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Code of Conduct

All Lands administrative areas and the Board of Surveying and Spatial Information operate under the Department of Lands Code of Conduct. There were no amendments or additions to the Code during the reporting year.

Committees

The following officers represented the Department on significant statutory bodies and inter-departmental committees:

Committee Name	Representation
Lands Audit Committee	Des Mooney, Philip Western, Eduardo Alegado, Julie King, Esther Chesterman, Members
Lands Executive Board	Warwick Watkins, Chair
Land and Property Information Advisory Group	Warwick Watkins, Chair
Board of Surveying and Spatial Information	Warwick Watkins, President
Geographical Names Board	Warwick Watkins, Chair
Land Valuation Specialist Advisory Group	Warwick Watkins, Member
Chief Executives Committee	Warwick Watkins, Member
CEOs Committee on Bio Technology	Warwick Watkins, Member
Native Timber Industry Marketing and Development Committee	Warwick Watkins, Member
Australia New Zealand Land Information Council (ANZLIC)	Warwick Watkins, Chair
UTS Council	Warwick Watkins, Member/Pro Chancellor
CEOs Natural Resources Cluster	Warwick Watkins, Member
CEOs Group on Counter Terrorism	Warwick Watkins, Member
Public Sector Mapping Authority (PSMA)	Des Mooney, Director
State Mapping Advisory Committee	Warrick Beacroft, Chairman
Surveying and Mapping Industry Council of NSW	Paul Harcombe, Colin Mitford, Garry Smith, Members
University of NSW, School of Surveying and Spatial Information	Paul Harcombe, Member
Systems Advisory Board	
Council for Reciprocating Boards of Australia/New Zealand	Paul Harcombe, Member
Intergovernmental Committee on Surveying And Mapping (ICSM)	Paul Harcombe, Chair
Committee of Geographical Names in Australia (CGNA) - (ICSM)	Paul Harcombe, Sponsor
National Marine DataGroup	Warrick Beacroft, Member
Mapping Science Institute Australia, NSW Division	Colin Mitford, President
Trials in Innovative Government Electronic Regional Services	Ross Cleary, Member
Reference Committee	
ac3 Super Computer Network Bathurst Regional Node Committee	Warrick Beacroft, Member
NSW Coastal Comprehensive Assessment Council	Graham Harding, Member
NSW Coastal Council Acquisition Task Force	Graham Harding, Member
Government Property Register Project	Graham Harding, Member
NSW Branch Institute for Information Management	Peter Goddard, President
Standards Australia Information Management Committee	Peter Goddard, Member
Data and Information Management Working Group (DIMWG)	Des Mooney, Chair
Tweed Heads Sand By-Pass Working Party	Graham Harding, Member

Consultants

Consultants under \$30,000

The Department employed a total of 26 consultants each costing less than \$30,000 during the 2003-2004 financial year engaged in the following areas:

Consultant	Number	Cost \$
Finance and accounting	0 consultancies	
Information Technology	5 consultancies	69,261
Legal	4 consultancies	10,141
Management Services	16 consultancies	142,187
Engineering	0 consultancies	
Organisational Review	1 consultancies	11,906
Total consultancies less than \$30,000		233,495

Consultants over \$30,000

Consultant	Cost \$	Title/Nature
Information Technology		
System Science	50,558	Topoweb and Spatial Development
Red Sheriff	30,000	Website Research
Tall Timbers Software	148,252	Records Management Program
Sub-total	228,810	
Management Services		
Gale Planning	71,435	Government Property Register Development
Department of Commerce	78,300	Call Centre Review
Sub-total	149,735	
Organisational Review		
Martin Le Grice	44,000	Government Property Register Market Research
Martin Le Grice	46,400	Cadastral Development Market Research
Sub-total	90,400	
Finance and Accounting		
Nil		
Sub-total		
Total consultancies equal to or more than \$30,000	468,945	
Total consultancies	702,440	

Risk Management Overview

The Department is committed to the implementation and management of an integrated Risk Management program as an integral part of its activities.

The CGU is co-ordinating the development of the Department's Risk Management policy and framework, including the establishment a Risk Committee to monitor the Department's risks, which will cover all administrative areas of Lands. The Policy and framework will provide a structured basis to identify and analyse potential risks and devise and implement appropriate controls and responses to minimise their impact. The Policy will also help management and staff to develop an awareness of managing risks in their consideration of every decision.

The Department has, as part of the implementation of Risk in the Department, has developed emergency plans, business continuity plans and disaster recovery plans to address possible future contingencies.

The Department's insurer is New South Wales Treasury Managed Fund (TMF), which provides a cover against risks such as public liability, workers compensation, motor vehicle accident, property and professional indemnity claims.

Disability Action Plan

The Department is committed to the continued implementation of the Framework and the relevant legislation and regulations through its Disability Action Plan, which will remove discriminatory practices and increase access to the Department's services and facilities for people with disabilities. The Lands Disability Action Plan, developed under the NSW Government Disability Policy Framework in consultation with the NSW Department of Aging, Disability and Home Care, will be reviewed following the completed formation of the Department of Lands.

Employee Relations

Chief and Senior Executive Officers

Warwick Watkins, Director General, Registrar General, AMP: ISMP (Harv), MNatRes, DipScAgr, HDA (Hons), JP

Des Mooney, Deputy Director General, General Manager, Land and Property Information Division, MBA (Syd), BSurv (Hons), MIS Aust, FAICD Dip, FAIM, Registered Surveyor, Registered Valuer

Esther Chesterman, Director Corporate Strategy and Reform, BSC, BA (Ec), MEc

Ken Hall, Assistant Director, Legal Services, DipLaw

Graham Harding, General Manager Crown Lands Division

Paul Jones, General Manager Soil Services Division, B Engineering (Civil), Certified Professional Erosion and Sediment Control (CPESC)

Barry Douse, Executive Manager, Production and Business Development, Land and Property Information, BA (Hons), Public Administration, Cert in Quality Management III

Ross Cleary, Executive Manager, Information Management, Land and Property Information, B Applied Science (Computer Science) Hons

Warrick Beacroft, Executive Manager, Information Services, Land and Property Information, Grad Cert Mgt, Monash University, Cert Cart

Simon Gilkes, Chief Valuer, Land and Property Information, GDLE AAPI

Doug Walsham, Executive Manager, Titling and Registry Services, Land and Property Information

Louise Scambler, Director, Financial Services BA, DipEd, Litt B, MA (Hons), Med Admin (Hons), MBus (Accounting & Finance), AFAHRI, CPA

Pedro Harris
Chief Information Technology Officer

Staff Numbers

	2003/04			2002/03			2001/02		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent full-time	874	399	1273	889	423	1312	584	287	871
part-time	4	78	82	3	37	40	3	68	71
Temporary full-time	33	22	55	32	34	66	41	25	66
part-time	0	4	4	0	3	3	2	7	9
Contract SES	12	1	13	13	1	14	15	3	18
non-SES	0	0	0	0	0	0	-	-	-
Training	0	1	1	0	1	1	4	-	4
Casual	9	4	13	16	6	22	-	-	-
Total	932	509	1441	953	505	1458	649	390	1039

Chief and Senior Executive Service Positions

SES Level	2003/04	2002/03	2001/02
Level 7	1	1	1
Level 6	0	0	-
Level 5	2	2	3
Level 4	1	2	3
Level 3	1	1	5
Level 2	7	7	6
Level 1	1	1	-
Total	13	14	18

Female Officers in Senior Executive Service Positions

SES Level Female	2003/04	2002/03	2001/02
Total	1	1	3

Exceptional Movements in Salaries and Wages

On 21 March 2000, the NSW Industrial Relations Commission made the Crown Employees (Public Sector - Salaries January, 2000) Award, which increased salaries for positions previously classified under the Crown Employees (Public Sector - Salaries June, 1997) Award. The 2000 Award provided for salaries to increase by 5% from the beginning of the first pay period commencing on or after 1 July 2003.

Personnel Policies and Practices

During the reporting year, the People and Performance Development Group (PPDG) focussed on aligning human resource services with strategic business operations.

PPDG will continue to work with senior management to align functions, new restructure for business services and develop policies that are consistent and support the lands businesses.

Learning and Development

The Department of Lands has an ongoing commitment to becoming a "learning organisation" through its encouragement of staff to develop skills and knowledge that support current and future business objectives and enhance careers.

During the reporting year:

- 18 staff enrolled in tertiary study and received Study Time Leave and 18 staff applied successfully for fee reimbursement.
- Staff were sponsored to participate in the Executive Master of Public Administration (4 staff); Executive Development Program (2 staff); Graduate Diploma in Public Administration (1 member of staff); Public Sector Management Program (4 staff).
- The Department continued to support University students in the schools of Spatial Information/ Bachelor of Science (Spatial Science) and Surveying

through its funding of scholarships at Charles Sturt University and the University of NSW, and through its short term placement of students.

- The Learning and Development Unit worked in partnership with LPI's Business Services Unit to provide training programs identified as a high priority through last year's skills assessment.
- The Department funded attendance by staff at numerous training courses, seminars and conferences. (246 staff attended external courses, seminars and conferences; 462 staff attended internal courses.)
- 60 additional staff commenced the International Computer Driving Licence and are working towards completion by the end of October 2004.
- The Learning and Development Unit assisted LPI in the recruitment and induction of 8 graduates, and inducted Crown Lands Policy Staff who have relocated to Queens Square.
- A Workforce Knowledge and Development Committee has been formed to look at workforce capability and succession management issues, particularly as the age profile of Lands' staff increases.
- The Learning and Development Unit continued to provide individual support to staff in writing job applications and practising for interviews, upon request.

Industrial Relations Policies and Practices

The PPDG worked with management and associations / unions to achieve an enterprise approach to employment for the Department.

The Joint Consultative Committee comprising management and Public Service Association representatives met on four occasions, during the reporting year, to discuss reforms occurring within the Department.

A negotiated Enterprise Award, the Crown Employees (NSW Department of Lands Conditions of Employment) Award, has been developed as a variation of the DITM Award 2002. The Award rationalises salary scales and classifications to bring the majority of officers from Crown Lands, Soil Services and the Office of Rural Affairs under the one classification and grading process. This award will continue to provide for transition of staff to new conditions of employment. These employment changes will assist in developing organisation structures that support business plans, promote mobility of staff and enhanced career opportunities and address any equity and parity issues across Lands.

A Department of Lands Flexible Working Hours Agreement has been developed through consultation between management and association representatives to address the diverse working environments of the Department of Lands.

Organisational Change and Job Evaluation

The PPDG has assisted managers across Lands in reviewing structures to support business objectives and in developing position descriptions to support activities and evaluating these positions using the Mercer, Cull Egan and Dell System. Position description formats have been revised in accordance with best practice.

Management in Crown Lands NSW and association representatives have been trained in the Mercer CED job analysis and job evaluation methodology. This training will assist the efficiency in applying job evaluation under the Department of Lands Award.

Significant consultation between Human Resource Services and management of both the Department of Lands and Department of Infrastructure, planning and Natural Resources resulted in a very efficient transfer of payroll administration for Crown Lands staff from DIPNR to Lands.

Research and Development

Intellectual Capital Study

The Department of Lands is a collaborating partner with the Centre for the Management of Knowledge Capital in a study, "NSW Public Sector Reporting of Intellectual Capital: a study of implementation", to create an Intellectual Capital reporting framework.

This is the first research study undertaken in Australia on the intellectual capital reporting activities and processes of a public sector organisation and will create a framework for measuring and reporting on Intellectual Capital within the Department of Lands.

Rural Eco-Civic Study

The Department of Lands commissioned a civimetrics study by Institute for Rural Futures at the University of New England, to help Government plan future responses to community needs in regional and rural NSW. Civimetrics is used to map a community of interest by collating geophysical, social and economic data. The ability to define communities of interest will assist Government in ensuring resources, planning and services are closely aligned and related to coherent communities and regions.

Equal Employment Opportunity

Table A. Trends in the Representation of EEO Groups¹

EEO Group	Benchmark or Target	% of Total Staff ²			
		2001	2002	2003	2004
Women	50%			34.8	35
Aboriginal people and Torres Strait Islanders	2%			1.6	1.5
People whose first language was not English	19%			15.3	15.7
People with a disability	12%			11.1	10.5
People with a disability requiring work-related adjustment	7%			1.2	4

Table B. Trends in the Distribution of EEO Groups¹

EEO Group	Benchmark or Target	Distribution Index ³			
		2001	2002	2003	2004
Women	100				
Aboriginal people and Torres Strait Islanders	100				
People whose first language was not English	100				
People with a disability	100				
People with a disability requiring work-related adjustment	100				

Notes:

1. Staff numbers are as at 30 June.
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 by the software provided by ODEOPE.

Table B is not able to be completed as the transfer of staff data from DIPNR to Lands had not been finalised as at 30 June 2004.

Achievements and Strategies

During the 2003/04 reporting year the People Strategy Project, continued to be implemented in the Department enabling staff participation in planning for the future and in the clarification of the skills and other competencies required for the future as client expectations, needs and technologies change.

Several of the equity issues emerging from the People Strategy Project and requiring consistency across Lands are already being addressed and will continue to be addressed both from a HR Management perspective and within EEO strategies.

Some of the developed policies that address these issues include:

- filling of short term vacancies and higher duties allowance
- job evaluation
- harassment in the workplace
- grievance resolution
- learning and development policy
- individual feedback and development system

An Individual Feedback and Development System (IDFS) has been developed with staff and when implemented the system will be a tool management and staff planning for assessing, prioritising and reporting on the development and achievement the personal development plans to support the strategic direction of the Department.

Spokeswomen's Program

There are currently 8 Spokeswomen in the Department. They are based in Queens Square Sydney, Campbelltown, Albury, Bathurst, Newcastle, Dubbo and Tamworth. The state wide spokeswoman network is supported by a Woman's Liaison Officer based in Queens Square.

The Lands Spokeswomen develop initiatives that will assist women to:

- Enhance their skills and develop their knowledge to the benefit of the department and themselves;
- Develop to their full potential.

Key achievements of the Spokeswoman for 2003-2004 include:

- Undertaking a strategic planning forum to determine the Spokeswoman's program priorities for the next year.
- Surveying women state wide to determine the priority issues for training courses.
- Publishing a quarterly Spokeswoman Newsletter on the Department's intranet;
- Organising an International Woman's Day event with a speaker from The United Nations Development Fund for Women (UNIFEM)
- Sponsoring woman in the Department to attend the Spokeswoman's Program Annual Conference called "Changing Lanes: Finding a New Career/Life Direction". Other events include Springboard, a Woman's Development Program and International Women's Day Breakfast.
- Raising funds for Westmead Children's Hospital and NSW Cancer Council at morning teas organised for Lands staff for 'Bandaged Bear Day' and 'The Biggest Morning Tea'. These events provide a valuable opportunity for staff to network and for spokeswomen to enhance their organisational skills.

Recruitment and Selection

Restructuring of staff, positions, management and business responsibilities, as well as consolidation of various activities of the former component agencies has resulted in considerable activity in filling positions in the Department. Due to the restructuring process, all positions up to and including Clerk

Grade 9/10 equivalent, with the exception of entry level positions, have been advertised internally, in the first instance, since August 2000.

A trend has been noted in previous years that most selection panels comprised two men from the Department and that the female member of the panel was the independent. An obvious reason for this was the low number of female staff in higher grades. The inclusion of females as departmental representatives or convenors has been encouraged where possible.

An EEO strategy to encourage more females as convenors or departmental representatives on selection panels for the Department is continuing to be implemented.

Selection Techniques courses will be run and EEO group members will be encouraged to undertake this training and participate in selection panels where practicable.

Other Activities and Strategies

- all Skillmax information concerning overseas qualifications is circulated to staff and the relevant staff invited to apply for courses
- training opportunities for deaf and hearing-impaired staff conducted by the Deaf Network made known to all staff
- Lands has sponsored a Scholarship Program in conjunction with Charles Sturt University Bathurst for students undertaking a Bachelor of Spatial Information Systems.

Senior Executive Performance

Warwick Watkins

Director General SES Level 7
 Surveyor General
 Registrar General
 Remuneration package \$319,900
 Period in position - whole year

Results

Continued the establishment and effective management of the Department of Information Technology and Management and since April 2004 the creation and development of the Department of Lands with a focus on:

- Whole of Government policy and strategy for e-government initiatives, application of broadband and related, telecommunications and online economy matters.

- Directing the consolidation and strategic direction of land and property information services in land titling, land valuation and spatial land data capture, storage, manipulation and dissemination, with particular reference to spatial data infrastructure development and valuation reform and development.
- Implementing the Forest Industry Structural Adjustment Package (FISAP) and the development of the Office of Private Forestry, chaired the NSW Native Timber Industry Marketing and Development Council and commenced the transition to industry ownership and management.
- Fostering and furthering the activities of the Office of Western Sydney with increased emphasis on information technology initiatives, including the development of the IT Cluster and Knowledge Economy based initiatives
- Undertaking broad scales consultation with industry, agencies and consultative groups on the direction and needs of the IC&T sector
- Coordinated the NSW government involvement and commitment to the establishment of the Smart Internet Cooperative Research Centre and undertook the role of the Director on the Board and the development of a consortium to create a CRC for spatial information
- Directed and coordinated NSW involvement in the winning of the right to establish the Australian Information Communication Technologies Centre of Excellence.
- Continued the drive for Commonwealth/State policy formulation on online matters with particular reference to regional online service delivery and as chair of ANZLIC furthered the development of key policy and strategic spatial information directions for Australia.
- Established the management and organisational structure for the new Department of Lands and initiated the development of a departmental based industrial enterprise award to address inequities in employment conditions and rewards across Lands, following the integration of staff and functions on formation of the agency.
- Initiated targeted training programs and competency identification and support activities within key areas of Lands as part of an enhanced program of staff training and development.

Des Mooney

Deputy Director General, General Manager, Land and Property Information, level SES 5

Remuneration package \$245,850

Period in position – whole year

Results

- Implemented a new pricing and access policy for LPI products and services
- Increased revenue from previous years, providing a before tax profit of \$38 million
- Increased productivity levels, processing over 1 million dealings and 4.7 million requests from the conveyancing industry and the public for copies of LPI records, with fewer staff
- Negotiated and signed a Memorandum of Understanding between Sydney Water Corporation and Lands to create a single land cadastre
- Established and chaired the Data and Information Management Working Group (DIMWG) to facilitate the development of a NSW Natural Resources and Planning Spatial Data Infrastructure
- Introduced new fraud prevention measures for application in the land titling system
- Transferred the topographic database to a new platform and made it available as a web map service
- Established Sydnet, a network of GPS base stations across Sydney

Philip Western

Valuer General

The Valuer General is a statutory appointee with remuneration packaging equivalent to a SES 5, however is not subject to annual performance appraisal.

Energy Management

The formation of the Department of lands brought together diverse Property Portfolio.

Due to the extent of the Property Portfolio a better management approach in regards to energy consumption recording and reporting is being developed. The Department of Commerce has been engaged to produce the following deliverables.

Energy Report to Department of Energy, Utilities and Sustainability (DEUS)

- Analyse energy consumption data for 2003/04. This will include the calculation of performance indicators for each site. These indicators would be MJ/square would be MJ/square metre/annum and MJ/Effective Full Time Staff/annum. Note changes in consumption, cost and performance indicators and advise the Department of Lands of any excessive trends for all sites.
- Input the energy consumption data for 2003/04 into the DEUS data collection web site.

Performance Report

A one page report that summarises the department's, energy performance. This report will be included in future Department of Lands Annual Reports.

The Department is also in the process of acquiring an accredited Australian Building Greenhouse Rating (ABGR) for all of its buildings and tenancies.

This rating, reporting and data gathering are to be continued by Commerce and accredited inspectors. Performance measures related to these initiatives will identify areas in which the department needs to improve and lower energy consumption and associated costs. Initiatives of which will be included in the Capital Investment and Asset Maintenance Strategic TAM Plans.

Ethnic Affairs Priorities Statement (EAPS)

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

The principles are implemented through merit based recruitment practices, training staff to understand the need for non-discriminatory relationships with clients and other staff members and having flexible work practices that accommodate cultural and religious differences whenever practical.

The inclusion of the principles of multiculturalism in corporate planning and evaluation processes was highlighted in the planning workshops conducted for the development of

the new Lands Corporate Plan with strategies and performance indicators currently being developed.

Clients and staff from non-English speaking backgrounds were consulted in the development of the new Lands internet site.

Freedom of Information

Statement of Affairs

The Department of Lands was created on the 2 April 2003 and delivers strategies, policies and projects for Crown Lands administration and management, Native Title, Aboriginal Lands Claims, Soil Services, Minor Ports and Land and Property Information in New South Wales.

One of the primary objectives of the Department of Lands is the sustainable and commercial management of State owned lands for the benefit of the people of New South Wales.

Over 30,000 parcels of land are currently reserved under the *Crown Lands Act 1989*, which is administered by the Crown Law NSW division of the Department of Lands. Maintenance of the Public Reserves system by the Department is essential for the preservation of biodiversity in the environment of New South Wales.

Further, the Department, through Soil Services NSW, operates a specialist conservation earthmoving and soil consultancy business, specialising in:

- The planning, design and construction of soil and water conservation earthworks; and
- The planning and implementing of practical and solutions to common land degradation problems.

Land and Property Information NSW division, within the Department, is the key provider of land and property information for NSW. LPI provides mapping, titling, valuation, survey and related land and spatial information services to individuals, businesses, government agencies and non profit organisations throughout NSW, Australia and internationally.

The Minor Ports Program of the Department provides and maintains port infrastructure facilities as well as safe, secure port access.

Freedom of Information Procedures

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

The FOI Coordinator
Office of the Director General
1 Prince Albert Road
Queens Square
SYDNEY NSW 2000

T: 61 2 9236 7773

F: 61 2 9236 7632

Business Hours: Monday - Friday 8.30 a.m. - 4.30 p.m.

Charges for FOI applications

Nature of application	Application fee	Processing charge
Access to personal records	\$ 30.00	\$ 30.00 per hour (up to 20 hours of free processing time for information about your personal affairs is allowed)
All other requests	\$ 30.00	\$ 30.00 per hour
Amendment of records	\$ 30.00	\$ 30.00 per matters not on public record

Freedom of information statistics

FOI requests	Personal		Other		Total	
	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04
New (incl transferred in)	6	36	39	20	45	56
Brought forward	3	0	0	0	3	0
Total to be processed	9	36	39	20	48	56
Completed	9	33	39	18	48	51
Transferred out	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0
Total Processed	9	33	39	18	48	51
Unfinished (Carried Forward)	0	3	0	2	0	5

Result of FOI request	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Granted in full	9	33	26	17
Granted in part	0	0	8	1
Refused	1	0	4	
Deferred	0	0	0	
Completed	10	33	38	18

Number of Requests requiring Formal Consultations	Initial		Total	
	2002-03	2003-04	2002-03	2003-04
	3	13	3	13

Basis of disallowing or restricting access	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Section 19 (application incomplete, wrongly directed)	0	0	0	-
Section 22 (deposit not paid)	0	0	0	0
Section 25(1)(a1) (diversion of resources)	0	0	1	0
Section 25(1)(a) (Exempt)	0	0	10	1
Section 25(1)(b),(c),(d) (Otherwise available)	0	0	0	0
Section 28(1)(b) (Documents not held)	0	0	1	0
Deemed refused - 21 day time limit expired	0	0	0	0
Section 31(4) (released to Medical Practitioner)	0	0	0	0
Totals	0	0	12	1

All Completed Requests	Incurred Costs		Fees Received (appl+dep-rfnd+rvw)	
	2002-03	2003-04	2002-03	2003-04
	1943.75	1530.00	2418.35	1530.00

Type of discount	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Public Interest	0	0	1	0
Financial Hardship Pensioner	0	0	6	0
Financial Hardship Non Profit	0	0	1	0
Under 18 Years	0	0	0	0
Totals	0	0	8	0
Significant Correction of Records	0	0	0	0

Elapsed Time (including Withdrawn)	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
0-21 days	6	33	30	18
22 to 35 days (consultation period)	0		4	
Over 35 days (extended consultation)	0		0	
Over 21 days (out of time determinations)	0		5	
Over 35 days (out of time determinations after consultation)	0		3	
Totals	6	33	42	18

Processing hours (including withdrawn)	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
0-10 hrs	9	32	39	17
11-20 hrs	0	1	0	1
21-40 hrs	0		0	
Over 40 hrs	0		0	
Totals	9	33	39	18

Reviews/Appeals	2002-03	2003-04
Number of Internal Reviews Finalised	1	2
Number of Ombudsman Reviews Finalised	0	0
Number of District Court actions Finalised	0	0

Bases of internal review Grounds on which requested	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04
Access Refused	0		0		1	1	0	1
Deferred	0		0		0		0	
Exempt Matter	0		0		0		0	
Unreasonable Charges	0		0		0		0	
Charge Unreasonably								
Incurrred	0		0		0		0	
Amendment Refused	0		0		0		0	
Totals	0		0		1	1	0	1

The Department of Lands

Land and Property Information Division

LP Division Financial Statements

Crown Lands Division

Soil Services Division

Office of Rural Affairs

The Department of Lands Financial Statements

BOSSI

BOSSI Financial Statements

Appendices

Glossary

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Documents held by the Department

Corporate

Acceptable Use of Information Technology and Telecommunications Policy
 Access Control Policy
 Accounting Manual
 Anti Virus Policy
 Code of Conduct
 Complete Guide to Staff (Induction Manual)
 Conflict of Interest Policy
 Corrupt Conduct, Maladministration and Serious and Substantial Waste, and Protected Disclosures Policy
 Equal Employment Opportunity Policy
 Filling of Short Term Vacancies Policy
 Internal Reporting (Protected Disclosures) Policy
 Gifts and Benefits Policy
 Grievance Resolution
 Harassment Free Workplace Policy
 Information Security Policy
 Interim Privacy Management Plan
 Job Evaluation Policy
 Learning and Development Policy
 Management of Consultants and Contractors Policy
 Managing E-Mail Resources Policy
 Mail Server Policy
 Media Policy
 Occupational Health and Safety Policy
 Outside Employment Policy
 Policy for Protection against Malicious Software
 Policy and Guidelines for the use of Departmental mobile telephones
 Queens Square Security Policy
 Records Management Policy
 Travel Policy
 WebGov Policy
 Workforce Management Plan
 Working From Home Policy

Land and Property Information

Land Valuation

Procedures Manual for Contractors
 Valuer-General's Instructions
 Chief Valuer's Instructions
 Technical Instructions

Surveying

Surveyor General's Directions for Survey Practice
 Redefining the Queensland-New South Wales Border: Guidelines for Surveyors
 Guidelines for the Determination of the State border between New South Wales and Victoria along the Murray River
 Intellectual Property - Copyright and Licensing
 Technical Specifications and Standards for the Digitisation of the Cadastre
 Rural Addressing: A Model for Systematic Addressing for Rural Properties in New South Wales

Land Titling

Registrar General's Directions
 Electronic Settlement, Electronic Lodgment and Automatic Registration of Real Property Dealings in NSW - Public Consultation Document, May 2004
 Suppression of Personal Information in LPI Public registers

Geographical Names Board of NSW

Dual Naming Policy
 Road Naming in NSW Policy
 Guidelines for the Naming of Roads
 Guidelines for Determining Suburbs and Localities in NSW
 Area Inclusion in Description Policy
 Board Issuing Concurrence to Government
 Departments for Names Assigned under Other Acts Policy
 Cultural Designation Guidelines for the Reintroduction of Cities, Towns and Villages
 Generic Reserve Naming Policy
 Guidelines for the Determination of Place Names
 Primary Source Policy

Crown Lands

Coastal Crown Lands Policy 1990 - under review
 Crown Lands Caravan Park Policy 1990 - under review
 Crown Lands Recreation Vehicle Areas Policy 1990
 Crown Lands Foreshore Tenures Policy (Non-commercial Occupations) 1991 - under review
 Tourist Facilities and Services on Crown Reserves 1997
 Food and Beverage Outlets on Crown Reserves 1997
 Registered and Licensed Surf Clubs on Crown Land 2003
 Reserve Trust Handbook - under review
 Plans of Management Guidelines
 Land Assessment Guidelines - under review
 Land Assessment Waiver Guidelines - under review
 PRMF Guidelines and Program - under review
 Guidelines for Making Development Applications on Crown Land 2001
 Guidelines for Development on Adjacent Crown Land in Bushfire Prone Areas (APZs) 2003

Soil Services

Staff Borrowing of Equipment Policy
 Non-smoking in the Workplace

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.

Funds Granted to Non-Government Community Organisations

State Land Assets Program Public Reserve Management Fund

Trust Manager	Project	Grant \$	Loan \$	Total \$
Showgrounds Program				
Ashford Showground Trust	Purchase and installation of hot water system	1,000	0	1,000
Inverell Showground Trust	Tree lopping works	2,300	0	2,300
Illabo Showground Trust	Upgrading of electricity supply and extension of main hall	20,000	20,000	40,000
Gresford Park Trust	Construction of cattle stalls at Gresford Showground	10,000	15,000	25,000
Bega Showground Trust	Renovation of historic pavilion	10,000	4,000	14,000
Leeton Showground Trust	Replacement of thirteen electrical power boxes	6,750	6,750	13,500
Hay Shire Council	Upgrading of pony club amenities at Hay Showground	2,660	3,000	5,660
Holbrook Shire Council	Construction of a sheep pavilion at Holbrook Showground	0	20,000	20,000
Temora Showground Trust	Completion of the equestrian arena	5,000	2,000	7,000
Snowy River Shire Council	Completion of the amenities and pavilion extensions at Dalgerty Showground	5,500	21,000	26,500
Narrabri Showground Trust	Upgrading of lighting on arena No 1	2,500	2,700	5,200
Hillston Showground Trust	Replacement of the main water line and the installation of a fire hydrant	5,000	0	5,000
Morisset Showground Trust	Electrical works	13,000	10,000	23,000
Tamworth P & A Association	Electrical works at Tamworth Showground	0	10,000	10,000
Bemboka Showground Trust	Repairs to pavilion, flooring and relocation of entry road	2,000	2,000	4,000
Bingara Shire Council	Roofing repairs to Bingara Showground	0	12,000	12,000
Cooma-Monaro Shire Council	Construction of change rooms, toilets and showers in the Community Activities Centre at Nimmitabel Showground	5,000	15,000	20,000
Inverell Showground Trust	Alterations to the main show office	2,000	0	2,000
Hay Shire Council	Concreting of the Pigeon Club rooms at Hay Showground	1,500	0	1,500
Candelo Showground Trust	Construction of a show ring safety fence	8,500	0	8,500
Tenterfield Showground Trust	Electrical works and extensions to the bar area	10,000	15,000	25,000
Coonabarabran Shire Council	Repairs to the toilet block at Binnaway Showground	1,700	0	1,700
Bonalbo Showground Trust	Construction of a multi-purpose pavilion	9,000	8,000	17,000
Gresford Park Trust	Replacement of a condemned pavilion	5,000	12,000	17,000
Bega Valley Shire Council	Fencing works at Pambula Showground	2,500	2,000	4,500
Local Parks and Reserves Program				
Warialda Rail Recreation Reserve Trust	Replacement of club house walling	750	750	1,500
Hume Shire Council	Toilet facilities at Table Top Reserve	3,000	0	3,000
Gore Hill Memorial Cemetery Trust	Removal of contaminated building waste from ground	3,875	0	3,875
Nundle School of Arts Trust	Flooring repairs to hall	2,875	2,000	4,875
East Maitland War Memorial Rest Park Trust	Replacement of retaining wall and removal of trees	9,300	0	9,300
Newcastle Velodrome Trust	Construction of a canteen facility	7,550	0	7,550
Bunnan School Reserve Trust	Painting of ceiling and entrance way	1,670	0	1,670

The Department of Lands

Land and Property Information Division

LPI Division Financial Statements

Crown Lands Division

Soil Services Division

Office of Rural Affairs

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BOSSI

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Port Stephens Community Arts Centre Trust	Roofing works	14,000	0	14,000
Ulladulla Wildflower Reserve Trust	Signage, mesh fencing access ramp	1,000	0	1,000
Gore Hill Memorial Cemetery Trust	General maintenance and fencing works	10,000	0	10,000
Penrith Girl Guides Association	Replacement of water pipes at Kingswood Guides Hall	4,000	0	4,000
Ladysmith Memorial Hall Trust	Painting and renovations of supper room floor	4,000	0	4,000
Bectric Recreation Reserve Trust	Fencing works	1,600	0	1,600
Howlong Public Hall Trust	Electrical repairs	820		820
Goulburn Golf Course Trust	Bridge repairs	7,405	0	7,405
Binda Recreation Reserve Trust	Building extensions	1,630	0	1,630
Inverell Pioneer Village Reserve Trust	Construction of a disabled toilet	5,000	0	5,000
Goonoowigall Bushland Reserve Trust	Signage and design and printing of brochures	4,620	0	4,620
Ben Lomond War Memorial Hall Trust	Electrical wiring, replacement of exit doors and painting works	7,000	0	7,000
Wongwibinda Public Hall & Recreation Reserve Trust	Foundations work - replacement of timber piers with steel supports	11,000	0	11,000
Pine Ridge Public Trust	New doors, painting general repairs and fire extinguishers	2,839	0	2,839
Wallangra War Memorial Hall Trust	Wall cladding, earth works	2,348	0	2,348
Glen Innes Pistol Club Inc.	Hazard reduction control and removal of old car bodies	6,000	0	6,000
Myall Creek Public Hall & Rec Reserve Trust	Fencing works	900	0	900
Wattle Flat Heritage Lands Trust	Completion of toilet block	8,500	0	8,500
Hatfield Recreation Reserve Trust	Minor building renovations	3,400	0	3,400
Broken Hill Racecourse Trust	Fencing works	5,290	0	5,290
Central Darling Shire Council	Construction of toilet facilities at Victory Park Caravan Park	10,000	0	10,000
Nullamanna Public Hall & Recreation Reserve Trust	Replacement of boundary fence	1,760	0	1,760
Island Quarry Reserve Trust	Storage/work shed and primitive camping platform/shelters	11,000	0	11,000
Woodenbong Reserve Trust	Establishment grant	1,000	0	1,000
Urbenville Reserve Trust	Establishment grant	1,000	0	1,000
Silverton Common Trust	Construction of yards	1,000	0	1,000
Sunraysia Wildlife Refuge Reserve Trust	Restoration works	2,000	0	2,000
Pambula Wetlands & Heritage Reserve Trust	Signage, weed & pest control, fencing, gateway, revegetation and general maintenance works	10,150	0	10,150
Moulamein Swimming Pool Trust	New pool liner	7,000	0	7,000
Cawongla Community Centre Reserve Trust	Pump, concrete ramp, new roof and verandah repairs	13,720	0	13,720
Berrima Court House Trust	Removal of dangerous trees, landscaping works	10,275	0	10,275
Dirawong Reserve Trust	Signage	3,000	0	3,000
Red Hill Flora Reserve Trust	Bush regeneration works	2,000	0	2,000
Bonalbo Norman Johnston Memorial Park Trust	Reserve establishment grant	1,000	0	1,000

Silverton Village Community Reserve Trust	Toilet and hot water tank	695	0	695	The Department of Lands
Bermagui Flora & Fauna Reserve Trust	Signage, rabbit control works and removal of sea sponge	2,900	0	2,900	
Booyong Recreation & Flora Reserve Trust	Painting works and signage	8,000	0	8,000	
Sodwalls Tennis Courts Reserve Trust	Fencing works	2,000	0	2,000	
Lalaly Public Hall Trust	Repairs to hall flooring and installation of a reverse cycle air-conditioner	6,300	0	6,300	Land and Property Information Division
Majors Creek Recreation Reserve Trust	Installation of water tank and painting works	4,500	0	4,500	
Glen Elgin Public Hall Trust	Fencing, building repairs and painting works	5,000	0	5,000	Financial Statements
Hannam Vale Recreation Reserve Trust	Repairs to shelter shed	5,000	0	5,000	
Illuka Koala Reserve Trust	Ride-on mower	2,750	0	2,750	
Menindee Lakes Park Trust	Construction of a bathroom with a disabled facility	24,000	0	24,000	
Albury West Public Hall Trust	Painting interior of hall	5,000	0	5,000	Crown Lands Division
Cumbebin Wetland Reserve Trust	Construction of handrail for boardwalk	3,000	0	3,000	
Barooga Community Centre Reserve Trust	Installation of gas heating in hall	1,700	0	1,700	Soil Services Division
Bowling Alley Point Reserve Trust	Extensions to the amenities block	0	10,000	10,000	
Spring Plains Public Hall Reserve Trust	Replacement of doors and windows in hall	3,250	0	3,250	
Old Bega Hospital Reserve Trust	Demountable building	18,182	0	18,182	Office of Rural Affairs
Caravan Park Development Works Program					
Great Lakes Council	Management Plan for Forster Harbour	20,000	0	20,000	The Department of Lands Financial Statements
Tweed Shire Council	Purchase and installation of five cabins at Fingal Holiday Park	0	330,000	330,000	
Tweed Shire Council	Purchase and installation of four cabins at Pottsville South Holiday Park	0	260,000	260,000	BOSSI
Shoalhaven City Council	Construction of one ensuite building containing six ensuite units at Shoalhaven Heads Tourist Park	0	60,000	60,000	
Shoalhaven City Council	Building a special access bathroom facility attached to an amenities block at Shoalhaven Heads Tourist Park	0	10,000	10,000	BOSSI Financial Statements
Shoalhaven City Council	Upgrading of beach accessway at Shoalhaven Heads Tourist Park	0	5,000	5,000	
Shoalhaven City Council	Completion of Stage two of underground reticulated gas supply at Shoalhaven Heads Tourist Park	0	4,090	4,090	BOSSI Financial Statements
Shoalhaven City Council	Upgrading of playground equipment at Shoalhaven Heads Tourist Park	0	10,000	10,000	
Shoalhaven City Council	Upgrading of playground equipment at Bendalong Tourist Park	0	20,000	20,000	Appendices
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Bendalong Tourist Park	0	4,090	4,090	
Shoalhaven City Council	Upgrading of beach accessway at Bendalong Tourist Park	0	20,000	20,000	Glossary
Shoalhaven City Council	Completion of stage two of an underground reticulated gas supply at Currarong Beach Tourist Park	0	4,090	4,090	
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Shoalhaven City Council	Upgrading of beach accessway at Currarong Beach Tourist Park	0	20,000	20,000
Shoalhaven City Council	Completion of stage two of an underground reticulated gas supply at Crookhaven Heads Tourist Park	0	4,090	4,090
Shoalhaven City Council	Upgrading playground equipment at Crookhaven Heads Tourist Park	0	20,000	20,000
Shoalhaven City Council	Upgrading of beach accessway at Crookhaven Heads Tourist Park	0	10,000	10,000
Shoalhaven City Council	Upgrading of walking track at Crookhaven Heads Tourist Park	0	15,000	15,000
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Huskisson Beach Tourist Park	0	4,090	4,090
Shoalhaven City Council	Upgrading of beach accessway at Huskisson Beach Tourist Park	0	10,000	10,000
Shoalhaven City Council	Upgrading of playground equipment at Huskisson Beach Tourist Park	0	20,000	20,000
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Huskisson White Sands Tourist Park	0	4,090	4,090
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Lake Conjola Tourist Park	0	4,090	4,090
Shoalhaven City Council	Upgrading of playground equipment at Lake Conjola Tourist Park	0	10,000	10,000
Shoalhaven City Council	Refurbishment of existing amenities block at Lake Conjola Tourist Park	0	200,000	200,000
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Kangaroo Valley Tourist Park	0	4,090	4,090
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Burrill Lake Tourist Park	0	4,090	4,090
Shoalhaven City Council	Purchase and installation of two cabins at Lake Tabourie Tourist Park	0	100,000	100,000
Shoalhaven City Council	Upgrading of beach accessway at Lake Tabourie Tourist Park	0	5,000	5,000
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Lake Tabourie Tourist Park	0	4,090	4,090
Shoalhaven City Council	Upgrading of beach accessway at Ulladulla Tourist Park	0	40,000	40,000
Shoalhaven City Council	Completion of stage two of underground reticulated gas supply at Ulladulla Tourist Park	0	4,090	4,090
Eurobodalla Shire Council	Major upgrading works program at Glenhaven Caravan Park	0	500,000	500,000
Morgo Street Reserve Trust	Purchase & installation of cabins at Urunga Heads Holiday Park	0	150,000	150,000
Maclean Shire Council	Upgrading of the effluent disposal system at Brooms Head Caravan Park	0	400,000	400,000
Bellingen Shire Council	Construction of a car park at Hungry Head Reserve	0	15,000	15,000
Port Stephens Council	Master plan for Fingal Bay Holiday Park	20,000	0	20,000
Great Lakes Council	Construction of an amenities block and an effluent disposal system at Seal Rocks Camping Reserve	0	350,000	350,000
Kempsey Shire Council	Plan of Management for Mattys Flat Reserve	20,000	0	20,000
Scotts Head Reserve Trust	Business plan	15,000	0	15,000

Bega Valley Shire Council	Business plan for Eden Tourist Park	20,000	0	20,000	The Department of Lands
Kempsey Shire Council	Compliance works of sewerage, electrical, roads and drainage at Crescent Head Holiday Park	0	450,000	450,000	
Kempsey Shire Council	Compliance works - water and sewerage reticulation, garbage and amenities blocks upgrading works at Crescent Head Holiday Park	0	340,000	340,000	
Bega Valley Shire Council	Purchase and installation of three cabins at Eden Tourist Park	0	160,000	160,000	
Kempsey Shire Council	Purchase and installation of three cabins at Crescent Head Holiday Park	0	120,000	120,000	Land and Property Information Division
Kempsey Shire Council	Roadworks at Crescent Head Holiday Park	0	265,000	265,000	
Port Stephens Council	Purchase and installation of three cabins at Shoal Bay Holiday Park	0	560,000	560,000	LPI Division Financial Statements
Port Stephens Council	Tree management plan for Shoal Bay Holiday Park	0	10,000	10,000	
Port Stephens Council	Landscaping works at Shoal Bay Holiday Park	0	10,000	10,000	
Port Stephens Council	Roadworks at Shoal Bay Holiday Park	0	35,000	35,000	
Port Stephens Council	Tree management plan for Halifax Holiday Park	0	10,000	10,000	
Port Stephens Council	Roadworks at Halifax Holiday Park	0	35,000	35,000	
Port Stephens Council	Lighting works at Fingal Bay Holiday Park	0	10,000	10,000	
Port Stephens Council	Tree management plan for Fingal Bay Holiday Park	0	10,000	10,000	
Shoalhaven City Council	Bitumen sealing of the 'One for All' walking track at Ulladulla	0	26,000	26,000	
Shoalhaven City Council	Implementation of the 'Shorebird Protection Plan' -formalising the carpark arrangements, controlled beach accessways, signage, landscaping and revegetation works at the Shoalhaven Heads Tourist Park	0	39,000	39,000	
Shoalhaven City Council	Purchase and installation of a special access cabin at the Currarong Beach Tourist Park	0	70,000	70,000	Office of Rural Affairs
Consultancy Program					
Glen Innes Showground Trust	Plan of Management	18,000	0	18,000	The Department of Lands Financial Statements
Kempsey Showground Trust	Plan of Management	10,000	0	10,000	
Maclean Shire Council	Plan of Management for Yamba Foreshore Reserves	25,000	0	25,000	
Shoalhaven City Council	Plan of management for the Mollymook Beach Reserve	10,000	0	10,000	
Eurobodalla Shire Council	Plan of management for the Surfside Foreshore Reserve	15,000	0	15,000	
Pittwater Council	Plan of management for the Church Point Reserve	30,000	0	30,000	
Reserves of High Visitation/Regional Significance Program					
Wee Jasper Reserves Trust	Operational grant for 2003/04	58,000	0	58,000	BOSSI Financial Statements
Penrose Park Recreation Reserve Trust	Operational grant for 2003/04	20,000	0	20,000	
Walka Water Works Trust	Operational grant for 2003/04	70,000	0	70,000	
Burrendong Arboretum Trust	Operational grant for 2003/04	90,000	0	90,000	
Goobarragandra Valley Reserves Trust	Operational grant for 2003/04	10,000	0	10,000	

Land and Property Information

University of Melbourne	Grant to Australian Research Council Strategic Partnerships with Industry - Research and Training Scheme.	20,000	0	20,000
University of New South Wales	Grant to support a scholarship place in the 2003 UNSW Co-op Program - Surveying and Spatial Information Systems.	12,600	0	12,600
Charles Sturt University	ARC Linkage Project - Industry Partnership grant.	15,000	0	15,000

Government Action Plan for Women

The NSW Government is strongly committed to removing barriers to women's full participation in society. The NSW Government Action Plan for Women 2002/2004 includes strategies in the areas of power, decision-making, leadership and work. The Department encourages boards and committees of the Department to reflect the government's policy and put forward female nominees and where there is more than one nominee, to ensure where possible there is a balance between male and female nominees. The Department will develop protocols for the future recruitment of members to its reserve trusts, boards and committees to encourage women's nominations for vacant positions and action to retain women on boards and committees.

The Department continues to support the Spokeswomen's Program, which has successfully promoted equal employment opportunities for women public sector employees.

Guarantee of Customer Service

- Service delivery standards vary with the nature of the services provided across the various administrative areas of the Department but all requests for information or services are responded to promptly and efficiently and 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 inquiry.
- All staff adhere to the principles of Equal Employment Opportunity and our Code of Conduct.

Consumer Complaint and Comment

- We aim to respond to correspondence within 14 days and advise clients about the outcome of a complaint and the action being taken within 14 days.

- Feedback, compliments and complaints regarding our services are welcome and should be addressed in writing to:

Department of Lands
 Level 3, 1 Prince Albert Road
 Queens Square
 Sydney NSW 2000
 GPO Box 15
 Sydney NSW 2001

E: feedback@lands.nsw.gov.au

Land Disposal

There were no land disposal transactions during 2003/04.

Legislation and Legal Change

Changes in Legislation *Powers of Attorney Act 2003*

The *Powers of Attorney Act 2003*, which commenced on 16 February 2004, made a number of changes to the law governing Powers of Attorney in NSW. It repealed Part 16 of the Conveyancing Act 1919 and re-enacted those provisions, with changes, in a new Act.

The Act:

- replaced the present statutory short form of power of attorney with a "prescribed power of attorney" that can be amended by regulation,
- clarified the extent to which an attorney under a prescribed power of attorney may take a benefit, confer a benefit on a third party, or make a gift of the principal's property,
- renamed protected powers of attorney, which have effect despite the subsequent mental incapacity of the person giving the power ("the principal"), as "enduring powers of attorney",
- stipulated that an enduring power of attorney does not operate to confer any authority on a proposed attorney under the power until the attorney accepts an appointment by signing the instrument creating the power,
- protected the interest of a beneficiary under the will of a principal who makes an enduring power of attorney where a proposed gift of property to the beneficiary under the will has been disposed of by the attorney before the principal's death,
- expanded the jurisdiction of the Supreme Court and Guardianship Tribunal to deal with enduring powers of attorney and issues of incapacity, and
- recognised enduring powers of attorney made in other States and Territories.

Statute Law Revision

The *Statute Law (Miscellaneous Provisions) Act 2003*, which commenced on 22 July 2003, amended the following Acts:

- The *Real Property Act 1900*:

- to provide that the method of lodgment or re-lodgment of dealings or caveats should be in the manner approved by the Registrar General, rather than prescribed by Regulation (s.36(6));

- to provide that when the Registrar General grants an extension of time for a person to serve a Lapsing Notice in respect of a Caveat, the extension runs from the date of issue of the notice granting the extension (s.74 I, s74J and s74JA).

- *Strata Schemes (Freehold Development) Act 1973* and the *Strata Schemes (Leasehold Development) Act 1986* to replace references to sections which have been repealed.

- *Community Land Development Act 1989* to update a reference to a section which had been re-numbered.

The *Statute Law (Miscellaneous Provisions) Act (No.2) 2003*, which commenced on 23 November 2003, amended the *Community Land Development Act 1989* to correct an anomaly regarding the contents of a notice of resumption which affects land under the Act.

Real Property Regulation 2003

The Real Property Regulation 2003, which commenced on 1 September 2003, replaced the Real Property Regulation 1998, which was automatically repealed under the *Subordinate Legislation Act 1989*. The new Regulation deals with, among other things, the lodgment of dealings and caveats under the *Real Property Act 1900*.

Conveyancing (General) Regulation 2003

The Conveyancing Regulation 2003, which also commenced on 1 September 2003, replaced the Conveyancing (General) Regulation 1998 which was automatically repealed under the *Subordinate Legislation Act 1989*. The new Regulation deals with, among other things, the lodgment and registration of instruments in the General Register of Deeds and the lodgment of plans (both manually and electronically).

Acts Administered by the Department

Access to Neighbouring Land Act 2000 No 2
Bills of Sale Act 1898 No 10
Botany Cemetery and Crematorium Act 1972 No 6
Camperdown Cemetery Act 1948 No 14
Chipping Norton Lake Authority Act 1977 No 38
(section 7 solely administered by the Minister for Lands)
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, Minister for the Environment)
Crown Lands (Continued Tenures) Act 1989 No 7
Crown Lands (Validation of Revocations) Act 1983 No 55
Encroachment of Buildings Act 1922 No 23
Geographical Names Act 1966 No 13
Gore Hill Memorial Cemetery Act 1986 No 116
Gosford Cemeteries Act 1970 No 84
Land Agents Act 1927 No 3
Land Sales Act 1964 No 12
Liens on Crops and Wool and Stock Mortgages Act 1898 No 7
Mudgee Cemeteries Act 1963 No 2
Native Title (New South Wales) Act 1994 No 45
Necropolis Act 1901 (1902 No 20)
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
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, (part)
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
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
Valuation of Land Act 1916 No 2
Voluntary Workers (Soldiers' Holdings) Act 1917 No 25
Voluntary Workers (Soldiers' Holdings) Amendment Act 1974 No 27
(except parts, Attorney General [sections 4 - 9])
Wagga Wagga Racecourse Act 1993 No 109, sections 4 and 5
(remainder, Minister for Gaming and Racing)
Wild Dogs Destruction Act 1921

List of Major Assets

A list of major assets is currently being aggregated following the creation of the Department of Lands from units from the former Department of Land and Water Conservation and the former Department of Information Technology and Management.

Major Assets Acquired During 2003/04

Department of Lands

Major Additions

Major Building Assets	\$Nil
Plant And Equipment	
Total	

Major Retirements

Major Building Assets	\$Nil
Plant And Equipment	
Total	

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Major Additions

Major Building Assets	\$Nil
Plant And Equipment	

Major Retirements

Major Building Assets	\$Nil
Plant and Equipment	

Proposed Major Works 2004/05

A proposal has been submitted for a master plan to be created that will identify plant/building services upgrades that will deliver a better working environment for staff and clients. This plan will also identify energy and maintenance costs.

Overseas Travel

Name	Destination	Purpose	Cost
Marion Beacroft	Florida, USA	Attend Cyberguard Advisory Board Summit Meeting, 14-19/7/03	\$4,642.30
Doug Walsham	Wellington, NZ	Study tour to review electronic system for lodgment and registration of property related dealings, 25-28/8/03.	\$2,022.71
Ross Cleary	Wellington, NZ	Study tour to review electronic system for lodgment and registration of property related dealings, 25-28/8/03	\$1,980.95
Peter Clydesdale	Philippines	International Orthophoto Mapping-Adviser for the Philippines PA LAM Project, 18/9/03 - 18/11/03.	\$11,128.25
Warwick Watkins funding	Hong Kong	As Pro Chancellor, conduct the graduation ceremonies for international students of the University of Technology in Hong Kong, 6-11/10/03.	\$0 UTS
Graham Leatherland	New Zealand	Attend the Reciprocating Surveyors Board of Aus. & NZ and the Intergovernmental Committee for Surveying and Mapping, 25-27/11/03.	\$750.36
Paul Harcombe	New Zealand	Attend the Reciprocating Surveyors Board of Aus. & NZ and the Intergovernmental Committee for Surveying and Mapping, 22-30/11/03.	\$627.20
Clifford Wally	Trinidad	Provide training for trainers in the Registrar General's Department Trinidad & Tobago, 5-17/11/03.	\$4,089.32
Colin Campbell	Trinidad	Provide training for trainers in the Registrar General's Department Trinidad & Tobago, 5-17/11/03.	\$4,802.64
Carl Ginger	Peru, Trinidad & Moscow	Attend First Ibero-American Congress of Property Registration: Land, Economic Development & New Technologies, 3-8/11/03.	\$4,095.07
Leanne Hughes	Trinidad & Tobago	Provide legal training for trainers in the Registrar General's Department Trinidad & Tobago, 5-17/11/03.	\$4,000.81
Carl Ginger	Trinidad & Tobago	Consultancy for training for trainers in the Registrar General's Department Trinidad & Tobago, 5-17/11/03.	\$8,820.14
Warwick Watkins	Shanghai China	Present paper on "The Changing Face of the Conveyancing and Real Estate Industry in Australia, 4-7/4/04.	\$0 Ministry of Construction China funding
Paul Harcombe	Malaysia	Represent NSW at an International Workshop on "Administrating the Marine Environment", 4-8/5/04.	\$1,054.16

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Occupational Health and Safety (OH&S)

The Department of Lands is committed to meeting the occupational health, safety and welfare needs of its employees. The Department's occupational health and safety focus is on prevention and early intervention. To facilitate this approach, the Department uses professional rehabilitation specialists to provide expert assistance and advice on a wide range of health and safety matters.

The Department continues to undertake a comprehensive review of hazards within its workplaces with a view to ensuring all its workplaces are safe. During this year, the department has reviewed and developed key OHS policies, in particular its practices in high risk areas. It will also implement statewide OHS Risk Management training in the 2nd quarter of the 2004/05 financial year to increase OHS risk management skills of managers and supervisors.

The Department is still building the infrastructure to fully implement a comprehensive Occupational Health and Safety Management System (OHSMS). As part of the development of the OHSMS, the Department is establishing a range of suitable targets and benchmarks to enable it to measure performance. These measures will be a blend of key performance indicators and positive performance indicators. Such an approach will assist in broadening commitment to positive outcomes and managing continuous improvement in both occupational health and safety and worker's compensation.

The effective management of worker's compensation remains a priority issue for the Department. When injuries do occur the Department is committed to measures that will facilitate

earlier and more sustainable return to work outcomes. This also leads to a reduction in worker's compensation costs. Comprehensive case management and ongoing monitoring of worker's compensation claims also improves the quality and timeliness of intervention measures.

Over the 2003-4 year, a management system has been designed and will be implemented in the 2004-05 year. This system ensures that resources are targeted to claims with greatest need by giving priority to severe and/or potentially more costly claims. It also incorporates initiatives to provide claimants with a better understanding of rights and responsibilities as well as promoting greater involvement of managers and supervisors in the day to day management of employee rehabilitation. The revised management arrangements will also introduce improved performance monitoring and reporting arrangements across the Department's divisional structures.

Over the last year, worker's compensation performance indicators continue to show broad improvement over previous years, although data is difficult to compare due to the changes in the Department. Data over a 5 year period indicates the Department's management performance is improving and that it is better than the average within the TMF (Treasury Managed Fund) pool in regard to both claim frequency and average claim cost.

The following figures provide an overview of worker's compensation over the 2003-04 year.

Year	Total No of claims	No of claims settled	Net Incurred cost
2001/2002	45	32	\$562,175
2002/2003	39	12	\$482,000•
2003/2004	79	54	\$931,275

•Adjusted from last years reported figure to take account of the expanded departmental structure.

Payment of Accounts

Schedule of Accounts Payable	Qtr Ending Sept 2003 \$	Qtr Ending Dec 2003 \$	Qtr Ending Mar 2004 \$	Qtr Ending June 2004 \$
Current (i.e. within due date)	395,430.67	230,948.06	547,642.54	9,766.57
Less than 30 Days	314,493.62	1,003,689.36	1,323,633.11	29,958.66
Overdue 30-60 days	86,032.46	142,925.97	61,085.83	2,832.85
Overdue 60-90 Days	58,991.46	25,391.69	35,015.65	6,076.17
Overdue over 90 Days	6,034.51	35,280.84	23,280.82	2,236.93
Totals	860,982.72	1,367,674.24	1,944,096.31	28,579.28

Schedule of Paid on time	Qtr Ending Sept 2003 \$	Qtr Ending Dec 2003 \$	Qtr Ending Mar 2004 \$	Qtr Ending June 2004 \$
Accounts paid on time	25,935,000	21,791,000	22,822,000	43,637,000
Total accounts paid	29,497,000	24,018,000	25,623,000	47,152,000
% accounts paid on time	88%	91	90%	92%
Target % paid on time	90%	90%	90%	90%

Comment

Payment performance is based on creditor payments made to general creditors of the Department of Lands.

Privacy Management Plan

The NSW *Privacy and Personal Information Protection (PPIP) Act 1998* requires agencies to follow certain principles when managing personal information, this Act is administered by the office of the NSW Privacy Commissioner (Privacy NSW).

Agencies have always been expected to put in place appropriate security measures to protect all forms of information including information about their clients. However, breaches of privacy can also occur by staff not being fully aware of their responsibilities under the Privacy and Personal Information Protection Act. Privacy NSW has therefore developed its own education material and programs to raise awareness of these issues at a general level.

The Government recognises that electronic personal information, especially when part of Electronic Service Delivery (ESD) requires particular attention because it is possible to easily copy and transmit information in this form.

For Electronic Service Delivery to achieve its potential, citizens need to be confident that the information they supply to Government is adequately protected.

With the creation of the new Department, the Privacy Management Plan will be reviewed and updated in consultation with management and staff.

As a major provider of Government held information, the Department is committed to be a privacy conscious organisation. Lands, in the past reporting year, commissioned a comprehensive privacy risk assessment in regard to its core business functions associated with administering and distributing property information. The risk assessment identified three sources of privacy risks categorised as management activities and controls, commercial and legal relationships and technology and technical issues.

A Departmental privacy working group will develop strategies to address identified risks within the new organisation and allocate responsibilities for implementing the strategies developed.

Publications

Publications during 2003/04

Corporate

2002/2003 Lands Annual Report

www.lands.nsw.gov.au

Land and Property Information

Image Products - CD ROM

NSW Map Catalogue

Information Kits

Information Bulletins

www.lands.nsw.gov.au

Board of Surveyors of New South Wales

2002/2003 Annual Report

Geographical Name Board

2002/2003 Annual Report

Dual Naming Guidelines

www.gnb.nsw.gov.au

Waste Reduction and Purchasing Policy

The Department has a Waste Reduction and Purchasing Plan in place and is committed to maintaining best practice in conservation and recycling.

The Department's Waste Reduction and Purchasing Plan aims to:

- avoid the generation of waste;
- separate wastes generated for re-use or recycling; and
- encourage the purchase of low waste products with recycled content.

The plan identifies key wastes and opportunities for recycling, and strategies have been developed to ensure maximum recycling takes place.

Land's recycling activities include:

- waste paper;
- cardboard;
- aluminium;
- glass;
- silver flakes; and
- toner cartridges.