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Appendices

Appendix 1 Accounts Payable Performance

Office Of Fair Trading

Aged analysis at the end of each quarter:

Quarter	Current	Less than 30 days overdue	30-60 days overdue	60-90 days overdue	More than 90 days overdue
	\$	\$	\$	\$	\$
September Quarter	266,026	0	0	0	0
December Quarter	9,672	0	0	0	0
March Quarter	101,749	0	0	0	0
June Quarter	844,585	0	0	0	0

Accounts paid on time within each quarter:

Quarter	Target %	Actual %	Paid on Time \$	Total Paid \$
September Quarter	96	99.30	26,717,315	26,924,981
December Quarter	96	99.43	22,052,311	22,314,868
March Quarter	96	99.27	27,011,349	27,174,155
June Quarter	96	99.58	23,078,140	23,380,077

During 2003/04 there were no instances of interest being paid in respect of late payments.

Office Of Industrial Relations

Aged analysis at the end of each quarter:

Quarter	Current	Less than 30 days overdue	30-60 days overdue	60-90 days overdue	More than 90 days overdue
	\$	\$	\$	\$	\$
September Quarter	290,556	7,646	5,097	2,549	0
December Quarter	105,028	4,566	3,044	1,522	0
March Quarter	200,231	6,390	4,260	2,130	0
June Quarter	229,306	2,340	1,560	780	0

Accounts paid on time within each quarter:

Quarter	Target %	Actual %	Paid on Time \$	Total Paid \$
September Quarter	90	95	2,173,215	2,237,988
December Quarter	90	92	2,164,438	2,308,695
March Quarter	90	94	2,140,422	2,206,938
June Quarter	90	98	2,616,191	2,622,091

Office Of Government Procurement, Office Of Government Business and Office of Information and Communications Technology

Aged analysis at the end of each quarter:

Quarter	Sept Qtr 2003	%	Dec Qtr 2003	%	Mar Qtr 2004	%	Jun Qtr 2004	%
	\$'000		\$'000		\$'000		\$'000	
Current (i.e. within due date)	28,197	98.2	28,478	99.7	31,000	99.6	28,398	99.3
Less than 30 days overdue	333	1.2	79	0.3	30	0.1	119	0.4
Between 30 and 60 days overdue	195	0.7	2	0.0	50	0.2	66	0.3
Between 60 and 90 Days overdue	1	0.0	2	0.0	40	0.1	-	0.0
More than 90 days overdue	-	0.0	-	0.0	-	0.0	-	0.0
Total	28,726	100.0	28,561	100.0	31,120	100.0	28,584	100.0

Accounts paid on time within each quarter:

Quarter	September Qtr 2003	December Qtr 2003	March Qtr 2004	June Qtr 2004
	\$'000	\$'000	\$'000	\$'000
Total dollar amount of accounts paid on time	652,954	575,721	648,548	750,211
Total dollar amount of accounts paid	765,422	688,726	767,164	879,440
Percentage accounts paid on time	75.6	76.9	71.6	74.2

The Office Of Government Procurement, Office of Government Business and Office of Information and Communications Technology's payments performance was below the target rate of 85.0% for the year. The Offices are continuously endeavouring to improve their payment processes on an ongoing basis and are demonstrating incremental improvements in results. In 2004/05, Commerce is proposing to reform the Accounts Payable process with potential to achieve improved payment performance from a more automated solution. Additionally, the Offices have achieved during the year a rate of 90% of payments being made by electronic funds transfer (EFT). EFT payments make funds available to suppliers earlier than payment by cheque.

No penalty interest was paid during the financial year in respect of late payments.

Appendix 2 Annual Report production

No external consultants were used by the Department to produce the Annual Report. A small number of hard copy reports were produced in-house at a costing of \$3,012.57.

Appendix 3 Code of Conduct

Codes of Conduct for the former departments continue to apply with a new code being prepared.

Appendix 4 Consultants

Engagements Over \$30,000				
Consultant	Office	Category	Purpose	Expenditure \$
Deloitte Touche Tohmatsu	SMCS	Organisational Review	Business Model Review	642,686
Novell Services Asia Pacific Pty Ltd	SMCS	Information Technology	Implementation of a common system across the Department	221,600
Business Improvements Pty Ltd	OGP	Organisational Review	Process Redesign Project	77,580
AP & KP Smithies Pty Ltd	OGB	Information Technology	Systems Evaluation	32,775
Performance Technologies Group	OICT	Management Services	Licensing Project	131,426
Opticon	OICT	Information Technology	Review and Cost Savings	86,850
CPT Global	OICT	Information Technology	Better Service Delivery Program	67,700
Ac3 Pty Ltd	OICT	Information Technology	Licensing Project	33,500
Richard Grellman	OFT	Management Services	Review NSW Home Warranty Insurance Scheme	96,500
Opticon Australia Pty Limited	OFT	Management Services	Contact Centre Planning	70,078
Total Engagements Over \$30,000				1,460,695
Engagements Under \$30,000				
Office	Category		\$	
SMCS	Information Technology		68,600	
OGB	Organisational Review		50,248	
OFT	Management Services		29,850	
OGB	Management Services		28,300	
SMCS	Management Services		22,000	
OFT	Information Technology		19,000	
Total Engagements Under \$30,000	Total number of engagements: 23		217,998	
Total Cost of Consultancies			1,678,693	

Appendix 5 Consumer response

The Office of Industrial Relations has a formal complaint handling system including a complaints register that enables information on the nature of complaints to be collected and monitored so opportunities to improve customer service can be identified. The register is maintained by the Office's Executive Officer and no formal complaints recorded in 2003/04.

The Office of Industrial Relations has stringent time standards for the processing of allegations about underpayment of remuneration, all of which were met or exceeded during 2003/04. As early intervention in such disputes increases the prospects for a mediated resolution of the dispute, a particular focus is given to mediating a settlement between the employee and the employer within the first 60 days. In 2003/04, these early intervention strategies resulted in 63 percent of complaints being resolved without the need for a formal investigation. Three-quarters of these complaints within 60 days of lodgement which includes a 28 day period of

mediated negotiation between the employer and employee. Of those allegations where a formal investigation was commenced 50 percent were resolved within 120 days and 94 percent were completed within a year.

The Customer Service Standard for the Office of Fair Trading was revised during the year to reflect improved procedures in the area of general consumer complaint handling. The former standard of resolving 70 per cent of complaints between parties within 30 days of receipt was improved to 80 per cent due to the introduction of a new case management tool, CAS Online.

The Office of Fair Trading's service delivery standards vary with the nature of the particular services provided in different divisions of the Office of Fair Trading and are set out in the Customer Service Standards.

During the year, the various standards were met in most areas. However, in some high volume, high demand areas (telephone enquiries and licensing applications) delays were experienced.

The Office of Fair Trading operates a customer feedback system, known as 'Your Opinion Counts' providing forms that can be lodged by mail or through the website. In 2003/04 a total of 346 forms were lodged which included 74 complaints and 272 compliments. The complaints were resolved through Ministerial correspondence or by conciliation with program managers.

The complaints were related to:

Service delays	26%	Actions of staff	18%
Inability to register/pay online	3%	Other/misc	29%
Accuracy of information given	15%	Website inadequacies	9%

Compliments, which constitute nearly 80 per cent of the forms lodged, expressed praise for various aspects of customer service especially staff helpfulness and professionalism. The website was also commended for its content and usefulness.

Government Advertising & Information is a business unit of the Office of Government Procurement, which has consistently rated highly in past customer satisfaction surveys. There have been a very limited number of complaints regarding the non or incorrect placement of advertisements. In most of these instances the newspaper was in error. During the year 18,123 advertisements were placed and the accuracy rate was 99.3 per cent (Key Performance Indicator is 98 per cent).

Government Selected Application Systems (GSAS) Contracts

The new features of Contract 881(IT Contracting Personnel) were driven by consultations with customers during the operation of the previous contract. Given the complexity of the purchases in GSAS contracts, which included software licensing, implementation, configuration, customisations, transfer of legacy data and change management customers had close and detailed involvement with contracts staff. Messages of appreciation were received from customers including Landcom (Contract 2323), the Office of State Revenue (Contract 2321) and the Department of Tourism, Sport and Recreation (Contract 2322).

Air Travel and Related Services Contract

In early 2004, Regional Express (Rex), a commercial domestic airline, made representations to Government concerning a possible conflict of interest with Qantas undertaking a travel agency role in the Government Air Travel and Related Services contract. As a result of this representation, State Procurement arranged periodic independent audits of the contractor's performance in order to ensure the contract was operating satisfactorily. Feedback on performance and results from the audits indicated that the contractor is continually enhancing the process by which travel consultants offer the "Best Fare of the Day" to clients.

State Projects and Regional Services received 11 complaints. Where appropriate, improvements have been incorporated into the Department of Commerce's Project Roadmap. The Project Roadmap provides references and links to project management best practice documentation and Government and departmental processes and policies. As a result of complaints recorded, improvements have been made in the quality of project documentation, proposal management and reporting to clients and stakeholders on project performance.

The Government Architect's Office received 25 written compliments and no complaints.

cmSolutions received 21 compliments and 18 complaints. The main features of the complaints were non-conforming products, quality or timeliness.

These were all addressed to the customers' satisfaction. A number of processes were reviewed and changed to minimise any recurrences.

Heritage and Building Services received several minor operational complaints and compliments. All complaints were resolved within 48 hours. There was no change required to service levels.

A change in the provider of third party logistics support to Q Stores in late April 2003 resulted in significant disruption to supplies, which in turn resulted in customer complaints to peak 400 per cent higher than the prior year. On the anniversary of the change, customer complaints had returned to within 25 per cent of the prior year.

Appendix 6 Credit card certification

In accordance with Treasurer's Directions and Premier's Memoranda, the Acting Director-General certified on 23 September 2004 that credit card use during 2003/04 was in accordance with established Government requirements and practices.

This certification is qualified to the extent that the Department's internal audit has identified a few instances of breaches of policies and procedures that were considered insignificant.

Appendix 7 Electronic service delivery

Fair Trading

A new problem solver section on the Fair Trading website, which helps consumers resolve their problem or dispute, was launched in November 2003. Problem Solver enables consumers and traders to establish their rights and responsibilities online, 24 hours a day, 7 days a week - before matters escalate. It includes online complaint lodgement and has enhanced the gathering of marketplace intelligence, enabling more pro-active compliance action.

Industrial Relations

Office of Industrial Relations' major achievements in electronic service delivery during the year were:

- providing industrial information electronically through Awards Online
- developing Check Your Pay, an online self-service facility that enables users to calculate wages and other entitlements, including annual leave and long service leave
- providing the full text of New South Wales awards online through Awards Download service
- creating a Pay Rate Updates service that notifies subscribers of changes to New South Wales awards
- working with the New South Wales Community Technology Centres to video-conference OIR workshops to assist employers in disadvantaged rural locations.
- moving to the New South Wales bookshop.nsw portal for all publication ordering
- developing material to be broadcast on Channel 45, the pilot New South Wales government datacasting (digital) channel.
- enhancing the Office Industrial Relations website through the implementation of the Microsoft Content Management Server (MS CMS) to enable non-technical staff to manage content.

Information and Communications Technology

The Office of Information and Communications Technology (OICT) has managed the delivery of a number of important New South Wales government ICT projects. 2003/04 achievements include:

Automated Notification System (ANS)

The Automated Notification System combines web-technology and commercial systems to ensure that during critical situations information can be consistently, rapidly and reliably communicated to emergency services personnel and critical infrastructure operators. This enables a speedier and more efficient response.

The system allows the transmission of up to 80,000 messages per hour by voice, SMS, fax and/or email. Notifications and the response – to log into a secure website for details of the

threat – can be monitored, so response times and penetration are known. Consistency of the message is guaranteed.

State Emergency Operations Centre website

The State Emergency Operations Centre website is used during emergency operations and at other times to facilitate information sharing between emergency services agencies. This information includes situation reports, maps and weather advice to assist emergency services staff to monitor and respond to critical situations. Agencies post their reports directly to the website, or can use an automatic fax system.

The website ensures a consistent view of emergency information by agencies, and allows emergency management staff to monitor information and developments from any location with internet access. The website provides significant time and cost savings, and ensures the integration and consistency of critical information.

Digital TV (DTV)

The Minister for Commerce, John Della Bosca launched Channel NSW, a Digital TV (DTV) pilot in the Sydney metropolitan area in March 2004. The pilot is trialing the use of DTV to deliver public and government information and services. It features live video, text and graphical updates on a range of topics including traffic conditions, surf and coastal reports, public health messages and details of upcoming cultural events.

Digital TV is expected to become an increasingly important and cost effective channel for delivery of government information and services in Australia.

ServiceNSW

The New South Wales Government portal, www.nsw.gov.au, is the community's one-stop entry point to New South Wales Government Service and provides 24-hour access to government information and services. It is the Government's first point of contact for electronic service delivery. In 2003/04, the site received 1.8 million visitors. On average, it receives over 150,000 visitors and 550,000 page views per month. ACNielsen/NetRatings statistics indicate that the nsw.gov.au domain is consistently the nation's most popular State Government domain.

bookshop.nsw

bookshop.nsw provides a convenient, low cost and secure facility for New South Wales Government agencies to distribute and receive online payments for publications and other goods and services. By using its epayment facility, agencies can avoid the expense of developing a specialised program and its attendant security infrastructure.

The success of bookshop.nsw is reflected in increasing sales and epayments to agencies.

Community Technology Centre (CTC) program

Community Technology Centres are community managed enterprises providing information technology based services and programs to small rural New South Wales towns. The Centres provide access points for the delivery of online government and non-government services, including computer and Internet access and videoconferencing, venue hire, retail services and basic IT training. The centres act as a dedicated regional communications channel to promote government programs/products and services directly to small communities.

New South Wales Government Directory

The online New South Wales Government Directory www.directory.nsw.gov.au has replaced the 'hardcopy' version and continues to be a key resource for members of the public seeking information on Government members and key agency personnel. All members of this Parliament are listed together with all Ministerial Portfolios, including some 340 agencies.

The technology used has greatly improved the display and organisation of information for the Government, incorporating an 'explore' facility and a 'find' mechanism for targeted queries.

The directory is a popular facility that approximately 25 per cent of visitors to the New South Wales Government web site use. It is estimated that it reduces the cost of providing directory information by about 59 per cent per inquiry.

Human Services Better Service Delivery Program

The Human Services Better Service Delivery Program (BSDP) will improve client service delivery by establishing an inter-agency communications platform for human service agencies, a statewide directory of services and a common approach to inter-agency client referrals including an electronic referral system.

As part of this strategy the program has supplied and installed over 1,400 computers to more than 1,100 non government organisations over 1,000 printers and approximately 800 ADSL or dial up internet services. The supply of personal computers was completed in June 2004.

The Department of Ageing, Disability and Home Care (DADHC) successfully completed the 2004 School Leaver Registration Process using the OICT Better Service Delivery ReferralLink eReferrals system running on the HSNet secure network.

DADHC received over 700 successful electronic referrals via HSNet from teachers throughout New South Wales, both in Department of Education and Training schools and non-government schools. Receiving the referrals electronically greatly reduced the administrative processes involved and resulted in considerable productivity gains for teachers and DADHC caseworkers.

New South Wales Government Licensing Project: Phase 1 - Online Licence Renewal System

The Online Licence Renewal System became operational in April 2003. The system allows online lodgement of renewals and change of particulars for business name registrations and travel agent, motor dealer, pawnbroker and second-hand dealer licences administered by the Office of Fair Trading. The service has an uptake of approximately 25 per cent and users benefit from discounted fees for online payment and the ability to make one payment for multiple licences.

Privacy

Office Information Communications Technology initiated and jointly developed (with PrivacyNSW) a new interactive Privacy and Personal Information Protection Training Program. It was launched at Parliament House in August 2003.

The package educates New South Wales public servants about how to administer and implement the Privacy and Personal Information Protection Act (1998).

It aims to promote greater understanding and awareness of the importance of privacy issues when dealing with personal details supplied by the public. The public need to be confident that the government is working effectively to provide services in a transparent, yet secure, manner.

The program sets out the requirements of the Act in a clear and concise way, and provides concrete examples. It is installed on an organisation's intranet server and users can access it from their own desktop.

It is designed so that staff can do the training at their own pace. They can bookmark their progress and then pick-up from the same point at their next session.

Standards Clearinghouse

From September 2003, NSW Government agencies were given online access to the New South Wales Standards Clearinghouse.

The Clearinghouse identifies the specific standards needed to 'interoperate' (exchange information and transactions) with existing New South Wales agency systems. It also identifies selected standards which agencies should consider using to support future interoperability of systems.

Currently, the Clearinghouse contains details of around 50 New South Wales interoperable systems, 80 specific New South Wales standards, and over 200 selected other standards. Standards can be searched by keyword or by sector of government.

In providing agencies with this information, the Clearinghouse aims to promote interoperability, and to support the consistent implementation of the 60 or so high-level 'open' standards endorsed in the New South Wales Interoperability Framework.

Government Procurement and Government Business

iWay

cmSolutions online print ordering system (iWay) was introduced in July 2003 and rolled out to seven agencies:

- Department of Commerce
- WorkCover Authority NSW
- New South Wales Fisheries
- New South Wales Department of Corrective Services

- Sydney Olympic Park Authority
- Department of State and Regional Development
- Open Training and Education Network - OTEN

iWay enables customers to order their letterheads, compliment slips, and business cards online at a fixed price, allowing them to input data and approve proofs online, saving time and money.

Q Stores

Q Stores has expanded its electronic service delivery in the year with 17 per cent of orders processed using software tools provided directly to the customer. These tools facilitate local controls and generate purchase orders for the user. Customers using the secure web access placed a further 6 per cent of orders directly into the Q Stores system.

Fuel transactions

State Procurement undertook monthly electronic audits on 100 per cent of fuel transactions made under the Fuel Contract from data provided by the contractors for both fuel card purchases and bulk fuel deliveries, using a sophisticated, in-house database.

For a number of key agencies that use the Fuel Contract, State Procurement provided monthly Fuel Transaction Data in electronic format for 100 per cent of their purchases. Clients used the data for their financial and/or fleet management systems.

Online air travel bookings

The online booking system (Q2B) available to users of the Air Travel and Related Services contract allows travellers to make their own travel arrangements on domestic airlines and charge it onto their relevant accounts, via the Internet. Q2B allows clients to book domestic air travel with full access to government rates, including rental cars and accommodation.

State Contracts User Guides

User Guides are prepared and delivered electronically to agencies and eligible customers who use State Contracts. All User Guides are available electronically to clients on the Department's website and in PDF file format which can be e-mailed to clients upon request.

e-Tenders

Expressions of interest, public tenders, request for quotes and restricted quotations are now managed through the Department of Commerce e-Tenders website. Contracts are developed and implemented using formats which enable them to be used on the Government's electronic marketplace, smartbuy®.

Data collected from these procurement activities is used in smartbuy® and permits accurate and reliable content management of data. A user-specific e-Health catalogue is being developed and implemented under the smartbuy® platform for the use of New South Wales Health.

jobs.nsw

jobs.nsw is managed by The Government Advertising Agency. During the year the procedures to process requests from agencies to place advertisements was reviewed and a number of electronic procedures introduced. These included the receipt of the initial requests and advertisement copy, the authority to place the advertisement, the delivery of material to typesetters and the media and final proof authorisation by clients.

This initiative has achieved savings to clients and the Government Advertising Agency through reduced labour and communication costs.

Appendix 8 Employment Statistics

Category*	At 30 June 2003	At 30 June 2004
Chairpersons	6	6
Clerical Assistant	2	12
Clerical Officer	51	48
Clerk	1187	3027.5
Legal Officer	28	30
Librarian/Library Technicians	1	
Other**	2617	
Professional		248.7
Project		8.5
Senior Executive Service	64	54.8
Senior Management		68
Senior Officer	17	59.8
Technical		21.8
Wages		182
Total	3973	3767.1***

Note

* Full time equivalent staff

** 2003/04 employment statistics for the Offices of Information and Communications Technology, Government Procurement, Government Business and Strategic Management and Corporate Support were categorised on a different basis, not allowing for year-to-year comparisons.

*** As at 30 June 2004 20 staff who had accepted offers of voluntary redundancy but had not exited from the Department

Senior Executive Service positions by level	30 June 2003	30 June 2004
8	1	1
7	1	-
6	2	2
5	6	5
4	8#	11
3	21	15
2	17	14
1	8	7@
* Total	64	55
Positions filled by women	14	11

Includes four positions pending approval to create Unattached SES staff who are not included in above figures: J Devlin, Level 1, D Persson, Chief Executive Officer level 7 and D Barrett, level 3.

@ Unattached SES staff not included in these figures – J Devlin, SES 1

Appendix 9 Freedom of Information (FOI)

Statistical reports

The following statistical information complies with Appendix B of the FOI Manual.

SECTION A - Number of new FOI requests Information relating to numbers of new requests received, those processed and those completed from the previous period.

FOI Requests	Personal	Other	Total
A1 New - includes transferred in	25	132	157
A2 Brought forward	0	10	10
A3 Total to be processed	25	142	167
A4 Completed	23	119	142
A5 Transferred out	0	4	4
A6 Withdrawn	2	9	11
A7 Total processed	25	132	157
A8 Unfinished (carried forward)	0	10	10

SECTION B - What happened to completed requests?

Result of FOI request	Personal	Other	Total
B1 Granted in full	20	45	65
B2 Granted in part	2	42	44
B3 Refused	1	32	33
B4 Deferred	0	0	0
B5 Completed*	23	119	142

SECTION C - Ministerial Certificates – number issued during the period

C1 Ministerial Certificates issued	0
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SECTION D - Formal consultations – number of requests requiring consultations (issued) and total number of formal consultation(s) for the period

	Issued	Total
D1 Number of requests requiring formal consultation(s)	65	65

SECTION E - Amendment of personal records – number of requests for amendment during the period

Result of Amendment Request	Total
E1 Result of amendment – agreed	0
E2 Result of amendment – refused	0
E3 Total	0

SECTION F - Notation of personal records – number of requests for notation processed during the period

F3 Number of requests for notation	0
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SECTION G - FOI requests granted in part or refused – Basis of disallowing access – Number of items each reason cited in relation to completed requests that were granted in part or refused.

Basis for disallowing or restricting access		Personal	Other
G1	Section 19 (applic. Incomplete, wrongly directed)	0	1
G2	Section 22 (deposit not paid)	0	7
G3	Section 25(1)(a1) (diversion of resources)	0	0
G4	Section 25(1)(a) (exempt)	2	54
G5	Section 25(1)(b), (c), (d) (otherwise available)	0	0
G6	Section 28(1)(b) (documents not held)	1	12
G7	Section 24(2) – deemed refused, over 21 days	0	0
G8	Section 31(4) (released to Medical Practitioner)	0	0
G9	Totals	3	74

SECTION H - Costs and fees of requests processed during the period

		Assessed Costs	FOI Fees Received
H1	All completed requests	\$45,598	\$24,828

SECTION I - Discounts allowed – numbers of FOI requests processed during the period where discounts were allowed.

Type of Discount Allowed	Personal	Other	Total	
I1	Public interest	0	1	1
I2	Financial hardship – Pensioner/Child	1	8	9
I3	Financial hardship – Non profit organisation	0	0	0
I4	Totals	1	9	9
I5	Significant correction of personal records	0	0	1

SECTION J - Days to process – Number of completed requests by calendar days (elapsed time) taken to process.

Elapsed Time	Personal	Other	Total	
J1	0 - 21 days	22	68	90
J2	22 – 35 days	3	24	27
J3	Over 35 days	0	34	34
J4	Totals	25	126	151

SECTION K - Processing time – Number of completed requests by hours taken to process.

Processing Hours	Personal	Other	Total	
K1	0 – 10 hrs	22	89	111
K2	11 – 20 hrs	3	17	20
K3	21 – 40 hrs	0	10	10
K4	Over 40 hrs	0	10	10
K5	Totals	25	126	151

SECTION L - Reviews and Appeals – number finalised during the period

L1	Number of internal reviews finalised	4
L2	Number of Ombudsman reviews	1
L3	Number of Administrative Decisions Tribunal appeals finalised	2

Bases of Internal Review	Personal		Other	
	Upheld	Varied	Upheld	Varied
L4 Access refused	0	0	3	0
L5 Deferred	0	0	0	0
L6 Exempt matter	0	0	0	0
L7 Unreasonable charges	0	0	0	0
L8 Charge unreasonably incurred	0	0	1	0
L9 Amendment refused	0	0	0	0
L10 Totals	0	0	4	0

General impact of FOI matters

There has been no disruption to the provision of service or impact on the operation of Commerce as a result of the FOI requirements. No major issues have arisen during the year in connection with Commerce's compliance with FOI requirements.

Publications**Commerce Corporate**

Enquiries: The FOI Coordinator, Level 22, McKell Building, 2-24 Rawson Place, Sydney between the hours of 9am – 5pm Monday to Friday.
Telephone: (02) 9372 8720 Facsimile: (02) 9372 8733

Codes of Conduct

Confidential and Professional Disclosure Policies

Corporate Standards for Occupational Health and Safety

Email and Internet usage policies

Guarantees of Service

Privacy Management Plans

Office of Fair Trading*Compliance and Standards Division***Investigations**

Enquiries: Acting Manager, Operational Priorities & Intelligence Branch, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 0513.

Compliance Policy

Guidelines for Suspension of licences

Guidelines for the Approval of Odometer Alteration/ Replacement

Guidelines for the Use of Statutory Notices and Powers

Guidelines on Enforceable Undertakings

Management of Exhibits

Motors Dealers Act – Notice to Show Cause

Penalty Notice Scheme Manual

Property Services Compensation Fund Procedures Manual

Public Naming of Unfair Traders - Procedures and Guidelines

Real Estate Valuers Investigation and Complaint Procedures Manual

Special Provisions for the Suspension of Licences Guidelines

Substantiation Notice Guideline

Warning Letter Manual

Safety and Standards and Trade Measurement

Enquiries: Manager, Measurement & Technical Services Branch, c/- National Measurement Laboratory, Bradfield Road, Lindfield West between the hours of 9am –5pm Monday to Friday. Telephone: 8467 4449.

Electrical Equipment Safety Requirements in New South Wales - Explanatory Notes	Trade Measurement Enforcement Policy
Hazard Evaluation Procedures - Product Safety	Trade Measurement Policy for the conduct of retail and industrial inspection, verification, in service inspection (re-verification), certification, observation and rejection of trade measuring instruments
New South Wales Products Safety Committee - Information for Members	
Trade Measurement Act - Certification Scheme Administration Guide	

Legal Services Division

Enquiries: Director, Legal Services Division, Level 3, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 0153.

Guideline regarding Intervention by Minister or Commissioner for Fair Trading in Legal Proceedings	Legal Assistance Guidelines Prosecution Policy and Guidelines Subpoena Procedures
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Policy Division

Enquiries: Office of the Assistant Commissioner, Policy & Strategy Division, Level 20, 227 Elizabeth Street, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9338 8908.

Consumer Credit Code Guidelines - Objectives, Criteria and Process	Policy on Ex-gratia Payments
Credit Counselling Program Funding Guidelines	Property Services Grants Program Funding Guidelines
Financial Counselling Trust Fund, Funding Guidelines	Property Stock and Business Agents Act 2002 – Guidelines for Continuing Professional Development
Grants and Funding Programs Policy	Property Stock and Business Agents Act 2003 - Continuing Professional Development Requirements - Best Practice Guidelines for Marketing Training Programs and Recording Participant Outcomes
Home Building Advice and Advocacy Service Pilot (HoBAAS) Guidelines	Rental Bond Board Grants, Funding Guidelines
Home Building Grants Program Funding Guidelines	Sponsorship Policy
Language Services Guidelines	Tenants Advice and Advocacy Program Guidelines
Ministerial Council on Consumer Affairs (MCCA) Uniformity Agreement - administration of laws regulating the provision of Consumer Credit	
New South Wales Consumer Protection Awards - Protocol Document	

Home Building Service

Enquiries: Director, Licensing, Insurance and Industry Standards, Level 4, 1 Fitzwilliam Street, Parramatta, between the hours of 9am –5pm Monday to Friday. Telephone: 9895 9998.

Conditions of Approval – Approved Private Providers of Insurance	Home Building Licensing Procedural Manual
Home Building Insurance Policy and Procedures Manual	Licensing, Insurance and Industry Standards

Mediation Services and Compliance

Enquiries: Director, Mediation Services and Compliance, Level 4, 1 Fitzwilliam Street, Parramatta between the hours of 9am – 5pm Monday to Friday. Telephone: 9895 9850

Home Building Service – Complaint Handling Guidelines

*Property & Licensing Division***Renting Services**

Enquiries: Manager, Renting Services Branch, Level 4, 234 Sussex Street, Sydney between the hours of 9am –5pm Monday to Friday. Telephone: 9377 9023.

Rental Bond Lodgement and Revenue Procedures

Renting and Strata Services Information Procedures

Rental Bond Refunds Procedures

Renting and Strata Services Procedures Manual

Business Registration

Enquiries: Manager, Business Registration, Level 22, 227 Elizabeth Street, Sydney between the hours of 8:30am – 5pm Monday to Friday. Telephone: 9619 8797.

Business Registration Operational Policies and Procedures

List of Objectionable Names, Phrases and Words

Ministerial Directions for Business Names

Business Licensing

Enquiries: Manager, Licensing, Level 21, 227 Elizabeth Street, Sydney between the hours of 8:30am – 5pm Monday to Friday. Telephone: 9619 8755

Business Licence Administration Service (BLAS)
- Procedure Manual

Customer Services Division

Enquiries: Office of the Director, Customer Services Division, Level 5, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 0299.

Customer Services Division Enquiries and Complaints Procedures Manual

REVS - Register of Encumbered Vehicles

Enquiries: Customer Services Manager, REVS, Level 5, 1 Fitzwilliam Street, Parramatta between the hours of 9am –5pm Monday to Friday. Telephone: 9895 2730.

Fine Default Enquiries

Show Cause matters - procedures

REVS Certificate Procedures

Stolen Vehicle Enquiry Procedures

REVS Guidelines for Handling Subpoenas

Telephone Vehicle Enquiry Procedure

Section 8(5) Retrospective Certificate Procedure

Written Off Vehicle Enquiries

Registry of Co-operatives & Associations Co-operatives

Enquiries: Registry of Co-operatives & Associations, 154 Russell Street, Bathurst between the hours of 8.30am –5.00pm Monday to Friday. Telephone: 6333 1400 Toll Free: 1800 502 042 Fax: 6333 1444.

A Guide to Co-operatives

Model rules for an incorporated association

Application forms

Registry of Co-operatives – Role and services

Approved forms

Running an incorporated association

Checklist for Co-operatives

Schedule 1 – Matters to be provided for in rules of an incorporated association and in model rules

Comparative Table of business structures

Compliance checklist for Co-operatives

Setting up an incorporated association

Co-operatives Development Grants Program – Guidelines

Standard Form of Disclosure Documents

Formation Kits for Co-operatives

Standard Rules for Co-operatives (Disk and hard copy)

How to Form a Co-operative

How to incorporate as an association checklist

Office of Industrial Relations

The OIR has the following policy documents available for inspection and/or purchase:

Corporate Plan	Guidelines for Accepting Industrial Complaints
Charging and Pricing Guidelines	Grievance, complaint and protected disclosure handling policies
Various personnel policies and procedures relating to work specification, training and operational matters, including:	Workplace Targeting Policy & Procedures

Where copies of policy documents are required, a photocopy fee of 20 cents per sheet is payable. However, in all cases, documents are only charged for when the total value of an individual request is \$10.00 or more.

The Office also has a variety of current brochures, pamphlets, newsletters and booklets containing information on New South Wales industrial relations matters available to interested members of the public, some free of charge and others for a nominal fee. A full list of these publications is included in the Annual Report and is available on the OIR website www.industrialrelations.nsw.gov.au

Office of Government Business

State Projects and Regional Services

Enquiries: Cecilia Wilson Telephone: 9372 8697
email cecilia.wilson@commerce.nsw.gov.au

Avoiding Bird Roosts in Schools, \$5.00 per copy	Landscape Design Standard \$150.00 (CD)
Brisbane Water College	Modular Design Range of Classrooms
Brochures - \$5.00 per copy	Mudgee TAFE Stage 2
Built to Teach: Designed to Learn (Secondary schools) \$100.00 (video)	Primary and Secondary Schools Facilities Standard \$800.00 (CD) and \$75.00 (Summary).
Chemical Stores for Existing Schools, \$5.00 per copy	Primary School Facilities Standard \$412.50 (CD)
Colour Scheme Primary Schools \$800.00 (CD)	Primary Schools Accommodation Summary - \$55.00
Colour Scheme Secondary Schools \$1200.00 (CD)	Safety Guidelines for the Installation and maintenance of Fixed Playground Equipment in Schools \$27.50
Darkrooms in Existing Schools, \$5.00 per copy	School Specification Standard (\$450.00) or each Section (\$55.00)
Design Standard (\$310.00)	Schools Brochures
Ecologically Sustainable Development in Education facilities \$55.00	Secondary School Facilities Standard \$495.00 (CD)
Ecologically Sustainable Development in Schools Manual - \$55.00	Secondary Schools Accommodation Summary - \$55.00
Education Research Facilities Group Gazette (subscription \$15.00)	Space to Teach: Room to Learn (primary schools) \$75.00 (video)
Energy Management in New South Wales Schools \$35.00	Space to Teach: Room to Learn (secondary schools) \$150.00 (video)
Fume Cupboards, \$5.00 per copy	Special Education \$192.50 or \$45.00 Summary
Guide to Setting & Guarding of machinery \$100.00	Sunshade in Schools \$11.00
Hot Topics Information Sheets - hardcopy \$50.00	Windows & Doors Drawing Set \$140.00 (14 drawings @ \$10 each)
Improving Workshop Safety \$225.00	
Kiln Space in Existing Schools, \$5.00 per copy	

Government Architect's Office

Enquiries: John McCrae Telephone: 9372 8363
email john.mccrae@commerce.nsw.gov.au

Building Price Indices \$100 per quarterly issue (excluding GST)	Concise Method of Measurement for Building Works \$25 (excluding GST)
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Office of Information and Communications Technology

Enquiries: Telephone 9372 8877

Acquisition of IM&T Guideline	Information Management Classification – Guideline
AGLS Metadata Guideline	Information Management Framework – Guideline
Authentication – Digital Signatures Guideline	Information Management Inventory – Guideline
Benefits Management Plan Guideline	Information Security – Return on Investment for Information Security
Benefits Realisation Register Guideline	Information Security Guidelines - Part 1 Information Security Risk Management
Business Case Development Guideline	Information Security Guidelines - Part 2 Examples of Threats & Vulnerabilities
Call Centre Establishment Guideline	Information Security Guidelines - Part 3 Information Security Baseline Controls
Call Centre Operation Guideline	Labelling Sensitive Information Guide
Change Management Guideline	New South Wales Government Policy Guidelines for Mobile Communications
Change Management Guideline	New South Wales Telecommunications Strategy
Chief Information Officer Guideline	NSW AGLS Metadata Guideline
<i>connect.nsw</i> An Internet Strategy for NSW	Project Management Guideline
<i>connect.nsw</i> Implementation Framework	Project Risk Management Guideline
connectingBusiness Overview	Providing Information and Services Using the Internet: A Guide for NSW Government Agencies Guideline
Contracting out Guideline	Quality Management Guideline
Corporate Services Reform: Guides for Implementation	Skilling people for an Information Society – An information & Communications Technologies Action Plan for New South Wales
Facilitators Guide to ICAC video [I wish] it wasn't me	Telecommunications Services Agreements (DITM 2001) User Assistance Guide
Government Selected Application Systems (GSAS) Guideline	Use of the Internet for Electronic Messaging Guideline
Human Services Better Service Delivery Program – Fact Sheet	Web Usability and Accessibility Guide
IM&T Strategic Planning Guidelines	X.500 Directories (1) Directory Architecture Guideline
Information Management – Copyright Guideline	X.500 Directories (2) Core Directory Information Tree & Schema Guideline
Information Management – Data Quality Guideline	
Information Management – Liability Guideline	
Information Management – Privacy & Personal Information Guideline Protection	
Information Management and Technology Blueprint	
Information Management and Technology Policy Framework Map	
Information Management Audit – Guideline	

Office of Government Procurement

Construction

Current construction publications are available at www.construction.nsw.gov.au

Aboriginal Participation in Construction Implementation Guidelines January 2001	Environmental Performance Guide for Buildings
Alternate Dispute Resolution Guideline	Industrial Relations Management Systems Guidelines (Construction) December 1999
Bi-annual New South Wales Construction Activity Forecasts	October 1999
Capital Project Procurement Manual	OHS&R Guidelines for Auditing (Construction) – November 1998
Consultant Performance Reporting and Exchange of Reports between Government Agencies Guidelines – October 2000	OHS&R Management Systems Guidelines (Construction) – November 1998
Contractor Performance Reporting and Exchange of Reports between Government Agencies Guidelines (Construction) – December 1999	Online Training Resource Manual - www.training.cpsc.nsw.gov.au/default.asp
Developing and Implementing a Training plan for Small Business (Construction) –	Prequalification of Service Providers Guidelines – May 2003
Environmental Management Systems Guidelines (Construction) – November 1998	Security of Payment Act 1999 NSW - as amended 2002
	Training Management Guidelines – December 2000

The following publications can be accessed at www.ogp.commerce.nsw.gov.au:

2003 Procurement Planning Guidelines	New South Wales Government Asset Management Committee
Agency Accreditation Scheme	New South Wales Government Code of Practice for Procurement
Asset Management and Office Accommodation	New South Wales Government Preference Scheme
Capital Project Procurement Manual	New South Wales Government Procurement Manual (Includes the following New South Wales Government Guidelines)
Capital Works Procurement	New South Wales Government Procurement Policy and Guidelines Paper
Construction Agency Coordination Committee	New South Wales Government Procurement Policy Framework
Disposals	Occupational Health Safety and Rehabilitation Office Accommodation
Economic development	OHS&R Management System Guidelines
Environment Management System Guidelines	Online Training Resource Manual for the Construction Industry in New South Wales
Environment Performance Guide for Building	Other Related Resources
Environmental management	Public Finance and Audit Act 1983
eProcurement Implementation Strategy	Public Sector Employment and Management Act 2002
Financial Management Framework	Public Sector Management (Goods and Services) Regulation 2000
Gateway Review Process	Reverse Auctions
Goods and Services Procurement	Risk Management
Government Office Accommodation Reform Program	Service Provider Performance Management
Government Office accommodation Workspace Guidelines-Management Guide	Simple Procurement
Government Office Accommodation Workspace Guidelines-Workbook	Smarter Buying for Government
Government Procurement Policy and Strategy	Total Asset Management Manual
Government Strategic Management Framework	Working with Government
Implementation Guidelines for the Code of Practice & Code of Tendering for the Construction Industry	
Implementation Guidelines for the New South Wales Government Procurement Code of Practice and Code of Tendering – October 1999	
Implementation Guidelines on Employment and Outwork Obligations for Textile, Clothing and Footwear Suppliers – February 1998	

Electronic Procurement

Enquiries: Communications Assistant Telephone: 9372 8852

The following publications can be accessed at www.construction.nsw.gov.au:

Electronic Procurement Implementation strategy guidelines – March 2002, CD-ROM or printed version (free)	New South Wales Government Electronic Procurement Implementation Strategy – July 2001, CD ROM or Printed versions
Managing Delegations in e-procurement – October 2002, CD ROM or printed version	Smarter Buying for Government

The following publications can be accessed at www.smarterbuying.nsw.gov.au:

Smarter Buying for Government – New South Wales Government	Procurement Capability Tool – Interactive version – March 2003
A Guide to Procurement Cards and Expense Management Software	Gateway Risk Profile Assessment Tool (draft) – May 2004
Section 1, deciding to implement procurement cards and expense management software – May 2003 (free), Section 2, Implementing procurement cards and expense management software: getting started – Sept 2003	Gateway Strategic Review - May 2004
Procurement Reform Strategy – March 2002	Gateway Business Case Review - May 2004
Establishing savings targets – interim guidelines – May 2002	Gateway Procurement Strategy Review - May 2004
Procurement Capability Tool – November 2002, summary brochure and electronic or printed version of full materials	Gateway Tender Evaluation Review - May 2004
	Gateway Pre-Commissioning Review – May 2004
	Gateway Post Implementation Review – May 2004

Statement of Affairs

The Department of Commerce Annual Report serves as the Department's Statement of Affairs. The report can be accessed on the Department of Commerce web site at: www.commerce.nsw.gov.au

Contact arrangements

Requests to inspect or obtain a copy of the policies listed in this summary should, in the first instance, be directed to the designated position for which contact details appear at the end of each segment above. All other inquiries concerning applications, procedures for inspecting and purchasing policy documents and Statements of Affairs should be made to:

Commerce

The FOI Coordinator
Department of Commerce
Level 22, McKell Building
2-24 Rawson Place
SYDNEY NSW 2000
Telephone: (02) 9372 8720
Facsimile: (02) 9372 8733

Fair Trading

The FOI Coordinator
Office of Fair Trading
P O Box 972
PARRAMATTA NSW 2124
Telephone: (02) 9895 0362

Industrial Relations

The FOI Coordinator
Office of Industrial Relations
PO Box 847
DARLINGHURST NSW 2010
Telephone: (02) 9243 8735
Facsimile: (02) 9243 8739

Freedom of information applications - fees and hours of business:

All applications made under the Freedom of Information (FOI) Act 1989 require a nominal fee of \$30.00 and general inquiries may be made between the hours of 9am to 5pm Monday to Friday to any of the FOI Coordinators mentioned above.