

Statement of Affairs

NSW Treasury



Freedom of Information Act 1989
Section 14(1) (a) and (2)



New South Wales
TREASURY



Office of State Revenue
NSW TREASURY
ISO 9001-Quality Certified

June 2009



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Introduction

NSW Treasury is a department within the meaning of Schedule 1 of the *Public Sector Employment and Management Act 2002*.

NSW Treasury consists of two branches:

- the Office of Financial Management (OFM) and
- the Office of State Revenue (OSR).

This Statement of Affairs is published in accordance with Section 14 of the *Freedom of Information Act 1989*.

It is up to date as at 30 June 2009.

Free copies are available from:

Manager, Corporate Management

Office of Financial Management

Level 24, Governor Macquarie Tower

1 Farrer Place

Sydney NSW 2000

Ph: (02) 9228 4949

Fax: (02) 9228 4117

Email: treasury_ofm@treasury.nsw.gov.au

Freedom of Information and Privacy Coordinator

Office of State Revenue

GPO Box 4042

Sydney NSW 2001

Ph: (02) 6354 7130

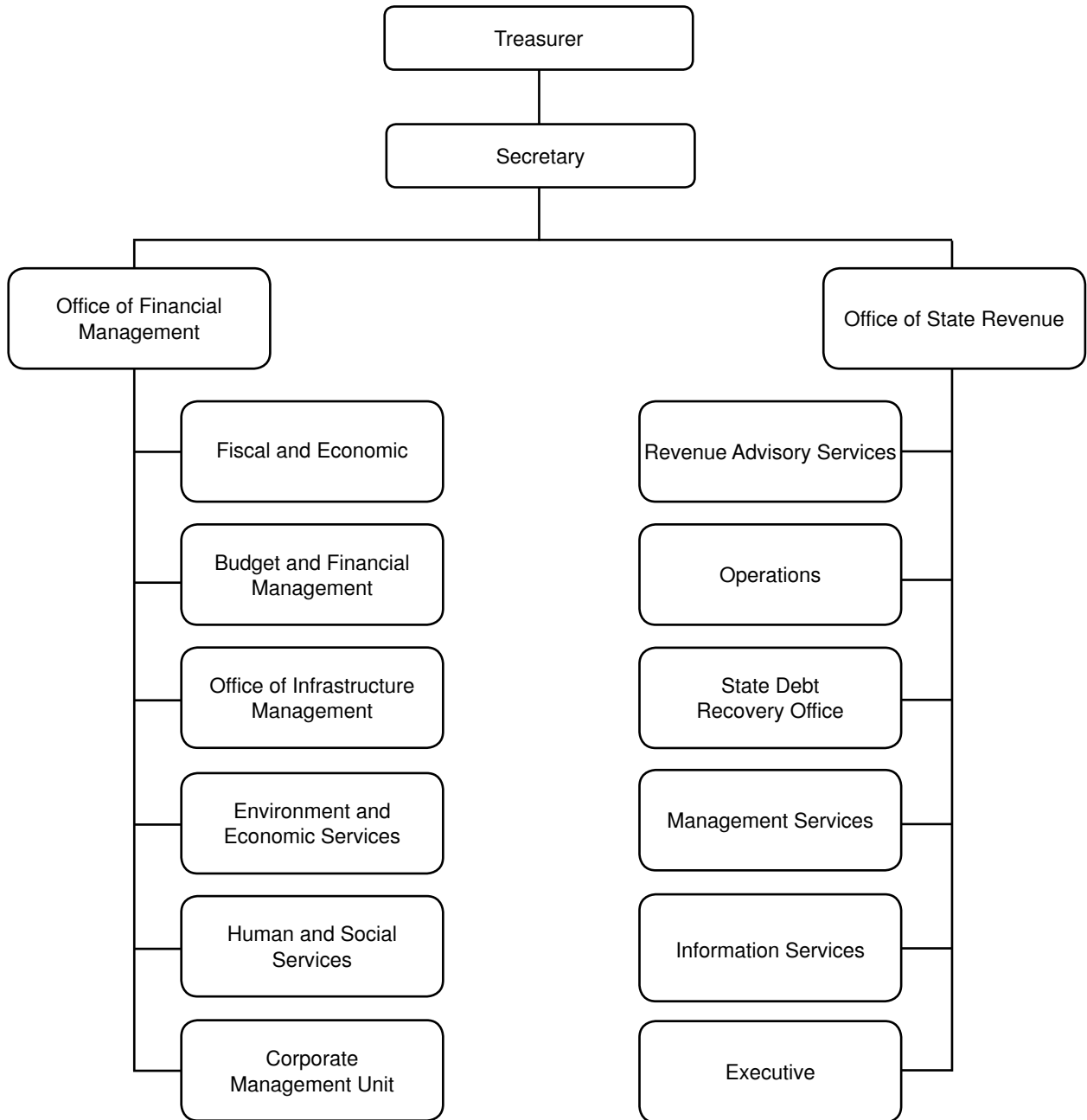
Fax: (02) 6354 7112

Email: foi@osr.nsw.gov.au

Legislation administered by the department is listed on pages 19 and 20.

Structure and functions

Organisational chart – NSW Treasury



Office of Financial Management

Mission

Promoting state resource management to achieve better public services and a stronger New South Wales economy.

Corporate objectives

Office of Financial Management pursues two planned business results:

- Strong state finances supporting the delivery and long-run affordability of Government services, including State Plan priorities
- Policy settings promoting a competitive state economy.

To support the achievement of these planned results, OFM ensures that it is a values-based organisation with strong capability, support systems and stakeholder alliances.

Structure

The OFM Executive includes the Secretary and five Deputy Secretaries.

The Deputy Secretaries are responsible for the leadership and strategic direction of OFM's Directorates.

Directorates

Fiscal and Economic

- advises on overall fiscal strategy and revenue strategy, including intergovernmental and taxation policy issues
- advises on economic strategy, including the application of the COAG reform program, competition policy and economic forecasting.

Budget and Financial Management

- advises on overall management of the State Budget and coordinates State Budget preparation and reporting
- advises on, and implements, general government sector financial management policy and systems, accounting policy and standards
- administers state financial and annual reporting legislation
- manages Crown financial assets and liabilities
- advises on superannuation liability issues
- oversees management of the Treasury Banking System
- advises on agency specific resource and policy issues for transport agencies.

Office of Infrastructure Management

- develops the State Infrastructure Strategy as an input into the budget process
- advises on, and implements, physical asset management policy including procurement, assesses and monitors capital investment proposals
- develops policy and supports the implementation of privately financed projects
- advises on agency specific resource and policy issues for NSW public sector property and planning agencies.

Environment and Economic Services

- provides advice on the efficiency and effectiveness of NSW public sector agencies in the areas of natural resources and environment, and government, economic and recreation services
- monitors agency performance, assesses budget proposals, negotiates Resource and Services Plans (RSPs), conducts strategic reviews and supports the implementation of reforms
- refines and implements the Commercial Policy Framework applying to government businesses, advises on and monitors the performance of NSW Government businesses and negotiates Statements of Corporate Intent (SCIs) and Statements of Business Intent (SBIs)
- oversees the Treasury managed fund and insurance obligations and advises on insurance liability issues.

Human and Social Services

- provides advice on the efficiency and effectiveness of NSW public sector agencies in the areas of justice and emergency services, education, and human services which includes health, community services and ageing and disability agencies
- monitors agency performance, assesses budget proposals, negotiates RSPs, conducts strategic reviews and supports the implementation of reforms.

Corporate Management Unit

- In addition to the above Directorates, OFM has a Corporate Management Unit which advises on corporate support policy and systems.

Office of State Revenue

Vision

Proudly delivering public value through fair and progressive services.

Corporate objectives

The purpose of the Office of State Revenue is to ensure revenue compliance to help fund the future of the people of NSW. It does this through the following corporate objectives:

- maximise compliance
- maximise effectiveness and efficiency
- maximise client satisfaction
- maximise organisational and staff capability.

Structure

The OSR Executive includes the Executive Director and five directors. The Executive Director is the Chief Commissioner for Taxation and the Director, Revenue Advisory Services, is the Commissioner for Taxation.

Divisions

Revenue Advisory Services

- provides advice to the Treasurer and government to formulate policy, legislation and state tax revenue rulings
- processes objections and prepares cases on appeal
- provides technical advice and training to clients and staff.

Operations

- provides assessing, revenue collection, enquiry and client education services at central and regional locations
- administers First Home Plus, First Home Owner Grant, petroleum product subsidy and unclaimed money payments
- researches, develops and implements programs to encourage better compliance
- detects underpayment and non-compliance through audits and investigations
- enforces lodgment of returns from defaulting taxpayers
- recovers outstanding debt for all revenue bases.

State Debt Recovery Office

- provides processing and enforcement of fines owed to government and commercial clients.

Support divisions

Management Services

- guides corporate planning and provides management information
- provides financial management and accounting services
- directs the planning, development and delivery of the strategic and operating functions of human resources, financial management and diverse administrative and operational services to OSR
- provides corporate communications, publication, library and information analysis services
- management of OSR's risk management framework.

Information Services

- provides business systems and information technology infrastructure
- maintains reliable and responsive computer facilities and applications
- provides support to users of information technology
- provides an information and knowledge management framework.

Executive

- management of corporate governance activities including audit and reviews
- undertakes business process improvement reviews
- reviews the efficiency and effectiveness of processes and manages the maintenance of ISO 9001 certification
- coordinates responses to Ministerial correspondence and inquiries
- coordinates responses to media inquiries and prepares Parliamentary papers
- deals with Freedom of Information and Privacy matters
- provides support to the Executive Director.

Effect of functions on the public

Office of Financial Management

OFM serves the Treasurer and government by providing economic advice and advising on and accounting for the overall management of state finances. The Treasurer is OFM's main client and stakeholder. The Premier, Cabinet and public sector agencies are also principal clients. Our ultimate clients are the Parliament and the general public.

While the policies OFM sponsors will have a bearing on the public, OFM's role impacts more directly on the internal workings of other state government departments and authorities. Benefits to the general public are therefore indirect.

Office of State Revenue

Functions excised affecting the public concerning taxes and payments administered by OSR:

- assessment of tax, duty and levies
- imposition and remission of penalties and interest
- inspection of records and documents by correspondence or at taxpayers' premises
- compulsory attendance of persons for examination under oath and the production of records
- directions of payment to OSR of unclaimed money held by third parties for taxpayers
- administration of the penalty notice processing and fine enforcement system for NSW
- administration of the First Home Owner Grant scheme
- administration of the First Home Plus and First Home Plus One schemes
- administration of the NSW Office of Liquor, Gaming and Racing functions
- administration of Petroleum Products Subsidy scheme.

Duties

The *Duties Act 1997* requires duty to be paid to the government when certain transactions take place. The most commonly known categories are purchases of property, motor vehicles, shares and insurance. The Act also covers a range of other categories.

Details are available by phoning 1300 139 814.

Fines Act

The *Fines Act 1996* was introduced to implement a new system of fine enforcement and established the State Debt Recovery Office (SDRO).

The Act details how penalty notices are issued and fines are enforced by SDRO in NSW. Penalty notices are processed for offences governed by more than 160 items of legislation and regulation issued by over 400 commercial and Crown client organisations including: NSW Police, RTA, councils, CityRail and many others. SDRO provides a cost effective recovery system for outstanding fines and penalties owed to various government departments and authorities.

SDRO may be contacted on 1300 138 118 for more information on payment or other options available to a person who has received a penalty notice, penalty reminder notice or warning notice.

SDRO may be contacted on 1300 655 805 for more information on the collection of overdue fines.

First Home Plus

The First Home Plus and First Home Plus One schemes provide exemptions or concessions on transfer on homes valued up to \$500 000 and concessions on duty for homes valued between \$500 000 and \$600 000. Details are available by phoning 1300 130 624.

First Home Owner Grant

The grant is a Commonwealth, state and territory initiative designed to help first home buyers and builders throughout Australia offset the impact of the GST. The scheme provides for a \$7000 grant to people who have never owned or had an interest in a home before 1 July 2000. It is not means tested and not limited by the value of the property. Information and applications are available by phoning 1300 130 624.

Fuel subsidies

Under the *Petroleum Products Subsidy Act 1997*, NSW pays a subsidy in five zones which extend south from the Queensland border. The subsidy scheme is designed to allow sellers of petroleum products in northern NSW to compete with sellers in Queensland where the government pays subsidies for on-road fuel sold in Queensland. The NSW zone subsidies are available for some sales of fuel for on-road use. Details are available by phoning 1300 305 191.

Gaming Machine Tax

Licensed clubs and hotels operating gaming machines pay gaming tax by direct debit. TAB Corp Ltd calculates the amount payable and OSR collects the tax for the NSW Government on a quarterly basis. Payment of Gaming Machine Tax for clubs is due on 21 March and then quarterly. Payment of the tax for hotels is due on 21 April and then quarterly. Details are available by phoning 1300 139 817.

Health insurance levies

Health insurance providers which carry on a business in NSW are required to pay a monthly levy based on the number of contributors they insure. Insured persons are entitled to free ambulance transport in NSW. Uninsured persons may become members of the State Ambulance Insurance Plan by paying the monthly levy to an agent appointed by the Minister for Health. Details are available by phoning 1300 139 817.

Insurance Protection Tax

The *Insurance Protection Tax Act 2001* arose from the 2001–02 Budget measures. The tax was established to enable Government to set up a fund to help builders warranty and compulsory third party policy holders affected by the collapse of HIH Insurance Limited. Insurers who write general insurance and are registered by the Australian Prudential Regulation Authority pay a proportional amount of the \$65 million total tax each year according to their market share of premiums. Policyholders who take out general insurance with non-registered insurers also pay the tax, at a rate of one per cent on the value of the premium. Details are available by phoning 1300 139 817.

Land Tax

The *Land Tax Act 1956* and the *Land Tax Management Act 1956* place levies on owners of land (other than exempt land used as the owner's principal place of residence). Details are available by phoning 1300 139 816.

Payroll Tax

The *Payroll Tax Act 2007* requires employers whose payrolls exceed a specified annual threshold to pay tax at specified intervals and rates. Exemptions apply in the case of religious institutions, charities, schools, hospitals and some other categories. Details are available by phoning 1300 139 815.

Parking Space Levy

A Parking Space Levy applies for off-street non-residential parking spaces in the Sydney, North Sydney and Milsons Point business districts. Since 1 July 2000, a levy has also applied in the business areas of St Leonards, Chatswood, Parramatta and Bondi Junction. Retail, residential, hotel, motel, club, restaurant and medical centre spaces are exempt in these areas. Details are available by phoning 1300 139 817.

Unclaimed money

Enterprises in possession of money owned by members of the public where the account has been inactive for a period of six years are required to lodge such money with OSR in October of each year, if it has not been possible to trace the owners. Under the *Unclaimed Money Act 1995*, owners may apply for the return of money due to them before the expiration of six years from the time the Chief Commissioner takes possession, provided proof of ownership is established. Details are available by phoning 1300 366 016.

Unclaimed superannuation

Between 30 June 1997 and 30 June 2007, trustees of superannuation funds and approved deposit funds were required to pay unclaimed superannuation benefits to OSR in October and April of each year. Owners of funds may apply for the return of money due to them provided proof of ownership is established. Since 1 July 2007, only trustees of NSW public sector superannuation schemes are required to pay unclaimed superannuation benefits to OSR. Trustees of other schemes are required to pay unclaimed superannuation benefits to the Australian Taxation Office. Details are available by phoning 1300 366 016.

Resources (staff and financial)

Staff

As at 30 April 2009, Treasury's average staff number was:

| | Eligible Full-Time |
|--------------------------------|--------------------|
| Office of Financial Management | 290 |
| Office of State Revenue | 1 119.90 |

Financial

Revenue and expenditure for the consolidated Treasury operation for 2008–09 are as follows:

| | 2008–09 Budget \$000 | 2007–08 Actual \$000 |
|--------------------|----------------------|----------------------|
| Revenue | 40 745 | 41 496 |
| Expenditure | 214 241 | 528 950 |

Full details of OFM and OSR finances can be found in the two volume Annual Report of the NSW Treasury. The Annual Report for 2008–09 is due to be tabled in Parliament by 30 November 2009.

Corporate plans

OFM and OSR develop separate Corporate Plans. These plans are available on the websites of both OFM and OSR and may be downloaded at no charge.

Criteria for measuring the performance of each organisation are found in their respective Corporate Plans and are reported on in their Annual Reports.

The Annual Reports are also available on the websites. Copies of the Annual Reports can also be obtained by contacting:

Office of Financial Management

Ph: (02) 9228 4426

Office of State Revenue

Ph: (02) 6354 7130

Further Corporate Plan inquiries may be directed to:

Executive Officer

Office of Financial Management

Level 27

Governor Macquarie Tower

1 Farrer Place

Sydney NSW 2000

Ph: (02) 9228 4426

Website: www.treasury.nsw.gov.au

Office of State Revenue

FOI and Privacy Coordinator

Level 1

NSW Government Building

Railway Parade

Lithgow NSW 2790

Ph: (02) 6354 7130

Website: www.osr.nsw.gov.au

Arrangements for public participation in policy formulation

Treasury contact with the public usually relates to the functions of OSR. OFM mainly has dealings with other state government departments and authorities on financial and economic issues.

Taxation policy

OSR consults with clients and the public on decisions concerning taxation administration, management policies and recommendations about future tax directions.

This is achieved through the conduct of Liaison Committee meetings with peak professional and industry bodies. During the past financial year meetings were held with the following groups:

- Association of Property Conveyancers
- Australian Taxation Office
- Australian Society of Certified Practising Accountants
- Chartered Secretaries of Australia
- Housing Industry Association
- Institute of Chartered Accountants
- Institute of Corporate Managers
- Insurance Council of Australia
- Law Society of NSW
- NSW Chamber of Commerce
- Property Council of Australia
- Real Estate Institute of NSW
- Taxation Institute of Australia.

In addition, a Customer Council operates to advise on the quality of service provided to clients of the Sydney office. Members are drawn from customer representatives and are appointed for two years with half retiring each year. Vacancies are advertised.

Public participation in policy formulation is also encouraged through:

- conduct of state tax update seminars
- distribution of draft Revenue Rulings to representative organisations for comment prior to publication
- responses to Ministerial representations and maintenance of statistical data on categories received which are analysed and deficiencies in current legislation targeted for amendment
- maintenance and analysis of statistical information relating to telephone calls to an MP Hotline dedicated for use by Members of Parliament and their staff on behalf of constituents
- circulation of draft legislation to representative bodies for comment
- participation in small business exhibitions
- statutory reviews of legislation to ensure the policy objectives remain valid and appropriate.

SDRO participates in a wide range of consultative forums whose participants include the NSW Roads and Traffic Authority, NSW Police Force, justice sector agencies across NSW, NSW Ombudsman's Office and a broad cross section of advocacy groups, particularly those representing Aboriginal communities. In addition, SDRO participates in a variety of information sessions given by client groups and has an advocates' and an Ombudsman's hotline.

Documents held by NSW Treasury

Documents held by NSW Treasury fall into a broad range of categories. Most documents are readily available on general files and some are stored in electronic format. The listing of the following categories does not necessarily mean all documents are accessible in full or in part under the *FOI Act 1989*.

Office of Financial Management

OFM publications are generally available on the website www.treasury.nsw.gov.au.

OFM publications are classified and numbered according to two categories which readily identify their status:

- NSW Treasury Policy and Guidelines Paper – outline government policy and/or Treasury procedures for the direction or guidance of agencies
- NSW Treasury Research and Information Paper – aimed at promoting discussion, educating or providing information on research projects undertaken by Treasury officers.

Publications are allocated a reference number according to their category. Particular publications, for example the State's Budget Papers, the NSW Treasury Annual Report and Corporate Plan, NSW Treasury Circulars and similar documents are not subject to this classification system.

Numbered NSW Treasury Circulars set out detailed financial requirements related to various categories:

- administration
- accounting
- budget control
- commerce, trade, business
- corporatisation
- culture
- data entry
- economics
- education
- financial accommodation
- fine enforcement
- health
- law and order
- statistical coordination
- statutory authorities
- transport
- welfare

Office of State Revenue

Forms

Various form used for administrative purposes in the collection of state taxes, infringement penalties and fine enforcement.

Planning documents

- Corporate Plan
- EEO management plan
- Ethnic Affairs Policy Statement
- Information Management and Technology Strategic Plan
- Internal Audit Plan
- Program Evaluation Plan
- Learning and Development Program
- OSR 2008 Strategic Plan
- Disability Strategic Plan

Procedure manuals

- Accounting Manual (OFM and OSR)
- Administrative Procedures Manual (OFM and OSR)
- Business Rules
- Delegations manuals
- Emergency evacuation
- First Home Purchase Procedures Manual
- First Home Plus Procedures Manual
- First Home Owner Grant Scheme Manual
- Internal audit operating procedures
- Personnel Handbook
- Technical and Procedural Instructions (Taxation assessment)
- Unclaimed money
- Business Continuity Plan
- SDRO Review Guidelines

Publications/papers

- Annual Report (OSR and OFM)
- OSR Connect
- EDR Update
- Goodwill – a NSW Office of State Revenue Perspective

(A full list of publications is contained in the Department's Annual Report)

Other

- Revenue rulings
- Tax factsheets
- Brochures and booklets
- Service level agreements
- Legal advice
- Registers (including unclaimed money)
- Staff bulletins

Legislation

Legislation under the Treasurer's administration*

- *Annual Reports (Departments) Act 1985 No 156*
- *Annual Reports (Statutory Bodies) Act 1984 No 87*
- *Appropriation Act 2007 No 18*
- *Appropriation Act 2008 No 45*
- *Appropriation (Budget Variations) Act 2008 No 25*
- *Appropriation (Parliament) Act 2007 No 19*
- *Appropriation (Parliament) Act 2008 No 46*
- *Appropriation (Special Offices) Act 2007 No 20*
- *Appropriation (Special Offices) Act 2008 No 47*
- *Australia and New Zealand Banking Group Limited (NMRB) Act 1991 No 35*
- *Bank Integration Act 1992 No 80*
- *Bank Mergers Act 1996 No 130*
- *Bank Mergers (Application of Laws) Act 1996 No 64*
- *Banks and Bank Holidays Act 1912 No 43, section 22 (remainder, Minister for Industrial Relations)*
- *Betting Tax Act 2001 No 43*
- *Canberra Advance Bank Limited (Merger) Act 1992 No 17*
- *Capital Debt Charges Act 1957 No 1*
- *Charter of Budget Honesty (Election Promises Costing) Act 2006 No 89*
- *Commonwealth Places (Mirror Taxes Administration) Act 1998 No 100*
- *Commonwealth Powers (State Banking) Act 1992 No 104*
- *Conversions of Securities Adjustment Act 1931 No 63*
- *Dartmouth Reservoir (Financial Agreement) Act 1970 No 30*
- *Decimal Currency Act 1965 No 33*
- *Duties Act 1997 No 123*
- *Finances Adjustment Act 1932 No 27*
- *Financial Agreement Act 1944 No 29*
- *Financial Agreement Act 1994 No 71*
- *Financial Agreement (Amendment) Act 1976 No 35*
- *Financial Agreement (Decimal Currency) Act 1966 No 39*
- *Financial Agreement Ratification Act 1928 No 14*
- *Financial Agreement (Returned Soldiers Settlement) Ratification Act 1935 No 1*
- *Financial Sector Reform (New South Wales) Act 1999 No 1*
- *Fines Act 1996 No 99 (except parts, the Attorney General)*
- *First Home Owner Grant Act 2000 No 21*

- *Fiscal Responsibility Act 2005 No 41*
- *Freight Rail Corporation (Sale) Act 2001 No 35*
- *General Government Liability Management Fund Act 2002 No 60*
- *Gaming Machine Tax Act 2001 No 72, Part 3* (remainder, jointly with the Minister for Gaming and Racing, except Part 4 and Schedule 1, the Minister for Gaming and Racing)
- *Government Guarantees Act 1934 No 57*
- *Government Insurance Office (Privatisation) Act 1991 No 38*
- *Health Insurance Levies Act 1982 No 159*
- *Inscribed Stock Act 1902 No 79*
- *Inscribed Stock (Issue and Renewals) Act 1912 No 51*
- *Insurance Protection Tax Act 2001 No 40*
- *Interest Reduction Act 1931 No 44*
- *Intergovernmental Agreement Implementation (GST) Act 2000 No 44*
- *Internal Audit Bureau Act 1992 No 20*
- *Land Tax Act 1956 No 27*
- *Land Tax Management Act 1956 No 26*
- *NSW Grain Corporation Holdings Limited Act 1992 No 31*
- *NSW Self Insurance Corporation Act 2004 No 106*
- *Pacific Power (Dissolution) Act 2003 No 17*
- *Payroll Tax Act 2007 No 21*
- *Parking Space Levy Act 1992*
- *Petroleum Products Subsidy Act 1997 No 112*
- *Probate and Administration Act 1898 No 13, section 61B (7) and (8)* (remainder, Attorney General)
- *Public Authorities (Financial Arrangements) Act 1987 No 33*
- *Public Finance and Audit Act 1983 No 152* (except parts, the Premier)
- *Public Loans Act 1902 No 81*
- *Public Sector Employment and Management Act 2002 No 43, Chapter 7* (jointly with the Minister for Commerce; remainder the Premier, except parts, jointly the Premier and Minister for Public Sector Reform)
- *Road Improvement (Special Funding) Act 1989 No 95*
- *Secondary Mortgage Market (State Equity Participation) Act 1985 No 131*
- *State Bank (Corporatisation) Act 1989 No 195*
- *State Bank of South Australia (Transfer of Undertaking) Act 1994 No 47*
- *State Bank (Privatisation) Act 1994 No 73*
- *Superannuation Administration Act 1996 No 39*
- *Superannuation (Axiom Funds Management Corporation) Act 1996 No 40*
- *Taxation Administration Act 1996 No 97*
- *Totalizator Act 1997 No 45, section 76* (remainder, the Minister for Gaming and Racing)
- *Totalizator Agency Board Privatisation Act 1997 No 43*
- *Treasury Corporation Act 1983 No 75*
- *Unclaimed Money Act 1995 No 75*

*Includes acts where any sections are administered by the Treasurer

Access to information held by NSW Treasury

General information

NSW Treasury aims to provide the fullest opportunity for public access to information, subject to privacy principles affecting personal affairs and confidentiality standards concerning the administration of state affairs. Where possible, access will be available on an informal basis at no charge. Where a decision to grant access to information on an informal basis is refused, members of the public have the right to make an application under the *Freedom of Information Act 1989*.

Personal affairs

Should a member of the public become aware of or detect an error in our records about his or her personal affairs, NSW Treasury will make the necessary corrections quickly.

In most cases, provided adequate supporting documentation about any error is submitted by the applicant, amendment to records should be possible at no charge without the need for a formal FOI application.

Enquiries should be made in the first instance with the FOI and Privacy Coordinator. Employees of NSW Treasury have access to their personnel files in accordance with the principles laid down by the Personnel Handbook.

Making an application

A formal application for information under the *Freedom of Information Act 1989* must be in writing accompanied by a \$30 application fee addressed to:

The FOI and Privacy Coordinator
Office of State Revenue
GPO Box 4042
Sydney NSW 2001

Where a request for access to records involves either:

- access to general information

or

- amendment to official records about personal affairs

it is preferable to first discuss the issue with the FOI and Privacy Coordinator.

Application forms are available from the Coordinator or online at www.osr.nsw.gov.au

MORE INFORMATION

Office of Financial Management



treasury.nsw.gov.au



(02) 9228 4949



(02) 9228 4117



Level 24
Governor Macquarie Tower
1 Farrer Place, Sydney

Office of State Revenue



www.osr.nsw.gov.au
www.sdro.nsw.gov.au



(02) 6354 7130



(02) 6354 7112



Parramatta (Head Office)
Cnr Hunter and Marsden Streets,
Parramatta

Newcastle

Level 2, 97 Scott Street,
Newcastle

Wollongong

Level 6, 90 Crown Street
Wollongong



Phone enquiries
8.30 am – 5.00 pm, Mon. to Fri.

Counter services
8.30 am – 4.30 pm, Mon. to Fri.

Processing the application

Under the FOI Act, the NSW Treasury is required to respond to applications for information within 21 days of receipt. If the application involves substantial search and processing time, the applicant may be required to pay a charge of \$30 per hour in addition to the application fee. It may be necessary to obtain an advance deposit in some cases.

Refusal of access

While the *Freedom of Information Act 1989* encourages open government through the release of documents and information, there is provision under section 25 to refuse access on a range of grounds, principally in the interests of confidentiality standards in the administration of state affairs and privacy principles in the case of personal affairs. Applicants have a right of appeal in these cases to the Ombudsman or the Administrative Decisions Tribunal. The FOI and Privacy Coordinator will be pleased to explain your rights in these circumstances.

Reduction in fees and charges

A 50 per cent reduction in fees and charges may be sought in the case of financial hardship (applied to individuals and organisations).

A refund of fees and/or charges will be made where there is a significant correction of personal records and the mistakes were not the applicant's fault.

A reduction in charges also applied in certain other instances. Details are available from the FOI and Privacy Coordinator.

Where to inspect documents

Access is usually available between 9.00 am and 4.00 pm at the location where the records are held. See 'More Information' to make a general enquiry.

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