

Appendices

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Appendices

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

Australian Oil Refining Pty. Limited Agreement Ratification (Amendment) Act 1961 No 35

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, jointly the Minister for Climate Change, Environment and Water and the Minister Assisting the Minister for Climate Change, Environment and Water (Environment), and parts, the Minister for Sport and Recreation)

Crown Lands (Continued Tenures) Act 1989 No 7

Crown Lands (Validation of Revocations) Act 1983 No 55

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

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, jointly the Minister for Climate Change, Environment and Water and the Minister Assisting the Minister for Climate Change, Environment and

Water (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

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

Voluntary Workers (Soldiers' Holdings) Amendment Act 1974 No 27 (except parts, the Attorney General)

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 service

| Chief and senior executive service numbers – as at 30 June 2007 | | | | | | |
|---|-----------|----------|-----------|----------|-----------|----------|
| SES Level | 2004/05 | | 2005/06 | | 2006/07 | |
| | Male | Female | Male | Female | Male | Female |
| 8 | | | | | | |
| 7 | 1 | | 1 | | 1 | |
| 6 | | | | | | |
| 5 | 2 | | 2 | | 1 | |
| 4 | 1 | | 2 | | 2 | |
| 3 | 2 | | 1 | | 1 | |
| 2 | 6 | | 6 | | 7 | |
| 1 | | 1 | 1 | 1 | 1 | |
| Total | 12 | 1 | 13 | 1 | 13 | 0 |

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

Graham Harding, General Manager Crown Lands Division

Paul Jones, General Manager Soil Conservation Service Division, BEng (Civil), CPESC

Craig Abbs, Director Coastal and Estuary Infrastructure, Crown Lands Division, BEng (Civil) (Hons)

Warrick Beacroft, Executive Manager, Information Services, Land and Property Information Division, GradCertMgt, CertCart

Philip Boyce, Acting General Counsel Legal Division, DipLaw (SAB)

Ross Cleary, Executive Manager, Information Management, Land and Property Information Division, BAppSc (Computer Science) (Hons)

Bob Costello, Director, Finance and Corporate Support, DipTech (Com), CPA

Barry Douse, Executive Manager, Production and Business Development, Land and Property Information Division, BA (Hons), AQCI, EMPA, GAICD, JP

Pedro Harris, Chief Information Technology Officer, MPA (Monash)

Peter Houghton, Manager, State Reserves Strategy, Crown Lands Division, DipAppSc (Hons), BA (Land Mgmt), GradCertPubServMgmt, EMPA

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

Appendices

Chief and senior executive performance

Warwick Watkins

Director General, Surveyor General and Registrar General, SES level 7

Total Remuneration package \$393,600

Period in position - whole year

Performance review by Minister for Lands

Performance highlights

- Engaged in development and implementation of whole of government strategies and plans, including active participation in the preparation of the NSW State Plan and its alignment to Lands' activities.
- Continued targeted reviews of legislation, policy and programs relating to Crown land administration and management and the security and integrity of the land and property information systems held within the department.
- 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 and government held property.
- Initiated strategies to address emerging workforce issues including training and development and workforce planning strategies to encourage Aboriginal representation in Lands and decision making.
- 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.
- Developed and implemented strategies designed to improve OH&S performance.

- Implemented balanced reporting mechanisms and undertook research and development of programs and strategies to ensure the corporate sustainability, including further development of the knowledge capability mapping and recording within Lands.
- Managed the operations of Lands such that revenue targets for LPI and Crown Lands Divisions were exceeded.
- Chaired and actively participated on deliberations of the Geographic Names Board and Board of Surveying and Spatial Information.
- Strategic deliberations as a Commissioner of the Electoral Boundaries Commission, particularly in relation to recent NSW and Federal electoral boundary determinations.
- Activated the development of the Common Spatial Information Initiative (CS2i) Project and oversaw the collaborative development of the Executive Summary and Action Plans.
- 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.
- Fostered research partnerships relating to issues confronting the agency including intellectual capital reporting and spatial information.

Des Mooney

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

Remuneration package \$274,300

Period in position – whole year

Performance review by Director General

Performance highlights

- Despite a continuing soft property market, LPI provided a before tax profit in excess of \$50 million.
- Obtained agreement from the National Steering Committee for the adoption of the National Business Model for NECS.
- Expanded the spatial information exchange to allow web browsing and ordering of satellite imagery and other spatial information not only from Lands but for other agencies information.
- Progressive implementation of LPI's workforce planning initiative (Vision 2013) is ensuring LPI is transitioning through its ageing workforce issues.
- Upgraded our analogue aerial photography capability to a fully integrated digital imagery system.
- Former Property Valuation Services valuers from the Department of Commerce were successfully merged into LPI providing greater capability and addressing the Ombudsman's concerns.
- Converted over 17,800 old system parcels to Torrens title, 27,000 lease titles, 46,000 manual titles and 8,500 crown parcels.
- Digitisation of hard copy Crown plans commenced with over 26,000 digitised to date.

Philip Western

Valuer General

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

3. Code of conduct

All Lands' administrative areas 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 Lands' Code of Conduct is available on request:
lands@lands.nsw.gov.au

4. Committees Significant Lands committees

During 2006/07 two committees were abolished: Strategic Asset Management Committee and Counter Terrorism Information Group (Emergency Information Coordination Unit).

| Significant committees established during 2006/07 | |
|--|--|
| Committee | Function of committee |
| Geospatial Technical Working Group (APEC07) | Cross-agency, cross-government working group for spatial information needs for APEC07. |
| NSW Spatial Advisory Group for Counter-terrorism/emergency management/critical infrastructure protection | Whole of government (emergency sector) reference group for spatial activities, including direction of the Emergency Information Coordination Unit. The committee includes the NSW representatives on the National Spatial and Information Management (NISM) Working Group. |

| Significant Lands committees and the internal and external representatives | | |
|--|--|---------------------------------------|
| Committee | Internal representatives | External representatives |
| Lands Audit Committee | Des Mooney Philip Western Eduardo Alegado | Joanne Rees (Chair) Ron Cunningham |
| Lands Executive Team | Warwick Watkins (Chair) Des Mooney Graham Harding Paul Jones Bob Costello Pedro Harris Laurie Ryan (part of year) Philip Boyce (part of year) Eduardo Alegado Tracey Prescott Garry Greedy Julie King Ron Smith Mark Matchett | |
| Lands Budget Committee | Warwick Watkins (Chair) Des Mooney Graham Harding Paul Jones Bob Costello Kimberley Taylor Neville Hind Ian Holt George Georgijevic | |

Appendices

| Significant Lands committees and the internal and external representatives cont. | | |
|---|---|--|
| Committee | Internal representatives | External representatives |
| LPI Advisory Group | Warwick Watkins (Chair) Des Mooney | Graeme Couch Olaf (Ollie) Hedberg |
| Land Valuation Specialist Advisory Group | Warwick Watkins (Chair) Philip Western Simon Gilkes | John Hill Nikki Kempson Phil Lyons Shawn McBride Tim Gavan |
| Joint Consultative Committee | Garry Greedy (Chair) Warwick Watkins Des Mooney Graham Harding Paul Jones Mark Matchett Lesley Hume Ray Docwra (Chair Lands DC) Lands PSA delegates | Stephen Spencer (PSA Industrial Officer) Nick Player (PSA Industrial Officer) |
| Crown Lands Board of Management | Graham Harding Bob Costello Stephen Francis Adrian Harte Graeme Ford Craig Barnes Craig Abbs Leanne Taylor Andrew McAnespie Peter Walker Geoffrey Woods | |
| Organisational Capability Improvement Group | Des Mooney (Chair) Doug Walsham (part year) Paul Mitchell (part year) Leanne Taylor Donal O'Shea (part year) Michael Fletcher Tracey Prescott Pedro Harris Bob Costello Garry Greedy Kimberley Taylor Julie King | John Dumay (observer) |
| LPI National Electronic Conveyancing System steering committee | Des Mooney (Chair) Ross Cleary Laurie Ryan (part year) Philip Boyce (part year) Doug Walsham Christopher White Barry Douse Paul Mitchell Eamon Mooney | Chris Ailwood |

| Significant statutory body and inter-departmental committees with Lands representatives | |
|--|--|
| Committee | Lands representatives |
| Aboriginal Heritage Mapping and Assessment Program (AHMAP) Working Group | Warrick Beacroft, Executive Manager Information Sourcing |
| API Statutory Valuations Study Group | Simon Gilkes, Chief Valuer (Secretary) |
| Aquaculture Industry Steering Committee | Adrian Harte, Director Land Management |
| ARC Research Network for a Secure Australia (RNSA) | Warwick Watkins, Director General |
| AUDA National Reference Group, Community Use of Geographic Names | Paul Harcombe, Chief Surveyor |
| Auscope GNSS Committee | Doug Kinlyside, Manager Survey Infrastructure & Geodesy |
| Australia and New Zealand Land Information Council (ANZLIC) | Warwick Watkins, Surveyor General (Chair) |
| Australian Government Consultative Committee on Knowledge Capital | Warwick Watkins, Director General Julie King, Manager Strategic Policy and Reporting |
| Board of Surveying and Spatial Information | Warwick Watkins, Director General (Chair) Paul Harcombe, Chief Surveyor |
| Broken Hill Defeating the Weeds Menace Project Group | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| CEOs Counter Terrorism Group | Warwick Watkins, Director General |
| CEOs Natural Resources and Environment Cluster Group | Warwick Watkins, Director General |
| CEOs Network Committee | Warwick Watkins, Director General |
| CEOs Metropolitan Strategy | Warwick Watkins, Director General |
| Centre for Excellence for Ultra High Bandwidth Devices for Optical Systems (CUDOS) | Warwick Watkins, Director General |
| Coffs Harbour Jetty, Harbour, Village, Marina & Foreshore Strategic Working Group | Stephen Francis, Director Commercial Development |
| Commercial Lease Policy Development | Stephen Francis, Director Commercial Development |
| Committee for Geographical Names in Australasia (CGNA) | Paul Harcombe, Chief Surveyor |
| Committee for the Master Plan Project for the redevelopment of Coffs Harbour Port | Graham Harding, General Manager Crown Lands (Joint Project Director with the General Manager Coffs Harbour Council) |
| Committee for the Master Plan Project for the redevelopment of Foster/ Tuncurry Harbour | Craig Barnes, Regional Manager North Coast (Joint Project Director with the General Manager Great Lakes) |
| Cooperative Research Centre for Spatial Information (CRC-SI) | Warwick Watkins, Director General (Deputy Chair) Des Mooney, Deputy Director General & General Manager LPI (Alternate Director) |
| Council for Reciprocating Boards of Australia/New Zealand | Paul Harcombe, Chief Surveyor |
| Darling River Floodplain Management Committee | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |

Appendices

| Significant statutory body and inter-departmental committees with Lands representatives cont. | |
|--|---|
| Committee | Lands representatives |
| Data and Information Management Working Group | Warwick Watkins, Director General (Chair) Warrick Beacroft, Executive Manager Information Sourcing |
| Department of Local Government Internal Audit Committee | Leanne Taylor, Regional Manager South |
| Derelict Mines Steering Committee | Paul Jones, General Manager Soil Conservation Service |
| Far West District Emergency Management Committee | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Geographical Names Board | Warwick Watkins, Surveyor General (Chair) 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, General Manager Crown Lands |
| ICSM Committee 'Permanent Committee on Topographic Information Imagery Special Interest Group' | David Abernethy, Team Leader Products & Imagery Services |
| Illawarra & SE Regional Coordination Management Group | Leanne Taylor, Regional Manager South |
| Illawarra & SE Region Economic Development Committee | Leanne Taylor, Regional Manager South |
| Illawarra & SE Region Natural Resources Committee | Leanne Taylor, Regional Manager South |
| Interdepartmental Camps on Claims Working Group | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Interdepartmental Dredging Strategy for NSW Committee | Graham Harding, General Manager Crown Lands |
| Interdepartment Committee on Burial Space | Pieta Laing, Manager Land Policy (Facilitator) |
| Intergovernmental Committee on 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, General Manager Crown Lands (Chair) Craig Abbs, Director Coastal Estuary Infrastructure (NSW Project Director) |
| IPART Review of Rental Arrangements for Crown Land Communication Tower Sites | Stephen Francis, Director Commercial Development |
| Joint Committee Necropolis – Finance sub Committee | Andrew McAnespie, Regional Manager Sydney/Hunter |
| Joint Committee Necropolis Trust | Andrew McAnespie, Regional Manager Sydney/Hunter |
| Lightning Ridge Mining Board | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |

| Significant statutory body and inter-departmental committees with Lands representatives cont. | |
|--|---|
| Committee | Lands representatives |
| Mapping Science Institute Australia, NSW Division | Colin Mitford, Manager Spatial Information Services (President) |
| Melbourne University School of Geomatics Advisory Board | Paul Harcombe, Chief Surveyor |
| Mobile Carriers Forum (MCF) | Stephen Francis, Director Commercial Development |
| Murrumbidgee Region Regional Coordination Management Group | Leanne Taylor, Regional Manager South |
| National Board of the Institute for Information Management | Peter Goddard, Manager Strategic Projects |
| National Consultative Committee on Security and Risk (NCCSR) | Warwick Watkins, Director General (chair) |
| National Electronic Conveyancing System State Project Team | Ross Cleary, Executive Manager Information Management |
| National Roads Working Group | Ian Paxton, Manager Regional |
| National Spatial Information Management Working Group (NSIM) | Warwick Watkins, Director General |
| National Steering Committee for Electronic Conveyancing | Des Mooney, Deputy Director General & General Manager LPI |
| Natural Resources & Information Needs Committee | Adrian Harte, Director Land Management |
| Natural Resources & Planning Spatial Data Infrastructure Sub-Group (NRP-SDI) | Warrick Beacroft, Executive Manager, Information Sourcing (Chair) |
| North Coast Regional Coordination | Craig Barnes, Regional Manager North Coast |
| North Tuncurry Project Control Group | Stephen Francis, Director Commercial Development Craig Barnes, Regional Manager North Coast |
| Noxious Weed Advisory Committee | Adrian Harte, Director Land Management |
| NSW Aquaculture Strategy Working Group | Adrian Harte, Director Land Management |
| NSW Branch Institute for Information Management | Peter Goddard, Manager Strategic Projects (President) |
| NSW Coastal Council Acquisition Task Force | Graham Harding, General Manager Crown Lands |
| NSW Game Council | Warwick Watkins, Director General |
| NSW National Spatial Information Management Advisory Group | Warwick Watkins, Director General |
| NSW Maritime Access and Infrastructure Council | Craig Abbs, Director Coastal Estuary Infrastructure (NSW Project Director) |
| NSW Rating Professionals | Simon Gilkes, Chief Valuer |
| NSW Spatial Advisory Group for Counter-terrorism/emergency management/critical infrastructure protection | Warwick Watkins, Director General Tony Sleight, Director Emergency Information Coordination Unit |

Appendices

| Significant statutory body and inter-departmental committees with Lands representatives cont. | |
|--|---|
| Committee | Lands representatives |
| Organising Committee for the 2010 FIG World Congress | Paul Harcombe, Chief Surveyor (Congress Director) |
| Pest Animal Control Council | Adrian Harte, Director Land Management |
| Planning for Later Life Forum | Alan King, Manager Legislation |
| Program Steering Committee Association | Warwick Watkins, Director General (ex Officio Member) |
| Property Disposal Assessment Panel | Greg Foster, Manager Strategic Development & Marketing |
| Public Sector Mapping Authority (PSMA) | Des Mooney, Deputy Director General & General Manager LPI |
| Public Sector Risk Management Association | Eduardo Alegado, Director Corporate Governance |
| 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 |
| Seafood Industry Advisory Council – Pricing & Charging Working Group | Stephen Francis, Director Commercial Development |
| Silverton Village Committee | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| 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) |
| Survey & Mapping Managers Forum (SMMF) | Paul Harcombe, Chief Surveyor (Chair) Colin Mitford, Manager Spatial Information Services |
| Surveying and Mapping Industry Council of NSW | Paul Harcombe, Chief Surveyor (Treasurer) Colin Mitford, Manager Spatial Information Services |
| Tibooburra Village Committee | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Travelling Stock Route Working Group | Adrian Harte, Director Land Management |
| Unincorporated Area Road Network Reference Group | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| University of NSW, Dean's Industry Advisory Council (DIAC) | Paul Harcombe, Chief Surveyor |
| University of NSW, School of Surveying and Spatial Information Systems Advisory Board | Paul Harcombe, Chief Surveyor |
| Urban Development Institute of Australia NSW Division - Committee on Strata and Community Schemes | Leanne Hughes, Senior Legal Officer Gavin Bartier, Senior Legal Officer |

Significant statutory body and inter-departmental committees with Lands representatives cont.

| Committee | Lands representatives |
|---|--|
| West 2000 Plus | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Western Lands Advisory Council | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| White Cliffs Dugout Working Group | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Wild Dogs Destruction Board | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |
| Willandra Lakes World Heritage Area Community Council Steering Committee | Geoffrey Woods, Regional Manager Western Division, Western Lands Commissioner |

5. Consumer response

Land and Property Information (LPI)

LPI maintains a customer feedback system called 'Customer is our focus'. In 2006/07, 28 responses were received, comprising 20 complaints and 8 compliments. The majority of the complaints (13) related to waiting times for face to face service. Five complaints concerned service provided by staff.

Provision is also made for online feedback to LPI via Lands' website. In 2006/07, 39 complaints were received online, including 18 about fees for LPI services, five about valuation services and four relating to privacy concerns in relation to data held on LPI public registers.

Soil Conservation Service (SCS)

The SCS quality 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 2006/07 of the 29 requests logged, three related to client complaints all in relation to earthworks.

A further requirement to the above is an assessment of customer satisfaction. A customer survey was undertaken over a four month period with questionnaires posted out with final invoices to all clients during this period. The survey provided clients with the opportunity to comment on service quality, workmanship, timeliness, communication, professionalism, after sales service and several other aspects. Of 428 surveys posted 179 were received providing a 42% response. Overall the survey responses were very positive for example 93% of replies rating quality/overall performance as good to exceptional, communication a 97% good to exceptional rating, would you use SCS again a 91% yes rating. Issues with ageing plant/breakdowns were expected and minor issues with invoicing details were identified. There was a strong recognition of the SCS name with clients. Results will be further analysed by management and used to improve service and content of future surveys.

Crown Lands

Crown Lands Division has developed a Complaints Handling System to improve

- client satisfaction
- the reputation of Crown Lands Division
- systems and processes to reduce the incidence of complaints
- organisational knowledge and performance through analysis of complaints information.

Complaints guidelines have been developed to set standards and responsibilities for staff in handling and investigating complaints and disclosures. The guidelines are consistent with the requirements of the 'Effective Complaint Handling June 2004' and the 'Good Conduct and Administrative Practice – Guidelines for state and local government' (May 2006) issued by the NSW Ombudsman.

An extensive staff training program has been undertaken to ensure staff are aware of procedures and responsibilities. Approximately 110 staff have been trained in Complaints Handling and Investigation Procedures.

86 complaints have been received since the inception of the Complaints Register in March 2007. The majority of complaints were responded to within in 21 days.

Appendices

6. Consultants

| Consultancies under \$30,000 | | |
|--|---|-------------------------|
| Nature of consultancy | Number of consultancies | Cost (GST incl.) |
| Finance and accounting/tax | 1 | \$11,299 |
| Information technology | 3 | \$53,845 |
| Legal | 7 | \$98,407 |
| Management services | 6 | \$118,292 |
| Environmental | 7 | \$87,566 |
| Engineering | 3 | \$9,141 |
| Organisational review | 6 | \$92,980 |
| Training | 1 | \$299 |
| Total consultancies under \$30,000 | 34 | \$471,829 |
| Consultancies over \$30,000 | | |
| Nature of consultancy | Consultant name, title and nature of project | Cost (GST incl.) |
| Finance and accounting/tax | KPMG Pricing Review | 165,431 |
| Information technology | SMS Management and Technology Business Continuity Development Plan | 128,920 |
| | Systems Science Develop eGovt Services | 172,040 |
| Legal | Gilbert Tobin Lawyers Regulatory review of NECS | 248,568 |
| | Dench McClean Carlson NECS Governance Arrangements | 172,383 |
| | Freehills Electronic Conveyancing Victoria | 57,802 |
| | Maddocks Lawyers Lot 490 Ecotourism Development | 65,142 |
| Management services | | |
| Environmental | | |
| Engineering | | |
| Organisational review | Fyusion Asia Pacific Pty Limited Valuation Services Structure Review | 42,489 |
| | Clayton Utz Risk Assessment of e-conveyancing | 351,378 |
| Training | | |
| Total consultancies equal to or over \$30,000 | | 1,404,153 |
| TOTAL CONSULTANCIES | | 1,875,982 |

7. Credit card certification

During the 2006/07 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 are used to monitor the use of credit cards within Lands:

- Lands' credit card policy is documented and issued to relevant staff

- officers issued with a credit card receive monthly statements when purchases have been made. They are required to certify that all charges were incurred for official purposes and acquittals are examined and authorised by supervisors or other officers with appropriate delegation
- a review of usage levels and appropriateness of credit card limits is conducted at least annually
- a report is submitted to Treasury each year certifying that Lands' credit card use is within guidelines.

8. Disability action plan

Lands is committed to the continued implementation of access facilities for clients and staff with a disability through its Disability Action Plan.

There has been a major program to increase disabled access to the Queens Square building. A wheelchair lift has been installed to allow access between the old three storey and new five

storey parts of the building and the rear loading dock has been completely remodelled to allow disabled access to the rear of the heritage building.

Lands continues to support the public sector Hearing Impaired Network. This network is chaired by a Lands employee.

Lands continues to provide signing for hearing impaired staff to attend training and meetings particularly Spokeswomen events.

9. Employee relations Exceptional movements in salaries and wages during 2006/07

The Crown Employees (Public Sector - Salaries 2004) Award provided three salary increases of 4% over the life of the award. This included an increase of 4% from the first full pay period on or after 1 July 2005 and 4% from the first full pay period on or after 1 July 2006. The Crown Employees Wages Staff (Rates of Pay) Award also provided for the same salary increases.

| Staff numbers | | | | | | | | | | | | |
|----------------------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|------------|------------|--------------|
| | 2003/04 | | | 2004/05 | | | 2005/06 | | | 2006/07 | | |
| | Men | Women | Total | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Permanent <i>Full-time</i> | 874 | 399 | 1,273 | 849 | 470 | 1,319 | 861 | 467 | 1,328 | 897 | 489 | 1,386 |
| <i>Part-time</i> | 4 | 78 | 82 | | 2 | 2 | 1 | 22 | 23 | 2 | 28 | 30 |
| Temporary <i>Full-time</i> | 33 | 22 | 55 | 44 | 40 | 84 | 44 | 25 | 69 | 54 | 36 | 90 |
| <i>Part-time</i> | | 5 | 5 | | 4 | 4 | 3 | 8 | 11 | 7 | 8 | 15 |
| Contract <i>SES</i> | 12 | 1 | 13 | 12 | 1 | 13 | 13 | 1 | 14 | 13 | | 13 |
| <i>Non-SES</i> | | | | | | | | | | 2 | | 2 |
| Training | | 1 | 1 | | | | | | | | | |
| Casual | 9 | 4 | 13 | 2 | 2 | 4 | 6 | 2 | 8 | 11 | 4 | 15 |
| TOTAL | 932 | 509 | 1,441 | 907 | 520 | 1,427 | 928 | 525 | 1,453 | 986 | 565 | 1,551 |

Appendices

Personnel policies and practices

The People and Performance Development Group continued to focus on aligning human resource services with strategic business operations and working closely with senior management to review and align function and structures to develop a workplace environment that is supportive of employees maximising their contribution to the business of Lands. There has been a continuing focus on job evaluation with the restructure of the majority of business units now completed.

There has also been a close partnership with Land and Property Information Division management in developing a strategic workforce plan for the next seven years. This plan entitled 'Vision 2013' has been the catalyst for a number of changes in workforce planning activities and an increasing emphasis on more up-to-date attraction and recruitment strategies.

Lands is working closely with staff from the Department of Premier and Cabinet on these initiatives and were part of a NSW Government presence

at a very successful Career Expo held in Darling Harbour in June.

There has been an increasing use of technology with the majority of staff now receiving their fortnightly payslips via email rather than by printed paper copy.

Learning and development

Lands recognises that only by supporting and growing our people will we be able to support and grow our businesses into the future. Learning continues to be promoted as a core philosophy which contributes to continuous improvement in processes, services and management.

With the recognition that our working environment is changing, we are asking more of our employees to promote new behaviours and work styles and deliver on our business strategies. Because the Lands' workforce is ageing and successive generations have different expectations of work, Lands needs to attract, develop, motivate and retain quality people by being an employer of choice. The impact of change on learning and development is that the Learning and

Development Unit (LDU) must continue to offer the businesses and Lands' employees greater flexibility in the delivery of training and development, and develop innovative approaches to meet their changing needs.

The LDU has continued to work with the Crown Lands Division and Illawarra Institute of TAFE to develop learning modules for Certificate III in Government (Land Administration). Our decision to develop training units for on-line/blended learning means that staff all over the state will have access to high quality training which they can access at times of business and personal convenience. Our innovative approach to the challenge of training staff across a wide geographical spread through e-learning has been recognised by the Australian Flexible Learning Framework, which awarded Lands a grant of \$25,000 to complete the first three units of Certificate III. This exciting project involves liaison with equivalent agencies across all states and the Northern Territory and will lead to a widespread industry uptake of an up-to-date national qualification in Land Administration.

Learning and development

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 |
|---|---------|---------|-----------------|---------|
| No. staff who received study time leave | 18 | 75 | 92 ¹ | 86 |
| No. staff who received fee reimbursement for tertiary study | 18 | 45 | 72 | 32 |
| No. staff who began and/or are working towards completion of an Executive Master of Public Administration | 4 | 4 | 4 | 2 |
| No. staff who completed the Executive Development Program | 2 | 3 | 3 | 3 |
| No. staff completing a Graduation Diploma in Public Administration | 1 | 5 | 4 | 2 |
| No. staff completing a Masters in Public Administration | | | 2 | 3 |
| No. staff who completed or are working towards completing a Graduate Certificate in Public Sector Management through the Public Sector Management Program | | 1 | 8 | 8 |

1. 15 of these staff were existing worker trainees

Staff continue to pursue tertiary study and fee reimbursement. An additional 14 trainees commenced work in January 2007 and were inducted by the LDU.

Staff from all divisions continue to participate in the International Computer Driving Licence (ICDL), with 50 employees currently working towards gaining their licence. This program was Lands first use of a blended learning approach, with participants using a combination of online learning, private study and/or face-to-face instruction.

LDU staff conducted a number of Job Application Skills courses during the year, and also continued to provide support to individual staff through feedback on job applications and practice for job interviews.

Funding for attendance by staff at external courses, conferences and seminars continued in 2006/07. 514 staff attended external courses, conferences and seminars and 290 staff attended internal courses.

Industrial relations policies and practices

The majority of Lands' employees are covered by the Crown Employees (NSW Department of Lands – Conditions of Employment) Award 2005. This award rationalised 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 number of employees covered by the award is increasing as positions are created or evaluated according to the Departmental Officer classification. The other 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).

There continues to be very harmonious and consultative working relationships between management and association and union representatives. The Joint Consultative Committee comprising management and Association/Union representatives meets quarterly to discuss reforms occurring within Lands and major issues affecting the organisation and staff.

Organisation change and job evaluation

People and Performance Development Group has continued to assist managers across Lands in reviewing structures, functions and positions to support business objectives. Position descriptions are evaluated using the agreed Mercer, Cull Egan and Dell System. All business divisions have continued to realign structures to meet changing business needs.

10. Environmental management

Energy efficiency

Corporate commitment

Lands is committed to minimise its impact on the environment by:

- achieving energy savings
- incorporating sustainable energy management practices where cost effective
- using whole of government energy contracts to achieve cost savings
- purchasing Green Power to reduce greenhouse gas emissions

- undertaking Australian Building Greenhouse Ratings (ABGR) and other rating schemes for office buildings.

The nomination of an Energy Manager, Mr Barry Mason and Energy Co-ordinator, Mr Peter Farthing, has established accountability and responsibility for energy management.

Energy Conservation and Efficiency Plan

An Energy Conservation and Efficiency Plan was prepared in 2005 to identify cost effective energy efficiency opportunities. The strategies provide a means for Lands to produce substantial improvement in performance and to ensure continued progress towards its energy management and Australian Building Greenhouse Rating (ABGD) objectives.

Appendices

| Energy Conservation Efficiency Plan | |
|---|---|
| Strategy | 2006/07 achievements |
| Create an appropriate structure to implement the Government Energy Management Policy (GEMP). | Department of Commerce was engaged to prepare annual energy reports for Lands. |
| Develop and maintain an energy management information system. | Information system developed by Department of Commerce and utilised in annual report (ongoing development). |
| Energy benchmarking and performance analysis of facilities. | In place and ongoing. |
| Conduct energy audits of selected facilities with high energy performance indicators or low ABGR scheme star ratings. | ABGR benchmarking conducted at Queens Square and Bathurst (see below for further details). |
| Negotiate contracts with energy retailers to maximise cost reductions and environmental benefits resulting from the national electricity and natural gas markets. | Majority of Lands' sites are on State Contracts 777 Large sites and 776 small sites. Both include 6% Green Power. |
| Develop and implement a communication plan to raise the awareness of energy management among employees. | Plan prepared in 2006/07. Implementation during 2007/08. |
| Review and evaluate operation of office equipment. | Ongoing. |
| Energy Management Program review. | Ongoing. |
| Cleaner Fleet | Review Ongoing. |

Australian Building Greenhouse Rating (ABGR)

Under the ABGR policy, agencies are required to obtain an accredited ABGR rating for their office buildings or for their tenancies with a net lettable area greater than 1,000m². Lands' Queen Square building in Sydney achieved a three star rating in December 2005. The rating was reviewed in February 2007 and Queens Square has retained its three star rating.

An ABGR review of Lands' Bathurst building at Panorama Avenue will be scheduled following the completion of the following energy efficiency upgrades:

- installation of sub-metering to enable the consumption of the large printing facility to be subtracted from the incoming metered supply (completed June 2007)
- replacement of chillers and cooling towers with energy efficient systems (completed May 2007)
- installation of a new Building Management Control System (to be installed 2007/08)
- installation of sub-metering of electrical supply to Graphic Services, printing areas (completed 2006/07)
- installation of Variable Speed Drives (VSDs) on mechanical plant (completed 2006/07)
- replacement of Main Mechanical Switchboard which included Smart Metering (completed 2006/07)
- upgrade of the Domestic Hot water System (completed December 2006).

Energy consumption

2005/06 performance

Due to a change over in energy contracts in May 2006, energy performance data was not available in time to be included in Lands' 2005/06 Annual Report. The table below provides performance data for the 2005/06 reporting period.

Lands' total energy consumption increased between 2004/05 and 2005/06 by 6.9%. Electricity increased by 5% and diesel automotive fuel

increased by 18.4% (the increase in diesel fuel was due to an increase in the number of vehicles over 3.5 tonnes). Aviation fuel consumption decreased by 2.9%.

2006/07 performance

During the 2006/07 reporting period Lands acquired additional assets and leases from former government agencies. As a result, total energy consumption increased by 2.3% compared with 2005/06. Consumption of Green Power and natural gas increased by 16.6% and 18.5%

respectively. Due to an increase in the number of sites now on State Contract Control Board (SCCB) electricity contracts, fuel costs only increased by less than 1%.

2006/07 performance against the Energy Use in Government Operations average

The table over the page compares Lands' 2006/07 energy consumption with the average energy performance indicators from the 2001/02 Energy Use in Government Operations.

| Energy consumption | | | | | | | | |
|-------------------------------|----------------------------|---------------|-------------------|-------------|-------------------------|--------------------|---|---------------|
| Fuel | Total energy consumed (GJ) | | % of total energy | | Annual cost (excl. GST) | | Carbon Dioxide (CO ₂) Greenhouse emissions (tonnes) | |
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Electricity (black coal) | 30,101.3 | 30,131 | 43.2% | 42.3% | \$824,374 | \$863,033 | 7,994.9 | 8,003 |
| Electricity (green power) | 1,630.9 | 1,902 | 2.3% | 2.7% | \$61,236 | \$69,770 | 0 | 0 |
| Natural gas | 6,923.7 | 8,206 | 9.9% | 11.5% | \$80,756 | \$96,884 | 355.9 | 422 |
| Liquefied petroleum gas (LPG) | 97.4 | 97 | 0.1% | 0.1% | \$1,910 | \$1,910 | 5.8 | 6 |
| Automotive diesel | 18,941.3 | 18,551 | 27.2% | 26.0% | \$607,364 | \$554,885 | 1,320.2 | 1,293 |
| Petrol (unleaded) | 9,701.6 | 9,917 | 13.9% | 13.9% | \$325,318 | \$325,049 | 640.3 | 655 |
| Petrol (Ethanol Blended) | | 187 | | 0.3% | | \$6,323 | | 12 |
| Aviation Gasoline | 2,250.8 | 2,251 | 3.2% | 3.2% | \$92,000 | \$92,000 | 153.1 | 153 |
| TOTAL | 69,647 | 71,242 | 100% | 100% | \$1,992,958 | \$2,009,854 | 10,470.2 | 10,544 |

Appendices

| Performance against Energy Use in Government Operations average | | | | | | |
|---|--|--------------------|--|---------------------|--|-------------------|
| Category | MJ/Area/a | | MJ/Occupant/a | | MJ/Distance travelled | |
| | Average energy performance indicator (2001/02) | Lands (2006/07) | Average energy performance indicator (2001/02) | Lands (2006/07) | Average energy performance indicator (2001/02) | Lands (2006/07) |
| Office buildings – tenant services | 504 | 307 ¹ | 10,265 | 10,202 | | |
| Office buildings – combined services | 866 | 1,164 ² | 17,830 | 38,068 ² | | |
| Laboratories and research facilities | 540 | 74 | n/a | 15,446 ³ | | |
| Transport – passenger vehicles ⁴ | | | | | 4.18 | 3.86 ⁵ |

Notes:

- Office area increased from 3,415m² in 2005/06 to 5,616m² during 2006/07 as assets were transferred to Lands.
- All tenanted space in Government Office Blocks (GOBs) is reported as Office Buildings - combined services category as the energy reported contains a respective pro-rata portion of central services and tenant services. The high MJ/occupant performance indicator and high MJ/Area (m²)/annum indicator is mainly due to the high electricity and natural gas consumption at the Land Information Centre, Panorama Avenue, Bathurst, (18,384.5 GJ) and the Land Titles Office, Queens Square, Sydney (14,561 GJ). In both of these cases, electricity and natural gas consumption has significantly increased. These sites are both on Contract 777.
- The Scone Research Centre was the only site reported in the Laboratories and research facilities category in 2006/07. The high MJ/Occupant/a is due to a reduction in staffing levels from 19 staff in 2004/05 to 8 staff in 2006/07. Overall energy consumption was reduced.
- This category includes vehicles <3.5 tonnes, >3.5 tonnes (e.g. aircraft) and marina, jetty and other foreshore infrastructures.
- Some passenger and other vehicles <3.5 tonnes commenced using Ethanol Blended petrol (E10) during 2006/07. There was a slight increase in fuel consumption for vehicles <3.5 tonnes due to increased mileage. Passenger vehicles and vehicles >3.5 tonnes consumed slightly less fuel.

Energy contracts

Lands currently has four large office sites that purchase electricity on the contestable market. These four sites are on the NSW State Government Contract for Large Sites Contract No.777. The majority of the remaining Lands' sites are on Contract 776 Energy Supply for small sites. Any new sites will be progressively placed on contracts as existing billing periods are completed. All sites on contract will purchase 6% of their electricity from renewable sources (Green Power).

Tenancies in eight larger Government Office Blocks also consumed 6%

green power in 2006/07 as these Government Office Blocks purchase electricity on the contestable market.

The purchase of electricity on the contestable market has minimised costs and achieved a reduction of greenhouse gas emissions by purchasing a percentage of green power.

Energy review

Energy Conservation Systems (ECS) has been engaged to conduct energy audits at both Queens Square and Panorama Avenue Bathurst. The purpose of the audits is to identify any energy and water saving initiatives. Feasible recommendations will

be included in future Capital and Recurrent Maintenance Plans.

Water efficiency

The NSW Government's water savings initiatives include a requirement for certain high water users – including government agencies – to prepare Water Savings Action Plans. Lands is not identified as an agency that is required to have a Water Savings Action Plan. However any new capital or recurrent works planning will include identification of any energy and water savings and will be a key factor in evaluation and acceptance of works proposals.

11. Equal employment opportunity (EEO)

Major EEO outcomes for 2006/07

- Lands has reviewed the pilot mentoring program for senior women and anticipates offering the program more widely later in 2007.
- The Spokeswomen's Program is also actively supported with a number of events held state-wide for both female and male employees.

- A number of women have attended Woman in Leadership forums. These have been offered in regional locations allowing wider participation.
- Lands facilitated the involvement of deaf staff in the state-wide Deaf Support Network. Interpreters are provided for deaf staff applying for positions.
- Lands continued its ongoing support to its very active Aboriginal Support Network. This network is a combination of Lands and

Department of Natural Resources employees. Meetings have been held in state-wide locations and have resulted in increased collegial support for aboriginal staff.

- Lands continued to use a range of merit recruitment strategies to attract a diverse field of job applicants.
- Lands continued to offer all employees a full range of flexible work arrangements.

Table A – trends in the representation of EEO Groups¹

| EEO Group | Benchmark or target % | % of total staff ² | | | |
|--|-----------------------|-------------------------------|------|------|------|
| | | 2004 | 2005 | 2006 | 2007 |
| Women | 50 | 35 | 36.5 | 36 | 36.4 |
| Aboriginal people and Torres Strait Islanders | 2 | 1.5 | 1.3 | 1.3 | 1.4 |
| People whose first language was not English | 20 | 15.7 | 15.3 | 16 | 14.2 |
| People with a disability | 12 | 10.5 | 10.2 | 7 | 7 |
| People with a disability requiring work-related adjustment | 7 | 4 | 3.8 | 1.3 | 1.5 |

Table B – trends in the distribution of EEO Groups¹

| EEO Group | Benchmark or target % | Distribution index ³ | | | |
|--|-----------------------|---------------------------------|------|------|-------------------|
| | | 2004 | 2005 | 2006 | 2007 ⁴ |
| Women | 100 | 84 | 89 | 89 | |
| Aboriginal people and Torres Strait Islanders | 100 | | 76 | n/a | |
| People whose first language was not English | 100 | 81 | 89 | 92 | |
| People with a disability | 100 | 91 | 98 | 102 | |
| People with a disability requiring work-related adjustment | 100 | 84 | 92 | n/a | |

Notes:

1. Staff numbers are as at 30 June 2007. 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 Premier's Department annually. 4. Distribution index not yet available for 2007.

Appendices

Major EEO outcomes for 2007/08

- Involvement of Lands' women in the EEO initiative for the development of women in the NSW public sector.
- Focus on family friendly conditions in all recruitment activities.
- Ensuring women's issues are considered in the workforce planning projects underway in Lands.
- Review of the Aboriginal Support Network structure following the machinery of government changes implemented following the state election in March 2007.

12. 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 and 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 and 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.

Key outcomes for 2006/07 include:

- review and modification of staff training programs, selection criteria and induction programs to include cultural awareness requirements
- 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 2007/08 Lands will continue to implement its EAPS through merit based recruitment practices, staff training, flexible working arrangements, corporate planning and client services.

13. 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 Conservation Service, Minor Ports and Land and Property Information in New South Wales.

One of the primary objectives 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 Lands Division of Lands. Maintenance of the public reserves system by Lands is essential for the preservation of biodiversity in the environment of New South Wales.

Further, Lands, through Soil Conservation Service, operates a specialist conservation earthmoving and soil consultancy business, specialist in the planning, design and construction of soil and water conservation earthworks, and the planning and implementing of practical and realistic solutions to common land degradation problems.

Land and Property Information Division (LPI) within Lands, 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 Lands 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 Act 1989* 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 8.30 am
– 4.30 pm

| 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 | |
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| New (incl transferred in) | 29 | 19 | 49 | 63 | 78 | 82 |
| Brought forward | 3 | 1 | 3 | 1 | 6 | 2 |
| Total to be processed | 32 | 20 | 52 | 64 | 84 | 84 |
| Completed | 32 | 15 | 52 | 60 | 84 | 75 |
| Transferred out | 0 | 0 | 0 | 0 | 0 | 0 |
| Withdrawn | 0 | 0 | 0 | 0 | 0 | 0 |
| Total processed | 32 | 20 | 52 | 64 | 84 | 84 |
| Unfinished (carried forward) | 1 | 5 | 1 | 4 | 2 | 9 |

Appendices

| FOI statistics continued | | | | |
|--------------------------|----------|---------|---------|---------|
| Results of FOI request | Personal | | Other | |
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Granted in full | 31 | 15 | 37 | 56 |
| Granted in part | 1 | 0 | 4 | 0 |
| Refused | 0 | 0 | 11 | 4 |
| Deferred | 0 | 0 | 0 | 0 |
| Completed | 32 | 15 | 52 | 60 |

| | Initial | | Total | |
|--|---------|---------|---------|---------|
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Number of requests requiring formal consultation | 30 | 24 | 30 | 24 |

| Basis of disallowing or restricting access | Personal | | Other | |
|---|----------|----------|----------|----------|
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Section 19 (application incomplete, wrongly directed) | 0 | 0 | 0 | 0 |
| Section 22 (deposit not paid) | 0 | 0 | 0 | 0 |
| Section 25(1)(a1) (division of resources) | 0 | 0 | 0 | 0 |
| Section 25(1)(a) (exempt) | 0 | 0 | 5 | 4 |
| Section 25(1)(b),(c),(d) (otherwise available) | 0 | 0 | 0 | 0 |
| Section 28(1)(b) (documents not held) | 0 | 0 | 4 | 0 |
| Deemed refused – 21 day time limit expired | 0 | 0 | 0 | 0 |
| Section 31(4) (released to Medical Practitioner) | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 9 | 4 |

| | Incurred Costs \$ | | Fees received \$ (appl+dep-frnd+rvw) | |
|------------------------|-------------------|----------|--------------------------------------|----------|
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| All completed requests | 3,380.00 | 3,120.00 | 3,380.00 | 3,120.00 |

| FOI statistics continued | | | | |
|-----------------------------------|-----------------|----------------|----------------|----------------|
| Type of discount | Personal | | Other | |
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Public interest | 0 | 0 | 0 | 0 |
| Financial hardship pensioner | 2 | 0 | 5 | 0 |
| Financial hardship non-profit | 0 | 0 | 1 | 0 |
| Under 18 years | 0 | 0 | 0 | 0 |
| Totals | 2 | 0 | 6 | 0 |
| Significant correction of records | 0 | 0 | 0 | 0 |

| Elapsed time (including withdrawn) | Personal | | Other | |
|--|-----------------|----------------|----------------|----------------|
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| 0-21 days | 22 | 15 | 30 | 36 |
| 22 to 35 days (consultation period) | 10 | 0 | 20 | 24 |
| Over 35 days (extended consultation) | 0 | 0 | 0 | 0 |
| Over 21 days (out of time determinations) | 0 | 0 | 0 | 0 |
| Over 35 days (out of time determinations after consultation) | 0 | 0 | 0 | 0 |
| Totals | 32 | 15 | 50 | 60 |

| Processing hours (including withdrawn) | Personal | | Other | |
|---|-----------------|----------------|----------------|----------------|
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| 0-10 hours | 32 | 18 | 48 | 51 |
| 11-20 hours | 0 | 1 | 0 | 11 |
| 21-40 hours | 0 | 0 | 1 | 0 |
| Over 40 hours | 0 | 0 | 1 | 1 |
| Totals | 32 | 19 | 50 | 63 |

| Reviews/appeals | 2005/06 | 2006/07 |
|--|----------------|----------------|
| Number of internal reviews finalised | 4 | 5 |
| Number of Ombudsman reviews finalised | 1 | 1 |
| Number of District Court actions finalised | 0 | 0 |

Appendices

| FOI statistics continued | | | | | | | | |
|--|----------|----------|----------|----------|----------|----------|----------|----------|
| Bases of internal review Grounds on which requested | Personal | | | | Other | | | |
| | Upheld | | Varied | | Upheld | | Varied | |
| | 2005/06 | 2006/07 | 2005/06 | 2006/07 | 2005/06 | 2006/07 | 2005/06 | 2006/07 |
| Access refused | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 0 |
| Deferred | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exempt matter | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| Unreasonable charges | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Charge unreasonably incurred | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Amendment refused | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 0 | 0 | 1 | 0 | 3 | 5 | 0 | 0 |

Documents held by Lands

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
 Internal Reporting (Protected Disclosures) Policy
 Information Security 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 Email Resources Policy
 Mail Server 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 Privacy Statement
 Suppression of Personal Information in LPI Public registers
 WebGov Policy
 Rating and Taxing Valuations Procedures Manual
 Valuation Contract Management Procedures Manual
 Objection Procedures Manual
 Administering Procedures
 Valuer-General's Instructions
 Chief Valuer's Instructions
 Technical Instructions
Land Valuation
 Rating and Taxing Valuations Procedures Manual
 Valuation Contract Management Procedures Manual
 Objection Procedures Manual
 Administering Procedures
 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

Rural Addressing: A Model for Systematic Addressing for Rural Properties in New South Wales

Land Titling

Registrar General's Directions

Electronic Settlement, Electronic Lodgement and Automatic Registration of Real Property Dealings in NSW – Public Consultation Document, May 2004

Agreement on principles for the development of a roadmap to a national electronic conveyancing system

National business model for the implementation of a national electronic conveyancing system (Draft)

National governance arrangements for the establishment of a national electronic conveyancing system (Draft)

Electronic Settlement, Electronic Lodgement and Automatic Registration of Real Property Dealings in NSW: Public consultation feedback report March 2005

Manual owner inquiry search requests – policy and procedures

Lodgement Services Terms and Conditions

National Implementation Strategy for a National Electronic Conveyancing System (Draft)

National Funding Model for the Implementation of a National Electronic Conveyancing System (Draft)

NECS Operations Description for a National Electronic Conveyancing System (Draft)

Board of Surveying and Spatial Information

Consideration of Complaints Against Surveyors Policy

Determination for Continuing Professional Development

Rules for the Conduct of Examinations for Certificate of Competency as Mine Surveyor

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

Policy on the Position and Extent of Geographical Names

Policy on the Concurrence for Government Departments for Names Assigned under Other Acts

Cultural Designation Guidelines

Generic Reserve Naming Policy

Guidelines for the Determination of Place Names

Policy on Web Based Submissions for Advertised Proposals

Policy on Welcome to Country Signs

Policy on Board Member Induction

Primary Source Policy

Crown Lands

Caravan Park Levy Committee Guidelines for the Administration of Applications for Financial Assistance

Coastal Crown Lands Policy 1991 – under review

Crown Lands Caravan Park Policy 1990 – under review

Crown Lands Foreshore Tenures Policy (Non-commercial Occupations) 1991 – under review

Crown Lands NSW Business Directive 2004 for Commercial Leasing and Licensing of Crown Land

Crown Lands Policy for Marinas and Waterfront Commercial Tenures 2005

Natural Disaster Relief Scheme Guidelines

Tourist Facilities and Services on Crown Reserves 1997

Food and Beverage Outlets on Crown Reserves 1997

Managing Crown Land Reserves and Commons, and Trustees of School of Arts 2007

Fire Protection Policy For Caravan Parks on Crown Reserves and Leasehold Land 2005

Investment Policy for Trust Boards Managing Crown Reserves and Commons 2005

Soil Conservation Service

Staff Borrowing of Equipment Policy

Non-smoking in the Workplace

Some policy documents are available, free of charge, from 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.

Appendices

14. Funds granted to non-government community organisations Public Reserve Management Fund

| Showgrounds program | | | | |
|--|---|-----------------|----------------|-----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Gwydir Shire Council | Kiosk building at Bingara Showground | 3,000 | 2,000 | 5,000 |
| Mid-Western Regional Council | Electrical upgrading works at Mudgee Showground | 10,000 | 20,000 | 30,000 |
| Narrandera Showground Trust | Maintenance works | 3,920 | | 3,920 |
| Mullumbimby Showground Trust | Grass slashing machinery | 3,000 | 18,000 | 21,000 |
| Ashford Showground Trust | Construction of twenty steel framed stables | 3,000 | 6,000 | 9,000 |
| June Showground Trust | Electrical works | 2,970 | | 2,970 |
| Coonabarabran Showground Trust | Pressure pump for animal watering and the erection of light poles | 1,000 | 2,500 | 3,500 |
| Lockhart Shire Council | Removal of two old buildings and the replacement with a multi-purpose pavilion at Lockhart Showground | 20,000 | | 20,000 |
| Inverell Showground Trust | Installation of a bore | 4,000 | 5,000 | 9,000 |
| Young Showground Trust | Fencing of the eastern boundary, new entrance gates and irrigation system | 21,800 | 19,000 | 40,800 |
| Bogan Shire Council | Electrical works, fencing, horse stalls and portable grandstands at Nyngan Showground | 8,000 | 8,000 | 16,000 |
| North Coast National Agricultural & Industrial Society Inc | Electrical upgrading works at Lismore Showground | 15,000 | 21,000 | 36,000 |
| Eurobodalla Shire Council | Stage two development works program at Moruya Showground pavilion | 20,000 | | 20,000 |
| Cobargo Showground Trust | Electrical upgrading works and lighting | 5,679 | 6,000 | 11,679 |
| Yass Show Society Inc | Electrical upgrading works | 10,000 | 20,000 | 30,000 |
| Clarence Valley Council | Fencing works at Maclean Showground | 5,000 | | 5,000 |
| Bellingen Showground Trust | Replacement of guttering and drainpipes on barbecue/bar shelter and grandstand | 3,000 | | 3,000 |
| Gilgandra Showground Trust | Fencing works | 5,000 | | 5,000 |
| Woodenbong Reserve Trust | Replacement of the announcer's booth | 2,000 | 2,000 | 4,000 |
| Gulgong Showground Trust | Construction of shower block | 4,000 | 4,000 | 8,000 |
| Liverpool Plains Shire Council | Paint for works at Ouirindi Showground | 4,300 | | 4,300 |
| Barradine Showground and Racecourse Trust | Replacement of bore pump | 1,154 | | 1,154 |
| Hay Shire Council | Construction of a club house and a grandstand for the Hay Pigeon Club | 11,328 | 12,000 | 23,328 |
| Eurobodalla Shire Council | Pathway to connect pavilions and toilets and the installation of a toilet for the disabled | 5,000 | | 5,000 |
| | Total | 172,151 | 145,500 | 317,651 |

| Local parks and reserves program | | | | |
|--|--|-----------------|----------------|-----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Ganmain Sports Ground Trust | Watering system | 5,000 | 7,000 | 12,000 |
| Bidjigal Reserve Trust | Establishment grant | 3,000 | | 3,000 |
| Eatonsville Recreation Reserve Trust | Amenities block, repairs to shelter shed and cricket pitch | 4,500 | | 4,500 |
| Belmont Wetlands State Park Trust | Establishment grant | 5,000 | | 5,000 |
| Six Foot Track Heritage Trust | On-going maintenance and rehabilitation works | 10,000 | | 10,000 |
| Tumbarumba Shire Council | Replacement of barbecues at Henry Angel Trackhead | 4,000 | | 4,000 |
| Central Darling Shire Council | Fencing works at Menindee Racecourse Reserve | 14,462 | | 14,462 |
| Cumborah Recreation Reserve Trust | Construction of toilet facilities | 12,563 | | 12,563 |
| Lightning Ridge Historical Society Trust | Installation of verandah blinds in the Bush Nurses Association building | 1,500 | | 1,500 |
| Lila Leigo Centre Reserve Trust | Restumping of building | 14,707 | | 14,707 |
| Cobar Roosters Rugby League Club Inc. | Safety improvements to the grandstand | 8,000 | | 8,000 |
| Paterson Street Hilltop Reserve Trust | Trust's establishment costs and bush regeneration control works | 3,150 | | 3,150 |
| Coffs Harbour Preservation of Native Flora Reserve Trust | Bollards and plantings | 500 | | 500 |
| Ellangowan Public Hall Reserve Trust | Public address system | 1,050 | | 1,050 |
| Rileys Hill Dry Dock Reserve Trust | Ride-on mower and small trailer | 890 | | 890 |
| Ashby Community Centre and Public Recreation Reserve Trust | Shade sails and poles | 709 | | 709 |
| Borah Creek Public Hall Trust | Refurbishment of kitchen cupboards | 2,553 | | 2,553 |
| Carrathool Racecourse Trust | Connection of town water to reserve | 6,886 | | 6,886 |
| Laggan Hall Trust | Removal of asbestos and electrical works | 2,645 | | 2,645 |
| Towrang Recreation Reserve Trust | Fencing, seating, shelter tanks and stand | 13,396 | | 13,396 |
| Tallong Public Hall and Recreation Reserve Trust | Replacement of rear stairs, decking and toilet cisterns, restumping of kitchen floor, demolish old toilet blocks | 9,770 | | 9,770 |
| Inverell Shire Council | Boat ramp stabilisation works and improved access to camping area at Pindari Dam | 6,000 | | 6,000 |
| Mendooran Racecourse Reserve Trust | Purchase of ride-on mower | 5,795 | | 5,795 |
| Norah Head Lighthouse Reserve Trust | Construction of public toilet incorporating facilities for the disabled | 7,500 | | 7,500 |
| Gore Hill Memorial Cemetery Trust | General maintenance works | 11,000 | | 11,000 |
| Moonan Flat Public Hall Trust | Installation of a new water tank | 3,500 | | 3,500 |
| Upper Manilla Reserve Trust | Construction of a new amenities block with disability access | 20,000 | | 20,000 |

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| Local parks and reserves program cont.. | | | | |
|---|--|----------------|----------------|----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Bellata Tennis Club Trust | Replace and upgrade two old toilets | 2,000 | | 2,000 |
| Wallangra Recreation Reserve Trust | Storage unit | 1,200 | | 1,200 |
| Moorland Recreation Reserve Trust | Construction of a multi-purpose shed | 3,000 | | 3,000 |
| Gulgong Racecourse Reserve Trust | Operational expenses for 2006/07 | 35,000 | | 35,000 |
| Burringbar Recreation Reserve Trust | Drainage works, fencing and seating | 7,175 | 6,575 | 13,750 |
| Nundle School of Arts Trust | Amenities block with disabled facilities | 20,000 | 10,000 | 30,000 |
| Zig Zag Railway Cooperative Limited | Installation of a bore | | 19,000 | 19,000 |
| Eramboo Reserve Trust | Construction of an amenities block | 30,000 | 40,000 | 70,000 |
| Mallangane Public Hall Trust | Exterior and interior painting | 9,000 | 9,000 | 18,000 |
| Randwick Literary Institute Reserve Trust | Exterior mural painting of building | 3,000 | | 3,000 |
| Boggabri Showground and Public Recreation Reserve Trust | Cementing of pavilion floor | 10,000 | | 10,000 |
| Wiangaree Reserve Trust | Installation of water tanks, pump and fittings | 8,570 | | 8,570 |
| Old Bega Hospital Reserve Trust | Removal of asbestos in buildings | 7,792 | | 7,792 |
| Lambton Mechanics Institute Trust | Operational costs | 26,000 | | 26,000 |
| Land of Beadies Reserve Trust | Removal of pine tree and old tree stump | 1,720 | | 1,720 |
| Forbes P A & H Association | Electrical upgrading works at Forbes Racecourse | 31,000 | 30,000 | 61,000 |
| Bribbaree Recreation Reserve Trust | Urgent electrical works | 700 | | 700 |
| Bermagui Flora and Fauna Reserve Trust | Repair and maintenance of coastal walk, signage and administration costs | 5,640 | | 5,640 |
| Jerilderie Shire Council | Restoration of old Police Stables | 25,000 | | 25,000 |
| | Total | 404,873 | 121,575 | 526,448 |

| Caravan park development works program | | | | |
|--|---|----------|---------|----------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Port Macquarie-Hastings Council | Preparation of a master plan and business plan for Patonga Caravan and Camping Park Bonny Hills and North Haven caravan parks | 27,335 | | 27,335 |
| Gosford City Council | Preparation of a master plan and business plan for Patonga Caravan and Camping Park | 20,000 | | 20,000 |
| Lake Macquarie Council | Preparation of a plan of management for Belmont Pines Tourist Park | 20,000 | | 20,000 |
| Shoalhaven City Council | Construction of a shared bike path at Crown reserve 76522 at Huskisson | | 150,000 | 150,000 |

| Caravan park development works program cont... | | | | |
|---|--|-----------------|----------------|-----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Shoalhaven City Council | Construction of an adventure playground and car park at Crown reserve 52790 at Mollymook | | 150,000 | 150,000 |
| Shoalhaven City Council | Upgrading of an amenities block at Voyager Park at Huskisson | | 200,000 | 200,000 |
| Bega Valley Shire Council | Installation of four deluxe cabins at Zane Grey Caravan Park | | 150,000 | 150,000 |
| Kempsey Shire Council | Upgrading of services and infrastructure at Hat Head Caravan Park | | 135,000 | 135,000 |
| Port Stephens Council | Upgrading the recreation room amenities and electrical services and switchgear and the installation of cabins at Fingal Bay Holiday Park | | 860,000 | 860,000 |
| Port Stephens Council | Installation of fencing and budget and ensuite cabins at Halifax Holiday Park | | 1,170,000 | 1,170,000 |
| Port Stephens Council | Construction of driveways to cabins and roadworks and the installation of cabins at Shoal Bay Holiday Park | | 230,000 | 230,000 |
| Red Rock Public Recreation Reserve Trust | Sewerage treatment and disposal infrastructure works | | 90,000 | 90,000 |
| Port Macquarie-Hastings Council | Signage, sewerage and landscaping works at North Haven Caravan Park | | 125,000 | 125,000 |
| Port Macquarie-Hastings Council | Amenities, signage, fencing, roads and landscaping works at Bonny Hills Caravan Park | | 125,000 | 125,000 |
| Great Lakes Council | Relocation and extension of pontoon, new pontoon and associated rock wall works at Forster Boat Harbour | | 170,000 | 170,000 |
| Wyong Shire Council | Master plan and improvements to entry road, entry landscaping and shade cover to playground at Canton Beach Holiday Park | 20,000 | 137,500 | 157,500 |
| Wyong Shire Council | Master plan and improvements to entry road, entry landscaping and shade cover to playground at Norah Head Holiday Park | 20,000 | 152,500 | 172,500 |
| Wyong Shire Council | Master plan and improvements to entry road, entry landscaping and shade cover to playground at Budgewoi Holiday Park | 20,000 | 135,700 | 155,700 |
| Wyong Shire Council | Master plan and improvements to entry road, entry landscaping and shade cover to playground | 20,000 | 149,500 | 169,500 |
| Corindi Beach Caravan Park Reserve Trust | Installation of six ensuite cabins, playground, lighting, signage and vegetation management | | 296,750 | 296,750 |

Appendices

| Caravan park development works program cont... | | | | |
|--|---|----------------|------------------|------------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Moonee Beach Public Recreation Reserve Trust | Installation of cabins, barbecue shelters and the construction of a reception and manager's residence | | 500,250 | 500,250 |
| Port Macquarie-Hastings Council | Architectual cabin design for North Haven Caravan Park | | 5,280 | 5,280 |
| Port Macquarie-Hastings Council | Architectual cabin design for Bonny Hills Caravan Park | | 5,280 | 5,280 |
| Morgo Street Reserve Trust | Installation of cabins, barbecue shelters, lighting, signage and vegetation management | | 400,000 | 400,000 |
| | Total | 147,335 | 5,337,760 | 5,485,095 |

| Consultancy program | | | | |
|--------------------------------------|--|----------|---------|----------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Lithgow Shire Council | Preparation of a plan of management for Hyde Park | 3,000 | | 3,000 |
| Young Community Arts Centre Trust | Preparation of a conservation management plan | 20,000 | | 20,000 |
| Deniliquin Council | Preparation of a plan of management for Crown reserve 91035 at Deniliquin | 5,000 | | 5,000 |
| Paterson Street Hilltop Reseve Trust | Preparation of a plan of management | 1,765 | | 1,765 |
| Shoalhaven City Council | Preparation of a plan of management for Milton Showground | 15,000 | | 15,000 |
| Walka Water Works Trust | Preparation of a plan of management | 30,000 | | 30,000 |
| Gulgong Racecourse Reserve Trust | Preparation of a plan of management | 10,000 | | 10,000 |
| Hay Shire Council | Conservation management plan for Hay Gaol | 4,000 | | 4,000 |
| Blue Mountains City Council | Preparation of a plan of management for Mount York Reserve | 12,500 | | 12,500 |
| Blue Mountains City Council | Preparation of a plan of management for Knapsack Park | 12,500 | | 12,500 |
| Killalea State Park Trust | Consultancy costs to progress lease negotiations with a proponent for the development of appropriate facilities to enhance the park | | 164,450 | 164,450 |
| Tweed Heads Shire Council | Preparation of a plan of management for Crown reserve 57974 at Durambah Beach | 10,000 | | 10,000 |
| Goobaragandra Valley Reserves Trust | Operational grant for 2006/07 | 10,000 | | 10,000 |
| Burrundong Arboretum Trust | Operational grant for 2006/07 and air-conditioning of offices and caretaker's residence and internal structural modifications to offices and toilets | 92,000 | | 92,000 |

| Consultancy program Cont... | | | | |
|---------------------------------------|---|------------------|------------------|------------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Walka Water Works Trust | Operational grant for 2006/07 | 70,000 | | 70,000 |
| Penrose Park Recreation Reserve Trust | Operational grant for 2006/07 and the construction of shade sails over the play area | 24,500 | | 24,500 |
| Wee Jasper Reserves Trust | Operational grant for 2006/07 | 110,000 | | 110,000 |
| Lake Keepit State Park Trust | Fencing works | 26,000 | | 26,000 |
| Copeton Waters State Park Trust | Installation of fire hose reels and the replacement of power head outlets | 29,500 | | 29,500 |
| Lake Burrendong State Park Trust | Replacement of power poles at the Mookerawa pump site of the park | 7,300 | | 7,300 |
| Lake Burrendong State Park Trust | Replacement of foreshore septic collection tanks system and upgrading of amenities blocks | 25,700 | 17,000 | 42,700 |
| Killalea State Park Trust | Roll over protection on ride on mower, pathway to Killalea Beach and fire hydrants in Killalea camping area | 21,750 | | 21,750 |
| Burrinjuck Waters State Park Trust | Construction of a new workshop and the replacement of playground equipment | 40,000 | 200,000 | 240,000 |
| Copeton Waters State Park Trust | Upgrading of playground equipment | 15,000 | 30,000 | 45,000 |
| Grabine Lakeside State Park Trust | Construction of an amenities block | 50,000 | 250,000 | 300,000 |
| Lake Burrendong State Park Trust | Completion of bushfire mitigation works at the Mookerawa Waters section of the park | 39,614 | | 39,614 |
| Wyangala Waters State Park Trust | Refurbishment of amenities block and the purchase of fire fighting hose reels equipment | 40,000 | 180,000 | 220,000 |
| Belmont Wetlands State Park Trust | Rehabilitation and urgent infrastructure works | 250,000 | | 250,000 |
| Lake Glenbawn State Park Trust | Installation of fire protection pipes, valves and hose reels. Replacement of machinery service ramp and improvements to amenities access stairs, hose reels and the replacement of power head outlets | 33,000 | | 33,000 |
| Lake Keepit State Park Trust | Rebuilding of sewerage line | | 195,000 | 195,000 |
| Cudgegong River Park Trust | Upgrading of two amenities blocks and the installation of effluent disposal ponds and associated structures | | 630,000 | 630,000 |
| Lake Glenbawn State Park Trust | Operational grant | 123,000 | | 123,000 |
| Cudgegong River Park Trust | Construction of amenities block | | 325,000 | 325,000 |
| Walka Water Works Trust | Restoration of boiler room and western annexe | 23,000 | | 23,000 |
| | Total | 1,154,129 | 1,991,450 | 3,145,579 |

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| Commercial initiatives on Crown land program | | | | |
|---|---|-----------------|----------------|-----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Wellington Council | Extension of existing games room/ conference room and the installation of a sewerage dump point at the Wellington Caves Reserve | 4,000 | 95,000 | 99,000 |
| Rennie Reserves Trust | Construction of a kitchen and toilets for the club rooms | | 100,000 | 100,000 |
| Newcastle Historic Reserve Trust | Building extensions | | 50,000 | 50,000 |
| | Total | 4,000 | 245,000 | 249,000 |

| Drought assistance relief program | | | | |
|--|---|-----------------|----------------|-----------------|
| Trust Manager | Project | Grant \$ | Loan \$ | Total \$ |
| Lalaly Hall Trust | Painting and repairs to doors and windows | 8,000 | | 8,000 |
| Finley Lake Trust | Fencing and painting of benches | 9,000 | | 9,000 |
| Barooga Community Centre Trust | Gutter guards and painting | 10,000 | | 10,000 |
| Deniliquin Racecourse Trust | Fencing and tree planting | 10,000 | | 10,000 |
| Hillston Showground Trust | Removal of dangerous trees, tree planting and the erection of shade sails | 7,500 | | 7,500 |
| Goolgowi Sportsground Trust | Extend watering system to cricket system | 10,000 | | 10,000 |
| Deniliquin Historic Buildings Trust | Repairs and painting of historic museum | 4,000 | | 4,000 |
| Berrigan Racecourse Trust | Kick boards in horse stalls, painting and tree planting | 4,622 | | 4,622 |
| Carrathool Racecourse Trust | Fencing and gates | 10,000 | | 10,000 |
| Moulamein Swimming Pool Trust | Extend shade area and general maintenance | 5,000 | | 5,000 |
| | Total | 78,122 | | 78,122 |

During 2006/07 the grant funds in the Drought Assistance Relief Program table above were also made from the Public Reserves Management Fund (PRMF) for many projects on Crown reserves.

The PRMF also provides funds for the on-going maintenance of walking tracks, waterside reserves, campsites and major recreational projects which

are administered by the Lands.

During 2006/07 Funds spent on various projects are listed hereunder:

- Great North Walk - \$99,171
- Hume and Hovell Walking Track - \$31,137
- Walking tracks, waterside reserves and campsites - \$23,485.

| Crown reserve projects | | | |
|--|---------------------------------------|------------------------------|---------------------|
| Project | Consultants/Contractors \$ | Other Expenses \$ | Total \$ |
| Coffs Harbour Jetty Foreshores | 6,566 | - | 6,566 |
| Port Stephens Regional Crown Reserve | 99,026 | 12,239 | 111,265 |
| Goolawah State Park. | 34,139 | 1,056 | 35,195 |
| Lot 490 Ecotourism Development at Kingscliff | 121,092 | 10,530 | 131,622 |
| Clarkes Beach Foreshore at Byron Bay | 11,478 | 1,990 | 13,468 |
| Port Macquarie CBD Crown Foreshores | 6,729 | 5,136 | 11,865 |
| Batemans Bay Redevelopment Project | 42,213 | - | 42,213 |
| Angourie Surfing Reserve | - | 4,079 | 4,079 |
| Harbourside Project at Port Macquarie | 9,953 | 1,487 | 11,440 |
| Total | 331,196 | 36,517 | |

Land and Property Information

| Organisation | Project | Grant \$ | Loan \$ | Total \$ |
|---|---|---------------------|--------------------|---------------------|
| University of Melbourne | ARC Linkage Project – Industry Partnership Grant – ‘The integration of built and natural environmental data sets in national spatial data infrastructure initiatives’ | 16,500 | | 16,500 |
| Royal Melbourne Institute of Technology | ARC Linkage Project – Industry Partnership Grant – ‘Real time atmospheric modelling for cm-level positioning based on continuously operating Global Navigation Satellite System reference station networks’ | 22,000 | | 22,000 |
| University of New South Wales | Surveyor General Scholarship in Surveying | 14,000 | | 14,000 |
| University of Melbourne | Cooperative Research Centre for Spatial Information (CRC-SI) | 250,000 | | 250,000 |
| Stephen Barr | Surveyor General's International Fellowship in Surveying and Spatial Information | 15,000 | | 15,000 |
| TOTAL | | 317,500 | | 317,500 |

15. Government action plan for women

Lands has recognised the need for support for women in senior positions and as well as supporting the public sector senior women's network, has

instigated a pilot mentoring program for senior women. This program is aimed at assisting in individual career development including moving to more senior positions. Mentors have come from a range of outside employers. Participants have indicated that they

find the program extremely beneficial and it will be extended to women in regional locations.

Lands' women were well represented at the NSW Public Sector Women's Development Strategy Forum in June 2007 run by the Public Employment

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Office. This forum was part of a new women's employment and development strategy aimed at developing initiatives related to the development of women in the public sector, to link these to sector-wide and agency level workforce planning and to support the NSW State Plan.

The forum used the model of linking women around the state via video link to a CBD location. This enabled much higher participation of women in regional locations as well as Sydney based employees.

Spokeswomen's program

In late 2006 the number of Lands' Spokeswomen was increased to 10 to enable our Spokeswomen to better engage with the women in their regions, promote the program and organise attendance of women at relevant activities across the state.

The new Spokeswomen's mission statement is: 'Connecting and Supporting all Women in Lands'.

To achieve this, the Spokeswomen have redesigned and updated their intranet mini site; made contact with all the women in their region; been profiled in Inlands magazine and will produce a bi-annual Spokeswomen's Newsletter.

Many Lands' women have had the opportunity to attend Women's Development Forums in both regional and metropolitan locations, and a number of women attended International Women's Day events on 8 March, 2007. The Spokeswomen will be organising various activities for staff during their three-year term, and Lands supports them and invests in their development through providing them with access to a range of training and development opportunities.

16. Guarantee of customer service

Service delivery standards vary with the nature of the services provided across the various administrative areas of Lands, however 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

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
Queen's Square
Sydney NSW 2000
GPO Box 15, Sydney 2001

feedback@lands.nsw.gov.au

17. Heritage assets

Lands plays an important role in recognising and caring for its heritage assets on behalf of the community. Lands is one of over 80 NSW Government agencies which own or manage heritage assets, and these assets form a significant part of overall government property holdings.

In 2006/07 Lands commissioned the Government Architects Office to prepare a Heritage Asset Management Strategy (HAMS). A final draft has been submitted to the various Lands stakeholders for comment. Once updated the final document will be signed off and submitted to the Heritage Office.

The draft HAMS provides information on:

- heritage management initiatives already undertaken, including:
 - Lands (formerly Department of Lands and Water Conservation) Stages 1 and 2 Section 170 Heritage and Conservation Register
 - Thematic Histories of the former Department of Lands and Water Conservation (DLWC) Registrar General's Department
- status of Lands' Heritage and Conservation Register
- relationship between heritage asset management and the overall Total Asset Management (TAM) system used by Lands
- action plan to meet the requirements of the State Agency Heritage Guide including:
 - updating and continuing augmentation of the Heritage and Conservation Register
 - ongoing maintenance and conservation works and condition reporting for heritage assets

- preparation of maintenance plans for heritage items
- more explicit requirements for the assessment of heritage values undertaken when proposing to change the status of Crown land to be included in the Land Assessment Manual and the accompanying Guidelines
- yearly review of HAMS
- involvement of appropriate heritage expertise as required to assist planning, management and implementation works to heritage items.

Over the past few years, Lands has already undertaken a number of initiatives towards meeting expectations of the *NSW Heritage Act 1977* including:

- BCA inspections of Lands' offices by Trevor Howse & Associates BCA Consultants
- review of 1992 Maintenance Plans by Noel Bell Ridley Smith & Partners Heritage Architects
- services condition inspections which included the Lands' heritage buildings. This inspection delivered the following information that will be included in the 2007 TAM plans:
 - maintenance planning database providing a 10 year plan based on condition and priority. This maintenance plan will also capture and schedule new works when identified and post finished works into future year plans based on the asset life cycle
 - compilation of the BCA and architectural recommendations into the same maintenance plan database
- Office Accommodation Guidelines and Standards - Heritage Interior Guidelines – being prepared by

State Architects Office. The aim of these Heritage Interior Guidelines is to give sound advice on upgrading interiors and accommodation within the Lands' heritage buildings. They have been developed as practical guides for users of the buildings, staff planning any change to the interiors, and contractors and trades people who may carry out work on the interiors.

The guidelines are in two parts. Volume one applies to all heritage building interiors currently owned or managed by Lands. Separate volumes will be developed over the coming years with specific guidance on the interiors of each particular heritage building. Volume 2A which applies to the Queens Square building in Sydney will be completed by December 2007.

The HAMS will be an important tool in the ongoing management of Lands' heritage assets and will provide the necessary strategy for Lands to achieve the required outcomes over the next few years.

18. Land disposal

In 2006/07 the Land development program sold 27 parcels of vacant and developed land for \$17.23M.

There were no individual lots over \$5M.

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

All proceeds, less Lands' costs went to consolidated revenue.

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

19. Legislation and legal change Amended legislation

Crown Lands Amendment (Carbon Sequestration) Act 2006

This Act allows the ministers administering the *Western Lands Act 1901* and *Crown Lands Act 1989* (and perpetual lessees, with the respective minister's consent) to grant forestry rights creating carbon sequestration rights in respect of Crown land and Western Lands leases. It was proclaimed to commence on the 9 February 2007.

Valuation of Land Amendment Act 2006

During the year amendments were made to the *Valuation of Land Act 1916* to complement administrative changes made by the Valuer General aimed at improving the accuracy and timeliness of land valuations.

The amendments:

- allow a person to object to a valuation after receiving an assessment for Land Tax
- give the Valuer General discretion to make a new valuation of land if there is a change in the circumstances affecting a property
- clarify that property owned by two or more people will qualify for a subdivision allowance
- allow land that is situated in two or more districts to be valued in a single valuation.

Lands was also involved in the drafting of the *Threatened Species Conservation Amendment (Biodiversity Banking) Act 2006*, which is aimed at the creation and trading of biodiversity credits in relation to land.

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Statute Law Revision

The following Acts were amended under the *Statute Law (Miscellaneous Provisions) Act (No 2) 2006*:

Conveyancing Act 1919

- To permit the Registrar General to refuse to accept for lodgement under Division 3 (Plans) of Part 23 (Registration) of the Principal Act, or to register or record, a plan that purports to have been executed under a power of attorney, unless the power of attorney has been registered as provided for by the *Powers of Attorney Act 2003*. The proposed provision is similar to section 36 (2) of the *Real Property Act 1900*.
- To insert section 203AA in the Act. Section 203AA provides that the Registrar General may keep plans or other documents lodged with the Registrar General 'in or on any medium or combination of media capable of having information recorded in or on it or them' (unless another provision of the Principal Act, or a provision of another Act, specifies the way in which the plans or documents are to be kept). Section 184C (3) and (4) of the Principal Act contain provisions to similar effect in relation to the General Register of Deeds maintained for the purposes of Division 1 (General Register of Deeds) of Part 23 (Registration) of the Principal Act.

Crown Lands Act 1989

- To extend the power in Section 102A of the Act for a council appointed as manager of a reserve trust to grant a lease, licence or easement over a Crown reserve without having to obtain the Minister's consent each time to reserve trusts managed by a trust board or corporation if the Crown

reserve concerned is being used, occupied or administered by a government agency (other than a rural lands protection board).

Real Property Act 1900

- Section 36 (2) of the *Real Property Act 1900* permits the Registrar General to refuse to accept for lodgement, or to record or register or otherwise take action in respect of, a 'dealing or caveat' presented for lodgement that purports to have been executed under a power of attorney, unless the power of attorney has been registered. The amendment extends section 36 (2) so as to confer the same power on the Registrar General in relation to plans intended to be registered pursuant to the provisions of the *Strata Schemes (Freehold Development) Act 1973* or the *Strata Schemes (Leasehold Development) Act 1986*.
- Currently, section 36 (2) refers to the power of attorney having been registered 'as provided for by the *Conveyancing Act 1919*'. Registration of powers of attorney is now provided for by the *Powers of Attorney Act 2003*. Item [2] of the proposed amendments updates the outdated reference.

Access to Neighbouring Land Act 2000

- Updates references to the classification of land reserved under the *National Parks and Wildlife Act 1974* and updates references to repealed legislation.

The following Acts were amended under the *Statute Law (Miscellaneous Provisions) Act 2007*:

Community Land Development Act 1989

- To provide for a separate document in the approved form to be lodged with certain plans that are required

to be registered and lodged with the Registrar General under the Act. The amendments will enable all signatures and consents required for lodging those plans to be endorsed on, or included with, that separate document.

Conveyancing Act 1919

- To provide for a separate document in the approved form to be lodged with any plan required to be registered and lodged with the Registrar General under section 195A of the Act. The amendments will enable all signatures and consents required for lodging plans to be endorsed on that separate document.

Crown Lands Act 1989

- To make it clear that when the Minister grants a lease, licence, permit or easement in respect of a Crown reserve the Minister will still be required to assess the land under Part 3 of the Act.
- To provide that the restrictions imposed by section 48 in relation to the transfer of licences will not apply to a licence authorising the use or occupation of Crown land for the purposes of telecommunications infrastructure.

Crown Lands (Continued Tenures) Act 1989

- To allow the purchase price of land in respect of an application for purchase of land held under a lease under that Act (including pending applications) to be paid by instalments instead of in full.

Strata Schemes (Freehold Development) Act 1973

- To require certain information currently included in a plan intended to be registered as a strata plan or a strata plan of subdivision to be included instead in a separate document lodged with the plan.

- To provide for a separate document to be lodged with a strata plan of consolidation or a building alteration plan.
- To enable all signatures and consents required for lodging plans with the Registrar General to be endorsed on those separate documents.

Strata Schemes (Leasehold Development) Act 1986

- To require certain information currently included in a plan intended to be registered as a strata plan or a strata plan of subdivision to be included instead in a separate document lodged with the plan.
- To provide for a separate document to be lodged with a strata plan of consolidation or a building alteration plan.
- To enable all signatures and consents required for lodging plans with the Registrar General to be endorsed on those separate documents.

Valuation of Land Act 1916

- To omit a redundant definition and an expired Part of the Act.
- To remove an erroneous reference to perpetual leases in the definition of land that is Crown lease restricted.

Valuers Act 2003

- To make it clear that a director of a corporation that is the subject of a winding-up order or for which a controller or administrator has been appointed can be a disqualified person for the purposes of the Act whether or not he or she is also a person concerned in the management of the corporation.

Significant judicial decisions affecting Lands

Printy v Provident Capital Limited & Anor [2007] NSWSC 287

Mr Printy was the victim of identity fraud with an impostor entering into a series of fraudulent mortgages affecting his land in the north-west of Sydney.

At the time the fraud was discovered there were two mortgages registered over Mr Printy's land and the land was subsequently sold by the Mortgagee on the understanding that the litigation would decide who was entitled to the proceeds of the sale. The Registrar General accepted that, subject to issues concerning Mr Printy's identity, the second mortgage was enforceable and the Torrens Assurance Fund was liable in respect of any loss to Mr Printy resulting from that mortgage.

The position regarding the first mortgage was quite different. At the hearing of the matter Mr Printy argued that the first mortgage is a *Tsai* type mortgage, that is that the same principles of construction set out in *Perpetual Trustees Victoria Ltd v Tsai* [2004] NSWSC 745 (the *Tsai* case) applied in this instance and consequently that no debt was outstanding on that mortgage, a position that was supported by the Registrar General.

A judgement was delivered on 30 March 2007 upholding the *Tsai* decision and awarding the proceeds of the sale plus interest and less the amount owing under the second mortgage to Mr Printy. The Torrens Assurance Fund has paid Mr Printy \$71,213.19 on account of the second mortgage.

This matter was the first decision based on the *Tsai* case. This decision strengthens the position of the Torrens Assurance Fund in a number of other claims where the *Tsai* case is at issue.

Torrens Assurance Fund

During 2006/07 financial year the Registrar General made several payments in response to claims against the Torrens Assurance Fund totalling \$433,937. This sum includes compensation payments and disbursements, such as Counsel's fees.

20. Major assets

Lands' property, plant and equipment (PPE) assets totalled \$133 million as at 30 June 2007. There were no major retirements of PPE assets during the year. The Tweed River Entrance Sand Bypassing Project infrastructure asset was re-valued to determine current value.

The following major asset acquisitions were made during the year:

- Building Improvements - \$1.9m
- Digital Aerial Camera - \$1.9m
- Computer Server Enterprise storage - \$1.5m

Work continued on a number of information technology capital projects during 2006/07, which are classified under the intangible asset category. Outlays on major projects included:

- Government Property Register redevelopment project - \$1.1m
- Conversion Project - \$1.9m
- Conversion Remainder Manual Torrens Titles - \$1.0m.

Further details on these projects can be found in the report of the Land and Property Information Division.

Appendices

21. Major works

| Capital Works Completed or in Progress as at 30 June 2007 | Cost to date \$ | Cost overrun \$ | Est. date of completion |
|---|--------------------|--------------------|-------------------------|
| Land and Property Information Buildings | | | |
| Queen Square Building , 1 Prince Albert Road Sydney, (HERITAGE BUILDING) | | | |
| Loading Dock Redevelopment | 962,000 | | 2007/08 |
| Building Management Control System Upgrade | 85,000 | Nil | Completed |
| Air Handler 1 Replacement – Works Specification | 10,000 | Nil | 2007/08 |
| South Balconies – Concrete Cancer (Heritage) | 109,230 | Nil | Completed |
| Basement 1 West Upgrade | 122,266 | Nil | Completed |
| Panorama Avenue, Bathurst | | | |
| Chillers Replacement and Towers | 225,000 | Nil | Completed |
| Mechanical Switchboard Replacement | 40,000 | Nil | Completed |
| Plant room Upgrade | 75,000 | Nil | Completed |
| Crown Lands Buildings | | | |
| Armidale Lands Office , 108 Faulkner Street, (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 840 | Nil | Completed |
| Services Condition Inspection | 2,175 | Nil | Completed |
| Carpeting | 25,700 | Nil | Completed |
| Painting | 40,454 | Nil | Completed |
| Minor Works | 22,313 | Nil | Completed |
| Replacement of Lighting | 14,913 | Nil | Completed |
| Electrical Upgrade | 14,520 | Nil | Completed |
| Coffs Harbour Lands Office , 36 Mariner Drive. | | | |
| Hazardous Materials Inspection | 1,005 | Nil | Completed |
| Services Condition Inspection | 2,325 | Nil | Completed |
| Dubbo Lands Office , 142 Brisbane Street, (HERITAGE BUILDING) | | | |
| Hazardous Material Inspection | 1,150 | Nil | Completed |
| Services Condition Inspection | 2,100 | Nil | Completed |
| Lighting Upgrade | 34,750 | Nil | Completed |
| Hay Lands Office , 126 Lachlan Street, (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,555 | Nil | Completed |
| Services Condition Inspection | 2,325 | Nil | Completed |
| Maitland Lands Office , Cnr. of Banks & Newcastle Streets, (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,085 | Nil | Completed |
| Services Condition Inspection | 1,850 | Nil | Completed |

| Capital Works Completed or in Progress as at 30 June 2007 (Cont.) | Cost to date \$ | Cost overrun \$ | Est. date of completion |
|--|--------------------|--------------------|-------------------------|
| Moree, Lands Office, Cnr Frome & Heber Streets, (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,590 | Nil | Completed |
| Services Condition Inspection | 2,325 | Nil | Completed |
| Minor works | 15,431 | Nil | Completed |
| Structural Repairs – Foundations report and survey | 12,762 | Nil | Completed |
| Orange, Lands Office, 92 Kite Street, (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,465 | Nil | Completed |
| Services Condition Inspection | 2,175 | Nil | Completed |
| Minor works | 9,971 | Nil | Completed |
| Tamworth, Lands Office, 25 – 27 Fitzroy St. (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,405 | Nil | Completed |
| Services Condition Inspection | 2,175 | Nil | Completed |
| Repairs to disabled access ramp | 27,125 | Nil | Completed |
| Wagga Wagga, Lands Office, 26 – 28 Johnson St. (HERITAGE BUILDING) | | | |
| Hazardous Materials Inspection | 1,240 | Nil | Completed |
| Services Condition Inspection | 2,175 | Nil | Completed |
| Removal of Hazardous Materials | 880 | Nil | Completed |

22. Marketing communication outcomes

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

CSG's key achievements during 2006/07 include:

- ongoing promotion of Lands' corporate branding through implementation of corporate communication strategy and preparation of corporate style guidelines
- the development and implementation of communication

strategies for both internal and external programs including:

- staff education programs for OHS training, TRIM records management and risk management
- evaluation objection kit for land valuations
- recreation strategy to promote Lands' walking tracks and State Parks
- Careers and Employment Expo aimed at creating awareness of Lands' trainee and graduate programs
- perpetual lease and drought relief programs

- the redesign and migration of Lands' corporate internet and intranet to a new content management system – My.Source.Matrix
- providing input into the development of and preparing communication strategies for Expression of Interest documents for major commercial business opportunities
- coordination of design and production of the interagency Best Bush Map
- the design and production of a broad range of communications materials (see list of publications p.227-228)
- development of templates for the preparation of policy and procedures documents

Appendices

- management of media enquiries requiring written or verbal responses to issues such as government land sales managed by Lands, land valuations, redevelopment of Crown land, Crown land rental increases and Geographical Names Board changes
- monitoring, recording and reporting on media coverage of Lands.

23. Occupational health and safety (OHS)

Lands is committed to meeting the occupational health, safety and welfare needs of its employees. Lands' occupational health and safety focus is on injury prevention and early intervention when injury does occur.

Consistent with the commitment to reducing the potential for injury, Lands has delivered manual handling training to 170 staff exposed to higher levels of risk. To supplement face to face training, Lands has developed a Manual Task e-learning initiative to maximise access to training across the large number of departmental locations. The range of e-learning packages is to be expanded in 2007/08 and expected to cover OHS Induction, Ergonomics, Hazard Identification and Emergency Procedures.

Many Lands' staff work in uncontrolled work environments such as field work. Lands has implemented a customised version of Take 5, a safety observation and job safety analysis model, to encourage positive safety behaviour and have staff comprehend occupational risks and adopt a plan to undertake work safely. The Take 5 model is one increasingly adopted by both the private and public sectors. This model has great applicability in uncontrolled environments, field situations and complements sound approaches to manual handling. Take 5 has been delivered across a range of forums with staff from Soil Conservation Service, Survey Services, Graphic Services and other higher risk work areas.

Worker's compensation and injury management remains a priority issue. Lands seeks to develop a sound working partnership with rehabilitation providers to assist the achievement of early and sustainable return to work outcomes for its injured employees. This improves injury outcomes for employees and assists in reducing associated worker's compensation costs. Comprehensive case management and consistent monitoring of worker's compensation claims facilitates quality and timely intervention measures.

Lands' claims management system directs resources to claims with greatest need by giving priority to severe and/or potentially more costly claims. The system incorporates initiatives to provide injured employees 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.

Allianz Australia is the Treasury Managed Fund's agent responsible for managing Lands' worker's compensation. Lands and Allianz Australia are committed to providing high quality support to injured employees and to the development of a partnership which improves management of occupational health and safety risk across Lands. Allianz and Lands have been instrumental in establishing a forum to enable smaller to medium NSW Government agencies to meet and discuss common needs across OHS and worker's compensation matters.

A further focus this year has been implementation of the NSW Government's 'Working Together' strategy. Reports have been produced internally to provide a view of progress towards targets and the development of strategies to bring improvements to those areas where performance does not meet targets.

Worker's compensation claims and costs*

| | 2003/04 | 2004/05 | 2005/06 | 2006/07 |
|----------------------------------|-----------|-----------|-----------|-----------|
| Total no. of claims | 79 | 61 | 55 | 56 |
| No. of claims settled | 54 | 23 | 78 | 69 |
| Net incurred cost | \$931,275 | \$446,773 | \$420,369 | \$429,381 |
| * Data source: Allianz Australia | | | | |

24. Overseas travel

| Travel undertaken at cost to Lands | | | | |
|--|---|--|--|-------------------------------------|
| Officer and position | Destination | Purpose | Dates | Cost |
| Philip Western Valuer General | Belfast & Dublin, Northern Ireland & London, England | Attend Commonwealth Heads of Valuation Agencies (CHOVA) Conference | 31 July – 3 August 2006 | \$13,980 |
| Gail Swan Manager Titling & Plan Services Mark Deal, Team Leader Strata Plan Section | Queenstown, New Zealand | Participation in and attendance at the 2006 NSW Institute of Strata Management (ISTM) Annual Conference | 6-12 September 2006 | \$5,479 |
| Warwick Watkins Director General | Munich, Germany & Europe | Attend the XXIII International 2006 FIG Conference & short study tour in several locations in Europe | 5-28 October 2006 | \$23,688 |
| Paul Harcombe Chief Surveyor | Munich, Germany | Attend XXIII International FIG Conference & the INTERGEO Trade Exhibition | 7-14 October 2006 | \$4,111 (part paid by ICSM) |
| John Murphy Manager Integrated Spatial Services | California, USA | Attend IBM Informix Dynamic Server (IDS) Customer Advisory Council (CAC) meeting & speak at IBM Information on Demand Global Conference | 13-21 October 2006 | \$2,764 (part paid by IBM) |
| Peter Houghton Manager State Reserves Strategy Chris White Program Development Manager Pedro Harris Chief Information & Technology Officer | Wellington, New Zealand | Attend residential program for the Australian & New Zealand School of Government (ANZSOG) Executive Masters in Public Administration | 23 November – 3 December 2006 27 November – 3 December 2006 28 November – 3 December 2006 | \$1,027 \$653 \$2,213 |
| Steven Woodhouse Manager Technical Services | Harbin, China | Present research paper to the ICITA 2007 Conference | 14-19 January 2007 | \$4,162 |
| Paul Harcombe Chief Surveyor | Hong Kong, China | Attend International Federation of Surveyors FIG Working Week | 12-18 May 2007 | \$5,105 |
| Rob Colless Manager GIS and Operations, EICU | Toronto, Canada | Presentation at joint 2007 CIG/ISPRS Conference on Geomatics for Disaster and Risk Management | 23 May – 25 May 2007 | \$9,482 |
| John Murphy Manager Integrated Spatial Services Liz Quayle Team Leader Spatial Maintenance Services | California, USA | Attend ESRI International User Conference | 16-26 June 2007 | \$6,704 |

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25. Payment of accounts

Lands is committed to improving account payment performance and continued in 2006/07 to work with suppliers and cost centre managers to streamline processes. The consolidation of accounts and emphasis towards greater use of purchase orders resulted in performance above target in all quarters except March 2007. Performance was below target for the March quarter due to unplanned leave and illness within Lands' accounts payable area.

Enhanced reporting on accounts payable was introduced to provide more useful information to management regarding processing issues.

In 2006/07, there were no instances where interest was paid in accordance with section 15 of the Public Finance and Audit Regulation 2005.

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. All rates other than plant hire were increased on 1 January 2007 by a range of 2 to 8%. Due to ongoing severe drought conditions across rural NSW and the essential need of conservation earthworks for our rural clients, the Minister approved plant hire rates remain at 2006 levels with a further review to be undertaken in June 2007. A separate diesel fuel levy is charged on plant hire and will continue to fluctuate with fuel price changes.

Crown Lands

The IPART – Review of Rentals for Waterfront Tenancies on Crown Land in NSW has been actioned and implemented by all agencies involved. There are some individual concerns and challenges regarding the definition of 'Precinct' that are being addressed following implementation of the recommendations of IPART. The agencies are networking to ensure consistency of application and implementation of IPART's recommendations, which are now part of Lands operational responsibilities. All departmental operational responsibilities are monitored for best practice and the management and review of Rentals for Waterfront Tenancies on Crown Land in NSW is no exception.

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 2006 | 392,577 | 491,874 | 38,150 | 7,692 | 0 |
| December 2006 | 518,159 | 561,736 | 518,119 | 10,740 | 9,018 |
| March 2007 | 730,389 | 1,090,254 | 95,571 | 15,112 | 28,441 |
| June 2007 | 5,121,954 | 766,295 | 19,918 | 4,345 | 2,141 |

Accounts paid on time during each quarter

| Quarter | Total Accounts Paid on Time | | | | Total Amount Paid \$ | |
|----------------|-----------------------------|----------|----------|----------|-------------------------|------------|
| | Number | | Value | | | |
| | Target % | Actual % | Target % | Actual % | | |
| September 2006 | 85 | 91 | 90 | 93 | 42,380,974 | 45,538,611 |
| December 2006 | 85 | 88 | 90 | 95 | 65,378,897 | 69,138,714 |
| March 2007 | 85 | 79 | 90 | 89 | 44,768,058 | 50,322,500 |
| June 2007 | 85 | 85 | 90 | 93 | 55,578,850 | 60,006,746 |

27. Privacy management plan

In accordance with the requirements of the *Privacy and Personal Information Protection Act 1989* (the Act), Lands is required to report on privacy compliance issues relevant to the department and to provide statistical information in relation to any internal reviews undertaken under Part 53 of the Act.

In complying with the Act, Lands continues to consider the application of the Act to its operations, ensuring that appropriate levels of protection are put in place to protect personal information and privacy, monitoring emerging issues in privacy and personal information management, and establishing mechanisms to ensure that staff are aware of their obligations under the legislation.

During the 2006/07 reporting year, Lands initiated a program of review of the Privacy Management Plan which will continue into the 2007/08 reporting period. As a result of the review it is intended that the Privacy Management Plan will be updated and reissued.

Lands' Privacy Statement is available on the website www.lands.nsw.gov.au.

Privacy enquiries may be referred to:

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

Internal reviews

During the reporting period, there were no internal reviews conducted in accordance with Part 53 of the *Privacy and Personal Information Protection Act 1989*, by or on behalf of Lands.

28. Publications

The Communication Solutions Group (CSG) works closely with divisions and business units to produce a broad range of communication materials promoting Lands' products and services to the general public and informing Lands staff of policies, procedures and strategies. During 2006/07 the following publications were produced and made available to staff and the public via direct mail, over the counter, online or internal distribution:

Corporate

Brochures

2007 Annual report

Geographical Names Board – The NSW road and address locality naming process (DL flyer)

Making a difference! – Careers expo brochure

Fact sheets

Commemorative naming

Determining suburbs and locations in NSW

Dual naming – Supporting cultural recognition

Guidelines for the determination of placenames

Guidelines for the naming of roads

Naming proposal

Proposed geographical name commemorating a person

Road naming in NSW

Rural addressing for NSW

LPI

Brochures

LPI property initiatives

Fact sheets

Certificates of Title in electronic conveyancing

Changes for ePlan customers

Client Authorisations in Electronic Conveyancing

First Meeting of National Steering Committee – electronic conveyancing

Glossary – electronic conveyancing

How to lodge a plan in person

How to prepare and lodge a primary application

How will Electronic Conveyancing affect Practitioners in NSW? – electronic conveyancing

Identity verification in electronic conveyancing

Issues Worthy of Continuing Attention in National Business Model electronic conveyancing

Local Government portal

More of the Issues Raised at the recent Public Information Session – electronic conveyancing

National consultation forums – electronic conveyancing

National Electronic Conveyancing Gets Boost from Victoria – electronic conveyancing

National Update – electronic conveyancing

New services portal for survey sector clients

Old system conversion or removal of a caution via an official search

Practitioner Certifications in Electronic Conveyancing

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Production of a Certificate of Title and other specified documents for an ePlan lodgement

Progressing a National Approach – electronic conveyancing

Survey Services Portal terms and conditions

Survey Services Portal user guide

Stamping and marking documents affecting land under the *Real Property Act 1900*

Start-up of the National Office – electronic conveyancing

Strata plan interpretation

Updates to the National Business Model – electronic conveyancing

What are the differences between Subscribers, Users and Certifiers? – electronic conveyancing

What Dealing Types will be Possible in Electronic Conveyancing?

What does a National Approach Really Mean? - electronic conveyancing

What is the NECS Operations Description? - electronic conveyancing

What will be involved in Getting Accreditation? - electronic conveyancing

What will give me Confidence that Electronic Conveyancing is Safe to Use? - electronic conveyancing

What's happening – electronic conveyancing

Crown Lands

Brochures

A new direction for NSW coastal communities

A new direction for NSW Crown land management

Best Bush Map

EOI Port Macquarie, NSW

Grabine country music festival promotional suite

Harbourside Project: Concepts summary (Coffs Harbour)

Harbourside Project: Concepts support document (Coffs Harbour)

Harbourside Project: industry consultation process (Coffs Harbour)

Have Your Say: Nelson Bay Foreshore, A vision for the future

Hume and Hovell Walking Track map kit

Making Tracks to NSW State Parks DL

Pesticide use notification plan

Port Stephens Regional Crown Reserve brochure

Regional Reserves Strategy brochure

Request for proposal Clarkes Beach Café Byron Bay NSW

Request for proposal: Pilot Station, South West Rocks NSW

Six Foot Track map kit

Threatened Species (Pied Oystercatcher) management strategy

Tweed River Entrance Sand Bypassing Project DL flyer

Wiradjuri Walking Track DL flyer

Fact sheets

A coordinated dredging program

Application for Drought Community Crown Reserves Improvement Program

Authorisation of person under section 153 of the Crown Lands Act 1989

Black Neds Bay dredging and renourishment project

Converting perpetual leases

Crown land regulatory review 2006

Crown land rental rebates

Crown notations on freehold title

Crown road purchase fee schedule

Dargan Dam Reserve

Drought Communities Crown Reserves Improvement Program

Enclosure permits

Examples of minor ports, river entrances and waterways works

Management of minor ports, river entrances and waterways in NSW

National Surfing Reserves

Rebates for Crown land tenure

Standard lease and licence templates for reserve trusts

Posters

Hume and Hovell

Six Foot Track

State Parks

Sydney Boatshow Poster Suite

SCS

Brochures

2006 Premiers Awards Entry

Great North Walk map kit and order form.

NSW Roads & Traffic Authority, Telstra & Namoi CMA case study

Riverworks project portfolio

Poster

Great North Walk poster

Valuer General's office

Brochures

2007 Notice of Valuation

Jan 2007 Your land value (DL flyer)

Jan 2007 Valuer General's newsletter

Jan 2007 Valuation objection booklet

July 2006 Valuer General's newsletter

Fact sheets

Information about your notice of valuation

Land values for irrigation properties

29. Research and development

Knowledge Capital

During 2006/07 a further research project was undertaken in partnership with the University of New South Wales School of Accounting. This research related to the medium term impact of the development and publication of the Extended Performance Report (which forms part of this Annual Report) had upon Lands, its management and staff.

The research work triangulated the data from interviews, document analysis and the researchers own observations and compared the outcomes to earlier research undertaken in 2004 and 2005. The research formed the basis of the student's post graduate thesis.

The contribution of Lands to the research project was through 'in-kind' support – providing access to staff, documentation and facilities for the purpose of the research project.

Australian Research Council Funding

The joint proposal for Australian Research Council (ARC) funding for the project known as *Visualising Performance in Australian Organisations: Case Studies in Extended Performance Management, Measurement and Reporting* was approved by the ARC.

Unfortunately after review, it was determined that the actual funding provided by the ARC was not sufficient to provide resources to co-ordinate the research project. In the circumstances the project partners were unable to accept the level of funding offered.

Proposed Development Information Service (PDIS)

During 2006/07 research was commissioned to better understand

customer needs for a new 'Proposed Development Information Service' (PDIS) for land information as provided by LPI.

The findings of the research are going to be used as key inputs into a feasibility study and requirements specification for the PDIS. This process is being followed to ensure that any PDIS development is made 'fit for purpose' based upon well researched and validated customer requirements, thereby optimising potential customer uptake of the service.

The aims of the research project were:

- to confirm current industry practice, by customer groups, in using proposed development information
- to identify and prioritise customer expectations and requirements, by customer groups, for an LPI supplied PDIS.

The key research results indicate that a PDIS has the potential to deliver tangible improvements to a range of customer organisations, but most notably to the utilities and developers customer groups. These improvements relate to efficiencies in planning infrastructure, protection of assets, connecting customers, urban design, commercial decision making, and acquiring land.

Spatial imagery assessment undertaken by KPMG

The Remote Sensing Steering Committee (an inter-departmental committee) commissioned a study on the current spatial imagery holdings, gaps between current and future spatial imagery requirements, ownership and intellectual property rights as well as future options for a whole of NSW Government approach to spatial imagery management.

The objectives of the study were to assess:

- current holdings, including ownership, custodianship, register and issues impacting on efficient use
- business drivers and future requirements
- cooperative solutions for purchasing and maintenance
- cooperative solutions for storage and distribution
- training, research and communications requirements.

LPI Online survey

LPI provides access to the land titling records of New South Wales in a variety of ways including over the counter, via a network of approved information brokers and via LPI's own online service, LPI Online.

LPI Online provides remote delivery solutions to meet the needs of different client groups including individuals, the conveyancing sector, surveyors, solicitors, real estate agents, and others involved in business activities involving land and property information.

Between 22 April 2007 and 4 May 2007 LPI undertook a voluntary survey of LPI Online users to better understand them, their business requirements, search channel awareness, satisfaction with the service and suggested enhancements. The intended use of the findings is to assist in future LPI Online developments.

Of the 262 responses received to the survey the major respondents were private individuals (28%), solicitors (23%) and surveyors (14%).

The key business purposes of LPI Online users are conveyancing (32%), real estate research (16%), surveying (16%) and other research (10%).

Of the survey respondents almost 40% use LPI Online daily and a further 20% use the service weekly.

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The key reasons why customers use LPI Online include convenience and ready availability (26%), ease of use (15%) and as the only property information service provider known (13%).

29% of respondents use fee paying services only, 41% use the no fee services and 30% use both fee and no fee services.

Survey respondents were invited to give an overall satisfaction rating of LPI Online. The rating was on a scale of one to 10 with 10 being the highest satisfaction rating. The majority of respondents rated their satisfaction with LPI Online between seven and 10.

The responses to the survey reinforce the role of LPI Online as a service for the general community and specifically single search users rather than as a business tool. Enhancements to LPI Online as a result of the survey will be considered during the 2007/08 financial year.

30. Risk management and insurance

Lands is committed to the implementation and management of an integrated risk management program as an integral part of its activities.

Lands' Risk Management Policy and Guidelines set the requirements and responsibilities for all staff to systematically manage risk consistent with the Australian Standard on Risk Management (AS/NZS 4360:2004).

The policy and guidelines provide a structured basis to identify and analyse potential risks and devise and implement appropriate controls and responses to minimise their impact.

Lands has, as part of the implementation of risk in Lands, developed in some of its key areas and processes, emergency plans, business continuity plans and disaster recovery plans to address possible future contingencies.

Lands' insurer is New South Wales Treasury Managed Fund (TMF), which provides cover for its employees, assets and potential liabilities through such policies as worker's compensation, public liability, professional indemnity, motor vehicle accident, property and volunteer worker's cover.

Land and Property Information (LPI)

LPI's Strategic and Business Risk Registers are reviewed at least annually. Risks which require more frequent review are analysed quarterly or biannually. Strategic risks are also disclosed annually in our Statement of Business Intent. Executive Managers, cost centre managers, and project managers are required to regularly review and where improved controls are developed or proposed, update LPI's Risk Registers accordingly.

As part of the process for sign-off of the annual Statement of Responsibility, Executive Managers, cost centre managers, and project managers are required to report in writing to the General Manager on the effectiveness and efficiency of all controls.

Soil Conservation Service (SCS)

The SCS Business Plan 2005/10 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 People and Performance Development Group to proactively reduce the risk profile and potential liabilities.

31. Sponsorships

| Recipient of sponsorship | Sponsored activity | Value |
|---|---|------------------|
| Institute of Surveyors | FIG XXIV International Congress 2010, Sydney Australia | \$50,000 |
| Global Access Partners | Open Forum Project (website) | \$25,000 |
| Awards Australia Pty Ltd | NSW/ACT Regional Achievement Awards & Community Awards Program 2007 | \$45,000 |
| Local Government Managers Australia | Local Government Managers Australia Forum 2007 | \$22,727 |
| University of Technology Sydney | UTS Nobel Price Centenary Exhibition | \$21,500 |
| Total sponsorships \$10,000 & over | 5 | \$164,227 |
| Total sponsorships under \$10,000 | 10 | \$29,259 |
| TOTAL SPONSORSHIPS | 15 | \$193,486 |

32. Waste reduction and purchasing policy

Lands has a Waste Reduction and Purchasing Policy (WRAPP) in place and is committed to maintaining best practice in conservation and recycling.

During 2006/07 continuing WRAPP initiatives included:

- reducing the generation of waste (waste avoidance and minimisation) by:
 - use of emails to replace printed material
 - expanded use of Lands' intranet
 - posting electronic versions of publications on Lands' website
 - use of the Department of Commerce eTendering website to advertise, and to disclose the result of, tenders
 - use of the TRIM records management system to electronically attach emails and other documents to files rather than printing and filing
- extending office refurbishment cycles
- resource recovery (waste use and recycling) by:
 - recycling waste paper, cardboard and toner cartridges wherever practical
 - recycling vegetation waste
 - recycling waste oil from earth moving machinery
 - recycling steel and concrete from construction projects
- use of recycled material (purchase of recycled content materials)
- use of remanufactured toner cartridges wherever practical
- use of paper with recycled content wherever practical
- use of recycled soil mix, mulch and erosion control products.

Glossary

| | |
|---|--|
| Aquaculture | The farming of fish, including finfish, crustaceans and molluscs outside their natural range or habitat. |
| ANPS | Australian National Placename Survey |
| ANZLIC | Australian New Zealand Land Information Council |
| Attribute | Descriptive information about features or elements of a database. |
| BCP | Business Continuity Plan |
| BOSSI | Board of Surveying and Spatial Information |
| Cadastral | Pertaining to the records of a cadastre, concerned with keeping a cadastre, an official register of property, with details such as boundaries and ownership. |
| Cadastral Map | A map showing legal survey boundaries, portion and plan numbers, parish and county names and boundaries. |
| Cadastral Records Enquiry | Land and Property Information's computerised reference map, providing an Index interface to Integrated Title System (ITS) and the Plan Imaging System, and containing the Digital Cadastral Database (DCDB) and a notations layer of data as the core data sets. |
| Cadastre | Boundaries, roads, waterways, parcel identifiers, names, etc. which define the subdivision pattern of a locality on the ground. |
| Central Register of Restrictions | A centralised database containing information on government authorities' proposed interest in parcels of land throughout NSW. |
| Certificate of Title | The registered proprietor's copy of a folio of the Register, being a State Government guaranteed Torrens title to land. |
| CGNA | Committee for Geographical Names in Australia |
| Charting Map | Reference maps on which changes affecting land parcels, such as subdivision or easements, are charted by hand. The maps are used by staff and customers to determine current status of land parcels. |
| Client/Server | A computer system architecture under which the processing is undertaken partly on a central server computer and partly on intermediate servers and end-user client devices. There are various implementation models of this technique, such as two-tier architectures. |
| CMA | Catchment Management Authority |
| Community Title | Community title legislation enables shared property (association property) to be created within conventional subdivisions. |
| Contour | An imaginary line connecting points of equal elevation. |
| Control Marks/Points | A system of survey measured points marked on the ground, which are used as fixed references for positioning other surveyed features. |
| Conveyancing | The branch of legal practice concerned with the transfer of property rights particularly rights in real property. |
| Crown land | Any land which has not been alienated by the Crown, including Crown tenures (land leased from the Crown). |
| Crown Land Information Database | A database containing graphic and textual information, including land accounts data, relating to leaseholds of Crown land. |

Glossary

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| Data Set | A group of related data elements. |
| Database | A large volume of information stored in a computer and organised in categories to facilitate retrieval. |
| Dealing | A document other than a caveat, which is designed to secure recording in the Register of some disposition or event, such as a transfer of ownership. |
| Dealing Imaging System | System of storing and retrieving electronic images of dealings utilising optical disk technology. |
| DECC | Department of Environment and Climate Change |
| Deed | A contract in writing which binds a person, or which transfers an interest, right or property. |
| Deposited Plan | A plan lodged in LPI depicting subdivision of land. |
| Differential Global | Two GPS satellite receivers, one at a known position providing positional data to a roving Positioning System receiver. Applying corrections derived from the fixed receiver increases the accuracy of positional information of the roving receiver. |
| Digital Cadastral Database | The legal parcel fabric (current subdivisional pattern) of the state supplied and validated by LPI. |
| Digital Terrain Model | A method of transforming elevation data into a contoured surface or a three dimensional display. |
| Digital Topographic | The elevation, drainage, transport and cultural components of spatial data held in NSW. |
| EDM | Electronic Distance Measuring |
| EICU | Emergency Information Coordination Unit |
| Electronic Commerce | A set of technologies such as electronic service delivery (ESD), electronic document/ data interchange (EDI), electronic mail (email), electronic funds transfer (EFT), and workflow combined with business processes to enable users to conduct business electronically. |
| Electronic Plan Examination | The comparison of new with old survey information utilising specially developed computer and an electronic survey accurate plan database. |
| Electronic Plan Lodgement | Lodgement of plans in electronic form in which they were originally prepared by a surveyor. |
| Electronic Service Delivery | A connect.nsw strategy to encourage NSW Government agencies to deliver customer-focussed services to NSW. |
| e-RPforms | An Internet facility that provides for the direct lodgement of plan files with LPI from remote locations. |
| Gazetteer | A geographical dictionary. |
| Geocentric Datum | A datum that has its origin at the Earth's centre of mass. |
| GDA | Geocentric Datum of Australia - a new coordinate framework for Australia, which is compatible with the Global Positioning System (GPS). |

Glossary

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| Geodetic Survey | A high precision survey that covers a large area and consequently must take into account the effect of the earth's curvature. |
| GIS | Geographic Information System - for capturing, storing, checking, integrating, analysing and displaying data that is spatially referenced to the Earth. This is normally considered to involve a spatially referenced computer database and appropriate applications software. |
| GNB | Geographical Names Board |
| GPS | Global Positioning System - a system for determining positions using information derived from tracking satellites. |
| GPR | Government Property Register database managed by LPI Division. |
| GSDP | Government Services Development Program |
| Information Broker | An agent licensed by LPI to provide remote and value added information services utilising electronic data made available by the Office. |
| ICSM | Inter-Government Committee on Survey and Mapping - coordinates and promotes the development and maintenance of key national spatial data, including geodetic, topographic, cadastral and geographical names on a national basis. |
| IPW | Integrated Property Warehouse - whole-of-government approach to data sharing. |
| ISO 9002/9001 | International Organisation for Standardisation guidelines relating to management systems primarily concerned with quality management. |
| ITS | Integrated Titling System - LPI computerised record for land titles. |
| Landirect | Online system processing Crown land applications. |
| Land Parcel | An area of land with defined boundaries, which forms the fundamental unit of land information, including information about rights and interests. |
| Landsat | American Earth resources satellites that scan the Earth at a variety of wavelengths. The satellites return information that can be used to inventory and analyse a variety of natural and human resources. |
| Land Title | The evidence of a person's rights to land. |
| Law Stationer | An individual or corporation whose business is to conduct searches of records held by LPI and other registries and to lodge documents in those registries as the agent of legal practitioners. |
| Legal Parcel | The smallest parcel of land capable of sale without further confirmation of subdivision. The physical extent of most legal parcels is defined by plans or metes and bounds descriptions held by LPI or the Crown Lands Office. |
| LGA | Local Government Area |
| Licensed Conveyancer | A person licensed under the <i>Conveyancers Licensing Act 1995</i> to carry out work involved in property conveyancing transactions. |
| LPI | Land and Property Information - a division within the Department of Lands. |
| MSIA | Mapping Science Institute Australia |
| Notice of Sale | A form, which must accompany the lodgement of any document, lodged in LPI, which changes the ownership of land. |

Glossary

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| Old System land | Land alienated from the Crown under the English Common Law title system in operation in NSW before 1863, and not yet brought under the provisions of the <i>Real Property Act 1900</i> . |
| Orthography | A method of representing a language with words using correct spelling. |
| Orthophotograph | An aerial photograph that has the distortion due to tilt, curvature and ground relief corrected. |
| Ortho-refined | Correction of distortion in aerial photographs due to tilt, curvature and ground relief. |
| Photogrammetry | The science of the art of obtaining measurements from photographs to produce planimetric and topographic maps of the Earth's surface and of features of the built environment. |
| Photomosaic | An assembly of aerial photographs or other images whose edges are cut and matches to form a continuous photographic representation of a portion of the Earth's surface. |
| Plan Imaging System | System of storing and retrieving electronic images of the office plan file utilising optical disk technology. |
| PRMF | Public Reserve Management Fund |
| Proclaimed Survey Areas | A proclaimed area in which surveyors carrying out real property surveys are required, under the <i>Survey Coordination Act 1949</i> , to connect to the existing state developed control and place additional marks where appropriate, providing for a more accurate and densely controlled survey network. |
| Property HUB | Repository for land information data. |
| PSMA | Public Sector Mapping Agencies, public agencies responsible for land information in all jurisdictions. |
| PUN | Place Unique Number - a unique number allocated to a placename record in the Geographical Names Register. |
| Raster Data | A picture or image composed of rows and columns of data cells (pixels). |
| Remote Sensing | The acquisition of information about the Earth's surface by electronic and/or optical instruments from satellites, airborne platforms or ground observation. |
| RFS | Rural Fire Service |
| RTA | Roads and Traffic Authority |
| Rural Road Addressing | The application of an address to properties in rural and remote areas based on distance and from an easily recognised datum. |
| Satellite Imagery | A picture of the Earth taken from an Earth-orbital satellite. Images may be produced photographically or by onboard scanners. |
| SCIMS | Survey Control Information Management System - survey inquiry and distribution system. |
| SCIPS | Survey Control Image Processing System - digital/scanned images of survey mark sketch plans are held in this database. Image data can be accessed through the Survey Services Branch in Sydney. |

Glossary

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| SCS | Soil Conservation Service – a division of the Department of Lands. |
| SES | State Emergency Service |
| SMIC | Survey and Mapping Industry Council |
| SMMF | Survey and Mapping Managers Forum |
| Spatial Data | Data pertaining to the location, shape and relationships among geographical features. These can be classified and stored as point, line, polygon, grid cell or object. |
| Strata Plan | A plan lodged for registration in LPI depicting vertical subdivision of land by buildings such as home units. |
| The Register | This is the record kept by the Registrar General of Grants, Folios, and dealings that have been registered pursuant to Section 32 of the <i>Real Property Act 1990</i> . |
| Topographical Data | Data pertaining to representation of physical and cultural surface features. |
| Toponymy | The place names of a region or language. |
| Torrens System | A system employed in all Australian jurisdictions under which title to land is conferred by the official registration of a dealing in that land. Named after its creator, Robert Torrens, who introduced it in South Australia in 1858. |
| Valnet | Valuer General's automated land valuation network. |
| Vector Data | Spatial data in which the location of features is defined by points and straight lines (vectors). A road centre-line network would be described by vector data. |
| VSC | Valuation Service Contractor |
| WAL | Water Access Licence |

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Addresses

Department of Lands

Head Office

1 Prince Albert Road
Queens Square
Sydney NSW 2000
PO Box 15
Sydney NSW 2001
T: 61 2 9228 6666
F: 61 2 9233 4357

**Toll-free number: 13000 LANDS
(1300 052 637)**

lands@lands.nsw.gov.au
www.lands.nsw.gov.au

Business hours:

8.30am-4.30pm Monday to Friday
Business hours may vary in Regional
Offices due to fieldwork.

Land and Property Information

(head office)

1 Prince Albert Road
Queens Square
Sydney NSW 2000
PO Box 15
Sydney NSW 2001
T: 61 2 9228 6666
F: 61 2 9233 4357

Sydney Map Shop and Air Photo
Sales available from ground floor.

Land and Property Information

(Bathurst)

346 Panorama Avenue
Bathurst NSW 2795
T: 61 2 6332 8200
F: 61 2 6331 8095

Crown Lands

(head office)

Level 4
437 Hunter Street
Newcastle NSW 2300
PO Box 2185
Dangar NSW 2309
T: 61 2 4920 5000
F: 61 2 4925 3489

Soil Conservation Service

(head office)

Level 12
Macquarie Tower
10 Valentine Avenue
PO Box 3935
Parramatta NSW 2124
T: 61 2 8836 5316
F: 61 2 8836 5363

Board of Surveying and Spatial Information

(head office)

346 Panorama Avenue
Bathurst NSW 2795
T: 61 2 6332 8238
F: 61 2 6332 8240

Geographical Names Board

(head office)

Panorama Avenue
PO Box 143
Bathurst NSW 2795
T: 61 2 6332 8214
F: 61 2 6332 8217

Office of Rural Affairs

(head office)

Corner of Lords Place and Kite Street
PO Box 1314
Orange NSW 2800
T: 61 2 6393 0000
F: 61 2 6393 0987

*Further local office contact details
for LPI, Crown Lands and Soil
Conservation Service, are available
on Lands' website
www.lands.nsw.gov.au*

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