

## Agency Information Guide

### Our Structure and Functions

Property NSW is focused on excellence in property and places. We deliver continuous improvement and innovation. Our approach is to collaborate with stakeholders to deliver government objectives for the community. We manage the State's significant property portfolio and its places, which results in better visitor experiences and services for the people of NSW.

Our services include:

- leading property reform
- active portfolio and asset management
- delivering transactions and major projects
- place making and heritage conservation, and
- valuation services.

Property NSW is the new brand name encompassing the entities of Government Property NSW, Sydney Harbour Foreshore Authority, Teacher Housing Authority and Waste Assets Management Corporation. This re-branding is symbolic of the evolution of Government Property NSW which now encompasses a wider range of functions, including place making expertise as a result of the consolidation of SHFA functions, and the subsequent integration of NSW Public Works Facilities Management and Valuation Services.

Property NSW remains part of the Department of Finance, Services and Innovation.

### FUNCTION BY DIVISION

#### Commercial Transactions

Our Commercial Transactions team is responsible for the evaluation, planning and delivery of property acquisitions and disposals on behalf of government agencies across a wide spectrum of projects and portfolios that are not classified as Major Projects. In addition, this group provides strategic and expert advice to government and agencies on timing, value maximisation and execution of acquisition and disposal transactions.

The Commercial Transactions team provides a full range of divestment project management services including pre-sale due diligence investigations, feasibility studies and investment analysis, engagement and management of consultants, preparation of sale contracts and tender documents, implementation of marketing strategies and divestment programs, exchange of contracts for sale and settlements. Acquisition services and professional advice encompasses assisting clients with their strategic property needs, ranging from single property transactions through to the delivery of whole programs and portfolios. Acquisitions can be via the open market or by statutory processes.

The Commercial Transactions team also assist in mitigating risks associated with contaminated land, hazardous materials, heritage properties, and properties

containing threatened species.

### **Financial Property Services**

Our Finance team is responsible for measuring and analysing the financial performance of the Agency, including the management of all financial data relating to owned real estate, managed leases and all projects undertaken by Property NSW. Our Finance team members are experts in property accounting and provide practical advice regarding the financial and accounting implications of accommodation strategies.

### **Leasing**

Our Leasing team has two discrete functions to assist agencies to deliver their front line services to the community of NSW. Agencies across NSW lodge their intentions to renew, relocate or restructure their tenancies with GPNSW Leasing's regulatory team and once an agreed strategy is in place, the implementation of that strategy is passed onto a team of transaction specialists. The State Government is one of the single largest tenants in several markets across NSW and Leasing provides expertise and market experience to deliver value for Government in its accommodation requirements.

### **Major Projects**

Our Major Projects team is responsible for the strategic evaluation, coordination and management of large scale or complex acquisitions, repositioning and divestment transactions. Its activity supports Government's commitment to recycling capital through optimising the utilisation of Government owned or tenanted property, or utilising the proceeds from the sale of non-core, surplus assets, to invest in improved community services and infrastructure. To achieve this, Major Projects focuses on whole-of-government engagement and net benefit. Its work includes projects outside the scope of Government agencies' capital investment programs.

### **Operational and Housing Services**

Our Operations team is responsible for providing high quality business support and corporate services to the business units. Operations provide specialist services in information technology, business transformation, communications, human resource management, legal, risk and compliance management and other general business services.

### **Place Management**

Place Management provides short-term activation of precincts through venue management, leasing, operations and facilities management. The division's responsibilities include:

- management of The Rocks Markets
- horticulture for parks and public areas, including the Chinese Garden of Friendship
- leasing strategy, precinct operations and facility management.

### **Portfolio Management Group**

The Portfolio Management Group (PMG) is responsible for delivering best in class

asset management of Government owned and leased properties. A number of new services have been incorporated into PMG, including vesting, preparation of town plans and environmental management. PMG has also assumed responsibilities for Waste Assets Management Corporation (WAMC) and ground leases of the Botany, Newcastle and Kembla Ports, providing specialist property management.

### **Public Works Advisory**

Public Works Advisory (PWA) supports local and state government agencies to deliver infrastructure projects by providing expert advisory services. These services are built on a solid foundation of more than 160 years' of effective delivery and management of critical infrastructure projects for the state of NSW. PWA leverages this rich heritage as the advisor and enabler of the best possible infrastructure solutions for the future. PWA helps its clients to effectively deliver projects by providing:

- advice on how to adopt the services of 'best fit' providers,
- a bridge between the government and the private sector, and
- project delivery oversight and assurance.

### **Strategy**

The Strategy team is responsible for a wide range of activities related to real property asset policy and long term capital planning. Specifically, these include:

- reviewing significant Government property portfolios, for the purpose of identifying surplus assets for disposal
- developing and monitoring whole-of-government policy, including Decade of Decentralisation
- setting whole-of-government leasing strategy for its office accommodation
- establishing Property NSW's long term capital plan
- providing broad policy advice on how agencies across Government own and manage real property.

### **Valuation Services**

The Valuer General:

- sets the standards and policies for the land valuation system and the determination of compensation in the compulsory acquisition process
- monitors the quality of the land values and services provided to the community by Property NSW
- provides professional leadership and stewardship to the valuation industry.

## **Impact of functions on the public**

Property NSW delivers the following services:

### **Leading property reform:**

Property NSW has forged a reputation across the NSW Government for delivering:

- expert advice across whole-of-government
- first class asset management solutions

- reform in agency service delivery, and
- accommodation solutions.

Property NSW assists in the development of portfolio property plans for a number of agencies. Agencies engage our services to ensure the efficient management of property assets and transactions. This involves providing strategic property advice regarding agency accommodation needs and on the best approach to holding and managing assets that are core to service delivery.

#### **Active portfolio and asset management:**

Property NSW delivers strategic planning across NSW public sector property assets, which improves the management of government property portfolios so they are better utilised and maintained.

Client service is our priority as we undertake property services across whole-of-government. Property NSW works closely with government agencies to understand their requirements, maximise value for the State and ultimately the people of NSW.

We operate on a commercial basis which provides government with the confidence to engage our services to ensure the efficient management of property assets.

Our aim is to be a best practice property manager with the capacity to drive reform, capital management and service delivery for the benefit of NSW.

#### **Delivering transactions and major projects**

Property NSW are property specialists, drawing on our extensive experience in capital and property markets. Our knowledge of government and the property sector, including a track record of undertaking an array of complex transactions and major projects, means we are trusted to deliver high value and complex capital recycling initiatives. This results in a substantial contribution to improved services in NSW and means more public housing, enhanced hospital facilities, better schools and transport. We take pride in the benefits our expertise ultimately delivers for the people and economy of NSW.

#### **Place making and heritage conservation**

Property NSW manages and renews world class precincts and enhances heritage assets to deliver unique places. We determine the strategic direction for a place by considering social, community, environmental, heritage and commercial requirements to exceed people's expectations of the built environment.

Property NSW is currently renewing the iconic Darling Harbour and The Rocks areas, and utilising a \$73 million Government investment to protect and enhance heritage assets along the Sydney Harbour foreshore.

#### **Valuation services**

Property NSW is trusted to harness government property expertise to provide impartial and transparent valuations of each local government area every three to four years, alongside valuations of all NSW properties once a year. This important information assists local and state government to determine rates and land taxes.

Online service delivery provides authorised government agencies with easy and fast access to the latest valuation data. The integrity of valuation data is paramount and controls apply to ensure the fairness and thoroughness of the valuation process.

### **Public engagement in policy and processes**

Property NSW employs various public participation activities, including:

- interviews and surveys
- feedback access points on its websites
- regular community meetings relating to projects
- community and stakeholder newsletters and updates
- consultation with interested parties and stakeholders, peak industry bodies, conservation bodies, academics and individual businesses as appropriate
- circulating draft documents to interested bodies for comment.

### **Types of information held by the Authority**

Property NSW holds the following types of information:

- policy documents
- internal administration documents
- planning documents
- internal working papers
- promotional collateral
- research papers
- environmental reports
- lease documents
- plans and drawings.

### **What types of information are made available to the public?**

Property NSW publishes a large volume of information including annual reports, maps, planning documents, policies, application forms for permits and licences, research reports, procurement documents and promotional material on its corporate website [www.property.nsw.gov.au](http://www.property.nsw.gov.au).

### **How to access publicly available information**

Publicly available information is published on Property NSW's corporate website and is also available under the 'Policies and Guidelines' link. Information released as a result of formal applications under the *Government Information (Public Access) Act 2009* is available in the Disclosure Log.

Additional information in relation to Access Applications and associated fees and charges is available from the Office of the Information Commissioner:

Freecall: 1800 472 679  
 Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)  
 Website: [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)  
 Address: Level 17, 201 Elizabeth Street, Sydney 2000

Whilst Property NSW reserves the right to require a formal access application, an attempt to release information in response to an informal request will be made wherever possible.

**Charges to access specific kinds of information**

Some publications may only be available upon payment of a fee. Property NSW will advise of any fees prior to commencement of work.