

10 APPENDIXES

Contents

The information in these appendixes relates solely to the NSW Department of Lands, its divisions and the Office of the Valuer General. All information regarding the Geographical Names Board, the Office of Rural Affairs and the Office of Biofuels can be found within their own reports.

- 1 Acts administered by Lands
- 2 Chief and senior executive staff
- 3 Code of conduct
- 4 Privacy management plan
- 5 Consumer response
- 6 Committees
- 7 Credit card certification
- 8 Consultants
- 9 Disability action plan
- 10 Waste reduction and purchasing policy
- 11 Employee relations
- 12 Land disposal
- 13 Equal employment opportunities (EEO)
- 14 Ethnic Affairs Priorities Statement (EAPS)
- 15 Freedom of information (FOI)
- 16 Guarantee of customer service
- 17 Funds granted to non-government community organisations
- 18 Heritage assets
- 19 Legislation and legal change
- 20 Major assets acquired (other than land holdings)
- 21 Research and development
- 22 Major works
- 23 Marketing communication outcomes
- 24 Occupational health and safety (OHS)
- 25 Overseas travel
- 26 Price determination
- 27 Payment of accounts
- 28 Publications
- 29 Risk management and insurance
- 30 Sponsorships

1. Acts administered by Lands

- Access to Neighbouring Land Act 2000 No 2*
Australian Lubricating Oil Refinery Limited Agreement Ratification Act 1962 No 16
Australian Oil Refining Limited Agreement Ratification Act 1954 No 34
Biofuel (Ethanol Content) Act 2007 No. 23
Botany Bay National Park (Helicopter Base Relocation) Act 2004 No 27
Botany Cemetery and Crematorium Act 1972 No 6
Camperdown Cemetery Act 1948 No 14
Chipping Norton Lake Authority Act 1977 No 38
Christ Church Cathedral, Newcastle, Cemetery Act 1966 No 20
Commons Management Act 1989 No 13
Community Land Development Act 1989 No 201
Conversion of Cemeteries Act 1974 No 17
Conveyancing Act 1919 No 6
Conveyancing and Law of Property Act 1898 No 17
Crown Lands Act 1989 No 6 (except parts, the Minister for Climate Change and the Environment, parts, the Minister for Planning, and parts, the Minister for Sport and Recreation)
Crown Lands (Continued Tenures) Act 1989 No 7
Dividing Fences Act 1991 No 72
Encroachment of Buildings Act 1922 No 23
Forestry (Darling Mills State Forest Revocation) Act 2005 No 2
Geographical Names Act 1966 No 13
Gore Hill Memorial Cemetery Act 1986 No 116
Gosford Cemeteries Act 1970 No 84
Growth Centres (Development Corporations) Act 1974 No. 49 (other than section 5 and Part 3A, Division 3)
Hay Irrigation Act 1902 No 57
Irrigation Areas (Reduction of Rents) Act 1974 No 83
Land Agents Act 1927 No 3
Land Sales Act 1964 No 12
Mudgee Cemeteries Act 1963 No 2
Murrumbidgee Irrigation Areas Occupiers Relief Act 1934 No 52
Native Title (New South Wales) Act 1994 No 45
Old Balmain (Leichhardt) Cemetery Act 1941 No 12
Old Liverpool Cemetery Act 1970 No 49
Old Roman Catholic Cemetery, Crown Street, Wollongong, Act 1969 No 56
Old Wallsend Cemetery Act 1953 No 5
Parramatta Methodist Cemetery Act 1961 No 44
Perpetuities Act 1984 No 43
Powers of Attorney Act 2003 No 53
Public Reserves Management Fund Act 1987 No 179
Queanbeyan Showground (Variation of Purposes) Act 1995 No 14
Real Property Act 1900 No 25
Real Property (Legal Proceedings) Act 1970 No 92
Registrar-General Act 1973 No 67
Roads Act 1993 No 33, parts 2, 4 and 12 (section 178 (2) excepted) and section 148; and the remaining provisions of the Act so far as they relate to Crown roads (remainder, the Minister for Climate Change and the Environment, the Minister for Roads, and the Minister for Local Government)
Rookwood Necropolis Act 1901 (1902 No 20)
St. Andrew's Church of England, Mayfield, Cemetery Act 1957 No 39
St. Andrew's Presbyterian Church, Woonona, Cemetery Act 1966 No 6
St. Anne's Church of England, Ryde, Act 1968 No 47
St. George's Church of England, Hurstville, Cemetery Act 1961 No 63
St. Peter's Church of England, Cook's River, Cemetery Act 1968 No 48
St. Thomas' Church of England, North Sydney, Cemetery Act 1967 No 22
Security Interests in Goods Act 2005 No 69
Soil Conservation Act 1938 No 10 (except Parts 2A, 3 and 4, and sections 15 and 30A in so far as they relate to Parts 2A, 3 or 4, jointly with the Minister for Climate Change and the Environment)
Strata Schemes (Freehold Development) Act 1973 No 68
Strata Schemes (Leasehold Development) Act 1986 No 219
Surveying Act 2002 No 83
Transfer of Records Act 1923 No 14
Trustees of Schools of Arts Enabling Act 1902 No 68
Tweed River Entrance Sand Bypassing Act 1995 No 55
Valuation of Land Act 1916 No 2
Voluntary Workers (Soldiers' Holdings) Act 1917 No 25
Wagga Wagga Racecourse Act 1993 No 109, sections 4 and 5 (remainder, the Minister for Gaming and Racing)
Wentworth Irrigation Act 1890 54 Vic No 7
Western Lands Act 1901 No 70
Wild Dog Destruction Act 1921 No 17

2. Chief and senior executive staff

Warwick Watkins

Director General, Surveyor General and Registrar General, SES level 7
Total remuneration package: \$419,450
Period in position: Whole year
Performance review by Minister for Lands

Performance highlights

- Actively collaborated with other chief executives on key State Plan and other related targets and integrated whole of government programs and projects.
- Directed and coordinated the targeted development of Lands strategies to align with the State Plan.
- Continued targeted reviews of legislation and implemented policy and program changes in the statutory areas of the Registrar General and Surveyor General, including significant legislative change to the *Real Property Act 1900* and the *Surveying Act 2002*.
- Focused upon business development, improvement of delivery mechanisms and access to services including information related services and activities concerning soil and earth works, environmental consultancy with special attention to the development of a new state soils policy and implementation of the approved SCS business plan.
- Initiated strategies with the Lands executive to address emerging workforce issues including training and development and workforce planning.
- Maintained leadership role of the agency in relation to land and spatial information through the provision of quality information and supporting and enhancing appropriate information sharing between sectors and agency clusters and implemented the whole of government CS21 spatial initiative, including the establishment of the Spatial Council.
- Developed and implemented strategies designed to improve OHS performance.

- Managed the operations of Lands such that revenue targets for LPI, Crown Lands and Soil Conservation Service divisions were achieved.
- Chaired and actively participated on deliberations of the Geographic Names Board and Board of Surveying and Spatial Information, including the finalisation of the review of the *Surveying Act 2002*.
- Directed the enhancement of the Spatial Information eXchange (SIX) as the spatial platform for NSW and lead the collaborative effort across the public sector, including the creation of key specialist portals.
- Facilitated strong inter-organisational engagement in education, research and cross jurisdictional activities through the following positions: Deputy Chancellor University of Technology Sydney, Chair ANZLIC, Deputy Chair CRC Spatial Information, Member of the Australian Water Information Council and Deputy Chair Water for a Healthy Country CSIRO Flagship and Chair of the Australian Spatial Consortium.
- Fostered research partnerships relating to issues confronting the agency including intellectual capital reporting, spatial information and fostered strong ties with tertiary and other academic institutions.

Des Mooney

Deputy Director General of Lands and General Manager, Land and Property Information division, SES level 5
Remuneration package: \$286,850
Period in position: Whole year
Performance review by Director General

Performance highlights

- Maintained profitability of LPI against a backdrop of a depressed property market in NSW and the world economic downturn by:
- continuing to contain costs and improve productivity
 - ensuring our pricing of products and services truly reflects the efficient costs of doing business

- improving access to our products and services
- driving micro-economic reforms across LPI.

Pursued initiatives at a national level through:

- membership of the National Electronic Conveyancing Steering Committee and the development of the parallel NSW NECS Program
- collaborating with PSMA Ltd with particular emphasis on LYNX-2 to ensure easier access and distribution of state and national data sets
- supporting research and development through support of our Co-operation Research Centre for Spatial Information (CRC-SI) and providing oversight of the work program of the LPI/UNSW/ CRC-SI Associate Professor in Spatial Information initiative.

Implemented the Lands Spatial Data Infrastructure (L-SDI) through:

- review and implementation of new direction for spatial services within LPI
- implementation of LiDAR technology and program into NSW
- completion of the Geocoded Urban and Rural Addressing Service into LPI
- supporting the spatial council and CS2i initiatives.

Developed new and improved products and services by:

- expanding the customised channels on the Spatial Information Exchange (SIX)
- implementing stage 1 of the Continuing Operating Reference Stations (CORS) positioning technology's expansion
- expanding the asset valuation business across NSW.

Ensured continuing business sustainability through:

- development of a revised strategic plan (CCIDM)
- continuation of Vision 2013
- commencing the development of a Vision 2020 for workforce planning.

Chief and senior executive service numbers – as at 30 June 2009

SES level	2004/05		2005/06		2006/07		2007/08		2008/09	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
8	-	-	-	-	-	-	-	-	-	-
7	1	-	1	-	1	-	1	-	1	-
6	-	-	-	-	-	-	-	-	-	-
5	2	-	2	-	1	-	1	-	1	-
4	1	-	1	-	2	-	2	-	3	-
3	2	-	2	-	1	-	3	-	2	-
2	6	-	6	-	7	-	7	-	5	1
1	-	1	1	1	1	-	1	-	1	-
Total	12	1	13	1	13	0	15	0	13	1

3. Code of Conduct

All Lands administrative areas, the Geographical Names Board and the Board of Surveying and Spatial Information fall under Lands' code of conduct. There were no amendments or additions to the code during the reporting year.

A copy of the Lands' code of conduct is available on request from lands@lands.nsw.gov.au.

4. Privacy management plan

The following information is prepared in compliance with s.33 (3) *Privacy and Personal Information Protection Act 1998*, and reflects the activities of the Strategic Policy and Reporting Unit.

This brief statement reflects the actions taken by Lands in continuing to comply with the terms of the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Protection Act 2001*.

Statement of action taken

During 2008/09 Lands' privacy management plan has been reviewed and updated. The reviewed plan will shortly be provided to the NSW Privacy Commissioner and made available via Lands' website to staff and members of the public.

Lands' privacy information is available at www.lands.nsw.gov.au and has also been reviewed during the current reporting period.

Lands continues to consider the legislation's application in relation to changing operational practices to ensure an appropriate measure of protection is in place in relation to the personal information held by the agency.

Advice is provided to staff on emerging issues and investigation of online staff learning and development options is currently being undertaken.

General privacy enquiries may be referred to:

Manager, Strategic Policy and Reporting
NSW Department of Lands
GPO Box 15
SYDNEY NSW 2000
T: 9236 7603

Reviews

During the reporting period one application for an internal review was received by Lands, in accordance with part 53 of the *Privacy and Personal Information Protection Act 1998*.

The applicant alleged a breach of the *Privacy and Personal Information Protection Act 1998*, in relation to information obtained from the public register. Following an investigation of the circumstances no evidence of a breach of the information protection principles or misconduct of the agency was established. The matter was not appealed by the applicant.

5. Consumer response

Land and Property Information (LPI)

LPI received feedback from 2,510 customers in 2008/09. This represents a 4,000% increase on 2007/08 results, due to active promotion and resourcing of the 'Customer is our focus' program which accounted for 2,204 customer responses.

Only 259 responses constituted complaints. Compliments related mainly to the efficiency and helpfulness of staff. Complaints and concerns related mainly to fees for service and facilities such as signage, temperature and access for the disabled in customer service areas. Private customers provided the bulk of feedback and compliments.

Crown Lands

Crown Lands division (CLD) has a complaints handling system to improve:

- client satisfaction
- the reputation of CLD
- system and process to report the incidence complaints
- organisational knowledge and performance analysis of complaints information.

All complaints have been resolved within the target timeframes of 21 days.

Soil Conservation Service (SCS)

The SCS integrated management system has specific procedures dealing with non-conformance, client complaints, preventive action control and internal quality audits.

Non-conformance in process and services are addressed through an improvement request. Any complaints received or improvement opportunities are recorded. Requests are dealt with promptly, reviewed by a management representative and incorporated into an annual management review of the quality system. A register is maintained and during 2008/09 of the 66 requests logged, 12 related to client complaints in relation to earthworks, 32 related to procedure improvements, nine related to OHS/environment/incident issues, four non-conformance in process matters, three related to audit findings and six other minor issues.

Three matters remained open at year's end of which two client complaints are still in negotiation. The large increase in requests logged this year reflects the introduction of OHS and environmental accreditation to the SCS management system requiring new procedures and numerous changes to existing procedures.

A customer survey was not undertaken during the year, a further survey is proposed for early 2010.

6. Committees

No significant Lands committees were abolished during 2008/09. No significant Lands committees were established during 2008/09.

Significant Lands committees and the internal and external representatives

Lands Audit & Risk Committee

Internal representatives

Des Mooney, Philip Western, Eduardo Alegado, Kel O'Keefe

External representatives

Jim Mitchell (Chair), Ron Cunningham

Lands Budget Committee

Internal representatives

Warwick Watkins (Chair), Des Mooney, Graham Harding, Paul Jones, Bob Costello, Kimberley Taylor, Neville Hind, Ian Holt, George Georgijevic, Terry O'Brien (part year), Paul Robinson

Lands Executive Team

Internal representatives

Warwick Watkins (Chair), Des Mooney, Graham Harding, Paul Jones, Pedro Harris, Bob Costello, Kel O'Keefe, Ed Alegado, Tracey Prescott, Garry Greedy, Mark Matchett, Julie King, Ron Smith, Paul Robinson

Joint Consultative Committee

Internal representatives

Garry Greedy (Chair), Warwick Watkins, Des Mooney, Graham Harding, Paul Jones, Mark Matchett, Karen Dent (part year), Lesley Hume (part year), Ray Dowcra (Chair Lands DC), Anthony Craig (Queens Square Workplace), George Baitch (Bathurst Workplace), Bruce Waddington (Crown Lands), Lands PSA delegates

External representatives

Stephen Spencer (PSA Industrial Officer), Nick Player (PSA Industrial Officer), Michael Sinclair (PSA Organiser – part year)

Land Valuation Specialist Advisory Group

Internal representatives

Warwick Watkins (chair), Philip Western, Simon Gilkes

External representatives

John Hill, Nikki Kempson, Phil Lyons, Shaun McBride, Robert Farrell

Crown Lands Board of Management

Internal representatives

Graham Harding, Bob Costello, Stephen Francis, Adrian Harte, Graeme Ford, Craig Barnes, Craig Abbs, Ken Sullivan, Andrew McAnespie, Peter Walker (part year), Michael Kneipp (part year), Geoffrey Woods, Brett Phillips, Paul Robinson.

Crown Lands Reserve Trust Management Steering Committee

Internal representatives

Peter Houghton, John Filocamo, Donal O'Shea, Martin Sewell

LPI Advisory Group

Internal representatives

Warwick Watkins (Chair), Des Mooney

External representatives

Graeme Couch, Olaf (Ollie) Hedberg

LPI National Electronic Conveyancing System Steering Committee

Internal representatives

Des Mooney (Chair), Doug Walsham, Christopher White, Barry Douse, Paul Mitchell, Greg Channell, Eamon Mooney

External representatives

Chris Ailwood

SCS Towards 2012

Internal representatives

Paul Jones (Chair), Bob Costello, Ian Holt, David Howley, George Georgijevic

Significant statutory body and inter-departmental committees with Lands representatives

Aboriginal Heritage Mapping and Assessment Program (AHMAP) Working Group

Warrick Beacroft, Executive Manager Information Sourcing

Aboriginal Land Management Framework Committee

Jennifer Jude, Director Native Title

API National Council

Philip Western, Junior Vice President

API NSW Board

Philip Western, Valuer General

API Statutory Valuations Study Group

Simon Gilkes, Chief Valuer (Secretary)

Auscope GNSS Committee

Doug Kinlyside, Manager Survey Infrastructure & Geodesy

Board of Surveying and Spatial Information (BOSSI)

Warwick Watkins, Director General (Chair), Stephen Glenorse (Registrar), Paul Harcombe, Chief Surveyor

Broken Hill Defeating the Weeds Menace Project Group

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Caravan Park Levy

John Burton, PRMF Coordinator

Climate Change Adaptation Senior Officers Working Group

Paul Harcombe, Chief Surveyor

Commercial Lease Directives and Policy Development

Stephen Francis, Director Commercial Development

Committee for the Master Plan Project for the redevelopment of Coffs Harbour Port

Graham Harding, GM Crown Lands (Joint Project Director with the GM Coffs Harbour Council)

Committee for the Master Plan Project for the redevelopment of Foster/Tuncurry Harbour

Karen Hembrow A/ Regional Manager North Coast (Joint Project Director with the General Manager Coffs Harbour Council)

Cooperative Research Centre for Spatial Information (CRC-SI)

Warwick Watkins, Director General (Deputy Chair), Des Mooney, Deputy Director General and General Manager LPI (Alternate Director)

Council of the Reciprocating Surveyors Boards of Australia and New Zealand (CRSBANZ)

Paul Harcombe, Chief Surveyor

Crown Land Biodiversity Banking Project Control Group

Stephen Francis, Director Commercial Development, Brett Phillips, Regional Manager Central Coast/Hunter

Darling River Floodplain Management Committee

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Data and Information Management Working Group

Warwick Watkins, Director General (Chair), Warrick Beacroft, Executive Manager Information Sourcing

Derelict Mines Steering Committee

Paul Jones, General Manager Soil Conservation Service

Elevation Special Interest Group (ICSM Subcommittee)

Greg Burgess, Team Leader, Regional DTDB

Far West District Emergency Management Committee

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Geographical Names Board

Warwick Watkins, Director General (Chair), Greg Windsor (Secretary), Paul Harcombe, Chief Surveyor

Geospatial Technical Working Group (APEC07)

Rob Colless, Deputy Director, Emergency Information Coordination Unit (Chair)

Government Property Register Project

Doug Walsham, Executive Manager, Titling & Registry Services, Graham Harding, GM Crown Lands

ICSM – Geodetic Technical Sub-committee

Doug Kinlyside, Manager, Survey Infrastructure & Geodesy

ICSM Committee ‘Permanent Committee on Topographic Information Imagery Special Interest Group’

David Abernethy, Team Leader Products & Imagery Services

ICSM Special Committee, Roads Working Group

Ian Paxton, Manager Regional

Illawarra and SE Region Natural Resources Committee

Ken Sullivan, Regional Manager South

Illawarra and SE Regional Development and Natural Resource Managers Group

Ken Sullivan, Regional Manager South

Inter-agency Riparian Boundaries Working Group (IRBWG)

Paul Harcombe, Chief Surveyor (Convenor), Gavin Bartier, Les Gardner, Ken Green, Leanne Hughes, Dave Norris, Peter Ragen, Geoff Songberg, Gail Swan, Tony Swallow, Kevin Thompson, Grahame Wallis

Interdepartmental Camps on Claims Working Group

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Interdepartmental Committee on Burial Space

Stephen Fenn, Manager Cemetery Policy

Interdepartmental Dredging Strategy for NSW Committee

Graham Harding, GM Crown Lands

Intergovernmental Committee for Surveying and Mapping (ICSM)

Paul Harcombe, Chief Surveyor

Intergovernmental Committee on Topographic Information

Ian Paxton, Manager Regional

Interstate Working Party with NSW / Queensland for the Tweed Estuary Sand Bypass

Graham Harding, GM Crown Lands (Chair)

IPART review of Climate Change Measures – Intermediate Reference Group

Paul Robinson, Director Strategic Projects

Joint Committee Necropolis Trust

Andrew McAnespie, Regional Manager Sydney/Hunter

Lightning Ridge Mining Board

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Metropolitan (Strategy) CEOs Group

Warwick Watkins Director General

Metropolitans (Strategy) Senior Officers Group

Greg Paine, A/Manager Planning Policy

Murrumbidgee Region Regional Coordination Management Group

Ken Sullivan, Regional Manager South

Murrumbidgee Region Development and Natural Resource Management Group

Ken Sullivan, Regional Manager South

National Board of the Institute for Information Management

Peter Goddard, Manager Strategic Projects

National Electronic Conveyancing System State Project Team

Greg Channell, Senior Project Leader – Legal, NECS Readiness Program, Paul Mitchell, Manager Titling and Registry Services, Christopher White, Program Development Manager, NECS Readiness

National Roads Working Group

Ian Paxton, Manager Regional

National Steering Committee for Electronic Conveyancing

Des Mooney, Deputy Director General and General Manager LPI

Natural Resource Asset Management and Cluster Planning Group (subgroup of Treasury’s Government Asset Management Committee)

Greg Foster Manager Strategic Development and Marketing

Natural Resources and Environment CEOs Cluster Group

Warwick Watkins, Director General

Natural Resources and Information Needs Committee

Adrian Harte, Director Land Management

Natural Resources and Planning Spatial Data Infrastructure Sub-Group (NRP-SDI)

Warrick Beacroft, Executive Manager Information Sourcing (Chair), Tony Sleigh

North Coast – Regional Coordination Management Group

Karen Hembrow, A/Regional Manager North Coast

North Tuncurry Project Control Group

Stephen Francis, Director Commercial Development, Craig Barnes, Regional Manager North Coast

Noxious Weed Advisory Committee

Richard Chewings, Manager Landscape Services Centre

NSW Wind Precincts – Agency Working Group

Paul Robinson, Director Strategic Projects

NSW Branch Institute for Information Management

Peter Goddard, Manager Strategic Projects (President)

NSW Coastal Council Acquisition Task Force

Graham Harding, GM Crown Lands

NSW Law Society Legal Technology Committee

Greg Channell, Senior Project Leader – Legal NECS Readiness Program

NSW Maritime Access and Infrastructure Council

Craig Abbs, Director Coastal Estuary Infrastructure (NSW Project Director)

NSW Public Sector Community of Finance Professionals

Kimberley Taylor

NSW Rating Professionals

Grieg Nott, Program Manager, Land Data Management

NSW Spatial Advisory Group for Counter-terrorism/emergency management/critical infrastructure protection

Warwick Watkins, Director General, Tony Sleigh, Director Emergency Information Coordination Unit

NSW State Soils Policy Working Group

Adrian Harte, Director Land Management CL, Paul Jones, General Manager SCS, Richard Chewings, A/Manager Land Management CL, Richard Denham, Manager Land Estate Policy CL, Michelle Forwood, Senior Policy Officer Planning CL

Pest Animal Control Council

Richard Chewings, Manager Land Management CL

Planning Reform (EP&A Act) Inter-agency Steering Committee

Warwick Watkins, Director General

Planning Reform (EP&A Act) Inter-agency Steering Committee (senior officers reference group)

Greg Paine, A/Manager Planning Policy

Property Disposal Assessment Panel

Greg Foster, Manager Strategic Development and Marketing

Public Sector Mapping Authority (PSMA)

Des Mooney, Deputy Director General and General Manager LPI

Public Sector Risk Management Association

Ed Alegado, Director Corporate Governance, Sue Stirling, OHS Manager

Randwick Literary Institute Reserve Trust

Andrew McAnespie, Regional Manager Sydney/Hunter (Administrator)

Remote Sensing Steering Committee

Peter Clydesdale, Senior Program Development Manager, Paul Field, Manager Sales and Customer Service, Rob Colless, Manager GIS and Operations

Reserve Referral Process

Bob Costello, Director Finance and Corporate Support, Richard Hunt, Director Crown Lands Policy, Greg Paine, A/Manager Planning Policy, Richard Chewings, Manager Land Management Programs

Seafood Industry Advisory Council – Pricing and Charging Working Group

Stephen Francis, Director Commercial Development

Showgrounds Standing Committee

John Burton, PRMF Coordinator

Silverton Village Committee

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Standards Australia – TC211 Geographic Information Systems Committee

Greg Burgess, Team Leader, Regional DTDB

Standards Australia Image Management Committee

Peter Goddard, Manager Strategic Projects

Standards Australia Subcommittee IT-027-02 Data Management and Interchange

Doug Kinlyside, Manager Survey Infrastructure & Geodesy

State Mapping Advisory Committee

Warrick Beacroft, Executive Manager Information Sourcing (Chair)

State Parks Trust Board

Peter Houghton, Manager State Reserves Strategy

State Plan Priority E8 Senior Officers Group

Bob Costello, Director Finance and Corporate Support, Richard Hunt, Director Crown Lands Policy, Martin Sewell, Manager Land Management Policy

State Plan Priority R4 Senior Officers Group

Bob Costello, Director Finance and Corporate Support, Richard Hunt, Director Crown Lands Policy, Martin Sewell, Manager Land Management Policy

Survey and Mapping Managers Forum (SMMF)

Paul Harcombe, Chief Surveyor (Chair), Bill Miller, Manager Spatial Information Services

Surveying and Mapping Industry Council of NSW

Paul Harcombe, Chief Surveyor (Treasurer), Bill Miller, Manager Spatial Information Services

Tibooburra Village Committee

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

Travelling Stock Reserve Working Group

Adrian Harte, Director Land Management

Unincorporated Area Road Network Reference Group

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

UNSW School of Surveying and Spatial Information Advisory Board

Paul Harcombe, Chief Surveyor

Western Regional Coordination Management Group

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner, Michael Kneipp, Regional Manager Central

Willandra Lakes World Heritage Area Technical Scientific Advisory Committee/Community Management Council

Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner

7. Credit card certification

During the 2008/09 financial year, credit card use within Lands was in accordance with Premier's Memoranda and Treasurer's Directions.

Credit card use

Credit card use within Lands is largely limited to:

- claimable work related travel expenses
- expenditure for minor purchases, where the use of credit cards is a more efficient means of payment.

Monitoring credit card use

The following measures and practices are used for providing guidelines and monitoring the efficient use of credit cards within Lands.

- Lands currently follow better practice guidelines issued by NSW Treasury to provide all staff with a clear understanding of their obligations and duties in the use of corporate credit cards.
- Officers issued with a credit card receive monthly statements to verify and certify that all expenses were incurred for official purposes. Acquittals are examined and authorised by officers with appropriate financial delegation.
- A review of usage levels and appropriateness of credit card limits is conducted at least annually.
- A report is submitted to Treasury half yearly certifying that Lands' credit card use is within guidelines.

8. Consultants

Consultancies under \$30,000

Nature of consultancy	Number of consultancies	Cost (GST incl.)
Finance and accounting/tax	-	-
Information technology	2	\$44,867
Legal	-	-
Management services	12	\$159,324
Environmental	2	\$13,378
Engineering	-	-
Organisational review	-	-
Training	-	-
Total consultancies under \$30,000	16	\$217,569

Consultancies over \$30,000

Nature of consultancy	Consultant name, title and nature of project	Cost (GST incl.)
Finance and accounting/tax	-	-
Information technology	Saratoga Professional services – Web services requirements and non functional requirements for NECS	\$175,862
Legal	Maddock Lawyers P/L Legal advice on the Silverton windfarms	\$294,747
	Clayton Utz – Consistent business practices for NECS	\$34,390
Management services	Parklands Wodonga P/L Albury Environmental Lands Management Program for 1,500ha of land being ceded from Albury Wodonga Development Coop to include a program schedule and budget for capital items, routine and maintenance works for the next 12 years as per transfer agreement.	\$43,780
	Bridgeisle Business Solutions – Strategic advice on NECS	\$461,061
	Mike Bailey Enterprises Pty Ltd – Ministerial liaison and strategic advice and policy expertise	\$82,500
	Omnilink Pty Ltd – Consultancy for Underground Standards Project	\$40,975
	Simply Blue Pty Ltd – Review of financial services – Crown Lands division	\$38,803
	Fyusion Asia Pacific Pty Ltd – Consultation paper for Valuation audit and CSV	\$30,621
Environmental	-	-
Engineering	-	-
Organisational review	-	-
Training	-	-
Valuation	LPI Club Rental Valuations	\$54,133
Total consultancies over \$30,000	10	\$1,202,739
Total consultancies	26	\$1,420,308

9. Disability action plan

Lands is committed to the continued implementation of actions to support access and services to clients and staff with a disability. Lands is currently developing their Disability Action Plan 2009-2012 in accordance with the NSW Government State

Plan: A New Direction for NSW. The State Plan makes increased customer satisfaction with government services a key priority and aims to improve the opportunities for people with disabilities to share fully in community life.

During 2008 there was a major program to increase disabled access to the Queens

Square building. A wheelchair lift was installed to allow access between the old three storey and new five storey parts of the building and the rear loading dock was completely remodelled to allow disabled access to the rear of the heritage building. The north wing lift at Queens Square was also upgraded.

The works include compliance to AS1735 'Facilities for persons with disabilities' part 12. The north wing lift was completed at the end of July 2008. An upgrade of the southern lift at Queens Square was planned for the 2008/09 financial year and this work has also been completed in compliance with AS1735.

Lands has a strong record of employing people with a disability and providing appropriate support in the workplace including making workplace adjustments to ensure staff with a disability are able to use their skills effectively.

Lands continues to support the public sector Hearing Impaired Network. This network is chaired by a Lands employee. Signing assistance is provided for hearing impaired staff to attend training and meetings. Two female hearing impaired staff attended a number of events including the UNIFEM International Women's Day breakfast this year with the aid of an interpreter.

Lands has representation on the Disability Reference Group facilitated by the Department of Premier and Cabinet. This focus group is developing strategy aligned to State Plan Priority F2: Increased Employment and Community Participation for People with Disabilities.

10. Waste reduction and purchasing policy

Lands remains committed to complying with the NSW Government's waste reduction and purchasing policy (WRAPP) and to maintaining best practice in sustainable procurement and in recycling.

During 2008/09 Lands continued to avoid and minimise waste by:

- extending recycling programs to collect and recycle paper and co-mingled wastes from its Sydney and Bathurst offices
- complying with the NSW Government's sustainability policy by sourcing 6% of its electricity supply as green power
- promoting the use of recycled content paper wherever cost and performance competitive
- implementing a sustainability and environment intranet page to communicate and promote green issues
- the Graphic Services Branch being ahead of schedule in obtaining accreditation to ISO standard 14001 for environmental management systems for their printing activities.

11. Employee relations

Strategic directions

The Corporate People and Performance Group (CPPG) developed a strategic plan to ensure strong ties between Lands' businesses and human resource strategies aimed at achieving higher performance through consistent, relevant and value adding strategic and operational services.

The plan is aligned to the following Lands strategic objectives.

Customer and community

Build business partnerships, a motivated workforce that understands and responds to customer needs.

Internal processes

Efficient and effective processes and systems.

Learning and growth

Builds Lands wise organisational capability.

Financial management

Achieve budget and efficiently utilise human, financial and physical assets.

To address these objectives, key priorities for this financial year and the future included:

- management and leadership development and roll out of online learning
- organisation design and strategic workforce planning with Lands businesses
- development of business critical HR systems and processes
- enhancing working environments through strategic OHS systems and health and welfare of staff.

Exceptional movements in salaries and wages during 2008/09

The Crown Employees (Public Sector – Salaries 2008) Award provided a salary increase of 4% effective from the first full pay period on or after 1 July 2008 with prospective future 4% increases in 2009 and 2010.

The Department engaged in negotiations with the Public Service Association to achieve savings in line with the Memorandum of Understanding agreed by the NSW Government and Public Sector Service Association.

The Crown Employees Wages Staff (Rates of Pay) Award also provided for a 4% wage rate increase effective from the first full pay period on or after 1 July 2008.

Personnel policies and practices

The Department has implemented central reforms as set out in the Memorandum of Understanding signed between the NSW Government and the Public Service Association of NSW. These reforms, together with agency initiatives, are expected to achieve the required savings to support salary increases.

The strong partnership between LPI and CPPG continues. The Vision 2013 workforce planning project has focused on attraction and retention strategies and the identification of the new knowledge and skills required ensuring the business grows and develops. During the current year the focus has moved to developing staff in line with future business strategies and plans.

For the third year, Lands participated at the National Careers Expo in Sydney highlighting the Careers that Count initiative aimed at promoting working in the NSW public sector.

The Department has commenced planning for the migration from the Computerised Human Resources Information System (CHRIS) to a SAP HR Enterprise Resource environment. This will streamline processes and provide better information to managers for business decision making. The move to SAP HR and integration with the Department SAP Financial system will provide opportunities to streamline many processes and automate many transactions currently carried out on a manual basis across the Lands businesses.

Learning and development

Lands continues to resource and facilitate the process of developing skilled, adaptable people to support business objectives and enhance careers. Promotion of learning is a core philosophy at Lands that enables continuous improvement in processes, services and management to support the development of our businesses into the future.

Two key strategies of the Lands HR Strategic Plan 2008-10 relate to the development of a Lands-wide learning needs analysis and development of a corporate leadership framework. There has been progress in both these areas. In April/May 2009 a learning needs analysis was undertaken across LPI identifying priorities for staff development, including areas specifically relating to management and leadership.

In 2009/10 the analysis will be extended across other businesses with strategies developed to address learning needs.

The Learning and Development Unit (LDU), CPPG has worked in close consultation with the businesses to deliver advice, project management services, learning, development and training that meet business needs through:

- membership of the LPI HR Sub-Committee
- membership of the LPI Staff Development Working Group
- design and facilitation of a training needs analysis for LPI which identified capability gaps across the LPI businesses
- participation on project teams with LPI Staff Development Group members to design and deliver programs that meet the capability gap priorities identified by the training needs analysis, starting with a leadership and management program
- consultation with the working group to assist with the identification and mapping of career paths
- chairing and facilitation of a trainee and graduate program coordinators' network to enable sharing of experiences and provision of assistance in the development of programs such as orientation for trainees and graduates
- conduct of specially tailored induction programs for trainee and graduate intakes
- membership of the Crown Lands HR Sub-Committee
- ongoing project management and coordination of the development, delivery

Staff numbers

		2004/05			2005/06			2006/07			2007/08			2008/09		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent	Full-time	849	470	1,319	861	467	1,328	897	489	1,386	906	518	1,424	900	524	1,424
	Part-time	-	2	2	1	22	23	2	28	30	-	27	27	-	29	29
Temporary	Full-time	44	40	84	44	25	69	54	36	90	49	44	93	62	59	121
	Part-time	-	4	4	3	8	11	7	8	15	14	12	26	9	10	19
Contract	SES	12	1	13	13	1	14	13	-	13	15	-	15	13	1	14
	Non-SES	-	-	-	-	-	-	2	-	2	2	-	2	2	-	2
Training		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Casual		2	2	4	6	2	8	11	4	15	6	4	10	5	4	9
TOTAL		907	519	1,426	928	525	1,453	986	565	1,551	992	605	1,597	991	627	1,618

and evaluation of the Certificate III in Government (Land Administration) for partners Crown Lands division and Illawarra Institute of TAFE

- participation on the Conservation Field Officer (CFO) Assessment Panel with Soil Conservation Service managers to evaluate candidate eligibility for promotion based on proof of competency across a range of work areas and standards.

LDU continues to provide a self-paced induction program for all new staff and has upgraded the Lands welcome pack to a fully online induction program. The unit has also introduced a separate induction guide for new employees recruited into management positions.

Recruitment selection techniques training is scheduled and conducted four times per year with courses being located in both metropolitan and regional centres. Content is regularly updated to keep pace with changes currently occurring to the recruitment and selection processes in the NSW public sector.

In recognition of the needs of our aging workforce, CPPG is introducing seminars on how to plan for and manage a smooth transition to retirement for older employees.

Funding for attendance by staff at external courses, conferences and seminars continued in 2008/09. Available data indicates that over 230 staff attended external courses, conferences and seminars and over 560 staff attended internal courses.

Work has commenced to improve the collection of data relating to staff development activity.

Lands continues to promote staff participation in formal tertiary education courses relating to business needs. In 2008/09 a total of 77 staff were undertaking tertiary studies ranging from TAFE to doctoral level.

Lands also provides funding and time support for participation in public sector sponsored programs with 18 staff undertaking a range of programs in 2008/09.

Industrial relations policies and practices

The majority of Lands' employees (90%) are covered by the Crown Employees (NSW Department of Lands – Departmental Officers) Award. This award rationalised a variety of salary scales and classifications to bring the majority of officers from Crown Lands, Soil Conservation Service and the Office of Rural Affairs under the one classification and grading process. The other two major awards covering Lands' 38 hours per week employees are the Crown Employees (Graphic Service Operators Department of Lands) Award and the Conservation Field Officers (Department of Lands, Department of Infrastructure, Planning and Natural Resources and State Water Corporation Award). These three main awards now represent 96% of all staff with award coverage. The number of employees covered by the three main awards should continue to increase as positions are created or evaluated according to the three main awards.

In August 2008, a section 19 review in terms of the *Industrial Relations Act 1996* was undertaken in relation to the *Crown Employees (NSW Department of Lands – Conditions of Employment) Award 2005*. The review updated the award bringing it in line with contemporary industrial relations practices.

The Department continues to maintain a harmonious and consultative working relationship with association and union representatives. The joint consultative committee comprising management and industrial association/union representatives meets regularly to discuss reforms occurring within Lands and major issues affecting the organisation and staff.

Organisation change and job evaluation

CPPG has continued to assist managers across Lands in reviewing structures, functions and positions to support business objectives. All business divisions continued to realign their organisational structures to meet changing client and business needs.

CPPG has introduced a process to streamline evaluation of position descriptions, which continues use of the Mercer CED Job Evaluation System.

12. Land disposal

In 2008/09 a parcel of land located in Belford was disposed for \$93k with a carrying value of \$53k.

In addition, in 2008/09 the Department administered the disposal of 2,407 parcels of land from the Crown land estate. Total proceeds from the disposals were \$30.2m with a carrying value of \$45.0m. This includes 368 parcels of land with a carrying value of \$15.3m that were transferred to reserve trusts and local government for no consideration.

There were no parcels of land disposed of over \$5m.

Any association between purchaser and the person responsible for approving the disposal is required to be declared. There were no such declarations in the year.

Learning and development	2008/09
No. staff who received study time leave	77
No. staff who received fee reimbursement	32
No. of staff doing Executive Master of Public Administration	4
No. staff who completed Executive Development Program	4
No. staff completing Graduate Diploma in Public Administration	3
No. staff completing Master of Public Administration	0
No. staff completed/doing Public Sector Management Program	7

The net proceeds from most sales are paid to the Consolidated Fund.

All sale documents are retained as either Lands' records or held by Lands' solicitors responsible for the conveyancing and can be accessed under the normal FOI guidelines.

13. Equal employment opportunity

Major EEO outcomes for 2008/09

- Lands continues to operate a spokeswomen's program which offers ten women from across the state the opportunity to participate in the program.
- This program links to the NSW State Government's initiative 'Making the Public Sector Work Better for Women'.
- Lands aims to develop strategies to attract and retain senior female talent through the use of the public sector endorses CEO kit.
- A number of women across the Department completed the springboard program in places sponsored by the spokeswomen and the Crown Lands 'Working Outside the Square' (WOTS) Group.
- The Department sponsored 20 places for women at International Women's Day events across the state.

- Lands has four women participating in the Department of Premier and Cabinet's women's e-Mentoring Pilot Program as mentees, and four senior staff who are participating as mentors.
- Lands continues to sponsor and support the Aboriginal Support Network (ASN). The network was established to actively promote career development opportunities, to raise awareness of Indigenous Australians within the workforce, encourage the employment of Aboriginal people within the various departments and to encourage the long-term employment of Aboriginal people within the public sector. The ASN has been in operation since 1989 and works in partnership with other related public sector agencies to provide increased collegial support for members.
- Recruitment at Lands is merit based and aimed at attracting a diverse range of job applicants.
- Lands is keeping pace with sector-wide changes to recruitment aimed at making the process more efficient and accessible.
- Lands employees enjoy a full range of flexible working arrangements and are encouraged to create and maintain a healthy work-life balance.
- Lands is participating in the NSW Public Sector Cadetship Program to assist young people to take up careers in the public sector by offering a

cadetship for Aboriginal and Torres Strait Islander applicants.

Aboriginal Support Network

The Aboriginal Support Network (ASN) comprises of Aboriginal staff who wish to participate in the running of the network from these government agencies.

- Department of Lands.
- Department of Water and Energy.
- Department of Planning.
- State Water Corporation.
- Catchment Management Authorities.

The Department of Lands is currently the hosting agency for the ASN.

The ASN met every quarter at various locations around the state during the financial year of 2008/09.

The first gathering was held at the start of September 2008 at Forbes. The ASN visited the Barrack Gold Mine at Lake Cowell and surrounding area with a local Aboriginal elder detailing the local Aboriginal community's involvement within the company and its employment programs for local Aboriginal people, guided tours of Manna Mountain and Murie Sites which are known Aboriginal sites and their management concerns.

The second gathering was the ASN Annual General Meeting held towards the end

Table A – Trends in the representation of EEO groups¹

EEO group	Benchmark or target %	% of total staff ²				
		2005	2006	2007	2008	2009
Women	50	36.5	36	36.4	37.9	39
Aboriginal people and Torres Strait Islanders	2	1.3	1.3	1.4	1.3	1.2
People whose first language was not English	20	15.3	16	14.2	13.6	16
People with a disability	12	10.2	7	7	6.1	5
People with a disability requiring work-related adjustment	7	3.8	1.3	1.5	1.3	1.2

Table B – Trends in the distribution of EEO groups¹

EEO group	Benchmark or target %	Distribution index ³				
		2005	2006	2007	2008	2009
Women	100	89	89	90	90	84
Aboriginal people and Torres Strait Islanders	100	76	n/a	86	92	90
People whose first language was not English	100	89	92	92	94	91
People with a disability	100	98	102	97	98	98
People with a disability requiring work-related adjustment	100	92	n/a	93	93	93

Notes

1. Staff numbers are as at 30 June 2008.

2. Excludes casual staff.

3. A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The distribution index is automatically calculated as part of the workforce profile return sent to Premiers Department annually.

November 2008 at Nelsons Bay. The ASN met at the Worimi Local Aboriginal Lands Council at Williamtown for brief history of projects run by the Lands Council and then proceeded with guided tours showing the Worimi Conservation Lands, Murrock and Worimi Projects. The ASN also elected a new executive team at this meeting.

The third gathering was held at the start of March 2009 at Parramatta Government Offices with the focus of the meeting being training workshop, 'Do it right project' which was conducted by the Anti Discrimination of NSW with involvement from Work Cover NSW.

The fourth gathering was held at the start of June 2009 at Lighting Ridge with the focus of the meeting being the ASN's Aboriginal Cross Cultural Awareness Training program. It was an information day for ASN members outlining the details to which the training is about and what is involved in conducting these workshops, so members could be aware of the processes and hopefully look at being future presenters of this program.

14. Ethnic Affairs Priorities Statement (EAPS)

Lands is committed to the principles of multiculturalism as outlined in the *Community Relations Commission and Principles of Multiculturalism Act 2000*.

The Ethnic Affairs Priorities Statement (EAPS) is our commitment to improving access to our services to culturally and linguistically diverse communities throughout New South Wales.

Lands' EAPS was finalised in 2006. No changes have been made to this statement. The EAPS outlines how Lands will:

- deliver services, which are appropriate to a culturally diverse client group, as part of the core business
- put in place flexible, inclusive consultation processes that are integrated into agency planning
- provide training for staff on cultural diversity issues
- provide language services and information in ways that will reach all clients. A list of Lands employees with language skills is available and those skills are called upon occasionally.

Key outcomes for 2008/09 include:

- ongoing review of staff training programs to ensure integration of cultural awareness principles
- continued inclusion of the principles of multiculturalism in corporate planning and evaluation processes
- continued utilisation of the telephone interpreting service provided by the Commonwealth Department of Immigration and Citizenship in responding to enquiries from members of the public
- promotion on general land valuation notices sent to property owners of the availability of the telephone interpreting services

- continued utilisation of the staff register which lists staff members from different cultural backgrounds who make themselves available to assist customers visiting Lands' offices in person who request an interpreter
- promotion of diverse representation on committees, working groups, advisory structures and Crown land trusts.

In 2009/10 Lands will continue to implement its EAPS through corporate planning and client services, merit-based recruitment practices and staff training.

15. Freedom of information (FOI)

Statement of affairs

The Department of Lands was created in 2003, incorporating:

- three business operational divisions – Land and Property Information, Crown Lands and Soil Conservation Service
- the Office of Rural Affairs
- internal corporate service areas including Finance and Corporate Support, Corporate People and Performance Group, Legal Services, Corporate Governance, Information Communication and Technology, Communication Solutions Group, and Native Title, Aboriginal Land Claims and Status Branch.

Lands also provides administrative support to the Board of Surveying and Spatial Information, the Geographical Names Board, the Festival Development Corporation and various community trusts.

Land and Property Information division

Land and Property Information (LPI) is the definitive source of spatial information for NSW, including property definition, ownership and valuation data, which underpins a vibrant property market and government initiatives for improved commercial and environmental outcomes.

Crown Lands division

The total area of New South Wales is 80.1 million hectares, nearly half of which is Crown land. The Crown Lands division is responsible for the sustainable management of 35.8 million hectares of Crown land. From its 18 state parks, public reserves, walking trails and caravan parks to allocated land for varied community and business purposes, such as schools, hospitals and ports, Crown Lands division is dedicated to optimising environmental, economic and social outcomes for the benefit of the people of NSW.

Soil Conservation Service division

Soil Conservation Service (SCS) is an environmental consultancy business specialising in environmental protection, rehabilitation and land management. SCS offers a complete range of professional and technical services in land rehabilitation, specialist earthworks, erosion and sediment

control, project management, soil and water testing, revegetation techniques and the sustainable management of farm water supplies. SCS's efforts ensure the continued sustainable management of NSW land.

Office of Rural Affairs

The Office of Rural Affairs works with rural communities to harness economic, social and environmental opportunities for country NSW, ensuring they have a powerful voice and are in control of their own evolution.

Freedom of information procedures

Requests for documents under the Freedom of Information (FOI) or *Privacy and Personal Information Protection Act 1998* in the possession of Lands should be directed to:

The FOI Coordinator
Office of the Director General
Department of Lands
1 Prince Albert Road
Queens Square
SYDNEY NSW 2000
T 61 2 9236 7773
F 61 2 9236 7632

Office hours:
Monday – Friday
8.30am – 4.30pm

Documents held by the Department

Corporate

Acceptable Use of Information Technology and Telecommunications Policy
Access Control Policy
Accounting Manual
Anti Virus Policy
Asset Control Policy
Business Continuity Management Policy
Change Management Policy
Code of Conduct
Complete Guide to Staff (Induction Manual)
Conflict of Interest Policy
Corporate Clothing Policy
Corrupt Conduct, Maladministration and Serious and Substantial Waste, and Protected Disclosures Policy
Desktop Replacement Policy
Equal Employment Opportunity Policy
Filling of Short Term Vacancies Policy
Gifts and Benefits Policy
Grievance Resolution
Harassment Free Workplace Policy
Information Security Policy
Interim Privacy Management Plan
Internal Reporting (Protected Disclosures) Policy
Job Evaluation Policy
Lands International Visitors Policy
Learning and Development Policy
Mail Server Policy
Management of Consultants and Contractors Policy
Managing E-Mail Resources Policy
Media Policy
Mobile Phone Policy
Occupational Health and Safety Policy
Outside Employment Policy
Policy for Protection against Malicious Software
Queens Square Security Policy
Records Management Policy

Risk Management Policy
 Travel Policy
 Workforce Management Plan
 Working from Home Policy

Land and Property Information

Intellectual Property – Copyright and Licensing
 LPI Fraud Control Plan
 LPI Privacy Statement
 LPI Queens Square Business Continuity Plan
 Online terms and conditions
 Suppression of Personal Information in LPI
 Public Registers

Valuation

Administering Procedures
 Chief Valuer's Instructions
 Contractor Performance Management
 Procedures
 Just Terms Compensation Procedures Manual
 Objections Procedures Manual
 Rating and Taxing Valuations Procedures
 Manual
 Technical Instructions
 Valnet User Guides
 Valuation Contract Management Procedures
 Manual
 Valuer General's Instructions

Surveying

Control Surveys and SCIMS: what is acceptable
 Guidelines for the Determination of the state
 border between New South Wales and
 Victoria along the Murray River
 Redefining the Queensland-New South Wales
 Border: Guidelines for Surveyors
 Rural Addressing: A Model for Systematic
 Addressing for Rural Properties in New
 South Wales
 Surveyor General's Directions for Survey
 Practice

Land Titling

Electronic Settlement, Electronic Lodgment
 and Automatic Registration of Real Property
 Dealings in NSW – Public Consultation
 Document, May 2004
 Electronic Settlement, Electronic Lodgment
 and Automatic Registration of Real Property
 Dealings in NSW: Public consultation
 feedback report March 2005
 Lodgment Services Terms & Conditions
 Manual owner inquiry search requests – policy
 and procedures
 Registrar General's Directions

Geographical Names Board of NSW

Commemorative naming fact sheet and form
 Cultural Designation Guidelines

Determining suburbs and localities in NSW
 Dual naming supporting cultural recognition
 Generic Reserve Naming Policy
 Glossary of designation values in the
 Geographic Names Register
 Glossary of status values in the Geographic
 Names Register
 GNB – preserving the history, culture and
 identity of NSW
 Guidelines for determining place names
 Guidelines for the naming of roads
 Naming and addressing private roads and
 roads in community subdivisions
 Place naming application form
 Policy on Board Member Induction
 Policy on the Concurrence for Government
 Departments for Names Assigned under
 Other Acts
 Policy on the Position and Extent of
 Geographical Names
 Policy on Web Based Submissions for
 Advertised Proposals
 Policy on Welcome to Country Signs
 Primary Source Policy
 Road naming in NSW
 Rural addressing for NSW
 The NSW road and address locality naming
 process

Crown Lands

Authority and Identity Card Procedures
 December 2007
 Caravan Park Levy Committee Guidelines for
 the Administration of Applications for Financial
 Assistance
 Changes to the Management of Crown
 Reserves and Schools of Arts Arising from
 the *Crown Lands Amendment Act 2005* –
 Information for Staff October 2005
 Coastal Crown Lands Policy 1991 – under
 review
 Community Rebate Policy – July 2007
 Crown Lands Caravan Park Policy 1990 –
 under review
 Crown Lands Foreshore Tenures Policy
 (Non-commercial Occupations) 1991 – under
 review
 Crown Lands NSW Business Policy – Local
 Government Procurement of Crown Land
 September 2007
 Crown Lands Policy for Marinas and
 Waterfront Commercial Tenures 2005
 Crown Lands Policy for Tourist and associated
 Facilities on Crown Land 2006
 Crown Lands Reserve Trust – Operating
 Policy and Management Arrangements 2008

Dedicated Lands Information – September
 2008
 Devolved Lands Information – April 2009
 Domestic waterfront tenancies – Changes in
 rent
 Fire Protection Policy for Caravan Parks on
 Crown Reserves and Leasehold Land 2005
 Food and Beverage Outlets on Crown
 Reserves 2004
 Guidelines for Managing Bridges and Culverts
 on Crown Land – March 2008
 Guidelines to Part 3A of the *Environmental
 planning and Assessment Act 1979*
 September 2007
 Information for telecommunication organisations
 occupying crown land administered by the
 NSW Department of Lands
 Investment Policy for Trust Boards Managing
 Crown Reserves and Commons 2005
 Land Management Compliance Policy –
 October 2007
 Management of cemeteries on Crown land by
 Local Government
 Natural Disaster Relief Scheme Guidelines
 Office Practice Guidelines
 Operational Tourist Facility Policy – June 2007
 Parish/County Reserve Procedure – July 2007
 Perpetual Lease Conversion Program – Policy
 Overview – June 2007
 Procedure for Reviewing Local Environmental
 Plans – March 2007
 Procedures for Waiving the Need for a Land
 Assessment April 2009
 Recreational Trails Strategy - April 2007
 Staff Procedure – Re-appointing and replacing
 reserve trust managers upon expiry of their
 term – June 2008
 Tabling Procedure for Dedicated Crown Land
 – October 2008
 Tourist Facilities and Services on Crown
 Reserves 1997
 Trust Handbook – A handbook for trusts
 managing Crown land reserves and
 commons, and trustees of schools of arts –
 October 2007 and updated

Soil Conservation Service

Non-smoking in the Workplace
 Staff Borrowing of Equipment Policy
 Some policy documents are available, free
 of charge, from the Department of Lands
 website www.lands.nsw.gov.au which has
 links to our administrative units.
 Geographical Names Board policies and
 guidelines may be accessed at their website
www.gnb.nsw.gov.au.

Charges for FOI applications

Nature of application	Application fee	Processing charge
Access to personal records	\$30	\$30 per hour (up to 20 hours of free processing time for information about your personal affairs is allowed)
All other requests	\$30	\$30 per hour
Amendment of records	\$30	\$30 per matters not on public record

Freedom of information statistics (new statistics format introduced August 2007)

Section A – New FOI applications	Number of applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How many FOI applications were received, discontinued or completed?						
A1 New	15	4	52	60	67	64
A2 Brought forward	5	2	4	0	9	2
A3 Total to be processed	20	6	56	60	76	66
A4 Completed	18	6	56	55	74	61
A5 Discontinued	0	0	0	0	0	0
A6 Total processed	18	6	56	55	74	61
A7 Unfinished (carried forward)	2	0	0	5	2	5

Section B – Discounted FOI applications	Number of discounted EOI applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Why were FOI applications discontinued?						
B1 Request transferred out to another agency (s.20)	0	0	0	0	0	0
B2 Applicant withdrew request	0	0	0	0	0	0
B3 Applicant failed to pay advance deposit (s.22)	0	0	0	0	0	0
B4 Applicant failed to amend a request that would have been an unreasonable diversion of resources to complete (s.25(1)(a1))	0	0	0	0	0	0
B5 Total discontinued	0	0	0	0	0	0

Section C – Completed FOI applications	Number of completed EOI applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
What happened to completed FOI applications?						
C1 Granted or otherwise available in full	21	6	48	47	69	53
C2 Granted or otherwise available in part	0	0	3	1	3	1
C3 Refused	0	0	1	6	1	6
C4 No documents held	0	0	1	2	1	2
C5 Total completed	21	6	53	56	74	62

Section D – Applications granted or otherwise available in full	Number of FOI applications (Granted or otherwise available in full)					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How were the documents made available to the applicant?						
All documents requested were:						
D1 Provided to the applicant	21	6	48	48	69	54
D2 Provided to the applicant's Medical Practitioner	0	0	0	0	0	0
D3 Available for inspection	0	0	0	0	0	0
D4 Available for purchase	0	0	0	0	0	0
D5 Library material	0	0	0	0	0	0
D6 Subject to Deferred access	0	0	0	0	0	0
D7 Available by a combination of any of the reasons listed in D1 – D6 above	0	0	0	0	0	0
D8 Total granted or otherwise available in full	21	6	48	48	69	54

Section E – Applications granted or otherwise available in part	Number of FOI applications (Granted or otherwise available in part)					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How were the documents made available to the applicant?						
All documents requested were:						
E1 Provided to the applicant	0	0	3	1	3	1
E2 Provided to the applicant's Medical Practitioner	0	0	0	0	0	0
E3 Available for inspection	0	0	0	0	0	0
E4 Available for purchase	0	0	0	0	0	0
E5 Library material	0	0	0	0	0	0
E6 Subject to Deferred access	0	0	0	0	0	0
E7 Available by a combination of any of the reasons listed in D1 – D6 above	0	0	0	0	0	0
E8 Total granted or otherwise available in part	0	0	3	1	3	1

Section F – Refused FOI applications	Number of ref used FOI applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Why was access to the documents refused?						
F1 Exempt	0	0	1	6	1	6
F2 Deemed refused	0	0	0	0	0	0
F3 Total refused	0	0	1	6	1	6

Section G – Exempt documents	Number of FOI applications (refused or access granted or otherwise available in part only)					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Why were the documents classified as exempt?						
Restricted documents:						
G1 Cabinet documents (Clause 1)	0	0	0	0	0	0
G2 Executive Council documents (Clause 2)	0	0	0	0	0	0
G3 Documents affecting laws enforcement and public safety (Clause 4)	0	0	0	0	0	0
G4 Documents affecting counter terrorism measures (Clause 4A)	0	0	0	0	0	0
Documents requiring consultation:						
G5 Documents affecting intergovernmental relations (Clause 5)	0	0	0	0	0	0
G6 Documents affecting personal affairs (Clause 6)	0	0	0	1	0	1
G7 Documents affecting business affairs (Clause 7)	3	0	1	4	4	4
G8 Documents affecting the conduct of research (Clause 8)	0	0	0	0	0	0
Documents otherwise exempt:						
G9 Schedule 2 exempt agency	0	0	0	0	0	0
G10 Documents containing information confidential Olympic committees (Clause 22)	0	0	0	0	0	0
G11 Documents relating to threatened species, Aboriginal objects or Aboriginal places (Clause 23)	0	0	0	0	0	0
G12 Documents relating to threatened species conservation (Clause 24)	0	0	0	0	0	0
G13 Plans of management containing information of Aboriginal significance (Clause 25)	0	0	0	0	0	0

Section G – Exempt documents continued	Number of FOI applications (refused or access granted or otherwise available in part only)					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Why were the documents classified as exempt?						
G16 Documents subject to contempt (Clause 17)	0	0	0	0	0	0
G17 Documents arising out of companies and securities legislation (Clause 18)	0	0	0	0	0	0
G18 Exempt documents under interstate FOI legislation (Clause 21)	0	0	0	0	0	0
G19 Documents subject to legal professional privilege (Clause 10)	0	0	0	0	0	0
G20 Documents containing confidential material (Clause 13)	0	0	0	0	0	0
G21 Documents subject to secrecy provisions (Clause 12)	0	0	0	0	0	0
G22 Documents affecting the state's economy (Clause 14)	0	0	0	0	0	0
G23 Documents affecting financial or property interests of the state or an agency (Clause 15)	0	0	0	0	0	0
G24 Documents concerning operations of agencies (Clause 16)	0	0	0	0	0	0
G25 Internal working documents (Clause 9)	0	0	0	0	0	0
G26 Other exemptions (eg: Clauses 20, 22A and 26)	0	0	0	0	0	0
G27 Total applications including exempt documents	3	0	1	5	4	5

Section H – Ministerial certificates (s.59)	Number of Ministerial certificates	
	2007/08	2008/09
How many Ministerial certificates were issued?		
H1 Ministerial certificates issued	0	0

Section I – Formal consultations	Number	
	2007/08	2008/09
How many formal consultations were conducted?		
I1 Number of applications requiring formal consultation	28	31
I2 Number of persons formally consulted	107	144

Section J – Amendment of personal records	Number of applications for amendment of personal records	
	2007/08	2008/09
How many applications for amendment of personal records were agreed or refused?		
J1 Agreed in full	0	0
J2 Agreed in part	0	0
J3 Refused	0	0
J4 Total	0	0

Section K – Notation of personal records	Number of applications for notation	
	2007/08	2008/09
How many applications for notation of personal records were made (s.46)?		
K1 Applications for notation	0	0

Section L – Fees and costs	Assessed costs \$		Fees received \$	
	2007/08	2008/09	2007/08	2008/09
What fees were assessed and received for FOI applications processed (excluding applications transferred out)?				
L1 All completed requests	2,975	2,517	2,975	2,517

Section M – Fee discounts	Number of FOI applications (where fees were waived or discounted)					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How many fee waivers or discounts were allowed and why?						
M1 Processing fees waived in full	0	0	0	0	0	0
M2 Public interest discounts	0	0	0	6	0	6
M3 Financial hardship discounts – pensioner or child	1	0	0	2	1	2
M4 Financial hardship discounts – non profit organisation	0	0	6	0	6	0
M3 Total	1	0	6	8	7	8

Section N – Fee refunds	Number of refunds	
	2007/08	2008/09
How many fee refunds were granted as a result of significant correction of personal records?		
N1 Number of fee refunds granted as a result of significant correction of personal records	0	0

Section O – Days taken to complete request	Number of completed FOI applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How long did it take to process completed applications?						
O1 0-21 days – statutory determination period	13	6	33	25	46	31
O2 22 to 35 days – extended statutory determination period for consultation or retrieval of archived records	8	0	20	31	28	30
O3 Over 21 days – deemed refusal where no extended determination period applies	0	0	0	0	0	0
O4 Over 35 days – deemed refusal where extended determination period applies	0	0	0	0	0	0
O5 Total	21	6	53	56	74	61

Section P – Processing time: hours	Number of completed FOI applications					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
How long did it take to process completed applications?						
P1 0 – 10 hours	13	6	32	56	45	61
P2 11- 20 hours	8	0	20	0	28	0
P3 21 – 40 hours	0	0	0	0	0	0
P4 Over 40 hours	0	0	1	0	1	0
P5 Total	21	6	53	56	74	61

Section Q – Number of reviews	Number of completed reviews	
	2007/08	2008/09
How many reviews were finalised?		
Q1 Internal reviews	1	2
Q2 Ombudsman reviews	0	0
Q3 ADT reviews	0	3

Section R – Results of internal reviews	Number of internal reviews					
	Personal		Other		Total	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Grounds on which the internal review was requested						
R1 Access refused	0	0	1	2	1	2
R2 Deferred	0	0	0	0	0	0
R3 Exempt matter deleted from documents	0	0	0	0	0	0
R4 Unreasonable charges	0	0	0	0	0	0
R5 Failure to consult with third parties	0	0	0	0	0	0
R6 Third parties views disregarded	0	0	0	0	0	0
R7 Amendment of personal records refused	0	0	0	0	0	0
R8 Total	0	0	1	2	1	2

16. Guarantee of customer service

Lands seeks to provide a high standard of service delivery, however service delivery outcomes may vary with the nature of the services provided across administrative areas. All requests for information or services are responded to promptly and efficiently as appropriate to customer requests.

Our customers can expect us to prevent unauthorised access to and use of official information and maintain the privacy and confidentiality of information, which is not on the public register.

We consult with clients and stakeholders when planning and delivering products and services and staff and unions when considering changes in work practices.

All public contact staff are trained to provide timely, accurate and balanced advice in a

courteous manner. They all have expertise within their fields of enquiry.

All staff adhere to the principles of equal employment opportunity and our code of conduct.

Consumer complaint and comment

To continuously improve our performance, we value feedback, compliments and complaints regarding our services and performance.

We aim to respond to correspondence received within 14 days and advise clients about the outcome of a complaint and the action being taken. To ensure that prompt action is taken, please direct your correspondence to the appropriate area, as listed.

Business operations feedback/complaint should be referred to the following.

1) Land and Property Information
Executive Officer to the General Manager

Land and Property Information NSW
PO Box 15
Sydney NSW 2001

2) Crown Lands
Coordinator, Client Services
Crown Lands NSW
PO Box 2185
Dangar NSW 2309

3) Soil Conservation Service
Manager, Financial and Administrative Services
Soil Conservation Services
PO Box 3935
Parramatta NSW 2124

Serious complaints and all other feedback/complaint should be referred to
Corporate Governance Officer
Department of Lands NSW
GPO Box 252
Parramatta NSW 2124

feedback@lands.nsw.gov.au

17. Funds granted to non-government community organisations

Local parks and reserves program

Trust manager	Project	Grant \$	Loan \$	Total \$
Bidjigal Reserve Trust	Signage and on going management works	36,200	-	36,200
Broadwater Koala Reserve Trust	Weed eradication equipment	410	-	410
Broken Hill Regional Events Centre Reserve Trust	Construction of media centre and toilet block	16,700	-	16,700
Broken Hill Regional Events Centre Reserve Trust	Construction of a retaining wall and a contour water drain	13,180	-	13,180
Broken Hill Regional Events Centre Reserve Trust	Completion of the construction of conference facilities	-	250,000	250,000
Byron Island Quarry Reserve Trust	Road works	30,000	-	30,000
Canada Bay Council	Detailed site investigation of St Lukes Park for possible contamination and the preparation of a remedial action plan for the park	45,000	-	45,000
Coffs Harbour Preservation of Native Flora Reserve Trust	On going bush regeneration works	500	-	500
Collambatti Public Hall Trust	Construction of a new hall	7,500	7,500	15,000
Collambatti Public Hall Trust	Access ramps and fire equipment	3,500	-	3,500

APPENDIXES

Trust manager	Project	Grant \$	Loan \$	Total \$
Cooma Monaro Council	Renovation of Pioneers' Memorial	5,000	-	5,000
Corindi Beach Reserve Trust	Completion of building repairs	5,000	-	5,000
Corindi Beach Reserve Trust	Establishment grant	2,000	-	2,000
Dooralong Community Reserve Trust	Building repairs	2,000	3,000	5,000
Eatonsville Public Hall Reserve Trust	Upgrade of toilet block	1,400	-	1,400
Elsmore Soldiers Memorial Hall Reserve Trust	Replacement of windows	800	1,000	1,800
Ethnic Communities Council Newcastle and Hunter Region Inc	Steel fencing works at the Waratah Community Reserve	5,000	15,000	20,000
Euchareena Public Hall Trust	Improvements to supper room	2,500	-	2,500
Exdous Foundation	Adolescent and child safe landscaping and fire protection works at the former Ashfield School of Arts building	9,890	-	9,890
Ganmain Memorial Gardens Trust	Fencing works	1,300	-	1,300
Goolongong Memorial Hall Trust	Structural repairs to beams, piers, downpipes and replacement of windows	-	9,000	9,000
Gore Hill Memorial Cemetery Trust	On going maintenance works	14,000	-	14,000
Goulburn Golf Course Trust	Removal of dead and dangerous trees	10,000	-	10,000
Greater Taree City Council	River bank stabilisation works at Wingham Recreation Reserve	4,000	-	4,000
Gresford Park Trust	Legal fees	2,850	-	2,850
Hernani Public Hall Reserve Trust	Exterior painting works	4,722	-	4,722
Hillston Common Trust	Creation of a firebreak around Hillston Common	6,600	-	6,600
Homebush Recreation Reserve Trust	Purchase of trestle tables and chairs	2,845	-	2,845
Ilford Recreation Reserve Trust	Roofing works and the installation of new windows at the hall	13,850	-	13,850
Inverell Shire Council	Improvements to roads and the provision of additional camp sites at Pindari Dam Reserve	3,000	-	3,000
Ivanhoe Cemetery Reserve Trust	Toilet facility	5,310	-	5,310
Laggan Recreation Reserve	Painting, signage and general maintenance works	-	5,900	5,900
Lightning Ridge Historical Society Reserve Trust	Termite detection station and eradication works	3,500	-	3,500
Lockhart Shire Council	Fencing works at The Rock Recreation Reserve	4,750	-	4,750
Maitland City Council	Completion of playground equipment at the Ray Lawler Reserve	5,000	-	5,000
Menindee Lakes Reserve Trust	Electrical works	7,000	-	7,000
Men's Shed Maitland Inc	Fencing works	5,000	-	5,000
Mooni Recreation Hall Trust	Fencing, ramps, handrails for entrance and toilet facility for disabled	1,956	2,355	4,311
Moore Creek Caves Reserve Trust	New gates	3,500	-	3,500
Old Bega Hospital Reserve Trust	Temporary fencing hire	2,475	-	2,475
Old Bega Hospital Reserve Trust	Repair and stabilise rear wall of laundry and property insurance premium	9,595	-	9,595
Parkes Showground Trust	Ride-on mower	3,787	10,000	13,787
Patonga Public Hall Trust	Removal of asbestos in building roof	10,000	2,000	12,000
Port Stephens Community Arts Trust	Building repairs	9,000	-	9,000
Red Rock Coast Trust	Establishment grant	2,000	-	2,000
Rocky Hall Community Centre Trust	Building improvements of painting, walls, windows and roofing	20,020	-	20,020
Rowena Tennis Club Reserve Trust	New steps	2,500	-	2,500

Trust manager	Project	Grant \$	Loan \$	Total \$
Ruthven Recreation and Preservation of Native Flora Reserve Trust	All weather vehicular access	1,800	-	1,800
Rye Park Showground Trust	Toilet facility for the disabled	8,000	-	8,000
Six Foot Track Heritage Trust	On-going maintenance and rehabilitation works	25,000	-	25,000
Sodwalls Tennis Courts Reserve Trust	Repair and paint clubhouse and replace guttering, toilet block repairs and general maintenance works	2,850	-	2,850
South Pacific Electric Railway Cooperative Ltd	Relocation of the kiosk and bookshop at the Sydney Tramway Museum	10,000	25,000	35,000
Spring Plains Public Hall Trust	Electrical works	3,000	-	3,000
St Albans Common Trust	Noxious weed eradication and fencing works	900	-	900
Tabulam Racecourse Reserve Trust	Upgrade of electricity	2,500	-	2,500
Tibooburra Cemetery Reserve Trust	Fencing works	6,820	-	6,820
Towrang Community Hall Trust	Re roofing section of hall, lining of ceilings and walls and the replacement of two windows and a door	20,000	-	20,000
Towrang Stockade Trust	Safety hand rail, brochure and sandstone slab	3,950	-	3,950
Tuggerah Lakes Reserve Trust	Removal of asbestos in the dairy cottage and restoration of silo roof	13,000	18,000	31,000
Uki Public Hall Recreation Reserve Trust	Construction of a landing at the exit stairs of the hall	2,000	2,000	4,000
Wadesville Reserve Trust	Storage shed	12,000	-	12,000
Wentworth Park Sporting Complex Trust	Demolition of Paddy Gray Stand	-	70,000	70,000
Willow Bend Caravan Park Reserve Trust	Demountable kitchen	5,000	-	5,000
Wollombi Museum Trust	Restoration of courtroom windows	10,000	-	10,000
Woodsreef Reserve Trust	Fencing, signage and the upgrading of the picnic area	8,000	-	8,000
Young Shire Council	Removal of dangerous trees at Young Golf Course	5,000	-	5,000
Total		490,860	414,855	905,715

Showgrounds program

Trust manager	Project	Grant \$	Loan \$	Total \$
Albury Showground Trust	Replacement of the Watson Hall with a multi purpose building	30,000	60,000	90,000
Alstonville Agricultural Society Inc	Improvements to Barbecue area	2,562	-	2,562
Ashford Showground Trust	Renewal of the front entrance and signage	2,000	1,500	3,500
Barellan Showground and Racecourse Trust	Stage one electrical upgrading works	20,000	7,000	27,000
Bedgerebong Recreation Ground Trust	Tree lopping and the purchase of a rainwater tank	5,875	2,000	7,875
Bemboka Showground Trust	Replacement of stock yards	10,000	4,000	14,000
Cobargo Showground Trust	Extensions to the canteen block	12,000	12,000	24,000
Dorrigo Showground Trust	Upgrading the entrance road	3,000	3,000	6,000
Eurobodalla Shire Council	Construction of steel yards at Moruya Showground	3,000	2,000	5,000
Great Lakes Council	Construction of new stock yards and ring fence at Bulahdelah Showground	4,000	4,000	8,000
Gulargambone Showground and Racecourse Trust	Installation of watering system	3,000	-	3,000
Guyra Shire Council	Construction of a new cattle shed at Guyra Showground	5,000	12,000	17,000
Hay Shire Council	Construction of a multi purpose building at Hay Showground	10,000	32,000	42,000
Hunter River Agricultural and Horticultural Association Ltd	Relocation of show camping area, electrical works and water cycling project at Maitland Showground	89,000	-	89,000

APPENDIXES

Trust manager	Project	Grant \$	Loan \$	Total \$
Jingellic & District P A & H Society Inc	Upgrading of former school building at Jingellic Showground	6,000	3,000	9,000
Kempsey Showground Trust	Roofing and cupola on main pavilion and improvements to caretakers cottage	70,000	-	70,000
Kempsey Showground Trust	Operational grant	10,000	-	10,000
Kempsey Showground Trust	Removal of a dangerous tree	5,435	-	5,435
Kempsey Showground Trust	Continuation of upgrading works	50,000	-	50,000
Liverpool Plains Shire Council	Purchase of materials for the refurbishment of a pavilion at Quirindi Showground	3,200	-	3,200
Liverpool Plains Shire Council	Painting of grandstand gable and steel steps at Quirindi Showground	1,700	1,500	3,200
Murwillumbah Showground Trust	Construction of a retaining wall and an access ramp for disabled access to the main pavilion	10,000	12,000	22,000
Narromine Shire Council	Construction of an amenities block at Narromine Showground	20,000	25,000	45,000
Robertson Showground Trust	Concreting under awning attached to the bar and canteen	5,000	-	5,000
Shoalhaven City Council	Construction of toilet facilities for the disabled and additional showers at Berry Showground	5,000	5,000	10,000
Tamworth Regional Council	Construction of permanent seating in a stand at Barraba Showground	7,500	7,500	15,000
Temora Showground Trust	Electrical upgrading in the main pavilion and relocation of power supply underground	9,500	10,000	19,500
Temora Showground Trust	Construction of a multi purpose building	4,800	4,800	9,600
Wee Waa Racecourse and Showground Trust	Ride on mower	2,500	3,000	5,500
Wee Waa Racecourse and Showground Trust	Electrical upgrading works	15,650	5,000	20,650
Wellington Council	Construction of a toilet facility for the disabled at Wellington Showground	5,000	5,000	10,000
Wellington Council	Construction of a multi-purpose pavilion at Wellington Showground	5,000	15,000	20,000
Wentworth Shire Council	Completion of fencing works at Wentworth Showground	4,500	4,000	8,500
West Wyalong Showground Trust	Completion of staged electrical upgrading works	32,413	-	32,413
Wingham Showground Trust	Construction of an entrance road	6,000	6,000	12,000
Woodenbong Reserve Trust	Improvements to dining area of the pavilion	3,000	2,000	5,000
Total		\$481,635	\$248,300	\$729,935

Caravan parks development works program

Trust manager	Project	Grant \$	Loan \$	Total \$
Bega Valley Shire Council	Business plan for Zane Grey Tourist Park	20,000	-	20,000
Coffs Harbour City Council	Construction of two new cabins and the replacement of three cabins at Park Beach Holiday Park	-	400,000	400,000
Coffs Harbour City Council	Upgrading of the hot water systems in the amenities blocks and cabins at Park Beach Holiday Park	-	106,000	106,000
Coffs Harbour City Council	Construction of two new cabins and the replacement of three cabins at Sawtell Beach Holiday Park	-	400,000	400,000
Coffs Harbour City Council	Upgrading of the hot water systems in the amenities blocks and cabins at Sawtell Beach Holiday Park	-	51,000	51,000
Great Lakes Council	Construction of three cabins at Hawks Nest Beach Caravan Park	-	170,000	170,000

Trust manager	Project	Grant \$	Loan \$	Total \$
Kiama Municipal Council	Redevelopment of pavilion, spectator stand, car parking and landscaping works at Kiama Showground	-	2,500,000	2,500,000
Moonsee Beach Reserve Trust	Purchase and installation of cabins	-	290,000	290,000
Port Macquarie Hastings Council	Construction of barbecue shelter/recreation room and boom gates at the Beachfront Caravan Park	-	50,000	50,000
Port Macquarie Hastings Council	Study of future water and sewerage requirements and construction of boom gates at the Bonny Hills Caravan Park	-	30,000	30,000
Wyong Shire Council	Refurbishment of cabins at Toowoan Bay Holiday Park	-	25,000	25,000
Wyong Shire Council	Construction of camp kitchen and landscaping works at Toowoan Bay Holiday Park	-	265,000	265,000
Wyong Shire Council	Construction of bunkhouse accommodation at Norah Head Holiday Park	-	80,000	80,000
Wyong Shire Council	Landscaping works at Norah Head Holiday Park	-	23,000	23,000
Wyong Shire Council	Refurbishment of cabins at Canton Beach Holiday Park	-	20,000	20,000
Wyong Shire Council	Landscaping works at Canton Beach Holiday Park	-	20,000	20,000
Wyong Shire Council	Construction of a camp kitchen at Budgewoi Holiday Park	-	140,000	140,000
Total		20,000	4,570,000	4,590,000

Consultancy program

Trust manager	Project	Grant \$	Loan \$	Total \$
Kempsey Showground Trust	Arborist Report	2,000	-	2,000
Byron Island Quarry Reserve Trust	Review of plan of management	10,000	-	10,000
Blue Mountains City Council	Plan of management for Blackheath Memorial Park	12,130	-	12,130
Berrima Courthouse Trust	Structure Condition Assessment Report and Management Maintenance Strategy Report	29,350	-	29,350
Pittwater Council	Additional funding towards the plan of management for Church Point Reserve	20,000	-	20,000
Total		73,480	-	73,480

Reserves of high visitation/regional significance

Trust manager	Project	Grant \$	Loan \$	Total \$
Burrendong Arboretum Trust	Operational grant for 2008/09 and the construction of wheel chair access to the Fern Gully	95,100	-	95,100
Burrinjuck Waters State Park Trust	National Disasters Mitigation Program	152,000	-	152,000
Cudgegong River Park Trust	Construction of a new office and a manager's residence	-	220,000	220,000
Goobarragandra Valley Reserves Trust	Operational grant for 2008/09	11,000	-	11,000
Lake Burrendong State Park Trust	Manager's residence	160,000	-	160,000
Maitland City Council	Operational grant for 2008/09 for the Walka Water Works	70,000	-	70,000
Penrose Park Recreation Reserve Trust	Operational grant for 2008/2009	20,000	-	20,000
Wee Jasper Reserves Trust	Operational grant for 2008/2009	80,000	-	80,000
Total		588,100	220,000	808,100

Drought assistance relief program

Trust manager	Project	Grant \$	Loan \$	Total \$
Binnaway Racecourse Trust	Fencing works	4,000	-	4,000
Bobadah Public Hall Trust	Installation of water tank, guttering and pump.	4,000	-	4,000
Collie Recreation Reserve Trust	Exterior painting and replacement of the verandah of the tennis clubhouse	3,270	-	3,270
Mandamah West Recreation Reserve Trust	Fencing, water storage, guttering and resurface of tennis courts	10,000	-	10,000
Mendooran Recreation Reserve Trust	Restoration of toilet amenities	8,000	-	8,000
Moore Creek Reserve Trust	Fencing works	4,000	-	4,000
Total		33,270	-	33,270

Land and Property Information

Organisation	Project	Grant \$
Charles Sturt Foundation	Grant to support six scholarship places at Charles Sturt University	18,000
Australian Computer Society	Grant to support one scholarship place at Charles Sturt University	2,000
University of New South Wales	Grant to support one "Taste of Research" Scholarship	5,000
University of New South Wales	Surveyor-General's Scholarship in Surveying	14,000
Jai Reddy	Surveyor-General's International Fellowship in Surveying and Spatial Information	15,000
Shane Brunker	Surveyor-General's International Fellowship in Surveying and Spatial Information	15,000
University of NSW	Industry Day; School of Surveying and SIS	200
Association of Consulting Surveyors	"Open up your World" DVD	2,000
Spatial Sciences Institute	Speed Networking Event	300
Institution of Surveyors NSW Inc	Restoration of Surveyor-General's Grave Sites (Allworth, Davidson)	6,800
University of Melbourne	ARC Linkage Project, Automating and Updating Metadata Processes	20,000
Total		98,300

Crown reserve projects

Reserve	Contractors \$	Other \$	Total \$
Coffs Harbour Jetty Foreshores	18,247	2,564	20,811
Port Stephens Reg. Crown Res. Project Mg	113,416	25,049	138,465
Goolawah Regional Crown Reserve	3,796	-	3,796
Lot 490 Ecotourism Development	4,170	-	4,170
Clarkes Beach Cafe	-	92	92
Hunter Central Coast Crown Lands Reserve Trust	-	500,728	500,728
Port Macquarie CBD Crown Foreshores Project	-	56,868	56,868
PRMF Angourie Surfing Reserve	-	5,627	5,627
Tweed Commercial Marine Precinct	45,801	27,599	73,400
Tweed Coast Regional Crown Reserve	21,780	-	21,780
Port Stephens Waterfront Masterplan (not approved)	31,250	-	31,250
Salamander Bay/Taylor's Beach Land Evaluation	20,947	30	20,977
Patonga Pelican POM	-	20,000	20,000
Nelson Bay Foreshore	11,640	-	11,640
Mereweather Beach POM	13,135	-	13,135
King Edward Headland Restoration	18,420	-	18,420
Total	302,602	638,557	941,159

The Public Reserve Management Fund provides funds for the ongoing maintenance of walking tracks, waterside reserves, campsites and major recreational projects administered by Lands. During 2008/09 funds spent on recreational projects are listed below.

- Great North Walk – \$106,834.
- Hume and Hovell Walking Track – \$36,699.
- South Region Walking Tracks and Waterside Reserves – \$26,621.

18. Heritage assets

Heritage asset management

Lands is responsible for the management of heritage sites on Crown land. Under s.170 of the *NSW Heritage Act 1977*, government agencies are responsible for keeping a register of heritage items owned, occupied or managed by the agency (the Section 170 register). It is a requirement of this legislation that the register be made publicly available.

Lands built the Government Property System (GPR) in 2005 to collect information on all properties owned or managed by Lands including Crown land but is currently not available to the public. The GPR already captures some of the metadata that is required for heritage properties such as legal owner, address, parcel details and provides a link to SIX for spatial views of all properties. All of the property information is kept up-to-date and verified through the Enterprise Service Bus with other Lands systems (ITS, IPW, DCDB and subscribes to CRR and CLID).

It is proposed that the GPR should be a suitable foundation to store the additional information for heritage properties required by the Section 170 register. As such, the GPR would provide maintenance screens for the heritage data but a separate public site would be built to search for and deliver the data. Lands' heritage website is currently being designed by the Information Communications and Technology Unit.

Internal customers and stakeholders

Lands' heritage website will provide information to all staff on Lands' history. It will provide staff with information about upcoming events and exhibitions which Lands is participating in. It will allow staff to liaise with outside stakeholders through community contributions such as oral history submissions and user forums.

The website will also provide staff with details on the heritage items which the Department holds. This will include information such as historical and aesthetic significance, loans information, registration and tracking information, conservation information.

The website will provide Crown Lands staff with information on assets on Crown land which have been listed on the Section 170 Register. This will include information such as historic and aesthetic significance and land titling details.

External customers and stakeholders

The Lands heritage website will provide the NSW public with information about the assets held on Crown land which are held on the Section 170 Register. This is a legislative requirement under the *NSW Heritage Act 1977* which is not currently being met.

The website will provide the historical community with information on the heritage items held by Lands, for example, the surveying instruments collection and the original documents and artworks. This will contribute to knowledge of surveying, land administration and management and land titling in this country.

Heritage maintenance

In 2009/10, 1 Prince Albert Road, Queens Square, Sydney has engaged the Government Architects Office (GAO) and the Heritage and Building Services (HABS) at Commerce to conduct a stone conservation and associated works (external) – condition report and maintenance plan.

The GAO Heritage Group and HABS teams will use in-house expertise (and external specialist consultants where necessary) across a range of disciplines to deliver this project.

Project scope

The scope of the condition assessment and maintenance plan shall include the following.

- Two stages for assessment and reporting (1914 – 1952 sandstone buildings and 1962 brick building and lightwell).
- Stage 1 – to be assessed over three days and an interim condition assessment report prepared.
- Stage 2a – a preliminary assessment and further works (stage 2b) subject to recommendations.
- A combined stage 1 and 2 exterior condition assessment report.
- Heritage significance will be summarised in the condition assessment report (based on the conservation management plan and other existing documentation).
- Stage 3 – a five-year maintenance plan will include both stages 1 and 2.
- Stone selection (new replacement stone and stone finish), schedules of repair works and budget estimates will be provided for stone and roofing works in the maintenance plan. Associated elements including windows, metal conservation, flags etc. will be included.
- Capital works (major works including catch up maintenance) will be included in the maintenance plan.

Office accommodation guidelines and standards

Lands had prepared an office accommodation guidelines and standards. The aim of these heritage interior guidelines is to give sound advice on upgrading

interiors and accommodation within Lands' heritage buildings.

In 2009 a toilet upgrade strategy had been completed by architects Jaime Kleinert Architect Pty Ltd. The report's aim is to propose a selection of fittings, fixtures and finishes for use in upgrading of the toilets in the 1 Prince Albert Road building. The aim being to enable:

- consistent equipment and finishes for future toilet refurbishments
- reduce design time spent on each toilet refurbishment
- ensure robust and low maintenance fixtures and finishes are used
- ensure well designed fixtures and finishes are used
- ensure that the fixtures maximise energy and water savings.

19. Legislation and legal change

Legislation

During the year a number of amendments were made to the legislation and regulations administered by the Department, as set out below.

Amended legislation

Real Property and Conveyancing Legislation Amendment Act 2009

The Act amends the *Real Property Act 1900* in respect of the Torrens assurance fund provisions by clarifying the matters in respect of which a claim can be made. It also provides for the further facilitation of abandonment of easement. The amendment also strengthened the verification of identity by making it a requirement for mortgagees to verify the identity of the mortgagor, and for a witness to a land dealing to have either known the person signing for 12 months or to have taken reasonable steps to verify their identity.

The Act also amended the *Conveyancing Act 1919* to enable registration of a plan, without the need for a subdivision certificate, in redefining the boundaries of Crown land that was converted to Torrens title as part of the Crown title conversion project. The amendment also imposes a statutory duty on mortgagee, when selling land under a power of sale, to sell the land for not less than its market value.

Western Lands Amendment Act 2009

The Act amended the *Western Lands Act 1901* to provide for the creation of easements to maintain the dog-proof fences that are erected along parts of the NSW/Queensland and NSW/South Australia borders, and to increase the number of members on the Western Lands Advisory Council from 14 to 15 and to clarify the powers that may be exercised in relation to the establishment of fencing conditions for western lands leases. The Act also clarifies the powers that can be

exercised in relation to the creation of public roads over freehold land in the Western Division, clarifies the objects of the Act and brings the Western Division local lands boards within the scheme for local lands boards established under the *Crown Lands Act 1989*.

Dividing Fences and Other Legislation Amendment Act 2008

Amends the *Dividing Fences Act 1991* to enable an adjoining owner to seek a contribution for the carrying out of work to a retaining wall, where the wall is necessary for the support and maintenance of a dividing fence, and to enable orders relating to that work to be made under the Act. Also amends the *Dividing Fences Act 1991* to enable the local land board to make certain orders in respect to dividing fences.

Western and Crown Lands Amendment (Special Purpose Leases) Act 2008

This Act amends the *Western Lands Act 1901* and the *Crown Lands Act 1989* so as to facilitate the granting of special purpose leases in relation to land within the Western Division of NSW. The amendments allow, for example, the granting of a special purpose lease to enable the establishment of a wind farm (to generate electricity) over land that is currently leased for grazing purposes. While most of the land may remain available for grazing, any particular part of it (other than the site of a dwelling-house or other significant improvement) could become the site of a windmill or other structure ancillary to a wind farm.

Rookwood Necropolis Repeal Act 2009

This Act repealed the *Rookwood Necropolis Act 1901*, transferred the administration of the Rookwood Necropolis to the *Crown Lands Act 1989* and established the Rookwood Necropolis Trust under the *Crown Lands Act 1989*.

Regulations

During the year a number of the Department's regulations were due for repeal under the *Subordinate Legislation Act 1989*. The Department used the opportunity to thoroughly review plan and document registration procedures. The regulations repealed and remade were:

- *Real Property Regulation 2008*
- *Conveyancing (General) Regulation 2008*.

Conveyancing (Sale of Land) Amendment (Planning Certificates) Regulation 2009

Due to an amendment to the *Environmental Planning and Assessment Regulation 2000* by the insertion of a new clause 279(2) to provide for the issue of a 'limited' section 149(2) certificate which would only contain information relating to complying development, an amendment to the *Conveyancing Act 1919* was necessary. The amendment relates to the definition of a section 149 certificate to make it clear that a section 149(2) certificate does not include a limited certificate containing information only

relating to complying development.

The *Strata Scheme (Freehold Development) Amendment Regulation 2008* and the *Strata Scheme (Leasehold Development) Amendment Regulation 2008* commenced on 12 December 2009. The amendments were made to mirror amendments made to the *Conveyancing (General) Regulation 2008* to facilitate changes to the plan process. In addition, a new obligation has been introduced requiring that before a strata certificate is issued, the council or accredited certifier must inspect the strata building.

Statute law revision

The following Acts were amended by the *Statute Law (Miscellaneous Provisions) Act 2008*.

- *Real Property Act 1900* – section 47(6) was amended by inserting the words 'registered dealing in the approved form'.
- *Powers of Attorney Act 2003* – updated references to repealed legislation.
- *Strata Scheme (Freehold Development) Act 1976* – updated references to repealed legislation and to correct a typographical error by substituting the word 'conversion' for the word 'subdivision' in section 37A.
- *Strata Scheme (Leasehold Development) Act 1986* – updated references to repealed legislation and to correct a typographical error to substitute the word 'conversion' for the word 'subdivision' in section 66A.

Significant judicial decisions involving Lands

Perpetual Trustees Victoria Limited v Peter Van den Heuvel & Anor [2009] NSWSC 57

This was a claim based on a fraudulent execution of a mortgage by one of the two joint proprietors of land. The registered proprietor, who was the victim of the fraud, cross-claimed against the Registrar General for compensation from the Torrens assurance fund.

The Registrar General defended the claim by arguing that the mortgage was a Tsai-type mortgage and consequently secured a debt of nothing. The court ruled against this argument because one of the joint tenants of the land had signed the mortgage documents and therefore attached indefeasibility to the memorandum of mortgage and the loan agreement. The Registrar General was ordered to pay compensation to the cross-claimant.

The decision is now the subject of an appeal by the Registrar General.

Perpetual Trustees Victoria Limited v Peter Van den Heuvel No. 2 [2009] NSWSC 483

This decision were consequential orders which arose due to the earlier decision quoted above. The cross-claimant, registered proprietor, claimed that she was entitled

as a joint tenant to compensation from the Registrar General amounting to the full value of the property.

The Registrar General argued that the cross-claimant was entitled to only half the value of the property due to the fraud of the other joint tenant.

The judgement agreed with the Registrar General that it is a presumption that two joint tenants have a one-half beneficial interest in the property and that the compensation can only place the victim of a fraud in the same, and not a more beneficial, position than before the fraud occurred.

The decision is now the subject of an appeal by the Cross-Claimant.

Perpetual Trustees Victoria Limited v Ann-Marie Menzies; Finance Express (Qld) Pty Limited (In liq) v Ann-Marie Menzies [2009] NSWSC 352

This claim is based on two registered Tsai-type mortgages on the subject land; both of which are claimed to be fraudulent. There is a cross-claim against the Registrar General for compensation from the Torrens assurance fund.

The Registrar General filed a notice of motion for an order to be made for a separate determination of a question. The question was, 'whether, upon the proper construction of [the relevant mortgage] and on the assumption that the mortgage was not entered into by the defendant or by anyone acting with her knowledge or approval and that she obtained no benefit from the moneys advanced on the security of the mortgage, there is an amount owing to the plaintiff by the defendant the payment of which is secured by the mortgage'.

The decision was that the separate question be answered 'no'. The decision may result in future claims against the Registrar General; involving Tsai-type mortgages where there is an allegation of fraud; being dismissed on the basis of similar separate questions being answered in such a way.

Perpetual Trustees Victoria Limited v Cipri & Anor [2009] NSWSC 335

This was a claim based on a fraudulent execution of a mortgage by one of the two joint proprietors of land. The registered proprietor, who was the victim of the fraud, cross-claimed against the Registrar General for compensation from the Torrens assurance fund.

The facts in this case are similar to the case quoted above; *Perpetual Trustees Victoria Limited v Peter Van den Heuvel & Anor [2009] NSWSC 57*.

The Registrar General in this case sought orders of indemnity or alternatively, contribution to the compensation payable together with costs against the registered proprietor who committed the fraud. These orders were made.

The decision also ordered the Registrar General to pay compensation to the registered proprietor who was victim of the fraud.

Torrens Assurance Fund

During 2008/09 financial year the Registrar General made several payments in response to claims against the Torrens assurance fund totalling \$4,780m.

This sum includes compensation payments and legal fees of claimant parties.

20. Major assets acquired (other than land holdings)

The total of Lands' property, plant and equipment (PPE) assets was \$159m as at 30 June 2009. There were no major retirements of PPE assets during the year.

The transfer of land and buildings from the former Department of Natural Resources that commenced in the 2007/08 year was finalised in 2008/09.

The following major asset acquisitions were made during the year.

- Building improvements: \$1.2m.
- Plant and equipment, including EDP: \$6.1m.
- Land and building transferred from DNR: \$2.9m.

Work continued on a number of information technology capital projects during 2008/09, which are classified under the intangible asset category.

Outlays on major projects and acquisitions included:

- Crown Lands Conversion Project: \$2.0m
- conversion of manual Torrens titles: \$1.6m
- ePlan portal development: \$0.6m
- ePlan technical consultancy: \$0.5m
- scanning old form register: \$0.7m
- BOAR: \$0.5m
- ecommerce project: \$0.5m
- enterprise imagery repository: \$0.5m
- LiDAR system: \$1.5m.

22. Major works

LPI buildings

Capital works completed or in progress as at 30 June 2009	Cost to date \$	Cost overrun \$	Est. date of completion
<i>Queen Square Building, 1 Prince Albert Road, Sydney (Heritage building)</i>			
Lift modernisation (north)	95,450	Nil	Completed Sept 08
Sprinkler pump replacement	15,240	Nil	Completed June 08
Upgrade fire mains, stage 1	20,068	Nil	Completed June 09
Power factor unit	2,455	Nil	Completed June 09
Lift modernisation (south)	212,388	Under budget	Completed June 09
Electrical riser upgrade, stage 1 (West)	6,000	Nil	Completed Dec 08
Fire stairs upgrades, stage 1	14,000	Nil	Completed June 09
Mezzanine upgrade	355,606	Nil	Completed Dec 08
Loading dock air conditioning	19,895	Under budget	Completed Nov 08

21. Research and development

Land and Property Information Aid in Emergencies by Remote Observation (AERO)

Imagery taken from satellite, aircraft and ground-based systems has been playing a more and more important role in emergency responses to disasters such as bushfires, floods and earthquakes. During 2008/09 extensive research was conducted to better understand how satellite remote sensing technology can be used for disaster mitigation in near real-time, that is, within a few hours of image capture. The study was carried out in partnership with the CRC for Spatial Information and the University of New South Wales. As a result of the research, it was possible to deliver GIS-ready results within five hours during the Victorian bushfire emergency in February 2009. Lessons learned from this deployment are now being applied to planning for NSW emergency events undertaken within Lands' Emergency Information Coordination Unit.

eBulletin readership survey

LPI has been producing a tri-annual bulletin for electronic distribution to clients since mid 2007. The April 2009 edition of the ebulletin delivered to 3,000 client subscribers included a link to a voluntary online readership survey. The purpose of the survey was to determine satisfaction with the various ebulletin attributes and to garner suggestions to assist in setting future direction, visually and editorially. Approximately 10% of the readership base provided responses. The findings of the research indicate that there is little to change about appearance, language and content other than minor cosmetic issues. Directionally, the ebulletin will continue to provide information about new products and services, as well as incorporating more news on changes to existing operations.

Crown Lands

- Carbon sequestration rights establishment over western lands perpetual lease holdings and in general the definition and application, by Lands, over compliant carbon sequestration submission requirements for CLD.
- Biodiversity conservation and the application of biodiversity conservation credits upon/from Crown land in general, and as may be applied in support of Treasury Homesites Development Program within the defined Sydney metropolitan area actioned by Landcom.
- Marina and commercial water-based business valuation procedures were researched and developed for the marina and boating industries on Crown land. The findings of the research were received and supported by the industry.
- Mass appraisal or mass valuation procedures for parts of the CLD tenures portfolio has been developed and approved by the Valuer General and the General Manager LPI for further researched.
- In 2008, the manager of the Anglican and General Cemetery Trust at Rookwood was commissioned to investigate potential cemetery sites in Sydney's south-west region. The report identified two possible Crown land sites as worth further investigation, an existing cemetery at Wilton and Crown land at Bargo. The report has been discussed with the Department of Planning in the context of the broader Sydney Metro strategy.

Capital works completed or in progress as at 30 June 2009	Cost to date \$	Cost overrun \$	Est. date of completion
<i>Panorama Ave, Bathurst (Non-heritage building)</i>			
BMCS upgrade	135,742	Nil	Completed June 09
Upgrade electrical boards	45,778	Nil	Completed March 09
Upgrade AHU coils	26,857	Under budget	Completed June 09

Crown Lands buildings

Capital works completed or in progress as at 30 June 2009	Cost to date \$	Cost overrun \$	Est. date of completion
Wingewarra Street, Dubbo	466,779	1,000	June 09

23. Marketing communication outcomes

Lands' Communication Solutions Group (CSG) is responsible for providing leadership in internal and external communication initiatives across all of Lands' divisions and business units.

CSG's key achievements during 2008/09 included:

- ongoing promotion of Lands' corporate branding through implementation of corporate communication strategy and the redesign of corporate style guidelines
- the development and implementation of communication strategies for both programs including:
 - caravan and camping expos at Rosehill, Hunter, Brisbane and Kembla Grange aimed at raising awareness of Crown land recreational facilities
 - managing Lands' reputation via a targeted media campaign for the 2008 valuations
 - management of Lands' RACA sponsorship of the Community of the Year award and the Crown Reserve Trust Award, including media campaign
 - managing a new strategic partnership with the Clean Up Australia Day Council, where reserve trusts were encouraged to register under the theme 'Clean up NSW Crown reserves'
 - developing a range marketing collateral to build the brand and promote Lands' products including brochures, directories, calendars, posters, online web banners, t-shirts, caps, environmental shopping bags, water bottles, postcards, etc
 - promotion of the 2008 Grabine Country Muster held at Grabine Lakeside State Park
- continual redesign and updating of www.caravanandcampingnsw.com.au which was attracting more than 30,000 visits per month by May 2009, a 60% increase on visits from December 2008

- development and distribution of quarterly newsletters for www.caravanandcampingnsw.com.au which had more than 7,400 subscribers at the end of May 2009 and a 40% open rate, and reserve trusts which has been distributed to 203 subscribers. It gained a 40% open rate
- raising awareness and understanding of Lands' services among key audiences by developing a presence at targeted conferences and events such as three field days, Marina Industry Conference, Coastal Conference, boat shows, numerous local government conferences and tourism events
- ongoing currency and integrity of Lands' websites, including implementing a new 'Google Search' function on all Lands websites
- the production of Inlands magazine, a quarterly staff magazine where stories are shared across the divisions as well as key initiatives are profiled
- managing the Department's intranet where divisions profile their projects, policy and procedural changes to their staff or to all Lands staff.

24. Occupational health and safety (OHS)

The key purpose of Lands' OHS strategy is to demonstrate a commitment to a positive health and safety culture, raise awareness and understanding of OHS issues and provide tools to enable managers and staff to improve workplace safety. Lands' focus is on safety risk management for the prevention of injuries and illnesses through hazard identification. When an injury occurs early intervention is instigated to achieve a safe and durable return to work.

Performance against key performance indicators demonstrate a commitment to continually improve OHS efficiencies awareness and OHS culture internally through:

- the provision of monthly OHS report to the executive committee
- regular updates and reports to the LPI HR sub committee on significant OHS issues

- advice to the Lands OHS committees on current incident data and risk management measures.

With the establishment of the OHS management system there was ongoing development of OHS policies and procedures which included the Lands Pandemic Plan and an update of the First Aid Policy and procedures.

There has been enhanced OHS committee involvement in consultation on OHS initiatives and policies with the inaugural annual Lands OHS committee conference held in April 2009 in Queens Square which was attended by 11 OHS committee representatives from across all the business divisions.

Overall Lands has overall achieved workplace health and safety and injury management targets outlined in the NSW State Government initiative 'Working Together, Public Sector OHS & Injury Management Strategy 2005-2008'.

There was an increase in incidents of 27% however of the 78 new claims in the reporting period, 23% were journey claims and 15% were recess claims with an annual finalisation rate of 80% and an overall decrease of 49% in claims costs. These figures reflect that although there has been an increase in claims affecting the premium, efficient claims management have reduced the cost of these claims.

Lands received worker's compensation premium hindsight adjustments refunds for two previous claim years indicating the Lands positive claims experience in LPI and the effective management of workplace injuries.

The OHS team continues to work cooperatively with Allianz insurance to identify and develop solutions and practices to enhance early safe and durable return to work and case management for injured employees. Reporting times for injuries has improved with the development of a streamlined injury notification system. The delivery of state-wide information and training sessions facilitated by the OHS section for staff and management on the workers compensation and return to work process in 2008/09 has resulted in enhanced understanding and awareness of managers' responsibilities.

Worker's compensation claims and costs*

	2004/05	2005/06	2006/07	2007/08	2008/09
Total no. of claims	61	55	56	70	58
No. of claims settled	23	78	69	65	81 ¹
Net incurred cost	\$446,773	\$420,369	\$429,381	\$516,785	\$315,464

* Data source: Allianz Australia

1. The number of claims settled was higher than total claims as some claims initiated in previous years were settled in this reporting period.

25. Overseas travel

Travel undertaken at cost to Lands

Officer and position	Destination	Purpose	Dates	Cost (\$)
Pedro Harris, Chief Information Officer	USA	Attend ESRI User Conference and visit various IBM sites	2 – 16 August 2008	17,765.94
Tony Hope, Team Leader Spatial Development System	USA	Attend ESRI User Conference and visit various IBM sites	2 – 16 August 2008	6,274.59
Warwick Watkins, Director General	Europe	Ministerial study tour	6 – 23 July 2008	27,772.13
Gail Swan, Program Development Manager ePlan	USA	Attend ESRI User Conference 2008	30 July – 8 August 2008	15,115.42
Connie Kamrowski, Senior Analyst Programmer	Germany	Attend Digital Earth Geoinformatics Summit	10 – 16 November 2008	5,111.47
Paul Harcombe, Chief Surveyor	Malaysia	Attend the PCGIAP Annual Meeting and United Nations Seminar on Lands Administration	18 – 22 August 2008	2,203.33
Graham Harding, General Manager CLD, Craig Barnes, Regional Manager North Coast, E Broker & B Baillie	USA	Undertake a USA study tour of the caravan and camping industry	15 September – 5 October 2008	70,990.43
Paul Field, Lands Officer	NZ	Attend ANZSOG Executive Master Public Administration Course	25 – 29 November 2008	3,045.74
Philip Western, Valuer General	South Africa	Attend International Property Taxation Institute Symposium	25 – 26 March 2009	3,519.80
Warwick Watkins, Director General	Israel	Attend 2009 International Federation of Surveyors (FIG) Working Week and Conference	27 April – 11 May 2009	18,633.79

26. Price determination

Soil Conservation Service

SCS reviews all prices annually and recommends revised rates for Department and Ministerial approval with an implementation date of 1 January. Given the ongoing volatility of diesel fuel prices, the fuel levy added to hourly rates was dropped during the year. A new calculation form was introduced for staff separating fuel completely from hourly plant rates. Fuel is now charged as a separate item based on machine size (fuel consumption). Fuel prices are reviewed monthly and a revised calculation form issued. Separating fuel cost gives the SCS the capacity to increase prices on an item beyond its management control at short notice. All rates were increased on 1 January 2009, Consult rose 2.3 to 4.9% and

Works rose by 2.8% (excluding fuel). Prices charged to government clients within the Operations area are based on actual costs, overheads plus administration.

27. Payment of accounts

Lands payment performance in all quarters of 2008/09 was above target, with a small increase in the number of invoices processed and paid during the year from last year. There were also slight improvements in the percentage of invoices and their dollar value paid on time during the year from last year.

The following measures were undertaken to improve payment of accounts:

- conducted training for most cost centre managers and admin officers on SAP, financial management principles and practices and approving invoices
- reprogrammed SAP reports to include cost centre and internal order information in statistics, which will help to identify and target slow-processing areas
- implemented streamlined accounts payable processes for low value invoices (in May 2009).

In 2008/09, there were no instances where interest was paid in accordance with section 15 of the *Public Finance and Audit Regulation 2005*.

Schedule of accounts paid on time

Value of outstanding invoices by age at the end of each quarter

Quarter	Current (within due date)	Overdue less than 30 days	Overdue 30 - 60 days	Overdue 60 - 90 days	Overdue more than 90 days
	\$	\$	\$	\$	\$
September 2008	1,239,388	301,167	44,132	6,566	400
December 2008	424,310	253,974	2,596	3,153	0
March 2009	2,532,846	214,156	40,930	8,300	4,528
June 2009	6,014,370	24,193	5,452	297	0

Accounts paid on time during each quarter

Quarter	Total accounts paid on time				Total amount paid	
	Number		Value		\$	\$
	Target %	Actual %	Target %	Actual %	Paid on time	Total paid
September 2008	85%	91.2	90%	93.6	56,368,005	60,219,632
December 2008	85%	88.3	90%	94.4	77,107,631	81,658,521
March 2009	85%	85.6	90%	94.4	51,294,525	54,313,088
June 2009	85%	85.6	90%	94.9	81,495,971	85,888,628

28. Publications

Corporate

Brochures

2008 annual report
Multicultural place names in NSW
NSW Office of Rural Affairs: Supporting government and community working together

Fact sheets

Dividing fences law
Dividing fences and other legislation Amendment Act 2008
Privacy statement
Conditions of purchase

LPI

Brochures

ePlan
myInvoice
Valuation Services
Property Information
Survey Services
Mapping and Spatial Information

Fact sheets

Certificate of title security features effective May 09
Certificate of title security features Jan 04 – May 09
Changes to lodgment services for listed lodging parties
Customer account application instructions
Financial correspondence for lodgment customers
General register of deeds stamping and marking requirements for documents affecting land and property under the *Conveyancing Act 1919* and allied Acts
How to prepare and lodge a primary application
How to prepare dealings and old system instruments for registration
Lodging a plan in person
LPI lodgment terms and conditions
LPI privacy statement

myAccount

Old System conversion or removal of a caution via an official search
Powers of Attorney in New South Wales
Stamping and marking documents affecting land under the *Real Property Act 1900*
Terms and conditions for LPI lodgment services explained
How to Lodge an Application for a Boundary Determination
Guide to Dealing Lodgment
Application for replacement Certificate of Title
What is a statutory declaration?
Application for replacement Certificate of Title
How to lodge a Notice of Death

Crown Lands

Brochures

Caravan and camping marketing collateral
Crown land account payment method
Domestic Waterfront licence standard terms and conditions
Escape close to home brochure
Goolawah SP
How to register for Clean Up Australia
It only takes a small effort to build a community
National surfing reserves
NSW Crown Land perpetual lease purchase application kit
NSW Crown reserves
State Park marketing collateral

Fact sheets

A coordinated dredging program
Application to remove subdivisions and separate dealing restrictions
Asset Protection Zones
Authorisation of person under section 153 of the *Crown Lands Act 1989*
Belmont Wetlands CUAD
Closing Crown roads
Converting perpetual leases
Crown land - ready for business
Crown road purchase fee schedule
Domestic waterfront facility rentals

Enclosure permits

Examples of minor ports, rivers entrances and waterway works
Long term residents in caravan parks on Crown land
Management of minor ports, river entrances and waterways in NSW
Purchase of land held under lease under Schedule 7 to Crown Lands
The future of travelling stock reserves
Trust board membership application
Volunteer managing Crown reserves
What is the National Surfing Reserve (NSR) initiative about?

Posters

Grabine Music Muster
Marina show

SCS

Brochures

Rock Flume Construction case study
Asbestos remediation works – The Entrance
Public School case study
Maritime NSW case study
Wyong Council fire trails case study
Elizabeth Macarthur dam case study
Belmont wetlands case study
Great North Walk map kit

Fact sheets

Access tracks
SCS specialists
Environmental impact assessments, planning and management

OVG

Brochures

Your land values
LPI/OVG customer commitment
VG newsletter July 2008
VG folder

29. Risk management and insurance

Lands

Risk management outcomes

During 2008/09 Lands has continued its commitment to the implementation and maintenance of a risk management framework across its divisions and corporate groups to manage the positive or negative effects of risks and enhance Lands' potential to achieve its vision, objectives and goals.

Lands' risk management policy and guidelines provide the framework, guidance and tools and set the requirements and responsibilities for all staff to systematically manage risk consistent with the processes contained in the Australian Standard on Risk Management (AS/NZS 4360:2004). The policy and guidelines provide a structured roadmap to support implementation of a risk management culture throughout Lands.

The Director Corporate Governance is responsible for facilitating risk management within Lands and monitoring and reporting on its progress to the Lands audit & risk committee and executive team.

During 2008/09, the Corporate Governance Unit (CGU) has continued to provide risk management awareness training through workshops and an online course that enables staff anywhere in the state to complete the course in their office at a time suitable to themselves. CGU continues to support the implementation of a risk management framework by facilitating a program of risk assessment and risk management planning workshops across Lands divisions, business groups and specific project management teams.

CGU has also conducted a review of the risk management policy, initially drafted in April

2005, to identify and reflect any changes in Lands since that time and to make sure it is still relevant and in line with AS/NZS 4360:2004 and industry best practice. A further review of the policy and guidelines has been scheduled for late 2009 after the expected introduction of the international standard on risk management, ISO 31000 sometime in the first or second quarter of 2009/10.

Insurance management outcomes

The Director Corporate Governance is responsible for the management of Lands' insurances and related issues management. Lands through its good risk management practices continues to enjoy a relatively good claims experience and treasury managed fund premiums have been fairly static in renewal cost over recent years.

CGU has provided expertise and assistance to Lands' Finance and Corporate Support units to gain Treasury support for inclusion of all reserve trusts properties or buildings assets in the property insurance cover provided by TMF. Previously trusts had to obtain and pay for their own property insurance. This inclusion will be at a nominal cost to trusts and will provide them with a substantial financial cost saving.

CGU has conducted numerous onsite risk assessments to assist various areas of Lands to address risks that have been resulting in claims or have a high potential do so. The assessments have resulted in implementation of improved controls that have reduced the likelihood of incidents occurring.

Land and Property Information (LPI)

LPI's risk management framework encompasses the requirements of the Australian Standard AS/NZS 4360. The strategic and business risk registers are monitored and reviewed throughout the year.

The strategic risks are also disclosed annually in LPI's statement of business intent.

LPI's insurable risks for public liability, workers compensation, motor vehicle accident, property and professional indemnity claims are covered by the New South Wales Treasury Managed Fund.

During the year LPI developed a fraud control plan to raise awareness of fraud at work. It aims to help staff and other people who deal with LPI to prevent, detect and report suspected fraud.

Crown Lands

During 2008/09 the Crown Lands division continued its commitment to the implementation and maintenance of a risk management framework and embedded a risk management function to manage both positive and negative effects of risk that may impact on its vision, objectives and goals.

Risk management policy and guidelines provide a framework for all levels of management to implement risk management processes and maintain sound practices within areas of responsibility.

Risk management is practiced in accordance with Australian Standards on Risk Management AS/NZS 4360:2004.

Soil Conservation Service (SCS)

The SCS Business Plan 2008-13 provides a risk analysis of the division's major risks including indicator, consequence and management actions, as well as a likelihood and impact assessment. The business plan is reviewed on an annual basis and actions implemented by management to mitigate these risks. The division is working with the Corporate Governance Unit and Corporate People and Performance Group to proactively reduce the risk profile and potential liabilities.

30. Sponsorships

Sponsorship recipient	Sponsored activity	Value
Awards Australia Pty Ltd	RACA - Community of the Year Award	\$45,000
Awards Australia Pty Ltd	RACA - Crown Reserve Trust Award	\$44,000
Dcity	Data City Modelling Techniques and Spatial Information	\$10,000
Jai Ram Reddy	NSW Surveyor General International Fellowship in Surveying and Spatial Information	\$15,000
Local Government Managers Australia (LGMA NSW)	Local Government Managers Australia - Forum	\$30,000
Local Government Managers Australia (LGMA NSW)	Local Government Managers Australia - Conference	\$16,500
Local Government Managers Australia (LGMA NSW)	Local Government Managers Australia - GM Forum	\$11,000
Marina Industries Association of Australia	Marinas Value Study	\$10,000
Open Forum (subsidiary of Global Access Partners)	Open Forum website	\$12,500
Sculpture by the Sea Pty Ltd	Sculpture by the Sea	\$20,000
Shane Brunker	NSW Surveyor General International Fellowship in Surveying and Spatial Information	\$15,000
University of NSW	NSW Surveyor General Undergraduate Scholarship in Surveying 2009	\$15,000
Total sponsorships \$10,000 and over	12	\$244,000
Total sponsorships under \$10,000	28	\$83,464
Total sponsorships	40	\$327,464