

## Valuer General

Ms Tamara Smith MP

Ref: 24/00071

Chair

Joint Standing Committee on the Office of the Valuer General

Parliament of NSW

Macquarie Street

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**Subject:** Questions on Notice taken during the Sixteenth General Meeting with the Valuer General

Dear Ms Smith

### Question 1

The Hon. SCOTT FARLOW: Has UNSW published a paper looking at those outcomes?

SALLY DALE: We received a presentation from them when we worked with them. As for a paper, I'd have to come back to you and take that on notice.

### Response

UNSW have confirmed no papers on the AVM work associated with the Valuer General have been published.

### Question 2

The CHAIR: I guess there's opportunity there for positive discrimination for Aboriginal and Torres Strait Islander people. The other thing was, on your full-time equivalent staff, how many women?

STEWART McLACHLAN: I'd need to take that on notice, but I would say that we've got a very balanced model, which is very interesting considering the sector is male dominated.

### Response

Out of the total VNSW workforce of 176 people (not including vacant roles), 90 staff members are women which equates to around 51 per cent.

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### Question 3

The CHAIR: That'd be great if you could get us just a broadbrush overview of senior management positions and across the board.

### Response

Women currently account for 36 per cent of senior leader roles (Band 1 or above) and 38 per cent of manager roles (clerk grade 11/12).

As at 22 April 2024, women will account for 38 per cent of senior leader roles (Band 1 or above)

### Question 4

Dr HUGH McDERMOTT: I understand that, but, obviously, especially in Western Sydney, we have a significant increase in housing — thousands of new homes over the next so many years. So I want to make sure that there's funding there to be able to cover people from non-English-speaking backgrounds who'll be needing this service and who have a real challenge getting used to the Australian property market and way of building up, especially subcontinental people, but many others as well: Middle-Eastern, et cetera, young first home buyers from those communities who are often young professionals who come in from overseas. I really would like to know what money's needed to make sure this happens. That's something I'll put on notice, but certainly in the deliberations for the budget, and us lobbying the Treasurer for these things, I think it is quite important.

SALLY DALE: We appreciate that feedback. It's actually really good timing with the strategy that we're just finalising now, so we're happy to provide that detail.

### Response

VNSW is investigating whether greater translation or other multicultural accessibility measures should be in place and seeking input from Multicultural NSW on recommendations for improvement.

### Question 5

The Hon. SCOTT FARLOW: Just on that point as well — you've prompted me — over the past five years there has been quite significant growth in residential sector house prices but not as significant growth in apartment prices, and in terms of unimproved land value it is the same, largely, just across a different base. Are you seeing more objections coming forward from apartment owners who are disputing the land value and their assessment when they're not seeing necessarily the same capital growth?

SALLY DALE: I'd have to take that on notice.

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### Response

On review, the objections to strata properties broadly align to other property types showing no clear difference in the trend over five years.

### Question 6

Dr HUGH McDERMOTT: Are there penalties? Apart from termination of a contract of a contractor, are there penalties? I know what you are saying about the training and everything else but, if someone just ignores it and then they are eventually caught and there is a conflict of interest and perhaps they are then benefiting through the valuation process or something, what happens to them?

### Response

Valuation NSW requires all contractors to disclose potential conflicts of interest and adhere to the NSW Government Supplier Code of Conduct (Version 1.1 Nov 2019).

Under this Code, the implications for non-compliance include:

- Termination of contracts
- Loss of future work
- Loss of reputation
- Investigation for corruption
- Matter referred for criminal investigation
- Suspension or removal from prequalification schemes and panel arrangements.

### Question 7

The CHAIR: No, it said that your office found contractors breached their disclosure requirements in two cases.

The CHAIR: In 2022.

SALLY DALE: I'll have to take that on notice.

STEWART McLACHLAN: Yes, we'll take that on notice and come back to you.

### Response

Of the two, one contractor mentioned in the hearing was financially penalised and the other was removed from the panel and no longer carries out work for Valuation NSW.

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### Question 8

**Dr HUGH McDERMOTT:** I would like to know what the penalty is. I'd like you to come back about that. It's all good and fine to expose it if they are caught out, but if there is no penalty to it and they just think, "I didn't quite get away with it this time," that is not a response. If it has been dealt with before, I'd like to know what happened. If the penalty wasn't good enough or doesn't meet the standard that the community would expect, then we need to review that and put something into place.

**STEWART McLACHLAN:** Sure. We will come back to you. We will take it on notice.

### Response

Refer to response for question 6 and 7.

### Question 9

**The Hon. SCOTT FARLOW:** I might actually take the invitation you gave us when we had budget estimates a couple of weeks ago, in terms of some of the disclosure of information questions. This is potentially to the Valuer General. This is looking at the New South Wales arrangements compared to other States and the information that is actually provided when it comes to personal information from New South Wales. Is there any assessment being done on that continuing in this State?

**SALLY DALE:** First of all, I'd like to give a background on the data resellers topic that you are referring to. In New South Wales the Valuer General has been providing data to data resellers for a number of years. In fact, I have been a valuer for over 30 years and from ever since I can remember data has been provided through these operations. The data that is provided is generally the sale date, the sale price and the owner's surname. Queensland and Western Australia are similar to New South Wales and then other States will provide data at varying levels. I think in Victoria they provide the sale date and sale price and, in some instances, to valuers and real estate professionals there is read-only or a barrier. I would have to take the exact specifics on notice, but they do provide data to the industry in a slightly different format to New South Wales and then the other States generally don't provide the surnames.

### Response

As these states fall outside of our jurisdiction, it would be inappropriate for us to comment on their commercial and data governance activities.

However, to our knowledge, Northern Territory provides names to the valuation industry and real estate agents under strict terms of use. We understand that in South Australia, Tasmania and the Australian Capital Territory names are not provided, and it is up to property valuers to research



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related party transactions themselves through central titling registries or discussions with real estate selling agents. In Tasmania the public can purchase a property sales record which includes vendor and purchaser names.

### Question 10

The Hon. SCOTT FARLOW: You say that applies in Queensland and Western Australia and you have outlined the case in Victoria. What happens in South Australia, Tasmania and the like?

SALLY DALE: I think in South Australia — again, I would need to confirm this — they do provide sale date and sale price and they advise whether it is a private sale or a company sale. I can't comment on Tasmania or the Northern Territory.

### Response

I refer you to the response for question 9.

### Question 11

The Hon. MARK BUTTIGIEG: What do they get for their \$750,000?

SALLY DALE: That I will get — the data will be fed to them, I think, is it weekly?

STEWART McLACHLAN: I would need to check.

### Response

The data is provided weekly.

Yours sincerely,



Sally Dale

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