

CUSTOMER SERVICE AND THE CONTINUING NASTY OR IGNORANT WASTE OF MONEY BROTHER TO BROTHER IN SECRET (THANK GOD FOR THE CFMMEU? NOT ON MY BLOCK)

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THE PROPERTY AND STOCK AGENTS' REGULATION (2022): NSW RESIDENTS AND VOTERS ARE THE CUSTOMERS OF THE STATE WHICH LAND AND HOUSING AGENTS SHOULD SERVE

As any NSW property owner, who also employs a strata manager (an agent), I address what the NSW Department of Customer Service proposes for the Property and Stock Agents Regulation 2022 and why it is wrong in outlook and address to the NSW market and beyond.

The **Property and Stock Agents Regulation 2022** is being remade by the Policy and Strategy, Better Regulation Division of the NSW Department of Customer Service. The Regulation is under the **Property and Stock Agents Act 2002**. The Department recommends remaking the existing Regulation with amendments to modernise and improve the current regime.

However, the Regulation and Act appear to be badly flawed captives of big land, construction and property management interests for reasons addressed later below:

According to the Property and Stock Agents Regulation Impact Statement (RIS), which explains the proposed and remade Regulation further, the main purpose of the Regulation is to give legislative support and administrative detail, to enable operation of the Property and Stock Agents Act. The **implied objectives** (sic. my bolding) of the Act apparently include to:

- *provide consumer protections and remedies for consumers who engage agents to purchase, sell, lease, or manage property, including strata schemes,*
- *establish standards of conduct and competency standards that agents must uphold and meet, to ensure transparency, accountability, and ethical and professional conduct in the industry,*
- *ensure continuing professional development of agents,*
- *provide NSW Fair Trading with compliance and enforcement powers, to act against breaches of the legislation.*

Objections 1, 2, and 3 on my part appear below:

The consumers, according to the above objectives in the RIS, appear primarily to be the owners of the land and property under management. It is the owners of the land and property under management, according to the Act, who should be most earnestly contacted about the above objectives, not their agents. The owners or sellers of property may naturally also purchase or rent it. Treat them together. I respond as a customer, later and attached, rather than as an agent.

To state that the objectives in the act are 'implied' suggests that they don't exist in the reality of the case and environment but must be found in court by a judge. This is wrong and expensive because if the regulation and law have no clear aim at the outset, this makes the practice of law a nonsense created in their own interests by the largest stakeholders in normal court progressions. This is neither fair, sensible, democratic nor cheap. It contributes to ignorant, costly productions and unpredictable markets which cannot be effectively managed in the competitive interests of the key-stakeholders, the people buying, selling, leasing or renting in NSW. Get better managed competition in regional contexts.

The RIS may state the Act objectives outlined above, but this RIS explanation will disappear as soon as the Regulation goes into action. Then the usual secret and adversarial interests

predominate in court again, against the wider interests of the fund and its stable operation in more open and better planned regional operations.

The Department of Customer Service doesn't appear to understand that its primary customers in this state (NSW) are the owners of enough funds to buy or sell or rent property in NSW; and who live in NSW; and who commonly buy or sell or lease through their hired real estate agents who may also be their strata managers.

Currently, the strata manager administers the Strata Management Act (which supposedly deals with the needs of the building). The Strata Manager ideally serves customers under the Property and Stock Agents Regulation and Act, which, as I show here, now deals with the needs of the big end of town selling property. (One wonders what we owners living on our plots with or without mortgage, and those owners renting their properties out are supposed to be – their chopped liver? I wouldn't mind if we all weren't so stupid and ignorant when we vote, but God knows, that isn't my fault. I blame it on the usual boys. (For example, I can't think of a single eminent Australian woman economist for the Reserve Bank of Australia (RBA) Board except for Kerry Schott in Energy, can you? I always say, if you are going to go parochial, always go old and big and make it count. She understands the Macquarie Bank, as addressed attached.)

Tell her that we customers, the NSW government ministers and industry, appear confused about who we are. We are overwhelmingly the people living in NSW and who are buying or selling or leasing land and property through agents. These agents are mainly strata managers or other real estate agents. God knows why Anthony Albanese is spending so much money on arming Ukraine. (Helping Australian manufacturing as usual, I can only guess. Can this intellectual shit ever be turned around with China? I always have a go.)

These agents, (get it, boys), are **NOT** primary customers of the Customer Service Department of the elected government of NSW. The people of NSW are the customers of the state and its agents, increasingly being led by Aborigines in the media, thanks mainly to Uncle Jack Charles, discussed later. A lot of the rest seem like they are in some sort of horrible plot to support the manufacturing and construction industry with lots of time spent on pictures of cars travelling along roads, shot from the top. Trains and free buses are better to prevent older populations becoming more disabled as they eat and drink far too much while they avoid getting out of the car. Ask them in Wollongong. I always do. The majority surely seek more parks and gardens so they can enjoy a lot more gardening and walking.

As shown later, the Property and Stock Agents Regulation serves the construction and selling part of the building and construction industry. Like the chicken and the egg, it has taken me a lifetime to ponder the relationships between building and construction, but now I know why construction came first. **The Regulation, (like the Act, no doubt) appears to prefer land and property sellers to owners of enough funds to buy, sell, manage or rent land and property in this state. This appears to engender more regionally unfair, ignorant, high risk and expensive behaviour than in better managed competition, for reasons addressed later and attached. (I will send this message to the strata committee again, and if I twisted their arms, I could perhaps force a vote on these matters. But should I bother? No.)**

As an owner of property and resident in NSW, I represent the state customer the NSW Department of Customer Service ideally addresses. For example, I am the owner, (without mortgage), of a Sydney town house in which I have lived since 1994. It is under strata management as one of a group of 18 townhouses whose owners live here or elsewhere, renting buildings out to tenants. Our St James Court in Glebe is under strata management.

Strata managers typically appear expected to serve under the Property and Stock Agents' Regulation. **The strata manager, who serves strata owners at St James Court, should also see us**

broadly across the state as their primary customers, whether we are buying or selling or renting our land and property.

However, the Regulation, the Act and the Department, appear to ignore the common interests of a buying and selling or renting NSW public in their Regulation and in the supporting discussion in its Regulatory Impact Statement (RIS). This appears to be because all are industry captives of those who seek to pursue the interests of selling agents, especially if they appear to act for large interests, against all others in the market. I explain why this appears so below and emphasise that it is a closed, expensive, high-risk operation.

DUTIES OF STRATA MANAGERS IN THE DRAFT PROPERTY AND STOCK AGENTS' REGULATION TO THE PROPERTY AND STOCK AGENTS ACT

The Department RIS states: *Clause 4(2) of the current Regulation defines a major property holding as having a market value of (or over) \$40 million or floor area of (or over) 20,000 square meters. This means agents who solely carry out commercial property agency work for entities that own properties of this size or value do not need to hold a real estate agent licence and are therefore not regulated under the Act. Feedback from industry indicates that there may be scope to reduce the regulatory burden for real estate agents acting solely in relation to major property holdings if the thresholds are reduced. Reducing the threshold would allow more agents to work without a licence on the basis that the consumer protections provided by the Act are not relevant to this type of commercial work.*

What seems to be suggested above, is that the larger the land owner is, the more the manager of his business under the Act should escape any scrutiny. This seems a high risk, unfair approach to regulation which is more likely to become more corrupt than normal.

The RIS continues: *Under section 52(1)(b) of the Act, an agent or assistant agent must disclose any material facts prescribed by the Regulation that the agent knows, or ought reasonably to know, before inducing a person to enter into a contract or arrangement. Agents dealing with prospective tenants are also obliged to disclose a list of similar material facts under the Residential Tenancies Act 2010. This means real estate agents and assistant real estate agents are required to disclose two overlapping lists of material facts to prospective tenants. Clause 47 of the proposed Regulation exempts real estate agents and assistant real estate agents from the disclosure requirements in section 52(1)(b) of the Act in relation to residential tenancy agreements. This avoids a double-up on processes and reduces the regulatory burden, as agents will only need to disclose material facts to prospective tenants as required by the Residential Tenancies Act 2010.*

The list of material facts was introduced in December 2019. The list supposedly aims to strike a balance between ensuring that the agent or assistant agent is not unreasonably burdened by disclosure obligations, and the need to protect consumers' right to access important information.

The list of material facts required to be disclosed includes if the property:

- *Has been subject to flooding from a natural weather event or bush fire within the last five years.*
- *Is subject to significant health or safety risks.*
- *Is listed on the register of residential premises that contain loose-fill asbestos.*
- *Was the scene of a murder or manslaughter within the last five years.*
- *Has been used for the manufacture, cultivation or supply of a prohibited drug or prohibited plant.*
- *Is, or is part of, a building that contains external combustible cladding and certain notices or orders have been issued.*
- *Is, or is part of, a building where a development application or complying development certificate has been lodged for rectification of the building regarding external combustible cladding.*
- *Has been issued with a building work rectification order, prohibition order or stop work order under the Residential Apartment Buildings (Compliance and Enforcement Powers) Act 2020.*

I think the strata manager should act with the rights and interests of the buyer and seller equally in mind, even while taking orders from the seller. The word 'induced' suggests this isn't the case. Why should it be a seller's market often developed through secret knowledge or association, rather than an open buyer's market? The concept of a 'double up' of management processes appears ludicrous in the related case under discussion. It equates selling a property to an unwary buyer without adequate disclosure, with inadequate disclosure made to a tenant. The latter has different and more fleeting needs for as much comfort and shelter as they can get; for a much shorter time than an owner normally has responsibility for the property or plot.

In my view the material facts of any particular case are vital but should not be in lists in legislation. That hinders any risk management approach to related issues. This should start with proper aims for the act and data gathering requirements which related more equally to the protection of buyers and sellers using agents to address land and property. Agents dealing with tenants are dealing with different and usually shorter-term matters.

I don't like the RIS or the related questionnaire on the regulation as I think they are captives of big industry interests, rather than protectors of consumers. In any case, the customers or consumers of land and construction industry and related practice are the buyers or sellers of land and property; or leasers and renters of it. They should be treated more equally in regional terms rather than held back by big business interests supported by government.

Because the owner of property is using an agent either to buy, sell or manage it, the agent sits in the middle and knows most about his own business, which is making money in association with others. The Department of Customer Service appears to think that this allies the agent naturally with the land and property seller and that this is fine. That is far from the case if 'consumer protection' aspects of the 'act objectives' are taken seriously.

The Department of Customer Service appears to act in the interests of sellers' agents, rather than that of the buyers and sellers or leasers and renters of land and property who are the primary consumers or customers of the lot in this state. **Agents, the Department of Customer Service and NSW Government don't appear to take serving the people of NSW seriously and appear comparatively uninterested in protecting or liberating buyers, rather than sellers, especially if they are small. This contributes to rising, unfair and unstable markets as well as waste of bureaucratic time and money on apparently pointless procedures. Tell it to Nick Greiner and the boys?** Attempts were made by NSW government and industry to bring about more effectively managed competition in the 1980s when the Accord was first introduced and the NSW WorkCover Authority was first established to manage the NSW Occupational Health and Safety Act as well as the workers' rehabilitation and compensation fund. However, older legal interests soon re-asserted themselves and appear reflected in the design of this current regulation under address.

FUNCTIONS OF AGENTS AND ASSISTANT AGENTS

In a letter to the Real Estate Institute of NSW I commented on the article in the Sydney Morning Herald entitled *Real estate agents quit 'pointless' reform body* (SMH 28.6.21). The article reported on the Real Estate Institute of NSW (REI NSW) disagreement with the Minister for Better Regulation and Innovation, (then Kevin Anderson). The Chief Executive of the REI NSW, Tim McKibbin, stated he is concerned over a lack of effective NSW government regulatory response to troubling industry issues 'including land supply, affordability, agent education and consumer protection'. I agreed and offered education reform suggestions. As a current Glebe resident and former NSW public servant and teacher, I addressed *real estate agent education, consumer protection and affordability* to present better regional ways forward for all Australians and the rest.

The Objects of the Constitution of the NSW Real Estate Institute, according to the REINSW website, do not equip this non-profit body to do anything other than petition the government on behalf of members' apparent interests.

The REINSW thus appears bound to act with the comparative blindness to regional producer, consumer and related community interests of a trade union. Its general approach appears driven by associated interests in multiplying legally approved secret operations to deny the kind of evidence-based operation that appears clearer, cheaper and less risky for all involved in the regions under discussion. This is addressed further in attachments.

The Constitutional limitations of the REINSW, apparently the most important housing and commercial management body in this state, are clear below.

*Objects 3. The Institute exists to: (a) promote the interests of Members and the property sector on property related issues to government and the community; (b) promote and facilitate professional standards in Real Estate Practice; (c) assist Members in the conduct of Real Estate Practice; (d) promote the benefits of Institute membership; (e) promote the benefits of home ownership, property and business investment; (f) provide professional and industry education in connection with Real Estate Practice; (g) provide information to Members in connection with Real Estate Practice; and (h) do anything ancillary to the **activities referred to in Clauses 3(a) to 3(g)**.*

These purely professional objectives appear hopeless for good agent education and for small producer and consumer protection designed in the broader interests of Australians as a whole. As a Glebe resident and property owner living under strata management since 1994, I have observed the limitations of the real estate management and related financial responses globally and locally, especially since the global financial crisis of 2008. As a result, I made many submissions to the recent Statutory Review of NSW Strata Scheme Laws on the limitations of the current NSW real estate management model in the broader regional interests of the Australian population.

Take the making of aims enshrined in legislation in the public interest seriously for a change. Implement them earlier and more openly in the light of the particular peculiarities and evidence of any presenting situation and its environment. Nothing beats plain language for definitions and related guidance. Otherwise, the parties must rely on lawyers applying unclear, outdated law forged in the interests of those wealthy enough to employ lawyers to assist their interests, often using money which belongs to others.

In 2018, the Independent Review of the NSW Regulatory Policy Framework chaired by former Premier, Nick Greiner, found there was far too much expensively conflicting legal red tape. His Panel agreed with the Auditor-General's assessment that overall, NSW Government initiatives to reduce red tape were not effective for long and this appears consistent with evidence from other jurisdictions, and from broad stakeholder feedback. The compliance burden associated with how regulations are implemented, and the unintended consequences of regulation, influence people's perceptions of regulation as red tape. This means more effective engagement with those experiencing regulation is required to communicate the development and implementation of complex regulation in a holistic, user-centric way that is focused on better outcomes for all. Who could disagree? Let me be first because no lawyer can ever say it? (The boys are too ignorant to vote.)

Current real estate management focus appears intent on housing turnover, with ongoing housing management, including in regard to renovation, seen as lesser business as usual. The common approach appears largely to benefit key market leaders, which may eventually appear corrupt to many others. A solution partly lies in broader and more open education and recording for better evidence gathering about matters, to make them simpler, better understood and cheaper.

My view is that working in real estate management is ideally a vital public service which deserves to be supported by education which is comparatively high quality, fair, flexible and cheap. I find it sad that comparatively ignorant legal practices so easily rule real estate profession roosts and all below them. We don't like to feel we live in **Animal Farm**, for example, with regard to blokes finding asbestos when there is always plenty more hanging around in the bush and some of it may even be real and go somewhere acceptable, but who knows? Compared with Australian women's understanding of how to look after human bodies, our understanding of the risks of construction and building management appear comparatively minimal. This is a pity, because women are often more convincingly nice.

If I was in the business of frightening or offending ladies, which I am not, thank God, I would show the people of Australia the documentary **Why Buildings Collapse**, on SBS TV. This brilliant film studied building collapses. It showed the following were the common causes:

Poor foundations like sand rather than rock,

Water, from rain above or rising below. Salt water, which also enters concrete and rusts the metals holding the structure together within, may become a particularly big hazard

Overbuilding from the original plan approved, sometimes with lesser strength material, and/or unexpectedly heavy new weight are key issues

Swimming pools over garages, especially when they leak, and trees on roof or garage tops contribute to the above problems

The Australian construction industry only wants you to understand what is convenient for them at the time, which is nothing. I have learned on the strata committee since 1994.

Those who may be closer and more experienced and knowledgeable in the management of these human affairs on particular grounds appear relegated to their lesser channels of self-regulation. REINSW should seek and help design broader education in housing and other administrative services to the Australian people. These matters are further discussed and supported attached, in global and local contexts. Money for related directions could be found, for example, by government cutting the huge level of financial support it gives to the top sixty richest independent schools, with big building programs. Their building operations may also be presented as charitable rather than as further enrichment schemes for comparatively small groups of top connected families. **I commend this and matters attached to your related consideration.**

Before I finished writing the submission above, I saw Uncle Jack Charles on ABC free to air TV, giving a cogently short and funny lecture on his aboriginality. Its main point seemed to be to wonder why anyone should vote in ignorance, when evidence supporting better judgment on a matter could be made available to everybody instead. I know the feeling. Which woman economist is to go on the RBA Board? (You've got to start somewhere?)

Cheers Carol O'Donnell

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IT WON'T WORK IN IRELAND? (ON EMBRACING THE NANNY STATE)

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REGIONAL COMMUNICATION WITH SMALL AND UNIVERSAL PICTURES

If one seeks to reach the people of remote and rural areas, backed up by the force of the state or its brothers, go first with women as we often love communication as much as men fear it. I guess they see it as undermining their normally closed associations and career structures developed, rightly or wrongly in their minds, to benefit themselves and others. I was reminded of this by seeing on SBS TV, the story of an old woman on a motor-bike, backed by a policeman. She was rolling up to villages to demand the children and others take their polio vaccinations, as this disease had travelled back into their common world. In the global economy there is nowhere to hide except at home alone? Iris Murdoch had no answers but did well as a woman writing at Oxford Uni, nevertheless. Take heart?

I address construction and building industry and property management and development later in a primary regional call to the Country Women's Associations (CWAs) of Australia and across the states. I do so in the immediate light of the Commonwealth government plans to hold a skills and job summit in September 2022, before the Commonwealth budget, to meet current and future Australian development needs. Other attachments address related matters of concern about life and death for women and kids in NSW and beyond. This personal answer is to the question of where Australian development should be going. I hope the Australian party system, which pretends to be multicultural, takes note of this particular view of how to serve the Australian people, rather than the usual forces of choice. I believe that accepting the inevitability of a world with China equally in it is a good thing.

The Country Women's Association (CWA) has a long history of rural organisation which varies depending upon the state organization members. The West Australian and Queensland groups, for example, show the flexible span of potential CWA activities which may be undertaken, depending upon resources. WA CWA website stands for: *Uniting all country and city women and strengthening our communities through friendship, education, service and advocacy. It is a not-for-profit, volunteer operated, women's organization aiming to improve the wellbeing of all people, especially those in country areas by promoting courtesy, cooperation, community effort, ethical standards and the wise use of resources.* At the other end of the country, the QCWA website states: *'Women from all walks of life are members of the QCWA and they join for a variety of reasons. The QCWA means something different to everyone and that's the way we like it. The QCWA Country Kitchens program, for example, is a health promotion program supporting communities across Queensland to adopt healthier lifestyle behaviours. It is a partnership between the QCWA and the Queensland Government, funded through Health and Wellbeing Queensland.*

From reading CWA websites all groups seem fine, although Tasmanians also seem a little strange. Their prayer and core values appear good but their motto is weird, especially the

bit about loyalty to the throne. (Perhaps some are Iris Murdoch admirers?) Other CWA groups have different but not mutually exclusive approaches to communication or markets and the state or other communities. (I speak as an old woman who loved listening or singing and dancing to Elvis' songs for many years. However, I hate how Baz butchered the words and music with his technical pyrotechnics and trite drivel in film as usual. Bring back the cultural cringe or copy Vietnamese films on gays instead I now find myself saying often. (I thought I'd get that off my chest quickly as I've been evaluating boring Iris Murdoch. I fear I can never finish her turgid efforts.)

First things first, however. In the light of current flooding issues across NSW I draw your priority attention to the proposed NSW government changes also taking place in regard to housing management, renovation, and construction. The **Property and Stock Agents Regulation 2022** is being remade by the Policy and Strategy, Better Regulation Division of the NSW Department of Customer Service. The Regulation is under the **Property and Stock Agents Act 2002**. The discussion later below is aimed primarily at the role of strata managers and real estate agents in urban areas. From this perspective, one wonders about their effects on rural and remote locations as well as those in other states. In seeking the answer to this question, I naturally ask the women and children as usual for the truer parts.

The issues dealt with later relate to the now obvious need for better planned regional development, which starts with more locally open approaches. I first give local examples, before turning to two of our local politicians, the new Prime Minister, Anthony Albanese and Tanya Plibersek, Commonwealth Minister for Environment and Water. Both were nurtured by our close communities in an Australian Catholic faith. Weren't we all? I'm here to tell you this is wrong. There are a majority of unbelievers out here, according to the latest census, which the Christian lot refuse to know. Don't exclude us and our views because we actually exist and Australia prides itself on being a comparatively rare and successfully top multicultural nation.

There is a lot of money to be saved by recognizing the wisdom of our region or the past as something other than poverty which technological complexity backed by more money can surpass, because it can't. Simple and cheap work endeavour to restore the natural environment of any place may often be best for the rest, especially if broadly backed by years of experience. The person who thoroughly knows the matter can usually also adapt it quickest and best for teaching any particular class of people. They are not often driven by money if they already have enough, but by love of the subject and what it gives to them. The view that certification of production done behind closed doors should rule us is crazy. I address the development of skills in land and property buying and sale as well as leasing, management and renovation in this context later. This should appeal better to buyers.

I hope the attached advice to the Royal Commissions into Veterans' suicide and jobs in Wollongong are also heeded. This deals with fear of death and the reality of being increasingly disabled through the natural ageing process after flowering briefly, as it were, in the desert air. To the sage there is nothing like daily communication for keeping one fit and we are very well-served in Glebe, with daily newspapers, high quality and entertaining free to air TV news and movies and DVDs at home, as well as everything the internet can offer to the keen researcher. I can see why retailers JB HiFi are doing well according to the

Australian Financial Review (AFR). They know and can quickly find and demonstrate their enormously wide range of communication related stock or get it from elsewhere. I have also loved Gleebooks and second-hand bookstores for years and now our local book numbers appear overwhelming. For example, if I was David Gaunt who owns and runs Glebooks, I would dream of being taken over by J.B.HiFi to keep up with the book turnover generated by the realization that the tech guys can't kill substantial communication no matter how hard they try to control us with an increasingly complex, yet somehow dumber presence.

Let us ponder first, therefore, how the death of the self or others appears and also should appear in our moral framework if this is supposed to be a multicultural nation, rather than one just for Christians who share their social preoccupations at work, as colleagues or spouses may. This is not an idle question as it also relates to how soldiers or others may experience their work and family relations before being killed or killing themselves or others or dying from other causes, natural or not. The current Royal Commissions into Veterans suicide on one hand, and into Violence, abuse and neglect of people with disabilities on the other, appear Royal only in name. They can only make recommendations with or without government backing, I guess. Australia is home to many atheists. Roll over and make room for us. Those religions not Christian can speak for themselves.

We are parts of larger bodies. The article **Crossbench carnage: Staff allocation cut from 4 to one** (SMH 25.6.22, p.18) also appears part of a necessary shedding trend which should be accepted and used to more reasonable advantage in serving Australians better. PM Anthony Albanese apparently said, *independents are not members of the government, the opposition or the Australian Greens*. He proposes to allocate only one additional full-time advisor in addition to four electorate staff, and points out the library and other Canberra staff that are there to help. This seems a way to bring about more openly and cooperatively informed action between states and organizations or groups or individuals acting from the ground up, instead of always being asked to respond with more money. We owe it to guys on tools, especially those bigger, stronger and nastier in secret? Up to a point, Lord Copper.

EMPLOYMENT ZONES REPLACE BUSINESS AND INDUSTRIAL ZONES IN LOCAL ENVIRONMENT PLANS. DOES THIS AFFECT YOU OR YOUR PLACE IN THE COUNTRY?

The Department of Planning invites feedback on the translation of existing Business and industrial zones into the new Employment zones.

This is the implementation stage of a reform that **replaces Business and Industrial zones with Employment zones within individual Local Environmental Plans across NSW**. It follows the introduction of the Employment zones within the Standard Instrument (Local Environmental Plans (LEPs) Order 2006 in December 2021.

This regional approach is to assist more cooperative approaches to serving the people of any region, especially those living in areas of high emergency risk, such as in common flooding or desertification, where climate change often occurs in traditional links with development.

The Department has worked closely with each council to ensure Local Environmental Plans across NSW. LEPs are amended, consistent with the intent of the reform, while also ensuring the land-use planning outcomes are locally appropriate. This seems like a

good new direction to assist development that appears to serve the regional population well or better.

As an urban woman and Bush Heritage supporter living in NSW, I address the CWA first because rural and remote areas of Australia also appear to be population areas in higher risk of going without services, starting with paid or unpaid employment. The Inner West Council Plans for Development contributions are now being developed for our local response.

INNER WEST COUNCIL PLANS FOR DEVELOPMENT CONTRIBUTIONS (GIVE THEM MONEY?)

The Inner West Council plans for infrastructure funding through development contributions are supported in this urban Sydney region. **Town halls, open spaces and recreation facilities, transport and stormwater drainage infrastructure appear as top priorities.**

I often wonder how diverse garbage (wastes) are dealt with and also if stormwater drainage infrastructure should be the major priority, along with housing relocation, renovation and new building as well as more open space. These matters are addressed attached in the Illawarra region for example. Related key problems of regional housing and management appear below and attached. I hope these matters interest you and your associations.

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To the Minister for Customer Service and Digital Government (Victor Dominello) and Others