THE HON. JOHN KOBELKE MLA Minister for Consumer and Employment Protection

In accordance with Section 31 of the *Land Valuers Licensing Act 1978*, the Land Valuers Licensing Board is pleased to submit for your information and for presentation to Parliament the Annual Report for the period 1 July 2003 to 30 June 2004.

Bryan Gardiner CHAIRMAN

Contents

STATEMENT FROM THE CHAIRMAN	1
THE LAND VALUERS LICENSING BOARD	2
ROLE AND FUNCTIONS OF THE LAND VALUERS LICENSING BOARDCOMPOSITION OF THE BOARD	2
BOARD PROFILE CHANGES TO BOARD MEMBERSHIP REMUNERATION OF BOARD MEMBERS	4
BOARD ADMINISTRATION	5
BOARD MEETINGS	
BOARD SERVICESCODE OF CONDUCT AND ETHICS FOR BOARD MEMBERS AND OFFICERS	5
ORGANISATIONAL STRUCTURE	6
LICENSING	7
LICENCE REQUIREMENTS	
NUMBER OF LAND VALUERS NEW APPLICATIONS	
LICENCE RENEWALS	
INVESTIGATIONS	9
COMPLAINTS AGAINST LAND VALUERSBOARD INQUIRIESBOARD COMMITTEES	10
LEGISLATION	14
SUGGESTED LEGISLATIVE AMENDMENTS	
LAND VALUERS CODE OF CONDUCTMAXIMUM REMUNERATION SCHEDULE FOR LAND VALUERS	
LICENSING AND OTHER FEES	
THE GUNNING INQUIRY INTO FAIR TRADING BOARDS AND COMMITTI THE TEMBY ROYAL COMMISSION INTO THE FINANCE BROKING INDU	
THE STATE ADMINISTRATIVE TRIBUNAL	17
EDUCATION AND AWARENESS	17
INTERNET WEBSITE	
PUBLICATIONS TELEPHONE AND COUNTER SERVICE	17
STAFF TRAINING INITIATIVES	-
DEVENITE AND EXDENDITITIE	10

STATEMENT FROM THE CHAIRMAN

In many respects, this year has been very satisfying for the Board with the attainment of three significant achievements.

After considerable effort and consultation the revised Code of Conduct was finalised and gazetted. The Code addresses a number of initiatives which arose in the Gunning Inquiry and the Temby Royal Commission, in addition to those matters identified by the Board in its role as regulator of the land valuation industry.

Similarly, the Board gazetted a revised Maximum Remuneration Schedule for Valuers which had not been substantially reviewed since 1992.

Thirdly, an analysis was completed of the issues raised at the Gunning Inquiry and the Temby Royal Commission and the Board was able to advise the Minister that it has addressed all of those matters which fall within the Board's legislative powers.

On the subject of these achievements, it is a pleasure for fellow Board members to acknowledge the tireless efforts of Board Member John McNamara and Deputy Board Member John Persse without whose assistance the above would not have been possible.

A sincere 'thank you' goes to John Bollig whose term as a Board Member expired in November 2003 and John Persse who resigned from the Board in March 2004. Both gentlemen have made a significant contribution during their time on the Board and should be proud of the commitment they gave to the community and the industry.

The Board is pleased to welcome Dr Pat Addison and Mrs Hazel Butorac who have joined the Board as a Member and Deputy, respectively. We look forward to the expertise and experience that these ladies will bring to the Board.

Finally, the Board wishes to extend the Board's appreciation to the Minister, Hon John Kobelke, MLA and his departmental staff who have supported and assisted the Board in its statutory functions.

Bryan Gardiner

CHAIRMAN

THE LAND VALUERS LICENSING BOARD

ROLE AND FUNCTIONS OF THE LAND VALUERS LICENSING BOARD

The Land Valuers Licensing Board is a licensing and supervisory authority for people who conduct valuations of land. The Board is responsible to the Minister for Consumer and Employment Protection.

The Board administers the licensing system for land valuers, acts as a disciplinary body and contributes to the public policy agenda by making recommendations on legislative matters to the Minister.

The Board is established under the *Land Valuers Licensing Act* 1978 ("the Act"). The Act and the Land Valuers Licensing Regulations 1979 ("the Regulations") set out the licensing requirements for land valuers and invest the Board with the authority to hold disciplinary Inquiries. A Code of Conduct is established under the Act and provides for enforceable standards of conduct for land valuers. There is also a Gazetted Schedule which regulates the maximum amounts of remuneration for the various kinds of services rendered by licensed valuers.

COMPOSITION OF THE BOARD

The Act requires that the Board be comprised of members with a range of legal and valuation expertise. The composition of the Board and the qualifications relevant to each position are prescribed in Section 6 of the Act.

The membership of the Board comprises:

- (a) a Chairman who is a legal practitioner of not less than seven years standing who is nominated by the Minister from a panel of names submitted by the Law Society of Western Australia [section 6(1)(a)];
- (b) one member who is nominated by the Minister [section 6(1)(b)];
- (c) two members who are experienced in the valuation of land, are members of the Australian Property Institute, and are nominated by the Minister from a panel of names submitted by the Western Australian Division of that Institute [section 6(1)(c)];
- (d) one member who is experienced in the valuation of land, is a member of the Australian Property Institute, and is nominated by the Minister from a panel of names submitted by the Real Estate Institute of Western Australia [section 6(1)(d)].

Each member may be appointed for a period of not more than four years and is eligible for re-appointment. The Governor may appoint a person as the deputy of a

member.

BOARD PROFILE

Mr Bryan Gardiner (Chairman)

Mr Gardiner was appointed, pursuant to Section 6(1)(a) of the Act, as Chairman of

the Board on 26 November 2002 and his current term expires on 21 October 2005.

Mr Gardiner is a qualified legal practitioner operating his own practice which, among

other matters, handles issues relating to property transactions. He is also a director of an international company and a Government appointee on a regulatory

Commission.

Dr Pat Addison (Member)

Dr Addison was appointed, pursuant to Section 6(1)(b) of the Act, as a Member of

the Board on 13 April 2004 after serving as Deputy Member to Dr Bollig for three

years. Her term of appointment expires on 31 October 2006.

Dr Addison has a PhD in accounting and is a principal in an accounting practice and

a lecturer at a tertiary institution. She has also been a member of the Land Valuation

Tribunal since 1997

Deputy: Mrs Hazel Butorac

Mr John McNamara (Member and Deputy Chairman)

Mr McNamara was first appointed, pursuant to Section 6(1)(c) of the Act, as a Member of the Board on 18 January 1994. He was re-appointed during the year for

a further term expiring on 31 October 2006.

Mr McNamara has extensive experience as a land valuer. He is a past-National

President and a Life Fellow of the Australian Property Institute.

Deputy: Mr John Martin

Ms Jenny Le-Fevre

Ms Le-Fevre was appointed pursuant to Section 6(1)(c) of the Act. She was first appointed as a member on 7 May 1996 and her current term expires on 30 October

3

2005.

Ms Le-Fevre has extensive experience as a land valuer, is a Fellow of the Australian Property Institute and operates a valuation practice.

Deputy: Vacant (John Persse resigned on 24 March 2004)

Mr Kingsley Lewis

Mr Lewis was appointed pursuant to Section 6(1)(d) of the Act. He was first appointed as a member on 22 October 1999 and was re-appointed during the year. His current term expires on 21 October 2005.

Mr Lewis has extensive experience as a land valuer, is a Fellow of the Australian Property Institute and a member of the Real Estate Institute of Western Australia.

Deputy: Keith Wilson

CHANGES TO BOARD MEMBERSHIP

Dr John Bollig (Member)

Dr Bollig was appointed pursuant to Section 6(1)(b) of the Act. He was first appointed on 1 November 2000 and his term expired on 31 October 2003.

Mr John Persse (Deputy Member)

Mr Persse was appointed pursuant to Section 6(1)(c) of the Act as the Deputy Member to Ms Le-Fevre. He was first appointed on 1 November 2000 and resigned on 24 March 2004.

Dr Pat Addison (Member)

(Refer to Board Profile above)

Mrs Hazel Butorac

Ms Butorac was appointed as the deputy to Dr Addison on 13 April 2004 and has not previously held a position on the Board.

Mrs Butorac is a Justice of the Peace and is a life member of the Citizens Advice Bureau after having served as the Director of the Bureau for a number of years.

REMUNERATION OF BOARD MEMBERS

Board members are remunerated on the basis of their attendance at meetings. The following rates apply:

Chairman

For meetings of four hours or less - \$310

For meetings of more than four hours duration - \$470

For hearing inquiries - \$155 per hour

Members

For meetings of four hours or less - \$210 For meetings of more than four hours duration - \$320

BOARD ADMINISTRATION

BOARD MEETINGS

The Board held 13 meetings during the financial year.

The Board generally meets every month and considers matters such as applications for land valuers licences, policy and legislation issues, industry education issues, compliance matters and, where required, applications for disciplinary proceedings against licensed valuers.

BOARD SERVICES

The Department of Consumer and Employment Protection ("the Department"), through its State Government budget allocation, funds the provision of services to the Board.

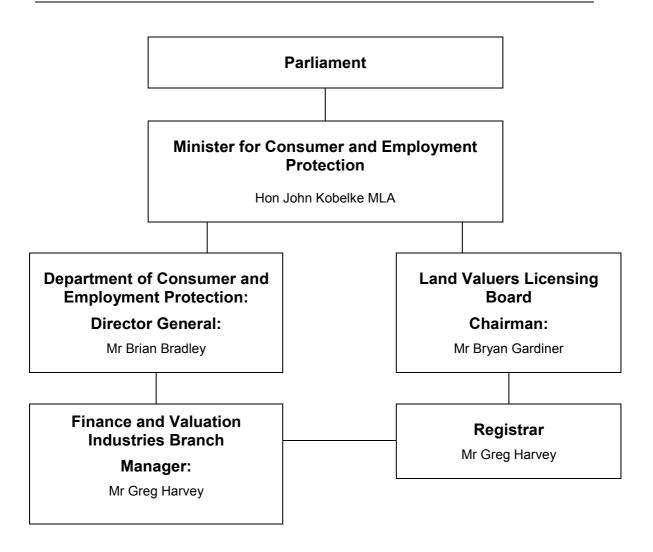
Administrative and support services are supplied to the Board by the Finance and Valuation Industries Branch of the Department. This branch also deals with Departmental matters relating to credit as well as providing support services to the Finance Brokers Supervisory Board and the Commercial Tribunal.

CODE OF CONDUCT AND ETHICS FOR BOARD MEMBERS AND OFFICERS

As a state statutory body, the Board is required to adhere to the Western Australian Public Sector Code of Ethics. The Code of Ethics sets out the values and behaviour expected of members of state statutory bodies.

The Board also adheres to a Code of Conduct developed for Board members and officers of the Board to complement the Code of Ethics. The Code defines appropriate conduct for Board members and provides guidance for ethical decision making by the Board.

ORGANISATIONAL STRUCTURE



LICENSING

LICENCE REQUIREMENTS

The Board may grant a land valuer's licence to an individual who meets the requirements of the Act and the educational requirements prescribed in the Regulations.

Applicants for a land valuer's licence apply under one of three categories:

- (a) Members of the Australian Property Institute [s19(1)(b) of the Act]; or
- (b) Holders of a prescribed degree or diploma who have also had:
 - (i.) two years satisfactory practical experience in the valuation of land immediately preceding the date of application; and
 - (ii.) a total of not less than four years satisfactory practical experience in the valuation of land within the period of ten years immediately preceding the date of application [s19(1)(c) of the Act];

or

(c) Persons who have previously held a licence under the Act within the period of five years immediately proceeding the date of application [s19(1)(d) of the Act].

The required qualifications are a Bachelor of Commerce (Property) or a Bachelor of Business – (Valuation and Land Economy). In Western Australia, Curtin University of Technology currently delivers these courses.

NUMBER OF LAND VALUERS

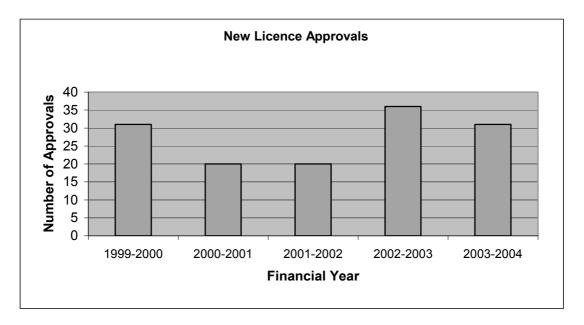
As of 30 June 2004 the total number of land valuers licensed in Western Australia was 545.

NEW APPLICATIONS

Licences are granted on triennial basis (ie for a three year period). During the year, 31 applications for new licences were granted and four applications were declined.

The graph below shows the number of new applications for a land valuer's licence in the past five years. The significantly higher number of new licences granted over the past two years is a healthy sign for the industry and is indicative of the growth in the property sector during times of a strong economy.

Although the number of new applications has increased markedly, compared to some other occupations, the figure is comparatively and proportionately low. This reflects the high qualifications required and the competitive nature of the industry.



In accordance with the provisions of the Act, any person may lodge an objection to the grant of a licence. However, there were no objections lodged during the year.

LICENCE RENEWALS

Land valuers have up to 28 days after the expiration of their licence to make an application for renewal for a further three year period. A late fee applies to land valuers lodging their renewal applications within this 28-day period.

Historically, all new licences were initially granted for varying periods with the effect that they all became renewable on the same date. Any renewal thereafter was for a period of three years. There were no licences which were renewable during this financial year.

However, a common renewal date created administrative difficulties and confusion in the industry and, furthermore, was inconsistent with the licensing periods in other occupational groups. In more recent times, all new licences are granted for 3 years.

When the licence fees were reviewed by the Government last year, the fee structure was amended to reflected this administrative change. (Refer to Licensing and Other Fees.)

MUTUAL RECOGNITION

Land valuers licensed in other Australian jurisdictions may obtain a Western Australian licence under the provisions of the *Mutual Recognition (Western Australia) Act 1995*. Currently Queensland and New South Wales are the only states which also have a licensing regime. Tasmania and South Australia have a negative licensing regime.

INVESTIGATIONS

The Board relies on the Department of Consumer and Employment Protection to conduct investigations on behalf of the Board into complaints received against land valuers. The departmental staff conducting these investigations do so under the authority of the Consumer Affairs Act (WA) 1971. The investigations are conducted independently of the Board in order not to prejudice any investigations that proceed to inquiry. The attrition of departmental staff causes regular setbacks for the Board while new staff gain an understanding of aspects of valuation which are often very complex.

In all cases, the investigation will focus on the valuer's application of proper practices and principles rather than the actual valuation figure. Due to the subjective nature of valuation and the fact that it is a professional opinion, the valuer's client may not agree with the actual value provided. Neither the Land Valuers Licensing Board nor the Department of Consumer and Employment Protection has the power to resolve a question about the validity of the amount of value or the consequences of a person's reliance upon the valuation. Nor can the Board or the Government deal with claims relating to financial losses. These must be made through the courts.

In cases where a complainant is able to provide reasonable evidence of alleged breaches of the Land Valuers Licensing Act, Regulations, Code of Conduct or Maximum Remuneration Schedule then a complaint should be lodged with the Board.

To assist in the proper functioning of the Board, a Complaints Committee comprising

of senior departmental staff and a deputy member of the Board, who is a licensed land valuer, reviews, monitors and provides guidance on the investigation of complaints received against licensed valuers. Because of their role on the Complaints Committee the deputy board member is precluded from sitting in judgement on any matters brought before the Board in the form of a disciplinary inquiry.

The Committee reports to the Board at each meeting with brief details of complaints and matters which have been concluded due to lack of evidence or the like and also matters which are referred to the Board for further action (e.g. issue of a warning or commencement of a disciplinary inquiry). The establishment of the Committee ensures natural justice prevails by providing a balance between keeping Board members independent from complaint matters should they be required to sit in judgement on a complaint while at the same time keeping them abreast of conduct trends and developments.

Departmental investigators are not qualified land valuers. Therefore, as part of the investigation process, independent land valuers may be engaged to audit or provide a critique of a valuation which is the subject of a complaint. The Board has a forensic procedure which provides guidance to the investigators and instructions to those independent valuers.

COMPLAINTS AGAINST LAND VALUERS

During the year, seven complaints were received, being the same number as the previous year. Four of the complaints were closed as the investigations failed to identify breaches of the Act or related regulations while the remainder will continue to be investigated.

Complaints against land valuers

	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004
Number of Complaints	18	29	19	7	7

BOARD INQUIRIES

Where a complaint indicates a breach of the Act, Regulations, Code of Conduct or Maximum Remuneration Schedule, and the investigation and legal advice supports further action, the case will be brought to the Board with a recommendation which may include an inquiry.

The Board may, on the application of the Registrar or any other person, or of its own motion, hold an inquiry into the conduct of any licensed valuer. In an inquiry the

Board acts as a judicial tribunal and conducts the proceedings according to equity, good conscience and the substantial merits of the case without regard to technicalities and legal forms. The Board is not bound by the rules of evidence and may inform itself on any matter in such manner as it sees fit.

The Board has the power to summon witnesses, inspect papers and documents, require a person to give evidence on oath or affirmation and require any person appearing before the Board to answer questions.

If the Board is satisfied, after conducting an inquiry, that proper cause exists for a licensed valuer to be disciplined, it may:

- (a) reprimand or caution the licensed valuer;
- (b) impose a fine not exceeding \$500 on the valuer;
- (c) suspend or cancel the valuer's licence and, in addition, disqualify the valuer either temporarily or permanently, or until the fulfilment of any condition which may be imposed by the Board, or until further order from the Board, from holding a licence; and make orders as to costs.

While the Board has the statutory authority to discipline licensed valuers, where proper cause exists, it does not have the statutory authority to award compensation to persons who may have suffered civil damages. Persons seeking compensation from land valuers for alleged civil damages must do so by undertaking independent legal action.

Persons who consider they have suffered a loss as a result of a valuers alleged negligent or incompetent actions are nevertheless encouraged to notify the Board of any concerns they may have regarding the conduct of licensed valuers, so that those concerns may be investigated and, where appropriate, disciplinary action taken.

Inquiries Completed During 2003-2004

Number	Respondent(s)	Alleged Breaches	Outcome
2/2002	Stephen Olifent		This inquiry was withdrawn and replaced with inquiry 5 of 2003 (see below).
1/2003	Guiseppe Fanchi	Section 28(2)(b) of the Act Section 28(2)(d) of the Act Article 3(a) of the Code of Conduct (1985) Article 4(a) of the Code of Conduct (1985)	Mr Fanchi was fined \$500, \$300, \$250 and \$250 respectively on each of the four allegations. He was also ordered to pay the Applicant's costs of \$1500.
2/2003	Herbert Lee-Steere	Section 28(2)(b) of the Act Article 3(a) of the Code of Conduct (1985) Article 4(a) of the Code of Conduct (1985)	Mr Lee-Steere was fined \$400 for the breach of the Act and was reprimanded for the breaches of the Code of Conduct. He was also ordered to pay the Applicant's costs of \$4,000.
3/2003	Glen Franklin	Section 28(2)(b) of the Act Article 3(a) of the Code of Conduct (1985) Section 28(2)(d) of the Act (alternative allegation)	No proper cause was found to exist in respect of the first allegation and, accordingly, that matter was dismissed. Mr Franklin was fined \$300 for the breach of Article 3(a) of the Code of Conduct. The alternative allegation was dismissed. Mr Franklin was also ordered to pay \$5,000 towards the Applicant's costs.
4/2003	Rodney Gardiner		This inquiry was withdrawn and replaced with inquiry 1 of 2004 (see below).
5/2003	Stephen Olifent	Section 28(2)(b) of the Act Article 3(a) of the Code of Conduct (1985)	The Board withdrew the inquiry as Mr Olifent surrendered his licence. The Board has previously received legal advice that it has no jurisdiction to pursue an inquiry against an unlicensed valuer.

Ongoing Inquiries

Number	Respondent(s)	Alleged Breaches	Current Status	
2/2002	Bernard Worthington	Section 28(2)(b) of the Act (two allegations) Article 3(a) of the Code of Conduct (1985)	Mr Worthington was fined \$500 ceach of the three allegations are had his licence suspended for three months. In addition, for a three month period after the suspension to be lifted he is required to have an valuations prepared by his countersigned by a licensed lar valuer. An order for costs is yet to be determined.	
			Mr Worthington appealed to the District Court and a stay was ordered which meant that the above decision shall no effect until the appeal has been concluded. As at 30 June 2004 the decision on the appeal had not been determined by the Court.	
1/2004	Rodney Gardiner	Section 28(2)(b) of the Act	The matter is set down for a hearing	
		Section 28(2)(b) of the Act (alternative allegation)	on 9 July 2004.	
		Article 3(a) of the Code of Conduct (1985) (alternative allegation)		
		Article 4(a) of the Code of Conduct (1985)		

The status of inquiries is reported as at 30 June 2004. More recent information can be obtained from the Board's website www.docep.wa.gov.au/landvaluers.

Summary of allegations

Section 28(2)(b) of the Act	Negligence or incompetence in making a valuation.
Section 28(2)(d) of the Act	Any other cause that, in the opinion of the Board, renders the licensed valuer unfit to hold a licence.
	Failure to carry out the valuation to the best of his knowledge and ability and in accordance with the proper principles of valuation.
Article 4(a) of the Code of Conduct (1985)	Conducting himself in a way which injures or is likely to injure the reputation or professional status of licensed valuers.

BOARD COMMITTEES

The Board has two committees, namely:

- Inquiry Processes Committee
- Complaints Committee

The **Inquiry Processes Committee** consists of the Board Chairman, a Board member, the Registrar and the General Counsel of the Legal Branch of the Department.

The key objectives of the Inquiries Processes Committee are to ensure that:

- legal action to bring matters before the Board for formal inquiry, or to initiate court action, are taken in an effective, efficient and timely manner;
- proper procedures are followed in relation to any inquiry before the Board;
- appropriate applications are made to the courts in relation to disciplinary and enforcement matters; and
- any follow up action to the outcome of inquiries and court actions are appropriately undertaken on behalf of the Board.

The **Complaints Committee** consists of a Deputy Board Member, the Registrar and the Principal Compliance Officer.

The key objectives of the Complaints Committee are to ensure that:

- complaints are investigated and any legal and professional advice is sought in an effective, efficient and timely manner;
- appropriate matters become the subject of Applications for Inquiry before the Land Valuers Licensing Board;
- recommendations regarding the closure of files, or further action to be taken by officers on behalf of the Board, are appropriate; and
- systemic breaches of legislation or common problems in the industry are identified as early as possible and an appropriate recommendation is made to the Board.

LEGISLATION

SUGGESTED LEGISLATIVE AMENDMENTS

The Board understands that there will be a raft of legislative amendments introduced as a result of the Temby Royal Commission into the Finance Broking Industry and the proposed State Administrative Tribunal. As reported last year, the Board has also submitted to the Minister a list of other suggested legislative amendments. The

current Act has significant limitations and the Board will welcome legislative amendments.

LAND VALUERS CODE OF CONDUCT

The Board, with the approval of the Minister, may prescribe a Code of Conduct under section 26 of the Act. The Code is an important method of regulating the operations of licensed valuers and is legally binding on the valuers. The Code was last reviewed and gazetted in 1999, after remaining unchanged since the original Code of 1985.

Considerable effort was committed to the development of the final stages of a revised Code of Conduct which reached its conclusion when it was gazetted on 30 January 2004.

Among other things, the amended Code includes a requirement, in certain circumstances, for valuers to provide an "Executive Summary" in addition to the detailed valuation. The inclusion of this requirement arose from a recommendation in the Report of the Temby Royal Commission into the Finance Broking Industry.

As a result of a general concern across a number of regulated industries, a valuer is now precluded from adopting the role of advocate in a matter where it is their duty to exercise independence and impartiality. This refers to a single valuer intending to act as both valuer and advocate and does not refer to two or more valuers from the same firm acting one as a valuer and the other as an advocate, subject to the disclosure of interest rule and agreement of the client.

In addition, there is a requirement on valuers to distinguish between "as is" valuations and "as if complete" valuations. An "as if complete" valuation is one that reflects the value of the development as it would be if it was in a completed state at that time. It is believed that this may assist in minimising a repeat of the losses incurred by investors in the so called 'finance brokers scandal' which was the subject of the Temby Royal Commission.

MAXIMUM REMUNERATION SCHEDULE FOR LAND VALUERS

In accordance with the Act, the Board may (with the Minister's approval) publish maximum amounts of remuneration for licensed valuers. Apart from a Goods and Services Tax adjustment in 2000, the remuneration notice was last amended in 1992.

The Board understands that the Minister does not believe that it would be appropriate, at this point in time, to deregulate land valuers fees. With the approval of the Minister, the Board set about reviewing the schedule. Following an invitation for comments from the industry and the public, a revised Maximum Remuneration

Schedule was gazetted on 12 December 2003.

While the Schedule sets the *maximum* fee which can be levied by a valuer, it is important to note that market forces are such that many valuers may charge fees less than the Schedule.

LICENSING AND OTHER FEES

The State Government sets the fees which shall apply to licensing and other services provided by the Board. The fees were reviewed by the Government late last financial year and a new structure developed to incorporate the granting of new licences for a period of 3 years. The following fees were gazetted on 27 June 2003 to be effective from 1 July 2003.

LICENCES	FEE
Application fee and grant of a licence for a 3 year period	\$352.00
Renewal fee for a 3 year period	\$352.00
OTHER	
Examination in respect of application for a licence (s19(4))	\$40.25
Inspection of register of licensed valuers	\$10.90
Certificate of individual registration (first page) (each subsequent page)	\$10.90 \$2.05
Certificate of all registrations in the register	\$128.00

THE GUNNING INQUIRY INTO FAIR TRADING BOARDS AND COMMITTEES AND THE TEMBY ROYAL COMMISSION INTO THE FINANCE BROKING INDUSTRY

Following the Gunning Inquiry Into Fair Trading Boards and Committees and the Temby Royal Commission into the Finance Broking Industry, the Land Valuers Licensing Board tabulated all land valuer related issues that arose during those proceedings.

While some of the issues were merely for noting, others required some action by the Board. The Board has now addressed, within its legislative powers, all of the related issues.

THE STATE ADMINISTRATIVE TRIBUNAL

The State Government has introduced two legislative Bills to enact the State Administrative Tribunal (SAT). The role of SAT will include the disciplinary functions currently undertaken by a range of State statutory Boards and Committees. The Board understands that the Bills have been referred to the Standing Committee on Legislation for consideration and that the Committee has been granted an extension to 21 October 2004 to report to Parliament.

If the Bills are passed and the disciplinary function transferred to SAT, the Board will continue to administer the licensing system for land valuers and contribute to the public policy agenda by making recommendations on legislative matters to the Minister.

EDUCATION AND AWARENESS

INTERNET WEBSITE

The Land Valuers Licensing Board website continues to be a point of interest and an ideal form of communication in respect to the activities of the Board and general information for the industry and public.

The website provides information on a range of issues including:

- The Board and its functions;
- Legislation;
- Inquiry matters;
- Licensing;
- Register of licensed land valuers;
- Helpful hints for persons using the services of a land valuer; and
- Links to other related sites.

The website address is www.docep.wa.gov.au/landvaluers.

PUBLICATIONS

The Board continues to provide a publication entitled "Notes on Land Valuers" for persons using the services of a land valuer. The publication is also available on the Board's website.

TELEPHONE AND COUNTER SERVICE

The Department provides both a counter and telephone advice service to the public, on behalf of the Board. Both services are available during business hours for advice about the licensing and regulation of land valuers.

STAFF TRAINING INITIATIVES

The Department provides training for staff in respect to their specific tasks and also for general customer services and process improvement.

REVENUE AND EXPENDITURE

The Board is not a statutory authority for the purposes of the *Financial Administration* and *Audit Act 1985*.

All licensing fees paid by licensed valuers are collected and brought to account by the Department of Consumer and Employment Protection and credited to the consolidated fund at State Treasury. The costs of maintaining the operations of the Board are met from funds appropriated by Parliament for the purposes of the Department. Amounts of income and expenditure are incorporated in the accounts of the Department and are published in the Department's Annual Report.

Section 175ZE of the *Electoral Act 1907* requires public agencies to report details of expenditure to organisations providing services in relation to advertising, market research, polling, direct mail and media advertising. The Board has not incurred expenditure of this nature.