching their profile is published. This feature provides easier access to government business opportunities and removes geographical barriers to regional suppliers. 40,539 public registrants have registered for email notification of opportunities that match their profile, 12,334 of which registered in 2005/06.

smartbuy®

smartbuy® electronic procurement solutions are designed to help government organisations conduct procurement activity by providing ICT infrastructure, contract compliance and process simplification as well as business process re-engineering, implementation and change management services.

In 2005/06 the use of smartbuy® increased significantly. 23,000 purchase orders were placed through the system in 2005/06 compared to 6,000 in 2004/05.

The orders valued \$109 million were transacted in 2005/06. The number of procurable items increased to 128,000 in 2005/06 compared to 47,000 in the 2004/05.

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 2005/06, total sales through *shop.nsw* exceeded \$500,000. This total included \$56,000 in publication sales and \$453,548 in product sales.

Fourteen 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 4,000 items are listed in the *shop.nsw* online catalogues.

Channel NSW

Channel NSW is the Government and public information television pilot that shows on Sydney free-to-air digital television. It broadcasts on Channel 45 and features live video, text and graphical updates on a range of topics including traffic conditions, surf and coastal reports, public health messages and details of upcoming cultural events.

Recent independent audience research by Newspoll and Millward Brown reveals that over 250,000 people watched Channel NSW at least once a month and it was ranked as the most useful new channel on digital television.

Currently, 70 State and Federal Government agencies are providing content, 30 video information programs are broadcast monthly and 12 NSW government agency television commercials are being aired.

FUELnet

FUELnet is a web based system developed and customised to provide fuel contract rates to agencies in a simple and easy to understand format. The system contains a pricing calculator and empowers client agencies to automatically generate monthly reports from the website in a variety of formats. The FUELnet is developed exclusively in a lead up to support client agencies in using the new whole of government fuel contract that commenced on 1 July 2006.

Default Procurement System for Construction

The NSW Department of Commerce provides the default Procurement System for Construction for use by NSW Government agencies that are not accredited as capable of procuring the capital works under the Agency Accreditation Scheme announced via the NSW Treasury Circular TC 04/07.

The Procurement System for Construction generally consists of instrument templates, guidelines and tools for selection of procurement strategies, contract risk allocation and standard form contracts, service provider selection (including prequalification/accreditation of service providers), tender processes, service provider performance management and formal dispute resolution to support NSW Government agencies.

The agencies can access various documents and resources pertaining to the system via Commerce website. In 2005/06 significant enhancements to the website were implemented to improve accessibility.

Security of Payment Website

Built as a part of Commerce website, the Security of Payment website provides information to the industry about the Building and Construction Industry Security of Payment Act 1999.

In 2005/06, the website was redeveloped making 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 8 Freedom of Information

This Appendix provides additional statistical information about Freedom of Information. It should be read in conjunction with the more detailed Freedom of Information material in Corporate Governance, page 39.

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	
		04/05	05/06	04/05	05/06	04/05	05/06
A1	New (including transferred in)	11	13	212	212	223	225
A2	Brought forward	0	1	11	29	11	30
A3	Total to be processed	11	14	223	241	234	255
A4	Completed	10	12	159	187	169	199
A5	Transferred out	0	0	4	4	4	4
A6	Withdrawn	1	0	11	35	12	35
A7	Total processed	11	12	174	226	185	238
A8	Unfinished (carried forward)	0	2	29	15	29	17

Section B - What happened to completed requests?

(Completed requests are those on Line A4)

Result of FOI request		Personal		Other		Total	
		04/05	05/06	04/05	05/06	04/05	05/06
B1	Granted in full	9	10	67	107	76	117
B2	Granted in part	1	2	50	45	51	47
B3	Refused	0	2	42	33	42	35
B4	Deferred	0	0	0	0	0	0
B5	Completed*	10	14	159	185	169	199

*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.

		04/05	05/06
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	
		04/05	05/06	04/05	05/06
D1	Number of requests requiring formal consultation(s)	146	102	146	121

Section E - Amendment of personal records

Number of requests for amendment during the period.

Result of Amendment Request		Total 04/05	Total 05/06
E1	Result of amendment – agreed	0	0
E2	Result of amendment – refused	0	0
E3	Total	0	0

Section F - Notation of personal records

Number of requests for notation processed during the period.

		Total 04/05	Total 05/06
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	
		04/05	05/06	04/05	05/06
G1	Section 19 (applic. Incomplete, wrongly directed)	0	0	0	0
G2	Section 22 (deposit not paid)	0	0	10	15
G3	Section 25(1)(a1) (diversion of resources)	0	0	0	0
G4	Section 25(1)(a) (exempt)	1	2	66	52
G5	Section 25(1)(b), (c), (d) (otherwise available)	0	0	0	0
G6	Section 28(1)(b) (documents not held)	0	2	16	11
G7	Section 24(2) – deemed refused, over 21 days	0	0	0	0
G8	Section 31(4) (released to Medical Practitioner)	0	0	0	0
G9	Totals	1	4	92	78

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	
		04/05	05/06	04/05	05/06
H1	All completed requests	\$29,542	\$31,225	\$13,026	\$13,910

Section I - Discounts allowed

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

Type of Discount Allowed	Personal		Other		Total	
	04/05	05/06	04/05	05/06	04/05	05/06
I1 Public interest	1	0	4	0	5	0
I2 Financial hardship – Pensioner/Child	0	2	3	7	3	9
I3 Financial hardship – Non profit organisation	1	0	1	1	2	1
I4 Totals	2	2	8	8	10	10
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	
	04/05	05/06	04/05	05/06	04/05	05/06
J1 0 - 21 days	10	8	104	110	114	118
J2 22 – 35 days	0	3	31	36	31	39
J3 Over 35 days	0	1	50	41	50	42
J4 Totals	10	12	159	187	169	199

Section K - Processing time

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

Processing Hours	Personal		Other		Total	
	04/05	05/06	04/05	05/06	04/05	05/06
K1 0 – 10 hrs	9	11	151	159	160	170
K2 11 – 20 hrs	1	1	22	7	23	8
K3 21 – 40 hrs	0	0	6	12	6	12
K4 Over 40 hrs	0	0	6	9	6	9
K5 Totals	10	12	159	187	169	199

Section L - Reviews and appeals

Number finalised during the period

	04/05	05/06
L1 Number of internal reviews finalised	16	8
L2 Number of Ombudsman reviews	2	1
L3 Number of Administrative Decisions Tribunal appeals finalised	7	7

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

Bases of Internal Review	Personal 04/05		Personal 05/06		Other 04/05		Other 05/06	
	Upheld*	Varied*	Upheld*	Varied*	Upheld*	Varied*	Upheld*	Varied*
L4 Access refused	0	0	0	0	13	3	0	1
L5 Deferred	0	0	0	0	0	0	0	0
L6 Exempt matter	0	0	0	0	0	0	5	2
L7 Unreasonable charges	0	0	0	0	0	0	0	0
L8 Charge unreasonably incurred	0	0	0	0	1	0	0	0
L9 Amendment refused	0	0	0	0	0	0	0	0
L10 Totals	0	0	0	0	13	3	5	3

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

Appendix 9 Funds granted to non-Government community organisations

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 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 is a one-off set of grants in 2005/06. The grants are for community organisations to deliver tenancy-focused information and education to Culturally and Linguistically Diverse (CALD) communities. The Rental Bond Board funds the grants program.

Program area: Consumer and Trader Services

Program: Tenants Advice and Advocacy Program (TAAP) 2005/06

Funded organisations	Purpose	Funding \$
Canterbury-Bankstown Migrant Resource Centre Inc	Southern Sydney Tenants Advice & Advocacy Service	361,646.64
Central Coast Tenants Advice & Advocacy Service Inc	Central Coast Tenants Advice & Advocacy Service	230,052.37
Central West Community College Ltd	South Western NSW Tenants Advice & Advocacy Service	732,287.14
Combined Pensioners and Superannuants Association of NSW Inc	Older Persons Tenancy Service	175,582.91
Combined Pensioners and Superannuants Association of NSW Inc	Park and Village Service	262,500.53
Dtarawarra Pty Ltd	TAAP Aboriginal Resource Service	142,296.71
Eastern Area Tenants Service Inc	Eastern Sydney Tenants Advice & Advocacy Service	235,039.61
Hunter Region Neighbourhood Centres Forum Inc	Hunter Tenants Advice & Advocacy Service	331,408.40
Illawarra Legal Centre Inc	Illawarra / South Coast Tenants Advice & Advocacy Service	262,841.11
Inner West Aboriginal Community Company Ltd	Greater Sydney Aboriginal Tenants Advice & Advocacy Service	244,459.97
Macarthur Legal Centre Inc	South Western Sydney Tenants Advice & Advocacy Service	294,960.84
Many Rivers Administrative & Legal Services Inc	Northern NSW Aboriginal Tenants Advice & Advocacy Service	343,056.05

Funded organisations	Purpose	Funding \$
Management & Advisory Services Aboriginal Corporation	Southern NSW Aboriginal Tenants Advice & Advocacy Service	387,366.83
Marrickville Legal Centre Ltd	Inner Western Sydney Tenants Advice & Advocacy Service	240,026.86
Murdi Paaki Regional Enterprise Corporation Ltd	Western NSW Aboriginal Tenants Advice & Advocacy Service	429,536.01
Northern Area Tenancy Service Inc	Northern Sydney Tenants Advice & Advocacy Service	325,093.80
Northern Rivers Community Legal Centre Inc	Far North Coast Tenants Advice & Advocacy Service	271,268.11
North & North Western Community Legal Centre Inc	North Western NSW Tenants Advice & Advocacy Service	427,244.51
Port Macquarie Neighbourhood Centre Inc	Mid North Coast Tenants Advice & Advocacy Service	271,268.11
Redfern Legal Centre Ltd	Inner Sydney Tenants Advice & Advocacy Service	232,823.06
Tenants Union of New South Wales	TAAP Co-ordination resource service	508,140.00
UnitingCare NSW.ACT, The Uniting Church in Australia (NSW Synod)	Western Sydney Tenants Advice & Advocacy Service	536,213.65
TAAP Special Purpose Fund	Fund provides for ad-hoc projects and interpreter & translator costs for services funded under the TAAP.	37,023.00
TOTAL		7,282,136

Program area: Consumer and Trader Services

Program: Credit Counselling Program 2005/06

Funded organisations	Purpose	Funding \$
Anglicare North Coast Inc	Coffs Harbour Financial Counselling Service (from 1 December 2005)	25,500.00
Anglicare North Coast Inc	Coffs Harbour Financial Counselling Service – Grafton Outreach (from 1 December 2005)	13,770.00
CARE A.C.T.	Queanbeyan Financial Counselling Service	38,299.98
Centacare Port Macquarie	Centacare Financial Counselling Service	36,561.90
Consumer Credit Legal Centre (NSW) Inc.	Consumer Credit Legal Centre Credit/Debt Legal Service	144,401.40
Consumer Credit Legal Centre (NSW) Inc.	Consumer Credit Legal Centre – Credit Hotline	192,636.18
Eastlakes Family Support Service Inc	Eastlakes Financial Counselling Service	20,823.30
Granville Multicultural Community Centre Inc	Granville Financial Counselling Service	36,720.00
Illawarra Legal Centre Inc.	Illawarra Legal Centre – Financial Counselling & Credit/Debt Legal Advice Service	60,743.04
Kempsey Neighbourhood Centre Inc.	Kempsey Financial Counselling Service	37,805.28
Lifeline Broken Hill	Far West Credit Counselling Service	54,060.00
Lismore & District Financial Counselling Service Inc.	Lismore & District Financial Counselling Service	44,002.80

Funded organisations	Purpose	Funding \$
Lismore & District Financial Counselling Service Inc.	Lismore & District Financial Counselling Service – Mullumbimby & Byron Bay Outreach	27,268.68
Macarthur Legal Centre Inc	Credit / Debt Legal Advice Service	27,268.68
Mission Australia	Mission Australia Campbelltown	38,999.70
Mission Australia	Mission Australia Creditworthy Wollongong	36,561.90
Murwillumbah Community Support Centre Inc.	Murwillumbah Financial Counselling Service	29,128.14
Redfern Legal Centre	Credit/Debt Legal Advice Service	22,310.46
The Salvation Army (NSW) Property Trust	Moneycare Financial Counselling Service - Campbelltown	23,460.00
The Uniting Church in Australia Property Trust (NSW)	Creditline Sydney	111,534.96
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith	51,186.66
The Uniting Church in Australia Property Trust (NSW)	Creditline Fairfield	62,535.18
The Uniting Church in Australia Property Trust (NSW)	Lifeline Newcastle and Hunter	37,185.12
Total		1,172,763

Program area: Consumer and Trader Services

Program: Other Funded Community Services 2005/06

Funded organisations	Purpose	Funding \$
The Aged-care Rights Service Inc.	Advice & advocacy to retirement village residents	342,758
Total		342,758

Program area: Consumer and Trader Services

Program: Financial Counselling Trust Fund 2005/06

Funded organisations	Purpose	Funding \$
Anglicare—South East	Anglicare Financial Counselling Service	28,725.24
The Trustee of Anglican Church (Armidale)	New England Financial Counselling Service (formerly known as Anglican Counselling Service)	36,720.00
Creating Links Co-operative Ltd	Creating Links Financial Counselling Project	37,185.12
Christian Community Aid Service Inc	Christian Community Aid Service Financial Counselling	36,720.00
Eurobodalla Family Support Service Inc.	Eurobodalla Financial Counselling Service	38,424.42
Gosford City Community and Information Service Ltd	Gosford Community Financial Counselling Service	51,904.74

Funded organisations	Purpose	Funding \$
Hunter Valley Financial Counselling Project	Hunter Valley Financial Counselling Service	43,382.64
Lifeline Central West Inc.	Creditline Central West Financial Counselling Service	64,294.68
Lifeline Central West Inc	Creditline Riverina Financial Counselling Service	54,000.00
San Remo Neighbourhood Centre Incorporated	San Remo Financial Counselling Service	38,204.10
The Salvation Army (NSW) Property Trust	Moneycare—Campsie	19,499.34
The Salvation Army (NSW) Property Trust	Moneycare Forster/Tuncurry	12,186.96
The Salvation Army (NSW) Property Trust	Moneycare—Parramatta	30,102.24
The Salvation Army (NSW) Property Trust	Moneycare—Lethbridge Park	30,102.24
The Salvation Army (NSW) Property Trust	Moneycare – Taree/Wingham	24,374.94
The Trustee of the Society of St. Vincent de Paul (NSW)	St.Vincent De Paul Society Broken Bay Financial Counselling Service	24,374.94
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith—Outreach Hawkesbury/Richmond	24,374.94
The Uniting Church in Australia Property Trust (NSW)	Creditline Penrith—Outreach Quakers Hill/Blacktown	24,374.94
The Uniting Church in Australia Property Trust (NSW)	Creditline Nowra	39,336.30
The Uniting Church in Australia Property Trust (Victoria)	St David's UnitingCare - Albury	30,987.60
Woodrising Neighbourhood Centre Inc	Creditline Westlake Macquarie Financial Counselling Service	37,185.12
Total		726,461

Program area: Consumer and Trader Services

Program: Home Building Grants Program 2005/06

Funded organisations	Purpose	Funding \$
MBA Newcastle Group Training Pty Ltd	Newcastle MBA Group Training	67,000
Kidsafe NSW Inc	Update of Child Home Safety Construction Guidelines	47,181
Total		114,181

Program area: Consumer and Trader Services

Program: Property Service Grants Program 2005/06

Funded Organisations	Purpose	Funding \$
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	20,100
Australian Livestock & Property Agents Association Limited	Professional Development Program	83,830
		266,471

Program area: Fair Trading Standards & Registers

Program: Co-operatives Development Grant Fund

Funded Organisations	Purpose	Funding \$
Australian Centre for Co-operative Research and Development (ACCoRD)	Joint venture between the Office of Fair Trading, University of Technology Sydney and Charles Sturt University	52,500
Tamworth Produce Marketing Co-operative Limited	Market Research & Feasibility Study - to investigate markets for lucerne hay	4,364
Macleay Regional Co-operative Limited	Printing of 'Macleay', celebrating the Centenary of the Macleay Regional Co-operative Limited	7,085
Native Fish Growers Co-operative Limited	Business plan – to scope complementary businesses and the construction of a small animal abattoir	2,385
Hastings Co-operative Limited	Feasibility study – acquisition of the Comboyne Co-operative Rural Supply business	6,188
University of Technology Sydney	Production of national on-line newsletter, "Co-operative Connections"	16,000
Karalta Road Park Home Owners Incorporated	Feasibility study – establishment of a co-operative to own and operate a manufactured home park for residents	7,000
Co-operative Federation of NSW Limited	Annual co-operative conference and information seminars	15,180
Barraba Community Learning Association Incorporated	Facilitator to lead community groups in forming a co-operative to provide administration for adult education providers	5,727
Total		116,429

Program: Office of Fair Trading

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
Total		\$50,000

Program: Office of Fair Trading

Program area: Think Smart Tenancy Grants Program

Funded Organisations	Purpose	Funding \$
Assyrian Australian Assoc Fairfield	<ul style="list-style-type: none"> Provision of information sessions and workshops in partnership with Real Estate agents and community housing representatives. Development of translated tenancy kits. Broadcast of tenancy information on local Assyrian community radio. 	\$19,877
Auburn Migrant Resource Centre Auburn	<ul style="list-style-type: none"> 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 (CCC) Cabramatta	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Provide translated material and bilingual staff. 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Provision of interactive workshops run in partnership with church and community groups. Participants will also learn basic literacy and computer skills. 	\$10,500

Funded Organisations	Purpose	Funding \$
Migrant Resource Centre of Newcastle and Hunter Region Hamilton	<ul style="list-style-type: none"> 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 ie DVD & CD. 	\$19,192
Multicultural Community Radio Association (MRCRA) and Tongan Association of NSW (TAN) Burwood	<ul style="list-style-type: none"> Provision of weekly radio broadcasts on tenancy issues. Provision of quarterly talkback program ie 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Production of video by Korean youth media groups to be aired on local Korean TV station. 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 (IWA) Marrickville	<ul style="list-style-type: none"> Use of local Indonesian radio program to provide training, education and dissemination of information (10-15 min/fortnight and quarterly talkback radio). Provision of seminars/information sessions, translation and brochures. 	\$15,000
Total		\$207,741.70

Appendix 10 Government and Related Employees Appeals Tribunal and Transport Appeals Boards

Public sector appeals process

The Government and Related Employees Appeals Tribunal (GREAT) and the Transport Appeal Boards (TABs) 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 TABs are independent bodies that determine appeals by employees against disciplinary or promotion decisions by public sector transport authorities.

During 2005/06, 675 appeals were before GREAT. This represents a 19 per cent decrease on the previous year's total of 832, while 278 appeals went before TAB, representing a decrease of 16 per cent on the previous year.

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 are generally listed for hearing within 28 days of expiration of the closing date to lodge an appeal. Tribunal and Board decisions on promotion appeals are usually made on the day of the hearing.

Conciliation of appeals

During 2005/2006, GREAT continued to conciliate public sector disciplinary appeals and Police hurt-on-duty appeals in order to expedite the resolution of such disputes.

Of the 35 public sector disciplinary appeals received in 2005/06, 27 were finalised within the reporting year. Of these, 17 were withdrawn after a conciliation hearing as a result of settlements between the parties and nine were withdrawn prior to conciliation. The remaining matter was dismissed owing to a lack of jurisdiction to hear the appeal.

From 1 July 2005, GREAT commenced conciliating hurt-on-duty appeals from NSW Police officers. Of the 26 processed through conciliation during the year, only six progressed to a full hearing.

The success of conciliation has resulted in savings across the public sector as they are significantly less resource intensive than formal Tribunal hearings that may involve the engagement of legal representatives, witnesses, relevant experts and associated personnel and research materials to run the case.

The NSW Audit of Expenditure and Assets Report

In February 2006, the Treasurer's *NSW Audit of Expenditure and Assets Report* made recommendations regarding the abolition of GREAT and TAB, and the transferring of functions to the NSW Industrial Relations Commission. The Premier's accompanying *Economic and Financial Statement* noted that the Audit highlighted the opportunity to consolidate the work of both tribunals and to ensure that the overall result does not have a negative impact on the rights of public sector workers.

Since February, the Department has participated in a study coordinated by the Premier's Department to consider options for implementation of the Audit Report's recommendation.

Computerised registry filing system

During 2005/06, the GREAT/TAB Registry enhanced its computerised database for its appeal file tracking system. This database has replaced the majority of manual recording and tracking systems that were in place prior to its implementation, and has permitted improved management of the registry.

Performance results

Outcome: Effective compliance with regulatory requirements					
Measure: Number of appeals received	GREAT	02/03	03/04	04/05	05/06
		1,053	820	832	675
	TAB	02/03	03/04	04/05	05/06
		574	791	322	278

Appendix 11 Implementation of price determination

During 2005/06 Commerce sought no price determinations from the Independent Pricing and Regulatory Tribunal.

Appendix 12 Land disposal

The Department of Commerce disposed of the following land in 2005/06:

Property street address	Sale method	Purchaser	Settlement date	Price
5 Horne St PORT KEMBLA	Transfer to NSW Health	NSW Health	28.06.06	\$1,750,000
			Total	\$1,750,000

Appendix 13 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

Legislative change

Office of Fair Trading

Residential parks

A major package of changes to the *Residential Parks Act 1998* was passed by Parliament in December 2005. This followed a statutory review of the legislation. The reforms came into effect in February and April 2006. A number of significant refinements to the laws have been made in relation to:

- disclosure of information and advertising on park tenancies
- termination of tenancies process when a park is facing redevelopment
- compensation payable to residents who have to leave because of redevelopment
- sale of homes within parks
- rights for residents who need to leave for long-term term medical care
- emergency service access
- appointment of an administrator to manage a park when residents' well-being is under threat.

False bidding at auctions

The Government implemented reforms to promote transparency and fairness through bidder registration for auctions in 2003. These reforms were positively received by agents and consumers alike. In February 2006, further refinements to the legislation were passed by Parliament.

The *Property Stock and Business Agents Amendment Act 2006* contains provisions to explicitly outlaw dummy bidding in relation to residential property or rural land, which is a bid by or on behalf of the seller other than the single vendor bid made by the auctioneer on behalf of the seller.

Prior to the amendment, there was merely a restriction that only one bid could be made by or on behalf of the seller at an auction of residential property or rural land.

Where a residential property or rural land is passed in at auction it is usual for it to be later marketed for sale. In statements or advertisements made by agents when marketing such properties, the last bid made at the auction is often stated. If the last bid was made by the

seller, a potential buyer of the property could be misled as to the market value of the property. The Amendment Act provides that, where the amount of the last bid is stated in subsequent marketing, and that bid was the seller's bid, that it be identified as such.

Reduced licence restoration fees

Fees payable for an application to restore an expired licence or certificate of registration were reduced from 16 January 2006.

Most fair trading licences and registrations are granted for a fixed term and must be renewed before the expiry date. However, because a renewal date can inadvertently be overlooked, the licensing laws allow an application to be made within three months to have an expired licence or certificate 'restored'.

In the past, the various fair trading licences were administered by several separate government agencies. For this reason, there is significant variation between the fee structures for the different licences. The regulatory amendments made in January 2006 introduced a consistent approach to setting application fees when restoring an expired licence or certificate.

As a result, restoration fees were reduced for builders, kit home suppliers, specialist tradespersons, building consultants, motor dealers, pawnbrokers and second-hand dealers, property agents, travel agents and valuers.

Home warranty insurance

During 2005 the home building laws were amended to establish a new governance structure for home warranty insurance providers and implement associated insurance reforms. Those provisions of the *Home Building Amendment Act 2004* relating to home warranty insurance commenced on 1 September 2005. The provisions included:

- the establishment of a Home Warranty Insurance Scheme Board to monitor the insurance scheme
- enabling the Minister for Commerce to enter into an Industry Deed with insurers
- authorising and requiring insurers to exchange relevant insurance information between themselves and with the Government
- enhancing the capacity of insurers to provide data to the Commissioner for Fair Trading and the protection of such data from disclosure
- the creation of a new offence for the making of false or misleading applications by builders for insurance.

The Home Building Amendment (Insurance Claims) Regulation 2005 provides that where a consumer makes an insurance claim, if the insurer has not determined liability within 90 days then, unless the insurer obtains an extension of time (from the insured or the Consumer, Trader and Tenancy Tribunal) the claim is deemed to be accepted. The 90 days starts from the time the consumer provides the insurer with the prescribed claim information, as defined by the Claims Handling Guidelines which came into effect on 1 September 2005. The amendment provides a greater incentive for insurers to make a decision on a claim.

Electricity consumer safety

The *Electricity (Consumer Safety) Act 2004* and Electricity (Consumer Safety) Regulation 2006 commenced on 3 February 2006, replacing the *Electricity Safety Act 1945* and its regulations.

The significant changes from the previous legislation are:

- the extension of safety provisions to electrical installations which are not connected to a network, that is, are supplied by a stand-alone electricity generator
- maximum penalties for the most serious offences under the Act have been increased to \$55,000 in the case of a corporation and \$27,500 for an individual
- the existing requirement to advise Fair Trading about a serious electrical accident will be supported by a prescribed notification procedure in the Regulation
- appeals against administrative decisions will be made to the Administrative Decisions Tribunal and not the Minister.

Controlling graffiti

In May 2006 the Government introduced into Parliament the *Summary Offences Amendment (Display of Spray Paint Cans) Act 2006*. The Act requires retailers who sell spray paint cans to restrict access to those cans by keeping them either in a locked cabinet or behind a counter in such a way that members of the public cannot gain access to the cans without assistance.

The Act aims to reduce the amount of graffiti in the community by reducing the theft of spray paint cans and forms part of the Government's comprehensive anti-graffiti strategy.

Before drafting the Act, the Office of Fair Trading consulted widely with retailers and spray paint suppliers. As a result, retailers were given the option of keeping spray paints in a locked cabinet or behind a counter. Retailers expressed support for building as much flexibility as possible into the Act, so that different stores can choose the option which best suits their circumstances. Consequently, the Act also contains a power to make regulations to allow for further options for displaying spray paints, if these are considered appropriate in the future.

The Government has also agreed that, prior to the commencement of the Act, we will conduct a comprehensive education campaign which provides information not just about the new provisions, but also about the full range of measures being used to combat graffiti. This will ensure that retailers and consumers understand that restricting access to spray cans is an important part of an overall anti-graffiti strategy.

Maximum annual percentage rate

The *Consumer Credit (New South Wales) Amendment (Maximum Annual Percentage Rate) Act 2005* commenced on 1 March 2006. The amendment extends the maximum annual percentage rate, inclusive of fees and charges, to all loan products regulated by the Consumer Credit Code, with the exception of certain products by authorised deposit taking institutions.

The amendment addresses the issue of fringe lenders who had been avoiding the interest rate cap of 48 per cent by charging excessive fees and charges on top of a high rate of interest. From 1 March 2006, interest plus all ascertainable fees and charges must be included in the calculation of the maximum annual percentage rate.

This amendment will protect the most vulnerable consumers from being exploited and ensure that credit providers cannot impose exorbitant costs that lead to consumers being caught in an unmanageable debt cycle.

Public housing tenancy amendments

The *Residential Tenancies Amendment (Social Housing) Act 2005* commenced on 28 November 2005. The Act gave effect to the NSW Government's Plan for Reshaping Public Housing, released in April 2005. The Department of Housing is responsible for the policy development, consultation and implementation. The Office of Fair Trading cooperated with the Department of Housing in drafting the amendments to the Residential Tenancies Act.

The Department of Housing, as landlord, now has a structured and fair process whereby the eligibility to continue in public housing can be assessed at the end of a lease and allows for termination where the tenant is determined to be no longer eligible. Several amendments to the Residential Tenancies Act ensure that tenants are treated consistently and the Department has appropriate operational flexibility following the introduction of fixed term leases.

The Act allows the Department of Housing to charge tenants for water usage costs and adds a number of tenant protection clauses in relation to the revision of market rents.

These changes also apply to the Aboriginal Housing Office and could potentially apply to Community Housing following consultation with that sector. The Act also amends the objects of the Housing Act and the Aboriginal Housing Act to ensure they are consistent with the reforms.

Conveyancers licensing

The *Conveyancers Licensing Amendment Act 2006* was passed by Parliament on 24 May 2006. The amendments ensured that a legal practitioner, solicitor corporation or incorporated legal practice are disqualified under the Act and therefore ineligible to hold a conveyancer's licence.

The amendments also removed the controlled money accounting provisions of the Act, so that all money received in trust by a conveyancer will be required to be placed in a trust account. Other amendments adopted changes made earlier in 2006 to the disqualification provisions of

the Property, Stock and Business Agents Act. Adopting these amendments into the Conveyancers Licensing Act ensured continued consistency between the two licensing schemes.

Following the passage of the amendments, work continued on a number of implementation projects. These included finalising draft regulations to provide the administrative detail needed to support the operation of the Act. Licensing policies and compliance guidelines were also developed and information materials for conveyancers and consumers were prepared for the Fair Trading web site.

It is intended that the *Conveyancers Licensing Act 2003* will come into effect during the second half of 2006.

Valuers fee refunds

On 17 February 2006, a regulatory amendment was made to enable a valuer to be given a pro-rata fee refund if they surrender their registration early in its term.

Under the *Valuers Act 2003*, valuers are only required to renew their registration with Fair Trading every three years instead of annually, saving them time and money and reducing paperwork. Valuers who wish to leave the industry after having renewed their registration for three years, for example, retirees or those taking extended leave such as maternity leave, are now able to claim a partial refund.

A valuer is eligible for a refund if they surrender their registration during the first or second year of the three year term. Similar refunds may be made where a valuer dies within the first or second year of their registration period. The valuer's representative would need to write to the Office of Fair Trading to request the refund.

Bills assented to

- Residential Tenancies Amendment (Social Housing) Act 2005 – assented to 26 October 2005
- Consumer Credit (New South Wales) Amendment (Maximum Annual Percentage Rate) Act 2005 – assented to 17 November 2005
- Property, Stock and Business Agents Amendment Act 2006 – assented to 17 March 2006
- Summary Offences Amendment (Display of Spray Paint Cans) Act 2006 – assented to 31 May 2006.
- Conveyancers Licensing Amendment Act 2006 – assented to 31 May 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 2005-2006.

The *Statute Law (Miscellaneous Provisions) Act (No. 2) 2005* amended the:

- Home Building Act 1989
- Valuers Act 2003.

The *Statute Law (Miscellaneous Provisions) Act 2006* amended the:

- Home Building Act 1989
- Holiday Parks (Long-Term Casual Occupation) Act 2002
- Residential Parks Act 1998
- Residential Tenancies Act 1987
- Co-operatives Act 1992.

Subordinate legislation review

On 1 September 2005, the following regulations were remade under the staged repeal provisions of the *Subordinate Legislation Act 1989*:

- Co-operative Housing and Starr-Bowkett Societies Regulation 2005
- Co-operatives Regulation 2005
- Strata Schemes Management Regulation 2005.

The following regulations are in preparation to be remade on 1 September 2006:

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

Office of Industrial Relations

Industrial Relations Amendment Act 2005

This Act provides for the effective operation of the industrial relations privative clause (section 179 of Industrial Relations Act 1996) in terms of the finality of a decision of the Industrial Relations Commission and the Supreme Court's supervisory jurisdiction, the clarification of the unfair contracts jurisdiction of the Commission in respect of related conditions or collateral arrangements to a contract, the re-naming of the Industrial Relations Commission in Court Session as the Industrial Court and an extension of the allowable time for the making of an unfair contract application. [Commencement: 9 December 2005]

Shops and Industries Amendment (Special Shop Closures) Act 2005

For the purpose of providing public holiday respite for shop employees, this Act provides for the closure of general shops on 25 December 2005 and, except for shops in certain holiday resort areas and commercial business districts employing voluntary staff, on 26 December 2005 and 1 January 2006. [Commencement: 24 November 2005]

Industrial Relations Amendment Act 2006

This Act represents an initial response by the NSW Government to the Commonwealth's Work Choices legislation. It provides for the Industrial Relations Commission to resolve particular disputes pursuant to written referral agreements between parties, the conversion of certain consent awards into enterprise agreements, the constitution of a Commission Full Bench and a confirmation of the direction-giving powers of the Commission President in relation to Commission proceedings. [Commencement: 13 March 2006]

Public Sector Employment Legislation Amendment Act 2006

This Act includes, amongst other things, amendments of the Government and Related Employees Appeal Tribunal Act 1980 concerning 'employer' and 'employee' definitional coverage of the 1980 Act as a result of the Amendment Act's more detailed provisions with respect to the employment of public sector staff. [Commencement: 17 March 2006]

Legislative changes - Regulations

Industrial Relations (General) Amendment (Fees) Regulation 2005

This Regulation enables new fees to be charged by the Industrial Relations Commission (including for proceedings relating to unfair contracts and criminal proceedings), an increase in fees that the Commission currently charges and a differentiation in fees payable for natural persons and corporations. The new fee amounts and increases mirror those applicable in the Supreme Court. [Commencement: 1 August 2005]

Government and Related Employees Appeal Tribunal Regulation 2005

Being made in relation to the staged repeal program of the Subordinate Legislation Act 1989, this Regulation prescribes forms to be used in connection with the administration of the Government and Related Employees Appeal Tribunal Act 1980. [Commencement: 1 August 2005]

Annual Holidays Regulation 2005s

Long Service Leave Regulation 2005

Long Service Leave (Metalliferous Mining Industry) Regulation 2005

Each of these Regulations was made in relation to the staged repeal program of the Subordinate Legislation Act 1989. Each Regulation is in similar form and prescribes a worker's maximum ordinary annual pay amount for the purpose of calculating whether paid bonuses are relevant in annual or long service leave payments. [Commencement: 1 September 2005]

Industrial Relations (General) Amendment (Exemptions) Regulation 2006

As a consequence of the Commonwealth's Work choices legislation changes, this Regulation updates the monetary cap indexation amount and formula for the operation of the unfair dismissal jurisdiction of the Industrial Relations Commission. [Commencement: 30 June 2006]

Industrial Relations (General) Amendment (Fees) Regulation 2006

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 Supreme Court fee changes. [Commencement: 1 July 2006]

Appendix 14 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
- 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

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

<http://www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Government+Procurement+Publications.htm>

Gateway Reviews

<http://www.dpws.nsw.gov.au/Government+Procurement/Gateway+Review+Process/Gateway+Review+Process.htm>

Construction Procurement Publications

<http://www.dpws.nsw.gov.au/Government+Procurement/Government+Procurement+Publications/Construction+Procurement+Publications.htm>

Procurement System for Construction

<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.

<http://www.dpws.nsw.gov.au/Tenders/Construction+Suppliers/Prequalification+Schemes.htm>

Security of Payment Act Information Package

<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

<http://www.contractservices.nswp.commerce.nsw.gov.au/Home.htm>

Electronic Tenders

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

State Contracts Control Board

<http://www.dpws.nsw.gov.au/Government+Procurement/State+Contracts+Control+Board.htm>

Government Gazettes

<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: <http://www.gcio.nsw.gov.au/docs.asp?CAT=876>

Appendix 15a 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 Board has not been reconstituted after lapsing in June 1996 and no meetings of the Board were held during the reporting year. Instead, the Government reviewed the role of the Board as part of an audit of government telecommunications infrastructure. It is currently considering options, 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 the Department 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.

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.

Consultants

The Authority did not engage any consultants during the reporting year.

Payment of accounts

Corporate support services to Telco are provided by the 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 2005/06. 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 Department of Commerce Annual Report Appendices.

New South Wales Government Telecommunications Authority

McKell Building
Level 21, 2-24 Rawson Place, Sydney NSW 2000
Tel 61 2 9372 8278
F 61 2 9372 8299

Appendix 15b Australian Centre for Advanced Computing and Communications (ac3)

The vision of ac3 is to provide a central focus for the information and communications technology (ICT) needs of government agencies and the university research community in New South Wales.

Functions of ac3

- Provide purpose-built, secure data centre facilities at the Australian Technology Park in Eveleigh, Sydney.
- 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 supercomputing 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 57 per cent of the shares in the company are held on behalf of the NSW Government by the NSW Government Telecommunications Authority, 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 manage the day to day operations of the company.

2005/06 Audit Report

NSW Audit Office in its 2005/06 Statutory Audit Report noted that the company has made significant losses since its incorporation in 2000 and recommended that the Board closely monitors future budgets and cash flow statements to ensure the company's financial viability is maintained.

The Board has noted the audit comments and recommendation. Although ac3 incurred a loss of \$258,000 in 2005/06, this is an improvement on the loss incurred in 2004/05. Further the budgeted result for 2006/07 is anticipated to be \$394,000 surplus. The Board will continue to monitor the financial viability of the company.

Contacting ac3

Bay 9, Locomotive Workshop
Australian Technology Park
Eveleigh, Sydney

Appendix 16 Overseas travel

In 2005/06, eight officers travelled overseas on government business, some at minimal or no cost to government.

Dillon Kombumerri – Turkey

Purpose: To attend and present a paper to the International Union of Architects conference in Istanbul

Benefits: The visit provided an opportunity to profile Australian architecture from an Aboriginal perspective and to highlight the commitment of the NSW Government to develop and foster indigenous professionals that assist their communities.

Chris Martin – New Zealand

Purpose: To attend the 2005 Australasian Police Facility Manager's Conference

Benefits: Provided the opportunity to bench mark facility development and obtain knowledge of related procurement, design and management options for police facilities.

Bruce Pettman – New Zealand

Purpose: To participate in the joint AustHeritage and National Preservation Unit of New Zealand conference in Wellington

Benefits: An opportunity to explore the challenges associated with developing disaster response plans as a consequence of the 2004 Boxing Day tsunami and its impact on cultural and heritage places in the Asian and Pacific regions.

Graham Miller – Malaysia

Purpose: To attend and deliver a keynote address to the international conference on Effective Facilities Planning and Management in Kuala Lumpur

Benefits: Provided the opportunity to publicise NSW Government initiatives in relation to asset management and exchange knowledge and best practice in the field of facilities planning and management.

John Anderson – Korea

Purpose: To participate in the International Water Association's 5th International Conference on Water Reclamation and Reuse

Benefits: The information received and contacts made at conference enhanced the Department's capabilities as a centre of excellence in water recycling.

George Fuller – Germany and The Netherlands

Purpose: To witness factory testing of pumps, motors and water flow meters for the Sydney Catchment Authority

Benefits: To complete contractual obligations of the department regard the Sydney Metropolitan Water Plan and the transfer systems to recover water stored in deep areas of the Nepean Dam.

Jospeh Vaz – China and Korea

Purpose: To witness factory testing of specialist water flow control equipment for the Sydney Catchment Authority

Benefits: To complete contractual obligations of the department in regard to the Sydney Metropolitan Water Plan and the transfer systems to recover water stored in deep areas of the Nepean Dam.

John Davidson – Finland

Purpose: To attend the Workplace Network 2006 Conference of CEOs in Helsinki

Benefits: Provided the opportunity to obtain knowledge of new workplace concept planning and the transformation of the workplace as a result of the impact of information technology and the demands of knowledge intensive businesses.

Appendix 17 Research and development**Office of Industrial Relations****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, the Office of Industrial Relations 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.

National Industrial Relations Conference

On behalf of the State and Territory governments of Australia, the Office of Industrial Relations coordinated and jointly hosted a national forum on July 13 2005. Entitled *'Fair Go or Anything Goes'* the one day event promoted informed national debate on the then proposed raft of federal government industrial relations changes. In a continued and unified effort to bring the relevance of those changes to the attention of all Australians, a second conference in the *'Fair Go'* series will be held in August 2006.

Office of Public Works and Services

Sustainable Water Solutions (SWS) is involved in research and development in fishway designs, in conjunction with fish biologists, to improve functionality at reduced construction costs. This will lead to potential cost reduction of around \$0.5 million or 20 per cent for each major fishway structure.

Innovative concept designs for trapping and holding cage systems were developed in 2005/06 for the commercial harvesting of carp. For the first time on a major fishway, commercial carp harvesting provisions were incorporated into the detail design for the Lock 1 fishway structure on the Murray River.

SWS 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.

Manly Hydraulics Laboratory (MHL) contributed 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.

In collaboration with the University of NSW Engineering Department, MHL supports a range of honours and PhD projects. This year a PhD project, "Use of Neural Networks For Real-Time Prediction of Algal Blooms", is being co-supervised by the Principal Engineer, MHL - Dr David van Senden. The project focuses on analysis and investigation of the Hornsby Council algal bloom warning system data.

Water Services 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
- Perradenya Water Reclamation Plant

Office of NSW Procurement

Working with clients and other stakeholders, the Office of NSW Procurement is involved in a number of research and development initiatives with a new emphasis on client focussed solutions to introduce new value adding service features and efficient business processes and systems to improve procurement outcomes.

Greenbuy – Implemented as a part of smartbuy®, Greenbuy will highlight the green or environmental features of products available on SCCB contracts and create specialist catalogues. It will display visual images of a product's environmental criteria, including energy and water efficiency ratings.

Tender Management – An online tender preparation and evaluation tool is being implemented for whole of government use to reduce tender process times for suppliers and agencies.

Contract Administration – Contract administration tool development is being undertaken by eBusiness Solutions for a whole of life cycle contract administration system capability for access by NSW government agencies.

Online Request for Quotes – The smartbuy® system is being enhanced to provide an online Request-for-Q service for clients to easily source supplier quotes on commodities.

Catalogue Content Management - Improved smartbuy® catalogue content range and search management services.

Document exchange service – A new Procurement document exchange services, known as the smartbuy® eHub, to support extended supply chain requirements and meet client agencies market facilitation needs.

smartbuy® REPORT – a new product was developed to support agencies in their procurement planning through generation of procurement reports.

Vendor Management – Establishment of Vendor Management Unit to improve communication, information exchange and industry benchmarking across Government and administer whole of government contracts to ensure contracted value is delivered.

Strategic Sourcing Services – Established strategic procurement consultancy service working with agencies to identify business solution through procurement strategy to reduce agency costs. In the first full year of operation \$135 million of savings opportunities were identified.

Creative Advertising Panel – Established to provide accredited supplier options for flexibility and reduced 'red tape' costs of tendering and engagement of advertising suppliers.

Accreditation and Certification Program – A project to up skill government procurement practices by accrediting leading practices, providing training and establishing enhanced default procurement products and services for agencies.

NSW Government CIO Executive Council

GCIO established the NSW CIO Executive Council (July 2005) as the principal forum for providing collaborative executive level government ICT leadership and decision-making. Its role is to set direction and implement ICT Plans in line with Government initiatives to reduce cost and improve service delivery. GCIO and the NSW Government CIO Executive Council developed the People First - *NSW Government ICT Strategic Plan*.

People First – NSW Government ICT Strategic Plan

The Government approved the NSW Government ICT Strategic Plan on 20 June 2006. The Plan sets the strategic direction for a coordinated government-wide approach to ICT planning and expenditure. The Plan will deliver capital and recurrent ICT savings totalling \$565M over 4 years allowing these savings to be redirected to key front-line services such as health, education, transport and human services.

Government Radio Network

The Government Radio Network is an across-agency initiative for mobile radio communications managed by GCIO. Since its inception this radio network has become the main radio

communications platform for emergency service operations in NSW. During 2005/06 further sites were added to improve and extend the network's coverage along the south coast and in the central and far west of NSW. This brings coverage to over one third of NSW and meets 70 per cent of all agency radio user needs.

NSW Government Broadband Services

Government Broadband Service was established providing a new and independent infrastructure. It has continued to be expanded through 2005/06 for use by client agencies. As at 30 June 2006, 792 client agency sites were operational.

Agencies that have entered into new contracts for data services since the introduction of the Government Broadband Service have saved, on average, 20 per cent of the cost of provision of those services.

Appendix 18 Significant judicial decisions

Office of Industrial Relations

The Office of Industrial Relations prepared 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

The NSW Government, along with all other state governments, challenged the constitutional validity of the federal government's Work Choices legislation in the High Court of Australia. The Office of Industrial Relations participated in the development of the challenge, working closely with the NSW Crown Solicitor's Office and the legal team arguing the case. The matter was heard in May 2006, and a decision is expected in late 2006.

The Secure Employment Test Case

This case was commenced in the NSW Industrial Relations Commission in August 2003, after Unions NSW filed a claim to vary NSW awards to insert various provisions dealing with casual employment and labour hire workers. After several weeks of hearings and over 170 pieces of affidavit evidence, the Commission released its decision on 28 February 2006. The Commission partially granted the Unions NSW claim, determining that NSW awards could be varied to allow casual employees to seek permanent employment, and to provide for consultation regarding occupational health and safety matters in labour hire arrangements.

Federal Work and Family Provisions Test Case

In June 2003, the Australian Council of Trade Unions lodged an application in the Australian Industrial Relations Commission for its Family Provisions Test Case. The Office of Industrial Relations prepared the NSW Government's component of the joint submission of the states and territories. The joint submission advocated a balance between employers' commercial imperatives and employees' family needs. Hearings concluded in December 2004. On 8 August 2005, the Australian Industrial Relations Commission handed down its decision in the Family Provisions Test Case. The decision established new federal award standards for access to leave for family related emergencies and extended parental leave entitlements, including the right to request a return to part-time work.

State Work and Family Provisions Test Case

As a flow on from the national decision, the Full Bench of the New South Wales Industrial Relations Commission handed down its decision in the Family Provisions Case on 19 December 2005. As a result, new standards now apply in NSW that will assist award-reliant employees, particularly women, to balance their family responsibilities with paid work. The changes applied to most private sector awards from 19 December 2005.

State and National Wages Cases

As a consequence of the recent federal Work Choices legislation, the 2006 National Wage Case was delayed until the Australian Fair Pay Commission hands down its first wage determination expected in the spring of 2006. On 26 June, the NSW Industrial Relations Commission noted the NSW Government had established a powerful case and endorsed its submission to the State Wage Case granting a \$20.00 weekly increase to workers under NSW awards.

The Boeing Dispute

In 2005, the Minister for Industrial Relations referred a matter for inquiry concerning Boeing Australia Limited and its FA-18 Hornet aircraft maintenance workers to the New South Wales Industrial Relations Commission, pursuant to s146(1)(d) of the *Industrial Relations Act 1996*. The matter related to a long running industrial dispute between the parties that was unable to be resolved federally by the Australian Industrial Relations Commission. Following 15 days of hearings between November to January 2006, the NSW Industrial Relations Commission handed down its recommendations on 17 February 2006.

Unions NSW v Carter Holt Harvey Wood Products Australia Pty Ltd (2006) (NSW IRComm 2)

This case concerned a dispute about the dismissal of an employee covered by a federal certified agreement and was heard by a Full Bench of the NSW Industrial Relations Commission. The Commission determined that, because the NSW legislation deals with these matters in a significantly different way to relevant federal legislation, the latter does not override NSW legislation in a number of important respects. This means that New South Wales has the power to order reinstatement or re-employment in cases of this nature.

Appendix 19 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 the business contracts of its major clients.

Through Contracting Services (previously State Procurement), the Office of NSW Procurement on behalf of SCCB develops, establishes and administers period contracts and provides administrative support to SCCB.

Procurement reforms

In his 14 December 2005 speech to a Committee for Economic Development of Australia lunch, the Premier said that the Government would expand the role and responsibility of the SCCB by the "*Placing of billions of extra dollars of procurement spending under the oversight of the State Contracts Control Board to ensure we get better value and we save money.*"

Supporting policy was introduced in July 2006, requiring:

- All agencies to use the SCCB whole-of-government contracts effective immediately

- Develop and introduce 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

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

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 2006 were:

- Mr. Michael Coutts-Trotter (Chair), 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, Small Business Development, Department of State and Regional Development
- Ms Barbara Soiland, Manager, School Financial Support, 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.

2005/06 Performance Highlights

Contracting Services moved from a contract category-based business model to a client focused value-adding service to better meet the procurement reforms requirement. A key feature of the new business model was to introduce a Strategic Sourcing advisory service to assist agencies to identify and implement best practice supply chain and business management strategies and techniques that identify savings opportunities and improved value across their procurement activity.

SCCB contracts

In 2005/06, the SCCB contracts recorded \$3.41 billion spend compared to \$3.3 billion in 2004/05 indicating a growth of 3.3 per cent in the use of contracts by eligible client organisations.

SCCB contracts administered in 2005/06

Contract No	Contract description	Start date	Duration (years)
653	Acquisition of Motor Vehicles	01-Apr-04	3
366	Fuel – Motor Spirit and Petroleum Products	01-Sep-01	5
2000	Fileservers, Desktop & Portable Computers	01-Nov-01	5
881	IT Contracting Personnel	01-Jan-04	4
1078	Labour Hire, Admin, Finance, Specialists	01-Jul-03	3
901	Pharmaceuticals	01-Apr-05	2
777	Electricity	01-Jul-03	3
DITM 2000-1	Telecommunication Services Agreement	28-Aug-00	5
801	Food Service	01-Apr-03	4
2310	Common Use Software - Microsoft	21-Nov-00	8
755	Temp Staff - Prof, Tech, Industrial	01-Sep-02	4
1008	Travel Management Services	01-Dec-05	3

Contract No	Contract description	Start date	Duration (years)
2069	Network Products, Integration & Consultancy	01-May-04	3
506	Office Supplies	01-Jul-05	2
904	IV & Irrigating Solutions	01-Nov-04	2
2306	PABX & Key Telephone Systems	01-Nov-99	8
1618	Housekeeping Products (Accredited Supplier Agreement)	01-Apr-05	3
218	IV Administration	01-Oct-03	4
2573	Two Way Radios (Mobile/Fixed) & Asso. Antennas, Equipment & Services	01-Jul-02	5
841	Apple Price Book	01-May-04	3
3004	Endosurgical Instruments	01-Aug-04	2
846	Unix System Platform	29-Oct-03	3
2036	Software Development Consultants (Fixed Price)	01-Oct-04	4
956	Electromedical Equipment	01-Feb-04	3
2100	Maintenance Services (Computers)	01-Jul-01	5
819	Meat & Poultry	01-Nov-03	3
1250	Furniture for DET	01-Jul-04	4
314	Fencing, Materials & Gates	01-Oct-01	5
2067	Site Telecommunications Cabling	01-Nov-03	3
259	Surgical Dressings	01-Jul-01	5
295	Floor Coverings & Window Furnishings	01-Jul-05	4
264	Wound Care Products	01-Jan-03	4
308	Workstations	01-Apr-05	4
2143	GSAS – Integrated Management Systems	01-Jan-04	4
2390	Imaging Devices & Document Solutions	01-Jan-06	3
3006	Medical & Surgical Gloves	01-Nov-02	5
2747	DET - Internet & Email	01-Jan-02	6
250	Continence & Sexual Health	01-Aug-03	4
630	Courier & Other Delivery Services	08-Jun-00	6
500	Hardware - Industrial, Construction & Electrical	01-Oct-05	3
439	Misc Medical & Surgical Devices	01-Aug-03	3
349	Liquefied Petroleum Gas – Non automotive	08-Feb-04	3
367	Tyres & Ancillary Services	02-Dec-02	4
864	Geographic Information System (GIS)	01-Jan-01	6
807	Bread	01-Sep-02	4
646	Laboratory Consumables	01-Sep-04	2
660	Rental Cars & Commercial Vehicles	01-Jan-03	4
2305	Provision of Internet Services and Products	01-Nov-02	4
920	Sterilisation Consumables	01-Mar-03	4
491	Medical Imaging	01-Aug-02	4
7174	Audit Service	01-Aug-01	5
689	Needles & Syringes	01-Feb-04	3
715	General Linen	01-Nov-02	4
407	Hospitality & Food Services Products	01-May-01	5
955	Enteral Feeding Products	01-Aug-03	3
123	Office Furniture (chairs, steel & general)	01-Jan-06	2
2312	Common Use Software - IBM	17-Dec-01	5
2001	IT Consultancy Panel (Category 1-3)	01-Mar-03	4
313	Medical Gases Bulk & Compressed	01-Jul-01	5
915	Operating Theatre Consumables	01-Dec-03	3
278	Electrical Appliances	01-Oct-05	3
2313	Common Use Software - Novell	06-Mar-02	5
919	Contrast Media	01-Aug-02	4
265	Electromedical Electrodes	01-Dec-03	3
2323	GSAS – Records & Information Management Systems	10-Sep-02	5
247	Executive Furniture	01-Jun-03	4
2311	Common Use Software - Oracle	25-Jul-01	5
292B	Fire Hazmat Hoses	09-Feb-00	7

Contract No	Contract description	Start date	Duration (years)
365	Journal Subscriptions	01-Aug-02	5
2319	Information Security Services and Products	01-Nov-01	5
697	Waste Removal (New)	01-Aug-02	4
217	Patient Requirements	01-Dec-05	3
300022	Removal & Relocation Demountable	01-Oct-03	3
400273	Power Pumping Units	01-Jun-05	3
2315	Common Use Software - Sybase	01-Jan-03	4
622	Deceased Persons	01-Feb-04	3
3009	Gowns & Aprons	01-May-03	4
921	Renal Haemodialysis Consumables	01-Apr-01	5
252	Dental Consumables	01-May-03	4
312	Industrial Gases	01-Nov-00	6
369	Mowers & Outdoor Power Equipment	24-Mar-03	4
2023	Videoconferencing Equipment	21-Apr-04	4
603	Vehicle Disposal (New)	14-Apr-03	4
2322	GSAS – Financial Management Systems	01-Apr-03	4
4004	CEO/SES Permanent Recruitment	01-Jun-03	3
2946	Rescue Equipment for NSW SES	01-May-03	4
206	Air Conditioning Units	01-Jul-05	2
292C	Fire foam rescue	01-Aug-99	7
352	Lubricating Oils and Greases	01-Nov-01	5
3008	Clinical Protective Products	01-Aug-05	2
914	Anaesthetic Consumables	01-Nov-05	3
305	Outdoor & Recreational Furniture	01-Jun-03	4
3007	Bottled Drinking Water	01-Jul-02	4
203185	Protective Clothing, NSW RFS	01-Jul-03	4
2302	Paging Equipment, Support Services & Asso. Accessories	01-Dec-00	7
3000	Disposable Drapes	01-Nov-05	2
776	Electricity – Small sites	01-Jul-05	2
3003	NSW Register of Companion Animals – Hosting Services for Dept of Local Government	01-Jul-03	4
3003	Infant Care Products	01-Jul-03	4
2024	Telephone Handsets, Answering Machines, Diverters & Associated Services	01-Mar-01	7
381	Clothing & Footwear (Sport etc)	01-Jul-03	3
3011	Sharps Disposal Systems	01-Feb-04	3
2321	GSAS – Human Resource & Payroll Management Systems	03-Dec-02	4
2025	Mobile Cellular & Satellite Telephone Equipment	01-Dec-00	7
604	Motor Vehicle disposal/ regions & Trucks	17-Nov-03	3
2314	Common Use Software - CAS	24-Dec-01	5
300428	Boots	01-Nov-03	3
7253	Duress Alarms	01-Nov-03	3
6036	Non-SES Salary packaging	01-Jan-03	4
2025B	Mobile telephone use and monitoring – MUMS	01-Sep-02	5
292A	Fire Fighting Equipment	01-Oct-99	7
694	Surgical Sutures	01-Apr-02	4
6037	Pest Control Services	01-Apr-04	3
40010	Dry Cleaning Services	01-Jul-04	3
2947	Clothing & Safety Gear NSW SES	01-Jul-03	3
451	Timber, Building boards & Associated Products	01-Oct-02	4
657	Hire Cars with Driver	01-Aug-03	3
682	Sanitary & Nappy Disposal	01-Jun-02	5
6083	Secure Destruction Services	01-Aug-04	3
7059	Alcohol test kits & ancilliary equipment	01-Nov-01	5
2327	Expense Management Systems	01-Jul-03	4

Contract No	Contract description	Start date	Duration (years)
400501	Multipurpose Helmets	01-Jul-04	3
6034	Recycling Services	01-Nov-03	3
318	Respiratory Consumables & Medical Gas	01-May-06	3
918	Radio Pharmaceuticals	01-Nov-02	3
150	Creative Advertising Services	01-Aug-05	3
4005	Provision of CTP Green Slip Insurance	01-Aug-04	4
2001A	IT Consultancy Panel (Category 4)	01-Oct-04	4
2351	Unique ICT Products/ Services	01-Mar-04	3
2316	Open Source (Linux) Enterprise Software & Services	01-Sep-05	2
4000	Natural Gas	01-Feb-06	2
637	Health Uniforms	08-May-06	5
2330	Sun Microsystems Software - NSW Govt 25% off list price	05-Apr-04	3
409	Removal of Household Effects	01-May-05	3
BOS01	Printing & Related Services	01-Nov-05	3
7088	Mobile Cranes	04-Oct-02	4
2716	Data Entry & Document Scanning Service for NSW Police	01-Oct-01	3
05/3108	Maintenance of PABX Equipment for Corrective Services	01-Jan-04	3
04/3049	Digital Radio Program for NSW Police	01-Apr-05	2
03/2970	Printing/Copying/Faxing Services for State Library	01-Jun-04	3
05/3124	Applications Support for KiDS for Community Services	23-Oct-04	3
02/2945	Wills Generation Software & Support for Public Trustee's Office	01-Aug-04	3
03/2989	Identification Management System – Single Sign On for NSW Police	01-Aug-04	3
04/3016	Disaster Recovery Plan for Office of Board of Studies.	01-Sep-04	3
04/3029	Radio Accessories for NSW Fire Brigades	01-Jan-05	3
04/3032	Contact Centre for Office of Fair Trading	01-Jan-05	3
04/3033	Corporate Information Warehouse for Dept of Community Services	01-Jan-05	3
04/3046	Speech Recognition System for NSW Police	01-Jan-05	3
05/3103	E-Letter Mail Service for Attorney-General's	01-Jan-06	2
05/3068	ICT Research, Advisory & Analysis Services for NSW Health	01-Mar-06	2
04/3025	IMS Ellipse Upgrade for Corrective Services	01-Apr-05	3
04/3045	Teacher Accreditation Database for NSW Institute of Teachers	01-Jun-05	3
2783	Government Licensing System	01-Jan-04	5
2819	COPS 2 Project - NSW Police	16-Jan-04	5
02/2951	Controlled Telephone System for Dept of Corrective Services	01-Jun-04	5
03/2983	Software Development for Rural Lands Protection Board	01-Jun-04	5
04/2997	Data Capture of Birth/Death Registrations for Registry of Births Deaths & Marriages	01-Aug-04	5
04/3014	IT Consulting for Office of Board of Studies	01-Oct-04	3
03/2991	Payroll Processing Services for Dept of Education & Training	01-Dec-04	3
04/2993	AS400 Facilities Management for Dept of Education & Training	01-Dec-04	3
05/3090	Support & Maintenance of Offender Integrated Management System for Corrective Services	01-Sep-05	5
05/3079	Voice Managed Services for DoCS Helpline	01-Mar-06	3
04/3004	Process Automation System for Parliamentary Counsel's Office	01-May-05	2
04/2999	Practice Management System Upgrade for Attorney General's Department	01-Jun-05	5
04/3036	Fleet, Lease and Hire Management System for State Fleet	01-Oct-05	6
02/2809	Provision of IT Services for Tourism, Sport & Recreation and Centennial Parklands	01-Apr-03	5
00/2737	Livescan Fingerprint Devices	11-Jan-01	
3017	Upgrade of Data Communication Services for NSW Police	01-Oct-04	3
3024	Content Provision and Maintenance for Servicelink Web-Enabled Service Directory for OICT	01-Oct-04	3
3038	Lease Facility, Local Government	30-Apr-03	4
3040	Software Development for WorkCover Authority	01-Aug-05	4
2990	Data Carriage and Managed WAN Services for Rural Fire Service	01-Jul-04	
3031	NSW Statewide Satellite Imagery for Land & Water Conservation	01-Nov-04	2

Contract No	Contract description	Start date	Duration (years)
3034	Client Management System for Commerce		
3037	Mobile and Satellite Telephones for Corrective Services	01-Jul-05	2
3058	Business Intelligence Software for NSW Treasury	01-Dec-04	2

Major contracts established during 2005/06

Contract No	Contract description	Start date	Duration (years)
1008	Travel Management Services	01-Dec-05	3
2390	Imaging Devices & Document Solutions	01-Jan-06	3
123	Office Furniture (chairs, steel & general)	01-Jan-06	2
500	Hardware - Industrial, Construction & Electrical	01-Oct-05	3
278	Electrical Appliances	01-Oct-05	3
2316	Open Source (Linux) Enterprise Software & Services	01-Sep-05	2
4000	Natural Gas	01-Feb-06	2
637	Health Uniforms	08-May-06	5

Top 10 contracts by sales volume

Contract No	Contract description	Sales volume in 2005/06
653	Acquisition of Motor Vehicles	\$ 793,368,000
366	Fuel – Motor Spirit and Petroleum Products	\$ 279,099,342
2000	Fileservers, Desktop & Portable Computers	\$ 191,851,871
881	IT Contracting Personnel	\$ 139,512,617
1078	Labour Hire, Admin, Finance, Specialists	\$ 134,214,639
901	Pharmaceuticals	\$ 94,261,083
777	Electricity	\$ 91,822,620
DITM 2000-1	Telecommunication Services Agreement	\$ 90,625,519
801	Food Service	\$ 69,661,666
2310	Common Use Software - Microsoft	\$ 55,540,254

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 10 complaints about 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 2005/06, no competitive neutrality tendering complaints were referred to the SCCB for investigation.

During 2005/06 there were no directions given to the SCCB by the Minister under the Public Sector Management (Goods and Services) Regulation 2000.

Appendix 20 Commerce offices

Department of Commerce

<p>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</p>	
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Office of Fair Trading

<p>Head Office 1 Fitzwilliam Street Parramatta NSW 2150 Tel: (02) 9895 0111 Fax: (02) 9895 0222 www.fairtrading.nsw.gov.au</p>	<p>Register of Encumbered Vehicles 1 Fitzwilliam Street Parramatta NSW 2150 Tel: 13 32 20 or (02) 9633 6333 (7Days) or 1800 424 988 Fax: (02) 9891 5135</p>
<p>Rental Bonds Level 4 234 Sussex Street Sydney NSW 2000 Tel: (02) 9377 9000 or 1800 422 021 Fax: (02) 9377 9371</p>	<p>Aboriginal Tenancy Information Tel: 13 32 20 or 1800 500 330</p>
<p>Standards Laboratory Bradfield Road Lindfield West NSW 2070 Tel: (02) 8467 4400 Fax: (02) 8467 4444</p>	<p>Registry of Cooperatives & Associations 154 Russell Street Bathurst NSW 2795 Tel: (02) 6333 1400 or 1800 502 042 Fax: (02) 6333 1444</p>

Fair Trading Centres

Our 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.

<p>Albury 490 David Street Albury NSW 2640</p>	<p>Armidale 85 Faulkner Street Armidale NSW 2350</p>	<p>Bathurst 154 Russell Street Bathurst NSW 2795</p>
<p>Blacktown Level 3 22 Main Street Blacktown NSW 2148</p>	<p>Broken Hill 32 Sulphide Street Broken Hill NSW 2880</p>	<p>Coffs Harbour 22 Park Avenue Coffs Harbour NSW 2450</p>

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 29 Molesworth 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 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

<p>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 Business hours 8.30am to 5.00pm</p>	<p>Award Enquiry Service Tel: 131 628 (from anywhere in NSW) 1800 356 648 (from outside NSW) Fax: (02) 9020 4741</p>
<p>Office of Industrial Relations Centres</p>	
<p>Sydney CBD Level 23 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: 131 628 Fax: (02) 9020 4700</p>	<p>Penrith 518 High Street Penrith 2750 Tel: 131628 Fax: (02) 9020 4739</p>
<p>Bankstown Suite 1 Main Court Capital Centre 41-45 Rickard Rd Bankstown NSW 2200 Tel: 131 628 Fax: (02) 9782 3099</p>	<p>Coffs Harbour Suite 49 Jetty Village Shopping Centre Cnr Orlando and High Streets Coffs Harbour NSW 2450 Tel: 131 628 Fax: (02) 6652 2863</p>
<p>Newcastle Level 3 97 Scott St Newcastle NSW 2300 Tel: 131 628 Fax: (02) 4929 1180</p>	<p>Wollongong Level 2 Block F 84 Crown Street Wollongong NSW 2500 Tel: 131 628 Fax: (02) 4251 1888</p>
<p>Government & Related Employees Appeal Tribunal and Transport Appeals Board</p>	
<p>Level 2 1 Oxford Street Darlinghurst NSW 2010 Tel: (02) 9020 4750 Fax: (02) 9020 4790</p>	

Office of NSW Procurement

<p>Communications and Advertising Level 9 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8959 Fax: (02) 9372 7422 Web: http://www.advertising.nswp.commerce.nsw.gov.au</p> <p>Advertising Tel: (02) 9372 7407</p> <p>Government Gazette Tel: (02) 9372 7447</p> <p>Public Sector Notices Tel:(02) 9372 7412</p> <p>jobs.nsw Tel: (02) 9372 7435 Web: http://jobs.nsw.gov.au</p>	<p>Contracting Services Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 7791 Fax: (02) 9372 7622 Email: contractservices@commerce.nsw.gov.au Web: http://www.contractservices.nswp.commerce.nsw.gov.au</p>
<p>eBusiness Solutions Level 10 McKell Building 2-24 Rawson Place Sydney NSW 2000</p> <p>smartbuy® Tel: 1800 003 985 Fax: (02) 9372 8077 Email: smartbuy-infocentre@commerce.nsw.gov.au Web: http://www.smartbuy.nsw.gov.au</p> <p>eTendering Tel: (02) 9372 8333 Fax: (02) 9372 8077 Email: eBS_supportdesk@commerce.nsw.gov.au Web: https://www.tenders.nsw.gov.au</p>	<p>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 Web: http://www.gcio.nsw.gov.au</p>
<p>Policy Support Services Level 11 McKell Building 2-24 Rawson Place Sydney NSW 2000</p> <p>General Enquiries Tel: (02) 9372 8600 Fax: (02) 9372 8844 Email: gpshep@commerce.nsw.gov.au</p> <p>Gateway Reviews Tel: (02) 9372 8600 Email: gateway@commerce.nsw.gov.au</p>	<p>Procurement System for Construction Tel: (02) 9372 8600 Email: gpshep@commerce.nsw.gov.au</p> <p>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 Web: https://tenders.nsw.gov.au/commerce</p>

State Contracts Control Board	
<p>State Contracts Control Board Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8910 Fax: (02) 9372 7568</p>	<p>Tendering Complaints Level 15 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8910 Fax: (02) 9372 7568</p>

Office of Public Works and Services

<p>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</p>	<p>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</p>
<p>NSW Water Solutions Level 14 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 7960 Fax: (02) 9372 7999</p>	<p>Manly Hydraulics Laboratory 110b King Street Manly Vale NSW 2093 Tel: (02) 9949 0200 Fax: (02) 9948 6185</p>
<p>StateFleet Level 12 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 7740 Fax: (02) 9372 7722 www.commerce.nsw.gov.au Business Hours: 8.30am - 5.00pm</p>	<p>StateFleet Repairs Hotline Tel: 1800 801 523 Business Hours: 8.00am – 5.30pm</p>
<p>State Property Level 9 McKell Building 2-24 Rawson Place Sydney NSW 2000 Tel: (02) 9372 8610 Fax: (02) 9372 8675 Business Hours: 9.00am – 5.00pm</p>	

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 8515 Fax: (02) 9372 8588 Business Hours: 9:00am - 5.00pm	Heritage & Building Services Group 236 Richmond Road Doonside NSW 2767 Tel: (02) 9672 5111 Fax: (02) 9671 5255 Business Hours: 9:00am - 5.00pm
Essential Repairs and Services 236 Richmond Road Doonside NSW 2767 Tel: 1800 422 110 (24 Hour Service)	Heritage Services Stoneyard 92A Burrows Road Alexandria NSW 2015 Tel: (02) 9565 9000 Fax: (02) 9516 2919 Business Hours: 9:00am - 5.00pm
Sydney Region	
Regional Office Level 7 Civic Tower 66-72 Rickard Road Bankstown NSW 2200 Tel: (02) 9795 0777 Fax: (02) 9795 0888 Business Hours: 8.30am - 5.30pm	Doonside 236 Richmond Street Doonside NSW 2767 Tel: (02) 9672 5111 Fax: (02) 9672 5255 Business Hours: 9.00am - 4.30pm
Hornsby 16-20 Edgeworth David Avenue Hornsby NSW 2077 Tel: (02) 9472 7900 Fax: (02) 9477 3356 Business Hours: 9.00am - 4.30pm	Parramatta Valuation Office Level 1 Enterprise House Fitzwilliam Street Parramatta NSW 2150 Tel: (02) 9895 0145 Fax: (02) 9895 0185 Business Hours: 9.00am - 4.30pm

<p>Bankstown Valuation Office Suite 1 Main Court Capital Centre 41-45 Rickard Road Bankstown NSW 2200 Tel: (02) 9708 2200 Fax: (02) 9708 2822 Business Hours: 9.00am – 4.30pm</p>	
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North Coast Region	
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<p>Regional Office 120 Dalley Street Lismore NSW 2480 Tel: (02) 6626 5600 Fax: (02) 6626 5666 Business Hours: 8.30am – 5.00pm</p>	<p>Coffs Harbour 359 Harbour Drive Coffs Harbour NSW 2450 Tel: (02) 6652 0411 Fax: (02) 6652 0405 Business Hours: 8.30am – 5.00pm</p>
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<p>Port Macquarie Maher Street Port Macquarie NSW 2444 Tel: (02) 6582 0563 Fax: (02) 6582 0482 Business Hours: 8.30am – 5.00pm</p>	<p>Murwillumbah Valuation Office Government Office Building 135 Main Street Murwillumbah NSW 2484 Tel: (02) 6672 5716 Fax: (02) 6672 5740 Business Hours: 9.00am - 5.00pm</p>
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<p>Taree Valuation Office Shop 17 Valley Fair Centre 112 Victoria Street Taree NSW 2430 Tel: (02) 6552 7022 Fax: (02) 6552 3049 Business Hours: 9.00am - 5.00pm</p>	
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Hunter/New England Region	
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<p>Regional Office 117 Bull Street Newcastle West NSW 2302 Tel: (02) 4926 9920 Fax: (02) 4926 9954 Business Hours: 8.30am - 5.30pm</p>	<p>Tamworth 454-456 Peel Street Tamworth NSW 2340 Tel: (02) 6768 4222 Fax: (02) 6768 4233 Business Hours: 9.00am - 5.00pm</p>
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Riverina/Western Region	
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<p>Regional Office 140 William Street Bathurst NSW 2795 Tel: (02) 6339 5900 Fax: (02) 6339 5949 Business Hours: 9.00am - 5.00pm</p>	<p>Dubbo 34 White Street Dubbo NSW 2830 Tel: (02) 6885 9333 Fax: (02) 6885 9300 Business Hours: 9.00am - 4.30pm</p>
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<p>Hay 414 Moppett Street Hay NSW 2711 Tel: (02) 6993 1208 Fax: (02) 6993 2137 Business Hours: 9.00am - 4.30pm</p>	<p>Wagga Wagga 2-6 Coleman Street Wagga Wagga NSW 2750 Tel: (02) 6938 2880 Fax: (02) 6925 2087 Business Hours: 9.00am - 4.30pm</p>
<p>Broken Hill Sulphide Street Broken Hill NSW 2880 Tel: (08) 8087 9366 Fax: (08) 8087 9365 Business Hours: 9.00am - 4.30pm</p>	<p>Orange Valuation Office Suite 2 Mezzanine Level Centrepoint Arcade 230 Summer Street Orange NSW 2800 Tel: (02) 6392 6396 Fax: (02) 6363 1753</p>
<p>Albury Level 1, 465 Olive Street Albury NSW 2640 Tel: (02) 6041 1340 Fax: (02) 6021 1390 Business Hours: 9.00am - 5.00pm</p>	<p>Deniliquin Valuation Office 36 Hardine Street Deniliquin NSW 2710 Tel: (03) 5881 1258 Fax: (03) 5881 1346 Business Hours: 9.00am - 5.00pm</p>
<p>Griffith Valuation Office Government Office Building 104-110 Banna Avenue Griffith NSW 2680 Tel: (02) 6962 3414 Fax: (02) 6964 1286 Business Hours: 9.00am - 5.00pm</p>	
<p>South Coast Region</p>	
<p>Regional Office Block E Level 3 84 Crown Street Wollongong NSW 2500 Tel: (02) 4226 8500 Fax: (02) 4226 8534 Business Hours: 8.30am - 5.30pm</p>	<p>Goulburn Level 1 RTA Building 203-223 Bourke Street Goulburn NSW 2580 Tel: (02) 4822 2311 Fax: (02) 4822 2315 Business Hours: 8.30am - 4.30pm</p>
<p>Moruya 66 Campbell Street Moruya NSW 2537 Tel: (02) 4474 1088 Fax: (02) 4474 1028 Business Hours: 9.00am - 4.30pm</p>	<p>Bega Valuation Office 86 Gipps Street Bega NSW 2550 Tel: (02) 6492 1086 Fax: (02) 6492 3311 Business Hours: 9.00am - 5.00pm</p>

Queanbeyan Valuation Office

Morisset House
7-9 Morisset Street
Queanbeyan NSW 2620
Tel: (02) 6297 7787
Fax: (02) 6297 1650
Business Hours: 9.00am - 5.00pm