

Joint Standing Committee on
the Office of the Valuer General



PARLIAMENT OF
NEW SOUTH WALES

Sixteenth General Meeting with the Valuer General



Report 1/58 – September 2024

New South Wales Parliamentary Library cataloguing-in-publication data:



A catalogue record for this
book is available from the
National Library of Australia

ISBN: 978 1 925214 45 1

The motto of the coat of arms for the state of New South Wales is "Orta recens quam pura nites". It is written in Latin and means "newly risen, how brightly you shine".

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Chair's foreword

I am pleased to present the Committee's review of the 2021-2022 and 2022-2023 Annual Reports of the Office of the Valuer General NSW and our report on the Sixteenth General Meeting with the Valuer General NSW.

As an oversight committee the Joint Standing Committee on the Office of the Valuer General has responsibility to monitor the Valuer General's functions with respect to land valuations. The Valuer General's authority and jurisdiction is prescribed legislatively by the *Valuation of Land Act 1916* (the Valuation of Land Act) and the *Land Acquisition (Just Terms Compensation) Act 1991* (the Land Acquisition Act).

The 2022 valuation year was a general valuation year in which the Valuer General provides land values to members of the community and to local councils in NSW that are used to calculate rates. The 2022-2023 Annual Report states that 5,508 objections were made in the 2022-2023 financial year, compared to 2,732 objections in the 2021-2022 financial year. The Annual Report recognises – and the Committee concurs that the increase in objections in the 2022-2023 financial year was because 2022 was a general valuation year and because the period saw a significant increase in land values due to market forces.

On June 1, 2024, Ms Sally Dale was appointed Valuer General for a four-year term following an open recruitment process. Ms Dale served as Acting Valuer General for a period of 12 months from 1 June 2023. It is the Committee's view that Valuer General has fulfilled their responsibilities within the 2022-2023 reporting period and that several improvements to the effective operation of the Office, including Valuation NSW (VNSW) have been implemented during Ms Dale's tenure to date. The Office undertook consultation with their staff and relevant stakeholders and implemented a new organisational structure that supports agility across the workforce – particularly in general valuation years. Workplace surveys indicate an improvement in employee satisfaction because of the changes. The new structure also involves VNSW performing more valuation functions in-house rather than employing outside contractors, and approximately 30 per cent of land valuations are now completed in-house.

At the recommendation of this Committee in previous reports the Valuer General and VNSW have reviewed and are committed to improving all public facing communications including their website to better support public awareness and education about the valuation system. The Committee is of the view that improving messaging and public facing communications about the complex system ongoing will help reduce complaints. It is pleasing to see that on the Office of the Valuer General's website the answers to frequently asked questions about the valuation system have been translated into 10 community languages.

The Valuer General's Report outlined that VNSW has entered into paid licence agreements with organisations for data on property sales. The Committee notes that the Valuer General has been in consultation with the Privacy Commissioner to ensure that VNSW has policies and practices to address privacy concerns. The Committee will continue to monitor the practice and has recommended that the Minister for Planning and Public Spaces consult with stakeholders more broadly about the appropriateness of VNSW providing and selling data on property sales to organisations through license agreements.

The Committee thanks the Valuer General, the staff from VNSW, and the Department for their participation in the public hearing. The Committee also acknowledges the hard work of the Committee staff and Secretariat at each stage of this review.

Adjunct Professor Tamara Smith MP
Chair

Findings and recommendations

Finding 1	1
The Office of the Valuer General NSW has fulfilled its functions and followed the principles specified in the <i>Valuation of Land Act 1916</i> and the <i>Land Acquisition (Just Terms Compensation) Act 1991</i> .	
Recommendation 1	5
That the Valuer General report on how many objections are made after the 60-day period in future Annual Reports.	
Recommendation 2	7
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.	
Recommendation 3	7
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.	
Recommendation 4	9
That the Valuer General prepare a policy on how to deal with contractors if they breach their conflict of interest requirements.	
Recommendation 5	10
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.	
Recommendation 6	12
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.	
Recommendation 7	15
That the Valuer General monitor the implementation of the cultural loss review and provide a summary of findings in future Annual Reports.	

Chapter One – Governance and administration of the valuation system

This chapter provides an overview of the governance, operational and administrative arrangements that underpin the work of the Office of the Valuer General and Valuation NSW (VNSW).

It outlines changes in these arrangements during the 2021-2022 and 2022-2023 reporting periods, including the appointment of a new Valuer General, an organisational restructure, and improvements to VNSW's workplace culture.

Role of Valuer General and fulfilment of functions

This section outlines the roles and responsibilities of the Valuer General and VNSW, and notes that the Committee is satisfied that the Office of the Valuer General has fulfilled its functions during the 2021-2022 and 2022-2023 reporting periods.

The Committee also commends the Valuer General for contributing more broadly to the improvement of the NSW valuation system over the past two reporting periods.

Finding 1

The Office of the Valuer General NSW has fulfilled its functions and followed the principles specified in the *Valuation of Land Act 1916* and the *Land Acquisition (Just Terms Compensation) Act 1991*.

- 1.1 The Committee is satisfied that the Office of the Valuer General NSW has fulfilled its functions as set out in the *Valuation of Land Act 1916* (NSW) (Valuation of Land Act) and the *Land Acquisition (Just Terms Compensation) Act 1991* (NSW) (Land Acquisition (Just Terms Compensation) Act). During the 2021-2022 and 2022-2023 reporting periods, the current Valuer General, Ms Sally Dale and former Acting Valuer General, Mr Josh Etherington, delivered consistent and accurate valuation services for NSW.
- 1.2 The Committee acknowledges the collective efforts of the Office of the Valuer General and VNSW during the last two reporting periods to improve various aspects of the NSW valuation system. The Committee particularly commends the progress that has been made in implementing programs and reforms to enhance the public's understanding of the Valuer General's role and efforts to improve the efficiency of valuation services.
- 1.3 The NSW Valuer General is an independent statutory officer who is appointed by the Governor of NSW to oversee the State's valuation system. The Valuer General is responsible for:
 - providing consistent and fair land values for determining rates and taxes, in accordance with the Valuation of Land Act, and

- ensuring land owners receive fair compensation when their land is compulsorily acquired, in accordance with the *Land Acquisition (Just Terms Compensation) Act*.¹
- 1.4 The independence of the Valuer General ensures that the land valuation process is separate to the use of land valuations to levy taxes and rates by state and local governments.²
- 1.5 The Office of the Valuer General is supported by VNSW, a government agency within the Department of Planning, Housing and Infrastructure. The responsibilities of VNSW staff include monitoring the performance of the valuation system and supporting the Valuer General in responding to public inquiries, as well as investigating complaints.³

Changes to the operational environment

This section sets out changes to the operation of the Office of the Valuer General and VNSW as a result of the appointment of a new Valuer General, an organisational restructure, and workplace culture improvements.

New Valuer General

- 1.6 On 1 June 2024, Ms Sally Dale was appointed NSW Valuer General for a four-year term following an open recruitment process. Ms Dale served as Acting Valuer General for a period of 12 months from 1 June 2023. She has extensive experience in property valuation, including as a property valuer and as the former acting Executive Director of VNSW.⁴ Since the Committee's last review, Dr David Parker resigned as Valuer General on 31 December 2022, and Mr Josh Etherington served as Acting Valuer General prior to Ms Dale's appointment.

Organisational restructure

- 1.7 In its previous review, the Committee noted that VNSW was implementing a new organisational structure in consultation with staff and relevant stakeholders.⁵ The Committee notes that this process has been finalised.⁶ The 2022-2023 Annual Report states that the purpose of the restructure was to ensure that the agency is prepared for future opportunities and challenges confronting the state's valuation system.⁷
- 1.8 The new structure was described by the Chief Executive Officer of VNSW, Mr Stewart McLachlan, as 'a more agile delivery model', and allows for staff to be trained and deployed flexibly across different business units depending on the

¹ NSW Government, [What the Valuer General does](#), viewed 10 June 2024.

² Valuer General NSW, [Annual Report 2022-23](#), 31 October 2023, p 2.

³ NSW Government, [What the Valuer General does](#), viewed 10 June 2024.

⁴ NSW Government, Valuer General, [Appointment of Ms Sally Dale as the Valuer General](#), viewed 10 June 2024; Department of Planning, Housing and Infrastructure, [NSW makes history with appointment of ongoing female Valuer General](#), viewed 10 June 2024.

⁵ Joint Standing Committee on the Office of the Valuer General, [Fifteenth General Meeting with the Valuer General](#), 7 December 2022, p 2; [Annual Report 2022-23](#), p 3.

⁶ Mr Stewart McLachlan, Chief Executive Officer, Valuation NSW, [Transcript of evidence](#), 18 March 2024, p 5.

⁷ [Annual Report 2022-23](#), p 3.

needs of the agency. The Committee heard that priorities and workloads at VNSW vary during the course of a year and throughout the valuation cycle. Specifically, operational demands are greater in rating and taxing during general valuations, which occur every three years, while demands are often greater in areas such as compulsory acquisitions at other times.⁸

- 1.9 The 2022 valuation year was a general valuation year.⁹ During a general valuation year, the Valuer General provides land values to local councils in NSW, which are used to distribute rates.¹⁰ The 2022-2023 Annual Report noted that during the reporting period VNSW delivered more than 2.65 million valuation notices as part of the general valuation year requirements.¹¹
- 1.10 Mr McLachlan told the Committee that VNSW is able to accommodate an agile delivery model as all valuers employed by VNSW are subject to the same accreditation standards. Mr McLachlan also stated that the new structure creates opportunities for staff to diversify their experience by working in different areas of the valuation system.¹²
- 1.11 The 2022-2023 Annual Report noted that the new structure also allowed for the employment of additional staff.¹³ During the last two reporting periods the agency's workforce grew to approximately 205 full-time equivalent staff from approximately 90 full-time equivalent staff.¹⁴ The Committee heard that additional staff are helping to manage increased work volumes.¹⁵
- 1.12 The new organisational structure also involves VNSW performing more valuation functions in-house, rather than relying on external contractors.¹⁶ In its previous review, the Committee noted that a large volume of work at VNSW was undertaken by contractors. Under the previous system, contractors were responsible for 'special valuation services' including making compulsory acquisition determinations and reviewing objections to land valuations. Meanwhile, agency staff were primarily responsible for performing quality assurance functions.¹⁷
- 1.13 Mr McLachlan told the Committee that a key principle underpinning the new structure is 'getting valuers back to being valuers'.¹⁸ Approximately 30 per cent of land valuations are now completed in-house. This represents a considerable increase in internal capacity and follows two successful pilot programs that

⁸ Mr McLachlan, [Evidence](#), 18 March 2024, pp 3, 5.

⁹ [Annual Report 2022-2023](#), 31 October 2023, p 15.

¹⁰ NSW Government, [Why land is valued and what it's used for](#), viewed 2 August 2024.

¹¹ [Annual Report 2022-2023](#), p 1.

¹² Mr McLachlan, [Evidence](#), 18 March 2024, p 5.

¹³ [Annual Report 2022-23](#), p 3.

¹⁴ Mr McLachlan, [Evidence](#), 18 March 2024, p 5.

¹⁵ Mr McLachlan, [Evidence](#), 18 March 2024, p 5.

¹⁶ Mr McLachlan, [Evidence](#), 18 March 2024, pp 3, 5-6.

¹⁷ Joint Standing Committee on the Office of the Valuer General, [Fifteenth General Meeting with the Valuer General](#), 7 December 2022, pp 10-11.

¹⁸ Mr McLachlan, [Evidence](#), 18 March 2024, p 5.

demonstrated the ability of internal staff to deliver accurate and timely valuation services.¹⁹

- 1.14 During the restructure, VNSW, formerly Valuer General NSW (VGNSW), was renamed to more accurately reflect the knowledge and expertise available within the agency and clarify the agency's role for external audiences.²⁰

Workplace culture

- 1.15 The Valuer General highlighted that VNSW has cultivated a positive workplace culture.²¹ In its 2020-2021 review, the Committee reported on the strained relationship that had emerged between the former Valuer General and VGNSW staff.²² Since this review, VNSW has implemented a number of changes to improve the agency's culture, including:
- actioning staff feedback, including developing an Employee Value Proposition for all staff;
 - launching a graduate program to provide entry-level staff with opportunities to experience different areas of valuation;
 - implementing succession planning to provide clear career pathways at VNSW; and
 - developing an agency-wide training plan to ensure all Certified Practising Valuers achieve Continuing Professional Development.²³
- 1.16 Since these workplace changes, Mr McLachlan told the Committee that staff at VNSW indicated that the workplace had improved across every question in the People Matter Employment Survey, which received a 100 per cent engagement rate. This included significant improvements in responses relating to senior leadership and communication. Mr McLachlan also noted that the agency's turnover rate has fallen well below the public sector average after previously sitting well above the public sector average.²⁴
- 1.17 The Committee commends the work undertaken by the Office of the Valuer General and VNSW to improve the agency's culture during the last two reporting periods.

¹⁹ Mr McLachlan, [Evidence](#), 18 March 2024, p 3; Ms Sally Dale, Valuer General, Office of the Valuer General NSW, [Transcript of evidence](#), 18 March 2024, p 2; [Annual Report 2022-23](#), pp 21, 27.

²⁰ [Annual Report 2022-23](#), pp 1, 3.

²¹ Ms Dale, [Evidence](#), 18 March 2024, p 4.

²² Joint Standing Committee on the Office of the Valuer General, [Fifteenth General Meeting with the Valuer General](#), 7 December 2022, p 3.

²³ Mr McLachlan, [Evidence](#), 18 March 2024, p 3.

²⁴ Mr McLachlan, [Evidence](#), 18 March 2024, p 4.

Chapter Two – Service delivery and stakeholder relations

This chapter reviews developments from the reporting period that may impact on Valuation NSW's (VNSW) delivery of services.

It will examine VNSW's mass valuation methods, the increase in objections to valuations of land in 2022-2023, the Valuer General's perspective on land value versus capital improved value and how VNSW is seeking to better communicate, educate and improve online access via its website.

It also looks at VNSW's work in mitigating areas of potential risk to stakeholders, including conflict of interest and privacy.

Service delivery

The 2022-2023 financial year was a general reporting year and saw an increase in objections by landowners to valuations. Valuation NSW does not currently report on how many objections are sought after the legislated 60-day cut off. The Committee recommends that this is something they report on in the future. In the reporting period VNSW undertook work with the University of NSW to assess the viability of using an automated valuation model. The model had significant limitations. VNSW will continue to monitor alternate valuation models, and may seek to incorporate new methods into their quality assurance programs in the future.

Valuation NSW currently uses land value as opposed to capital improved value when valuing land. The Committee notes that it would cost around \$500 million for NSW to move to capital improved value.

Recommendation 1

That the Valuer General report on how many objections are made after the 60-day period in future Annual Reports.

Objections by landholders

- 2.1 After receiving a notice of valuation, landholders have 60 days to lodge an objection. Where an objection is made, VNSW will engage with an independent valuer to review the valuation. Landholders can request a physical inspection of their property as part of the review. A preliminary valuation report is then prepared, and landholders have the opportunity to meet with the valuer. A final valuation report is then issued, after which time landholders may lodge an appeal with the Land and Environment Court.²⁵
- 2.2 The 2022-2023 Annual Report notes that 5,508 objections were made in the 2022-2023 financial year, compared to 2,732 objections in the 2021-2022 financial year. The Annual Report explained that the increase in objections in

²⁵ Ms Sally Dale, Valuer General, Office of the Valuer General NSW, [Transcript of evidence](#), 18 March 2024, p 16.

2022-2023 was a result of 2022 being a general valuation year along with the 'significant increase in land values [from] 1 July 2022 due to market forces'.²⁶

- 2.3 The Committee notes that Members of Parliament are also often contacted by people from their electorates with complaints about their land valuations outside of the 60-day legislated period that objections can be made.²⁷ The Valuer General explained that VNSW does keep records of people wanting to make an objection outside the 60-day period.²⁸ This information is not currently publicly reported. The Committee is interested to see this data to understand the number of potentially missed objections to land valuations and assess whether better education and awareness of the process is warranted. The Committee recommends that the Valuer General make the number of objections publicly available.

Mass valuation methods

- 2.4 In their 2022-2023 Annual Report, the Valuer General noted the work completed in June 2022 with the University of NSW on developing an 'automated valuation model' (AVM).²⁹ The report found that the automated models had 'significant limitations in areas... [with] wide ranges of property types and market features' as well as 'areas with limited sales evidence', such as regional areas.³⁰
- 2.5 At the public hearing, the Valuer General noted there 'was no initial plan [for VNSW] to use an automated valuation model across the State'.³¹ However, the Valuer General provided that they 'definitely haven't discounted AVMs'.³² She commented that they may form part of VNSW's quality assurance program to 'identify valuation inconsistencies'.³³ The Valuer General also indicated that VNSW would monitor developments in artificial intelligence to assess future opportunities to incorporate it into VNSW's work.³⁴

Land values compared to capital improved values

- 2.6 The Valuer General told the Committee that they do not have a preference between the two main ways land is valued in other states and jurisdictions, being unimproved land value or capital improved value.³⁵ Unimproved land value is the value of the land only with no buildings, while capital improved value is the total market value of the property, including land and improvements.³⁶ Currently in NSW, valuations are based on land value, while in Victoria and South Australia

²⁶ Valuer General NSW, [Annual Report 2022-23](#), 31 October 2023, p 22.

²⁷ Mr David Mehan MP, Committee Member, [Transcript of evidence](#), 18 March 2024, p 16.

²⁸ Ms Dale, [Evidence](#), 18 March 2024, p 16.

²⁹ [Annual Report 2022-23](#), p 11.

³⁰ [Annual Report 2022-23](#), p 11; Ms Dale, [Evidence](#), 18 March 2024, p 7.

³¹ Ms Dale, [Evidence](#), 18 March 2024, p 7.

³² Ms Dale, [Evidence](#), 18 March 2024, p 7.

³³ Ms Dale, [Evidence](#), 18 March 2024, p 7; [Annual Report 2022-23](#), 31 October 2023, p 12.

³⁴ Ms Dale, [Evidence](#), 18 March 2024, p 7.

³⁵ Ms Dale, [Evidence](#), 18 March 2024, p 8.

³⁶ Victoria State Government, Environment Land, Water and Planning, [Rating valuations FAQ: Annual and centralised valuations used for rating, land tax and fire services property levy](#), viewed 29 May 2024, p 2.

both land value and capital improved value are used.³⁷ A paper commissioned by the Valuer General provided that it would cost approximately \$500 million in NSW to transition from assessing unimproved land values to capital improved values.³⁸

- 2.7 The Valuer General noted that although they didn't have a preference, 'if the State is looking towards going to capital improved value, then I would recommend that a cost-benefit analysis is carried out.'³⁹

Recommendation 2

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.

Recommendation 3

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.

Public education and awareness

- 2.8 The Committee notes the work done by the Valuer General and VNSW to address previous recommendations made by this Committee to improve public education and promote public awareness about the land valuation system. This includes efforts to reach communities from non-English speaking backgrounds.
- 2.9 The Committee considers that increasing the awareness and understanding of the general public about the work done by the Valuer General is key to improving satisfaction and reducing complaints. The Committee also notes the growing number of people in NSW for whom English is not their first language and recommends that efforts continue to be made to make information accessible to them through community languages. The Committee will continue to monitor this progress and for that reason also recommends that this information is reported as a line item in future annual reports.
- 2.10 In the 2021-2022 period, the Valuer General 'investigate[d] an overhaul of the content of the website and the use of social media' to ensure resources were current, accessible and informative.⁴⁰ The 2022-2023 Annual report notes that the Valuer General and VNSW 'continue to work together on improving public communications through annual social media campaigns, ongoing updates on the Valuer General website...' and presenting to local councils following general valuation years.⁴¹

³⁷ Victorian Department of Transport and Planning, [Land tax valuations](#), viewed 2 August 2024; Government of South Australia, Office of the Valuer-General, [Property Valuations](#), viewed 2 August 2024.

³⁸ Ms Dale, [Evidence](#), 18 March 2024, p 8.

³⁹ Ms Dale, [Evidence](#), 18 March 2024, p 8.

⁴⁰ Valuer General NSW, [Annual Report 2021-22](#), 31 October 2022, p 14.

⁴¹ [Annual Report 2022-23](#), p 10.

- 2.11 The Valuer General highlighted that the VNSW website has its most commonly asked questions and topics in ten languages. She also noted that there are new animations on the VNSW website explaining the role of the Valuer General and mass valuation. After conducting an audit of all the documentation on the website VNSW were in the planning stage of renewing the website.⁴² Mr McLachlan noted that additional funding was not required to progress the website upgrades.⁴³
- 2.12 The Valuer General explained that VNSW was in the process of finalising an education strategy, 'looking at different ways... [to] explain what [VNSW] do'. The Valuer General noted that 'translation services and how [VNSW] can better communicate with [people with] non-English speaking backgrounds' will form a 'big part' of the strategy.⁴⁴ The Committee looks forward to seeing the implementation of the strategy.

Website refresh

- 2.13 The 2022-2023 Annual Report referred to 102 negative cases of feedback received through their 'Feedback Assist' program on the Valuer General's website. The feedback primarily related to 'difficulties in navigating information on the website and issues with using the online objection portal.'⁴⁵
- 2.14 Mr McLachlan noted VNSW's awareness 'of the issues with the current portal' at the hearing. Mr McLachlan noted that the system is 25-years-old and is in the process of being replaced with a new platform which will allow customers to 'log in, interact with... [VNSW], see where their objection may be up to...' as well as monitor the properties they own. The new platform is managed by the Department of Customer Service, with full functions to facilitate objections expected to be delivered in November 2024.⁴⁶ The Committee looks forward to an update on the implementation of the website refresh and how it is received by stakeholders.

Conflict of interest reporting

In the 2021-2022 reporting period VNSW found two cases where contractors breached their disclosure requirements around conflict of interest reporting.

Contractors are required to disclose properties in their name and those of their family members. VNSW does statistical checks on those properties that are measured against the benchmark for property valuations.

Contractors must comply with the terms of their contract and the NSW Government Supplier Code of Conduct.

⁴² Ms Dale, [Evidence](#), 18 March 2024, p 12.

⁴³ Mr Stewart McLachlan, Chief Executive Officer, Valuation NSW, [Transcript of evidence](#), 18 March 2024, pp 12-13.

⁴⁴ Ms Dale, [Evidence](#), 18 March 2024, p 12.

⁴⁵ [Annual Report 2022-23](#), p 32.

⁴⁶ Mr McLachlan, [Evidence](#), 18 March 2024, p 13; Ms Dale, [Evidence](#), 18 March 2024, p 13.

Interest disclosure requirements and penalties for non-compliance

Recommendation 4

That the Valuer General prepare a policy on how to deal with contractors if they breach their conflict of interest requirements.

- 2.15 The Committee notes the work done by the Valuer General and VNSW to protect against conflicts of interest from valuation contractors and staff auditing and quality assuring valuations. The Committee recognises that VNSW would refer to the terms of the contract for contractors to manage any breaches of conflicts of interest. However, the Committee recommends that the Valuer General prepare their own internal policy on how to deal with contractors if they breach their conflict of interest requirements. This will provide more clarity and consistency in the management of any breaches of conflict of interest requirements.
- 2.16 In the 2021-2022 reporting period, VNSW managed 22 reported potential or perceived conflict of interest matters. They reported that in two cases contractors had breached their conflict of interest disclosure requirements.⁴⁷ One contractor was financially penalised and the other was removed from the panel and can no longer contract work with VNSW.⁴⁸
- 2.17 The Valuer General outlined the mitigation strategies VNSW have in place in relation to conflicts of interest. Each year, all VNSW team members must fill in a conflict of interest declaration. There is also mandatory conflict of interest training and corruption training for the executive team. There is also a risk management module run in conjunction with the Australian Property Institute, which is available to all valuers, and in 2023 focussed on conflict of interest. Contractors are required to disclose properties that they and their families own and VNSW conducts statistical checks on those properties to measure them against the benchmark for property valuations. Internal staff must follow 'similar provisions'.⁴⁹
- 2.18 In regard to penalties for contractors or internal staff not disclosing a conflict of interest, Mr McLachlan provided that VNSW would be guided by departmental procedures for internal staff and the terms of the contract for contractors.⁵⁰ In addition, VNSW requires all contractors to comply with the 'NSW Government Supplier Code of Conduct (Version 1.1 November 2019)' (the Code). The implications for non-compliance under the Code include: termination of contract, loss of future work, loss of reputation, investigation for corruption, referral for criminal investigation and suspension or removal from prequalification schemes and panel arrangements.⁵¹

⁴⁷ [Annual Report 2021-22](#), p 8.

⁴⁸ [Answers to questions on notice](#), Valuer General, Office of the Valuer General, 10 April 2024, p 3.

⁴⁹ Ms Dale, [Evidence](#), 18 March 2024, p 16; Mr McLachlan, [Evidence](#), 18 March 2024, p 16.

⁵⁰ Mr McLachlan, [Evidence](#), 18 March 2024, p 17.

⁵¹ [Answers to questions on notice](#), Valuer General, Office of the Valuer General, 10 April 2024, p 3; NSW Government, [Supplier Code of Conduct](#), July 2024.

Disclosure of information and privacy

VNSW has paid licence agreements with organisations for data on property sales. There are two levels of agreements with different pricing for different amounts of information.

VNSW has implemented policies and practices to address privacy concerns along with an internal team to be established to monitor and enforce the contracts that allow for the provision of data.

Recommendation 5

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.

- 2.19 The Committee notes that VNSW currently has arrangements in place to provide information on property sales to a number of data resellers, through licensing arrangements which include a fee for this data. The Committee recognises that the Valuer General and VNSW have put processes in place to address privacy concerns surrounding this practice. However, the Committee has some general concerns about the appropriateness of this practice. The Committee is very interested in the examination of the process and any privacy concerns and recommends that the Minister conducts such an examination. The Committee will continue to monitor this issue and discuss the matter further in subsequent meetings with the Valuer General.

What NSW makes publicly available compared to other states

- 2.20 VNSW provides the sale date, sale prices and owner's surname to organisations through licence agreements. A similar practice is adopted in Western Australia and Queensland.⁵² By contrast, South Australia, Tasmania and the Australian Capital Territory provide similar information but do not disclose surnames.⁵³ The Northern Territory provides surnames to the valuation industry and real estate agents 'under strict terms of use'.⁵⁴
- 2.21 The Valuer General explained that the valuation industry relies on ownership records to 'monitor whether a transaction is arms-length' and whether the sale price is actually at market price. She noted that the banking and finance industry would also rely on the information when considering mortgage applications.⁵⁵

Licensing arrangements and measures to ensure the appropriate handling of data

- 2.22 As a result of a recent review, VNSW noted they had been providing data under expired licence agreements.⁵⁶ VNSW issued new licence agreements with 'much stricter provisions in place'. These agreements aimed to prevent the on selling of data, 'sub-licensing, disclosing or otherwise providing property sales information

⁵² Ms Dale, [Evidence](#), 18 March 2024, p 17.

⁵³ [Answers to questions on notice](#), Valuer General, Office of the Valuer General, 10 April 2024, pp 4-5.

⁵⁴ [Answers to questions on notice](#), Valuer General, Office of the Valuer General, 10 April 2024, p 4.

⁵⁵ Ms Dale, [Evidence](#), 18 March 2024, p 18.

⁵⁶ Ms Dale, [Evidence](#), 18 March 2024, p 18.

to any other person...' as well as non-compliance with the *Privacy Act 1988* (Cth).⁵⁷ These agreements are in place for three years.⁵⁸

- 2.23 Under VNSW's new licence agreements, there are two tiers of licence agreement with differing fees.⁵⁹ Prior to January 2024, data was provided to resellers for no cost.⁶⁰ For \$750,000 per annum, VNSW provides organisations weekly updates on properties sold, the sale price, the sale date and the surname of the owner.⁶¹ For \$100,000 per annum, VNSW provides the sale date and price.⁶² These fees generate approximately \$2.45 million in revenue annually for VNSW, excluding expenditure related to the sale of property data.⁶³
- 2.24 Alongside the new licence agreements, a VNSW team is being created to monitor and enforce the contracts that allow for the provision of data.⁶⁴ Under the new agreements, VNSW can audit organisations' compliance with the contracts as well as their policies, systems and procedures. As part of these audits, VNSW can request information on how property data is used.⁶⁵
- 2.25 Mr McLachlan noted that the Privacy Commissioner confirmed that VNSW had fulfilled its legislative obligations in relation to privacy in implementing the new contracts and establishing a team to ensure they are enforced.⁶⁶ Nonetheless, the Committee has concerns about the practice of VNSW selling and sharing personal information from a privacy perspective. The Committee is also concerned with the implications of a profit being made from re-selling data.
- 2.26 The Committee is very interested in continuing to examine the processes of VNSW in relation to the provision of property sales information to data resellers over the next reporting period. The Committee looks forward to further opportunities to consider the processes of VNSW with a focus on the views of the Valuer General and the Privacy Commissioner.

⁵⁷ Ms Dale, [Evidence](#), 18 March 2024, p 18; Mr McLachlan, [Evidence](#), 18 March 2024, p 18.

⁵⁸ Mr McLachlan, [Evidence](#), 18 March 2024, p 20.

⁵⁹ Ms Dale, [Evidence](#), 18 March 2024, p 19.

⁶⁰ Ms Dale, [Evidence](#), 18 March 2024, p 20.

⁶¹ Ms Dale, [Evidence](#), 18 March 2024, p 19; [Answers to questions on notice](#), Valuer General, Office of the Valuer General, 10 April 2024, p 5.

⁶² Ms Dale, [Evidence](#), 18 March 2024, p 19

⁶³ Mr McLachlan, [Evidence](#), 18 March 2024, p 20.

⁶⁴ Mr McLachlan, [Evidence](#), 18 March 2024, p 18.

⁶⁵ Mr McLachlan, [Evidence](#), 18 March 2024, p 19.

⁶⁶ Mr McLachlan, [Evidence](#), 18 March 2024, p 18.

Chapter Three – Annual reporting

This chapter reviews how the Valuer General reports on the work undertaken by the Office of the Valuer General and Valuation NSW (VNSW). This includes summaries of financial reporting, performance reporting, and reporting on significant judicial decisions and matters before the courts.

The Committee recommends that the Valuer General report on the gender balance of its employees in future annual reports.

Gender balance reporting

Recommendation 6

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.

- 3.1 The Valuer General does not currently report on the gender balance of their employees and executive. In answers to questions on notice, the Valuer General, Ms Sally Dale, stated that women account for approximately 51 per cent of the VNSW workforce. Women hold 36 per cent of the senior leadership roles and 38 per cent of manager roles.⁶⁷
- 3.2 The Committee is committed to ensuring that VNSW maintains and promotes gender equity at all levels of the agency. Therefore, we recommend that the Valuer General include data on the gender balance of its employees both at an executive level and across VNSW in future upcoming annual reports.

Financial reporting

- 3.3 The Valuer General's Annual Report includes a detailed financial report with a breakdown of VNSW's revenue and expenses by business area during the year in review. The Annual Report also contains comparison figures against the previous financial year as well as explanations for variances in revenue and expenditure.
- 3.4 The 2021-2022 Annual Report shows that VNSW's total revenue increased by \$10.3 million relative to the 2020-2021 reporting period. The report notes that this was due to 'an increase in compulsory acquisitions activity, special valuations... and revenue for the Valnet III project... [funded by] the Digital Restart Fund'. Mass valuation services accounted for the largest portion of total expenditure in 2021-22 at \$37.1 million.⁶⁸
- 3.5 The 2022-2023 Annual Report shows that VNSW's total revenue increased by \$2.0 million relative to the 2021-2022 reporting period. The report notes that this was due to an increase in special valuations revenue. As in the 2021-2022

⁶⁷ [Answers to questions on notice](#), Ms Sally Dale, 10 April 2024, pp 1-2.

⁶⁸ Valuer General NSW, [Annual Report 2021-22](#), 31 October 2022, pp 51-52.

reporting period, mass valuation accounted for the largest portion of total expenditure at \$41.6 million in the 2022-2023 period.⁶⁹

Performance reporting

- 3.6 The Valuer General also reports on Key Performance Indicators (KPIs) for the year in review, with comparisons across multiple reporting years. The Valuer General sets performance standards for the valuation system, while the Department is responsible for ensuring KPIs are met.⁷⁰
- 3.7 VNSW administered approximately 3.8 million valuations for rating and taxing purposes in 2022-2023. This represented approximately 2.7 million additional valuations relative to the 2021-2022 reporting period.⁷¹
- 3.8 The Committee commends VNSW on improving its performance against several KPIs over the last two reporting periods, particularly in relation to completing objections to land values for land tax. The 2022-2023 Annual Report shows that VNSW met its target to complete 85 per cent of these objections within 90 days.⁷²
- 3.9 The Committee notes that delays occurred in the delivery of compensation determinations during the 2021-2022 reporting period. The report attributed this increase to an increase in the number of determinations as well as the number of complex determinations and time taken to improve procedural fairness for landowners.⁷³ Moreover, the percentage of notices of valuation issued within 31 days of completion fell below the target during the 2022-2023 reporting period. The report attributed this to the impact of resourcing challenges.⁷⁴ The Committee will monitor this in future reviews.

Significant judicial decisions and matters before the courts

- 3.10 The Valuer General's Annual Report includes information on significant judicial decisions relating to the *Valuation of Land Act 1916* and the *Land Acquisition (Just Terms Compensation) Act 1991*.
- 3.11 Landowners that disagree with an objection determination can lodge an appeal in the NSW Land and Environment Court.⁷⁵ Valuation contractors must review appeals outcomes to identify the effect they will have on land values and apply changes to future valuations.⁷⁶
- 3.12 Mr Stewart McLachlan, Chief Executive Officer, VNSW told the Committee that when VNSW settles an appeal 'there is generally something in the procedures or

⁶⁹ Valuer General NSW, [Annual Report 2022-23](#), 31 October 2023, pp 45-46.

⁷⁰ [Annual Report 2021-22](#), p 55.

⁷¹ [Annual Report 2022-23](#), p 47.

⁷² [Annual Report 2021-22](#), p 57; [Annual Report 2022-23](#), p 50.

⁷³ [Annual Report 2021-22](#), p 59.

⁷⁴ [Annual Report 2022-23](#), p 49.

⁷⁵ [Annual Report 2021-22](#), p 29.

⁷⁶ [Annual Report 2022-23](#), p 21.

systems that hasn't worked well'. In these instances, VNSW undertakes investigative work to determine where improvements can be made.⁷⁷

- 3.13 In 2021-2022 the number of appeals lodged declined by 50 per cent, while in 2022-2023 the number of appeals lodged increased by 83 per cent compared to 2021-2022. The 2022-2023 Annual Report stated that this increase occurred as it was a general valuation year and there was 'an increase in objection outcomes'.⁷⁸ The Valuer General noted that these objections represented approximately 0.03 per cent of objection decisions compared with a 0.5 per cent appeal rate in the previous year.⁷⁹ It also occurred at a time when there was a significant increase in land values 'as at 1 July 2022 due to market forces'.⁸⁰
- 3.14 During the 2021-2022 reporting period, there were two significant judicial decisions relating to the *Valuation of Land Act 1916* and four decisions relating to the *Land Acquisition (Just Terms Compensation) Act 1991*.⁸¹ During the 2022-2023 reporting period, there were two significant judicial decisions relating to the *Valuation of Land Act 1916* and one decision relating to the *Land Acquisition (Just Terms Compensation) Act 1991*.⁸²
- 3.15 *Goldmate Property Luddenham No. 1 Pty Ltd v Valuer General and Transport for NSW* is a court matter relating to the *Land Acquisition (Just Terms Compensation) Act 1991*. The applicant in *Goldmate Property Luddenham No. 1 Pty Ltd v Valuer General and Transport for NSW* sought damages after the Valuer General failed to determine compensation within the required 45-day timeframe. The applicant also disputed the determination, which was made on the view that 'the loss of land was offset by the increase in value resulting from the public purpose which included the Western Sydney Airport and associated land rezoning'.⁸³
- 3.16 The Committee notes that since the 2022-23 Annual Report and the public hearing, a decision has been reached in *Goldmate Property Luddenham No. 1 Pty Ltd v Transport for NSW* [2024] NSWLEC 39⁸⁴ in favour of the applicant, which could have an impact on the characterisation of relevant 'public purpose'.

⁷⁷ Mr Stewart McLachlan, Chief Executive Officer, Valuation NSW, [Transcript of evidence](#), 1 March 2024, p 15.

⁷⁸ [Annual Report 2021-22](#), pp 29-30; [Annual Report 2022-23](#), p 23.

⁷⁹ Ms Sally Dale, Valuer General, Office of the Valuer General, [Transcript of evidence](#), 18 March 2024, p 15.

⁸⁰ [Annual Report 2022-23](#), p 22.

⁸¹ [Annual Report 2021-22](#), pp 16-17.

⁸² [Annual Report 2022-23](#), pp 12-13.

⁸³ [Annual Report 2022-23](#), p 13.

⁸⁴ [Goldmate Property Luddenham No. 1 Pty Ltd v Transport for NSW \[2024\] NSWLEC 39](#)

Chapter Four – Emerging Issues

This chapter considers the updates to Valuation NSW's (VNSW) IT systems, including the approval of funding for Val IQ and its new capabilities. It also looks at reviews and policies undertaken in the reporting period. In particular, the cultural loss review and the associated reports published in the reporting period.

Published reviews and policies

In January 2022, the Valuer General published their cultural loss review. Extensive consultation then took place, including with Aboriginal people. This informed the policy that is available on VNSW's website and guides the team when assessing cultural loss claims.

Four preliminary reports on cultural loss were issued in the 2021-2022 reporting period. No findings on cultural loss were made in the 2022-2023 reporting period.

Recommendation 7

That the Valuer General monitor the implementation of the cultural loss review and provide a summary of findings in future Annual Reports.

- 4.1 The Valuer General has done valuable work to review the impacts of cultural loss and investigate appropriate forms of compensation. This has led to the formulation of a new policy and the Committee was very interested to see that four preliminary reports on cultural loss have been issued. The Committee is eager to hear more about any future reports and findings from this process and recommends that the Valuer General make this information publicly available in their annual reports.
- 4.2 Under the *Land Acquisition (Just Terms Compensation) Act 1991* the Valuer General must assess compensation for 'the acquisition of... land' including the acquisition of 'native title rights and interests' on 'just terms' without 'established methodology'.⁸⁵ Section 37A of the *Land Acquisition (Just Terms Compensation) Act 1991* provides that compensation for compulsory acquisition of native title rights and interests can be payable in whole or in part in money or in a form other than money.
- 4.3 In January 2022, the Valuer General published its *Review of Forms of Cultural Loss and the Process and Method for Quantifying Compulsory Acquisition* (the review).⁸⁶ The review examines case law and how different jurisdictions approach cultural loss, identifies potential forms of cultural loss (like access, residence, practices and trauma) and sets out principles for the Valuer General to follow in assessing compensation.⁸⁷

⁸⁵ *Land Acquisition (Just Terms Compensation) Act 1991* (NSW) ss 7A, 47 and 54; Valuer General NSW, [Review of Forms of Cultural Loss and the Process and Method for Quantifying Compensation for Compulsory Acquisition](#), January 2022, pp 5,7.

⁸⁶ Valuer General NSW, [Annual Report 2022-23](#), 31 October 2023, p 45.

⁸⁷ [Review of Forms of Cultural Loss and the Process and Method for Quantifying Compensation for Compulsory Acquisition](#), January 2022, pp 7, 8-18 and 37-39.

- 4.4 After the review was published, the Valuer General invited community feedback and undertook 'a long consultation process' including 'consultation with Aboriginal people'.⁸⁸ This informed the 'Compensation for cultural loss arising from compulsory acquisition' policy that is available on the Valuer General website and that guides the just terms compulsory acquisition team when assessing cultural loss claims.⁸⁹
- 4.5 Four preliminary reports on cultural loss were issued in the 2021-2022 reporting period. These were the first of their kind to be published in NSW.⁹⁰ No findings on cultural loss were made in the 2022-2023 reporting period, due to the reports not yet being finalised. Completing the cultural loss reports has been 'a real focus' of the Valuer General.⁹¹ At the time of the hearing, five had been completed with 40 yet to be delivered.⁹² The Committee looks forward to receiving an update on the completed reports in the next Annual Report.

New IT systems

Following the Committee's recommendation in its 2021 report, funding was approved in March 2022 for VNSW to develop its new valuation platform, Val IQ. The three-year program to launch Val IQ started in March 2023. Val IQ is expected to be finalised in late 2025 and is broadly on track to be within budget.

- 4.6 In its 2021 report on its Fourteenth General Meeting with the Valuer General the Committee recommended that:
- ... the Treasurer ensures that the highest possible priority is given to the approval of the Valuer General's funding submission for Valnet III and that delivery and installation are expedited in order to ensure that the valuation system has the required technological capability to remain fit for purpose.⁹³
- 4.7 The Government supported the recommendation in its response to the Committee's report and noted that \$20 million funding was approved in March 2022.⁹⁴ An agreement was signed in March 2023 for 'Val IQ', VNSW's new valuation platform following a detailed tender process.⁹⁵
- 4.8 Val IQ is 'a modern customer portal with self-service capabilities for customers, contractors and Government'.⁹⁶ The Valuer General emphasised that Val IQ 'will enhance the user experience', allowing customers to 'log into a customer portal',

⁸⁸ Ms Sally Dale, Valuer General, Office of the Valuer General NSW, [Transcript of Evidence](#), 18 March 2024, hearing transcript p 10

⁸⁹ Ms Dale, [Transcript of Evidence](#), 18 March 2024, p 10; Valuer General NSW, [Compensation for cultural loss arising from compulsory acquisition](#), February 2024.

⁹⁰ Valuer General NSW, [Annual Report 2021-22](#), p 34.

⁹¹ Ms Dale, [Evidence](#), 18 March 2024, p 9.

⁹² Ms Dale, [Evidence](#), 18 March 2024, p 10.

⁹³ Joint Standing Committee on the Office of the Valuer General, [Fourteenth General Meeting with the Valuer General](#), report 2/57, Parliament of New South Wales, November 2021, p 50.

⁹⁴ NSW Government, [Government Response to the Joint Standing Committee on the Office of the Valuer General – Report on the Fourteenth General Meeting with the Valuer General](#), 23 May 2022, p 5; Valuer General NSW, [Annual Report 2022-23](#), 31 October 2023, p 11.

⁹⁵ [Annual Report 2022-23](#), p 11; Ms Dale, [Evidence](#), 18 March 2024, p 13.

⁹⁶ [Annual Report 2022-23](#), p 11.

add their properties, 'get their notice of valuation' and track 'the status of their objection'.⁹⁷ VNSW are also looking at 'having links to information that's simple and easy for [customers] to understand' in different languages.⁹⁸

- 4.9 Val IQ will also 'enable in-house valuation capabilities for VNSW and provide a centralised point for the collection of valuation data from contractors'. It will further improve 'valuation capability' by integrating 'spatial datasets'.⁹⁹ The Valuer General reported that they were considering 'building an AVM [Automated Valuation Model] as part of Val IQ initially for quality assurance'.¹⁰⁰
- 4.10 The three-year program to launch Val IQ started in March 2023. Phase one was due to be completed in July 2024. Work has commenced on phase two that includes 'the objection work flow and... just terms' and should be released in late 2024. Phase three will commence in late 2024 and relates to 'the rating and taxing module'.¹⁰¹ Val IQ is expected to be finalised in late 2025 and the budget for the project is 'broadly on track'.¹⁰² Mr McLachlan commented that VNSW would hope to recover any additional costs, such as for 'AVM integration or more spatial interaction', from within VNSW.¹⁰³ The Committee looks forward to monitoring Val IQ's progress and its impact on valuations and customer accessibility.

⁹⁷ Ms Dale, [Evidence](#), 18 March 2024, pp 2 and 21.

⁹⁸ Ms Dale, [Evidence](#), 18 March 2024, p 21.

⁹⁹ [Annual Report 2022-23](#), p 11.

¹⁰⁰ Ms Dale, [Evidence](#), 18 March 2024, p 7.

¹⁰¹ Ms Dale, [Evidence](#), 18 March 2024, pp 20-21.

¹⁰² Ms Dale, [Evidence](#), 18 March 2024, p 20; Mr Stewart McLachlan, Chief Executive Officer, [Transcript of evidence](#), 18 March 2024, p 21.

¹⁰³ Mr McLachlan, [Evidence](#), 18 March 2024, p 21.

Appendix One – Committee functions

The Committee's functions are:

- to monitor and review the exercise of the Valuer-General's functions with respect to land valuations under the *Valuation of Land Act 1916* and the *Land Tax Management Act 1956*, and in particular:
 - i. to monitor the methodologies employed for the purpose of conducting such valuations,
 - ii. to monitor the arrangements under which valuation service contracts are negotiated and entered into, and
 - iii. to monitor the standard of valuation services provided under such contracts,
- to report to both Houses of Parliament, with such comments as it thinks fit, on any matter connected with the exercise of the Valuer-General's functions referred to in paragraph (a) to which, in the opinion of the Committee, the attention of Parliament should be directed,
- to report to both Houses of Parliament any change that the Committee considers desirable to the Valuer-General's functions referred to in paragraph (a),
- to inquire into any question in connection with the Committee's functions which is referred to it by both Houses of Parliament, and to report to both Houses on that question

Appendix Two – Conduct of inquiry

On 15 September 2023, the Valuer General and CEO of Valuation NSW provided a private introductory briefing to the Committee at their offices on King Street.

On 18 March 2024, the Committee conducted the Sixteenth General Meeting with the Valuer General at Parliament House. During the hearing, the Valuer General and CEO of Valuation NSW were examined on Valuation NSW's Annual Reports for the 2021-2022 and 2022-2023 reporting periods. The Committee sent written questions that were taken on notice to the Valuer General, further to the General Meeting.

On 10 April 2024, the Valuer General provided written responses to questions taken on notice during evidence taken at the General Meeting.

These documents are available on the Committee's [website](#).

Appendix Three – Witnesses

18 March 2024

Parliament House, Macquarie Room, Sydney, NSW

Witness	Position and Organisation
Ms Sally Dale	Valuer General, Office of the Valuer General NSW
Mr Stewart McLachlan	Chief Executive Officer, Valuation NSW

Appendix Four – Extracts from minutes

MINUTES OF MEETING NO 2

1.32pm, 11 October 2023

Meeting Room 1254

Members present

Adj Prof Tamara Smith (Chair), Dr Hugh McDermott (Deputy Chair), Mr Mark Buttigieg, Mr Scott Farlow, Mr David Mehan

Apologies

None

Officers present

Leon Last, Patrick Glynn, Caitlin Bailey

1. ***

2. ***

3. ***

4. Sixteenth General Meeting with the Valuer General

Resolved, on the motion of Mr Farlow, seconded by Mr Mehan:

- That the Committee conducts its Sixteenth General Meeting to examine the Valuer General's 2021/22 and 2022/23 Annual Reports, noting that the Valuer General's Annual Report for 2022/23 will be tabled at a later date.
- That information about the review be published on the Committee's webpage.
- That the Committee holds a public hearing or hearings on the review in 2024 on a date or dates to be determined, and invites the Valuer General, CEO of Valuation NSW, senior staff from the NSW Department of Planning and Environment, and other identified witnesses to appear and give evidence.

5. General business

The Committee agreed to issue a media release outlining the Committee's remit and announcing its upcoming review of the 2021/22 and 2022/23 Annual Reports of the NSW Valuer General.

6. Next Meeting

The meeting adjourned at 1.55pm until November (date TBC).

MINUTES OF MEETING NO 3

3.01pm, 21 November 2023

Meeting Room 1136

Members present

Adj Prof Tamara Smith (Chair), Dr Hugh McDermott (Deputy Chair), The Hon Mark Buttigieg, The Hon Scott Farlow, Mr David Mehan

Apologies

None

Officers present

Leon Last, Patrick Glynn, Alice Zwar and Caitlin Bailey

1. Confirmation of minutes

Resolved, on the motion of Mr Farlow, seconded by Dr McDermott: That the minutes of the meeting on 11 October 2023 be confirmed.

2. ***

3. Sixteenth General Meeting with the Valuer General

3.1 NSW Valuer General's 2022/23 Annual Report

The committee noted that the NSW Valuer General's 2022/23 Annual Report had not yet been tabled as at the time of the meeting.

The committee noted that report will be considered jointly with the 2021/22 Annual Report during the Sixteenth General Meeting, per the Committee's resolution on 11 October.

3.2 Public hearing date

The committee noted that the Sixteenth General Meeting is scheduled for 18 March 2024.

3.3 Chair's media release

The committee noted the Chair's draft media release and agreed to its distribution after

receipt of the NSW Valuer General's 2022/23 Annual Report.

4. General business

The committee discussed land valuation systems in other jurisdictions.

5. Next meeting

The meeting adjourned at 3.13pm until a date to be determined in February.

MINUTES OF MEETING NO 4

3.03pm, 12 March 2024

Meeting Room 1136

Members present

Adj Prof Tamara Smith (Chair), The Hon Scott Farlow and Mr David Mehan

Apologies

Dr Hugh McDermott (Deputy Chair) and The Hon Mark Buttigieg

Officers present

Leon Last, Alice Zwar and Caitlin Bailey

1. Confirmation of minutes

Resolved, on the motion of Mr Mehan: That the minutes of the meeting of 21 November 2023 be confirmed.

2. ***

3. The NSW Valuer General's 2022-2023 Annual Report

The Committee noted that the Valuer General published the Valuer General's 2022-23 annual report on 31 October 2023 which was circulated to members on 29 November 2023.

4. Sixteenth General Meeting with the NSW Valuer General

4.1 Sixteenth General Meeting with the NSW Valuer General

The Committee noted that the Sixteenth General Meeting is scheduled for 18 March 2024. The Committee noted the following witnesses had accepted invitations to attend:

- Ms Sally Dale, Valuer General
- Mr Stewart Mclachlan, Chief Executive Officer, Valuation NSW

4.2 Summary of key themes from the 2021-22 and 2022-23 Annual Reports (Attachment C)

The Committee discussed its approach to the Sixteenth General Meeting.

The Chair requested that the secretariat prepare a timeline on the publishing of the Valuer General's 2019 - 2020 to 2022 - 2023 annual reports, the publishing of previous reports by this Committee over that period, and whether recommendations made in the Committee's reports have been addressed.

5. Next meeting

The meeting adjourned at 3.16pm until 18 March 2024.

MINUTES OF MEETING NO 5

9.33am, 18 March 2024

Macquarie Room

Members present

Adj Prof Tamara Smith (Chair), Dr Hugh McDermott (Deputy Chair), The Hon Scott Farlow, The Hon Mark Buttigieg, Mr David Mehan

Apologies

None

Officers present

Leon Last, Alice Zwar and Caitlin Bailey

1. Confirmation of minutes

Resolved, on the motion of Mr Farlow, seconded by Mr Mehan: That the minutes of the meeting of 12 March 2024 be confirmed.

2. ***

3. ***

4. Sixteenth General Meeting with the Valuer General

4.1 Media orders for public hearing

Resolved, on the motion of Mr Farlow, seconded by Dr McDermott: That the Committee authorise the audio-visual recording, photography and broadcasting of the public hearing on 18 March 2024 in accordance with the Legislative Assembly's resolution of 9 May 2023; and the Assembly's guidelines for coverage of proceedings for parliamentary committees administered by the Legislative Assembly.

4.2 Supplementary questions and questions taken on notice

Resolved, on the motion of Dr McDermott That the Committee adopt the following process in relation to supplementary questions:

- Members to email any proposed supplementary questions for witnesses to the secretariat by 4pm, Friday 22 March 2024
- Secretariat to then circulate all proposed supplementary questions to the Committee
- That witnesses be requested to return answers to questions taken on notice and any supplementary questions within 14 days of the date on which the questions are forwarded to witnesses.

4.3 Public hearing

The Chair opened the public hearing at 9.35 am and made a short opening statement.

The following witnesses were admitted:

- Ms Sally Dale, Valuer General, Office of the Valuer General
- Mr Stewart McLachlan, Chief Executive Officer, Valuation NSW

The Committee questioned the witnesses. Evidence concluded and the witnesses withdrew.

The public hearing concluded at 11.26 am.

Post hearing deliberative meeting

The deliberative meeting continued at 11.27 am following the conclusion of the public hearing.

4.4 Publication of transcript and answers to questions

Resolved, on the motion of Mr Farlow: That the corrected transcript of public evidence given today be authorised for publication and uploaded on the Committee's website.

5. Next meeting

The meeting adjourned at 11.33am until a date and time to be determined.

MINUTES OF MEETING NO 6

1.32pm, 5 June 2024

Meeting Room 1036

Members present

Adj Prof Tamara Smith (Chair), Dr Hugh McDermott (Deputy Chair), The Hon Scott Farlow, Mr David Mehan

Apologies

The Hon Mark Buttigieg

Officers present

Leon Last, Kate McCorquodale, Alice Zwar, Caitlin Bailey, Lloyd Connolly

1. Confirmation of minutes

Resolved on the motion of Dr McDermott: That the minutes of the meeting of 18 March 2024 be confirmed.

2. ***

3. Sixteenth General Meeting with the Valuer General

3.1 Responses to questions on notice

Resolved on the motion of Mr Farlow: That the Committee accept and publish the answers to questions taken on notice at the public hearing held on 18 March 2024 with the Valuer General's signature redacted.

3.2 Consideration of Chair's draft report plan

The Committee considered the Chair's draft report plan. Discussion ensued.

4. ***

5. Next meeting

The meeting adjourned at 1.56pm until a date and time to be determined.

UNCONFIRMED MINUTES OF MEETING NO 7

4.05pm, 23 September 2024

Meeting room 1043

Members present

Adj Prof Tamara Smith (Chair), Dr Hugh McDermott (Deputy Chair), The Hon Mark Buttigieg (via Webex), Mr David Mehan (Via Webex)

Apologies

The Hon Scott Farlow

Officers present

Leon Last, Kate McCorquodale, Alice Zwar, Sukhraj Goraya, Lloyd Connolly

1. Confirmation of minutes

Resolved on the motion of Dr McDermott: That the minutes of the meeting of 5 June 2024 be confirmed.

2. ***

3. Sixteenth General Meeting with the Valuer General

3.1 Consideration of Chair's draft report

The Committee considered the Chair's draft report.

Resolved on the motion of Mr Buttigieg: That the draft report be considered chapter by chapter.

The Committee considered Chapter One of the report.

Resolved, on the motion of Dr McDermott: That Chapter One stand as part of the report.

The Committee considered Chapter Two of the report.

Resolved, on the motion of Mr Buttigieg: That Chapter Two stand as part of the report.

The Committee considered Chapter Three of the report.

Resolved, on the motion of Dr McDermott: That Chapter Three stand as part of the report.

The Committee considered Chapter Four of the report.

Resolved, on the motion of Mr Buttigieg: That Chapter Four stand as part of the report.

Resolved on the motion of Dr McDermott:

1. That the draft report, including the cover page, be the report of the Committee and that it be signed by the Chair and presented to the House.
2. That the Chair and committee staff be permitted to correct stylistic, typographical and grammatical errors.
3. That, once tabled, the report be posted on the Committee's webpage.

4. ***

5. Next meeting

The meeting adjourned at 4.22pm until a time and place to be determined.