



ACT
Government

Territory and Municipal Services

Freedom of Information Act 1989

Section 7 and Section 8

Statement

1 July 2014

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Introduction

The Territory and Municipal Services Directorate develops and delivers a range of state municipal services for the people of the ACT. Their services to the community are delivered by a number of diverse and specialised business groups.

This statement has been compiled for the Directorate in accordance with Section 7 and Section 8 of the *Freedom of Information Act 1989* (FOI Act).

Section 7 of the FOI Act requires the Directorate to prepare and publish a statement outlining the Directorate's organisation, functions and decision-making powers, the categories of documents available, and facilities available to the public for accessing documents.

Section 8 of the FOI Act requires the Directorate to produce a list setting out all publicly accessible manuals which are used by the Directorate in making decisions under a legislative or administrative scheme.

This can include manuals or other documents containing rules, guidelines and practices as well as documents describing the administration of particular schemes or the procedures to be followed for the enforcement of legislative frameworks.

This statement and document list is correct as at 30 June 2014 unless otherwise specified.

Section 7 Statement

Organisational Structure

Territory and Municipal Services (TAMS) comprises four divisions: Parks and City Services (PCS), Roads and Public Transport (RPT), Business Enterprises (BE) and Directorate Services (DS).

TAMS is a diverse Directorate responsible for managing roads, footpaths, street lights, cycle paths and the public transport system (ACTION). It collects and recycles household and other waste, provides public libraries and is responsible for the management of the majority of the Australian Capital Territory's parks and reserves. TAMS also manages forestry plantations and the public domain including Canberra's urban trees, public open spaces and city places.

TAMS protects and conserves the natural resources of the ACT and promotes appropriate recreational, educational and scientific uses of such areas. TAMS manages the National Arboretum Canberra, biosecurity issues, domestic animal services and other licensing and compliance services, including ranger services and permits for public land use.

The Directorate also manages a number of ACT Government businesses such as Capital Linen Services and Yarralumla Nursery. In addition, TAMS provides administrative oversight to the ACT Public Cemeteries Authority which operates the Woden, Gungahlin and Hall cemeteries.

Canberra Connect provides the main contact point for access to ACT Government information, services and payments.

Legislative responsibility

At 30 June 2014 the Directorate was responsible for the following legislation in accordance with the Administrative Arrangements 2014 (No 1)

Minister for Territory and Municipal Services:

Administrative arrangements
Animal Diseases Act 2005
Animal Welfare Act 1992
Cemeteries and Crematoria Act 2003
Domestic Animals Act 2000
Fertilisers (Labelling and Sale) Act 1904
Litter Act 2004
Pest Plants and Animals Act 2005
Plant Diseases Act 2002
Public Unleased Land Act 2013

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Administrative arrangements
Roads Transport (Driver Licensing) Act 1999, sections 10,36, 37 and 40
Road Transport (Driver Licensing) Regulation 2000, sections 5, 13, 14, 17, 32, 34, 40, 43, 55, 64A, 66 (5), 68, 69 (7), 70 (1) and (2), 85 (5) and (8), 89 (6), 138AB and 138B
Road Transport (General) Act 1999, sections 12, 13, 14, 19, 20, 45 (4) and (5) and 87, and administration provisions relating to fees and approval of forms, in relation to a function under the road transport legislation that is the responsibility of the Minister for Territory and Municipal Services
Road Transport (General) Regulation 2000, sections 13AA and 14(1), (2) and (3)
Road Transport (Public Passenger Services) Regulation 2002, sections 70 (1) (a) and 70 (1) (b)
Road Transport (Safety and Traffic Management) Act 1999, sections 5A, 18, 20, 31 (1) and (2), 32 (3) (c)
Road Transport (Safety and Traffic Management) Regulation 2000, sections 11, 31, 41(3), 42 (3), 46, 51, 64(1), 64(2), 72, 73 (1) and 101
Road Transport (Vehicle Registration) Act 1999, sections 8, 29
Road Transport (Vehicle Registration) Regulation 2000, sections 26 (2), 27 (2) and (3), 28, 29 , 31 (3), 32, 32A, 34, 35, 37 (1) and (2), 40, 41, 42 (2) and (4), 44, 49, 50(2), 54 (1), 55, 56 (1), 61, 62, 63, 64 (2), 65 (3), (5) and (6), 68 (4), (5), (7), (8), (9) and (10), 72, 75, 77 (2) and (3), 78, 79, 83 (4) and (5), 86 (1) and (4), 90, 92, 160 (3), 162 (2), (3) and (4)
Stock Act 2005

Administrative arrangements
Tree Protection Act 2005
Trespass on Territory Land Act 1932
Utilities Act 2000, part 14 and sections 254 and 256 in relation to part 14
Waste Minimisation Act 2001

Public Participation in decision-making

Arrangements for public participation in decision-making include public submissions to enquiries, discussion at public meetings, consultative committees for specific purposes, access to records through Freedom of Information (FOI) requests, comments on draft documents, and comments on Bills before the Assembly and contact with the relevant Minister.

Categories of documents

The Directorate holds several basic categories of documents:

- those that are freely available on request and without charge;
- those available for sale including those that are part of a public register; and
- all other kinds of documents that may be available under the *Freedom of Information Act 1989*.

Documents available on request and without charge

Documents within this category include publications produced by the Directorate on various aspects of its activities. These are available from public counters and ACT Government Libraries throughout the Territory and may also be available on the Directorate's website at www.tams.act.gov.au.

Documents available for sale

Documents available for public access but with a fee payable could include maps, plans, publications relating to land management.

Documents of other kinds that may be available under the FOI Act

These include:

- General files including internal and public documents, minutes of meetings of management and other committees, agendas and background papers, policy statements, financial and staffing estimates;

- Communications with other Directorates;
- Program and policy files;
- Diaries;
- Photographs, videos and films;
- Maps and plans;
- Technical reports and discussion papers;
- Financial and accounting records;
- Details of contracts;
- Management plans for ACT parks and reserves;
- Records of government including the machinery of government; and
- Leases and deeds of agreement.

Facilities for Access

Those seeking information are encouraged to seek access by contacting the Directorate before resorting to the more formal FOI procedure. In many cases it may be possible to access information more quickly and efficiently through such an approach.

FOI requests should be directed to:

Chief Executive

Territory and Municipal Services

GPO Box 158

CANBERRA ACT 2601

For further information please contact the:

TAMS FOI Coordinator

Phone: 6205 5408

Email: tamsfoi@act.gov.au

Section 8 Statement

Parks and City services

Functions and responsibilities:

Parks and City Services (PCS) is responsible for the management of most ACT parks, reserves, arboreta, public open spaces and City places, including lakes and Canberra's urban trees. PCS also manages public libraries, biosecurity, domestic animal services and other licensing and compliance services, including ranger services and permits for public land use.

SUBUNIT - City Services

City Services comprises four business units – Urban Treescapes, Place Management, Licensing and Compliance and Asset and Data Integration – whose primary function is to manage and maintain 5,889 hectares of parks and urban open space in Canberra.

Section 8 Statement - Document/s

- Graffiti Management Strategy for the ACT
- Plan of Management Canberra's Urban Lakes and Ponds
- Plan of Management Belconnen Urban Parks and Sportsgrounds
- Plan of Management Tuggeranong's Urban Parks and Sportsgrounds
- Plan of Management Inner Canberra's Urban Parks and Sportgrounds
- Plan of Management Woden and Weston Creek's Urban Parks and Sportsgrounds
- Nature strip developments/application
- Plans of Management for Public Unleased Land
- Decisions for granting licences and permits under the *Nature Conservation Act 1980*

- Draft guidelines for the Assessment of Permit and Licence applications
- Guidelines for the Public Display of Animals
- Reptile Policy
- Koala Display Policy
- Sharps Policy
- Moveable sign Code of Practice
- Tree Damage to Private Property - Procedures for Claiming and Applying for Reimbursement where Damage is Caused by Government Trees
- Tree Root Damage to Pavement – Procedures for Claiming for Repair and Applying for Reimbursement for Tree Damaged Pavement
- Tree Root Damage to Private Property – Procedures for Claiming for Reimbursement of Costs Associated with Tree Damage to Private Property
- Tree Root Damage to Sewer and Storm water - Private Property - Procedures for Claiming and Applying for Reimbursement where blockage is Caused by Tree Roots
- How to prepare a Tree Management Plan

SUBUNIT - Parks and Conservation Services

ACT Parks and Conservation Service is responsible for the planning and management of parks, reserves and rural lands. It protects and conserves the natural resources of the ACT and promotes appropriate recreational, educational and scientific uses of our parks and reserves. It supports Parkcare/Landcare groups and coordinates hazard reduction activities under the Bushfire Operations Plan (BOP).

Section 8 Statement - Document/s

- ACT Kangaroo Management Plan
- Action Plans for threatened species and ecological communities
- Dingo Policy (draft)

- Pest Animal Management Strategy 2012-2022
- ACT Weeds Strategy 2009-2019
- Canberra Nature Park Plan of Management 1999
- Urban Wildlife Guidelines 2011
- Management Plan for Jerrabomberra Wetlands
- Lower Molonglo River Corridor Plan of Management (2001)
- Murrumbidgee River Corridor Plan of Management 1998
- Australian Alps Memorandum of Understanding (1998)
- Namadgi National Park Plan of Management 2010
- Tidbinbilla Nature Reserve Plan of Management 2012
- Strategic Plan 2012-2015 for the Australian Alps national parks Co-operative Management Program
- Lower Cotter Catchment Strategic Management Plan 2007
- Ginini Flats Wetlands Ramsar Site Plan of Management (2001)
- Namadgi National Park Rock Art Sites Conservation Management Plan
- Tidbinbilla Nature Reserve Species Management Plans
- ACT Parks and Conservation Service Volunteer Policy
- Bushfire Operations Plan
- ACT Code of Forest Practice

SUBUNIT - Divisional Support Group

The Divisional Support Group provides divisional support in relation to staff training, workplace health and safety, web publishing and administrative services.

Section 8 Statement - Document/s

Nil

SUBUNIT - Design and Development

The Design and Development section coordinate capital works projects for PCS; prepare master and conservation management plans for urban public land; and determine design guidelines for public open space.

Section 8 Statement -Document/s

Nil

SUBUNIT - Libraries ACT

The ACT Libraries provide public library services for ACT residents, and the collection and dissemination of historical information about the ACT and region through the ACT Heritage Library.

Section 8 Statement - Document/s

- Libraries ACT Membership and Loans Policy
- Libraries ACT Collection Policy 2013-16
- Conditions of Use for Public Library Internet Access Services
- Libraries ACT Exhibitions and Displays Policy
- Libraries ACT Community Rooms and Learning Facilities Hire Policy
- Libraries ACT Volunteers Program
- ACT Public Library Privacy Policy
- Privacy and Security of Customer Information
- Fees and Charges
- Commonwealth of Australia Copyright Regulations 1969
- Libraries ACT - Young People in the Library Policy
- National and State Libraries Australasia (NSLA) is the peak body for national, state and territory libraries in Australia and New Zealand. As a member of NSLA,

Libraries ACT is committed to the progressive implementation of NSLA's strategic directions.

SUBUNIT - National Arboretum Canberra

The National Arboretum Canberra features 100 forests of rare and symbolic trees from Australia and around the world. It is a significant recreational and educational resource for visitors and plays an important role in the protection of world-wide tree diversity and the generation of new knowledge on tree growth and survival, biodiversity and water management. Features as the NAC include a bonsai pavilion, the Sprout café, the Conservatory restaurant, the Margaret Whitlam pavilion, the unique and exciting Pod Playground and a range of other facilities to enhance the visitor experience.

Section 8 Statement -Document/s

- Public Use Policy

Canberra Connect

FUNCTIONS AND RESPONSIBILITIES:

Canberra Connect provides information and payment services to the ACT community on behalf of the ACT Government and its directorates.

SUBUNIT - Canberra Connect Contact Centre

The Canberra Connect Contact Centre, 13 22 81, provides a whole of government service to callers, across a broad range of information, payments, services and emergency support. The contact centre delivers over 60 separate business functions on behalf of the ACT Government, including specialist teams for motor transport, municipal services, as well as a referral service for callers. The contact centre also deliver emergency information to the community on behalf of the ESA in times of emergency. The contact centre operates extended hours, with 24 hour back up support.

Section 8 Statement - Document/s

- ACT Road Transport Authority Terms of Access Protocol for Management, Use and Disclosures of Information (this is the document that covers agreements for authorized persons, dealers and others to have access to rego.act)
- Rego.act help –Road Transport Authority Policy, Procedures and Online Help Facility
- Administrative Guidelines Accredited Operator Dishonour Payments
- Operating procedures Manual (held electronically on rego.act)
- Policy Manual (held electronically on rego.act)
- Privacy Guidelines

SUBUNIT - Canberra Connect Shopfronts

Canberra Connect Shopfronts are located in convenient locations across Canberra to enable citizens to pay complex ACT Government bills and seek information face to face. The Shopfronts provide information and advice on behalf of the RTA, as well as a wide range of brochures on other ACT Government services.

Section 8 Statement - Document/s

- ACT Road Transport Authority Terms of Access Protocol for Management, Use and Disclosures of Information (this is the document that covers agreements for authorized persons, dealers and others to have access to rego.act)
- Rego.act help –Road Transport Authority Policy, Procedures and Online Help Facility
- Administrative Guidelines Accredited Operator Dishonour Payments
- Operating procedures Manual (held electronically on rego.act)
- Policy Manual (held electronically on rego.act)
- Privacy Guidelines

SUBUNIT - Business Development

The Business Development area is responsible for developing and implementing all new internal Government business for Canberra Connect, including the management of service level agreements and Canberra Connect's emergency response capability. The Business Development area also delivers branch marketing and communications activities, sponsorships, stakeholder management, audit and governance, and is the first point of contact for all new initiatives, services and programs for Canberra Connect.

Section 8 Statement - Document/s

Nil

SUBUNIT - Customer Services Integration – Web Centre

The Customer Services Integration team delivers customer self service outcomes across the Canberra Connect Contact Centre, Shopfronts and internet. The primary system within the team is the ACT Government Customer Resource Management (CRM) system which coordinates customer service requests, frequently asked questions, and responses to external customer feedback. The Customer Services Integration team supports Canberra Connect service delivery channels through the Web Centre which manages the TAMS website, Intranet, ACTION and Transport websites. The Customer Services Integration team also delivers whole of government customer contact which includes the functions and services directory, and telephone book white pages.

Section 8 Statement - Document/s

Nil

SUBUNIT - Payment Services Integration

The Payment Services Integration Team is responsible for the management and maintenance of the payment related services provided by Canberra Connect on behalf of ACT Government Agencies, through multi-payment channels including the Internet and third party payment providers. Responsibilities include delivery of the ACT Government's internet information portal, Canberra Connect Services Portal, as well as Electronic Forms Management development and delivery capability. The team also

provides business processing re-engineering and payment integration services to agencies

Section 8 Statement - Document/s

Nil

Roads and Public Transport

Functions and responsibilities:

TAMS administers many aspects of transport in the ACT, including public transport services (ACTION) and infrastructure management (roads, bridges and stormwater).

SUBUNIT – ACTION

ACTION runs regular bus services and dedicated school services in Canberra suburbs. It operates a special needs transport service for clients of the Education and Training Directorate as well as charter services for schools, sporting bodies and other organisations hosting events and festivals in the ACT. ACTION's objective is to deliver safe, reliable, accessible and responsive public transport in the ACT.

Section 8 Statement - Document/s

- Ticketing fares and refund policy
- Employee conduct policy
- Lost property policy
- Feedback and complaints handling policy
- Provision of dedicated school bus services policy
- ACTION's Governance Framework

SUBUNIT - Roads ACT

Roads ACT manages the construction, operation and maintenance of roads and associated infrastructure such as bridges, community paths, driveways, street signs, line marking, traffic signals, street lighting, bus shelters and stops and stormwater.

Section 8 Statement - Document/s

- Cycling and Pedestrian network – Priority Infrastructure for Capital Works February 2011
- Policy for Business and Community Service Signs
- Policy for Footpath Maintenance
- Policy for Floodway Advisory Signage
- Design Standards for Urban Infrastructure - Parts DS00 to DS25
- Trunk Road Infrastructure Standards – TRIS-01 to TRIS-10
- Standard Specifications for Urban Infrastructure Works
- Roads and Public Places Opening Permit
- Temporary Traffic Management Conditions of Operation
- Roads ACT Special Events Handbook
- Yamba Drive Road and Pedestrian Safety Report
- Transit lane Study
- Roadside memorials in the ACT
- Gungahlin Drive Extension Noise Report
- Gungahlin Drive Extension Speed Limit Report

SUBUNIT - Public Transport System

Public Transport Systems is responsible for the implementation and management of transport and passenger service systems. Systems include MyWay, Park and Ride permit system, Bike and Bus, Google Transit journey planner, HASTUS and NetBI business systems, Nightrider.

Section 8 Statement - Document/s

- MyWay Privacy Policy
- MyWay card conditions of use

Business Enterprises

Functions and responsibilities:

TAMS manages many ACT Government owned services, including ACT NOWaste, Capital Linen Service (CLS) and Yarralumla Nursery. TAMS oversees the ACT Public Cemeteries Authority.

SUBUNIT - Yarralumla Nursery

The Yarralumla Nursery is an ACT Government owned commercial wholesale and retail plant nursery. It is the largest wholesale nursery in the southern tablelands and sells high-quality, cool climate plants to the landscape, wholesale and retail industries, landcare groups; the community; and local, state and Australian governments.

Section 8 Statement - Document/s

- Yarralumla Nursery Business Rules
- Yarralumla Nursery Quality Assurance System Manual

SUBUNIT - Capital Linen Service

Capital Linen Service provides and launders linen for a wide range of clients in the ACT. It delivers over 4,900 tonnes of linen to its customers, which include public and private hospitals, health and aged care providers, hotels, restaurants, major tourist attractions, educational institutions and emergency services.

Section 8 Statement - Document/s

- Quality Manual – this links to the business standard operating procedures and other relevant business procedures
- Drug and Alcohol Policy

SUBUNIT - ACT Public Cemeteries Authority

The ACT Public Cemeteries Authority (the Authority) manages Woden, Gungahlin and Hall cemeteries. TAMS supports the Chief Executive Officer of the ACT Public Cemeteries Authority. Through a memorandum of understanding between the Directorate and Authority. TAMS manages and implements the *Cemeteries and Crematoria Act 2003*.

Section 8 Statement - Document/s

- *Cemeteries and Crematoria ACT 2003*
- Canberra Cemeteries Policy Manual
- Canberra Cemeteries Grave Digging Procedure Manual
- Canberra Cemeteries Grounds Maintenance Manual
- Canberra Cemeteries Administration Procedures
- Canberra OHS Manual
- Canberra Cemeteries Asset Management Plan
- Canberra Cemeteries Disaster Recovery and Business Continuity Plan
- Canberra Cemeteries Fraud and Corruption Prevention Plan
- Various Acts/Guidelines: Procurement Act, PSMA and FMA

SUBUNIT - ACT NOWaste

ACT NOWaste manages the domestic rubbish and recycling collections for over 149,000 Canberra households. It manages three resource management centres, including Canberra's domestic Materials Recovery Facility and Landfill at Mugga Lane and four regional recycling centres that contain waste and recycling drop-off facilities. It supports the recycling sector and helps Canberrans recycle more effectively through its industry support programs, collection and analysis of data about waste and recycling, education and promotional activities and the development of new recycling initiatives and facilities.

Section 8 Statement - Document/s

- Development Control Code for Best Practice Waste Management in the ACT
- Administrative waste fees and charges
- Domestic waste and recycling services (bin and hopper entitlements)
- Wheeled bin assistance program
- Non-conforming MGBs and hoppers (waste and recycling)
- Site entry conditions for sites

Directorate Services

Functions and responsibilities:

Directorate Services provides corporate human resources, financial services, governance and operational support to TAMS.

SUBUNIT - Finance

Finance provides a comprehensive range of financial management advice and services to the Directorate's Executives and Managers.

Section 8 Statement - Document/s

- Finance Service Specifications
- Finance Services Factsheets
- Chart of Accounts

SUBUNIT -Human Resources

TAMS Human Resources (HR) provides a range of services and advice to the Directorate on all aspects of human resources. HR works with managers and supervisors to develop and enhance skills and capabilities that enable them to deliver services to the ACT community. The TAMS entry-level programs are designed to attract, build and retain a workforce aligned to meet the organizational resilience of delivering services.

Section 8 Statement - Document/s

- TAMS Attendance Policy and Attendance Arrangements for SOGA and SOGBs
- TAMS Employee Assistance Program
- ACTPS Workplace Health and Safety Policy Framework
- TAMS Human Resources Delegations
- TAMS Performance Management Guidelines
- ACTPS Respect, Equity and Diversity (RED) Framework
- TAMS RED Framework Complaint form
- TAMS RED Contact Officer Factsheet/Nomination Form
- TAMS Carer's Room Policy
- TAMS Smoke Free Workplace Policy
- TAMS Code of Conduct
- TAMS Probation Policy
- TAMS Police Records Check Policy
- TAMS Exit Survey
- TAMS Broadbanding Framework

SUBUNIT - Operational Support

The role of the Operational Support Branch (OSB) is to deliver high quality services, business systems and advice to support the Directorate in achieving its policy and program outcomes and deliverables. OSB has responsibility for the delivery of; IT security advice, management of the TAMS ICT/SLA, Asset Information, Asset Acceptance, Capital Works, TAMS Project Management Co-ordination and facilitates the TAMS Project Management Community of Practice.

Section 8 Statement - Document/s

- Standards for Urban Infrastructure Urban Services 2002
- Standard Specifications for Urban Infrastructure Works
- Design Standards for Urban Infrastructure

SUBUNIT - Governance

Communications: Manages the coordination of Directorate media and community engagement activities, including communication and engagement strategies, advertising campaigns, speeches, media and issues management, publication approvals, customer research and internal communication strategies.

Government Business, Legal: Manages the Directorate's obligations under legislation including Discrimination, Freedom of Information, Ombudsman, Privacy and Subpoenas. The section also provides legal policy advice to line areas on operational issues such as agreements compliance, and duty of care.

Government Business, Ministerial and Cabinet Liaison: Manages the coordination of ministerials for the Directorate, and provides policy advice and coordination services for all matters relating to Cabinet and the Assembly, such as Questions on notice and Question time briefs.

Security and Risk: Coordinates the accommodation (including reception area), audit, business continuity, fleet services, fraud prevention, risk, insurance, security and emergency management matters of the Directorate. The roles of Agency Security Advisor and Principal CCTV Officer are embedded within this area giving advice on all security and closed circuit television matters affecting the Directorate.

Policy and Planning: Develops and maintains TAMS strategic and business planning frameworks and corporate policy management, in addition to managing and co-ordinating responses to relevant ACT government and national policy proposals, plans and reports.

Compliance and Assurance: To assess the legislative compliance performance across TAMS and provide Assurance to the Director General.

Section 8 Statement - Document/s

- Tams Executive Leadership Team Terms of Reference
- TAMS Statement of Intent 2011-2012
- TAMS Evaluation Plan 2012-2016
- TAMS Guidelines for Hospitality Gifts and Benefits
- TAMS Hospitality, Gifts and Benefits Fact Sheet
- TAMS Public Interest Disclosure Guidelines
- TAMS Insurance Guidelines
- TAMS Risk Management Framework
- TAMS Fraud and Corruption Prevention Plan
- TAMS Fraud and Corruption Prevention Fact Sheet
- TAMS Guidelines for Security Incidents and Reporting
- Guidelines for Management of Closed Circuit Television
- Crimes Act s154 – Authorised Person Fact Sheet