

Conferences



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What is a conference?

A conference is an open exchange of information between our customers and valuers or other experts.

A conference may be held when:

- a customer has raised concerns
- if there are outstanding concerns
- it is believed that an exchange of information may assist to resolve an enquiry.

A conference may relate to a variety of matters including:

- customer service
- land values
- property information.

A conference allows all the people involved to gain a better understanding by encouraging an open exchange of information and views.

What is the aim of a conference?

Every conference is different. The aim of a conference may be to:

- offer an opportunity to discuss new evidence with valuers/experts
- explain information you have provided and seek further information when necessary
- provide an opportunity for Property NSW to explain and provide reasons for the valuation
- clarify what issues are important to you and why
- provide an opportunity for you to raise concerns and have these answered before making a decision to take the matter to court
- clearly explain decisions made if agreement is not reached and try to work out the best way of resolving outstanding issues, while keeping within the law, policies and guidelines
- consider amending a land value, where a valuation has previously been determined through a land value review and it is clear that the valuation is incorrect, due to an error of fact or significant new evidence.

A conference is not an alternative to court or a place to negotiate land values.

How do conferences work?

Conferences are usually fairly informal and may be held by phone or face to face. The conference could be held at a Property NSW office, onsite or another suitable location.

Some conferences happen when a valuer inspects your property as part of a land value review. In these cases, the valuer will contact you to arrange an appointment to visit the property and discuss your concerns. Or they may discuss your concerns over the phone if that suits you more.

Visit www.valuergeneral.nsw.gov.au for more information on requesting a review.

A conference may also be conducted by a facilitator in consultation with relevant staff from Property NSW.

Information is exchanged as much as possible before the conference to make sure all parties are well prepared to respond to concerns raised at the conference.

What is the role of the facilitator?

The facilitator will guide the conference process without making decisions.

At the conference, the facilitator will open by setting up and confirming the agenda to make sure all questions are answered during the meeting.

Where a conference is more formal, it may require an external independent facilitator.

Who makes the decisions?

The valuer or other expert on behalf of the Valuer General will be responsible for any decisions made during the conference or will seek authority for a decision if the matter requires escalation.

How can I arrange a conference?

If you have lodged an objection to have your land value reviewed, you can contact your review coordinator and request a conference.

If you have not requested a land value review, contact the Valuation Customer Service Call Centre on 1800 110 038 or email your concerns to valuationenquiry@valuergeneral.nsw.gov.au

Can I bring someone to a conference?

Yes.

You will be contacted by the facilitator or valuer to arrange the conference. At that time you will be given the opportunity to discuss any special needs or if a support person will be present during the conference.

What happens after the facilitated conference?

After the conference, if there are any outstanding issues, a timeframe for addressing these will be agreed to.

Formal advice about the outcome of a facilitated conference will be provided within five business days.

What happens after a land value review conference?

The outcome of the land value review will be provided in a written report.

Can I still go to the Land and Environment Court?

Any agreement made in a conference does not remove the right to pursue further action in the Land and Environment Court.

If the conference relates to a land value review or property details review, you are entitled to pursue legal proceedings through the Land and Environment Court.

For more information please see [Your Review Guide](#).

Contact us

We are here to help.

☎ 1800 110 038
8.30am - 5.00pm Mon - Fri

✉ Valuation Services
Property NSW
PO Box 745
BATHURST NSW 2795

@ valuationenquiry@valuergeneral.nsw.gov.au

We value your feedback

Tell us what you think.

✉ Simon Gilkes
Valuer General
GPO Box 15
SYDNEY NSW 2001

@ feedback@ovg.nsw.gov.au

Do you need an interpreter?

Please call TIS National on 131 450 and ask them to call Valuation Services on 1800 110 038.



131 450

