

# PRODUCTS AND SERVICES (BY OUTCOMES)



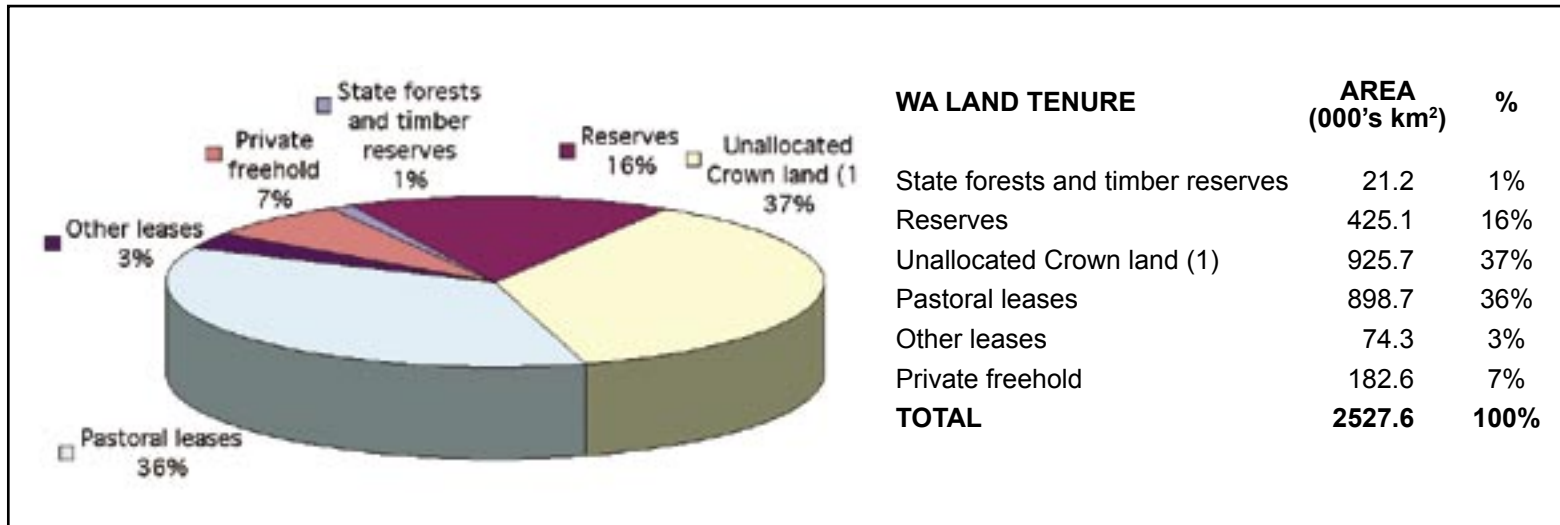
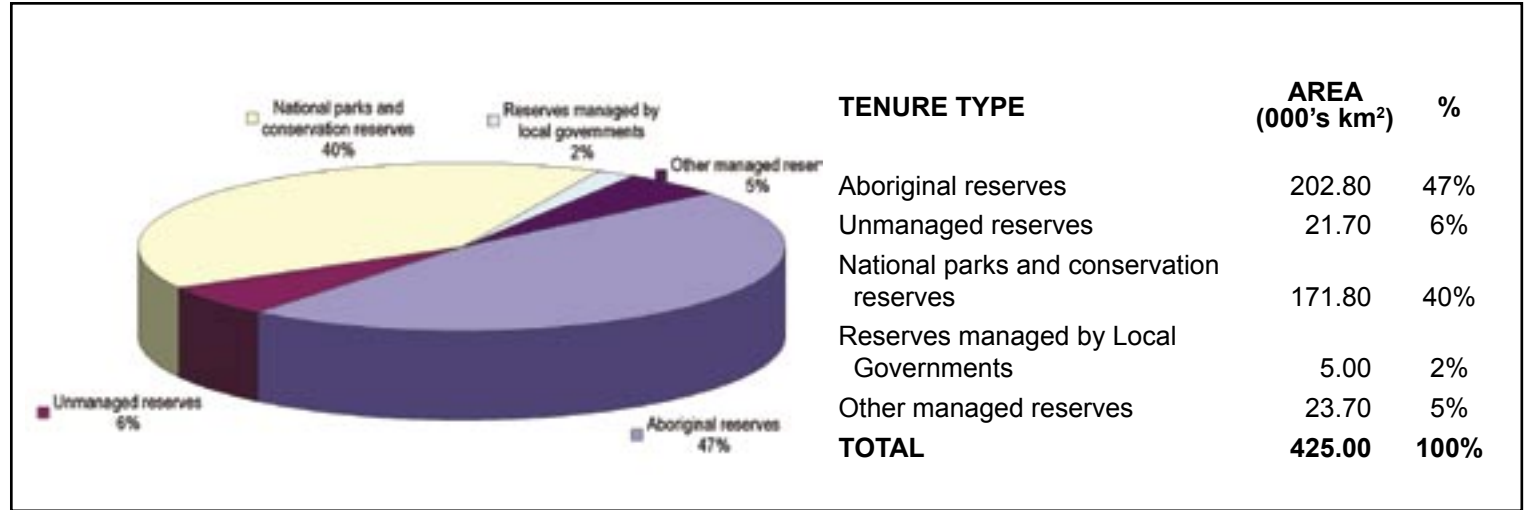
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*Output – Access to Government land information*  
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## MANAGING THE GOVERNMENT ESTATE

**Desired Outcome – The administration of Government land supports the economic, environmental and social objectives of the State.**

One of DOLA's main roles has been the administration of Western Australia's Crown land, which comprises over two million square kilometres, or 93% of the State.

The Land Administration Services (LAS) Branch develops and administers policies and strategies to support the land needs of the Western Australian Government and community.



### Public release of Crown Land Administration Practice Manual

Following a review of the processes involved with the administration of the State's Crown land it was recommended that a Crown Land Administration and Registration Practice Manual be developed. A public release program was scheduled for 2002-2003.

The manual was developed to promote best practice in the administration of Crown land and the conveyancing and registration of Crown land transactions. The manual's main aim is to provide standards and guidelines to assist staff and customers alike in their dealings with Crown land in Western Australia. The manual also provides a point of reference for the processing of Crown land transactions under the Land Administration Act 1997 (LAA) and the Transfer of Land Act 1893.

The first edition of the Crown Land Administration and Registration Practice Manual was provided to a sample group of Local Government Authorities for testing in February 2003. The Local Governments were requested to use the manual in their everyday dealings with Crown land and provide feedback to Department of Land Administration (DOLA) on the user-friendliness and general effectiveness of the manual. Testing was completed in May and in general, the feedback received from the Local Governments was extremely positive.

Ongoing legislative changes and enhancements to best practice procedures will mean this manual will continually evolve, improve and therefore require updating. As the manual is available in electronic format, customers and staff who access the manual through the branch web page can be assured that they are always working from the most current version.

The publication is the end result of the combined effort

of many highly experienced staff within DOLA who have provided advice, verification of current practice and procedures and contributed to the overall content. Internal DOLA staff have been using and providing feedback on this manual since August 2002.

### Integrated Corridor Rights Legislation

The proposal to develop overarching legislation to support the development of service corridors throughout the State was considered in depth by government stakeholders over the year. Given the peculiarities associated with long linear corridors and difficulty in obtaining inter-agency support to the overarching legislation, the Gas Pipeline Sales Steering Committee recommended that the integrated corridor legislation not proceed and that future corridors be created using the provisions of the LAA.

Depending on stakeholder support, amendments to the LAA may be considered in the future to better support the technicalities involved with the creation of service corridors.

### Land Administration Services (LAS) Business Planning

The LAS Strategic Business Plan was prepared in response to a need to clearly articulate our business objectives and our future strategies for the effective and efficient management and administration of Government land in Western Australia. The plan addresses the short, medium and long term issues and strategies for LAS, and was prepared via consultation with staff and key stakeholders.

As part of the Skills Management Strategy in the Business Plan, significant progress was made in the development of a competency based training

program for LAS staff. A specialist stream in Public Land Administration will be included in the Public Services Training Package resulting in formal, national recognition of qualifications. This follows a successful application by the LAS Branch to the Training Accreditation Council of Western Australia to have qualifications in Public Land Administration form Certificate I through to Diploma, inclusive. A national Public Land Administration Consultative Committee has been established to ensure the initiative is progressed and LAS is represented on that committee.

### Review of Public Works Property

The review of the public works properties continued with a view to rationalise the holdings either through disposal or renegotiation of leases.

As part of the rationalisation process, new five-year leases were issued for 29 properties situated in Northbridge.

### Native Title Policy Support

Through its Native Title Unit, DOLA provides specialist technical support on land tenure and native title issues relating to the future act processes under the *Native Title Act 1993* (NTA) for major Government projects and matters of strategic State importance. It liaises closely with the Office of Native Title, Department of the Premier and Cabinet, and the Crown Solicitor's Office. The Unit continued to be directly involved in consultation and negotiation with native title claimants over land matters in accordance with the provisions of the NTA.

## Native Title

DOLA issued notices under the NTA and the Land Administration Act (LAA) covering 61 land proposals subject to either the right to negotiate (seven), the right to object and be consulted (33), or procedural rights for the development of public works (21). These included proposals ranging from light industrial, commercial to community purposes.

DOLA also participated and played a key role in the State Negotiation Team, which negotiated an agreement with three native title claimants for heavy industrial land on the Burrup Peninsula in the Pilbara. Through previous involvement, DOLA had established a sound rapport with the three claimant groups and was able to introduce them to the State Negotiating Team.

Also associated with the Burrup heavy industrial land was an infrastructure corridor which was placed under notice in accordance with the NTA and the LAA. One objection was received and DOLA was successful in having that objection withdrawn.

## Railway Project Team

The Railway Project Team was created in December 1999 to provide specialised expertise and skills to facilitate the disposal of surplus Western Australian Government Commission (WAGRC) land assets in accordance with Treasury requirements. The team currently consists of five team members including a team leader and is funded by WAGRC.

The team provides tenure solutions including land assembly, negotiation, land development and ensures all relevant legislation and regulations are complied with. WAGRC land assets include surplus housing, leased land, development subdivisions and lands identified in the State agreement with respect to the

transfer of lands to Australian Western Railways as part of the Rail Freight Act 2000.

In the 2002/2003 financial year the Team facilitated the sale of approximately \$5 million of surplus land and property assets.

In 2002 the Railway Project Team won the WAGRC Partnership Award which was presented by the Minister for Planning and Infrastructure. The Partnership Award was one of the WAGRC awards for excellence and recognises partnerships that provide an invaluable service to the WAGRC.

## Central Issuing Office

The Survey Co-ordination team is responsible for coordinating all Crown surveys under the LAA on behalf of the Minister for Planning and Infrastructure. The team also provides a consultation role in respect to outsourced survey services, and is provides survey solutions to meet the growing needs of the community in accordance with best practices and value for money principles.

Surveys and graphics are required to define land boundaries to facilitate the registration of documents in compliance with the requirements of the LAA.

The team is the central liaison between Government agencies with respect to survey matters.

In the 2002/2003 financial year the team managed 460 survey contracts to the value of \$1.2 million.

## Dampier to Bunbury Natural Gas Pipeline (DBNGP) Corridor

DOLA acquired State corridor rights over a widened 100 metre gas transportation corridor between Dampier

and Bullsbrook in August 2002. Under the direction of the Gas Pipeline Sale Steering Committee, DOLA obtained State corridor rights over approximately 180 properties and managed the compensation process for the 50% of properties where compensation had not been agreed to at the time of taking.

The next stage is the acquisition of interests in land for a widened corridor between Kwinana and Bunbury where DOLA will also provide a land acquisition role and deal with outstanding compensation matters following taking of land for State corridor rights.

Work has begun to update the Land Use Guidelines for the DBNGP Corridor, including the issues of third party use and non-gas pipeline related activities. Substantial streamlining of approval processes for works on the Corridor is also likely to be achieved in the near future through a critical process review.

## Crown Land Administrators' Forum

DOLA representatives attended the third Australasian Crown Land Administrators' Forum in Newcastle, New South Wales, in May 2003.

The forum was attended by representatives from all States and Territories, and New Zealand, and focused on sharing knowledge and experience on common areas of activity. Each jurisdiction discussed a range of current issues, including commercial leasing of vested reserves by management bodies, coastal planning and management; rural leasehold strategies; bushfire management on Crown land; native title, information systems and processes to support more effective delivery of Crown land administration services; and public land administration packages.

### Pastoral Lands Board

Pastoral leases account for approximately 36 % of Western Australian land. This translates to 527 pastoral leases covering about 95 million hectares and 474 stations.

### Percentage of Pastoral Leases Held by Different Interest Groups

|                         |     |
|-------------------------|-----|
| Individuals .....       | 54% |
| Mining Companies.....   | 10% |
| Other Companies .....   | 33% |
| Foreign Ownership ..... | 3%  |

The Minister for Lands is responsible for the appointment of members of the Pastoral Lands Board (PLB).

Under section 97(1) of the Land Administration Act 1997, the primary role of the Board is to ensure that pastoral leases are managed in an ecologically sustainable manner and in accordance with lease conditions and relevant legislation. Members of the Board represent pastoral, environmental, ecological, conservation and Aboriginal interests. The Board is required to provide assistance or advice as required by the Minister in relation to the administration of pastoral leases.

DOLA contributes to the activities of the PLB by providing land information expertise to assist the Board's work, as well as substantial operational support. DOLA also provides the Board with clerical and executive assistance, office accommodation, drafting, conveyancing, information technology, a financial management system for the collection of rents on leases and its land registration system. With the Valuer General's Office now being part of DOLA, rent assessment is also provided.

Board members who are not employees of Government departments receive a sitting fee of \$186 per meeting. The Chairperson receives an honorarium of \$56 per hour, up to a maximum of 16 hours per week, for Board business undertaken outside meetings. The Board met ten times in 2002-2003.

### Board membership and attendance

### Meetings attended

|   |   |       |
|---|---|-------|
| Max Cameron (Chairperson).....          | Farmer and Company Director.....  | 10/10 |
| Graeme Robertson.....                   | Director General, Department of Agriculture .....   | 7/10  |
| Sandra Eckert.....                      | Legal Officer and appointee<br>of the Chief Executive Officer, DOLA .....   | 8/10  |
| Joe de Pledge .....                     | Pastoralist, Mandora Station and member of<br>the Pastoralist and Graziers Association.....   | 9/10  |
| Susan Bradley .....                     | Pastoral Station Manager,<br>Theda and Doongan Stations .....   | 6/10  |
| Margot Steadman.....                    | Pastoralist, Wooramel Station .....   | 10/10 |
| David Wilcox.....                       | Consultant in natural resource management,<br>formerly Principal Rangeland Management<br>Officer in the Department of Agriculture .....                                   | 8/10  |
| Kevin Walley.....                       | Member of the Central Agricultural and<br>Pastoral Aboriginal Corporation and Chairperson<br>of the Bundundea Aboriginal Corporation, Belele and<br>Buttah stations ..... | 10/10 |
| Charlie Thorn for Graeme Robertson..... | Executive Director, Department of Agriculture<br>and appointee of the Director General,<br>Department of Agriculture .....  | 3/10  |

### Deputy members:

|   |            |
|---|------------|
| Tim D'Arcy for Mr de Pledge .....       | 3 meetings |
| Lindsay Lockyer for Mr Walley .....     |            |
| Adrian Morrissey for Mrs Steadman ..... | 2 meetings |
| Agnes Forrester for Mrs Bradley .....   |            |
| Denise True for Mr Wilcox .....         | 3 meetings |

### Board Membership as of 1 May 2003:

Alan Robson (Chairperson)  
 Graeme Robertson  
 Sandra Eckert  
 Susan Bradley  
 Adrian Morrissey  
 Margot Steadman  
 David Wilcox  
 Kevin Walley

### Deputy Board Members as of 1 May 2003:

Jamie (Jack) Burton  
 Ann Coppin  
 Tony McPherson  
 Denise True  
 Robert Watson

In 2002-2003, two major strategic projects were implemented:

### Pastoral Exclusion Process

Under the *Land Administration Act 1997*, land to be excluded from pastoral leases in July 2015 has been identified and pastoral lessees have received notification by the prescribed date. The land is to be excluded for 'public purposes', including conservation, townsite expansion and the provision of other public services. A two-year statutory negotiation period between acquiring authorities and affected lessees is now underway.

### Pastoral Industry Working Groups

Following the Gascoyne Muster in May 2002 five working groups were formed to address issues relevant to the future of the pastoral industry.

- Alternative Models Of Land Tenure
- Pastoralism For Sustainability
- Access To Pastoral Leases
- Aboriginal Access and Living Areas
- Pastoral Industry Economic Monitoring Requirements

The groups have now completed their final reports and recommendations to The Minister for Planning and Infrastructure for presentation at 'The Carnarvon Muster'.

### The following approvals were granted in 2002-2003:

|  |    |
|--|----|
| Permission to sell .....   | 27 |
| Permission to transfer .....                                       | 20 |
| Permits .....  | 12 |
| Permission to sub-lease .....                                      | 2  |
| Permission to de-stock .....                                       | 1  |
| Permission to establish a domestic<br>goat grazing enterprise..... | 1  |
| Default notices issued .....                                       | 79 |

(79 notices issued for non-compliance with Livestock and improvement declarations.)

### Strategic Planning for the Pastoral Lands Board

The PLB Executive Unit has been preparing to transfer to the Department for Planning and Infrastructure on 1 July 2003. The Board's business plan is now being developed in line with its role in the new organisational structure and with the outcomes of the industry consultation process formalised by the Working Groups.

A Project and Compliance Officer has been appointed and equipped for field work. The Officer's role will be to investigate specific lease management issues; provide advice to the Board and other stakeholders on pastoral and rangeland issues; and assist in the development of policies to help secure the sustainable future of the pastoral industry.



### Kimberley

The Kimberley Team negotiated agreement with the Kimberley Land Council for the provision of land in Broome for an Aged Care facility. The team also continues to assist the Office of Native Title with its negotiations in Broome in relation to the Rubibi native title claim.

The Team is working to produce a residential, commercial and light industrial land package to meet future development requirements at Fitzroy Crossing. A similar exercise is also being undertaken by the Team for the provision of residential and light industrial land in Halls Creek.

An expression of interest was released calling for the development of tourist facilities at Lake Argyle. The leasing of land at Lake Argyle for land-based aquaculture is also being progressed by the Team.

The Team continues to be actively involved in the East Kimberley, in extensive negotiations with the Kimberley Land Council and traditional land owners to progress the release of land for residential, light industrial, commercial, agricultural and horticultural developments. Work continues with the Office of Major Projects on the Ord Stage 2 proposal to increase horticultural land throughout the East Kimberley into the Northern Territory.

The Team continues to be actively involved with Management and Community Groups in progressing land development initiatives throughout the region.

### Mid-West

The Team has been heavily involved in progressing the provision of a major transport corridor joining Geraldton's industrial area to the port via a southern route, enabling the railway to be removed from the foreshore. Work continued on land assembly for the Geraldton foreshore redevelopment. This is a long-term project that will involve contributions from the Team, other Government agencies and the City of Geraldton for some years to come. The foreshore redevelopment is linked to the southern transport corridor and the deepening of the Geraldton Port.

The development of Indian Ocean Drive along the coast between Lancelin and Cervantes is a major land assembly project involving a partnership between DOLA and the Department of Defence. Land assembly tasks for this project are nearing completion with final 'A' Class reserve amendments scheduled for completion in early 2003/2004.

Work continued on land rationalisation in the Shires of Dandaragan, Coorow, Carnamah and Irwin following the removal of recreational squatter shacks from those Shires.

The release of residential and industrial land in areas of high demand in the Mid-West region including Kalbarri, Ledge Point, Cervantes, Jurien and Merredin continues.

### Metropolitan

The Metropolitan Regional Team provided assistance on a range of Government land projects over the year including the finalisation of the Jervoise Bay land assembly project to provide land for an industrial estate and land assembly work at Port Catherine. A complex land exchange proposal for the Perth Airport was progressed and an agreement for the rationalisation of land on the Heathcoate Hospital site was reached.

New procedures were developed for the closure and disposal of pedestrian access ways throughout the metropolitan area and the Team met with all the metropolitan Local Government authorities to explain the new procedural guidelines.

### South-West

To assist with the construction of the new Harvey Dam, the Team provided specialist land administration expertise to finalise complex land tenure issues. These included road closure, identification of native title and Aboriginal heritage issues, rationalisation of reserves, negotiating and selling of surplus Crown land and liaison with the Water Corporation and private contractors to identify potential problems and provide solutions to enable the project to be completed in a timely manner.

They also assisted the Department for Planning and Infrastructure by providing solutions to a number of land tenure issues associated with the development of canals and an associated residential subdivision at Dawesville.

The Team continued work to clear legal constraints concerning the Mandurah Marina - Residential and Commercial development, and continued to provide advice to both LandCorp and the private developers on issues impacting the development.

The Team also participated in strategic meetings with members of the Government's Forest Policy Implementation Office for the provision of land solutions to finalise the sale of the Pemberton Mill Site. The solutions provided included lease management options, amending reserve descriptions, negotiations with the leaseholder on valuations of improvements and options for subdivisional development of the remaining mill houses. The Team was also involved with the provision of land solutions for the Northcliffe and Deanmill mill sites.

### South-East

The South-East Team was actively involved in a number of large land assembly projects over the year. The finalisation of land assembly for stage one of the Kalgoorlie North-West Sector residential development occurred. The land will be sold for development as an important and high quality housing estate.

Residential land packages were assembled in Hyden and Hopetoun and an industrial land package was also created Hopetoun. The land will be sold for subdivisional development to meet existing demand.

The Team finalised an access agreement to enable construction of a gas pipeline from Kambalda to Esperance. Land tenure arrangements were also progressed to enable the expansion of the 12-Mile Windfarm at Esperance for Western Power.

The Team continued to liaise with the stakeholders for the realignment of the proposed Kalgoorlie-Boulder tourist railway loopline.

### Pilbara

The long awaited first down stream natural gas processing plant on the Burrup was given all approvals, including the financial close. This first phase of the project came to conclusion on 19 December 2002 with the announcement by the Premier of the green light for the \$600 million project that is expected to produce around 2,200 tonnes of ammonia from natural gas each day. The Pilbara Team played a principal part in the success of the project laying down the secure land tenures for the site and the associated infrastructure corridor necessary to secure project finance.

Orders were made and documents lodged to create unencumbered land for the northern part of the State's north-south infrastructure corridor on the Burrup peninsular.

DOLA's land tenure negotiations were in their concluding stages in support of the methanol plant on the Burrup proposed by Liqueigaz Pty Ltd, a company associated with GTL Resources Pty Ltd.

Formal tenure under the Land Administration Act was successfully negotiated with Duke Energy over their existing privately owned gas fired power station at Port Hedland. The plant was constructed nearly a decade ago by BHP as part of its Pilbara energy project.

The Pilbara Team continued to provide land administration support and services to projects in the region and to assist the Commonwealth with the administration of Crown land in the Indian Ocean Territories.

A milestone occurred in the Shire of Upper Gascoyne in late March when the Pilbara Team lodged the perpetual lease for the Gulungoor Yammatji Aboriginal Corporation's Living Area near Gascoyne Junction. This was successfully completed with significant contributions by Pilbara staff and support from Legal Services and DOLA's Native Title Future Act Facilitators.

The draft Land Development Agreement and development leases for the marina development proposed by Coral Coast Marina Developments Pty Ltd for Crown land north of Coral Bay were also finalised.

**Outcome – The administration of Government land supports the economic, environmental and social objectives of the State.**

**Output 1 – Government Land Services**

Output description: Government land is administered and managed for residential, commercial, industrial, conservation, heritage and other community purposes

**Effectiveness Indicator (audited by the Office of the Auditor General):**

Percent of customers satisfied that the management and use of Government land is supporting the State’s economic, social and cultural objectives.

**Target – 70% satisfied.**

|                     | <b>Actual<br/>1998-1999</b> | <b>Actual<br/>1999-2000</b> | <b>Actual<br/>2001-2002</b> | <b>Actual<br/>2002-2003</b> |
|---------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Satisfied.....      | 59%.....                    | 66%.....                    | 73%.....                    | 65%                         |
| Neither/Nor.....    | 16%.....                    | 9%.....                     | 14%.....                    | 17%                         |
| Dissatisfied.....   | 21%.....                    | 18%.....                    | 12%.....                    | 18%                         |
| Don't know.....     | 4%.....                     | 7%.....                     | 1%.....                     | 0%                          |
| Sample size.....    | 140.....                    | 145.....                    | 149.....                    | 160                         |
| Standard error..... | +/-2.1.....                 | +/-3.9.....                 | +/-2.9.....                 | +/-2.3                      |

**Why is this a key indicator of our performance?**

The Government estate is managed and used for the benefit of the community through the delivery of cost effective land administration services that provide Government land for residential, commercial, industrial, conservation, heritage and community purposes. The extent to which customers are satisfied that the local community’s economic, social and cultural objectives are supported by DOLA’s Government land administration services is a key indicator of DOLA’s effectiveness in meeting this outcome.

**How was the indicator derived?**

The primary users of DOLA’s Government land administration services are other State Government agencies and local governments. A customer survey conducted

by independent consultants asked these customers to rate their satisfaction with DOLA’s land administration services in meeting the community’s economic, social and cultural needs. Local government customers responded in relation to their local communities and Government agencies responded in terms of their agency’s perspective of the State’s community needs.

**What does the indicator show?**

Of the 160 customers surveyed, 65% were satisfied that the outcomes of DOLA’s management and use of Government land met the State’s objectives. While this result is lower than the previous year’s, the number of customers who were ‘very satisfied’ (that is, rated their satisfaction as 8 or more out of 10) has increased from 25% to 35%. This was particularly the case for State Government customers who represent a significant proportion of requests for Government land actions. Fifty-two percent of State Government customers responded as ‘very satisfied’ this year compared with only 15% in the previous year – a significant improvement for this customer segment.

**Efficiency Indicator, incorporating output quantity and cost measures (audited by the Office of the Auditor General):**

**Average cost per Government land action**

|  | <b>Actual<br/>1999-2000</b> | <b>Actual<br/>2001-2002</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| Number of Government land actions.....       | 6117.....                   | 8150.....                   | 7785                        |
| Average cost per Government land action..... | \$2563.....                 | \$1795.....                 | \$2337                      |

**Why is this a key indicator of our performance?**

Government land actions represent the principal outputs of DOLA’s Government land services to the State. They include the actions related to Crown land administration such as land inspections, tenure searches and lease rental re-appraisements. They also include survey contracts and transactions such as creation and cancellation of leases, reserves and roads, the transfer of Crown land into the freehold environment and other registrable transactions required under the Land Administration Act 1997. Therefore, the cost per Government land action is a useful efficiency indicator for this outcome.

### How was the indicator derived?

This indicator is derived by dividing the total cost of producing Government land actions (including all direct costs and an appropriate share of indirect and overhead recurrent costs) by the number of Government land actions.

A Government land action is counted when:

- A registrable document is created as required under the Land Administration Act 1997 by staff from the Land Administration Services Branch via the Document Processing System and lodged at DOLA's acceptance counter;
- A tenure search is conducted by staff from the Land Administration Services Branch to enable a specific Government land action to proceed;
- An inspection of Crown land is undertaken by a specialised land inspector from the Land Administration Services Branch;
- A Crown land lease rental is re-appraised by the Land Administration Services Branch;
- A survey contract is issued by the Land Administration Services Branch.

### What does the indicator show?

This year's total cost was divided by the Government land actions to arrive at the average cost of \$2,337 per Government land action. The actual average unit cost was 30% higher than the target cost of \$1795 per Government land action.

While the actual number of Government land actions completed for the year fell 365 short of the 8150 target, the variance represents a 4.5% shortfall, which is not considered significant. The apparent 30% increase in average unit cost can be attributed to a number of extraordinary expenses, which included: a contribution toward reduction of coastal erosion; a contribution to the City of Geraldton for the Geraldton foreshore redevelopment project; a contribution to the Shire of Halls Creek for the management of a portion of land surrendered from Moola Bulla Station for aboriginal use; a payment to the Department for Planning and Infrastructure to support the transfer of Land Administration Services (effective from 1 July 2003); and costs associated with the Pastoral Working Groups. These one-off expenses totalled more than \$2.5 million.

### Quality Measure

| Measure   | Actual<br>2001-2002 | Target<br>2002-2003 | Actual<br>2002-2003 |
|---|---------------------|---------------------|---------------------|
| ISO 9001:2000 Quality Assurance for Government land actions processes | .....               | Maintained.....     | Maintained.....     |

Land Administration Services Branch maintains the ISO 9001:2000 Quality Assurance standard for the management of Government land actions. This is audited every six months by DOLA's Quality Assurance review agency – Benchmark Pty Ltd. For this financial year, Government land action audits were conducted in November 2002 and April 2003.

The core operations of the Branch are documented and verified through a continuous internal review and audit process to ensure that standards are maintained. In relation to this, 42 internal audits were completed in 2002-2003. This internal review and audit process forms the basis for external certification.

### Timeliness Measure

| Measure  | Actual<br>2001-2002 | Target<br>2002-2003 | Actual<br>2002-2003 |
|--|---------------------|---------------------|---------------------|
| Government land actions completed within target time | .....               | Maintained.....     | Maintained.....     |

A target time of 15 days has been set from the date a Government land action (registrable Document Processing System document) is sent for lodgment to the date it is actually lodged at the Acceptance Section of the Department's Customer Services Branch. The 2002-2003 target for completing Government land actions was exceeded.

## ENSURING SECURITY OF LAND OWNERSHIP

### Desired Outcome

The State's administrative, commercial and social systems are supported by a land information base and certainty of ownership and other interests in land.

A fundamental requirement in all land dealings is the certainty of land ownership, or tenure, supported by reliable land information. DOLA provides the Western Australian community with a simple, secure system of document registration, which guarantees land ownership, and a wealth of accurate geographic information.

### Native Title Determination Layers and Indigenous Land Use Agreements

DOLA, through its SmartPlan digital Public Plan System, investigated the development of electronic layers to reflect Native Title Determination and Indigenous Land Use Agreements. Investigations identified complex mapping and policy issues that will need resolution before a technical solution can be developed.

### Quality Certification

In August 2002, Registration Services Branch was certified to AS/NZS ISO 9001:2000 standard. With this, the compliance and certification of all branches within the Land Information and Administration Services Directorate was completed.

### Community Titles Advisory Committee

The Community Titles Advisory Committee was formed in late 1997 to meet the Government's commitment to the ongoing review of the Strata Titles Act. In March 2002 the Minister for Planning and Infrastructure approved the re-constitution of the Committee for a further two years.

The Committee continued to assist DOLA with its current review of parts of the *Strata Titles Act 1985*.

The objectives of the Community Titles Advisory Committee are to consider proposals for legislative change in relation to properties with separate lots and shared services. DOLA provides administrative and operational support to the Committee.

In November 2002 the Committee and DOLA organised a workshop on strata developments which was attended by a wide cross-section of the public and industry groups.

Non-government members of the Committee are paid a sitting fee of \$50 per meeting.

During the financial year the Committee considered topics under review as part of the two-year review project being conducted by DOLA. Members of the Community Titles Advisory Committee liaised with the DOLA officer undertaking the review to develop solutions to the problems identified and will be responsible for reviewing the recommendations put forward.

| The Committee Members July 2002 to June 2003 were: |  | Meetings attended |
|--|--|-------------------|
| Ed McKinnon (Chair) .....                          | Land Surveyor and Company Director .....                   | 8/8               |
| Ian MacRae .....                                   | Department for Planning and Infrastructure .....           | 4/4               |
| Replaced by Paul Turner .....                      | (formerly Ministry for Planning) nominee .....             | 4/4               |
| Robert Kronberger .....                            | Office of the Strata Title Referee nominee .....           | 7/8               |
| Cr. Alan Richardson .....                          | Western Australian Municipal Association nominee .....     | 1/2               |
| Replaced by Terry McCarthy .....                   | Western Australian Municipal Association nominee .....     | 6/6               |
| Mescal Stephens .....                              | Office of Water Regulation nominee .....                   | 4/8               |
| Peter Munday .....                                 | Real Estate Institute of Western Australia nominee .....   | 7/8               |
| Dominic Loiacono .....                             | Australian Institute of Conveyancers nominee .....         | 1/8               |
| Vernon Butterly .....                              | Urban Development Institute of Australia nominee .....     | 3/7               |
| Replaced by Gemma Gallagher .....                  | Urban Development Institute of Australia nominee .....     | 0/1               |
| David Clark .....                                  | Law Society of Western Australia nominee .....             | 3/8               |
| David Hoops .....                                  | Institute of Surveyors nominee .....                       | 7/8               |
| Jake Kneebone .....                                | Strata Titles Institute of Western Australia nominee ..... | 6/8               |
| Greg Vellacott .....                               | Single-Tier nominee .....                                  | 4/5               |
| Frances Maber .....                                | Multi-Tier nominee .....                                   | 6/6               |
| Ruth Geneff .....                                  | Multi-Tier nominee .....                                   | 8/8               |
| Charles Noble .....                                | Department of Land Administration .....                    | 8/8               |
| Bruce Roberts .....                                | Department of Land Administration representative .....     | 5/8               |
| Eric Horlin (Executive Officer) .....              | Department of Land Administration .....                    | 8/8               |

## International services

DOLA International offers other countries world class technical assistance and advice about land administration and land registration. These activities provide the State with export income, stimulate local business opportunities and encourage trade and cultural exchange. Since its inception in 1992, DOLA International has secured consultancies worth more than \$16 million.

In 2002-2003, DOLA's International team concentrated on the following major projects:

### Sri Lanka

DOLA International was successful in winning a new World Bank funded Project, the Sri Lanka Land Titling and Related Services Project Technical Assistance (TA) in partnership with SAGRIC International Pty Ltd, based in South Australia. The TA, which is valued at approximately \$2.7 million, commenced in March 2002 and is scheduled for completion in July 2004. The project is being conducted as a World Bank Learning and Innovation Loan with the intent of developing and assessing improved land administration procedures for Sri Lanka.

### Bangladesh

DOLA and its partners completed the ADB funded Bangladesh Land Administration Reform Project, which was the third of three phases of a Technical Assistance program carried out by DOLA and its partners. DOLA's partners on the project were the NSW Land and Property Information Office, Overseas Projects Corporation of Victoria, Bangladesh Engineering & Technological Services, and InfoConsult Bangladesh.

### Trinidad and Tobago

DOLA and its partners completed implementation of the Inter-American Development Bank funded Institutional Strengthening of the Registrar General's Department Project. It was undertaken by DOLA together with the NSW Land Titles International and Overseas Projects Corporation of Victoria.

## Sharing our Expertise with the World

Through the international program, DOLA conducted several study tours and visits:

- Two senior managers from the Hong Kong Land Registry Office undertook a two week training program in the operations of a modern titles office in DOLA in August 2002. The training program was based around the land titling operations carried out in the Registration Services Branch.
- A group of five senior managers from the Malaysian Ministry of Lands and Cooperative Development Office (the Director General of Lands and Mines Department) visited DOLA to study Strata Title processes and their implementation in Western Australia. The program was conducted over two weeks in June 2003.
- Under a Memorandum of Understanding that provides for cooperation in the fields of training and research related to land and resources, DOLA and the Department of Minerals and Petroleum Resources conducted a land administration and mining related study tour for 19 senior members of the Chinese Ministry of Land and Resources. The program was conducted over a one week period during December 2002.

These study tours involved 26 overseas visitors studying our world-class land administration systems. A number of other scheduled visits were postponed for SARS related reasons.

## Geographic Names Committee

The Geographic Names Committee is appointed by the Minister for Planning and Infrastructure to provide advice on the naming of townsites, suburbs, localities, roads and other features. It met four times in 2002/2003. Members and their attendance (including attendance by deputy) were:

|                        |  |            |
|------------------------|--|------------|
| Andrew Burke .....     | DOLA (Chairman).....                           | 4 meetings |
| Kevin Trent .....      | Main Roads Western Australian .....            | 4 meetings |
| Russell Burnett .....  | Urban Development Inst. Of Aust. (WA Div)..... | 4 meetings |
| Tony Caravella .....   | State Records Office .....                     | 3 meetings |
| Douglas Brown .....    | Australia Post .....                           | 4 meetings |
| Brian Dawson .....     | Dept of Minerals and Petroleum Resources.....  | 4 meetings |
| Representative .....   | Aboriginal Affairs Department.....             | 0 meetings |
| Janice Goodacre .....  | Local Government Association.....              | 3 meetings |
| Jo Harrison-Ward ..... | Fire and Emergency Service Authority .....     | 2 meetings |
| Brian Goodchild.....   | DOLA (Secretary) .....                         | 4 meetings |

The Committee gained a representative from the Fire and Emergency Services Authority. No longer represented are Conservation and Land Management, Planning and Infrastructure, the Department of Geography and the University of Western Australia. Mr Chris Coggin resigned from his position as Director of the State Records Office, and was replaced by the new Director, Mr Tony Caravella. Mr Coggin had served on the Committee for 14 years, and made a valuable contribution to its work.

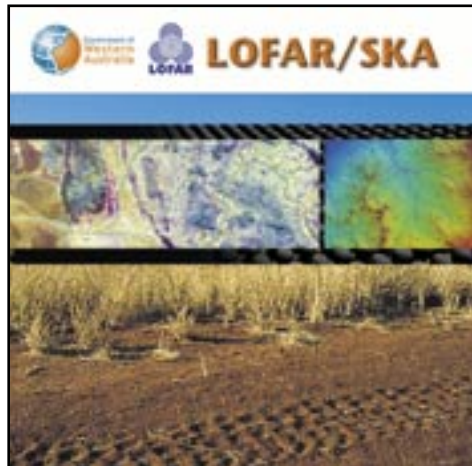
During the year the Committee defined the names and boundaries for another 106 rural localities in 13 Local Government areas. Major achievements were in the Shire of Lake Grace (20 localities) and Shires of Shark Bay (19), Dandaragan (14) and Dumbleyung (13). 133 of the State's 144 Local Governments now have approved bounded localities.

Two new metropolitan localities were approved in the City of Armadale. Mt Richon, named after a former vineyard, and Seville Grove, named after an orange variety, were both formerly part of the locality of Armadale. The new locality of Millbridge, formerly part of Eaton in the Shire of Dardanup, was also created. The boundaries of six localities were amended, and the locality of Burns was renamed to Burns Beach and Madora to Madora Bay. 87 parks and reserves were named in the year and one name was changed. Many of the new names are commemorative names honouring community contributions.

The dominant theme adopted for many of the new 997 road names is Australiana, with the principal choices being Australian lakes, rivers, beaches, surfing spots, homesteads and Kimberley coastal names. Other themes for new subdivisions included international cities, Mediterranean composers and European artists.

### Geographic Names Committee – Name Approvals

|          | <b>New</b>        | <b>Amended</b>    | <b>Deleted</b>    |
|----------|-------------------|-------------------|-------------------|
|          | 2002/03 (2001/02) | 2002/03 (2001/02) | 2002/03 (2001/02) |
| Roads    | 997 (707)         | 548 (417)         | nil (nil)         |
| Features | 234 (614)         | 16 (55)           | 6 (23)            |



### Low Frequency Array (LOFAR)

The Mid West was the focus of a team of international scientists looking for a suitable site for a Low Frequency Array (LOFAR) radio telescope in the region. The Murchison area is on the shortlist of three potential sites for the cutting edge LOFAR radio astronomy facility that is estimated to cost \$70 million.

An Australian project team headed by CSIRO and the Department of Premier and Cabinet (Science and Innovation) requested DOLA to source and collate relevant land information datasets that could be used by the evaluation team. Data was collated from four State Government agencies and integrated into a CD packaged Geographic Information System (GIS) with a viewing tool. This CD-ROM was demonstrated to the LOFAR evaluation team at a Geraldton seminar in January 2003. Each scientist was presented with their own copy of the CD and both the data and GIS viewer were praised by the scientists as being of world class status.

### Land Claims Mapping Unit

DOLA's Land Claims Mapping Unit have developed a Geographic Information System (GIS) as a tool to help determine the extent of native title within particular claims. The GIS is used in mediation and litigation to establish the status of the land and mining tenure. The driving force behind the exercise was to replace a very cumbersome paper system. Access is provided to the Crown Solicitor's Office, relevant claimants/claimant groups, legal representatives and registered interested parties.

The GIS has datasets that depict both current and historical land and mining tenure. The system makes it possible to view any of the identified land parcels, as proof of tenure. The resultant dataset shows a complete historic profile for all current land tenure parcels.

Additional information has been linked to Crown Reserves, in the form of a text file giving a brief history of the reserve together with a file containing scanned images of all the relevant pages from the State Government Gazette. An image, where possible, is added to the GIS to help identify any buildings or public works that may have some bearing on the establishment of native title.



## Rangeland Surveys

A new document - 'Report On The Facilities And Condition Of The Canning Stock Route From Wiluna To Well 33, August 2002' - was prepared by the Surveys unit.

The State Rangelands Survey Program continued to provide valuable resource management information to pastoralists. The following projects were undertaken during the year:

**Lower Murchison** – the survey of five pastoral leases, Kalbarri National Park and Unallocated Crown land with a combined area of about 13,000 square kilometres were completed in April 2003. This survey completed a gap that existed between the rangeland resource surveys in the north and east, and the State soil survey program in the south. Serious erosion and vegetation depletion issues were identified in the vicinity of the Murchison River and recommendations for the future management of these areas will be included in the final report of the project.

**Canning Stock Route** – a 'Report On The Facilities And Condition Of The Canning Stock Route From Wiluna To Well 33' was prepared from information gathered during a field trip in August 2002. As an icon of outback trails, the Canning Stock route is facing increasing pressure from the more than 800 tourists who annually travel along its length. Recommendations were included for consideration to assist with the preservation of the unique heritage and environment of the route.

**Pilbara** – the printing of the Pilbara Ranges Survey technical report 'An Inventory And Condition Survey Of The Pilbara Region Of Western Australia' and its sister report entitled 'The Pastoral Resources And Their Management Of The Pilbara Region Of Western Australia' were rescheduled for the 2003 – 2004

financial year. The data was pre-released to the pastoral industry to assist in the development of station management plans. The Department of Conservation and Land Management is also currently using the data to assist in the planning of its five-year Pilbara Region Biological Survey.

**Ashburton** – the report on the spread of buffel grass (*Cenchrus ciliaris*) through the Ashburton River catchment is being prepared. Surveys completed in 2001-2002 showed that this exotic grass has spread widely over the previous 25 years, mostly to the benefit of the pastoral industry. The grass has enhanced the livestock carrying capacity of those areas it has colonised, and has generally increased the potential of the pastoral leases where it is found.

**Nullarbor** – this survey will remain incomplete until the Pilbara report is ready for publication. It is expected that field surveys that were started in September 2001 will recommence in the latter part of this financial year.

## Geodetic

In May 2002, DOLA was involved with a consortia to establish and observe 48 new geodetic survey stations covering the South West Seismic Zone of Western Australia. The consortia included DOLA, Geoscience Australia, Curtin University, University of Western Australia and Institute of Geological and Nuclear Sciences New Zealand.

Almost all sites were established on granite outcrops in an effort to retain long-term geological stability. The three-week Global Positioning System (GPS) field campaign involved 20 GPS receivers with observation sessions ranging from 7 – 21 days. Geoscience Australia processed the GPS data to derive accurate coordinates for the new stations and the survey has been integrated into the State's geodetic network.

It is envisaged that the network will be re-observed every two to three years. The survey was linked to Geoscience Australia's Cities Project which seeks to assess the risk to urban centres from a wide range of natural hazards, including earthquakes. Other partners in the Cities Project are FESA, DPI and the Bureau of Meteorology (Perth Office).

**Outcome – The State’s administrative, commercial and social systems are supported by a land information base and certainty of ownership and other interests in land.**

**Output – Land Information**

Output Description: Information about land and land ownership is collected, recorded and made available for use by Government, business and the community.

**Effectiveness Indicator 1 of 2 and output quality measure (audited by the Office of the Auditor General):**

Claims against registered interests, as a result of fraud, negligence or errors, settled by the Crown.

**Target: Nil**

|   | <b>Actual<br/>2000-2001</b> | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| No of claims settled by the Crown ..... | 0                           | 1                           | 0                           | 1                           |

**Why is this a key indicator of our performance?**

The indicator provides a measure of the State’s success in maintaining an accurate land titles register. It shows the settled claims against the State arising from fraud, negligence or errors involving the certainty of land ownership within the State.

**How was the indicator derived?**

The indicator is derived from a register that records new, current or rejected claims made for monetary compensation against the State concerning registered interests in land.

**The following definitions apply:**

“Fraud” means the illegal activities by a person or persons other than the registered owner or owners to effect changes to the existing interests recorded on a Certificate of Title or other land transaction document.

“Negligence or errors” means the actions or errors attributed to DOLA or to conveyancers, but not detected by DOLA which affect the land register or clients’ ability to successfully complete land transactions.

**What does the indicator show?**

The low number of successful claims indicates that no underlying trend involving fraud, negligence or mistakes is apparent.

**Effectiveness Indicator 2 of 2 (audited by the Office of the Auditor General):**

Extent to which the State Land Information Capture Program (SLICP) is completed according to target.

| <b>Percentage of work program completed</b>                      | <b>Actual<br/>98-99</b> | <b>Actual<br/>99-00</b> | <b>Actual<br/>00-01</b> | <b>Actual<br/>01-02</b> | <b>Actual<br/>02-03*</b> |
|--|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|
| Topographic Data Capture/Revision.....                           | 98%                     | 100%                    | 100%                    | 96%                     | 87%                      |
| Spatial Upgrade.....   | 69%                     | 100%                    | 100%                    | 95%                     | 96%                      |
| Ortho-image/mosaic Production.....                               | 98%                     | 100%                    | 100%                    | 100%                    | 100%                     |
| Aerial Photography Capture .....                                 | 100%                    | 98%                     | 82%                     | 89%                     | 100%                     |
| Property Street Addressing .....                                 | 91%                     | 97%                     | 100%                    | 98%                     | 100%                     |
| Locality Boundary Capture .....                                  | 50%                     | 73%                     | 74%                     | 92%                     | 100%                     |
| Digital Elevation Model Production.....                          | n/a                     | n/a                     | n/a                     | n/a                     | 100%                     |
| Aerotriangulation .....  | n/a                     | n/a                     | n/a                     | n/a                     | 100%                     |
| Road Centreline Maintenance .....                                | n/a                     | n/a                     | n/a                     | n/a                     | 100%                     |
| Digital Aerial Photography<br>(increase in State coverage) ..... | n/a                     | n/a                     | n/a                     | n/a                     | 80%                      |
| Overall Work Program Completion .....                            | n/a                     | n/a                     | 92%                     | 95%                     | 96%                      |
| Overall Work Program Completion Target....                       | 100%                    | 100%                    | 100%                    | 100%                    | 100%                     |

\*This year the SLICP table has been expanded to provide more detail about the component programs involved.

**Why is this a key indicator of our performance?**

The State Land Information Capture Program (SLICP) comprises components of a work program for producing up-to-date, accurate land information data sets to meet customer needs. It is negotiated with the independent Western Australian Land Information System (WALIS), a consortium of government agencies that use the land information. The extent to which the SLICP is delivered is an indicator of the currency of the data and therefore the effectiveness of DOLA’s land information base.

### How was the indicator derived?

With a specific amount of money available in a year, the SLICP is a calculation of the amount of work able to be completed. The proposed program is then agreed with key WALIS agencies. The various components of the required work are recorded in a job tracking system, including the time taken and the direct cost involved. This year the SLICP table has been expanded to provide more detail about the component programs involved in completing the overall work program.

The percentage completed for each of the component programs is averaged to attain the percentage of overall program completion.

### What does this indicator show?

Overall 96% of the SLICP has been achieved. Of the ten discrete components of the 2002-2003 SLICP, three have not achieved their individual targets.

### Comments on each component follow.

#### Topographic Data Capture

The Topographic Data Capture program achieved 87% of an estimated target of 308 large-scale map tiles for the metropolitan area and selected regional centres. Completion of the program was impeded by the inability of the data capture contractor to deliver the full extent of the final scheduled project area in the program year. The outstanding data capture will be incorporated into the 2003-2004 program.

#### Spatial Upgrade

The Spatial Upgrade Program updates the spatial database for specific areas of the State each year and the entire State will be upgraded over time. During 2002-2003, 96% of the planned work was completed. To June 2003 67% of the State has been upgraded to survey accuracy.

#### Ortho-image/mosaic Production

The Ortho-image/mosaic program achieved 51% more than the estimated 12000 images rectified due to continuing improvements to its own and supporting processes.

#### Aerial Photography Capture

The Aerial Photography Program achieved its target of 30,000 frames for 2002-2003.

#### Property Street Addressing

The Property Street Address program included rural and metropolitan/urban addressing. The program for 2002-2003 maintenance was exceeded by 105% brought about by the introduction of new localities and the consequent change to addresses and a high level of land development activity.

#### Locality Boundary Capture

Locality boundaries have now been determined for 91% of the State's Local Governments. Twelve of the 144 Local Governments still require localities to be defined. During 2002/2003 156 new localities were defined in 14 Local Governments. This was 20% above the target.

#### Digital Elevation Model Production

A 2002-2003 result of 79% more than estimated was achieved due to Digital Elevation Models (DEMs) generated to support the ortho-image program requiring less operator interaction than fully edited DEMs.

#### Aerotriangulation Adjustment

This program provides the fundamental spatial link between aerial photography and ground survey coordinates. The aerotriangulation program achieved 53% more than the estimated 13,000 images due to improved technology and digital image handling. This program supports and influences all other geo-referenced topographic and image data activities.

#### Road Centreline Maintenance

Validation, maintenance and revision of the Road Centreline database including the addition of new data from lodged surveys and ortho-images is currently being undertaken by DOLA for metropolitan, outer metropolitan and regional areas.

#### Digital Aerial Photography - Increase In State Coverage

An annual program of digitising new aerial photography supports the initiative for electronic access to land data and customised digital products. A proportion of this program provides digital images for areas of the State not previously available in digital form. The State digital cover increased during 2002-2003 by 4.4% to 32.2%. This increase was 80% of the target.

**Efficiency Indicator 1 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):**

**Average cost per land registration action**

|   | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|---|-----------------------------|-----------------------------|-----------------------------|
| Number of land registrations actions .....      | 1,815,296 .....             | 1,621,400 .....             | 1,892,461                   |
| Average cost per land registration action ..... | \$22.26 .....               | \$27.01 .....               | \$24.28                     |

**Why is this a key indicator of our performance?**

Land registration actions include a range of activities associated with registered land transactions. The most common include document searches, examination and registration. The last two involve incorporating changes made to a Certificate of Title. Typically, changes concern land ownership details on a title, applications for a new title for subdivisional land development of 10 lots or more, caveats, leases, power of attorney, and other minor adjustments to titles.

The indicator provides a measure of the full cost of recording on Government guaranteed land titles the range of interests, boundaries and ownership relevant to that land. This is a clear indicator of the efficiency with which the land registration system and service is maintained.

**How was the indicator derived?**

The number of transactions is derived from a recording and checking system that reports the number of:

- Documents examined for registering against the title;
- Certificates of title created; and
- Document search requests received.

The cost of registration actions includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The cost of land registration actions is recovered via charges to users for each transaction. Each charge is calculated on a full cost recovery basis.

**What does this indicator show?**

Due to the high levels of property market activity this year, DOLA dealt with record numbers of registration transactions. The indicator shows that because the number of registration actions were 17% higher than the target, and the costs are relatively fixed, the average cost per transaction was 10% lower than anticipated.

**Efficiency Indicator 2 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):**

**Average cost per physical land information data set maintained and developed**

|  | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| Number of physical land information data sets maintained and developed.....        | 9 .....                     | 9.....                      | 9                           |
| Average cost per physical land information data set maintained and developed ..... | \$1,654,128 ...             | \$1,661,757....             | \$1,658,527                 |

**Why is this a key indicator of our performance?**

These nine data sets include information about:

- Landscape relief (ie contours);
- Cultural, or built environment, and natural features;
- Air photography;
- Satellite imagery;
- Geographic names;
- Property street addresses;
- Road Centreline (ie position of constructed roads);
- Native title claims; and
- Baselines/territorial sea limits.

Keeping the nine data sets up-to-date is an essential aspect of maintaining a Government land information base and the costs involved represent a key indicator of efficiency.

**How was the indicator derived?**

The costs for maintaining these data sets includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The total maintenance cost is then averaged across the nine data sets.

**What does this indicator show?**

The average maintenance cost per data set for 2002-2003 is slightly lower than the target figure.

### Efficiency Indicator 3 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):

#### Average cost per land boundary information data set maintained and developed

|  | Actual<br>2001-2002 | Target<br>2002-2003 | Actual<br>2002-2003 |
|--|---------------------|---------------------|---------------------|
| Number of land boundary information data sets maintained and developed       | 3                   | 3                   | 3                   |
| Average cost per land boundary information data set maintained and developed | \$996,537           | \$998,140           | \$1,004,159         |

#### Why is this a key indicator of our performance?

These three data sets include information about:

- Cadastre;
- Geodetic marks; and
- Administrative boundaries.

Keeping the data sets up-to-date is an essential aspect of maintaining a Government land information base, and the costs involved represent a key indicator of efficiency.

#### How was the indicator derived?

The cost for maintaining each data set includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The total maintenance cost is then averaged across the three data sets.

#### What does this indicator show?

For 2002-2003, the average maintenance cost per data set is only slightly higher (<1%) than the target figure. This result is within the acceptable annual variance range.

### Quality Measure

Claims against registered interests, as a result of fraud, negligence or errors, settled by the Crown (Refer to the Effectiveness Indicator above).

|  | Actual<br>2001-2002 | Target<br>2002-2003 | Actual<br>2002-2003 |
|--|---------------------|---------------------|---------------------|
| Maintenance of ISO 9001:2000 Quality Assurance for processes of physical land information data sets maintained and developed. .... | Maintained.....     | Maintained...       | Maintained          |
| Maintenance of ISO 9001:2000 Quality Assurance for processes of land boundary information data sets maintained and developed. .... | Not maintained      | .Maintained.....    | Achieved            |

*Note: In 2001-2002, the maintenance functions of the Spatial Cadastral Database were transferred to the Registration Services Branch. As a result, quality assurance certification for this element lapsed. This was addressed with the achievement of ISO 9001:2000 Quality Assurance certification as noted above.*

**Timeliness Measures**

| <b>Measure</b>   | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| The time systems providing registration services are available for use ..... | 98.6%                       | 98%                         | 98.5%                       |

The timeliness with which land registers may be accessed, maintained, searched and updated depends on the availability of information systems. DOLA relies on several computer systems to carry out the various land registration actions in an efficient manner. These systems include:

- Document Acceptance System;
- Document Issuing System;
- Image Viewing System;
- Lodgement Processor;
- Customer Accounting / Customer Remote Search System;
- Titles in Progress System; and
- Registrar’s Packets.

Systems are expected to be available during core business hours. For 2002-2003, having systems available for at least 98% of this time was the management target. The actual proportion of time that systems were available exceeded that target.

| <b>Measure</b>  | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|---|-----------------------------|-----------------------------|-----------------------------|
| Requests for physical land information data met within target times ..... | 99%                         | 95%                         | 99%                         |

Satisfying requests for physical land information data in a timely fashion is important in supporting the State’s administrative, commercial and social systems. It is reported in terms of meeting agreed delivery times. For 2002-2003 the target was set at 95% of customer requests for physical land information to be met within agreed times. This target was achieved, with 99% of 4,145 customer requests being met on time.

| <b>Measure</b>   | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| Land boundary information added to data sets within target times | 98%                         | 95%                         | 96%                         |

Land boundary information data is collected and added to the data sets within an annual program, which has program milestone timelines. For 2002-2003, a target of 95% of information added within set times has been applied to the following critical data: land points; spatial anomalies; audited field books; approved layer polygons; and lodged layer polygons.

The actual result for the year was 96% of program milestones met on time, which exceeded the planned target for the year.

## EFFECTIVE AND IMPARTIAL VALUATION AND PROPERTY INFORMATION SERVICE

### Providing Accurate and Impartial Valuations

#### Desired Outcome

#### Independent valuations support Government's collection of rates and taxes, and management of property assets.

Western Australian ratepayers rely on accurate valuations for the provision of a fair, impartial and equitable rating base. The Valuer General and the Valuation Services Directorate provide an independent property valuation and consultancy service to the State Government, Local Governments and statutory authorities. Such valuations are made for a variety of reasons including sale, purchase, lease or compensation, stamp duty assessment, financial asset management and reporting.

#### Property data verification

The quality of property data is fundamental to the integrity of gross rental values and sales data. During the year the number of Local Governments assisting the Valuer General in identifying changes to buildings has increased resulting in an improvement in data quality. In addition, the Valuer General has through verification projects and the field work associated with valuation program, improved existing property records. Approximately 60,000 property records have been improved over the year.

#### Goods And Services Tax (GST) Valuations

With the implementation of the New Tax System by the Federal Government there has been an increasing need by government agencies to consult the Valuer General for advice on valuations where the use of the Margin Scheme is a significant advantage. When Federal or State Government agencies sell and or develop land complex situations arise as to the

appropriate scenario depending on when and how and in what State the land was when originally purchased. Valuations are generally requested as 'valuation certificates' required under GSTR 2000/2001.

#### Service Level Agreements (SLAs)

The SLA's, involving the provision of valuation services to the Indian Ocean Territories with the Water Corporation and the Commonwealth Government, have proven very successful when reviewed and renewed.

Service level protocols were confirmed with the Office of State Revenue as a precursor to the creation of a SLA in 2003/04.

#### Plant and Equipment Valuers

In response to an increasing need for Plant and Equipment valuers, three valuers moved through varying stages of the qualification process in 2002/03. Due to competitive market conditions, both fully qualified resources were lost to the private sector.

#### Property Lease Register

The Valuer General liaised with a working party of stakeholders in relation to the establishment of a lease register. This initiative awaits the report and recommendations of the committee.

#### Metropolitan Branch - Rating and taxing values

The Metropolitan Branch completed 542,752 unimproved values and 44,102 gross rental values required to maintain the valuation base for the determination of rates and taxes within the Perth metropolitan area.

A total of 1419 objections, appeals and queries against rating and taxing values were processed. 8371 values were made for purposes other than for rating and taxing.

#### Country Branch - Rating and taxing values

The Country Branch made a total of 320,177 unimproved values and 75,606 gross rental values for rating and taxing throughout Western Australia.

Additionally, a total of 773 objections, appeals and queries against rating and taxing values were processed.

A total of 129,729 asset valuations for financial reporting and 23,378 valuations for other purposes were made.

The following 29 local governments, including the Indian Ocean Territories, were subject to General Valuation: City of Albany, Town of Northam, Shires of Ashburton, Bridgetown – Greenbushes, Boyup Brook, Carnamah, Christmas Island, Cocos- Keeling Islands, Coorow, Dalwallinu, Dandaragan, Dardanup, Denmark, East Pilbara, Gin Gin, Gnowangerup, Harvey, Jerramungup, Koorda, Moora, Mount Marshall, Northam, Shark bay, Trayning, Victoria Plains, Westonia, Wyalkatchem, Yilgarn,

Several major consulting projects commenced. These included the five yearly review under the Land Administration Act of the rentals of all 513 pastoral leases throughout Western Australia. This two year project requires the inspection and analysis of leasehold sales as well as the assessment of rents throughout Western Australia.

The taking of State corridor rights for the Dampier Bunbury Natural Gas Pipeline corridor required compensation valuations for 190 affected pastoral and farming properties between the Burrup and Bullsbrook areas.

A project requiring valuations for power easements beneath three 132kva transmission lines over some 200 general farming properties also commenced.

## Key Performance Indicators and Output Measures

### Outcome –Independent valuations support Governments’ collection of rates and taxes, and management of property assets

#### Output –Valuation Services

Output description: An impartial valuation and property information service.

Effectiveness Indicator and output quality measure (audited by the Office of the Auditor General):

International standards for accuracy and uniformity of rating and taxing values are met

|  | Actual<br>2000-2001 | Actual<br>2001-2002 | Target<br>2002-2003 | Actual<br>2002-2003 |
|--|---------------------|---------------------|---------------------|---------------------|
| Benchmark against international standards for accuracy using Means Ratio Test: |                     |                     |                     |                     |
| Gross Rental Value .....   | 94.14%              | 92.38%              | 92.5%               | 93.04%              |
| Unimproved Value .....   | 91.87%              | 92.69%              | 92.5%               | 91.76%              |
| Coefficient of dispersion to check uniformity of values:                       |                     |                     |                     |                     |
| Gross Rental Value.....  | 5.48%               | 5.01%               | <7.00               | 5.69%               |
| Unimproved Value .....   | 4.64%               | 4.31%               | <15.00              | 5.17%               |

#### Why is this a key indicator of our performance?

State and Local Governments rely on impartial, uniform and accurate property values as a base for levying rates and taxes. Therefore, measuring the uniformity and accuracy of valuations provides a useful indicator of our contribution to their effectiveness in meeting this outcome.

#### How was this indicator derived?

The uniformity and accuracy of Unimproved Values are checked against international ratio standards published by the International Association of Assessing Officers (IAAO) in their current ‘Standard on Ratio Studies’. Coefficient Of Dispersion (COD) and Means Ratio Test (MRT) are the key standards. These are used extensively in both Australia and New Zealand. Gross Rental Values are compared against our own Standards developed in 1998 along similar lines to the (IAAO) land standards. Both were adopted as ideal indicators suited to Western Australia.

IAAO Standards state that “the overall level (MRT - accuracy) of appraisal for a jurisdiction.... for vacant land.... should be between 90 percent and 110 percent”, and that the “Coefficient Of Dispersion (COD) for vacant land should be 20 percent or less”. In larger urban jurisdictions dealing with uniform land releases and availability of sales the COD should be <15 percent. Whilst currently there is no international standard for Gross Rental Values, the same accuracy and uniformity measures applying to Unimproved Values have been adopted with tighter targets. The MRT for rentals set by the Valuer General is <7 percent. Excellent results are produced when the percentage measure is much lower than the standard.

#### What does this indicator show?

The results fall well within the international standard set for Unimproved Values and that set by the Valuer General for Gross Rental Values. This shows that the valuations, when measured against the sales and rental evidence are set at a level reasonably close to prevailing market levels and most fall within a narrow value range.

### Efficiency Indicator incorporating output quantity and cost measures (audited by the Office of the Auditor General):

#### Average cost per valuation.

| Measure                              | Actual    | Target    | Actual    |
|--------------------------------------|-----------|-----------|-----------|
|                                      | 2001-2002 | 2002-2003 | 2002-2003 |
| Number of valuations completed ..... | 1,371,492 | 1,082,053 | 1,145,529 |
| Average cost per valuation .....     | \$12.16   | \$14.94   | \$14.94   |

#### Why is this a key indicator of our performance?

The number of valuations made and the average cost per valuation provide a reliable measure of overall performance against forecast targets, as well as against previous years' outcomes. Some variation does occur from year to year due to the cyclical nature of the gross rental valuation program, with 2002-03 being a year of lower mass appraisal activity in the metropolitan area, resulting in higher costs per value than the previous year.

#### How was this indicator derived?

Cost per value refers to the total cost per value of unimproved and gross rental values including general valuations, interim valuations, objections, appeals and queries made during the financial year, and other valuations including all plant and equipment, stamp duty, market, and asset valuations, and property related valuation consultancy services.

The total cost includes all direct costs and an appropriate share of indirect and overhead recurrent costs.

#### What does this indicator show?

The average cost per valuation of \$14.94 meets the target of \$14.94 per value. It is higher than the previous year due to decreased activity in some lower cost mass appraisal areas, notably gross rental valuations. The number of valuations completed (1,145,529) is 63,476 or 5.9% higher than forecast due to continuing buoyancy in both the property and residential construction markets, as well as the additional work arising from the introduction of the GRV based Emergency Services Levy.

### Timeliness Measure

| Measure   | Actual    | Target    | Actual    |
|---|-----------|-----------|-----------|
|   | 2001-2002 | 2002-2003 | 2002-2003 |
| Extent to which valuations are completed within target times or times agreed with clients:                |           |           |           |
| a) General Valuations <sup>1</sup> .....  | 93%       | 98%       | 95.4%     |
| b) Market values, stamp duty values, plant and equipment values and consultancy advice <sup>2</sup> ..... | na        | 85%       | 72.6%     |
| Asset values for the Government Property Register by 30 June .....  | 99.2%     | 95%       | 100%      |

The General Valuation percentage completion target of 98% is a new measure where revaluations based on gross rental value and unimproved value have been combined. Whilst the outcome of 95.4% was slightly below the target, the delivery of valuation rolls was made progressively to clients and met expectations.

Asset values for the Government Property Register exceeded expectations whereas the Other Valuations outcome at 72.6% was below the 85% target. Clients seeking market valuations were kept informed of progress and work reprioritised where necessary for urgent requests. Agreement was obtained for later completion for non urgent requests.

The timeliness outcomes are considered on balance to be a satisfactory result, given the effects of a buoyant property market leading to increased demands for valuation services, combining with the loss of experienced valuers to the private sector.

#### (Footnotes)

<sup>1</sup> New measure for 2002-03, aggregated measure for 2001-02 was 93% against 95% target

<sup>2</sup> New measure for 2002-03.

## ACCESS TO GOVERNMENT LAND INFORMATION

### Access to high quality spatial information is facilitated and coordinated by the Western Australian Land Information System (WALIS) Office for the benefit of all Western Australians

The use of land information affects almost every aspect of the State's economy and lifestyle. Through the Western Australian Land Information System (WALIS), WA Government agencies share and make available to the private sector and community a large amount of land-related information. Twenty-six Government agencies, as well as Local Governments and businesses, participate in WALIS, whose aim is to build networks of people and technology to share information and improve its usefulness and accessibility. Sharing information reduces costs, avoids duplication and helps build a consistent view of land and geographic information. This helps Government and business deliver better products and services and individuals make better decisions about their future.

WALIS facilitates WA Government input into national policy activities focused on the use of spatial information for natural resource management strategies, counter terrorism and emergency management activities and coordinated activities between Local, State and Federal Government agencies by providing access to spatial information holdings.

### Knowledge Exchange and Strategic Planning

WALIS continues to facilitate the broad education of spatial information personnel from government and industry. A seminar was held bringing key national and international speakers to promote the applicability of emerging global technologies and standards to ensure interoperability and online sharing of government information. The seminar discussed why we need standards, identified the international standards making

headlines today, and reviewed the implications for Australia in implementing these standards, as we work towards a national spatial data infrastructure. The presentation also described various real case examples about how such standards are being implemented around the globe.

### Policy and Strategic Planning

WALIS, in conjunction with the State Sustainability Policy Unit of the Department of Premier and Cabinet, held a forum on Sustainability entitled 'Spatially Informing Sustainability in WA'. The information and ideas shared at the forum and gained during follow up interviews early this year were compiled into a report to the Department of Premier and Cabinet. The report also set out high level actions that WALIS will take in support of the WA Sustainability Strategy.

WALIS initiated a partnership with the Social Policy Unit, Department of Premier and Cabinet. This relationship is aimed at facilitating the use of spatial information to address the needs of key projects and initiatives of the government in this area.

The WALIS Program was intensively assessed to determine its present level of effectiveness. This review is a part of the continued effort by the WALIS Office to ensure that WALIS retains relevance and makes a significant contribution in meeting the needs of the public and private sectors, and general community.

A number of key findings were identified. The four acknowledged as most important are:

- that there be a widespread acceptance that WALIS continues, after more than 20 years, to be relevant to current information needs of key community sectors;
- that the WALIS environment retains its national leadership in the spatial information industry;
- that WALIS needs to play a stronger role in whole of

government strategic planning and policy support;

- that the WALIS community wishes to revitalise its vision about achieving high value benefits from facilitating and coordinating access to high quality spatial information.

### Data Quality, Infrastructure and Access

WALIS has continued to facilitate the development of a framework to link the spatial information of WALIS members with Government policy directions. Focused reviews have been undertaken to evaluate the needs of organisations involved in emergency management, natural resource management and State sustainability strategies to ensure relevant and reliable information is available through established protocols.

The State Land Information Capture Program (SLICP) continues to ensure that the State can maintain a comprehensive archive of aerial photography over Western Australia.

### Interragator and WA Atlas - Strategic WA Government Reference Tools

The WALIS Interragator Service continues to expand and support the State as a comprehensive index to over 10,000 records of Western Australia's geographic and land information held by public and private sector organisations. Work has also been undertaken to enhance access to the Interragator catalogue through an online capability.

The WA Atlas provides a general reference mapping service allowing public users to create their own maps from freely accessible Western Australian information. The Atlas also continues to serve as the WA node of the nationally distributed Australian Coastal Atlas. Additional broad scale planning and census information has recently been added to the Atlas along with other government datasets.

## Key Performance Indicators and Output Measures

**Outcome\* - Access to high quality spatial information is facilitated and coordinated by the Western Australian Land Information System (WALIS) Office for the benefit of all Western Australians.**

### Output - Access to Government land or geographic information

Output Description: Land or geographic information from the Western Australian Land Information System (WALIS) stakeholder agencies is managed in a coordinated way so that data held by agencies can be integrated and readily accessed to meet government, business and community needs.

### Effectiveness Indicator\* (audited by the Office of the Auditor General)

Useability of WALIS spatial information is determined by user awareness, acceptance and reuse:

- Awareness
  - Number of first time participants at WALIS functions
  - Number of repeat participants at WALIS functions
- Acceptance
  - Number of first time customers accessing spatial information from WALIS community members
- Reuse
  - Number of return customers accessing spatial information from WALIS community members

Targets are still to be determined.

### Why is this a key indicator of our performance?

The Western Australian Land Information System (WALIS) is an alliance of State Government agencies, Local Government and private organisations that share and make available land-related information to the private sector and the community. The role of the WALIS Office is to facilitate and coordinate this access to high quality spatial information. Effective access can be demonstrated by the useability of spatial information, and this is reflected by user awareness, acceptance and reuse.

### How was the indicator derived?

This is a new indicator and baseline data will be collected during 2003-04 in the following manner:

Awareness is to be measured in terms of the number of participants, first time and repeat, recorded at WALIS educational and information functions. The WALIS Office will maintain contact information about participants and be responsible for reporting on the numbers of those who come for the first time in any year and those who choose to attend functions again within a given year.

Acceptance is to be measured in terms of the number of new and existing customers of WALIS spatial data and information custodians. Each year selected WALIS agencies will be responsible for reporting on the number of customers who access spatial for the first time, and the WALIS Office will be responsible for collating the data and presenting it as a part of the overall effectiveness indicator.

For each year, the selected agencies will reflect roughly an equivalent percentage of the total customer base for spatial information. Individual WALIS agencies are likely to submit a report only once in every three to five years, a frequency that will be determined with

reference to the total customer base. Customer access will be assessed quarterly and on randomly selected days that represent a five percent sample of those days when a customer could access spatial information.

Initially, the provision of spatial information via the Internet will not form a component of the reporting by WALIS agencies. Nevertheless, information will be solicited by the WALIS Office on the growth in this delivery mode so as to include capture of this data sometime in the future.

Reuse will be measured in terms of the number of existing customers of WALIS spatial data and information custodians. WALIS agencies will be responsible for reporting on the number of customers who return to access spatial information, and the WALIS Office will be responsible for collating these data and presenting it as a part of the overall effectiveness measure.

### What does the indicator show?

The new effectiveness indicator was not implemented in time to collect data for 2002-2003. However, baseline data will be collected during 2003-2004.

(Footnotes)

\* The Outcome and Effectiveness Indicator are different from those published in the Budget Statement.

They have been revised in consultation with the Office of the Auditor General.

### Efficiency Indicator incorporating output quantity and cost measures (audited by the Office of the Auditor General):

#### Average cost per Business Plan project.

|                                  | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|----------------------------------|-----------------------------|-----------------------------|-----------------------------|
| Number of Business Plan projects | 14                          | 14                          | 14                          |
| Average cost per project         | \$112,286                   | \$110,215                   | \$105,352                   |

#### Why is this a key indicator of our performance?

The WALIS Office is responsible for managing and coordinating the achievement of the Annual Business Plan, which aims to meet the priorities and objectives set out in the WALIS Strategic Directions document. In 2002-2003 the Business Plan comprised 14 key projects. Therefore the average cost per Business Plan project is a useful measure of efficiency.

#### How was the indicator derived?

The 14 Business Plan projects are contained in the Annual Business Plan. The total cost of projects reflects the entire cost of the WALIS Office, and includes all direct costs and an appropriate share of indirect and overhead recurrent costs.

#### What does the indicator show?

For 2002-2003, the average cost per Business Plan project was \$105,352, which is 4% less than the target for the year.

### Quality Measures

|  | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| Extent to which performance criteria for Business Plan projects are achieved | 64%                         | 75%                         | 74%                         |

Although the achievement of performance criteria varied greatly between projects, the overall program performance was in line with the target. The extent of performance criteria met was affected by strategic level changes to the Business Plan and variability of senior staffing due to external secondments.

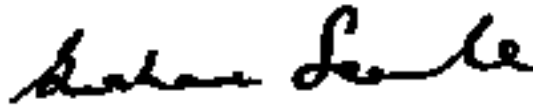
### Timeliness Measures

|  | <b>Actual<br/>2001-2002</b> | <b>Target<br/>2002-2003</b> | <b>Actual<br/>2002-2003</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| Percentage of Business Plan completed within agreed timeframes | 57%                         | 90%                         | 75%                         |

Administrative and senior staff variability impeded the steady and planned delivery of project deliverables. However, the fall in the timeliness target was not as significant as projected at mid-year. This is because the WALIS Council endorsed revisions to the WALIS Office Business Plan that permitted a better focus on achievable outputs.

### Certification of the Key Performance Indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department of Land Administration's performance, and fairly represent the performance of the Department of Land Administration for the financial year ended 30 June 2003.



Grahame Searle

**ACTING CHIEF EXECUTIVE**

(Accountable Officer)

15 August 2003

### Certification of Financial Statements

The accompanying financial statements of the Department of Land Administration have been prepared in compliance with the provisions of *the Financial Administration and Audit Act 1985*, from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2003, and the financial position as at 30 June 2003.

At the date of signing, we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.

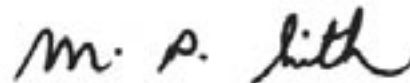


Grahame Searle

**ACTING CHIEF EXECUTIVE**

(Accountable Officer)

15 August 2003



Murray Smith

**MANAGER FINANCIAL SERVICES**

(Principal Accounting Officer)

15 August 2003