

LAHC Appendices

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Appendix 1 Accounts payable performance

Aged analysis at the end of each quarter

| Quarter | Current (i.e. within due date) \$'000 | Less than 30 days overdue \$'000 | Between 30 and 60 days overdue \$'000 | Between 61 and 90 days overdue \$'000 | More than 90 days overdue \$'000 |
|---|--|-------------------------------------|--|--|-------------------------------------|
| All suppliers | | | | | |
| September 2011 | 30,164 | 1,393 | 366 | 9 | 0 |
| December 2011 | 2,136 | 0 | 0 | 0 | 0 |
| March 2012 | 10,110 | 129 | 1,008 | 0 | 0 |
| June 2012 | 10,992 | 290 | 0 | 0 | 0 |
| Small business suppliers¹ | | | | | |
| March 2012 | 78 | 0 | 0 | 0 | 0 |
| June 2012 | 1,028 | 1 | 2 | 0 | 0 |

1. Under Treasury Circular NSW TC 11/12 Payment of Accounts, the new payment of accounts policy for small business suppliers was implemented from 1 January 2012. Information regarding small business suppliers is therefore only available for the March and June 2012 quarters.

Accounts due or paid within each quarter

| Measure | September 2011 | December 2011 | March 2012 | June 2012 |
|---|----------------|---------------|---------------|---------------|
| All suppliers | | | | |
| Number of accounts due for payment | 208,540 | 203,752 | 189,106 | 169,347 |
| Number of accounts paid on time | 197,856 | 198,755 | 177,686 | 158,616 |
| Actual percentage of accounts paid on time (based on number of accounts) | 94.9% | 97.5% | 94.0% | 93.7% |
| Dollar amount of accounts due for payment | \$582,971,844 | \$432,919,279 | \$360,188,366 | \$363,663,373 |
| Dollar amount of accounts paid on time | \$477,758,353 | \$365,548,578 | \$310,916,474 | \$343,734,252 |
| Actual percentage of accounts paid on time (based on \$) | 82.0% | 84.4% | 86.3% | 94.5% |
| Number of payments for interest on overdue accounts | 0 | 0 | 0 | 0 |
| Interest paid on overdue accounts | 0 | 0 | 0 | 0 |
| Small business suppliers¹ | | | | |
| Number of accounts due for payment to small businesses | | | 1,417 | 2,625 |
| Number of accounts due to small businesses paid on time | | | 1,388 | 2,617 |
| Actual percentage of small business accounts paid on time (based on number of accounts) | | | 98.0% | 99.7% |
| Dollar amount of accounts due for payment to small businesses | | | \$892,263 | \$4,229,590 |
| Dollar amount of accounts due to small businesses paid on time | | | \$855,943 | \$4,216,203 |
| Actual percentage of small business accounts paid on time (based on \$) | | | 95.9% | 99.7% |
| Number of payments to small businesses for interest on overdue accounts | | | 0 | 0 |
| Interest paid to small businesses on overdue accounts | | | 0 | 0 |

1. Under Treasury Circular NSW TC 11/12 Payment of Accounts, the new payment of accounts policy for small business suppliers was implemented from 1 January 2012. Information regarding small business suppliers is therefore only available for the March and June 2012 quarters.

Appendix 2 Annual report preparation

The total external editing cost incurred in the production of the 2011/12 annual report was \$11,000 (+GST). The printing and binding costs are included in the total of DFS' printing and binding costs.

The report is also available in PDF on DFS website www.services.nsw.gov.au.

Appendix 3 Consultants

Engagements under \$50,000

| Category | Number of engagements | Expenditure |
|---|-----------------------|-----------------|
| Management Services | 1 | \$29,520 |
| Total engagements under \$50,000 | | \$29,520 |

There were no consultancies costing over \$50,000.

Appendix 4 Consumer response

During 2011/12, the Client Feedback Unit at DFACS–Housing managed collection of consumer response data for the LAHC. The information collected is valuable in helping us to improve our service delivery.

Clients can contact the Unit on 1300 HOUSING (1300 468 746) between 8.30 am and 4.30 pm Monday to Friday (excluding public holidays) or send written feedback by post, fax or email to feedback@facs.nsw.gov.au.

| Category | 2010-11 | | 2011-12 | |
|--|--------------|------------|--------------|------------|
| | Number | % | Number | % |
| Contractors feedback | 94 | 1.0 | 24 | 0.5 |
| Combination of LAHC and Housing NSW | | | | |
| Complaints | 6,440 | 69.0 | 4,398 | 82.6 |
| Compliments | 385 | 4.1 | 445 | 8.3 |
| General enquiries | 2,346 | 25.1 | 428 | 8.0 |
| Suggestions | 44 | 0.5 | 32 | 0.6 |
| Other | 24 | 0.3 | 0 | 0 |
| Total | 9,333 | 100 | 5,327 | 100 |

While all contractors' feedback relates to the LAHC exclusively, the complaints, compliments, general enquiries, suggestions and other relates to feedback received for both the LAHC and DFACS–Housing.

We reviewed existing process and procedures and put mechanisms in place to isolate asset-related feedback for the next reporting period.

Appendix 5 Credit card certification

Credit card use by LAHC staff was in accordance with NSW Government guidelines.

Appendix 6 Disclosure of controlled entities

The LAHC did not have a controlling interest in any entity for the financial year ended 30 June 2012.

Appendix 7 Employment and equal opportunity statistics

Number of DFS' employees providing services to the LAHC

| Employment Category | At 30 June 2011 | At 30 June 2012 ¹ |
|---------------------|-----------------|------------------------------|
| Permanent | 2,054 | 481 |
| Temporary | 416 | 47 |
| Senior Executive | 12 | 4 |
| Casual | 0 | 0 |
| Other | 3 | 3 |
| Total | 2,485 | 535 |

1. The figures reported in this table reflect the effect of staff number reduction for the LAHC effective from 1 July 2011 when functions previously undertaken by the LAHC were split between the LAHC and DFACS–Housing.

Number of executive positions

| Senior Executive Service positions by level | At 30 June 2010 | At 30 June 2011 | At 30 June 2012 ¹ |
|---|-----------------|-----------------|------------------------------|
| 8 | 2 | 2 | 0 |
| 7 | 2 | 3 | 0 |
| 6 | 2 | 3 | 0 |
| 5 | 12 | 10 | 1 |
| 4 | 20 | 26 | 3 |
| 3 | 26 | 21 | 0 |
| 2 | 4 | 3 | 0 |
| 1 | 0 | 0 | 0 |
| Total | 68 | 68 | 4 |
| Positions filled by women | 35 | 33 | 1 |

1. The figures reported in this table reflect the effect of staff number reduction for the LAHC effective from 1 July 2011 when functions previously undertaken by the LAHC were split between the LAHC and DFACS–Housing.

Equal Employment Opportunity (EEO)

At the end of June 2012, 535 staff employed by DFS provided personnel services to the LAHC. Of these, 33.5 % were female and 66.5% male.

Four employees were of Aboriginal/Torres Strait Islander descent.

Sixty-five employees belonged to a racial, ethnic or ethno-religious minority group.

Major EEO outcomes in 2011/12

Multicultural staff initiatives included:

- Implementing the Ready, Willing and Able program
- Following up staff to ensure that they provided their EEO details for planning purposes
- Providing input to DFS' EEO strategies and initiatives

Strategies for 2012/13

The LAHC will continue to implement DFS' EEO strategies and diversity initiatives.

LAHC staff are employees of DFS. Therefore, the representation and distribution of LAHC's EEO Groups are incorporated in DFS' trend tables. Refer to Appendix 9.7 in DFS' annual report.

Appendix 8 Funds granted to non-government community organisations

The LAHC does not grant funds to non-government community organisations.

Appendix 9 Government Information (Public access) statistics

The LAHC received three access applications under the *Government Information (Public Access) Act 2009* (the GIPA Act) in 2011/12. Additionally, the Information Commissioner reviewed one application under Part 5 of the Act.

Statistical information as described in Schedule 2 of the GIPA Regulation 2009 is provided below.

Table A. Number of applications by type of applicant and outcome¹

| | Access granted in full | Access granted in part | Access refused in full | Information not held | Information already available | Refuse to deal with application | Refuse to confirm/deny whether information is held | Application withdrawn |
|---|------------------------|------------------------|------------------------|----------------------|-------------------------------|---------------------------------|--|-----------------------|
| Media | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Members of Parliament | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Private sector business | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Not for profit organisations or community groups | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Members of the public (application by legal representative) | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Members of the public (other) | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |

1. More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B. Number of applications by type of application and outcome

| | Access granted in full | Access granted in part | Access refused in full | Information not held | Information already available | Refuse to deal with application | Refuse to confirm/deny whether information is held | Application withdrawn |
|--|------------------------|------------------------|------------------------|----------------------|-------------------------------|---------------------------------|--|-----------------------|
| Personal information applications ¹ | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Access applications (other than personal information applications) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Access applications that are partly personal information applications and partly other | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

1. A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C. Invalid applications

| Reason for invalidity | No of applications |
|---|--------------------|
| Application does not comply with formal requirements (section 41 of the Act) | 0 |
| Application is for excluded information of the agency (section 43 of the Act) | 0 |
| Application contravenes restraint order (section 110 of the Act) | 0 |
| Total number of invalid applications received | 0 |
| Invalid applications that subsequently became valid applications | 0 |

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

| | Number of times consideration used ¹ |
|---|---|
| Overriding secrecy laws | 0 |
| Cabinet information | 0 |
| Executive Council information | 0 |
| Contempt | 0 |
| Legal professional privilege | 0 |
| Excluded information | 0 |
| Documents affecting law enforcement and public safety | 0 |
| Transport safety | 0 |
| Adoption | 0 |
| Care and protection of children | 0 |
| Ministerial code of conduct | 0 |
| Aboriginal and environmental heritage | 0 |

1. More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E. Other public interest considerations against disclosure: matters listed in table to section 14 of Act

| | Number of occasions when application not successful |
|--|---|
| Responsible and effective government | 2 |
| Law enforcement and security | 0 |
| Individual rights, judicial processes and natural justice | 1 |
| Business interests of agencies and other persons | 2 |
| Environment, culture, economy and general matters | 0 |
| Secrecy provisions | 0 |
| Exempt documents under interstate Freedom of Information legislation | 0 |

Table F. Timeliness

| | Number of applications |
|--|------------------------|
| Decided within the statutory timeframe (20 days plus any extensions) | 0 |
| Decided after 35 days (by agreement with applicant) | 3 |
| Not decided within time (deemed refusal) | 0 |
| Total | 3 |

Table G. Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

| | Decision varied | Decision upheld | Total |
|--|-----------------|-----------------|----------|
| Internal review | 0 | 1 | 1 |
| Review by Information Commissioner ¹ | 1 | 0 | 1 |
| Internal review following recommendation under section 93 of Act | 0 | 0 | 0 |
| Review by Administrative Decisions Tribunal | 0 | 0 | 0 |
| Total | 1 | 1 | 2 |

1. The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H. Applications for review under Part 5 of the Act (by type of applicant)

| | Number of applications for review |
|---|-----------------------------------|
| Applications by access applicants | 3 |
| Applications by persons to whom information the subject of access application relates (see section 54 of the Act) | 0 |

Appendix 10 Investment performance

The LAHC derives its investment powers from Part 2, Schedule 4 of the *Public Authorities (Financial Arrangements) Act 1987* as amended. During the year, we continued to invest surplus cash flows in the NSW Treasury Corporation (TCorp) Hour Glass Investment facilities and money market facilities with appropriately rated Australian banks. The rate of return on these investments was 5.35% compared to TCorp Hour Glass rate 4.07 %.

Housing Reserve Fund

The Housing Reserve Fund forms part of the LAHC. Short-term funds in the Housing Reserve Fund were invested with appropriately rated Australian banks and Australian subsidiaries of foreign banks. The rate of return was 5.92% compared to TCorp Hour Glass rate 4.07%.

Appendix 11 Land disposal

Proceeds from the sale of LAHC properties were either used to support operations or reinvested in housing projects.

Properties were sold because they were inappropriately located to best serve housing needs, were deemed unsuitable for the needs of clients, or were uneconomical to maintain, repair or redevelop.

In some cases, under the community regeneration initiative, it was necessary to reduce the concentration of public housing on estates by integrating private housing with social housing. In other cases, public housing tenants applied to purchase their homes.

There was no sale of property with a value greater than \$5 million in 2011/12. Access to documents relating to land disposal may be obtained under the GIPA Act. For more information, go to www.services.nsw.gov.au.

Appendix 12 Legislation administered and legal change

Principal Acts administered

- *Housing Act 2001* No 52, section 6
- *Housing Act 2001* No 52 other than section 6 administered jointly with the Minister for Family and Community Services

Amendments to legislation and regulations

- *Residential Tenancies Act 2010* No 42
Amended section 58E of the *Housing Act 2001* No 52 by omitting 'Part 5 of the *Residential Tenancies Act 1987* does' and inserting instead 'Parts 5-7 of the *Residential Tenancies Act 2010* do'
- *Personal Property Securities Legislation Amendment Act 2010* No 57
Amended section 69B of the *Housing Act 2001* No 52 by omitting section 69B(1)(e). This has the effect of omitting a reference to the Registrar of Interests in Goods kept under the *Registration of Interests in Goods Act 1986* that became outdated on the repeal of that Act by the *Personal Property Securities (Commonwealth Powers) Amendment Act 2009*.
- *Business Names (Commonwealth Powers) Act 2011* No 44
Amended section 69B of the *Housing Act 2001* No 52 by omitting section 69B(1)(c)
- *Allocation of the Administration of Acts* version for 5 October 2011
Section 6 of the *Housing Act 2001* No 52 was allocated solely to the Minister for Finance and Services. This means that the LAHC is under the control and direction of the Minister for Finance and Services.
- *Public Sector Employment and Management (General) Order 2011* made on 5 October 2011
A reference in section 6 of the *Housing Act 2001* No 52 to the Director-general (within the meaning of that Act) is to be construed as a reference to the Director-General of DFS. This means that the affairs of the LAHC are under the administration of the Director-General of DFS and anything done in the name of or on behalf of the LAHC by the Director-General of DFS is deemed to have been done by the LAHC.
- *Public Sector Employment and Management (Mental Health Commission and Other Matters) Order 2012*

The reference in section 17 of the *Housing Act 2001* No 52 to the Department (within the meaning of that Act) is to be construed as a reference to DFS. This enables the Annual Report of the LAHC to be included as a subsection of the annual Report of DFS.

Appendix 13 Liability management performance

As at 30 June 2012, the nominal value of the LAHC debt portfolio was \$1,074 million. This comprises \$806 million in advances from the Australian Government, \$47 million in advances from the NSW Government, \$183 million in loans payable to TCorp and \$38 million in loans from other sources.

The LAHC retained the services of TCorp to manage the tradable portion of the debt portfolio.

For compliance purposes, the LAHC's interest rate risk policy is measured in terms of modified duration. The modified duration of the total debt portfolio is compared to the modified duration of the core/benchmark debt portfolio calculated by TCorp. The permitted modified duration range is +/-0.20 (see table below).

During 2011/12, the LAHC borrowed \$58 million from the NSW Government and repaid \$41 million of its debts (\$28 million to the Australian Government, \$11 million to the NSW Government and \$2 million to TCorp).

Debt performance

| Modified duration | Total portfolio | Core/benchmark | Net position long/(short) |
|-------------------|-----------------|----------------|---------------------------|
| 30 June 2012 | 4.24 | 3.81 | 0.43 |

Appendix 14 Overseas travel

No LAHC staff travelled overseas on official business in 2011/12.

Appendix 15 Public interest disclosures

In January 2012, the *Public Interest Disclosures Regulation 2011* required annual report disclosure on the number of public interest disclosures. For the period January to June 2012, no LAHC officials made public interest disclosures.

As staff are employees of DFS, the LAHC adopted and adhered to DFS' Fraud and Corruption Internal Reporting Policy. All staff were advised of this policy by means of an introduction by the Director-General of DFS via a pod-cast, brochures and training for senior management and nominated disclosure officers. Further training is planned for remaining staff in the future.

Appendix 16 Research and development

The LAHC did not undertake any research and development projects during the year ended 30 June 2012.

Appendix 17 Senior Executive Service performance

Ken Kanofski

Executive Director, Housing and Property Group, SES 5

Remuneration package: \$ 315,300

Period in position: commenced with the LAHC on 10 October 2011.

2011-12 highlights:

- Implemented the Machinery of Government changes arising from the 2011/12 administrative restructure by reallocating functions between the LAHC and DFACS–Housing
- Successfully managed the transition of staff, assets and finances with no interruption to service delivery
- Completed a review of vesting dwellings to the community housing sector
- Completed an initial review of the financial sustainability of the LAHC

Appendix 18 Significant judicial decisions

There were no significant judicial decisions impacting on the LAHC.

Appendix 19 Waste Reduction and Purchasing Policy

The LAHC is committed to implementing Waste Reduction and Purchasing Policy (WRAPP) initiatives that reduce waste generation, increase resource recovery and use materials with recycled content.

We have a corporate waste target to achieve 63% resource recovery of waste generated by 2014. A comprehensive waste audit of the Ashfield head office in 2011 identified that 44% of waste generated is being recovered. The average total waste and recycling generated per employee per day was 0.282kg.

A Green Waste Guide was developed for maintenance contractors to identify options to reuse and recycle green waste from grass mowing and tree pruning. In 2012/13 contractors will trial the onsite reuse and recycling of green waste as part of lawns and grounds maintenance.

The LAHC upgraded recycling infrastructure in two unit buildings under a partnership with the NSW Office of Environment and Heritage and Blacktown, Campbelltown and Wollongong City councils to improve resource recovery in social housing multi-unit dwellings. We also assisted councils deliver waste education programs to help social housing residents improve recycling rates.

The LAHC purchases office paper with a minimum 50% recycled content. Office paper consumption has also reduced through the implementation of electronic document management systems.

We will continue to drive sustainability initiatives across the organisation through our Environmental Sustainability Strategy. Specific actions relating to waste management include:

- Encourage the use of materials and products with recycled content in the maintenance, construction and upgrade of dwellings
- Support contractors to reduce carbon emissions and resource use, prevent and avoid waste, increase resource recovery and use of secondary materials
- Partner with local councils and social housing residents to improve resource recovery and prevent illegal dumping through improved waste and recycling facilities and education
- Incorporate environmental sustainability principles and requirements into the procurement of services, new purchases and to the disposal of physical assets

Appendix 20 NSW Land and Housing Corporation Office

NSW Land and Housing Corporation
223-239 Liverpool Road
Ashfield NSW AUSTRALIA 2131

Tel: (02) 8753 8000

Fax: (02) 8753 8888

Hours: Mon to Fri 8.30 am – 4.30 pm

Post: Locked Bag 4001

Ashfield BC NSW 1800

www.services.nsw.gov.au

LAHC Compliance Checklist

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7.6 Office of the Valuer-General Report

The Valuer-General, Philip Western, is an independent statutory officer appointed by the Governor of New South Wales to oversee the valuation system. The Valuer-General sets the standards for the provision of a world class valuation system. The Valuer-General is responsible for:

- The provision of fair, accurate and consistent land values for rating and taxing purposes under the *Valuation of Land Act 1916*
- The determination of compensation following the compulsory acquisition of land under the *Land Acquisition (Just Terms Compensation) Act 1991*
- The provision of specialist valuation and property advice to government

Vision

The Valuer-General is committed to providing a valuation system that meets the needs of our community which includes landowners, members of the public, ratepayers, land tax clients and state and local government.

The Valuer-General's vision is to ensure the delivery of valuation services that are customer focused, delivering valuations that are fair, consistent, timely and provide value for money.

Outcomes

- Accurate and consistent land values
- A quality, cost effective valuation process

- An open and transparent valuation system
- Continuous improvement in processes and outcomes
- A quality valuation service achieving recognised quality standards and international benchmarks
- Regular consultation and open communication with our stakeholders
- Improved communication with all stakeholders including members of the public
- The provision of professional leadership and stewardship to the valuation industry by the Valuer-General

Valuations

There are approximately 2.4 million land valuations produced annually in New South Wales. Land value reflects the market value of the land as at 1 July in the year of valuation and is based on the land being vacant. Most land in NSW is valued using the mass valuation approach, where properties are valued in groups called components. The properties in each component are similar or are expected to reflect changes in value in a similar way. Each valuation is recorded in the Register of Land Values. The total land value for New South Wales as at 1 July 2011 was approximately \$978 billion. The overall average cost per valuation for this financial year is \$15.43.

The Valuer-General provides land values to local councils for rating purposes and the Office of State Revenue for managing land tax, as well as a number of other government agencies. Land values are provided electronically to councils and the Office of State Revenue. The Valuer-General issues landowners with a Notice of Valuation when the local council receives new land values for rating purposes.

The following table shows the local government areas that received new land values for rating purposes as at 1 July 2011 and the number of Notices of Valuation issued to landowners in each local government area between January and February 2012 totalling 876,761.

| Local government area | Number of Notices of Valuation issued | Local government area | Number of Notices of Valuation issued |
|-----------------------|---------------------------------------|-----------------------|---------------------------------------|
| Albury | 20,691 | Hunters Hill | 3,729 |
| Ballina | 14,449 | Ku-ring-gai | 33,481 |
| Balranald | 1,595 | Lachlan | 4,336 |
| Bathurst Regional | 17,076 | Leichhardt | 17,837 |
| Blacktown | 96,735 | Liverpool | 51,631 |
| Blayney | 3,870 | Maitland | 27,763 |
| Bogan | 2,019 | Manly | 9,723 |
| Boorowa | 1,947 | Mid Western Regional | 12,705 |
| Bourke | 2,046 | Moree Plains | 6,978 |
| Cabbone | 7,056 | Mosman | 6,902 |
| Canterbury | 33,181 | Narrabri | 6,975 |
| Central Darling | 1,859 | Richmond Valley | 10,072 |
| Cobar | 3,152 | Shoalhaven | 55,737 |
| Coffs Harbour | 26,407 | Sutherland | 60,458 |
| Cowra | 7,363 | The Hills Shire | 53,380 |
| Eurobodalla | 23,619 | Tumbarumba | 2,588 |
| Gloucester | 3,245 | Tweed | 29,572 |

| Local government area | Number of Notices of Valuation issued | Local government area | Number of Notices of Valuation issued |
|-----------------------|---------------------------------------|-----------------------|---------------------------------------|
| Goulburn Mulwaree | 14,207 | Upper Hunter | 7,507 |
| Great Lakes | 23,493 | Uralla | 2,942 |
| Gundagai | 2,581 | Walgett | 5,140 |
| Harden | 2,470 | Warrumbungle | 6,302 |
| Hawkesbury | 23,288 | Wentworth | 3,856 |
| Hay | 2,033 | Wollondilly | 16,528 |
| Hornsby | 46,470 | Wyong | 59,767 |

Land and Property Information

Land and Property Information (LPI) manage the valuation system on behalf of the Valuer-General. LPI provide a range of valuation services including the management of customer service and provision of information to stakeholders, management of valuation contracts, the provision of information to contract valuers, the objection review process as well as auditing and ensuring the quality of land values and the day to day management of valuations completed under the *Land Acquisition (Just Terms Compensation) Act 1991*.

LPI's services to the Valuer-General are formalised through a service level agreement which is reviewed regularly to ensure robust reporting against key performance indicators and continuous improvement of the valuation system. A review is currently underway to ensure effective and improved risk identification and mitigation for the valuation system.

Governance

The Valuer-General reports administratively to the Minister for Finance and Services and the Director-General, Department of Finance and Services.

Parliamentary Committee

The Joint Committee on the Office of the Valuer-General was first established in the 53rd Parliament in July 2003. The committee was re-established in the 54th Parliament and operated until the end of the 54th Parliament. The Joint Committee on the Office of the Valuer-General was re-established in the 55th Parliament on the 22nd of June 2011.

The committee monitors and reviews the exercise of the Valuer-General's functions with respect to land valuations. In particular, the committee can monitor valuation methodologies, the arrangements under which valuation contracts are negotiated and entered into, and the standard of valuation services provided under such contracts.

The committee comprises five members.

Land Valuation Advisory Group

The Land Valuation Advisory Group was established as a result of the recommendations of the "Report of Inquiry into Operation of the Valuation of Land Act", October 1999 (the Walton Report). The group includes senior representatives of the property industry and stakeholders comprising of the Real Estate Institute of NSW, Australian Property Institute, Local Government and Shires Association, Property Council of Australia and Office of State Revenue.

The group met twice during the year. Principal matters for consideration were:

- The review and adoption of new terms of reference
- The ongoing parallel valuation project

- Valuation improvement
- Valuation methodologies
- Measures of consistency, accuracy and equity

Structure of the Office of the Valuer-General

The Office of the Valuer-General is comprised of the Valuer-General and four permanent staff.

Report on performance

Communication

The Valuer-General has implemented a communication strategy that is open, transparent and informative. Feedback and discussion from stakeholders is actively sought.

Feedback from stakeholders resulted in the development of an additional Valuer-General's newsletter for landowners in local government areas where councils are using new land values for rating purposes. The first edition of this additional version of the newsletter was issued in July 2011. Follow up feedback from councils has resulted in the ongoing production of this newsletter in addition to the standard Valuer-General's newsletter.

Enhanced information on the website and a new fact sheet on the compulsory acquisition of land by state and local government agencies under the *Land Acquisition (Just Terms Compensation) Act 1991* were published during the year.

Customer service

The Valuer-General continues to focus on improving service to landowners and other stakeholders. Ongoing internal monitoring of performance continues to show improvements in customer service including responding to customer enquiries and reducing objection processing times.

The project to improve the ease of use and availability of information for the online objection facility was completed in 2011. Monitoring shows an increasing trend towards the use of the online facility.

Land Value Verification Project

The verification project provides for the individual review of land values and attributable data for all properties in New South Wales. It was initially implemented on 1 May 2006 as part of the drive to enhance the quality of land values. This initial project ran for a five year period.

The project is being continued from 2012 to 2018 but has been enhanced through a risk based approach which considers the complexity and nature of the property to determine the timeframe for verification. Over the six year period of the project all land values in NSW will be reviewed. The ongoing verification project will ensure the continued improvement in the quality of land values.

Complex land value improvement program

In November 2011 a program commenced to improve the quality and consistency of land values for complex properties. The program identified the types of properties that due to their complexity or lack of market evidence require more detailed consideration and review. The property types include but are not limited to, shopping centres, contaminated land, waterfront land subject to Crown lease or licence, marinas and land affected by heritage restrictions.

The property types selected under the program will be subject to increased review and quality assurance. The program is ongoing with an initial period of three years to allow for review and subsequent forward planning. The overall objective is to not only improve the quality of the valuations but to also increase the knowledge and data to support these valuations.

Research and innovation

Aligned with the commitment to improve the NSW valuation system, the Valuer-General has commissioned Associate Professor John Macfarlane from the University of Western Sydney (UWS) to provide independent and impartial advice on improving the quality of land values for rating and taxing purposes in NSW. Work undertaken in the past 12 months has included analysis of 1 July 2011 land values and objection outcomes, ongoing research and development of an automated valuation model and independent analysis of the overall quality of land values through statistical measures.

A pilot study for the electronic delivery of land values for large landowners was successfully undertaken for 1 July 2011 land values. Development towards electronic delivery of land values for large landowners continues.

Valmap

Valmap is the primary spatial tool used to assist in determining land values. It was deployed in 2005 to allow for the spatial representation of approximately 2.5 million properties stored in the Valnet database through aerial photography, cadastral, topographic information and satellite imagery. With recent enhancements, Valmap will now include datasets on contaminated lands, Crown tenures, mining leases and state and local government planning instruments.

Valmap assists in improving valuation quality and consistency through the ability to view valuations and component structures across all local government areas.

Commonwealth Heads of Valuation Agencies Conference

The NSW Valuer-General successfully hosted the Commonwealth Heads of Valuation Agencies Conference (CHOVA) in Sydney on 18-21 March 2012. The conference provided a forum for the exchange of ideas and sharing of information in the field of valuation for government purposes such as rating, property tax, asset values and compensation. For the first time the conference was open to non Commonwealth countries. The conference was attended by 77 delegates from 14 countries.

Legislation

The Valuer-General regularly reviews the *Valuation of Land Act 1916* to determine where amendments are required.

The *Valuation of Land Act 1916* was amended in the Spring Session of Parliament in 2011 by the *Valuation of Land Amendment Act 2011* to affirm the methodology for valuing heritage restricted land and to specifically authorise the Valuer-General to carry out private valuations of land at the request of a party to a private agreement through delegation or on the recommendation of a contract valuer. The *Valuation of Land Amendment Act 2011* commenced on 28 November 2011.

Fees for valuation services

A review for the pricing of valuation services to users outside local government and the Office of State Revenue is underway. Land and Property Information (LPI) is undertaking a wider review of LPI licensing that will contribute toward the pricing of valuation services. All financial and other information required by Treasury is reported by Land and Property Information.

| Key Performance Indicators (KPI) | Target | 2011/2012 | 2010/2011 | 2009/2010 | 2008/2009 | 2007/2008 |
|--|--------|-----------|-----------|-----------|-----------|-----------|
| Total valuations issued for rating and taxing purposes | | 1,830,466 | 1,578,466 | 1,638,793 | 1,506,235 | 1,456,741 |
| Total valuations on Register of Land Values at 30 June | | 2,455,600 | 2,441,947 | 2,428,915 | 2,416,581 | 2,403,557 |
| Total Notices of Valuations issued ¹ | | 922,863 | 793,297 | 834,532 | 842,714 | 751,389 |
| Customer Service | | | | | | |
| Total number of calls ¹ | | 35890 | 27909 | 39941 | 51366 | 23300 |
| % of calls resolved on first contact | 85% | 91% | 90% | 88% | 88% | 88% |
| % of calls responded to within 3 days | 85% | 99% | 72% | 73% | 71% | 40% |

| | | | | | | |
|--|------------------|---------|-------------------|-------------------|-----------------------|-----------------------|
| Ratepayers | | | | | | |
| % Notices of Valuation issued within 31 days | 95% | 93% | 95% | 71% ² | 96.5% | 89.7% |
| % Notices of Valuation for general valuation issued to property owners within agreed SLA timeframe | 100% | 100% | 100% | 100% | 100% | 100% |
| Councils | | | | | | |
| % general valuations land values issued to relevant councils within agreed SLA timeframe | 100% | 100% | 100% | 100% | 100% | 100% |
| % supplementary valuations to council within 31 days | 100% | 100% | 100% | 100% | 99.9% | 95.4% |
| Office of State Revenue | | | | | | |
| % objections to land values for land tax completed within 90 days ³ | 85% ³ | 86% | 86% ⁴ | 59% ⁴ | 44% ⁴ | 20% ⁴ |
| % objections to land values for land tax completed within 120 days ⁵ | 90% ⁵ | 96% | 98% ⁶ | 98% ⁶ | 94% ⁶ | 81% ⁶ |
| % objections to land values for land tax, where land value is greater than \$1m, within 120 days | 95% | 94% | 93% | 78% | 74% | 29% |
| % of new land values issued for property in NSW to OSR by 16 November | 100% | 100% | 100% | 100% | 100% | 100% |
| Supplementary valuations | | | | | | |
| Total supplementary valuations issued | | 50,906 | 39,465 | 36,659 | 38,775 | 52,150 ⁷ |
| Average days to complete | <65 days | 34 days | 39 days | 47 days | 65 days | 71 days |
| Statistical quality measures for land values | | | | | | |
| % Council areas meeting all standards – Residential ⁸ | | 91.6 | 91.3 ⁸ | 80.9 ⁸ | 75.7 ⁸ | 76.5 ⁸ |
| % Council areas meeting all standards - Business / Industrial ⁸ | | 91.1 | 78.8 ⁸ | 69.4 ⁸ | 61.6 ⁸ | 38.1 ⁸ |
| % Council areas meeting all standards – Rural ⁸ | | 72.3 | 67.5 ⁸ | 49.2 ⁸ | 53.8 ⁸ | 36.6 ⁸ |
| Objections | | | | | | |
| Number of objections received for all valuing years | | 5,684 | 4,899 | 7,092 | 6,885 | 6,660 |
| Number of objections received as a % of valuations issued | | 0.31% | 0.31% | 0.43% | 0.46% | 0.45% |
| % objections to land values completed within 90 days | 65% | 84% | 86% | 63% | 44% ⁹ | 21% ⁹ |
| % objections to land values completed within 120 days | 80% | 96% | 97% | 80% | 70% ⁹ | 47% ⁹ |
| % objections to land values completed within 180 days | 95% | 99% | 99% | 98% | 94% ⁹ | 81% ⁹ |
| Average number of days to complete objections | <90 days | 58 days | 61 days | 83 days | 103 days ⁹ | 138 days ⁹ |

FOOTNOTES:

1. New record
2. Issue of supplementary valuations was suspended during the issue of the general valuation
3. KPI changed in 2011 from a target of 30% completed in 90 days to 85% completed in 90 days
4. Original KPI of 30% completed in 90 days
5. KPI changed in 2011 from a target of 75% completed in 180 days to 90% in 120 days
6. Original KPI 75% in 180 days
7. Includes changed verified values
8. Where an appropriate number of analysed sales (five or more) is not available for a zone, the local government area is not included in the measure. Statistics published in the 2009-2010 annual report included all zones for all local government areas, these are now updated in accordance with the new basis
9. New basis for counting objections introduced in 2007/08– counting commences from when an objection is accepted as valid

7.7 Surveyor-General's Report

The Surveyor-General of New South Wales is the government's principal advisor on surveying and spatial information. The statutory functions cover survey and positioning infrastructure, geographical naming and maintaining the integrity of the state's cadastre.

In 2011/12, Land and Property Information division, on behalf of the Surveyor-General, has delivered the following.

- Continued the rollout of the Continuously Operating Reference Station Network (CORSnet NSW) to 95 operating stations providing basic (DGPS) services to 87% of the state with 47% coverage of high-precision (two centimetres) positioning services
- Upgraded the spatial accuracy of digital cadastral boundaries in 15 local government areas to support infrastructure development and government e-planning initiatives
- Developed automated topographic mapping capability and commenced the production of a new series of topographic maps with 30 per month being produced
- Completed the determination of Address Locality Boundaries for 151 of 152 local government areas eliminating ambiguity fundamental for reliable addressing and delivery of services

During the flood disasters that affected NSW in January and February 2012 Land and Property Information (LPI) division played a key role in helping to monitor and record flood levels at various locations across the state. LPI's Aerial Survey unit captured over 2,400 sq kms of imagery to support the flood management needs of State Emergency Services and other organisations. All captured imagery was made available on the Spatial Information Exchange portal (SIX), via the Emergency Recovery Channel.

The NSW Location Leadership Group, a new peak governance group for spatial information in NSW, was established with the role to provide strategic input into spatial issues for state and local government. The Location Leadership Group is chaired by the Director General, Department of Finance and Services with representation from the Surveyor-General, Deputy Director General/Executive Director level representatives from all super agencies, local government and the NSW Chief Scientist.

The Surveyor-General has continued to support the promotion, education and skills of the surveying and spatial information industry and the preservation of surveying history through:

- Surveyor-General's Undergraduate Scholarship in Surveying – winner Mr Christopher Ryan
- Surveyor-General International Fellowship in Surveying and Spatial Information – winners Ms Narelle Underwood and Mr Joel Haasdyk

- Murray Chapman Award for Research into Aboriginal Placenames in NSW – joint winners Mr James Wafer and Mr David Nash
- Sponsorship of the Surveying Industry Day to be held in Martin Place on 5 September 2012
- Sponsorship for the restoration of the Springwood Pillar for the 'Footsteps in Time' project as part of the lead up to the bicentenary celebrations of the crossing of the Blue Mountains in 2013

The Surveyor-General provided leadership and strategic direction for the surveying and spatial information sector through:

- The statutory remake of the Surveying and Spatial Information Regulation 2006
- The release of updated versions of Surveyor-General's Directions for public and industry comment; Number 9 – GNSS for Cadastral and Mining Surveys; and Number 12 – Control Surveys and SCIMS
- The commencement of the review of Surveyor-General's Direction Number 7 – Surveying Regulation Applications
- The formation of the Location Policy and Coordination Group within the Land and Property Information Division
- The establishment of the Location Intelligence Industry Advisory Group to support the policy and spatial information activities of the Board of Surveying and Spatial Information and the Location Leadership Group

The release of the NSW Government ICT Strategy 2012 mandated the action to secure formal approval of a Foundation Spatial Data Infrastructure. This action will provide opportunities to eliminate duplication, encourage reuse and create linkages across datasets which support policy development and implementation.



**Des Mooney,
Surveyor-General**

7.8 Registrar-General's Report

The Registrar-General is responsible for a suite of acts governing land title registration in NSW. Continuous review of this legislation is important to ensure it remains current and relevant. During the year a number of amendments were made to legislation and regulations administered by LPI on behalf of the Registrar-General (see appendix 9.18).

Significant judicial decisions relating to land title transactions also need to be taken into account. During the year several important cases were heard.

National electronic conveyancing

An Inter-Governmental Agreement (IGA) to establish an Electronic Conveyancing National Law has now been signed by all participating states and territories. Public consultation on the legislation is currently under way with the aim to introduce it in the NSW Parliament in the second half of 2012.

An Australian Registrars' National Electronic Conveyancing Council (ARNECC) has been established under the IGA. It comprises Registrars General or equivalent positions in each of the states and territories and is responsible for:

- Advising state and territory governments on any proposed changes to the ECNL
- Providing authoritative advice to the States and Territories about matters relating to National E-Conveyancing
- Ensuring that, as far as is practicable, electronic conveyancing business practices are consistent when implemented in each jurisdiction

Strata title reform

2011 marked the 50th anniversary of strata legislation in NSW. The Government is currently conducting a comprehensive review of the five Acts that regulate the development and management of strata and community schemes, which are administered by LPI and NSW Fair Trading including:

- *Strata Schemes (Freehold Development) Act 1973* (administered by LPI)
- *Strata Schemes (Leasehold Development) Act 1986* (administered by LPI)
- *Community Land Development Act 1989* (administered by LPI)
- *Strata Schemes Management Act 1996* (administered by Fair Trading)
- *Community Land Management Act 1989* (administered by Fair Trading)

An online forum to gather ideas from the public for strata and community scheme reform was carried out from December 2011 to February 2012. Based on feedback from the forum, LPI and NSW Fair Trading are jointly developing a discussion paper to be released later in 2012.

Personal Property Securities Register

All Land and Property Information records registered from 2000 to 2012 formerly maintained under the repealed *NSW Security Interests in Goods Act 2005* were successfully transferred to a new Commonwealth Personal Property Securities Register which commenced in January 2012.



Des Mooney,
Registrar-General

7.9 Geographical Names Board of NSW

The Geographical Names Board (GNB) was established in 1966 to standardise place names within NSW. The board achieves this standardisation through the application of policies aimed at reducing confusion by:

- Minimising duplication
- Confirming the position and extent of places
- Ensuring consistency in regard to a name's orthography and pronunciation

The board also ensures that the state's place names comply with published guidelines on propriety to minimise offensive, incongruous and/or blatantly commercial names in the state's nomenclature. This emphasis on propriety reflects the board's view that place names are owned by the community and should reflect the communities' principles and values. Place names with aboriginal significance or that reflect NSW's cultural diversity are preferred.

Place names commemorating everyday Australians who accomplish extraordinary achievements are also strongly encouraged by the board. These achievements need not be widely known or recognised but should be deemed important to the local community in which the place is located.

Community acceptance to new place names is essential if they are to be used by the community. The board works closely with local councils when establishing names and consults broadly with the local community before names are formally adopted.

Key achievements

Consistent addressing information is vital for efficient response by emergency services and underpins some \$30 billion of economic activity annually. To support addressing requirements for NSW, this reporting year the board has gazetted 116 changes to suburb and locality names and boundaries and overseen over 1,560 proposals to name or rename public roads in NSW.

There have been over 42 names assigned that recognise outstanding achievement in the community by commemoratively naming relevant geographical features. The names recognise acts of bravery, community service and exceptional accomplishments by both individuals and groups.

The board is committed to recognising the state's aboriginal culture through place naming. Sixteen new place names of aboriginal origin were formalised in the reporting year. These names commemorated aboriginal people, reinstated aboriginal place names or were created using aboriginal words.

Aims and objectives

The board's vision is to be recognised by communities as the authoritative body for location based naming in New South Wales. To achieve this vision the board has developed a strategic plan which includes the following objectives:

- To improve data quality to meet the needs of the community, partners and customers
- To ensure that appropriate communications are in place to raise the awareness of the board and its functions
- To establish an appropriate framework to support the board and achieve its outcomes
- To maximise the use of technology as an enabler to support the strategic directions of the board

Report on operations

Street addressing in NSW

The NSW road and address locality naming process forms an important part of our state's heritage by ensuring that names appropriately reflect an area's character. When new urban or rural developments need to be named or an existing area outgrows its current name, it is the board's responsibility to determine those names.

Road and address locality names are important navigation tools; not only for residents but for councils, emergency services and mapping services. These names reduce confusion, lower the incidents of duplication and ensure appropriate names are made official.

The board has formalised over 116 address locality names and processed over 1,560 road naming proposals in the reporting year leading to greater certainty and integrity for many thousands of addresses in New South Wales.

Performance figures

The following table gives a breakdown of figures by designations of the place names formalised in the reporting year in comparison to previous years.

Key performance indicators

| Designation | 2008/09 | 2009/10 | 2010/11 | 2011/12 |
|---------------------------------------|---------|---------|---------|---------|
| Address locality names and boundaries | 160 | 107 | 132 | 116 |
| Road names | 2,441 | 1,576 | 1,348 | 1,563 |
| Dual names | 0 | 0 | 0 | 0 |
| Other place names | 158 | 117 | 321 | 218 |

Governance

Functions of the Board

As set out in the *Geographical Names Act 1966*, the board has the following powers and functions:

- Assign names to places
- Approve that a recorded name of a place shall be its geographical name
- Alter a recorded name or a geographical name
- Determine whether the use of a recorded name or a geographical name shall be discontinued
- Adopt rules of orthography, nomenclature and pronunciation with respect to geographical names
- Investigate and determine the form, spelling, meaning, pronunciation, origin and history of any geographical name
- Investigate and determine the application of any geographical name with regard to position, extent or otherwise
- Compile and maintain a vocabulary of aboriginal words used or suitable for use in geographical names and to record their meaning and tribal origin
- Compile and maintain a dictionary of geographical names with a record of their form, spelling, meaning, pronunciation, origin and history
- Publish a gazetteer of geographical names
- Inquire into and make recommendations on any matters relating to the names of places referred to it by the Minister
- May compile, maintain and publish a list of road names

The board proactively seeks to abide by these statutory provisions through the adoption of nomenclature policies and procedures which are both nationally and internationally recognised.

Board members

Members are appointed to the board in accordance with the provisions set out in section 3 of the *Geographical Names Act 1966*.

Board members and attendance

| Members of the Board | Board meetings (5 meetings) |
|---|--------------------------------|
| Mr Des Mooney Surveyor-General of NSW Ex-officio position. | 2 |
| Mr Paul Harcombe Nominee of Chief Executive, Land and Property Information. Ex-officio position. | 5 |
| Mr Richard Neville Nominee of the State Librarian Ex-officio position. | 4 |
| Mr Peter Downes Nominee of the Department of Planning. Ex-officio position. Appointed February 2012. | 1 |
| Patricia Hale Nominee of the Department of Planning. Term expired December 2011. | 2 |
| Dr Leslie Muir Nominee of the Royal Australian Historical Society. Reappointed February 2012, term expires February 2017. | 2 |
| Cr Julie Hegarty ¹ Nominee of the Local Government and Shires Association of NSW. Appointed February 2012, term expires February 2017. Replaced Tracey Carpenter. | 4 |
| Tracey Carpenter Nominee of the Government and Shires Association of NSW. Term expired December 2012 | 1 |
| Dr Emma Ruth Power Nominee of the Geographical Society of NSW. Appointed February 2012, term expires February 2017. Replaced Dr John Emery. | 2 |
| Dr John Emery Nominee of the Geographical Society of NSW. Term expired December 2012. | 3 |
| Mr Roy Ah-See Nominee of NSW Aboriginal Land Council. Appointed February 2012, term expires February 2017. Replaced Beverley Manton. | 1 |
| Mrs Beverley Manton Nominee of NSW Aboriginal Land Council. Term expired December 2012. | 0 |
| Mr Stepan Kerkyasharian Nominee of the Community Relations Commissioner. Appointed May 2012, term expires May 2014. Replaced Wajiha Ahmed | 1 |
| Wajiha Ahmed Nominee of the Community Relations Commissioner. Term expired December 2012 | 3 |
| Counsellors² | |
| Dr Peter Orlovich Historical Advisor | 5 |
| Dr Jakelin Troy Linguistic Advisor | 2 |
| Darren Leong, Australia Post Addressing Advisor | 5 |
| Gerard Herbert, Australia Post Delivery Advisor | 3 |

1. Includes attendance of Ms Julie Hegarty to four meetings who was appointed as a deputy pursuant to Section 3,(12)(b) of the *Geographical Names Act 1966*. 2. In accordance with the provision of the *Geographical Names Act 1966* the Board may appoint counsellors to advise it on matters within its powers and functions. The Board has appointed three counsellors to advise it on issues such as linguistics, history and addressing.

Board meetings

The board met formally on five occasions during the year. Five members form a quorum. The Surveyor-General of NSW in his position as chair has a deliberative vote and casting vote.

Board committees

The board's secretary is a member on both Placenames Australia Inc. and the Committee for Geographical Names of Australasia (CGNA).

Placenames Australia is a voluntary non-profit association incorporated in NSW. The object of the association is to ensure that the Australian National Placenames Survey is implemented. The aim of the survey is to prepare a national database of geographical names which documents their pronunciation, generic class, status (gazetted, obsolete, non-gazetted, sensitive, disputed etc.), origin, meaning, history, cultural significance (of both name and site), and map reference and location. The database will be made accessible for public enquiry via the web and will be available to enable the production of place name dictionaries, both local and national.

CGNA coordinates place-naming activities across Australia and New Zealand. Membership comprises Australian state and territory boards and committees, New Zealand and other organisations with a role and interest in place naming. In compliance with United Nation directives CGNA publishes a gazetteer which records the legal status and position of all geographical names within Australia. NSW placenames for this product are supplied by the board.

Administration

Section 4 of the *Geographical Names Act 1966* makes provision for a secretary and other officers to administer the affairs of the board. To carry out this function Land and Property Information (LPI) employs a secretariat which consists of four staff members. LPI also provides further administrative and technical support to assist the board in its day-to-day operations.

Future focus

The board continued to review its performance and plans for the future in accordance with its three year strategic plan which was developed in September 2010. This plan sets out strategies and actions which are required to be carried out to ensure the board's effectiveness and relevance to the people of NSW.