



Treasury

Guarantee of Service

February 2018

How to Contact Us

NSW Treasury

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GPO Box 5469, Sydney, NSW 2001

Courier deliveries

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Who we are

NSW Treasury was established in April 1824 and is the oldest continuing Government agency in Australia. It is a department within the meaning of Schedule 1 of the [Government Sector Employment Act 2013](#).

Treasury's main activities include:

- preparing the NSW State Budget and other periodic financial reports on behalf of the Treasurer and the government
- conducting research and providing advice to government on strategies to strengthen the state's finances and improve economic development
- reviewing and analysing agency expenditure and recommending potential efficiency improvements
- project managing major asset sale or lease transactions when required
- monitoring and advising on the efficiency and effectiveness of public sector commercial agencies
- assessing and monitoring major capital projects
- providing strategic advice to government on public and private sector industrial relations issues
- providing whole-of-government data analytics to improve health and well-being, safety, social, economic and environmental outcomes for the citizens of NSW
- undertaking industrial relations education, compliance and enforcement activities

The Secretary of NSW Treasury is the employer of the NSW Public Service for industrial purposes and is responsible for the central management of NSW public sector industrial relations functions.

As a Department in the NSW Public Sector, Treasury has administrative responsibility for the following entities:

- Alpha Distribution Ministerial Holding Corporation
- Electricity Assets Ministerial Holding Corporation
- Electricity Transmission Ministerial Holding Corporation
- Epsilon Distribution Ministerial Holding Corporation
- Liability Management Ministerial Corporation
- Ministerial Holding Corporation
- Ports Assets Ministerial Holding Corporation
- State Rail Authority Residual Holding Corporation

The following entities fall within the Treasury cluster, but do not report to the Treasurer through Treasury itself:

- NSW Treasury Corporation (TCorp)
- SAS Trustee Corporation
- Insurance and Care NSW (icare)
- Residual Business Management Corporation
- Port Newcastle, Port Botany and Port Kembla Lessor Companies (Pty Ltd)
- Cobbora Holding Company Pty Ltd
- Hunter Valley Training Company Pty Ltd

Treasury also administers the Crown Entity which manages assets, liabilities and transactions that cover matters relevant to the Government rather than any individual agency.

The Treasury Leadership Team comprises the Secretary of Treasury, the Deputy Secretaries of Treasury's four groups - Financial Management Transformation; Fiscal and Economic Group; Agency, Budget and Policy Group; and Commercial Group; with the Executive Director Industrial Relations, the Executive Director Corporate, the Executive Director Human Resources, the General Counsel and the Chief of Staff.

For detail on Treasury's structure, activities and its legislation, see [Treasury's Annual Report](#).

Primary legislation administered by Treasury

Treasury administers a large range of Acts and Regulations on behalf of the Treasurer and Minister for Industrial Relations. The following Acts constitute the primary legislation which governs most of our core business:

- Annual Reports Acts (Departments, 1985; Statutory Bodies, 1984)
- Appropriation Act 2017
- Data Sharing (Government Sector) Act 2015
- Entertainment Industry Act 2013
- Essential Services Act 1988
- Fiscal Responsibility Act 2012
- Industrial Relations Act 1996 No 17 (except parts, the Attorney General)
- Long Service Leave Act 1955
- Public Authorities (Financial Arrangements) Act 1987
- Public Finance and Audit Act 1983
- Restart NSW Fund Act 2011
- Retail Trading Act 2008

Our commitment to our stakeholders

Our key customer is the NSW Government on behalf of the people of NSW. Our vision is ensuring that the people of NSW have access to services and infrastructure that deliver social and economic benefits underpinned by a strong and sustainable economic and financial position

Our principal stakeholder is the Treasurer and Minister for Industrial Relations, representing the government of the day. We regularly interact with other government agencies and businesses to ensure that NSW has strong finances and a growing economy for the benefit of the community.

These efforts, and the results we achieve, are only possible because of the dedication of our staff. We therefore make specific commitments to each of these stakeholder groups below.

Commitment to the Treasurer

Treasury serves the government and the community through our main client – the Treasurer and Minister for Industrial Relations. Our commitment is:

- successful delivery of key priorities assigned to Treasury, and of any other initiatives or responsibilities assigned to the Treasurer and Minister for Industrial Relations by the Premier and/or Cabinet and delegated to Treasury
- provision of effective advice for the Treasurer's role as shareholder who expects good performance from each of the NSW state owned corporations
- efficient and effective administration of Treasury and its related entities
- provision of accurate, relevant, professional and timely advice and information
- provision of advice on economic, fiscal and industrial relations strategies.

Commitment to other government agencies and businesses

Treasury works regularly with other central agencies, service delivery agencies, state owned corporations and other public trading enterprises. Partnering with these organisations enables us to:

- consult on and develop policy for the implementation of financial management and industrial relations reforms
- pursue the implementation of those reforms
- advise on and coordinate the annual State Budget and report on the outcomes
- identify and produce efficiency savings while maintaining an appropriate level of service

Our commitment is to treat these partners with openness and respect, to build trust and to share all the information required to achieve the expected results.

Commitment to NSW workplaces and the community

Treasury's corporate vision sets us to work towards enabling the Government to deliver on its promises to the people of NSW that the State will always be a great place to live and work. Our key commitment to the community is to provide quality advice to government and strong and transparent risk management designed to deliver such prosperity and to sustain it over time.

The *Government Information (Public Access) Act 2009* establishes a framework giving members of the public an enforceable right to access government information; as well as authorising and encouraging the proactive release of government information by agencies.

Treasury is committed to proactively releasing its information, unless there is an overriding public interest against disclosure. This information is released through publications on the [Treasury website](#), through direct correspondence and in papers and speeches given by senior staff. We strive to ensure this information is up-to-date, accurate, comprehensive and available without undue delay.

The Industrial Relations Group delivers a variety of frontline advice and information services directly to citizens with respect to statutory industrial entitlements and the administration of key components of the current industrial framework.

These regulatory functions have a high profile within the business community. Workplace advisors engage directly with the community and stakeholders through the provision of a comprehensive education program for small business operators and industrial relations practitioners. Investigators provide advice to both employers and employees with respect to industrial entitlements, investigate complaints and undertake targeted industry compliance and enforcement activities.

Commitment to our staff

Treasury's core values of excellence in service, integrity, accountability and trust guide us in our work and inform our people strategies and commitment to staff.

Our key behaviours are being customer focused, innovative, collaborative, bold and flexible.

The quality of our people and how well we utilise and support them is vitally important to our performance. It is the focus of our organisational development activities. We aim to attract, develop and retain quality people at all levels.

One of our Treasury goals is having a team of highly capable and engaged people, sought after for the quality of their advice, and this involves creating and maintaining a working environment where our people can excel.

Excellence is facilitated through strong leadership, effective management and mutual respect. To attain excellence, Treasury is committed to providing staff with:

- job satisfaction, personal development and career opportunities
- a strong performance development system with appropriate recognition for good performance
- the opportunity to participate and contribute ideas
- diversity and inclusion, which regularly introduce new ideas and perspectives and which facilitates creative approaches.

Other key stakeholders

Other key stakeholders include:

- the Parliament
- the Auditor-General and IPART
- credit rating agencies
- interest groups, media and industrial organisations
- the private sector.

Our commitment to these stakeholders is to provide information which is as accurate and timely as possible, and to interact with them guided by our corporate values of excellence, integrity, accountability and trust.

Your access to our information

For more information about your right to government information held by NSW Treasury, see [right to information](#) on our website or the [Information and Privacy Commission](#).

Contacting us

If you need advice accessing our information, please contact us:

- email: gipa@treasury.nsw.gov.au
- write to the:
Manager Information Access and Governance Unit
Executive and Ministerial Services
NSW Treasury
GPO Box 5469, Sydney, NSW 2001

Complaints and feedback

If you have any complaints about our service, or you would like to suggest any improvements, please email contact@treasury.nsw.gov.au. NSW Treasury manages complaints and feedback received in line with current NSW Government guidelines for effective complaint handling that include key commitments of respectful treatment, information and accessibility, good communication, taking ownership, timeliness and transparency.

You may also contact the following:

- the [Ombudsman New South Wales](#) – responsible for investigating complaints of maladministration. Web: <http://www.ombo.nsw.gov.au>
Email: nswombo@ombo.nsw.gov.au
Tel: 1800 451 524 – Level 24, 580 George St, Sydney NSW 2000
- the [Independent Commission Against Corruption](#) – responsible for investigating and preventing corruption Level 7, 255 Elizabeth Street, Sydney NSW 2000 Tel: 8281 5999 – Post to: GPO Box 500 Sydney NSW 2000
- the [New South Wales Auditor-General](#) – responsible for investigating complaints of serious and substantial waste of public money
Tel: 9275 7100 – Level 15, 1 Margaret Street, Sydney NSW 2000
- the [Information and Privacy Commissioner](#) – responsible for investigating breaches of the GIPA Act
Email - ipcinfo@ipc.nsw.gov.au
Tel: 1800 472 679 – Level 17, 201 Elizabeth Street Sydney 2000

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