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LAND INFORMATION

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

*Goal 5 – Governance*⁵

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.

There is a growing recognition in Australia of the efficiencies both in time and cost reduction which can be gained in both the public and private sector by converting the paper based conveyancing property transaction process and the land subdivision process to an electronic paperless process. DLI has a number of projects in 2004/05 that will begin the process of converting both these processes from a paper-based system to an electronic one.

Record Business Levels

Registration Services Branch has delivered exceptional service to its customers in a record year of business for the Branch. The financial year of 2003/2004 saw 400,158 documents lodged and registered, the largest ever in the history of DLI. In addition, the total number of new lots created during 2003/04 was 28,309, the highest figure since 1994/95.

The land value of these registered documents was \$24.8 billion. The amount of finance secured by these registered documents was \$39.9 billion. All of these transactions are secured and registered under the State Guarantee of Title in accordance with the Transfer of Land Act 1893.

Carbon Rights and Tree Plantation Agreements

Registration Services Branch, in conjunction with the Department for Planning and Infrastructure, developed a system for the registration of Carbon Rights and Tree Plantation agreements within the land title registration system. This registration system provides landowners with a legal framework for allocating or sharing financial benefits from carbon sinks (the amount of carbon stored in land). As anticipated by the Kyoto Protocol, there will be an increase in land use, land use change and forestry activities which sequester carbon. This agreement will assist Western Australia and Australia, as a whole, in complying with its international Greenhouse obligations as stated under the United Nations Framework Convention on Climate Change.

QA Accreditation

Registration Services Branch maintained their Quality Assurance certification to AS/NZS ISO 9001:2000 standard and is accredited for the provision of land registration services. This includes the audit of the geodetic network, freehold, Crown and strata sub-divisional plans; the creation of new certificates of title from those plans; the registration of interests in both freehold and Crown land; provision of advice; and maintaining and upgrading databases that support those processes.

Data Capture Project - DLI/Western Australian Electoral Commission

Registration Services Branch collaborated with the Western Australian Electoral Commission (WAEC) in a project which resulted in the electronic capture in SmartPlan of the State's Local Government Authorities Ward Boundaries.

These are used in the electoral process for Local Government Councillors and assist in establishing State and Federal Electoral Boundaries. Regularly updated and readily accessible online via Landgate, the new boundaries will create efficiencies across State and Local Government.

DLI is the authoritative host of the State's ward boundary data. State and Local Governments now have 24-hour online access to accurate, up to date information generating efficiencies in the electoral process. The capture and implementation of ward boundaries into DLI's cadastral systems has generated time and cost efficiencies for both the WA Electoral Commission and DLI and also enhances accuracy of the electoral boundaries and rolls.

Topographic Restructure Project

Topographic data is an important fundamental dataset for the State. A two-year project, which began in November 2003, will migrate existing topographic data that is held in a Computer Aided Drafting (CAD) format to a more modern Geographic Information System (GIS).

The migration involves the integration of the best available data held by different Government agencies into the new format. Input from 15 Government Agencies has assisted in the development of the topographic GIS data model.

In addition, DLI's base topographic data is undergoing cleansing of spatial and attribute anomalies in preparation for the migration.

Discussions with agencies are progressing to formalise partnerships in order to develop methodologies for the dataset's ongoing maintenance.

⁵ See *Government's Strategic Planning Framework*, page 8

Rangeland surveys

The State Rangelands Survey program continued to provide valuable resource management information to the pastoral industry. Since the removal of Crown land administration from DLI to DPI in July 2003, the section has retained close support links to the Pastoral Lands Board (PLB) supplying field expertise, mapping services and articles for the PLB newsletter 'Pastoral Lines'. The following projects made up the bulk of the work performed by the section throughout the last financial year:

Lower Murchison – mapping of 13,000 square kilometres of country east of Kalbarri along the Murchison River has been completed within the section's Geographic Information System. This survey completed a gap that existed between the rangeland resource surveys to the north and east, and the State soil survey program in the south. Individual resource reports for each pastoral lease have been provided to pastoralists with recommendations, where necessary, for the better management for areas subject to environmental degradation. An extended report of the whole region will be prepared, starting in 2005.

Ashburton – a report entitled 'Re-Assessment Of Carrying Capacities In The Ashburton River Catchment' was distributed in 2003 to pastoralists within the Ashburton River catchment. It provides detail of the finding of the survey conducted in the previous year to assess the spread of Buffel Grass (*Cenchrus ciliaris*) throughout the area. This is an exotic grass that grows vigorously in favourable conditions and substantially enhances the livestock carrying capacity of the area it colonises. The Valuer General will use this information to reassess values of individual pastoral leases based on their new potential.

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' will be ready for printing early in the 2004-2005 financial year. Commitments to more urgent business have meant that the target date for these publications has slipped from 2003/2004. The data was pre-released to the pastoral industry two years ago to assist in the development of station management plans. The data is already being used to good effect by pastoralists, mining companies, private consultants and the Department of Conservation and Land Management.

Nullarbor – the survey has been on-hold while the Pilbara project is being completed. It is scheduled to be re-started in 2004.

The survey program for the remainder of the State, after the Nullarbor, comprises the Southern Goldfields centred around Kalgoorlie and extends eastward to meet the Nullarbor region. This would see the completion of the program of regional rangeland surveys across the entire pastoral area of Western Australia. The outcome of this is a statewide and consistent, natural resource GIS that will be used for State and regional planning and management for both the conservation and pastoral estate as countenanced in the Western Australian State Sustainability Strategy (2003).

Community Titles Advisory Committee

The Community Titles Advisory Committee (CTAC) was formed in late 1997 to meet the then Government's commitment to the ongoing review of the Strata Titles Act (STA). The Minister for Land Information has approved the re-constitution of the Committee for a further two-year term from April 2004 to March 2006.

The Committee continues to assist DLI with its current review of parts of the Strata Titles Act 1985.

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

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

During the financial year the Committee considered topics as part of the review project being conducted by DLI. Members of the CTAC liaised with the DLI officer undertaking the review to develop solutions to the problems identified.

The Committee has completed its consideration of the following topics:

1. Mediation
2. Insurance
3. Termination of Schemes
4. 'Separation' of the STA (a better organisation of the layout of the statute).
5. Minor amendments (small changes to improve the useability of the statute by means of clarification, updating and cross-referencing).

The topics to be considered by the Committee during 2004-2005 are:

1. The operation of by-laws within the STA
2. The operation of section 43 of the STA (supply of information and certificates by the strata company) including other connected information provisions such as section 69

3. Staged development in strata and survey-strata schemes
4. Schemes within schemes
5. Leasehold strata and strata of Crown land

The Committee Members July 2003 to June 2004 were:

Name	Agency	Meetings Attended
Ed McKinnon (Chair)	Land Surveyor and Company	7/7
Paul Turner Replaced by Shirley McMurdo	Department for Planning and Infrastructure nominee	1/6 1/1
Robert Kronberger	Office of the Strata Title Referee nominee	6/7
Terry McCarthy	Western Australian Municipal Association nominee	7/7
Mescal Stephens Replaced by Peter Verschuer	Office of Water Regulation nominee	1/4 2/3
Peter Munday	Real Estate Institute of Western Australia nominee	7/7
Dominic Loiacono Replaced by Mara Karabanovs	Australian Institute of Conveyancers nominee	0/4 2/3
Gemma Gallagher Replaced by Frank Poeta	Urban Development Institute of Australia nominee	0/4 1/3
David Clark	Law Society of Western Australia nominee	2/7
David Hoops	Spatial Sciences Institute nominee	6/7
Jake Kneebone	Strata Titles Institute of Western Australia nominee	6/7
Greg Vellacott	Single-Tier nominee	6/7
Frances Maber	Multi-Tier nominee	7/7
Ruth Geneff	Multi-Tier nominee	7/7
Charles Noble	Department of Land Information	7/7
Bruce Roberts	Department of Land Information	6/7
Eric Horlin (Executive Officer)	Department of Land Information	7/7

Geographic Names Committee

The Geographic Names Committee provides advice on the naming of townsites, suburbs, localities, roads and other features. It met four times in 2003/2004. Members and their attendance (including attendance by deputy) was:

Name	Agency	Meetings Attended
Gary Fenner	DLI (Chairman)	4/4
David Reynolds	Main Roads Western Australia	3/4
Russell Burnett	Urban Development Inst. Of Aus. (WA Div)	3/4
Tony Caravella	State Records Office	3/4
Douglas Brown	Australia Post	4/4
Brian Dawson	Department of Industry and Resources	4/4
Representative	Department of Aboriginal Affairs	0/4
Janice Goodacre	Local Government Association	4/4
Jo Harrison-Ward	Fire and Emergency Services Authority	2/4
Brian Goodchild	DLI (Secretary)	4/4

The Committee experienced a change in Chairman during the year, with Gary Fenner replacing Andrew Burke. This reflected a restructure in DLI's Divisions. Mr Kevin Trent of Main Roads WA also handed over Main Roads WA representation to Mr David Reynolds. Mr Trent had served on the Committee for 16 years, firstly as the representative for Local Government and secondly for Main Roads WA, and has been a long-term valuable member of the Committee.

During the year the Committee defined the names and boundaries for another 53 rural and pastoral localities, in seven local government areas. Major achievements were in the Shire of Collie (14 localities), Shires of Moora (11), Wongan-Ballidu (10) and Mullewa (10). 139 of the State's 144 local governments now have approved localities.

The new metropolitan locality of Aubin Grove in the City of Cockburn was approved, and the names of two localities, Burns and Waterman, were changed to Burns Beach and Waterman Bay respectively. The boundaries between Carramar and Tapping,

and between North Lake and Kardinya were also amended.

The approval of 1395 new road names is the most ever approved in one year, with the average over the last 10 years being 872. The names of many new roads still reflect an Australian and Western Australian theme, such as rivers, national parks, towns, beaches, pastoral stations and homesteads. Many reflect, however, the cosmopolitan nature of our State by the use of such names linked to famous universities, Spanish names, European artists, American lakes, cities of the world and Welsh names.

The fascination with a coastal 'feel' was demonstrated with the use of names relating to ports in the USA and UK, famous boat races, and nautical and maritime topics. Names linked to ethnic and gender diversity were also actively supported, with the use of one series of new road names relating to famous and noteworthy women of Western Australia. Names of Korean, Slavic, Italian and Macedonian origins were also adopted.

'Sister City' relationships enjoyed by Local Governments were acknowledged by the naming of Lake Vasto in the City of Perth and Adachi Park in the City of Belmont.

The contribution of explorers to our State was also recognised by the naming of Baudin Peak on Mondrain Island, and Dampier Peninsula north of Broome.

Geographic Names Committee – Names Approval

	New 2003/4 (2002/03)	Amended 2003/4 (2002/03)	Deleted 2003/4 (2002/03)
Roads	1395 (997).....	553 (548).....	
Features	212 (234).....	18 (16).....	2 (6)

Intergovernmental Committee on Surveying and Mapping (ICSM)

ICSM is the Intergovernmental Committee on Surveying and Mapping and is comprised of senior representatives from all the Australian States, Territories, the Commonwealth and New Zealand. ICSM's role is to provide leadership, coordination and standards for surveying, mapping and charting and facilitate the assemblage and maintenance of national framework datasets.

The A/Executive Director Information Services represents DLI in ICSM. In addition, DLI is represented in most of ICSM's sub committees dealing with projects, research and issues relating to surveying and mapping. For 2003/2004, DLI was represented in the following committees:

- Geodesy Technical Sub-committee
 - Geocentric Datum of Australia Implementation Working Group
 - Street Address Working Group
 - Permanent Committee on Cadastral Reform
 - Geographic Names in Australia (CGNA) Sub Committee
 - Topographic Information Working Group
 - E-Plan Working Group
 - Permanent Committee on Tidal Interface/Intertidal Working Group
 - Permanent Committee on Tides and Mean Sea Level
 - Native Title Working Group
 - Permanent Committee on Topographic Information

International Services

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

In 2003/2004, DLI's International team concentrated on the following major projects:

- Sri Lanka - DLI 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 is valued at approximately \$2.7 million, commenced in March 2002 and is scheduled for completion in December 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.

Sharing Our Expertise with the World

Through the international program, DLI conducted several study tours and visits involving about 20 international visitors who requested to see our world-class land administration and information systems:

- DLI was invited and funded by the Government of Malaysia to present at a one-day seminar on 'Gated Community Development'. The seminar was aimed at providing information on how best to implement large-scale strata title schemes and DLI presented papers on the legal and surveying aspects.
- DLI hosted the Honourable Dr Vesna Pusic, Deputy Speaker for the Parliament of the Republic of Croatia and provided a briefing on our solutions to land titling and land administration issues. The visit was part of a study tour to Australia by Dr Pusic who is studying solutions to issues in land administration for consideration and possible adoption back in Croatia. Dr Pusic was also learning of trade and commerce issues that are of mutual interest to Australia and Croatia.
- Two senior managers from the National Institute of Valuation (INSPEN) in the Department of Valuation and Property Services in Malaysia visited DLI to study DLI's valuation systems first hand.
- Sixteen senior managers from the Alxa League Environment Rehabilitation and Management Project Policy Study Tour for Inner Mongolia visited DLI to learn how land administration and spatial information benefit and are critical in the environmental decision making processes. DLI provided an overview of the organisation, searching land information and using aerial and satellite imagery to ascertain the on-ground situation.

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.

Key Performance Indicators and Output Measures

Output – Land Information

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 (audited by the Office of the Auditor General):

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

Percentage of work program completed	Actual 2001/2002	Actual 2002/2003	Actual 2003/2004
Topographic Data Capture/Revision.....	96%.....	87%.....	100%
Spatial Upgrade.....	95%.....	96%.....	95%
Ortho-image/mosaic Production.....	100%.....	100%.....	100%
Aerial Photography Capture.....	89%.....	100%.....	100%
Property Street Addressing.....	98%.....	100%.....	100%
Locality Boundary Capture.....	92%.....	100%.....	63%
Digital Elevation Model Production.....	n/a.....	100%.....	100%
Aerotriangulation.....	n/a.....	100%.....	100%
Road Centreline Maintenance.....	n/a.....	100%.....	100%
Digital Aerial Photography.....	n/a.....	80%.....	100%
Overall Work Program Completion.....	95%.....	96%.....	96%
Overall Work Program Completion Target.....	100%.....	100%.....	100%

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 DLI'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.

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 2003/2004 SLICP, only two have not achieved their individual targets.

Comments on each component follow.

Topographic Data Capture

The Topographic Data Capture program achieved 100% of the target of 275 large-scale map tiles for the metropolitan area and selected regional centres. The 2003/2004 program completed a four-year contract and data capture will continue under a new contract spanning up to five years.

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 2003/2004, 95% of the planned work for the year was completed. At 30 June 2004, 71% of the entire State has been upgraded to survey accuracy.

Ortho-image/mosaic Production

The Ortho-image/mosaic program continued to accelerate due to improvements to its own and supporting processes. Nearly 29,000 images were rectified, which is 51% more than the estimated 19,200 images.

Aerial Photography Capture

The 2003/2004 Aerial Photography program completed more than 31,400 frames, 21% more than the estimated target of 26,000 frames. A new 5-year flying contract was also established and commenced in December 2003.

Property Street Addressing

The Property Street Address program included rural and metropolitan/urban addressing. The program for 2003/2004 maintenance was exceeded by 47% due to the establishment of new localities and the high level of land development activity.

Locality Boundary Capture

Locality boundaries have now been determined for 91% of the state's local governments. Five of the 144 local government areas still require locality definition. During 2003/2004, 53 new localities were defined in seven local government areas. This was 37.6% below the target of 85 localities, and is attributed to DLI's dependency on local governments to complete relevant actions prior to DLI defining boundaries. The remaining five Local Government Areas will be completed in 2004/2005.

Digital Elevation Model Production

Production of Digital Elevation Models (DEMs) exceeded the target by 82% due to DEMs generated to support the ortho-image program requiring less operator interaction than fully edited DEMs. The increased availability of spatially controlled aerial photography through the aerotriangulation process was also a factor.

Aerotriangulation Adjustment

Providing the fundamental spatial control link between aerial photography and ground survey coordinates, the aerotriangulation program supports and influences all other geo-referenced topographic and image data activities. Improving on last year's performance, the 2003/2004 program achieved 30% more than the estimated 22,000 images due to the continuing effect of improved technology and digital image handling capability.

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 DLI for metropolitan, outer metropolitan and regional areas. Data quality initiatives have extended maintenance of the database resulting in achievement of double the estimated target.

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 coverage increased during 2003/2004 by 50 x 1:100,000 scale map sheet areas. This equates to 5% of the entire State for a total of 37.24% coverage. The increase was 39% more than the estimated target for the year.

Effectiveness Indicator 2 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.

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of claims settled by Crown	1	0	0	0

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 DLI or to conveyancers, but not detected by DLI, which affect the land register or clients' ability to successfully complete land transactions.

What does the indicator show?

The absence of successful claims indicates that no underlying trend involving fraud, negligence or errors is apparent.

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

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of land registrations actions	1,815,296	1,892,461	1,821,650	1,979,902
Average cost per land registration action	\$22.26	\$24.28	\$24.59	\$24.36

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 of interests on land. 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, 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?

DLI dealt with record numbers of registration transactions this year as high levels of property market activity continued. The indicator shows that because the number of registration actions were 8.7% higher than the target, and the costs are relatively fixed, the average cost per transaction was 0.93% 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

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of physical land information data sets maintained and developed	9	9	9	9
Average cost per physical land information data set maintained and developed	\$1,643,770	\$1,658,527	\$1,737,219	\$1,811,147

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 2003/2004 is 4.3% higher than the target figure, which is within accepted annual variance range. The increased cost between 2002/2003 and 2003/2004 is primarily attributable to a redistribution of the overhead component of costs over a reduced business base.

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 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of land boundary information data sets maintained and developed	3	3	3	3
Average cost per land boundary information data set maintained and developed	\$996,537	\$1,004,159	\$1,044,709	\$1,131,967

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 was 8.35% higher than the target figure, which is within the acceptable annual variance range. The increased cost between 2002/2003 and 2003/2004 is primarily attributable to a redistribution of the overhead component of costs over a reduced business base.

Quality Measures

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

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Maintenance of ISO 900 1:2000 Quality Assurance for processes of physical land information data sets maintained and developed	Maintained	Maintained	Maintained

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Maintenance of ISO 900 1:2000 Quality Assurance for processes of land boundary information data sets maintained and developed.....	Maintained	Maintained	Maintained

Timeliness Measures

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
The time systems providing registration services are available for use	98.5%	98%	99%

The timeliness with which land registers may be accessed, maintained, searched and updated depends on the availability of information systems. DLI 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 2003/2004, 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.

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
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Requests for physical land information data met within target times	99%	98%	93%
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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 2003/2004 the target was set at 98% of customer requests for physical land information to be met within agreed times. The actual result for the year was 93%, however, the result is still within the accepted annual variance.

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
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Land boundary information added to data sets within target times	96%	95%	92%
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Land boundary information data is collected and added to the data sets within an annual program, which has program milestone timelines. For 2003/2004, 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 92% of program milestones met on time. This is within the accepted annual variance range.

VALUATION SERVICES

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

*Goal 5 – Governance*⁶

Desired Outcome

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

Western Australian rate and land taxpayers rely on accurate valuations to provide a fair, impartial and equitable rating base. Under the authority provided in the Valuation of Land Act 1978, the Valuer General maintains valuation rolls for this purpose. In addition to determining rating and taxing values the Valuer General provides an independent property valuation and consultancy service to State and local governments and statutory authorities. Valuations are made for various reasons including the disposal, acquisition or leasing of land; compensation; stamp duty assessment; and financial asset management and reporting.

Property Data Verification

The quality of property data is fundamental to the integrity of gross rental values and sales information. The number of local governments assisting the Valuer General in identifying changes to buildings has continued to increase, resulting in an improvement in data quality. In addition, the Valuer General has, through verification exercises and field-work associated with the valuation program, improved existing property records. Approximately 40,000 property records have been improved over the year.

Government Property Register

During the year, records of all Government owned property held in the mainframe computer based Government Property Register were matched against corresponding valuation records in the valuation system 'ValSys'. For the first time in June 2004, agencies received their property and valuation reports for financial reporting directly out of ValSys. A total of 127,012 valuations were produced and reported as at

30 June 2004. The mainframe computer will be de-committed in 2005.

Goods and Services Tax (GST) Valuations

There is a continuing need for agencies to seek advice on the impact of GST on the sale or purchase of land. The Valuer General continues to be consulted for advice on valuations that involve the utilisation of the margin scheme and for the supply of "valuation certificates" required under GSTR 2000/2001. Providing this service has involved a number of consultations with the Australian Tax Office to clarify interpretations and rulings.

Service Level Agreements (SLAs)

The SLA devised with the Water Corporation involves the provision of rating valuations. This SLA was renegotiated during the year and extended Statewide. The SLA with the Commonwealth Government for the provision of valuation services to the Indian Ocean Territories was also renewed. Both agreements continued to be highly successful.

Statements of Service Levels were provided to all metropolitan local governments and may lead to the creation of SLAs in 2004/05. Discussions with large country local governments also commenced. In addition, a SLA with the Office of State Revenue will be formalised during 2004/05.

Plant and Equipment Valuers

The demand for plant and equipment valuations continued at high levels. However the inability to recruit additional valuer resources due to buoyant market conditions meant that growth in this area was curtailed.

Property Lease Register

The Valuer General continues to liaise with stakeholders in relation to the establishment of a lease register.

Metropolitan Branch - Rating and Taxing Values

The Metropolitan Branch completed 534,950 unimproved values and 443,564 gross rental values. These are required to maintain the valuation base for the determination of rates and taxes within the Perth metropolitan area.

A total of 861 objections, appeals and queries against rating and taxing values were processed. 10,464 values were made for purposes other than for rating and taxing.

All metropolitan local governments were subject to an unimproved value General Valuation, and significant work was undertaken on the triennial gross rental value General Valuation due to come into force from 1 July 2005.

⁶ See *Government's Strategic Planning Framework*, page 8

Country Branch - Rating and Taxing Values

The Country Branch made a total of 323,954 unimproved values and 70,361 gross rental values for rating and taxing throughout Western Australia.

Additionally, a total of 600 objections, appeals and queries against rating and taxing values were processed. This was a 22% reduction in disputes over the previous year.

A total of 127,012 asset valuations for financial reporting and 4,788 valuations for other purposes were made.

The following 20 local governments, were subject to gross rental value based General Valuation: Brookton, Broomehill, Bruce Rock, Bunbury, Chittering, Corrigin, Cranbrook, Esperance, Geraldton, Greenough, Katanning, Narembeen, Northampton, Pingelly, Plantagenet, Tambellup, Toodyay, Waroona, West Arthur, Woodanilling.

Other Valuations

Several major consulting projects were carried out. These included the five yearly rental review of all pastoral leases throughout Western Australia required under the Land Administration Act. This two-year project required the inspection and analysis of leasehold sales as well as the assessment of rents throughout WA.

The taking of State Corridor Rights for the Dampier Bunbury Natural Gas Pipeline corridor required compensation valuations for more than 170 farming properties situated between Baldivis and Bunbury.

Key Performance Indicators and Output Measures

Output – Valuation Services

An impartial valuation and property information service.

Effectiveness Indicator 1 of 2 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 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Benchmark against international standards for accuracy using Means Ratio Test:				
Gross Rental Value	92.38%	93.04%	92.5%	93.87%
Unimproved Value	92.69%	91.76%	92.5%	90.58%
Coefficient of dispersion to check uniformity of values:				
Gross Rental Value	5.01%	5.69%	<7.00%	6.26%
Unimproved Value	4.31%	5.17%	<15.00%	7.80%

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 %.

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%. 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. The results, while good by international standards, are not as good as previous years, reflecting the current volatile property market.

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

Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force

	Target 2003/2004	Actual 2003/2004
Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force	<0.2%	0.033%

Why is this a key indicator of our performance?

The percentage of values amended as a consequence of owners exercising their right to challenge values is a reasonable measure of the integrity and fairness of the values contained in Valuation Rolls.

How was this indicator derived?

The figure is derived by dividing the total number of rating and taxing values in force by the number of values that have been amended as a result of an objection or appeal.

What does this indicator show?

At 30 June 2004, there were 1,699,290 values in force in Western Australia and during the 2003/2004 financial year, only 588 were amended as a result of formal objection and appeal grievances lodged with the Valuer General. This indicates that fewer than one in every 3,000 values is amended after formal review.

Apart from the effectiveness of the valuation process in WA, these types of results also show the stability of and acceptance of the valuation base by rate and taxpayers.

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

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of valuations completed	1,371,492	1,145,529	1,392,019	1,522,666
Average cost per valuation	\$12.16	\$14.94	\$12.40	\$11.19

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 2003/2004 being a year of higher mass appraisal activity in the metropolitan area, resulting in lower 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 \$11.19 is 9% lower than the previous year and can be attributed to the 9.5% increase in the number of values completed. The additional values were primarily in lower cost mass appraisal areas, notably metropolitan gross rental valuations.

Timeliness Measure

	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Extent to which valuations are completed within target times or times agreed with clients:			
a) General Valuations	94.5%	98%	99.6%
b) Market values, stamp duty values, plant and equipment values and consultancy advice	72.6%	85%	74.8%
Asset values for the Government Property Register by 30 June	100%	95%	98.4%

The General Valuation percentage completion target of 98% is a combined measure for both gross rental value and unimproved value revaluations. The outcome of 99.6% represents both the percentage of values completed by the 30 June and the extent to which values were not available to clients by the date agreed. The outcome is a very good result for such a large proportion of the valuation service provided.

Asset values for the Government Property Register comfortably exceeded the target requirement. The outcome for other valuations of 74.8%, while below the target, was an improvement on the previous year despite the very difficult circumstances relating to the retention and recruitment of qualified valuers caused by the very buoyant state of the property industry.

ACCESS TO GOVERNMENT GEOGRAPHIC INFORMATION

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 – Governance ⁷

Desired Outcome

Coordinated access to WA Land Information Systems (WALIS) community members' geographic information supports the management and development of the State.

The importance of land information in decision making in almost every aspect of the State's economy and lifestyle is increasingly being recognised. Access to high quality spatial information is facilitated and coordinated by the WALIS Office for the benefit of all Western Australians.

WALIS is a complex partnership of diverse participants from 27 public and private organisations. It coordinates management and delivery of geographically-related information held mostly by WA Government agencies. WALIS was created in 1981 to build networks of people and technology to share information and improve its usefulness and accessibility.

WALIS activities are coordinated through a governance structure and supported by the WALIS Office. The governance structure comprises:

- The Executive Policy Committee (EPC), on which the Directors General of the WALIS-member agencies sit, setting overall policy for WALIS and reporting to the Minister for Land Information.
- WALIS Council, focusing on operational coordination and information exchange.
- Core Management Group (CMG) to oversee policy and strategic direction.
- The WALIS Advisory Committee, a group of industry and community experts to provide advice on WALIS-related issues.

The primary aim of WALIS 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.

Knowledge Exchange

The WALIS Forum is the largest geographic information conference in Australia. The 2003 conference had a record attendance with over 530 delegates. Forum 2003 'Connecting Community with Spatial Information' focused on the benefits of spatial information and how the community can utilise it. The Forum highlighted innovations in new technology, how working together helps achieve outcomes, how emergency services are using information technology and provided lessons learned through conversions to web-based systems.

WALIS continues to provide educational opportunities for Western Australia and facilitated a workshop with the Australian and New Zealand Land Information Council on the Australian Spatial Data Infrastructure (ASDI). The workshop detailed what is happening nationally in the ASDI through user interaction established implementation options to incorporate the ASDI at a local level.

Policy and Strategic Planning

In 2003 WALIS undertook a Performance Evaluation Project. A key outcome of that project was changes to the governance of WALIS. Through the WALIS Council and WALIS Advisory Committee, the governance structures were revised to enhance their effectiveness. The new structure established a Core Management Group for WALIS, which comprises a representative for six whole-of-government areas and a representative from the WALIS Advisory Committee.

The areas are:

- Fundamental Information Infrastructure;
- Environment and Economy;
- Utilities and Infrastructure;
- Community Services and Planning; and
- Local Government and Emergency Management.

The WALIS Council meets on alternate months, focussing on coordination of activities and exchange of information. The Core Management Group meets every other month with emphasis on the policy and planning for WALIS.

The development of the 2004-2007 WALIS Strategy involved two planning sessions with 30 WALIS stakeholders from across Government agencies and the community in December 2003 and February 2004. The new strategy incorporates six focus areas with WALIS agencies taking lead roles in the implementation of the plan. Implementation will be closely aligned with the Shared Land Information Platform (SLIP) initiative.

⁷ See *Government's Strategic Planning Framework*, page 8

Data Quality, Infrastructure and Access

WALIS continues to facilitate the improvement of access to Government Land Information and in doing so, has undertaken an intensive review of the State Land Information Capture Program (SLICP). The SLICP has always ensured that the State has a comprehensive archive of aerial photography across Western Australia. Review of the SLICP identified the need to upgrade the application process. The callout documents were upgraded and work has commenced to have an electronic process in place for submissions the next SLICP.

Interragator and WA Atlas

Access to the WALIS Interragator service has been reviewed, identifying the need to enhance access and functionality of Interragator online. Interragator is a comprehensive index to over 12,000 records of Western Australia's Geographic Information held by public and private sector organisations. The service continues to expand and over 400 additional datasets were added during the past year including railway networks, fire districts, Tuart trees, indigenous sites and community monitoring areas.

The WA Atlas continues to provide a general reference map tool for the public. The Atlas allows users to access a range of data layers and generate their own maps. The Atlas server was upgraded earlier this year to improve access, and the time and search ability for the service.

Key Performance Indicators and Output Measures

Output - Access To Government Geographic Information

Land or geographic information from the Western Australian Land Information System (WALIS) community members 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:

	Target 2003/2004	Actual 2003/2004
Awareness		
Percentage increase in first time participants at WALIS functions.....	5%	32%
Percentage increase in repeat participants at WALIS functions.....	5%	5%
Acceptance		
Number of first time customers accessing spatial information from WALIS community members		2645
Reuse		
Number of return customers accessing spatial information from WALIS community members.....		4536

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?

Awareness is measured in terms of the number of first time and repeat participants recorded at WALIS educational and information functions, including the WALIS Forum which is held once every 18 months. The WALIS Office maintains contact information about participants and is able to report on the number who attend for the first time and the number who have attended previously.

Acceptance and Reuse is measured in terms of the number of new and existing customers of WALIS spatial data and information custodians. Each year, on randomly selected days, selected WALIS agencies collect and report the number of new and existing customers who access spatial information. This data is then collated by the WALIS Office to determine the annual average percentages for new and repeat customers.

At this stage, the provision of spatial information via the Internet is not a component of the reporting by WALIS agencies.

What does the indicator show?

Awareness: The higher than expected increase (32% compared with a target of 5%) in first time participants to WALIS functions during 2003/2004 can be attributed to the successful three day WALIS Forum, which is held every second year and targets a broad industry and government audience. The high number of first time participants at the Forum has skewed the percentage increase for the year.

In contrast, the percentage of repeat participants was on target for the year and demonstrates a consistent retention rate at both the WALIS Forum and smaller, more targeted seminars.

Acceptance and Reuse: This is the first year that this data has been collected and it establishes a baseline for comparison with future years. In future years, the increase in acceptance and reuse will be reported.

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

Average cost per Key Result Area.

	Target 2003/2004	Actual 2003/2004
Number of Key Result Areas	6	6
Average cost per Key Result Area.....	\$265,667	\$258,500

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 2003/2004 the Business Plan comprised six Key Result Areas. Therefore the average cost of delivering the six Key Result Areas is a useful measure of efficiency.

How was the indicator derived?

The six Key Result Areas 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 2003/2004, the average cost per Key Result Areas was \$258,500, which is 2.7% less than the target for the year, well within the acceptable annual variance range.

Quality Measures

	Target 2003/2004	Actual 2003/2004
Extent to which performance criteria for Key Result Areas are achieved	75%	74%

There was some variation in quality between result areas; however, overall the quality achieved was only slightly below the target.

Timeliness Measures

	Target 2003/2004	Actual 2003/2004
Percentage of Key Result Area advancements achieved within agreed timeframes	90%	75%

The timeliness target was not reached largely due to continuing staffing issues with a significant turnover of office staff at all levels.

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 Information's performance, and fairly represent the performance of the Department of Land Information for the financial year ended 30 June 2004.



Grahame Searle
CHIEF EXECUTIVE
(Accountable Officer)
15 August 2004

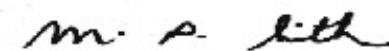
Certification of Financial Statements

The accompanying financial statements of the Department of Land Information 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 2004, and the financial position as at 30 June 2004.

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
CHIEF EXECUTIVE
(Accountable Officer)
15 August 2004



Murray Smith
MANAGER FINANCIAL SERVICES
(Principal Accounting Officer)
15 August 2004



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT OF LAND INFORMATION PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Department of Land Information are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended June 30, 2004.

Scope

The Chief Executive's Role

The Chief Executive is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R PEARSON
AUDITOR GENERAL
October 8, 2004