



The Honourable Melinda Pavey MP
Minister for Water, Property and Housing

Ms Helen Minnican
Clerk of the Legislative Assembly
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Ms Minnican

Government Response to the Joint Standing Committee on the Office of the Valuer General

Please find enclosed for tabling in both Houses of Parliament the NSW Government's Response to the Joint Standing Committee on the Office of the Valuer General – Report on the Twelfth General Meeting with the Valuer General.

Yours sincerely

Melinda Pavey MP
Minister for Water, Property and Housing

Encl: Government Response to the Joint Standing Committee on the Office of the Valuer General

NSW GOVERNMENT RESPONSE TO THE RECOMMENDATIONS IN REPORT No. 3/56
OF THE JOINT STANDING COMMITTEE ON THE OFFICE OF THE VALUER GENERAL

Recommendation	Response
<p>Recommendation 1</p> <p>The Committee recommends that the Valuer General introduces specific penalties under the terms of contract with contract valuers to strengthen deterrence against breaches of conflict of interest and to more effectively protect the independence of the OVG, where valuations are delegated to external contractors.</p>	Supported in principle.
<p>Recommendation 2</p> <p>The Committee recommends that the Valuer General formalises a consultation process with key acquiring authorities to rank the complexity of negotiations on a risk management basis to prevent unnecessary duplication of effort in delivering compensation for compulsory acquisitions.</p>	Supported.
<p>Recommendation 3</p> <p>The Committee recommends that the Valuer General publishes regular updates in the next Annual Report on any privacy issues resulting from the land valuation system, particularly in relation to the management of personal information and its adherence to the Privacy Management Plan of the Department of Finance, Services and Innovation.</p>	Supported.
<p>Recommendation 4</p> <p>The Committee recommends that the Valuer General continues to develop initiatives to assess customer service experience and expands options to receive feedback to better inform future business improvement activities.</p>	Supported.
<p>Recommendation 5</p> <p>The Committee recommends that the Valuer General expands multicultural media coverage as part of a future media and community education strategy to ensure that landholders from non-English speaking backgrounds are adequately informed about the land valuation system in NSW, their rights in relation to objections to valuations for rating and taxing, and to compensation in the case of compulsory acquisitions.</p>	Supported.
<p>Recommendation 6</p> <p>The Committee recommends that the Valuer General continues to review land valuation methodologies and techniques of quality assuring land values and provides regularly updated information to NSW landholders about improvements to quality assurance and verification programs.</p>	Supported.

Valuer General's update on recommendations made by the Joint Standing Committee on the Office of the Valuer General in their report on the Twelfth General Meeting with the Valuer General

Recommendation	Government position	Initiatives	Status
<p>Recommendation 1</p> <p>The Committee recommends that the Valuer General introduces specific penalties under the terms of contract with contract valuers to strengthen deterrence against breaches of conflict of interest and to more effectively protect the independence of the OVG, where valuations are delegated to external contractors.</p>	Supported in principle.	Current rating and taxing contracts commenced from 1 March 2019 provide strong deterrents, including financial consequences against breaches of conflict of interest and afford protection of the Valuer General's independence.	Completed.
<p>Recommendation 2</p> <p>The Committee recommends that the Valuer General formalises a consultation process with key acquiring authorities to rank the complexity of negotiations on a risk management basis to prevent unnecessary duplication of effort in delivering compensation for compulsory acquisitions.</p>	Supported.	The Valuer General's representatives will meet with major Acquiring Authorities to rank the complexity of negotiations on a risk management basis to prevent unnecessary duplication of effort in delivering compensation for compulsory acquisitions. However, the Valuer General will retain the right to exercise discretion to commence work on matters as he considers appropriate.	Completed and ongoing.
<p>Recommendation 3</p> <p>The Committee recommends that the Valuer General publishes regular updates in the next Annual Report on any privacy issues resulting from the land valuation system, particularly in relation to the management of personal information and its adherence to the Privacy Management Plan of the Department of Finance, Services and Innovation.</p>	Supported.	The Valuer General's 2017/2018 Annual Report included content on the management of personal information and privacy issues. This was the first time personal information and privacy issues were included in the annual report, reporting will be ongoing.	Completed and ongoing.
<p>Recommendation 4</p> <p>The Committee recommends that the Valuer General continues to develop initiatives to assess customer service experience and expands options to receive feedback to better inform future business improvement activities.</p>	Supported.	The current suite of customer service surveys is being externally reviewed to evaluate their effectiveness and outcomes; and make recommendations for improvements including options to expand feedback.	Ongoing.

<p>Recommendation 5</p> <p>The Committee recommends that the Valuer General expands multicultural media coverage as part of a future media and community education strategy to ensure that landholders from non-English speaking backgrounds are adequately informed about the land valuation system in NSW, their rights in relation to objections to valuations for rating and taxing, and to compensation in the case of compulsory acquisitions.</p>	<p>Supported.</p>	<p>In January 2019 the Valuer General expanded the reach of his annual media program to include 52 multicultural media outlets. The state-wide media release was translated and published on the Valuer General's website in the top five culturally and linguistically diverse languages (CALD) in NSW.</p> <p>The success of this expansion is being measured during analysis of the 2019 media program.</p> <p>Information about the land valuation system in NSW, objections to valuations and the determination of compensation for land that is compulsorily acquired is on the Valuer General's website in the top ten CALD languages. This information is also available in printed form when requested.</p>	<p>Completed and ongoing.</p>
<p>Recommendation 6</p> <p>The Committee recommends that the Valuer General continues to review land valuation methodologies and techniques of quality assuring land values and provides regularly updated information to NSW landholders about improvements to quality assurance and verification programs.</p>	<p>Supported.</p>	<p>Land valuation methodologies and techniques of quality assuring land values will continue to be reviewed by the Valuer General.</p> <p>Information on these improvements will be provided to NSW landholders in the Valuer General's newsletter, annual report and via the website.</p> <p>A new initiative for 2019, saw the publication of a summary of the quality assurance program undertaken for the 1 July 2018 valuation program on the Valuer General's website.</p>	<p>Ongoing.</p>