

Mr Geoff Provest MP
Chair
Joint Standing Committee on the Office of the Valuer General
Parliament of NSW
Macquarie Street
SYDNEY NSW 2000

VG18/78/2

Via email: valuergeneral@parliament.nsw.gov.au

Dear Mr Provest

Status of recommendations resulting from the Joint Standing Committee on the Office of the Valuer General's *Inquiry into the Land Valuation System*

As you are aware in 2013 the Joint Standing Committee on the Office of the Valuer General (the Committee) announced an inquiry into the NSW land valuation system.

The Committee published its report, *Land valuation system – Report on the inquiry into the land valuation system and the eight general meeting with the Valuer General*, on 2 May 2014 and the Government provided its response on 4 November 2013.

The publication of the Valuer General's 2016/2017 standalone annual report in November 2017 reinforced the independence of the Valuer General, increases transparency and accountability, and implemented the final recommendation of the Committee that fell within the Valuer General's remit.

I am pleased to attach my final report in response to the Inquiry. It provides a comprehensive overview of the improvements that we have implemented to the NSW valuation system and compulsory acquisition process, following the Committee's recommendations.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Gilkes".

Simon Gilkes
Valuer General

9 March 2018



Office of the Valuer General

Valuer General's Final Report on the Inquiry into the NSW Land Valuation System

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Table of Contents

Valuer General's Final Report on the Inquiry into the NSW Land Valuation System	1
1. Forward	3
2. Transparency	4
2.1 Policies	4
2.1.1 Domestic Waterfront Occupancies	4
2.2 Valuation of Crown lease restricted land	4
2.2.1 Treatment of GST	5
2.3 Easier access to information	5
2.3.1 Free and open access to land values and property sales information	5
2.3.2 Land value information	5
2.3.3 Property sales information	6
2.3.4 Bulk property sales information	7
2.3.5 Interactive summaries	7
2.4 Reporting	8
2.4.1 Valuer General's annual report	8
2.4.2 Financial reporting	9
3. Procedural fairness	10
3.1 Co-ordinator	10
3.2 Objection timeframe	10
3.3 Objection grounds	10
3.4 Preliminary reports	10
3.4.1 Compulsory acquisition — determinations of compensation	11
3.4.2 Land values — objection review	11
3.5 Conferences	11
3.5.1 Valuations for rating and taxing	11

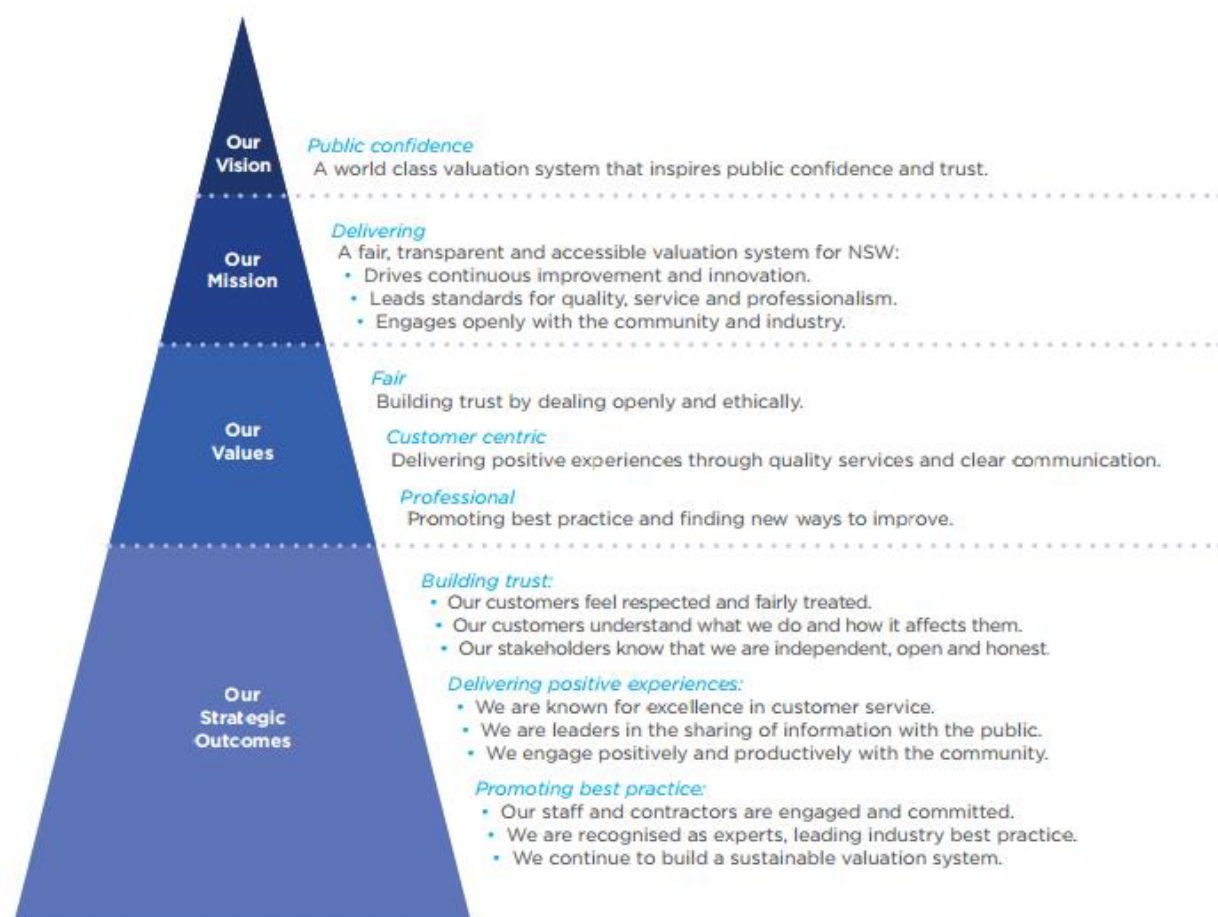
3.5.2	Valuations for compulsory acquisition	12
3.6	Surveys	12
3.6.1	Objection process	12
3.6.2	Facilitated conferences	12
3.6.3	Compulsory acquisition	12
3.6.4	Initial telephone contact	13
3.6.5	Specialist telephone advice	13
3.7	Correcting errors	13
3.7.1	Land value objections	13
3.7.2	Compulsory acquisition	13
4.	Governance framework	15
4.1	Separation of roles	15
5.	Valuation Integrity	16
5.1	Council rates (three year averaging)	16
6.	Appendix one	17
6.1	List of Committee recommendations	17

1. Forward

Since the publication of the Joint Standing Committee on the Office of the Valuer General's (the Committee) report, [Land valuation system – Report on the inquiry into the land valuation system and the eight general meeting with the Valuer General](#) (the report) all of the Committee's recommendations that fell within my remit as Valuer General have been implemented. I would like to thank the Committee for their guidance in focussing our efforts towards ensuring the NSW valuation system inspires public confidence and trust.

My strategic plan for 2016 to 2018 set the direction to deliver a fair, transparent and accessible valuation system.

Valuer General's Strategic Plan 2016 to 2018



I am pleased present this final report on the improvements that we have implemented, to the NSW valuation system and compulsory acquisition process, in response to the recommendations of the Committee.

2. Transparency

The Committee's recommendations 2, 3, 4, 8, 9, 10, 25, 26, 27 addressed issues of transparency.

We have increased transparency by providing open access to more information about our processes and the evidence that supports our valuations. We have also improved our consultation processes, providing customers with more opportunities to ask questions and have concerns addressed.

2.1 Policies

Since the publication of the Committee's report we have developed 30 valuation policies and published them on the Valuer General's website. The majority of these policies focus on providing guidance to valuers on a range of valuation methods and practices to achieve accurate, consistent and fair valuations across NSW. Valuers are contractually bound by the policies and their publication has greatly increased transparency to landholders.

The policies are reviewed annually and new ones developed as required. This year policies on valuing coal mines, quarries and cemeteries and crematoria will be published.

The Land and Environment Court (LEC) provides a link to the Valuer General's policies from its [website](#).

Specific policies addressing the Committee recommendations included:

2.1.1 Domestic Waterfront Occupancies

In February 2015 I published the policy [Valuation of land below the high watermark \(domestic waterfront occupancies\)](#). The policy guides valuers on the methods to use and factors to consider when valuing land used for domestic purposes below the high water mark. It ensures valuations are consistent and accurate, transparent and in line with the *Valuation of Land Act 1916* (the Act). A factsheet to compliment the policy will be published this year. The policy was last reviewed in June 2017.

In June 2017 I published the policy [Valuation of land below the high watermark \(commercial waterfront occupancies\)](#). The policy guides valuers on the methods to use and factors to consider when valuing land used for commercial purposes below the high water mark.

2.2 Valuation of Crown lease restricted land

In November 2014 I published the policy Valuation of Crown lease restricted land. The policy guides valuers on the methods to use and factors to consider when valuing Crown lease restricted land for rating and taxing purposes. The policy was last reviewed in May 2017.

2.2.1 Treatment of GST

The Valuer General's policy on the treatment of GST in land value was affirmed by the NSW LEC, *Storage Equities Pty Ltd v Valuer-General* [2013] NSWLEC 137 and *Tomago Aluminium Company Pty Limited -v- Valuer-General* [2010] NSWLEC 4.

I published the policy [Treatment of GST in land value](#) in November 2014. It was last reviewed in May 2017.

2.3 Easier access to information

2.3.1 Free and open access to land values and property sales information

Land values for all properties in NSW and NSW property sales information is now published on the [NSW Globe](#). The NSW Globe is accessible from my website.

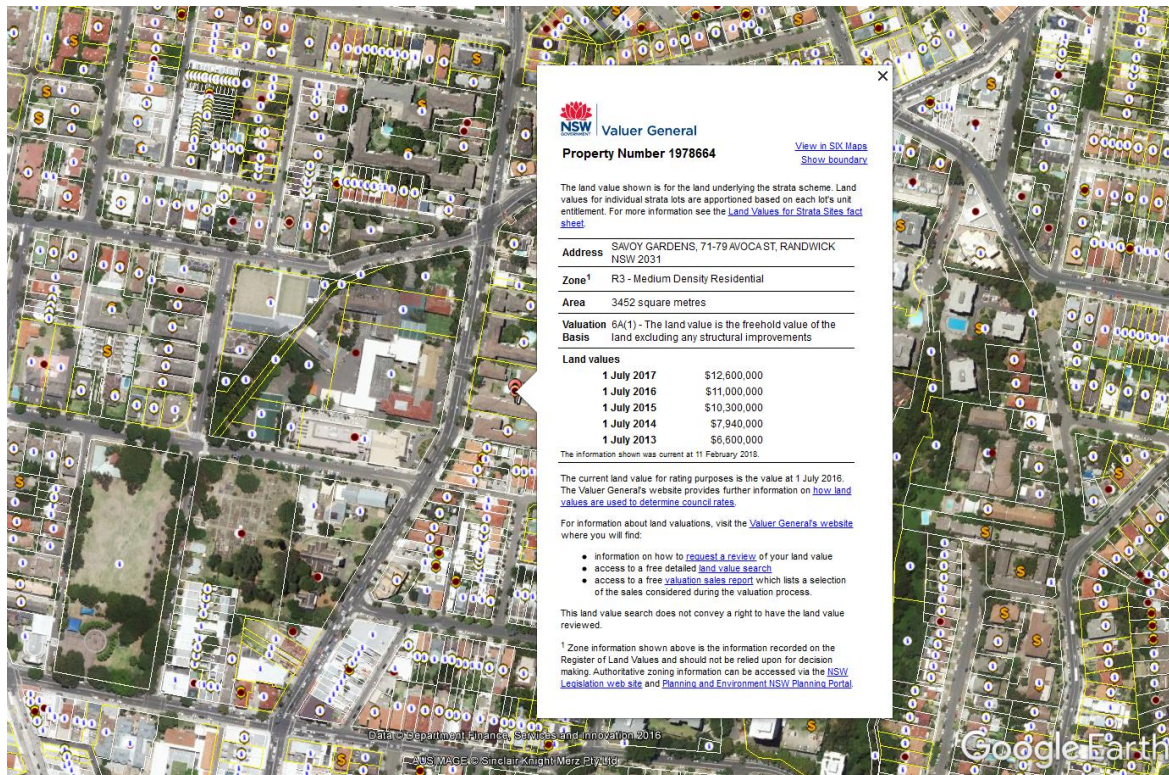
The NSW Globe gives anyone free access to find NSW land values, property information and property sales information.

2.3.2 Land value information

The land value information includes an aerial image of the parcel with:

- land values for the past five years (where available)
- the property number
- the address
- zoning information
- the valuing year used for council rates
- other valuation related information including links to fact sheets, the land value search and property sales reports.

Example of land value information on the NSW Globe



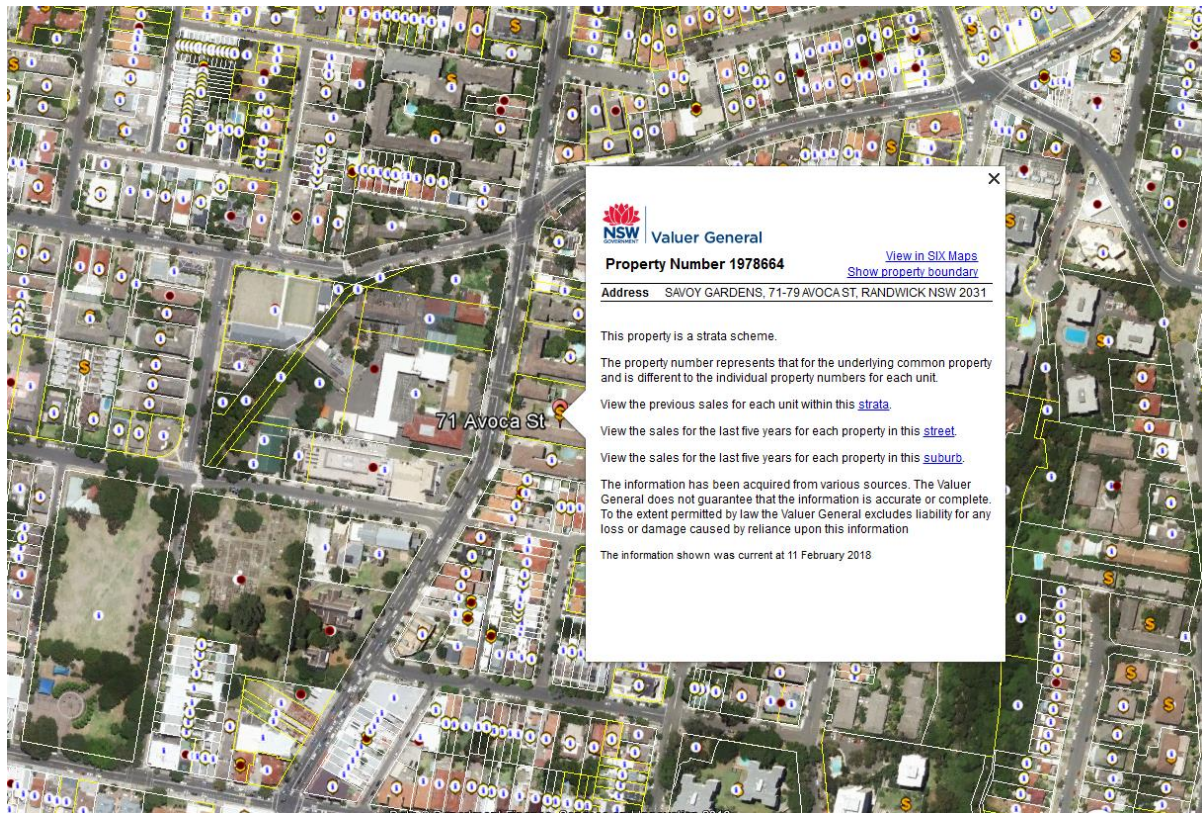
The availability of land values on the NSW Globe allows land values to be compared with previous and surrounding land values.

2.3.3 Property sales information

The property sales information includes:

- property sales for individual properties going back to 2001
- property sales at a street and suburb level going back five years from the date of enquiry
- sale date
- area (for non-strata properties)
- property number.

Example of property sales information on the NSW Globe



Property sales are the most important factor considered when determining land values. The addition of property sales information complements the land value information on the NSW Globe. Together these allow landholders to review their land value in comparison to surrounding properties, previous years land values and sales evidence.

2.3.4 Bulk property sales information

In March 2017, [bulk property sales information](#) from 1990 onwards was made available to all customers requiring information in a machine readable format for analysis. The open access to bulk property sales data supports the NSW Government directive for greater access to government information. Fact sheets were developed and have been published to support easy access to this information. The information is accessed via my website.

2.3.5 Interactive summaries

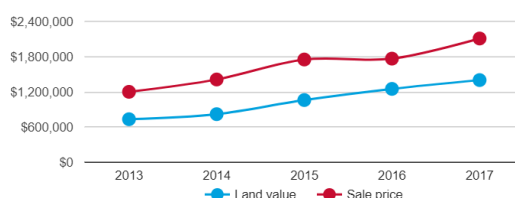
Interactive summaries for all local government areas and 14 regions across the state were introduced for the 1 July 2016 Land values and published on my [website](#). New summaries for the 1 July 2017 land values were published in January 2018 to coincide with the release of the 1 July 2017 land values.

The interactive portal enables customers to access valuation information summaries which illustrate land value trends, median land values, sale prices as well as typical land values. Information is provided for residential, commercial, industrial and rural properties.

Each summary also includes a graph showing movement in median land values and sale prices over the last five year.

Example of a graph showing median land values and sales prices

Median land values and sale prices



The above chart shows movement in the property market and land values over a five year period. In areas where there are a low number of sales, median sale prices may not accurately reflect the property market. Land values may not always move directly in line with sale prices due to the influence of other factors, such as building costs.

2.4 Reporting

2.4.1 Valuer General's annual report

In November 2017 I was pleased to publish my first standalone [annual report](#). The report covered the 2016/2017 reporting year, highlighted the achievements of my office and provides information on activities and performance across the valuation system. Its publication as a stand-alone report reinforces the independence of the Valuer General and increased transparency and accountability.

The report includes, amongst others;

- information on key performance measures
- governance of the valuation system
- survey outcomes
- the source of objections
- outcomes of objections
- information regarding appeals to the Land and Environment Court
- details of the number and types of conferences
- key financial information presented by activity.

The report was tabled in the Parliament of NSW on 23 November 2017.

2.4.2 Financial reporting

In response to the recommendations on financial reporting made by the Committee, an activity-based reporting system that includes overheads and revenue was introduced in the 2014/2015 reporting year. This reporting system is based on the methodology used by the Independent Pricing and Regulatory Tribunal when determining maximum prices for valuation services to local government. This information has been included in the Valuer General's annual report, which was included in the Department of Finance, Services and Innovation annual report, since the 2013/2014 reporting year.

3. Procedural fairness

The Committee's recommendations 11, 12, 13, 14, 15 and 29 addressed issues of procedural fairness. In response we have improved our consultation processes, providing customers with more opportunities to ask questions and have their concerns addressed.

We have strengthened our service culture by encouraging feedback and more engagement to better understand our customers across industry, government and the community, then responded to that feedback by improving our services to better meet our customers' needs.

3.1 Co-ordinator

Each individual objection and determination of compensation has a coordinator assigned. The coordinator is the landholder's point of contact throughout the process and is responsible for ensuring that any concerns are addressed. They also arrange conferences as required.

3.2 Objection timeframe

Landholders continue to have 60 days to lodge an objection to a rating and taxing land value. The last date to do this is printed on the front of the Notice of Valuation. Land tax clients have 60 days from the issue date printed on their land tax assessment notice.

A Valuer General's brochure is available to explain the objection process and to assist landholders to lodge an objection. Late objections are accepted in some circumstances. We publish information about this in the in the [Valuer General's review process](#) brochure on the [website](#).

3.3 Objection grounds

Objections made by landholders on the basis of comparison of their land value to surrounding land values or the rate of change of land value for their property are now accepted. Information regarding this is provided to landholders in the brochure [Valuer General's review process](#).

3.4 Preliminary reports

We now issue reports for both objection reviews and determinations of compensation to owners before they are issued as final.

This process has improved procedural fairness, providing the opportunity for owners to raise concerns, make submissions, provide further information and where possible resolve any issues prior to the finalisation of the report. Conferences provide a forum to discuss the report.

Previously, objection decisions and determinations of compensation were issued as a final decision without the opportunity for landholders to review of the report and respond.

3.4.1 Compulsory acquisition — determinations of compensation

During the determination of compensation, the Valuer General provides all information considered in making the determination to both the former owner and acquiring authority.

Before the determination of compensation is finalised a preliminary valuation report is provided to both the land owner and acquiring authority with 15 days to review and provide feedback.

The final valuation report addresses any information and concerns raised by the owner or acquiring authority following receipt of the preliminary report.

3.4.2 Land values — objection review

Before an objection is finalised the preliminary objection report is provided to the landholder with 28 days to review and provide feedback. This includes seven days allowance for postage.

Preliminary reports generally provide the landholder with the proposed outcome for their objection in a shorter timeframe than prior to their introduction.

The final valuation report has been designed to address the information and concerns raised by the landholder.

3.5 Conferences

We have introduced additional informal conference opportunities and a formal conference process to both the land value review process and for compulsory acquisitions. A conference is an open exchange of information between customers and valuers or other experts. Conference processes are supported by internal policy and staff training.

The conference process adheres to principles of procedural fairness and a fact sheet is available to explain them.

A Customer Relationship Manager, accredited as a mediator, facilitates formal objection conferences, however an external facilitator may be engaged if required. After a facilitated conference, a formal response addressing the issues considered is provided to the customer.

3.5.1 Valuations for rating and taxing

A range of conference types is available to landholders to answer questions, discuss concerns and resolve issues. For example all landholders who lodge an objection are contacted by the valuer undertaking the review to discuss their concerns. Landholders can also have a conference with a valuer following the issue of the preliminary report to discuss the report and resolve any concerns.

Facilitated conferences are available. The facilitator guides the conference process without making decisions. The conference can be face to face or by telephone.

3.5.2 Valuations for compulsory acquisition

Conferences are available at any time during the determination of compensation process. They provide a forum for land owners to ask questions, raise concerns, provide information and resolve issues.

Valuers representing the Valuer General are required to contact the land owner or their representative in all compulsory acquisition matters.

3.6 Surveys

Surveys have been implemented to measure aspects of our customer service and to identify where improvements can be made.

3.6.1 Objection process

A customer satisfaction survey for the objection process was undertaken to assess the pilot program for the issue of preliminary objection reports and overall satisfaction with the review process. Following the survey preliminary reports for objections were fully introduced.

A survey to consider the end to end experience of landholders who lodge an objection was implemented in the second half of 2017.

3.6.2 Facilitated conferences

The success of the facilitated conference process is evaluated for continuous improvement.

All landholders participating in a facilitated conference are asked to complete a survey at the end of the process. Survey feedback is used to inform where improvements can be made to the process.

3.6.3 Compulsory acquisition

A compulsory acquisition customer service survey was introduced in September 2016 to measure customer satisfaction. To date take up of the survey has been low. Of the 87 surveys issued in the 2016/2017 annual reporting period only four responses were received. The single response from a land owner whose principal place of residence had been acquired showed that the land owner was satisfied with the overall service they received from the valuer and staff acting on behalf of the Valuer General.

Ways to increase take up of this survey are being investigated.

3.6.4 Initial telephone contact

This survey gauges levels of customer satisfaction with landholders initial telephone contact with the customer contact centre. In the 2016/2017 annual reporting period:

- 1133 customers participated in the survey
- 81% agreed that their call was answered in a timely fashion
- 88% agreed that the customer service officer was helpful and respectful
- 83% agreed that the customer service officer was knowledgeable
- 50% of participants were net promoters.

3.6.5 Specialist telephone advice

Customers who received specialist advice, after their initial contact with the customer contact centre, were surveyed. In the 2016/2017 annual reporting period:

- 186 customers participated in the survey
- 45% of respondents were from regional areas
- 30% metropolitan areas (remainder unidentified)
- 65% agreed or strongly agreed that they;
 - were treated fairly
 - were listened to
 - were provided with consistent information.

3.7 Correcting errors

3.7.1 Land value objections

The policy [Correcting a valuation previously determined on objection](#) has been introduced to provide for an objection determination to be amended based on new evidence or factual or procedural error. The ability to correct a land value determined on objection will minimise the need for landholders to appeal to the Land and Environment Court and ensure procedural fairness.

3.7.2 Compulsory acquisition

The Valuer General can amend a determination of compensation if there is an error. Information on this can be found in the Valuer General's policy [Compensation following compulsory acquisition](#). The Valuer General's focus, in implementing preliminary reports,

information exchanges and conferences has been on resolving issues prior to the issue of the determination of compensation.

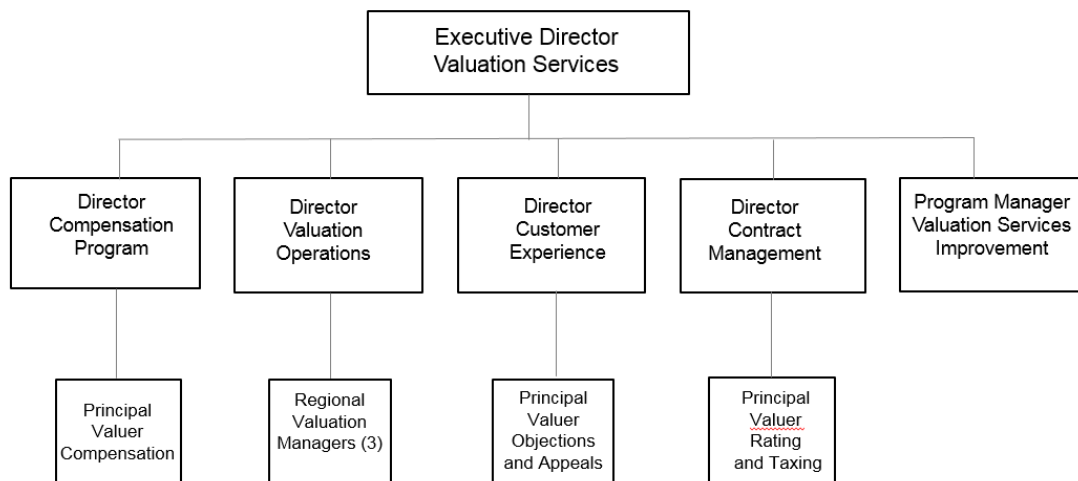
4. Governance framework

4.1 Separation of roles

While most of the Committee's recommendations in relation to Governance were a matter for Government we have implemented measures to ensure a greater separation of roles within the valuation system.

As you are aware I formally delegate operational functions under section 8(5) of the *Valuation of Land Act* to delegates within Valuation Services. Several new positions have been created in Valuation Services, Property NSW to strengthen the separation of valuations made for rating and taxing, objections to those valuations and the determination of compensation in compulsory acquisition.

Organisation chart – Valuation Services



A new position of Principal Valuer Objections and Appeals was made to provide greater separation of the function of making land values and the review of land values. A separate position, Principal Valuer Rating and Taxing, overseas rating and taxing land values.

Compulsory Acquisitions are now overseen by the Director Compensation Program and an additional position of Principal Valuer Compensation has been made.

5. Valuation Integrity

In their report the Committee advised that valuations showed a strong correlation to the market, however concerns were expressed regarding the volatility of land values. The Committee's recommendations 2, 3, 4 and 5 addressed issues of valuation integrity. The majority of these recommendations were addressed through the publication of valuation policies (section 2 of this report).

Before land values are accepted by the Valuer General and entered on the Register of Land Values, formal quality assurance audits are undertaken in each local government area.

Performance of contract valuers and the quality of land values are monitored through an annual risk based quality assurance program and system based data integrity checks.

Valuation uniformity and accuracy are tested against a range of statistical requirements. The level of statistical compliance continues to improve and is above targets for all major property types.

5.1 Council rates (three year averaging)

In December 2015 IPART commenced a review of the local government rating system. The review considered, amongst other terms of reference, the land valuation methodology used as the basis for determining rates in comparison to other jurisdictions. Three year averaging was not considered during the review.

In the 2016/2017 reporting year the Valuer General made a submission to the IPART's review. The submission addressed recommendations that related to the valuation system, including:

- the option for councils to choose whether to continue purchasing valuations from the Valuer General or from the market
- the option for councils to use the market value of a property (Capital Improved Value) instead of the current Unimproved Land Values
- aligning the valuation year for all properties.

The Valuer General was also a panellist at the IPART public hearing. IPART's report is currently with the NSW Government.

6. Appendix one

6.1 List of Committee recommendations

RECOMMENDATION 1

That the NSW Government establish a Valuation Commission, headed by a Chief Valuation Commissioner, responsible for the land valuation functions which are currently undertaken by the Office of the Valuer General and Land and Property Information.

This Commission will also support the implementation of the rules-based approach to valuation methodologies and new valuation review and compulsory acquisition systems.

RECOMMENDATION 2

That the Chief Valuation Commissioner issue public guidelines for the valuation of land in NSW, including land tax and council rate valuations and compulsory acquisition valuations. The guidelines should clearly state:

1. The methodologies for valuing land; and
2. The circumstances in which those methodologies are applied.

That the guidelines be recognised by legislation, though their formulation should not be contained in the legislation to allow the flexible development of the methodologies.

RECOMMENDATION 3

That the public guidelines for the valuation of land be binding on valuers, except:

1. For original rating and taxing valuations, where there has previously been a successful valuation review and the reason for departing from the original valuation is still current;
2. For compulsory acquisition valuations and for valuation review, where a landholder requests to apply an alternate methodology.
3. That the guidelines do not apply to the Land and Environment Court in any way, but that judges be required to identify where they depart from the guidelines, so that the guidelines may be amended appropriately.

RECOMMENDATION 4

That the Chief Valuation Commissioner review the public guidelines for the valuation of land in NSW annually.

RECOMMENDATION 5

That the NSW Government introduce a mechanism whereby council rates are determined on the average of the last three years' land valuations.

RECOMMENDATION 6

That the NSW Government ensure that:

1. Landholders are entitled to a valuation review if the application for review is lodged within three months of, the latest of either: the Valuation Notice, Rates Notice or Land Tax Assessment that refers to the valuation. But that right should not accrue again if the valuation is used for a future Rates Notice or Land Tax Assessment.
2. Landholders who do not seek a valuation review within the three month limit may nonetheless apply to the relevant Valuation Commissioner for a review, who shall have the discretion to grant the application.

RECOMMENDATION 7

That the Minister for Finance and Services introduce amendments to section 14B of the *Valuation of Land Act 1916* to change the base date for general valuations from 1 July to 1 March in the valuing year.

RECOMMENDATION 8

That the Minister for Finance and Services review the valuation of land below the high water mark.

RECOMMENDATION 9

That the Minister for Finance and Services introduce amendments to section 14I of the *Valuation of Land Act 1916* to clarify the valuation requirements for valuing Crown Lease restricted land.

RECOMMENDATION 10

That the Minister for Finance and Services review whether or not GST should be included in land valuations. The review should take into account the views of relevant stakeholders and the approaches adopted by other States and Territories of Australia.

RECOMMENDATION 11

That the NSW Government introduce a new valuation review mechanism and compulsory acquisition process to replace the current objection system and compulsory acquisition valuation process, and includes the following minimum standards:

1. Landholders are entitled to make submissions to the review;
2. Landholders are entitled to a conference after they make their submission to the review;
3. Landholders are provided with a preliminary valuation review report, along with any other adverse and credible information relevant to the decision;
4. Landholders should be given 30 days to make any further submissions, and if they make further submissions they are entitled to a conference to discuss those submissions;

5. If a landholder makes further submissions on any material in the preliminary valuation report, the submissions should be considered and the landholder should be provided with written reasons for accepting or rejecting the submissions after the conference.

A conference is defined as an oral conversation between the landholder and the valuer in person, on the telephone or via some form of online oral communication system.

RECOMMENDATION 12

That, in the case of compulsory acquisitions, acquiring authorities be afforded the same entitlements as landholders to make submissions, be provided with information and attend conferences, such that:

1. Where this right is exercised, all submissions to the valuer should be shared between the acquiring authority and the landholder, prior to any conference;
2. Both parties should be granted the opportunity to respond in writing and orally to any adverse information raised by the other party which they have not addressed; and
3. There is an opportunity for some form of joint conference, if required.
4. That these recommendations be legislated.

RECOMMENDATION 13

That landholders be entitled to a valuation review based on the comparison of statutory land values of surrounding properties or the rate of change of the land value for their own property, in addition to the existing grounds for objection

RECOMMENDATION 14

That the NSW Government establish a dispute resolution system to supplement the processes outlined in recommendations 11 and 12. The dispute resolution system should remain flexible, with the capacity to identify and execute the appropriate mechanism to resolve a dispute, including, but not limited to:

- adding more conferences to the process;
- adding an independent chairperson to a conference;
- having some form of case manager separate to the valuer; and
- having some form of stakeholder statements focused on the key issues, which landholders and valuers agree to at the beginning of the process.

RECOMMENDATION 15

That the Valuation Commission build a strong dispute resolution capability for the land valuation system in New South Wales, by:

- training all relevant personnel in the techniques to handle disputes effectively;

- providing adequate resources to implement and operate the system – including adequate staffing, facilities, equipment and training for specialist dispute handling staff and for all staff;
- keeping records to ensure that the system can be evaluated and to enable strategies to be developed to minimise problems arising; and
- establishing clear policy and objectives and procedural guidelines for the conduct of dispute resolution processes, which are well documented and publicised to make the system accessible to all.

RECOMMENDATION 16

That landholders be permitted to seek a merits review of their land valuation. If an objection to the Valuation Commissioner is refused, a claim can be pursued through the Administrative Decisions Tribunal (to become the NSW Civil and Administrative Tribunal on the 1st January 2014) or directly to the NSW Land and Environment Court.

Further rights of appeal to other superior courts on errors of law remain as they are now.

RECOMMENDATION 17

That, in light of the case of *Trust Company Limited ATF Opera House Car Park Infrastructure Trust No 1 v The Valuer-General (No 2)* [2011] NSWLEC 34, the Attorney General review the jurisdiction of the Land and Environment Court in Class 3 land valuation matters. The review should consider:

- whether there would be any legal, procedural or administrative barriers to vesting the Land and Environment Court with jurisdiction to deal with administrative errors and grant administrative remedies;
- whether there are any further changes to the Land and Environment Court's jurisdiction that would result in additional legal efficiencies in Class 3 land valuation matters.

RECOMMENDATION 18

That the Valuation Commission be headed by a Chief Valuation Commissioner (who replaces the current Valuer General) and two subordinate Valuation Commissioners, and that all three Commissioners be independent statutory appointments.

RECOMMENDATION 19

That the Chief Valuation Commissioner be responsible for setting valuation guidelines, leading the valuation system, and administrative and resourcing/investment decisions.

RECOMMENDATION 20

That one Valuation Commissioner be responsible for the management of original land valuations for rating and taxing purposes, and other valuations under the *Valuation of Land Act 1916*; and another Valuation Commissioner be responsible for the management of valuation reviews and compulsory acquisition valuations, under the *Land Acquisition (Just Terms Compensation) Act 1991*.

RECOMMENDATION 21

That the Chief Valuation Commissioner have powers to quash valuations where there has been an error of substance or procedure; and to order new valuations by either of the Valuation Commissioners.

RECOMMENDATION 22

That the Chief Valuation Commissioner be party to any litigation in the same manner the Valuer General is now.

RECOMMENDATION 23

That the role of Ombudsman be extended to oversee the Valuation Commission and its administration of the valuation system;

That the functions of the Ombudsman include inquiring into specific complaints against the Valuation Commission, and a macro assessment of the valuation system;

That the Ombudsman be afforded sufficient powers to obtain information necessary to fulfil his or her functions, (though not the power to alter valuations); and

That the Ombudsman be required to table a report to the Parliament every two years, providing a systemic review of the land valuation system.

That these requirements be legislated.

RECOMMENDATION 24

That the Joint Standing Committee on the Office of the Valuer General be reconstituted to oversight the Valuation Commission once established.

RECOMMENDATION 25

That the Valuation Commission produce a separate and detailed annual performance report that reflects state, national and international best practice reporting standards and that this annual performance report be tabled in NSW Parliament.

RECOMMENDATION 26

That practicable and appropriate key performance indicators be developed, relating to the following areas of performance, and be published in the annual performance report tabled in Parliament:

- a. stakeholder satisfaction and engagement;
- b. the consistency and accuracy of land valuations across NSW and how the Valuation Commission's land valuations track against property valuations in the marketplace over time;
- c. the major sources of land valuation objections including (depending on the associated insight) land value, geography, cause of objection (such as inappropriate methodology, inappropriate sales comparison), etc;
- d. outcomes of land valuation objections, particularly outcomes that result in changes to land value;
- e. outcomes of proceedings arising from land valuation objections, particularly outcomes that result in changes to land value;
- f. key procedural fairness metrics including, but not limited to:
 - i. The effectiveness of different types of conferences/the number of conferences;
 - ii. The time between each conference;
 - iii. Landholder satisfaction surveys; and;
 - iv. Flow through rates to appeal.

RECOMMENDATION 27

That the annual report includes some key financial information and areas of spending including money spent on:

- a. first instance rating and taxing valuations;
- b. objection valuations;
- c. litigation.

This financial information should be consistent with activity based costing provided to this Committee.

RECOMMENDATION 28

That the Valuation Commission have adequate resources and appropriate systems in place from its inception to carry out its functions and activities in a timely and efficient manner.

RECOMMENDATION 29

That the Valuation Commission ensures that key information concerning the land subject to a non-mass valuation determination is captured, stored and centralised electronically. The information should include:

- the landholder's name,
- the size of the land,
- the purpose of the valuation (valuation review/compulsory acquisition, etc.),
- the valuer's name,
- the valuing firm,
- the valuer(s) responsible for quality control,
- the land's use,
- the reason for objection (where applicable),
- the client (where applicable),
- the size of any alteration in land. value (where applicable), and
- customer satisfaction, determined from surveys (especially after compulsory acquisition or valuation review determinations).

That the Valuation Commission conduct regular analysis on the effectiveness of the valuation system, using the data collected above, in order to identify the major areas where the valuation system is performing well and where it needs improvement.

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