

NSW Department of Commerce Annual Report 2004/05

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Appendix 6 Consultants

Engagements over \$30,000				
Consultant	Office	Category	Purpose	Expenditure \$
Pricewaterhouse Coopers	Corporate Services and Review	Organisational Review	Independent review of Goods & Services Tax collection procedure	217,880
Record Keeping Innovations	Government Chief Information Office (GCIO)	Organisational Review	Expert advice on establishing a whole-of-Commerce records implementation strategy	34,364
CPT Global	GCIO	Information Technology	Specialist advice on Human Services Better Services Delivery program	44,625
Ernst & Young	Office of Fair Trading	Management Services	Specialist advice to implement operational elements of the recommendations from the Grellman NSW Home Warranty Insurance Inquiry	259,000
Allan, Arthur, Robertson	Office of Fair Trading	Management Services	As above	123,904
Total engagements over \$30,000				679,773
Engagements under \$30,000				
Office		Category	\$	
GCIO		Information Technology	61,975	
GCIO		Management Services	30,180	
NSW Procurement		Management Services	27,935	
Total engagements under \$30,000		Total engagements: 7	120,090	
Total cost of consultancies				799,863

Appendix 7 Credit card certification

In accordance with Treasurer's Directions and Premier's Memoranda, the Director-General certified that credit card use during 2004/05 was in accordance with established Government requirements and practices.

This certification is qualified to the extent that detected instances of non-compliance with established departmental policies and procedures were considered as minor.

Appendix 8 Consumer response

Office of Fair Trading

The Office of Fair Trading's service delivery standards vary with the nature of the services provided in different divisions of the Office and are set out in the *Customer Service Standards*. During the year, the various standards were met in most areas. However, there were delays on occasion in some high volume, high demand areas.

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 2004/05, a total of 268 forms were lodged which comprised 179 compliments and 89 complaints.

Compliments, which constitute nearly 67 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.

The 89 complaints, which constitute nearly 33 per cent of forms lodged, were reviewed and addressed through a process overseen by senior management.

The complaints related to:

Service delays*	42%
Accuracy of information given	8%
Actions of staff	18%
Other/Misc	18%
Website inadequacies	14%

* Most of the service delay complaints concerned home building licensing, where in late 2004 the Home Building Service experienced an unprecedented surge in applications for new or renewed licences. A license processing task force and additional contract staff were used to address the increased workload. Home building licensing is currently undergoing a comprehensive review initiated by the Minister for Fair Trading in May 2005 and which is due to report in 2006.

Office of Industrial Relations

The Office of Industrial Relations has integrated its complaint handling system into its policies and procedures. This enables people using the Office's services to understand and be aware of avenues to raise concerns about the quality and timeliness of the Office's services. At all major stages of its services, the Office provides clients with information about avenues of appeal against decisions made by the Office.

Through the Commerce Results and Services Plan, the Office has a range of performance standards for the delivery of its major services. During 2004/05, the Office met or exceeded all of these performance targets.

In June 2005, an independent company conducted a survey of 385 of the Office's customers.

The survey achieved the following results:

Percentage of customers either satisfied or very satisfied with:	
OIR's overall quality of service	90%
Politeness of OIR staff	95%
Helpfulness of OIR staff	91%
Staff's knowledge of subject	87%
Website inadequacies	14%

Service Improvement

Sustainable Water Solutions (SWS) received 14 compliments from external clients in 2004/05. SWS also completed 12 project level surveys and, based on a range of questions, achieved a client satisfaction statistic of 83 per cent.

During 2004/05, the Government Architect's Office received 34 written compliments and no registered complaints.

Central Corporate Services Unit has a comprehensive complaints and compliments handling system in place. Low-level issues are handled through service centre support and specialised support is provided across all products. A Client Relationship Manager was appointed in 2004/05 to support and monitor client systems for complaints and compliments.

Management of client feedback is an integral part of the Project Management quality system that complies with AS/NZS ISO 9001:2000. Where appropriate, improvements have been incorporated in the system. Project level survey feedback is reviewed monthly by the management team and corrective action taken where necessary. Client satisfaction results for Project Management were 82 per cent, meeting the target of 80 per cent.

NSW Procurement

Government Advertising and Information

Government Advertising and Information (GAI) has consistently rated highly in past customer satisfaction surveys. There have been a very limited number of complaints regarding the placement of advertisements. In most of these instances, it was out of the control of GAI. During 2004/05, Government Advertising and Information placed 17,296 advertisements with an accuracy rate of 99 per cent (the key performance indicator is 98 per cent).

Provision of financial assessment services

Government Procurement Management administered a period contract for the provision of financial assessment services across government. Kingsway Financial Assessments Pty Ltd prepared a total of 1,121 financial assessment reports. All reports were delivered on or before the due date. The 2005 Service Provider Performance Survey, taken among the users of the financial assessment services, indicated 99 per cent satisfaction with the contracted services.

Government Procurement Management provided ongoing financial risk assessment advice to Commerce and private sector project managers to enable careful selection of tenderers with the required financial capacity to carry out the projects and minimise risk to the NSW Government. This risk advisory support has been well received.

Government Chief Information Office

ServiceNSW

The Government Portal, ServiceNSW, received feedback from a number of visitors. One of the responses in 2004/05 said *"Your site is better than google,"* and another *"Fantastic website! Pleasant to look at, friendly and informative...being a migrant, your webpage is my homepage and it is the place I go to for information about Australia...the links are great and I have never gone away empty-handed!"* Negative feedback was about other agencies lack of online services. Occasional feedback was received about trying to locate specific information on the ServiceNSW website.

Channel NSW

One hundred and thirty-five Channel NSW viewers provided comment during the year about what they wanted to see on the site. Future programming will take their comments into consideration.

Comments about transport information included requests for news about City Rail services, information about arrival/departure of international flights for all airlines and an increase in signal strength and more interactive content.

Corporate Services Reform

Throughout the year, the Corporate Services Reform Program received positive feedback from client agencies and private organisations.

Comments about the Corporate Services Reform Annual Forum were uniformly complimentary, as was the response to on-site assistance with corporate services reform programs provided to five agencies. Positive comment was also received for the model customer satisfaction survey and annual corporate services data collection.

A stationery supplier submitted one complaint about the actions of a contractor engaged by Corporate Services Reform, raising the issue of commercially sensitive information possibly being disclosed.

Commerce thoroughly investigated the issues raised. When enquiries were concluded, the Deputy Director-General, NSW Procurement, wrote to the stationery supplier assuring him that the Department takes the appropriate use of commercially sensitive information seriously and no information would be released to other parties without the prior consent of the agency that "owns" the agreement and following discussion with the relevant supplier.

GCIO website

The majority of the feedback through the Government Chief Information Office (GCIO) mailbox concerned requests for further information or external links on the site. In addition to this feedback, 517 requests for passwords to the secure site were received.

There was one complaint among the 215 email messages received at *gcio@commerce.nsw.gov.au* (*oict@commerce.nsw.gov.au* until 15 November 2004 when GCIO was formed). This related to a number of claims and allegations against staff at a Community Technology Centre (CTC) office (not Commerce staff). This was discussed with staff in GCIO, the CTC, and Legal Branch. Legal advised this complaint was not against the Department and recommended GCIO only send a reply acknowledging receipt of this e-mail.

Appendix 9 Electronic service delivery

Office of Fair Trading

Register of Encumbered Vehicles

In November 2004, the Register of Encumbered Vehicles (REVS), introduced a new, streamlined form of monthly account and activity statement, produced in a format more suitable for commercial use. At the same time, electronic service delivery was greatly improved. Monthly accounts and statements can now be delivered via email, an option that has been taken up by more than nearly 40 per cent of customers, including all the large financiers. The REVS website now enables account customers to:

- record interest details on REVS via batch uploads
- obtain copies of their monthly statements and statement summaries
- order duplicate statements
- obtain listings of their recorded interests and interests due to expire
- obtain up-to-date transaction listings.

Electronic statements enable customers to transfer the data to spreadsheets and analyse the information to meet their internal business needs. These changes have produced significant productivity improvements within REVS, as well as providing a better service to customers.

Future changes to the REVS website will extend similar facilities to boats and enable electronic delivery of weekly interest advices to clients.

Online licence check for property services

Before dealing with real estate agents, stock and station agents, business agents, strata managing agents or on-site residential property managers, consumers should check to see if they hold an appropriate licence.

The new real estate licence check facility on the Office of Fair Trading website was launched in September 2004 and allows a person to complete this check online. The online check facility provides details such as name and business address, licence or certificate category, licence or certificate number, date of issue and expiry and disciplinary action taken against the licence or certificate holder.

During 2004/05, the check facility recorded approximately 2,000 visitors a month.

Office of Industrial Relations

The Office of Industrial Relations uses electronic and online communication channels as the primary means to deliver services to NSW employees and employers. During 2004/05, over 80 per cent of clients contacting the Office of Industrial Relations used its online information services.

Activity on the Office's website increased by almost 40 per cent, with 1.61 million visitors using the site during 2004/05. *Check Your Pay*, the Office's online application which allows users to calculate wages and other entitlements, recorded a 75 per cent increase in use during the year. Agreements were established with the Western Australian and Queensland governments to extend *Check Your Pay* into those states.

Pay Rate Updates, the Office's free email update service which notifies subscribers of changes to NSW private sector awards, also showed significant growth. The number of subscribers to *Pay Rate Updates* had increased by 136 per cent to over 57,000 users by 30 June 2005.

To ensure that employers are able to display relevant awards in their workplace, the Office of Industrial Relations continued to provide the full text of major NSW private sector awards for free download through its website. During 2004/05, 139,014 awards were downloaded.

Government Chief Information Office

ServiceNSW

ServiceNSW, the NSW Government portal, is the community's one-stop entry point to NSW government services. It provides 24-hour access to government information and services.

In 2004/05, the site received over two million visits with over eight million page views. On average, it receives over 160,000 visits with over 660,000 page views per month. ACNielsen/NetRatings statistics indicate that the *nsw.gov.au* domain is consistently the nation's most popular state government domain.

Popular features added to ServiceNSW in 2004/05 focus on spotlighting key information and services of NSW government agencies.

Digital television

Channel NSW is a digital TV pilot in the Sydney metropolitan area, broadcast on Channel 45. The free-to-air service features live video, text and graphical updates on a range of topics, including traffic conditions, surf and coastal reports, public health messages. Since its launch in March 2004, more than 20 NSW government agencies have joined the service.

The Channel NSW pilot is the first time an Australian government has explored the use of digital television to deliver public and government information and services. Over 25 percent of Sydney homes now have access to digital free-to-air television and can access Channel NSW.

Mobile Data Radio Service

The Mobile Data Radio Service (MDRS) was rolled out to metropolitan Sydney and the Central Coast in 2004/05 and 350 ambulances are now connected to the network. A remote disaster recovery centre was also established so the network can continue to operate if the main centre is disabled.

The MDRS, run by Commerce, improves electronic service delivery for the Ambulance Service of NSW by providing mobile data dispatching.

When notified of an incident that requires an ambulance, a message is sent from the computer aided dispatch system over the new Government Mobitext radio data network. A text message is displayed on the ambulance's mobile data terminal and can be printed out if necessary.

Data messaging improves record management, reduces the amount of report writing ambulance drivers and attendants are required to perform and enables Ambulance management to use its vehicles more effectively.

NSW Government Directory

The online New South Wales Government Directory 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.

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

The directory was improved in response to customer suggestions in 2004/05, and an online survey of the directory, to which 50 people responded in a one-month period, has revealed that:

- 70 per cent of respondents indicated that the trial site was an improvement on the existing site
- 62 per cent of respondents were able to find the information they were seeking
- 62 per cent of respondents said that they were satisfied or very satisfied with the content of the site
- 76 per cent of respondents are likely or very likely to recommend the site.

Service costing methodology

The Government Chief Information Office has developed a Service Costing Methodology to provide NSW Government agencies with a tool to measure and report on the costs and benefits of delivering their services across different channels. The methodology can also be used to estimate the financial benefit of an initiative, and to assist with capacity planning. It supports several GCIO guidelines. An online help facility is available and a comprehensive User Guide has been developed to support the tool.

The pilot phase of the Service Costing Methodology is being trialed across 10 services by the Department of Commerce, NSW Police, NSW Health, Office of State Revenue, Premier's Department and RTA. Three agencies have completed the trial across four services, where the tool was well received by users who found it relevant, intuitive and easy to use. The pilot phase will conclude in November 2005.

Corporate Services Reform

Corporate Services Reform undertook a number of electronic service delivery initiatives. Some of these include an automated displaced staff matching system, a model corporate services customer satisfaction survey, an online tool to collect data on agencies' corporate services and a monthly e-bulletin for corporate services practitioners.

Online Licence Renewal System

In 2004/05, the Online Licence Renewal System handled over 28,000 transactions, an increase of 18 per cent on the previous year. The website service (www.licencedft.nsw.gov.au) allows online lodgement of renewals and change of particulars for business name registrations, licences of travel agents, motor dealers, pawnbrokers and second hand dealers administered by the Office of Fair Trading. Users have the benefit of discounted fees for online payment and convenience of one payment for multiple licences.

Human Services Better Service Delivery Program

The Human Services Better Service Delivery Program will improve service to clients 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.

The ServiceLink electronic services directory has been completed and over 10,000 human services providers, including both government agencies and non-government organisations, have made their information available on the directory. The directory was made available on the HSNet secure website in June 2005 and will be progressively implemented in NSW government agency intranets in 2005/06. Use of the directory will make it easier for front-line human services workers to find the right help for their clients.

Service Improvement

Manly Hydraulics Laboratory

For ten years, Manly Hydraulics Laboratory has been at the forefront of electronic delivery of environmental data. This year has seen improvements to web delivery, voice-activated delivery for flood warnings in Kempsey Shire and transfer of data in real time to Commonwealth Scientific and Industrial Research Organisation and the Bureau of Meteorology for use in ocean circulation and wave forecasting models.

Sustainable Water Solutions

Sustainable Water Solutions has developed live, interactive websites for Sydney Harbour Foreshore Authority and Department of Education and Training asset data systems. Sustainable Water Solutions also expanded its use of electronic service delivery for tenders, expressions of interest, reports and drawings and carried out a number of tender reviews electronically.

Quantity Surveying

The Quantity Surveying group introduced a new method of measuring building element quantities using a document management program, which is based on management tools currently in the computer aided drafting drawing software. This system has the potential to revolutionise the delivery of cost planning services. Quantities are transferred seamlessly into a cost planning package, the advantages of which include quicker measurement time and the capacity to demonstrate in either soft or hard copy exactly what has been measured and costed. Electronic design data capture will facilitate cost modelling and "what if" interrogations giving the Quantity Surveying group an opportunity to add value early in the design process.

StateFleet

StateFleet implemented an electronic interface with contracted motor vehicle auction houses and an online tool for management of environmental performance of government fleets.

NSW Procurement

Fuel transactions

State Procurement's Fuel Management Database (FUELtrac) is designed to load fuel transaction information supplied by any of the major fuel organisations in Australia (Caltex/BP/Mobil/Shell). Captured information is then verified and re-formatted into specific management information reports.

State Procurement provides monthly fuel transaction data for upload into fleet management and/or finance systems for a number of agencies, including NSW Police, Ambulance Service of NSW, StateFleet, Integral Energy, RailCorp, Forest NSW, NSW Food Authority and Transgrid.

Unique information and communications technology products and services

Of the contracted suppliers under Contract 2351 for information and communications technology products and services, twelve have become fully purchasable under smartbuy[®], with quite a few others well on their way to achieving that status. As suppliers were signed onto contract, arrangements were made with the smartbuy team to contact the successful suppliers directly and organise training and obtain current electronic pricelists.

Online Air Travel Bookings

The online booking system, Q2B, is available to users of the Air Travel and Related Services contract. Using the Internet, travellers can make their own travel arrangements on domestic airlines, including rental cars and accommodation, and charge travel to their relevant accounts. In 2004/05, clients using the Q2B system made approximately 3 per cent of all domestic bookings.

FM Web

Commerce developed FM Web in 2002/03 to help government agencies manage their facilities maintenance. In May 2005, the Department of Education and Training adopted FM Web to cater for various schools maintenance contracts, enabling clients and suppliers access to request such items as maintenance and billing.

Compulsory Third Party Green Slips

Under the new Commerce arranged period contract, compulsory third party (CTP) green slips are available online. "CTP Online" is a web-based system that can process a CTP policy in two minutes and allows users to modify the policy in the event of an error. QBE, the sole contractor, offers "CTP Online" system for fleet clients to make processing easier.

Motor Vehicle Disposal

Two contractors on the motor vehicle disposal contract are trialling Internet bidding at auction. Fowles Auctions and Pickles Auctions Pty Ltd are enabling private buyers or dealers to use their personal computers to dial into the Internet and bid.

Office Supplies

The new contract for office supplies provides for full electronic ordering through smartbuy®, reducing the cost of doing business for both client and supplier.

User guides

State Procurement prepares and delivers electronic user guides that give potential tenderers information about the tender process and how to apply, and provides details of the contracts to be issued to successful tenderers. The user guides are available to clients on the Commerce website and in PDF format which can be emailed to clients on request.

e-Tenders

The eTendering website managed by Commerce manages expressions of interest, public tenders, requests for quotes and restricted quotations. The website enables users to view, download and print tender documents and submit responses into the electronic tender box using the Internet. Suppliers can register for notification by email when a tender opportunity matching their profile is published. The website also provides information on future, recently closed and awarded tenders. The number of tenders downloaded from the website grew significantly from 17,511 in 2003/04 to 22,602 in 2004/05. About 850 new public registrants register on the system each month and about 9,000 participants have registered for email notification of opportunities matching their profile.

smartbuy®

smartbuy® provides vital support for the Government's Smarter Buying for Government program, which seeks to accelerate the wider take up of electronic procurement. The highlights for the year were:

- over 8,700 users and \$20 million in orders transacted since launch
- 3,100 orders and \$1.9 million transacted through SchoolsBuy, the Department of Education and Training's eProcurement system managed by Commerce
- over 120,000 catalogue items are now held in the smartbuy® catalogue including 270 State Contracts Control Board suppliers' catalogues available for online purchasing
- seven client enterprise resource planning systems connected to the smartbuy® electronic messaging hub delivering fully integrated electronic procurement to these organisations
- the launch of a comprehensive suite of procurement solutions to support the Smarter Buying for Government agenda, including smartbuy® CONTENT -providing catalogue content management services to agencies and suppliers; smartbuy® PARTNER – providing expert professional resources, user support, training, system administration, business re-engineering and change management for electronic procurement implementation; and smartbuy® REPORTS – providing agencies with reports and an analysis of their procurement spend to support and assist with procurement planning
- instructor-led training on using smartbuy® provided to 943 buyer and supplier participants throughout NSW.

Default procurement system for Capital Works – Contract systems

NSW Procurement maintains and delivers standard form contracts and user guidance material through the Internet to support the Agency Accreditation Scheme established under the July 2004 Procurement Policy.

Appendix 10 Employment statistics

Table A

Category	At 30 June 2004 ¹	At 30 June 2005 ¹
Chairpersons	6	6
Clerical Assistant	12	2
Clerical Officer	48	48
Clerk	3,028	2,604
Legal Officer	30	24
Professional	249	232
Project	9	7
Senior Executive Service	55	49
Senior Management	68	62
Senior Officer	60	69
Technical	22	27
Wages	182	153
Total	3,769	3,289 ²

Notes Table A

1. Full time equivalent staff (excluding casuals, statutory appointments, contractor/ agency staff, trustees, council committee members, staff on secondment to other agencies and staff on long term unpaid leave).
2. At 30 June 2005, 44 staff had accepted offers of voluntary redundancy but had not exited from the Department.

During the year, 171 permanent employees left the Department as a result of the sale of Qstores, State Mail Service and Government Printing. Of this number, 138 employees accepted equivalent employment with the purchasers of the businesses. The remaining employees either accepted voluntary redundancy or remained with the Department.

Table B

Senior Executive Service Positions by Level	At 30 June 2004	At 30 June 2005
8	1	1
7	-	-
6	2	2
5	5	5
4	11	9
3	15	13
2	14	13
1	7	6
Total	55	#49
Positions filled by women	11	10
Unattached staff #	3	6

Notes Table B

Unattached staff not included in total of 49 at 30 June 2005