

About DOLA

The Department of Land Administration and its predecessor agencies have, for more than 170 years, provided the State with high quality survey and mapping services, a secure land titles system and administrative services for the Crown estate.

DOLA has maintained a pivotal role in the management and development of WA since its origin in 1829 as the Survey Office of the Swan River Colony.

The Department of Land Administration is Western Australia's major provider of Government land and property information.

We offer a wide range of products and services, from our titling and land registration service to providing world class geographic and spatial information to business and community.

Our Vision

DOLA's land information and leadership in land matters underpins the economic prosperity of all Western Australians. By anticipating and servicing customer and stakeholder needs, DOLA is delivering products and services on a par with best practice globally.

We will:

- Focus on global standards and practices;
- Be the first point of contact for advice about land matters;
- Provide high quality, integrated, digital land information;
- Be a 'one-stop shop' provider;
- Lead in the direction and solution of land matters;
- Pay our way;
- Focus on outcomes;
- Leverage off our intellectual capital;
- Know our customers' business; and
- Use technologies and business processes that anticipate customer needs.

Our Mission

To contribute to the growth and prosperity of Western Australia through innovative land services, a world class land information infrastructure, and an effective, independent and impartial valuation service.

Our Values

DOLA's values lay the foundation for the way in which it assists customers and colleagues:

- Quality and continuous improvement;
- Dealing with others in an ethical and fair manner;
- Encouragement and innovation;
- Flexibility and responsiveness;
- Consultation and participation through teamwork;
- Rewarding and recognising people who contribute to DOLA's vision; and
- Enabling and encouraging people to reach their full potential.

What we do...

- Our core business is land information. We are responsible for ensuring the State's land ownership records are up-to-date and easily accessible.
- We collect geospatial data from ground surveys, aerial photography and satellite imagery. This information is used to produce a wide range of digital and hard copy maps for many different purposes.
- We provide an effective and impartial valuation and property information service.
- We are a lead agency in the Western Australian Land Information System (WALIS) – a consortium of State Government agencies that coordinates WA's land information.

- We administer the State's Crown estate, making Government land available for housing and business in country areas, public roads and infrastructure and major projects like gas pipelines and airports.

Our customers...

As well as providing products and services for the entire community, DOLA has also developed a relationship with the following customer groups:

- Conveyancers and settlement agencies;
- Financial institutions;
- Land developers;
- Legal professionals;
- Local governments and other government agencies;
- Mining and exploration industries;
- Pastoralists and farmers;
- Real estate agents, valuers and land economists;
- State, Commonwealth and global agencies;
- Surveyors, cartographers, spatial and GIS users;
- Tourism and recreation industries; and
- Educational groups and training specialists.

Strategic Plan for 2000-2005 – New Horizons

In 1999-2000, DOLA launched a strategic plan spanning five years. Known as *New Horizons*, the plan was updated after the MOG Report and now outlines how the Department will build on initiatives already underway. The targets set in *New Horizons* reflect seven goals that we believe should be achieved by 2005 to provide the type of land infrastructure the State will need to support its development and growth.

The goals...

- Deliver Government land and property services that facilitate development and maximise returns on land assets.
- Leverage DOLA's intellectual property to generate revenue through new opportunities, products and services.
- Lead in the application of land expertise and land information and property solutions to achieve Government priorities.
- Lead in the delivery of a registration system guaranteeing all interests in land.
- Enable all Western Australians to access Government information about valuation, ownership and interests in land at any time from any location and through a single doorway.
- Deliver fundamental land and property data sets to meet the management needs of the State.
- Target self-sufficiency and ensure that all necessary resources are available and systems in place to meet DOLA's Strategic Goals.