



## Valuer-General's Direction

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VGD 09/2022

Guideline, Direction and Policy Procedure

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Approved: 26 September 2022

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**Note:** Words and acronyms that are in italics in this Policy, which are not part of a 'quote' or legislative reference, have a meaning as outlined in the Valuer-General's Guideline VGG 05/2022 - *Glossary of Terms and Definitions*.

## PURPOSE

To promote collaboration, community engagement and transparency in the development and adoption of Guidelines, Directions and Policies created by the *Valuer-General*.

## SCOPE

This Direction relates to all Guidelines, Directions and Policies created after the Approved Date. Those which have already commenced or are in train as at the Approved Date have been determined to be exempt to allow business continuity. The *Valuer-General* may, where reasonable, circumnavigate this Direction and must outline the context necessitating such a course at publication.

### Example

Where a valuation is required of a Valuer-General Guideline, Directive or Policy within a time frame that would not allow for proper application of this Direction.

## BACKGROUND & CONTEXT

Following commercialisation in 2017, and the appointment of Land Services SA (LSSA) as exclusive provider of statutory valuations to the *Valuer-General*, combined with the appointment of the *Valuer-General* on 1 January 2019, it was identified that a holistic review of existing Guidelines, Directions and Policies was necessary. This review also included the generation of new policies to formalise long held practices not previously documented.

The creation of this Direction is intended to outline best practice for the reviewed and/or new Guidelines, Directions and Policies hereafter.

This Direction may be amended at the discretion of the *Valuer-General* at any time by way of an Addendum.

Note – that for the purpose of this Direction, the *Valuer-General* also means the Deputy to the Valuer-General or approved delegate.

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## NAMING CONVENTIONS

For ease of identification and chronology, the following naming conventions are to be adopted:

**VGG 01/2022 – Title**, or **VGD 01/2022 - Title**, or **VGP 01/2022 – Title**.

Where,

**VGG** = Valuer-General's Guideline.

**VGD** = Valuer-General's Direction.

**VGP** = Valuer-General's Policy.

And,

**01/2022** relates to the month and year the *VGG*, *VGD* or *VGP* is approved.

And,

**Title** is a concise description of the nature of the *VGG*, *VGD* or *VGP*.

### Example

As demonstrated on the cover page of this Direction.

## APPLICATION

Each classification and its application are described as follows:

### **VGG – Valuer-General's Guideline**

To be used in isolation for an individual resolution or outcome.

Where a *VGG* relates to a specific *Valuation Record*, grouping of *Valuations Records* or where *person(s)* or entity(s) land holdings are concerned, the Guideline is not to be published in a public forum.

A redacted version of the approved *VGG* can be published on written permission of the *person* or entity(s) concerned.

The consultation process, as described within this document can be adhered to when:

- The VGG is intended to form the basis of a Policy, and/or
- The relevant *Valuation Record(s)* or Entity(s) cannot be identified, and
- Written permission from the concerned *person(s)* or entity(s) is granted.

Further, VGG can be created to guide Office of the Valuer-General (OVG) and/or LSSA staff through OVG business practices. In those instances, the VGG will give general recommendations and guidance for how to perform an OVG task or provide overarching advice to determine a suitable course of action. These VGG will provide a good overview of how to act, and things to consider, in situations where there is no specific direction or policy.

### **VGD – Valuer-General’s Direction**

To be used in providing specific instruction for business practices and delivery of valuation services.

As demonstrated in this Direction, this is largely for operational matters though can extend to any person(s) and/or entity(s) acting on behalf of the *Valuer-General* in accordance with the *Valuation of Land Act 1971 (VL Act)*.

### **VGP – Valuer-General’s Policy**

To outline best practice, methodology, scope and application for all statutory functions under the purview of the *Valuer-General* in particular the *VL Act* and *Valuation of Land Regulations 2020 (VL Reg)*.

## **DOCUMENT MANAGEMENT**

A Central Register of the VGG’s, VGD’s and VGP’s is maintained by the Audit Officer – Policy on behalf of OVG.

The Central Register is for OVG use and access only.

The Central Register includes the following:

Column Header	Content Description or Example
Title	E.g., VGD 09/2022
Description	E.g., Guideline, Direction and Policy Procedure
Issue No.	As per the column header

Column Header	Content Description or Example
Status	Current – in place Under Review – process for review of existing VGG, VGD or VGP has commenced Superseded – has been replaced by a new VGG, VGD or VGP Earmarked – new VGG, VGD or VGP required
Approval Date	As per the column header
Distribution/Publication Date	As per the column header
Scheduled Review Date	E.g., Annual, Biennial or as needed
Amendment Date(s)	As per the column header
Revised Review Date	Where an amendment supersedes specified scheduling
Document Link	A link for public use is to be maintained on the web page, with the internal central register to maintain links for document storage for future reviews
Comments	As per the column header

The Central Register include hyperlinks to the OVG Policy library to enable access to full or redacted documents, as appropriate.

All relevant correspondence is to be filed with each VGG, VGD and VGP though out of care for privacy it will not be made publicly available.

A policy information and tracking sheet will be maintained and completed by the Audit Officer – Policy for all VGG's, VGD's and VGP's created. Additionally, any new policy requests received from OVG staff or the *Service Provider* must be in writing on the prescribed Policy Required Request form<sup>1</sup> for the consideration of the *Valuer-General*.

## COMMUNITY / STAKEHOLDER ENGAGEMENT

In accordance with the purpose of this Direction, engagement with the community and *stakeholders* will be undertaken except where this Direction outlines otherwise (e.g., in the case of privacy concerns).

<sup>1</sup> Refer to VGD 06/2022 OVG Policy – Communications Management Plan for pro formas and further information.

As the exclusive *Service Provider* of valuation services to the *Valuer-General*, the first right of review will be offered to *LSSA* who will be granted a period of 30 business days from provision of the draft document. The *Service Provider* should also prepare an implementation outline, to be later formalised into an implementation plan, for approval by the *Valuer-General* during this right of review period. This is the only point in time where the *Service Provider* can raise matters relating to implementation. Should community feedback materially change the requirements of the draft *VGG*, *VGD* or *VGP*, the *Valuer-General* can discuss implementation implications as needed with the *Service Provider*.

Any feedback will be considered by the *Valuer-General* and incorporated within an updated draft to be provided for community feedback.

This will be enabled through the *Valuer-General's* website where a dedicated page for Resources is to be maintained by the *OVG*.

A pro forma will be provided for feedback to allow for consistency of data collection. The consultation period will be for a period of 30 business days. At which time, the Draft *VGG*, *VGD* or *VGP* will be removed from the website.

All feedback will be considered by the *Valuer-General*, however it should be noted that as an independent Statutory Officer, it is incumbent of the *Valuer-General* to ensure that the *VL Act* is followed, case law considered, and that best valuation practice is adopted. As such, not all feedback will be fit for purpose.

The pro forma is to include the following, however, can be adjusted as needed to suit purpose:

**Header**

As per the document label

**Feedback Cut Off Date****Information**

Your feedback is valuable to the *Valuer-General* in the formation and implementation of guidelines, directions and policies. Please note that the *Valuer-General* is bound by legislation such as the *Valuation of Land Act 1971* and *Valuation of Land Regulations 2020* and as such, your feedback may not be compliant with those parameters and may therefore not be adopted.

Your information and details are private and will not be visible beyond the *Valuer-General*.

**Lodging Party (optional)**

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**Should the Valuer-General seek to clarify a point in your feedback, are you comfortable with being contacted by her Office?**

Yes / No. If, yes, a drop down with contact details to be filled and tick box for preference of contact method.

**Feedback text box**

## IMPLEMENTATION

On completion of the final draft and prior to publication, *LSSA* will have 10 business days to provide their final implementation plan for endorsement by the *Valuer-General*.

## PROCESS

In accordance with the Purpose of this Direction, the following outlines the Process to be adhered to. It is understood that there will be disruptors to the Process and time frames may be variable to allow for best outcomes. However, all endeavours should be made to adhere to the following:

Step	Description
1. Identification	The need for a <i>VGG</i> , <i>VGD</i> or <i>VGP</i> may become apparent through any channel including but not limited to scheduled reviews, pro forma requests from <i>OVG</i> &/or <i>LSSA</i> staff, identification of business need(s) etc.
2. Purpose	The purpose of the <i>VGG</i> , <i>VGD</i> or <i>VGP</i> must be determined.
3. Status Update	The Central Register is to be updated by the Audit Officer - Policy.  The Status Update should occur within 5 business days of identification.
4. Research	Undertake a period of research which may include, but is not limited to case law, alternate jurisdictional examples or anecdotal information. Where possible, any sources are to be documented within the <i>VGG</i> , <i>VGD</i> or <i>VGP</i> under References. Where that information is not publicly available, written permission should be sought or that information excluded from the final document.  As a guideline, this stage, should not exceed a period of 8 business hours over a two-week period.

Step	Description
5. First Draft	A First Draft will be created under the direction of the <i>Valuer-General</i> . To ensure clarity, the draft document will be watermarked until such time as signed signalling the final document is approved.
6. First Review	<p>As exclusive provider of Valuation Services to the <i>Valuer-General</i>, <i>LSSA</i> will be provided a period of 30 business days to provide any feedback to the first Draft. The <i>Service Provider</i> should also prepare an implementation outline, to be later formalised into an implementation plan, for approval by the <i>Valuer-General</i> during this right of review period. This is the only point in time where the <i>Service Provider</i> can raise matters relating to implementation.</p> <p>In the rare instance that <i>LSSA</i> require an extension to the First Review period this must be put in writing to the Audit Officer – Policy who will consult with the <i>Valuer-General</i> to determine eligibility.</p>
7. Second Draft	A Second Draft will be created under the direction of the <i>Valuer-General</i> retaining the Draft watermark.
8. Open for Review	<p>The Second Draft will be made available for consultation via the <i>Valuer-General's</i> web page and the Central Register updated with a link to the draft document and feedback form.</p> <p>This Review period shall not exceed 30 business days.</p> <p>An individual may request to extend the review period and may be granted by the <i>Valuer-General</i> only if deemed reasonable.</p>
9. Finalisation	<p>The Central Register should be updated, and the draft document link withdrawn. The final document is to be prepared and following editorial review, signed and issued.</p> <p>As a guideline, this should not exceed 20 business days from close of open review. This allows for review of feedback.</p> <p>On completion of the final draft and prior to publication, <i>LSSA</i> will have 10 business days to provide their final implementation plan for endorsement by the <i>Valuer-General</i>.</p> <p>The Central Register is updated with the final document.</p>

Step	Description
10. Compliance Auditing	<p>Following finalisation, <i>LSSA</i> compliance auditing may be undertaken by <i>OVG</i>. This includes, but is not limited to, <i>OVG</i> requesting <i>LSSA</i> to report on and/or provide evidence of:</p> <ul style="list-style-type: none"> <li>• The education and training that has been provided to <i>LSSA</i> staff.</li> <li>• The implementation of the varied <i>VGG</i>, <i>VGD</i> and <i>VGP</i> requirements within their business, with reference to the relevant <i>LSSA</i> Implementation Plan.</li> <li>• The maintenance of the SharePoint policy folders.</li> </ul> <p>Compliance auditing will be conducted ad hoc.</p>

Further to the above, reference should also be made to VGD 06/2022 *OVG* Policy – Communications Management Plan. This *Valuer-General* Directive further defines the communication requirements for *OVG* guidelines, directions and policies and how information will be distributed between *OVG* and *LSSA* pursuant to section 32.7 of the Land Services Agreement.

## PUBLICATION

Where a *VGG*, *VGD* or *VGP* is applicable to a specific property and/or landowner's holdings, it is not to be published in a public forum to have regard for the privacy of those concerned. Accompanying notes are to be provided within the Central Register.

The *Valuer-General* may include an informal preface to any documentation to assist the community in understanding the content.

## REFERENCES

### Legislation

- *Valuation of Land Act 1971*
- *Valuation of Land Regulations 2020*

### Policy

- VGD 06/2022 OVG Policy – Communications Management Plan
- VGG 05/2022 - Glossary of Terms and Definitions
  
- This policy supersedes the VGD 08/2019 Guidelines Directions and Policy Procedure document of August 2019 as at the date of approval.

## DOCUMENT CONTROL

### Version

Version	Status	Date	Prepared By	Comments
0.1	First Draft	13 September 2021	S Howson	Bi-annual review and update of VGD 08/2019 Guideline Direction and Policy Procedure to reflect appointment of Audit Officer – Policy and other relevant changes since VGD 08/2019 was originally released.
0.1	First Draft	24 September 2021	K Bartolo	Completed Review of Draft v0.1 and provided feedback.
0.2	First Draft (Final)	1 October 2021	S Howson	Update of Draft v0.1 incorporating VG feedback.
0.3	Second Draft	9 May 2022	S Howson	Update of v0.2 incorporating LSSA feedback received 1/12/2021 plus additional LSSA/OVG feedback received at the v0.2 walkthrough meeting on 14/1/2022.
0.3	Second Draft	3 July 2022	K Bartolo	Reviewed LSSA feedback and Draft v0.3 and provided feedback.
0.4	Third Draft	8 August 2022	S Howson	Update of Draft v0.3 incorporating VG feedback.
0.5	Final Draft	24 September 2022	S Howson	Final Edit.

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## Approval

Name and Position	Signature and Date
Katherine Bartolo <b>Valuer-General</b>	  26 September 2022

This policy supersedes the VGD 08/2019 Guidelines Directions and Policy Procedure document of August 2019 as at the date of approval.

## Next Review

Date	Comments
26 September 2024	Biennial policy review. May be reviewed sooner following release or as needed