

The Hon Steve Kamper MP

Minister for Lands and Property
Minister for Multiculturalism
Minister for Sport
Minister for Jobs and Tourism



VS24/1971

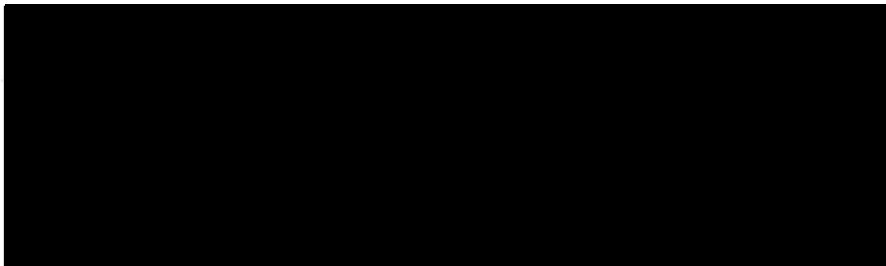
Ms Helen Minnican
Clerk of the Legislative Assembly
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Clerk

Government Response to the Joint Standing Committee on the Office of the Valuer General – Report on the Sixteenth 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 Sixteenth General Meeting with the Valuer General (the Report).

I note that the Chair's foreword message in the Report referenced the Minister for Planning and Public Spaces however this is a matter for myself as Minister for Lands and Property.



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Encl: Government Response to the recommendations in the report 1/58 of the Joint Standing Committee on the Office of the Valuer General

NSW GOVERNMENT RESPONSE TO THE RECOMMENDATIONS IN REPORT No. 1/58
OF THE JOINT STANDING COMMITTEE ON THE OFFICE OF THE VALUER GENERAL

Recommendation	Response
<p>Recommendation 1</p> <p>That the Valuer General report on how many objections are made after the 60-day period in future annual reports.</p>	<p>Supported</p> <p>The Valuer General has advised she will provide a report on how many objections are made after the 60-day period in future annual reports.</p>
<p>Recommendation 2</p> <p>That the Valuer General continue to refine the Office of the Valuer General's website and all publicly available information so that it is accessible, including working with Multiculturalism NSW.</p>	<p>Supported</p> <p>The Valuer General's website has recently been updated as part of the Government's OneCX website migration project - enhancing accessibility and providing a user-focused digital experience based on customer needs. The new website includes an ability for pages to be translated into different languages.</p> <p>It also supports the Valuer General's Education Roadmap and the Value NSW mission to provide a world-leading valuation system that inspires public trust and confidence.</p> <p>Value NSW is currently working with Multicultural NSW to improve public accessibility and engagement of Valuer General resources and information for multicultural communities.</p>
<p>Recommendation 3</p> <p>That the Valuer General provide an update in the next annual report on any refinements they have made to the Office of the Valuer General's website and public facing communications to make information more accessible to the broader community.</p>	<p>Supported</p> <p>The Valuer General and Value NSW continue to work together on improving public accessibility of communications through all publicly available information and this will be updated in the next Valuer General's annual insights report.</p> <p>The new website outlined in recommendation 2 response, has been designed to cater to customer needs and behaviours, making it simpler and faster</p>

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	for visitors to find the information they need.
<p>Recommendation 4</p> <p>That the Valuer General prepare a policy on how to deal with contractors if they breach their conflict of interest requirements.</p>	<p>Supported</p> <p>The Valuer General is committed to the timely, transparent and consistent management of conflicts of interest for external contractors.</p> <p>Contracted valuation services are required to adhere to the NSW Government Procurement Policy Framework (including the Supplier Code of Conduct), Rules of Professional Conduct through the Australian Property Institute and through their contractual obligations with Value NSW as delegates of the Valuer General. Breaches of conflicts of interest requirements are managed through these channels. Value NSW is working towards a summary document to make consequences of any breaches of conflict of interest requirements clearer for all stakeholders.</p> <p>In addition, Value NSW is currently exploring opportunities to automate conflict of interest requirements as part of the new valuation platform build - Val IQ (current system known as Valnet II) - anticipated to be operational by mid-2026.</p>
<p>Recommendation 5</p> <p>That the Minister for Lands and Property consult with relevant stakeholders regarding the appropriateness of Valuation NSW providing and selling data on property sales to organisations through licence agreements.</p>	<p>Supported</p> <p>The Valuer General and Value NSW continue to liaise with relevant stakeholders in the provision and selling of property sales data to organisations through licence agreements.</p> <p>Value NSW is committed to ensuring compliance with licence agreements and mitigating any identified risks through its established Privacy and Data Team, responsible for improving privacy and data quality outcomes.</p>

	<p>In addition, the Privacy and Data Team are currently working through their first audit to ensure compliance of organisations with licence conditions.</p>
<p>Recommendation 6</p> <p>That the Valuer General report on the gender balance of its employees across the entire organisation, including at the executive level, in future annual reports.</p>	<p>Supported</p> <p>The Valuer General will provide a report on the gender balance of Value NSW employees, including at an Executive level, in future annual insights reports. The Valuer General and Value NSW recognise that a diverse and inclusive workforce is key to success and reflects the communities we serve.</p> <p>Value NSW gender balance across the organisation is above the property valuation industry average as at end October 2023 for both non-executive (50%) and executive groups (43%), with a 2022 gender diversity report¹ in property valuation by the Australian Property Institute identifying that:</p> <ol style="list-style-type: none"> 1. Only 23% of their membership base in NSW is female, with membership a core requirement of employment with Value NSW. 2. The female representation at an executive level in the largest 12 valuation firms nationally is averaged at 23% (Value NSW is 43%).
<p>Recommendation 7</p> <p>That the Valuer General monitor the implementation of the cultural loss review and provide a summary of findings in future Annual Reports.</p>	<p>Supported</p> <p>The Valuer General will monitor the implementation of the cultural loss review and provide a summary of cultural loss findings for future annual insights reports. Value NSW continue to monitor the community response to the cultural loss review, noting that there have been no public queries received to date.</p>

¹ Australian Property Institute, Research paper: Towards more inclusive equality and diversity for the Australian valuation industry, 2022. <https://www.api.org.au/wp-content/uploads/2023/06/Towards-more-inclusive-equality-and-diversity-for-the-Australian-valuation-industry-Final.pdf>

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