

Mass Appraisal Performance Standards & Reporting Framework (MAPS)

State Valuation Service

16 February 2014

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Summary

The purpose of this document is to establish the State Valuation Service's (SVS) mass appraisal standards and how they are reported on.

This document will define the following:

- Mass Appraisal Methodologies
 - SMA Factorisation or Indexation
 - Calculation Databases
 - Manual (Includes imported manuals)
 - Degree of Scrutiny
 - Sub Market Area (SMA)
 - SMA Definition
 - SMA Stratification Standards (SSS)
 - SMA Benchmark Property Standards (BPS)
 - SMA Quartile Range Percentage (QRP) Standard
- Sales Analysis Standards
 - QSAS Data Entry Standards
 - Sales Ratio Tests (SRT)
 - Sales Ratio Standards (SRS)
- Application of Sales
- Annual Valuation Certification/Reporting Standards

The principal objective is to enhance reporting to the Valuer-General where the SVS:

- Establish baseline mass appraisal performance measures and benchmark standards that align with national and international best practice.
- Foster a culture within the State Valuation Service that encourages innovation and engages valuers in a continuous process of improving the uniformity and accuracy of statutory valuations.
- Ensure that the *Land Valuation Act 2010*, SVS Policy and Work Instructions are consistently and uniformly applied by all valuers in all offices.
- Introduce periodic monitoring processes to identify deficiencies in the accuracy and uniformity of statutory valuations and ensure that issues are addressed in a timely fashion.
- Demonstrate incremental improvements to the accuracy and uniformity of statutory valuations.

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Mass Appraisal Methodologies

The SVS utilises three Mass Appraisal Methodologies, namely Factorisation/Indexation, Calculation Databases, and Manual Valuations. The appropriate use of each of these methodologies is described below.

Factorisation/Indexation

Factorisation or Indexation of properties involves determining the level of market change for a homogenous stratification of properties. Market evidence is used to determine the appropriate factor (change in value) in a defined period with reference to the previous period. The determined factor is then applied across each valuation in the relevant stratum to calculate the proposed valuation for each property in the stratum.

The factorisation methodology is appropriate for strata of single unit residential or rural residential properties. This methodology may also be appropriate for other property types where a calculation database is not required example being commercial or industrial use properties in small towns or villages.

Factorisation may be undertaken in MASS within QVAS, or in external systems such as Vmaps, Excel spreadsheets or Access databases which are imported into MASS.

Calculation Databases

The calculation methodology is used for more complex property types including farming, commercial, industrial and multiple unit properties where a unit amount by a dollar rate is appropriate.

Calculation databases currently in use include QCALCS, and UCALCS which are QVAS Gateway systems and CIM which is an external Microsoft Access Database which is imported into MASS.

Manual Valuation

The valuation figure is determined manually by a valuation methodology appropriate to the type of property.

Specialist classes of properties (I.E. Brisbane CBD, Super Regional Shopping Centres etc) will require a manual reassessment of value for each annual valuation. Manual valuations or smoothing may also be necessary for properties on or near sub-market area borders to avoid cliff faces.

Manual valuations will be entered directly into MASS or imported from external systems such as Vmaps, Excel spreadsheets or Access databases.

Degree of Scrutiny

The factorisation methodology offers the lowest level of scrutiny to individual valuations of the three mass appraisal methodologies and is heavily reliant on the accuracy and uniformity of the base data. For this reason it is recommended "best practice" that all properties that are adjusted by the factorisation methodology should be manually confirmed at least once in every five annual valuation cycles.

Sub-Market Area

SMA Definition

A sub market area as defined in the “Statutory Valuation Procedures and Practices under the *Land Valuation Act 2010*”, is a grouping of properties with either a single highest and best use or multiple highest and best usages, within an area readily defined by an administrative or geographic boundary or readily associated with a geographic or topographic feature where the market movement is similar for all properties.

Sub-Market Area – Stratification Standards

Every SMA must have the following:

- **SMA Code** – A code that is unique to any given LGA or issuing area.
- **SMA Description** – A textual description of the geographic area that a SMA covers and the land uses to be included in the SMA.
- **MASS Appraisal Methodology** - Nominated from the approved MASS appraisal methodologies which include Factorisation/Indexation, Calculation Database, or Manual Valuations. This notation would indicate the primary methodology however other methodologies may be used as a secondary process, for example, manual valuations.
- **As Valued Land Use** – Each SMA must have a list of acceptable AVLU codes nominated for the properties that populate the SMA.

Every SMA must have the SMA code and SMA description recorded. The basis report prepared for each council area must include a table that describes all the information relevant to each SMA.

SMA Benchmark Property Standards (BPS)

Every SMA must have:

- At least one "Primary" benchmark property recorded in QVAS ADMIN that is within 5% of the median valuation for the SMA. If a SMA is nominated as a "Factored" SMA then two additional benchmark properties are to be recorded in QVAS that are within 5% of the 25th and 75th percentile of the valuations for a given SMA.
- Every benchmark property must be valued manually in every annual valuation and supported by at least two basis sales which are to be described with relative comparisons in the basis report.
- The relationship between the proposed value and current value of a benchmark property (I.E. the benchmark property factor) is used as the principal tool to determine the appropriate SMA factor.
- The proposed factor for a given “SMA” must be the same as the factor applied to the Primary Benchmark(s). If a factor is nominated other than the Primary Benchmark Factor then a valid reason for the discrepancy must be documented in the basis report.
- Where a SMA formula is to be utilised the formula should correlate with benchmark property factors.

SMA's which wholly contain properties that are manually valued each year are not required to have benchmark properties.

SMA Quartile Range Percentage (QRP) Standard

The QRP or Quartile Range Percentage provides a measure of Sub Market Area homogeneity. The QRP is calculated by expressing the inter-quartile range of land values (difference between the 25th and 75th percentile) as a percentage of the median land value

$$QRP = \frac{q3 - q1}{\tilde{x}}$$

Where:

$q3$	=	75 th percentile land value
\tilde{x}	=	Median land value
$q1$	=	25 th percentile land value

QRP is only relevant to SMA's that utilise the factorisation methodology.

Each SMA that uses the factorisation methodology must have a QRP of less than or equal to (\leq) 50%. If a QRP over 50% results then a valid reason for the score and justification for the SMA composition must be documented in the basis report. An example of a SMA with a QRP of >50% could be a small town with single SMA covering a wide spread of values across a number of land uses.

Please refer to 'Statistical Measures for Mass Valuation' which is available in the QA folder on the SVS Infohub valuation resources site for further information.

Sales Analysis Standards

Valuers should refer to the work instructions in the "Statutory Valuation Handbook" for a complete reference to sales analysis for statutory valuation.

QSAS Data Entry Standards

- **All sales analysis** relied upon by SVS valuers as "basis" sales **must be stored in QSAS** with the keep basis flag checked.
- All basis sales must be finalised prior to the certification of the basis report.
- Prior to the closure of MASS all proposed values in QSAS must equal the corresponding proposed values in MASS (where a corresponding MASS valuation exists), with the exception of discrepancies for rounding and concessional valuations.

Sales Ratio Tests

Three widely accepted sales ratio tests have been introduced to ensure that sales analysis is conducted in a consistent manner by all valuers throughout the SVS. The sales ratio tests are Coefficient of Dispersion (COD), Mean Value to Price Ratio (MVP) and Price Related Differential (PRD). Sales ratio tests are to be applied at a SMA level when sufficient sales exist or a group of SMA's where evidence is insufficient.

Please refer to 'Statistical Measures for Mass Valuation' which is available in the QA folder on the SVS Infohub valuation resources site for further information.

Coefficient of Dispersion

The Coefficient of Dispersion or COD is a measure of uniformity (consistent application of sales). It measures how much value to price ratios vary from the median value to price ratio and therefore shows their uniformity. The COD is the Mean Absolute Deviation (MAD), divided by the Median.

Value to Price Ratio (\tilde{r}) multiplied by 100. (The value to price ratio is the valuation of a property divided by its analysed sale price.)

$$COD = \frac{1}{n\tilde{r}} \sum |r_i - \tilde{r}| \times 100 = \frac{MAD}{\tilde{r}} \times 100$$

Where:

MAD	=	Mean Absolute Deviation
r_i	=	Value to Price Ratio
\tilde{r}	=	Median Value to Price Ratio

The Absolute Deviation of a sale is the difference between the value to price ratio for that sale and the median value to price ratio.

The required standard for COD is a figure less than or equal to 15%. A low COD indicates higher uniformity. The COD is not a measure of accuracy as a group of properties that are consistently inaccurate will score well in a COD test (e.g. if all value to price ratios in a SMA equal 0.7, the COD score will be zero.) If a COD falls outside the required standard, an explanation will be required in the basis report.

CODs lower than 5% may indicate sales chasing or non-representative samples¹. Accordingly a COD score of less than 5% for a set of five or more sales will require an explanation recorded in the basis document.

Mean Value to Price Ratio

The Mean Value to Price Ratio or MVP is essentially the average percentage application. It is a measure of accuracy as it describes the average (or mean) application of a set of sales. The MVP is calculated by dividing the sum of the value to price ratios of all sales in a given set by the total number of sales in the set.

$$MVP = \frac{\sum R}{n}$$

Where:

R	=	Set of Value to Price Ratios
n	=	Number of sales

The required standard for MVP is a range greater than or equal to 85% but less than or equal to 100%. Within the acceptable range, 92.5% should be targeted in stable market conditions as the appropriate application of a sale. If a MVP falls outside the required standard, an explanation will be required in the basis report.

¹ International Association of Assessing Officers (IAAO). 2013. Standard on ratio studies. Kansas City, MO: International Association of Assessing Officers.

Price Related Differential

The PRD is a measure of vertical equity, it measures if the proposed application of a set of sales is consistent for both high and low valued properties. It is calculated by dividing the mean value to price ratio (MVP) of sales into the sum of applied values divided into the sum of analysed sale price.

$$PRD = \frac{MVP}{\frac{\sum Vi}{\sum Ai}} = \frac{MVP}{\bar{v}} \cdot \bar{a}$$

Where:

MVP = Mean Value to Price Ratio

$\sum Vi$ = Sum of applied values

$\sum Ai$ = Sum of analysed sale prices

The required standard is a figure equal to or the range 0.98 to 1.03. A low PRD indicates that high valued properties tend to be over valued in relation to low valued properties, while a high PRD indicates that high valued properties tend to be under valued in relation to low valued properties. If a PRD falls outside the required standard, an explanation will be required in the basis report.

Application of Sales

Consistently analysed sales are one of the fundamental requirements for producing accurate and uniform valuations through mass appraisal as is ensuring the consistent application of those sales. The comparison of average value change is one of the statistical tests that can be utilised to ensure sales are applied in a consistent fashion.

The test compares the average value change (between annual valuations) of basis sales, to the average value change of all other properties within a SMA. The purpose of this test is to determine whether sale properties have been valued the same way as other properties within the SMA. This prevents sale properties being manually adjusted to better reflect the sale price, without appropriately adjusting the whole SMA (I.E. sales chasing).

The difference between the average value change between basis sales and other properties within a SMA must be between -5% and 5%, not including any properties manually adjusted for uniformity. If a difference between the average value changes falls outside the required standard, an explanation will be required in the basis report.

Annual Valuations Certification/Reporting Standards

Section 5(1) of the *Land Valuation Act 2010* indicates that the "...*valuer-general must decide the value of land, as provided for under this Act...*" The Valuer-General delegates this responsibility through the Land Valuation Delegation (No. 1) 2010 to SVS valuers and therefore valuers must provide adequate documentary evidence of the process undertaken prior to the Valuer-General issuing annual valuations.

Section 74(2) indicates that the "...*valuer-general may decide not to make an annual valuation of land in a local government area after considering...*" a market survey report for the area and after consultation with the local government and appropriate local and industry groups.

The Quality Assurance and Innovation team will provide the Valuer-General with a summary of all market surveys and make a recommendation as to any areas that have not had a material market movement since the last annual valuation.

After proposed values are loaded into QVAS Mass the statistical analysis of all local government areas will be available in the MAST program. All valuers should check the results against the MAPS standards. Performing the statistical checks early in annual valuation process will highlight any issues early enough for changes to be made prior to the issue of valuations.

The basis report documents the annual valuation process for each local government area and provides the mechanism by which the valuers working in a given local government area can certify that they have completed all necessary steps in the annual valuation process.

A single basis report will be compiled for each LG on the standard SVS basis template (located on the SVS Infohub Resource Site). The basis template contains the minimum reporting standards required by the Valuer-General. A basis report must be signed off by all valuers participating in the annual valuation of the LG. The relevant area manager must approve (sign off) the basis report prior to forwarding to the SVS Quality Assurance and Innovation team. The basis report provides the Valuer-General with an assurance that the annual valuation has been completed to the standard required to issue the annual valuation for a given local government area.

After the issue of the annual valuation the Quality Assurance and Innovation team will complete a statistical analysis of the annual valuation of all local governments and conduct a compliance audit on a representative sample of basis reports. The Quality Assurance and Innovation team will then report to the Valuer-General on the adherence to standards (or otherwise) and the need for remedial action (if any) in each local government area.

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Quality Assurance Framework

State Valuation Service

28 July 2013

Version History and Endorsement	
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Summary

The Valuer-General is the independent head of the State Valuation Service within the Department of Natural Resources and Mines (the department). The Valuer-General was established by the *Land Valuation Act 2010* (LVA) and is responsible for making statutory valuations, resolving objections/appeals and maintaining the valuation roll.

The State Valuation Service carries out statutory land valuations in accordance with the requirements of the LVA. The valuations may be used by local governments for the purpose of calculating rates, the department for calculating State land rents and the Office of State Revenue for calculating land tax.

This Quality Assurance Framework (QA Framework) sets out the Valuer-General's tasks and performance measures for delivering the business functions of the State Valuation Service, which apart from providing statutory land valuations under the LVA, provides a specialised valuation and property advisory service to clients including local, state and commonwealth governments and government-owned corporations.

The QA Framework formalises the Valuer-General's commitment to continuously improve the State Valuation Service by establishing explicit performance standards and benchmarking of performance against national valuation best-practice and client service standards. The framework establishes a process to ensure that the State Valuation Service continues to provide quality service to its clients within expected and legislative timeframes.

For example, the QA Framework covers:

- all valuations issued by the State Valuation Service
- the creation and maintenance of the Queensland Valuation and Sales systems, including data input
- timeframes and processes for finalising valuations objections

The performance measures in the framework reflect and expand on existing measures from departmental reports and plans, specifically the:

- Ministerial Charter
- Department of Natural Resources and Mines Service Delivery Statement and associated quarterly reporting framework
- Department of Natural Resources and Mines Annual Report
- State Valuation Service Business Plan
- State Valuation Service project and program plans

The documents listed above are standard Queensland Government planning documents, which both the Department and the State Valuation Service are required to prepare. Figure 1 (overleaf) illustrates the relationships between these corporate planning documents and the different levels of reporting, auditing and monitoring within the State Valuation Service.

The QA Framework will be implemented, managed and reported on by the State Valuation Service Quality Assurance and Innovation team, which forms part of the Office of the Valuer-General. The Quality Assurance and Innovation team is also responsible for reporting on the overall performance against the QA Framework to the Valuer-General. Every year the Valuer-General will publish a report

outlining the overall performance of the State Valuation Service against the QA Framework. This report will be made available on the department's website.

Figure 1: Planning and Reporting Relationships for the State Valuation Service

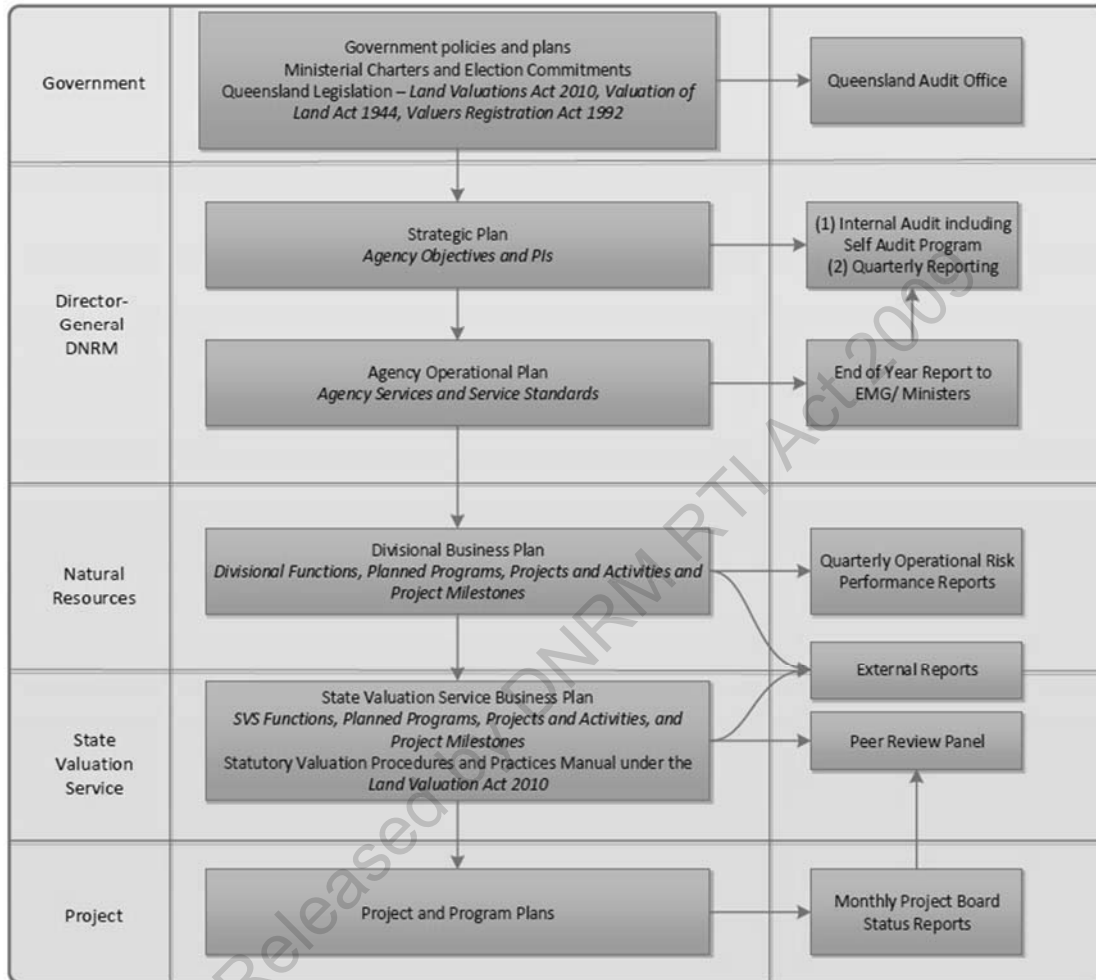


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Core activities of the State Valuation Service

The State Valuation Service provides a vital service for Queensland by undertaking statutory land valuations for approximately 1.65 million properties across the state. Statutory land valuations reflect the value of land only, based on site value for non-rural land and unimproved value for rural land. The valuations are used by local governments for the purposes of calculating rates, the Department of Natural Resources and Mines for calculating State land rents and the Office of State Revenue for calculating land tax where applicable.

The State Valuation Service also provides a valuation service to all government agencies through its Client Valuations unit.

The range of services provided by the State Valuation Service includes:

- administering the *Land Valuation Act 2010* and *Valuers Registration Act 1992* on behalf of the Minister for Natural Resources and Mines and providing legislative advice and interpretation to internal and external stakeholders
- providing statutory land valuations
- providing State land valuations for sales and acquisitions purposes
- providing property and valuation advice to the department for the purposes of administering the State land estate, including leasehold rentals
- providing commercial client and asset valuations for the purpose of asset management and financial reporting by government departments and statutory authorities
- managing the valuation roll through the maintenance of the Queensland Valuation and Sales system and on-selling of property data
- responding to and processing objections to valuations and providing expert evidence in any subsequent appeals in the Land Court and Land Appeal Court
- administering the valuation policy and legislative framework for the *Land Valuation Act 2010*
- appointing independent chairpersons for objection conferences to valuations greater than \$5 Million
- overseeing the regulation of the Valuers Registration Board of Queensland
- providing information and advice to stakeholders on the statutory land valuation system
- providing advice and data to the Commonwealth Grants Commission including Treasury and the Department of Local Government

Structure of the Quality Assurance Framework

The QA Framework has been established to identify the performance outcomes and measures specific to each area of the valuations business.

The main business areas identified are:

- Office of the Valuer-General

- Valuation Administration
- Valuations Operations: Statutory Valuations
- Valuations Operations: Client Valuations
- External Contracts: QVAS

Each of these business areas have identified performance outcomes, performance measures and reporting responsibilities. These aspects will provide a measurable framework, which will be reported on by the State Valuation Service Quality Assurance and Innovation team and the Valuer-General and will contribute to the successful implementation of the QA Framework throughout the State Valuation Service.

The following sections of this Framework outline:

- a description of each of the five business areas and its responsibilities
- performance measures for each business area
- the reporting structure for each business area

1. Office of the Valuer-General

Primary role

The State Valuation Service, is a division of Service Delivery within the department which is managed by the Deputy Director-General, Service Delivery.

The Valuer-General is the independent head of the State Valuation Service. Staff within the Office of the Valuer-General support the Valuer-General and the daily operations of the State Valuation Service. The functions of the Office of the Valuer-General include:

- developing and implementing the strategic plan identifying the goals outlined for the organisation
- providing strategic advice, legislative interpretation and authoritative policy to the operational officers of the State Valuation Service, as well as to other Queensland Government departments, the Commonwealth Government and external stakeholders
- progress amendments to the *Land Valuation Act 2010* and the *Valuers Registration Act 1992* and associated regulations
- oversee the production of annual valuation notices and display listings ensuring that all requirements are met and appropriate outputs produced
- developing and implementing the annual valuation communication strategy and associated materials including media releases, landowner guides and website information
- engaging stakeholders on valuation issues, both internal and external (e.g. other Queensland Government departments, local governments, Property Council of Australia (PCA), Local Government Association of Queensland, Queensland Resources Council, Urban Development Institute of Australia (UDIA), AgForce, Real Estate Institute of Queensland

(REIQ), Queensland Tourism Industry Council, Queensland Farmers Federation (QFF), Qld Law Society, and the Australian Property Institute (Qld Division)

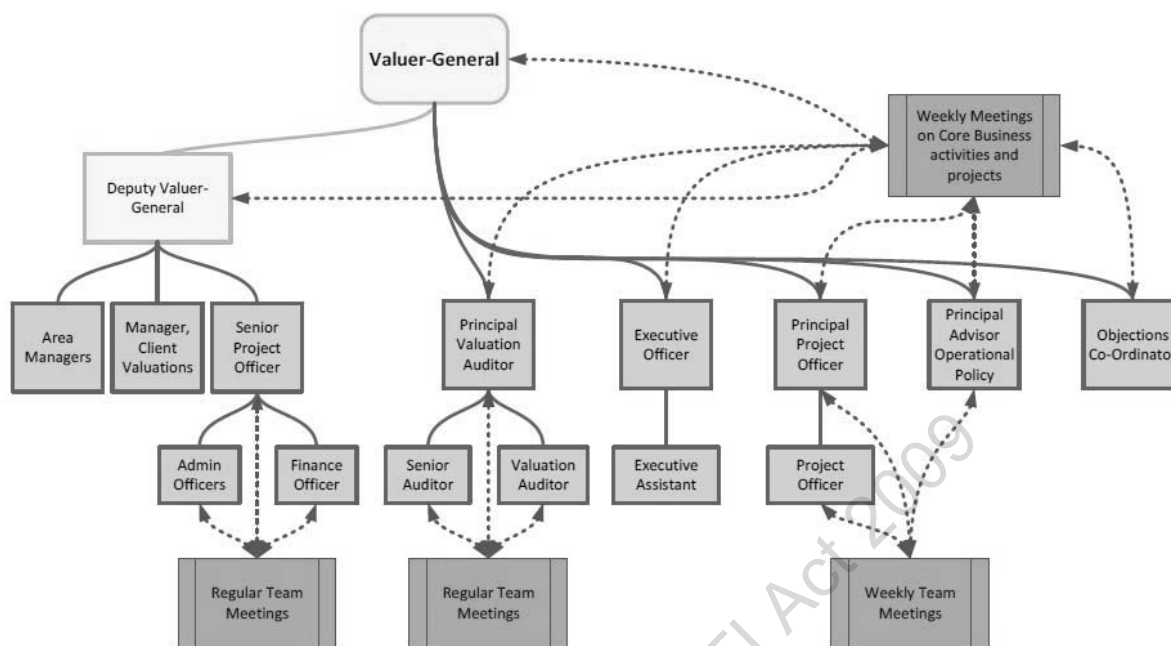
- providing administrative support to the State Valuation Service in relation to human resources, financial and administrative services
- continuously improving the business functions of the State Valuation Service through the implementation of the Quality Assurance Framework and the advice provided by the Independent Peer Review Panel
- appointment and administration of independent chairpersons for objection conferences for valuations greater than \$5 Million
- coordinating the grievance processes including objections, independently chaired objection conferences, appeals, and internal review processes

What is the QA Framework measuring?

For the Office of the Valuer-General, the QA Framework captures:

- the implementation of the strategic plan within the State Valuation Service ensuring the achievement of the strategic outcomes are being met by the organisation
- development and implementation of the annual communication plan which delivers the key information to stakeholders and the general public
- availability of information to the public through the use of communication material (e.g. guides, fact sheets and forms) and the Department of Natural Resources and Mines website valuation notices and display listings are produced in the appropriate form, notices are posted on the nominated day of issue and displays are available on the day of issue
- development and implementation of project plans providing improvements to the SVS business

Figure 2: Reporting structure within the Office of the Valuer-General



Within the Office of the Valuer-General, there are six direct reporting positions to the Valuer- General. These key positions enable the primary role of the Office of the Valuer-General to be undertaken.

During weekly project meetings the Area Managers, Manager Client Valuations, and QVAS representative report to the Valuer-General on their achievements in delivering the revaluation program plan.

The Valuer-General, the Deputy Valuer-General and the Management team meet on a monthly basis (teleconference and face-to-face) to discuss high level issues that impact the entire organisation.

The Valuer-General reports to the Deputy Director-General, Service Delivery on the activities of the State Valuation Service on a weekly basis, and contributes directly to the quarterly reporting requirements of the department in line with Queensland Government corporate governance requirements. These reports are then provided to the Director-General of the department and the Minister for Natural Resources and Mines as part of standard government reporting requirements.

2. Valuation Administration

Primary Role

The functions of Valuation Administration staff in the delivery of the valuations business include:

- maintaining and amending the valuation roll in the Queensland Valuation and Sales system by preparing maintenance valuations including amalgamations, separate valuations, resurveys or new leases issued under the *Land Act 1994* and by updating other information relating to a valuation including property sales and owner details
- administering the grievance process including objections, appeals and reviews lodged by land owners against statutory land valuations by way of the 'properly made' assessment and recording in the Queensland Valuation and Sales system

- administering applications for internal/external review of various decisions under the *Land Valuation Act 2010*
- maintaining State land assets data in the Land Asset Management database and the Queensland Valuation and Sales system

What is the QA Framework measuring?

For Valuation Administration, the QA Framework captures:

- maintenance of the valuation roll and supplementary information in the Queensland Valuation and Sales system
- administration of State Land Asset Management related valuation actions
- administration of the grievance process
- administration of internal/external review

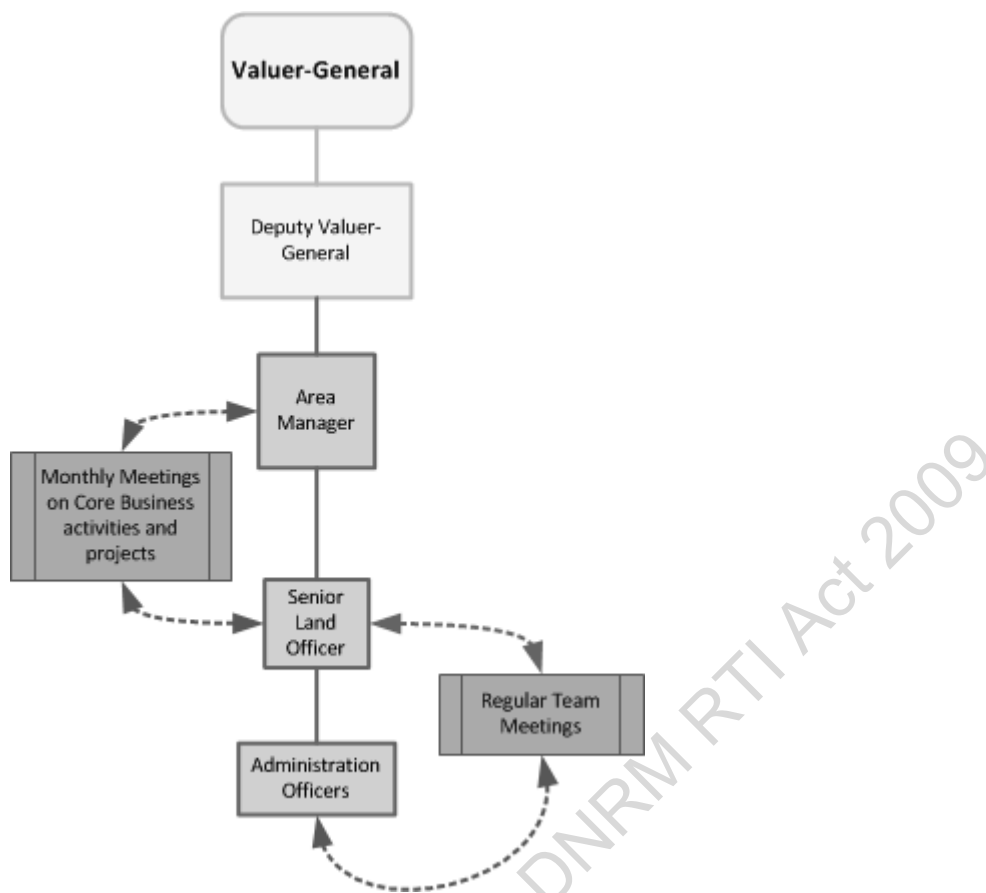
Reporting structure for Valuation Administration staff

Valuation administration staff work directly with the valuers to maintain the currency and accuracy of the valuation roll.

The reporting structure for Valuation Administration staff is per Figure 3:

- Land Administration Officers and Land Officers report to Senior Land Officers;
- Senior Land Officers report to the Area Manager for their particular region; and
- Area Managers, State Valuation Service report to the Deputy Valuer-General.

Figure 3: Reporting structure for Valuation Administration Staff



3. Valuations Operations—Statutory Valuations

Primary role

The core function of the Statutory Valuations team is to provide statutory land valuations in accordance with scheduled delegations and requirements of the *Land Valuation Act 2010*.

Activities include annual valuation project planning, gathering and analysing property sale data, inspecting and valuing properties, (maintenance and annual valuations) reviewing and finalising statutory land valuations, responding to objections and providing expert evidence in any subsequent appeals in the Land Court and Land Appeal Court and asset valuations for financial reporting purposes

What is the QA Framework measuring?

For the Statutory Valuations group, the performance measures in the QA Framework capture:

- the undertaking of the annual statutory land valuation programme under the *Land Valuation Act 2010*
- the undertaking of maintenance valuations under the *Land Valuation Act 2010*

- the accuracy and uniformity of statutory valuations in accordance with the State Valuation Service, Mass Appraisal Performance Standards and Reporting Framework
- the assessment of and response to valuation objections
- completing an internal audit of Land Asset Management valuations for asset purposes
- completion of State Land Asset Management valuations and property advice under the *Land Act 1994*

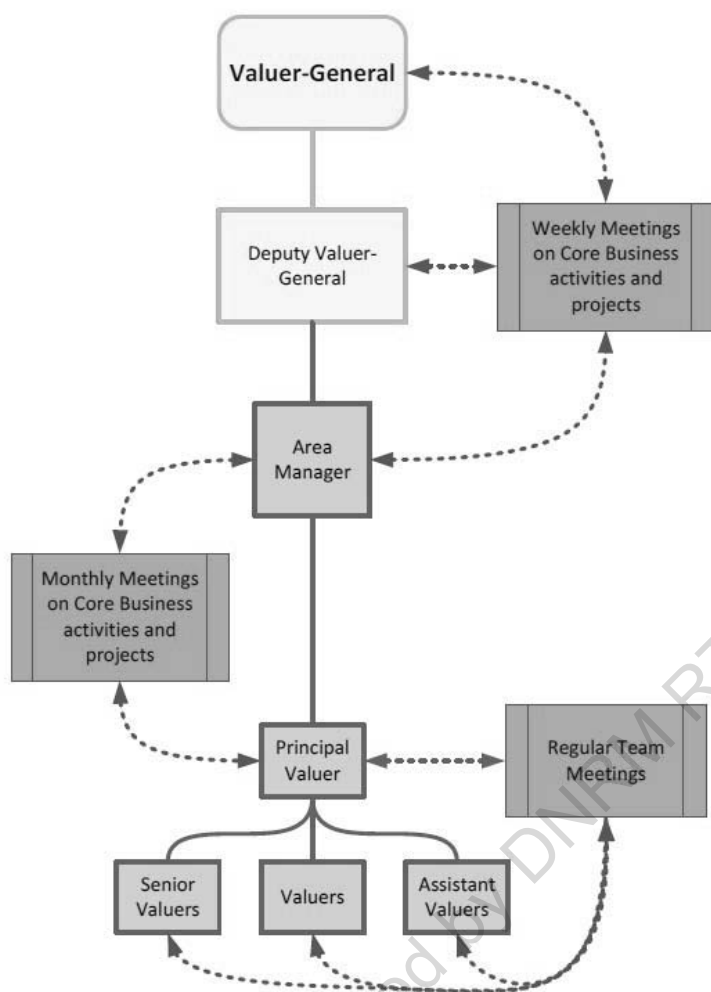
Reporting structure in Valuations Operations (Statutory Valuations)

The statutory valuation stream of the SVS operates in six areas, each with an Area Manager responsible for the operations of their region. Staff in this stream are based in 18 offices throughout the state. Each Area Manager reports to the Deputy Valuer- General.

Within the regions, the reporting structure is as follows:

- Assistant Valuers, Valuers and Senior Valuers report to the Principal Valuer, who holds regular meetings with office staff.
- Principal Valuers report to the Area Manager through the provision of monthly reports on core business activities and projects.
- Regular meetings and teleconferences are held between the Area Manager and Principal Valuers in their respective regions

Figure 4: Reporting structure for Valuations Operations (Statutory Valuations)



4. Valuations Operations—Client Valuations

Primary role

The Client Valuation team provides a specialised valuation and property advisory service to clients including local, state and commonwealth governments and government-owned corporations as well as the provision of valuation and property advice for State land dealings under the *Land Act 1994*.

The group provides the following services to clients:

- market valuations for disposal, acquisition and any other purpose
- market rental assessments for lease renewal and rent reviews
- acquisition valuations carried out under the provisions of the *Acquisition of Land Act 1967* either by compulsory acquisition or by agreement, including representation for negotiation and Land Court cases
- indicative valuations for budgetary or any other purpose

- valuation estimates for large projects, such as business case development or funding bids
- general property advice (e.g. general advice on the market value impact of a proposed acquisition program and basic tenure research)

What is the QA Framework measuring?

For the Client Valuation group, the performance measures in the QA Framework capture:

- providing valuations and property advice to clients including tendering and project management within required timeframes

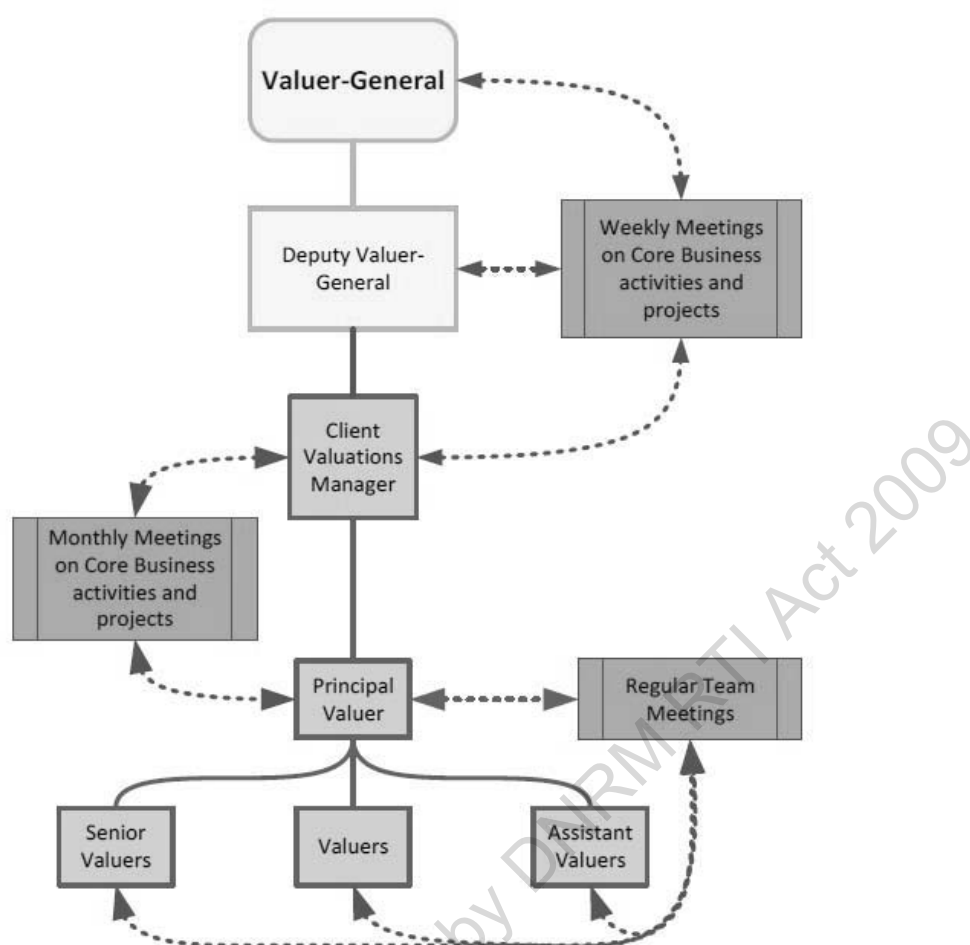
Reporting structure in Valuations Operations (Client Valuations)

The Client Valuation team is based in Brisbane, however regional statutory valuation staff also carry out client valuations and assist in asset valuation projects from time-to-time.

Within the unit, the reporting structure is as follows:

- Assistant Valuers, Valuers and Senior Valuers report to the Principal Valuer, who holds regular meetings with their staff.
- Principal Valuer reports to the Manager of Client Valuations, through the provision of monthly reports on core business activities and projects.
- Regular meetings and teleconferences are held between the Manager Client Valuations, Area Managers and Principal Valuers in the respective regions to discuss project work as required.

Figure 5: Reporting structure for Valuations Operations (Client Valuations)



5. External Contracts: Queensland Valuation and Sales system

Primary role

The Queensland Valuation and Sales system performs the following functions:

- maintaining the collection, data and information for statutory land valuations
- providing secure access and a shared environment for six business and four technical systems, which support the delivery of the State Valuation Service, and provides information for use by local, state and federal government agencies, industry and commerce
- providing a managed, common architecture, support and development environment for delivery of day-to-day business outcomes, and providing for technological and business improvements with quality assured and auditable process, which are compliant with Queensland Government and national standards and practices
- complying with Department of Natural Resources and Mines standards including project management, external and internal Department of Natural Resources and Mines access/interfaces, financial management, data management and change management.



What is the QA Framework measuring?

For the Queensland Valuation and Sales system, the performance measures in the QA Framework capture processes for:

- managing and developing the Queensland Valuation and Sales systems
- supporting and maintaining the Queensland Valuation and Sales database
- using the Queensland Valuation and Sales system to conduct the valuations business and capturing associated business targets

Reporting in the Queensland Valuation and Sales system

The Manager of the Queensland Valuation and Sales system reports directly to the Director of Land Systems and Spatial Information Access, and all support staff and contractors report to the Manager of the Queensland Valuation and Sales system.

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