



Victor Dominello MP
Minister for Finance, Services and Property

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

Dear Ms Minnican

**Government Response to the Joint Standing Committee on the Office of the Valuer General
– Report on the Eleventh General Meeting with the Valuer General**

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

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Victor Dominello', with a large loop at the end.

The Hon Victor Dominello MP
Minister for Finance, Services and Property

Date: 5-7-18

Encl. Government response



NSW GOVERNMENT RESPONSE TO THE RECOMMENDATIONS IN REPORT No. 2/56 OF THE JOINT STANDING COMMITTEE ON THE OFFICE OF THE VALUER GENERAL

Recommendation	Response
<p>Recommendation 1 The Committee recommends that the Valuer General provides regular annual reporting updates reinforcing his independence in undertaking valuations and compulsory land acquisitions and in his working arrangements involving other agencies and organisations.</p>	Supported.
<p>Recommendation 2 The Committee recommends that the Valuer General continues to develop collaborative research efforts on a whole of government basis with relevant external stakeholders.</p>	Supported.
<p>Recommendation 3 The Committee recommends that the Valuer General makes further efforts to encourage greater participation of local councils and local residents and landholders in formal annual public information sessions.</p>	Supported.
<p>Recommendation 4 The Committee recommends that the Valuer General explores opportunities to develop further public education partnerships with local councils and the feasibility of adopting a media strategy to support a public education campaign about the land valuation system and the role of the Valuer General in local communities.</p>	Supported.
<p>Recommendation 5 The Committee recommends further investigation and development by the Valuer General of customer service initiatives in collaboration with other agencies and organisations and in particular with Service NSW.</p>	Supported.
<p>Recommendation 6 The Committee recommends that the Valuer General continues to improve the capture of data in engagement processes with landholders in order to more precisely analyse their needs and to enable exploration of new ways of optimising service delivery.</p>	Supported.
<p>Recommendation 7 The Committee recommends that the Valuer General explores how the expertise of the Land Valuation Advisory Group may be further utilised to help promote the role and functions of the Valuer General to the wider community.</p>	Supported.

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

Recommendation	Government position	Initiatives	Status
<p>Recommendation 1 The Committee recommends that the Valuer General provides regular annual reporting updates reinforcing his independence in undertaking valuations and compulsory land acquisitions and in his working arrangements involving other agencies and organisations.</p>	<p>Supported</p>	<p>The Valuer General's first separate annual report was published in November 2017. The report will be published on an ongoing basis.</p>	<p>Completed.</p>
<p>Recommendation 2 The Committee recommends that the Valuer General continues to develop collaborative research efforts on a whole of government basis with relevant external stakeholders.</p>	<p>Supported</p>	<p>CRC-SI Rapid Analytics Interactive Scenario Explorer (RAISE) project The Valuer General is collaborating with the Cooperative Research Centre for Spatial Information (CRC-SI), University of NSW, on research into a potential application of rapid spatial analytics and visualisation technology to valuation and property analysis processes. The first phase of the project was successfully completed on 30 September 2017 with positive feedback from project partners. CRC-SI has now approved a utilisation project to:</p>	<p>Ongoing. Pilot valuation and communication tools are planned to be available for testing with stakeholders in the second half of 2018.</p>

Recommendation	Government position	Initiatives	Status
		<ul style="list-style-type: none"> • develop tools to rapidly quantify the value impact of different rezoning and land use planning scenarios in Western Sydney • automate the analysis of property sales data to streamline the land valuation process • design and evaluate a community facing interface for communication of valuation information to the public. <p>The RAISE project is being carried out in conjunction with the University of NSW and includes a range of participants from government, industry and academia.</p> <p>Land Tax Forecasting project Valuation Services are working with Treasury NSW to provide data on recent market movements for use in their annual land tax revenue budget forecasting. The project is expected to improve the accuracy of estimated land tax revenue.</p>	<p>Pilot completed.</p>
<p>Recommendation 3 The Committee recommends that the Valuer General makes further efforts to encourage greater participation of local councils and local residents and landholders in formal annual public information sessions.</p>	<p>Supported</p>	<p>Survey of councils The Office of the Valuer General has undertaken a survey of all councils to identify how we can improve engagement and identify what information and delivery platforms would meet their expectations of a value added service.</p> <p>The matter will also be raised by Valuation Services via the:</p> <ul style="list-style-type: none"> • NSW Revenue Professionals' Regional Ratings Groups' meetings • Revenue Executives meeting – a meeting of Revenue NSW and the Office of Local Government • NSW Revenue's Professionals Annual Conference. 	<p>To be completed before 1 July 2019 land values are issued to councils.</p>

Recommendation	Government position	Initiatives	Status
<p>Recommendation 4 The Committee recommends that the Valuer General explores opportunities to develop further public education partnerships with local councils and the feasibility of adopting a media strategy to support a public education campaign about the land valuation system and the role of the Valuer General in local communities.</p>	<p>Supported</p>	<p>Alternatives to the annual information session format will also be explored.</p> <p>In January 2017 the Valuer General improved information available to the community to assist in understanding land values by publishing a report on the 1 July 2016 land values. This initiative has continued with a report being issued in January 2018 about the 1 July 2017 land values. The report will continue to be published annually.</p> <p>In addition, interactive summaries for 14 regions and all local government areas were published to support the annual issue of land values.</p> <p>Partnership approach Valuation Services are exploring opportunities to partner with councils to further develop public understanding of the role of the Valuer General and the land valuation system. Any partnership will need to emphasise the separation of responsibilities, in particular the independence of the Valuer General from the rating process.</p> <p>Media strategy In January each year the Valuer General undertakes a media campaign, in conjunction with the DFSI media unit to explain the release of new land values and provide information on the land valuation system</p> <p>Media analytics In April 2018 the Valuer General entered into an agreement with Isentia to provide analytics on the Valuer General's annual media campaign.</p> <p>Council survey Councils have been surveyed to gather opinions on the effectiveness of the Valuer General's bi-annual landholder newsletter as a public education tool. Ideas being explored include engaging with councils prior to the annual media</p>	<p>Implemented.</p> <p>To be completed by mid 2019.</p> <p>Ongoing.</p> <p>Completed.</p> <p>To be completed by October 2018.</p>

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Recommendation	Government position	Initiatives	Status
		<p>campaign, linking to council websites and providing content for council websites about the land valuation process.</p>	
<p>Recommendation 5 The Committee recommends further investigation and development by the Valuer General of customer service initiatives in collaboration with other agencies and organisations and in particular with Service NSW.</p>	<p>Supported</p>	<p>Further investigation Valuation Services are investigating collaboration with other agencies and organisation, including Service NSW, to develop further customer service initiatives.</p> <p>An initial meeting has been held with Service NSW and a further workshop is scheduled to explore options for collaboration, with particular focus on customer service and their E- platforms.</p> <p>Contract Valuer Customer Service Training The Office of the Valuer General, Valuation Services, the Australian Property Institute and the Royal Institute of Chartered Surveyors are collaborating in the development of a customer service training and certification module.</p> <p>This is the first part of a planned series of rating and taxing valuation training modules leading to an accreditation process for valuers which will be considered in future engagement of valuers by Valuation Services.</p>	<p>In progress.</p> <p>In progress.</p>
<p>Recommendation 6 The Committee recommends that the Valuer General continues to improve the capture of data in engagement processes with landholders in order to more precisely analyse their needs and to enable</p>	<p>Supported</p>	<p>Valuation Services will explore avenues to develop opportunities to improve data capture in regard to landholders' customer service experiences. Opportunities being considered for further investigation include:</p> <ul style="list-style-type: none"> • expanding the use of a customer relationship management system to build upon the current feedback tool on the Valuer General's website (Feedback Assist Widget), • working with Service NSW to utilise their existing E-platforms and other customer facing services 	<p>In progress.</p>

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Recommendation	Government position	Initiatives	Status
<p>exploration of new ways of optimising service delivery.</p>		<ul style="list-style-type: none"> improved systems to obtain feedback from customers and stakeholders to measure customer satisfaction and Valuation Services' performance trends. 	
<p>Recommendation 7 The Committee recommends that the Valuer General explores how the expertise of the Land Valuation Advisory Group may be further utilised to help promote the role and functions of the Valuer General to the wider community.</p>	Supported	<p>This recommendation was raised with members of the Land Valuation Advisory Group at their most recent meeting on 16 April 2018. It was agreed that the agenda for the next meeting will focus on how members can work together to best address this recommendation.</p>	In progress.