



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT OF LAND INFORMATION PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

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 30 June 2005.

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.

A handwritten signature in black ink, appearing to read 'D D R Pearson'.

D D R PEARSON
AUDITOR GENERAL
16 September 2005

Key Performance Indicators and Output Measures

Service – Land Information

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

Key Effectiveness Indicator (1 of 2)

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

Percentage of work program completed	Actual 2002-2003	Actual 2003-2004	Actual 2004-2005
Topographic Data Capture/Revision	87%	100%	100%
Spatial Upgrade	96%	95%	100%
Ortho-image/mosaic Production	100%	100%	100%
Aerial Photography Capture	100%	100%	100%
Property Street Addressing	100%	100%	100%
Locality Boundary Capture	100%	63%	100%
Digital Elevation Model Production	100%	100%	100%
Aerotriangulation	100%	100%	100%
Road Centreline Maintenance	100%	100%	90%
Digital Aerial Photography	80%	100%	86%
Overall Work Program Completion	96%	96%	98%
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, 98% of the SLICP has been achieved. Of the ten discrete components of the 2004-2005 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 270 large-scale map tiles for the metropolitan area and selected country towns. The 2004-2005 program was completed under a one year contract with provision to extend for a further four years.

Spatial Upgrade

The Spatial Upgrade Program updates the spatial cadastral database for specific areas of the State each year, and the entire State will be upgraded over time. During 2004-2005, 100% of the planned work for the year was completed. At 30 June 2005, 74.3% of the entire State has been upgraded to survey accuracy.

Ortho-image/Mosaic Production

The Ortho-image/mosaic program revises and expands the existing geo-referenced image coverage of the State each year. During 2004-2005, there were 29,380 images rectified, which is 18% more than the estimated 25,000. Contributing to this was the increased availability of aerotriangulated images.

Aerial Photography Capture

The 2004-2005 Aerial Photography program of 127 SLICP projects was successfully completed. Additionally, 31 self-funded projects for other government agencies were completed. Overall, 37,322 of an estimated 38,730 frames of photography were captured.

Property Street Addressing

The Property Street Address program included rural and metropolitan/urban addressing. The program for 2004-2005 maintenance resulted in 45,236 new or amended addresses being included in the database, exceeding the target of 45,000.

Locality Boundary Capture

Locality boundaries have now been determined for all 144 of the State's local governments. During 2004-2005 the 43 remaining localities in the final five local governments were completed and amendments made to the boundaries of 33 localities.

Digital Elevation Model Production

Improved DEM pre-processing activity enabled the production of 21,599 Digital Elevation Models (DEMs) exceeding the 15,000 target by 44%. The continued refinement of processing software parameters and terrain type 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 2004-2005 program achieved 28% more than the estimated 29,000 images due to the combined effects of low resolution images and digital image handling capability.

Road Centreline Maintenance

Validation, maintenance and revision of the Road Centreline database for metropolitan, outer metropolitan and regional areas in 2004-2005 achieved 18,023 road segment actions, reaching 90% of the 20,000 estimated. This is an acceptable outcome against the annual estimate of an activity that contains varying complexities of road centreline data and which is also impacted by the number of land subdivision surveys that may be lodged with the department. In future, this service will be absorbed into the recently approved Road Centreline Quality Improvements initiative.

Digital Aerial Photography – Increase in State Coverage

The annual program of digitising new aerial photography exceeded previous years. This 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. Priorities for revision of existing areas impacted the amount of new cover achieved. The State's digital coverage increased during 2004-2005 by 38 of an estimated 44 x 1:100,000 scale map sheet areas. This equates to 3.8% of the entire State and achieves a total of 41.04% digitised coverage.

Service – Land Information

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

Key Effectiveness Indicator (2 of 2)

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

	Actual 2002-2003	Actual 2003-2004	Target 2004-2005	Actual 2004-2005
Number of claims settled by Crown	0	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, under the Transfer of Land Act (excludes minor ex gratia payments).

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 significant underlying trend involving fraud, negligence or errors is apparent.

Service – Land Information

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

Key Effectiveness Indicator (1 of 2)

Average cost per land registration action.

	Actual 2002- 2003	Actual 2003- 2004	Target 2004- 2005	Actual 2004- 2005
Number of land registration actions	1,892,461	1,979,902	1,849,475	2,042,270
Average cost per land registration action	\$24.28	\$24.36	\$26.81	\$25.30

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 registration 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 was 10.4% higher than the target, the cost per transaction decreased by 5.6%.

Service – Land Information

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

Key Effectiveness Indicator (2 of 2)

Average cost per land information action.

	Actual 2002-2003	Actual 2003-2004	Target 2004-2005	Actual 2004-2005
Land Information Actions	n/a	n/a	520,118	658,733
Average cost per land information action	n/a	n/a	\$38.95	\$32.04

Why is this a key indicator of our performance?

This is a new efficiency indicator introduced in 2004-2005. It replaces the following indicators:

- Average cost per physical land information data set maintained and developed
- Average cost per land boundary information data set maintained and developed

Land information actions include a range of activities associated with the capture, production and maintenance of physical land and land boundary information in DLI's datasets. These datasets include information about::

- Cadastre;
- Geodetic marks;
- Administrative boundaries;
- 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

The indicator provides a measure of the full cost of maintaining an up-to-date Government land information base and the costs involved represent a key indicator of efficiency.

How was the indicator derived?

The number of actions is derived from recording systems that report the number of:

- Physical and land boundary information actions;
- Photography and satellite image frames captured or value added;
- Digital map data revisions.

The cost of land information actions includes all direct costs and an appropriate share of indirect and overhead recurrent costs.

What does this indicator show?

As this is a new efficiency indicator introduced in 2004-05, comparison is not available. The number of actions achieved was 26.6% higher than the target, resulting in the average cost per transaction being 17.7% lower than anticipated. Continuing technology improvements; refinement of processes and additional resources dealing with land boundary information actions contributed to the significant variance from the target. The target estimated for this measure has been improved for 2005-2006.

VALUATION SERVICES

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 - Governance

Desired Outcome

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

Western Australians 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 Commonwealth and State agencies, as well as to all local governments. 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 activities associated with the valuation program, improved existing property records. As part of the revaluation activity over the year, approximately 45,000 property records were checked and where required, updated.

Government Property Register

During the year, the valuation program of Government owned property was accelerated to achieve an earlier release of agency asset valuation reports. For the first time, agencies received their property and valuation reports for financial reporting before 30 June. A total of 127,744 valuations were produced and reported as at 30 June 2005.

Several consulting projects were undertaken during the year, with the largest being the preparation of a valuation register of 2200 assets controlled by the Department of Conservation and Land Management. This project involved the location, inspection and valuation of property assets located throughout the State.

Service Level Agreements (SLAs)

The existing SLA with the Water Corporation concerns the provision of rating valuations. This SLA was renegotiated during the year after being extended statewide on 1 July 2004. The SLA with the Commonwealth Government for the provision of valuation services to the Indian Ocean Territories also continued. Both agreements continued to be highly successful.

For inclusion in a whole-of-department SLA with the Office of State Revenue, the key requirements in providing unimproved values for land taxation, and the provision of valuations to support the assessment of stamp duty were formalised during 2004/2005.

Metropolitan Branch - Rating and Taxing Values

During the year, the Metropolitan Branch completed the triennial General Valuation based on Gross Rental Value and provided new valuation rolls to 30 metropolitan local governments, the Water Corporation and the Fire and Emergency Services Authority. The Office of State Revenue and metropolitan local governments using unimproved values also received valuation rolls following the statewide annual General Valuation.

In total, 334,216 Gross Rental Values and 544,470 Unimproved Values were made. These are required to maintain the valuation base for the determination of rates and taxes within the Perth Metropolitan Region. Due to the continuing buoyancy of the property market, the number of interim valuations exceeded estimates by 8.5%.

A total of 595 objections, appeals and queries against rating and taxing values were processed. This represented a 31% reduction in disputes over the previous year.

Other Valuations

6,617 values were made for purposes other than for rating and taxing.

Country Branch - Rating and Taxing Values

The Country Branch completed General Valuations, based on gross rental value, of the following 26 local governments:

Augusta – Margaret River; Boddington; Busselton; Broome; Chapman Valley; Cuballing; Cue; Dundas; Kalgoorlie-Boulder; Kojonup; Laverton; Leonora; Meekatharra; Menzies; Mount Magnet; Port Hedland; Ravensthorpe; Roebourne; Sandstone; Upper Gascoyne; Wagin; Wandering; Wickepin; Williams; Wiluna; and Yalgoo.

Valuation rolls were provided to local governments, the Water Corporation and the Fire and Emergency Services Authority. The General Valuation based on unimproved value was also completed, resulting in 108 rural valuation rolls and 37 urban rolls being provided to individual local governments, in addition to the statewide roll provided to the Office of State Revenue.

A total of 300,755 unimproved values and 82,920 gross rental values were made during the year for rating and taxing purposes throughout non-Perth metropolitan areas of Western Australia. The continuing buoyancy of the property market meant that the number of valuations exceeded estimates by 18.15%.

Additionally, a total of 624 objections, appeals and queries against rating and taxing values were processed. This was a 4% increase in disputes over the previous year.

Other Valuations

A total of 127,744 asset valuations for financial reporting and 5,089 valuations for other purposes were made.

Regulation and Valuation Research

During the year, the team provided commentary as well as statistical summaries of property sales and price movements for inclusion in various major newspaper publications. It also provided key property valuation information to strengthen Western Australia's claim to a fair allocation of Commonwealth Grants, along with again providing data to assist in the allocation of grants to local governments in the State.

Other Valuations

Several consulting projects were undertaken during the year, with the largest being the valuation of 400 land parcels owned by LandCorp and situated throughout Western Australia.

Key Performance Indicators and Output Measures

Service – Valuation Services

An impartial valuation and property information service.

Key Effectiveness Indicator (1 of 2)

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

	Actual 2002- 2003	Actual 2003- 2004	Target 2004- 2005	Actual 2004- 2005
Benchmark against international standards for accuracy using Means Ratio Test:	93.04%	93.87%	>92.5%	92.75%
Gross Rental Value	91.76%	90.58%	>92.5%	89.75%
Unimproved Value				
Coefficient of dispersion to check uniformity of values:				
Gross Rental Value	5.69%	6.26%	<7.00%	5.74%
Unimproved Value	5.17%	7.80%	<15.00%	9.18%

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 'Standard on Ratio Studies'. Coefficient Of Dispersion (COD) and the Means Ratio (MRT) tests are the key standards. These are used extensively in both Australia and New Zealand. Both were adopted as ideal indicators suited to Western Australia. Gross Rental Values are compared against our own standards developed in 1998 along similar lines to the IAAO land value standards.

The MRT has been used by the Valuer General since 1995/96 and this report shows the outcomes for 2004/05 against the same for 2002/03 and 2003/04 for comparison purposes.

It is noted that the alternative Median Value Price Ratio test will be adopted from 2005/06. While the two measures produce very similar results, the Median rather than the Mean is considered to be the superior measure. 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%.

For Unimproved Values the Valuer General of Western Australia has set an MRT standard of >92.5% and a COD of <15%.

While there is currently no international standard for Gross Rental Values, the Valuer General has adopted the same accuracy and uniformity measures applying to Unimproved Values but with a tighter COD target of <7%.

The quality of the outcome is reflected in the extent to which the results exceed the minimum targets.

What does this indicator show?

For Unimproved Values the outcomes show the following:

The MRT shows 89.75% against a target of >92.5%. This outcome is similar to 2003/04 and slightly below the target figure. A contributing factor to this result was the rapidly escalating market that increased the difficulty in determining the level of assessment at the date of valuation. In these circumstances, the assessed values are more likely to be slightly below the market.

The COD of 9.18%, while higher than the preceding years, is still well inside the international standard and again reflects the difficulties associated with assessing values in a rapidly changing market.

For Gross Rental Values the outcomes show the following:

The MRT shows 92.75% against a target of >92.5%. This outcome is similar to 2003/04 and slightly above the target figure.

The COD of 5.74% is also an improvement on last year, consistent with the average result achieved over the past six years, and well inside the adopted standard.

Taken together, the results of these tests show a satisfactory outcome.

Service – Valuation Services
An impartial valuation and property information service.

Key Effectiveness Indicator (2 of 2)

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

	Actual 2003-2004	Target 2004-2005	Actual 2004-2005
Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force	0.033%	<0.2%	0.02%

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

What does this indicator show?

At 30 June 2005, there were 1,737,083 values in force in Western Australia and during the 2004-2005 financial year, only 319 of these were amended as a result of formal objections and appeals lodged with the Valuer General. This indicates that less than one in every 5,400 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.

Service – Valuation Services
An impartial valuation and property information service.

Key Effectiveness Indicator
Average cost per valuation.

	Actual 2002-2003	Actual 2003-2004	Target 2004-2005	Actual 2004-2005
Number of valuations completed	1,145,529	1,522,666	1,483,833	1,408,087
Average cost per valuation	\$14.94	\$11.19	\$12.04	\$12.82

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 and previous years' outcomes. Some variation does occur from year to year due to the cyclical nature of the Gross Rental Valuation Program, with 2004-2005 being the second of two years' higher mass appraisal activity in the metropolitan area, resulting in lower costs per value than the third year of a cycle (2002-2003).

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 \$12.82 is 6.5% higher than the target and is due to the overall lesser than expected number of values being completed. This outcome needs to be considered in conjunction with the 2003/04 results due to the fact that there was a major two-year valuation programme that impacted on both years. A greater proportion of the total number of values was actually completed in 2003/04, resulting in less than the expected number of values being completed in 2004/2005. Taking this into account the 5.1% variance in the number of values completed from the target is as expected.

ACCESS TO GOVERNMENT GEOGRAPHIC INFORMATION

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 – Governance

Desired Outcome

Coordinated access to WA Land Information System (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.

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 2005 conference was held at the new Perth Convention Centre and had a record attendance with 473 participants over the two days. In addition to a plenary session that included as keynote speakers a former Young Australian of the Year in Science and Technology, the acting Director General from UK Ordnance Survey and the Chief Executive from Geoscience Australia, there were three themed breakout sessions. One of these was called 'WALIS 101', aimed at providing an introduction to WALIS and geographical information for those new to the industry.

One session in the 'WALIS 101' stream at the Forum was termed "The Wonderful World of WALIS Data", which gave an overview of the range of datasets available through WALIS member agencies. This session has since been replicated in a local government-specific workshop in Perth, with a further three similar workshops planned for early in the 2005/2006 financial year, including two in regional locations.

WALIS also held a range of other workshops and seminars during the 2004/2005 year including a workshop on the spatial datasets associated with the Cities Project Perth - a partnership project involving a range of WA State Government agencies and the Federal Government aiming to undertake a natural hazard risk assessment of Perth.

Policy and Strategic Planning

WALIS Strategy 2004/2007 was finalised and lead agencies for each of the components of the strategy were identified.

During 2004 Acil Tasman undertook a study on the value of WALIS to the Western Australian community. The annual value of WALIS was quantified at around \$15 million per year.

In December 2004, work began on revising the WALIS Custodianship Policy and the working group created for this purpose completed a final draft policy in time for presentation to WALIS Forum in February. Data Management Guidelines that underpin the policy were also completed and endorsed for use by member agencies in May 2005.

The WALIS Office works closely with ANZLIC – the Spatial Information Council - with the Chief Executive of DLI representing Western Australia on ANZLIC. In April 2005, the WALIS Office took on the role of project manager for the development of a new ANZLIC Metadata Profile to comply with ISO Standard 19115, and a metadata tool that, when completed, will be freely available over the Internet.

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 ensures that the State has a comprehensive archive of aerial photography across Western Australia.

In March 2005, WALIS released a data pricing and access questionnaire, which was open until mid-June. The results from the questionnaire will be used by the WALIS Advisory Committee to make recommendations to Government about data access and availability, data quality and the pricing of data.

Interragator and WA Atlas

Interragator is a comprehensive index to over 12,000 records of Western Australia's geographic information held by public and private sector organisations. Access to and ease of use of Interragator is constantly being improved.

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 program has been improved to ensure more rapid and accurate updates of datasets can be made in the future.

Key Performance Indicators and Output Measures

Service – Access to Government Geographic Information

Land or geographic information from WALIS community members (WCM) is managed in a coordinated way so that data held by WCM can be integrated and readily accessed to meet government, business and community needs.

Key Effectiveness Indicator

Useability of WALIS spatial information is determined by user awareness, acceptance and reuse:	Actual 2003- 2004	Target 2004- 2005	Actual 2004- 2005
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Awareness

Percentage increase in first time participants at WALIS functions ¹	32%	5%	26%
Percentage increase in repeat participants at WALIS functions ¹	5%	5%	32%

Acceptance

Percentage increase in number of first time customers accessing spatial information from WALIS community members ²	n/a	2%	0%
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Reuse

Percentage increase in number of return customers accessing spatial information from WALIS community members ²	n/a	2%	0%
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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.

¹ WALIS Forum attendance is included in this assessment. The Forum occurs each 18 months and may not therefore occur in some financial years.

² The baseline developed in 2003-04 was based on data collected over a two-month period, and may not have reflected a full 12-month cycle. The data collected during the 2004-05 year will assist in refining the baseline.

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 that 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 in both first time and repeat participants to WALIS functions during 2004-2005 can be attributed to the successful two-day WALIS Forum, which is held every second year and targets a broad industry and government audience. The high number of first time and repeat participants at the Forum has skewed the percentage increase for the year.

Acceptance and Reuse The baseline data that was established during 2003-04 was based on data collected over a two-month period and did not reflect the extent to which data is sought by customers over the whole year. In addition, many of the 12 days randomly selected over the course of 2004-05 were either Mondays or Fridays, which tend to have lower numbers of requests for data than other weekdays. Therefore, no increase in acceptance or reuse was reported. However, the data collected during 2004-05 will be used to reset the baseline, for a more accurate reflection next year.

Service – Access to Government Geographic Information
Land or geographic information from WALIS community members (WCM) is managed in a coordinated way so that data held by WCM can be integrated and readily accessed to meet government, business and community needs.

Key Effectiveness Indicator
Average cost per Key Result Area.

	Actual 2003-2004	Target 2004-2005	Actual 2004-2005
Number of Key Result Areas	6	6	6
Average cost per Key Result Area	\$258,500	\$271,500	\$285,833

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 Strategy 2004-2007. In 2004-2005 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 2004-2005, the average cost per Key Result Area was \$285,833 which is 5.3% more than the target for the year, however, still well within the acceptable annual variance range. The average cost increase was due to advance spending in preparation for WALIS Forum 2006.

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 2005.




Grahame Searle
CHIEF EXECUTIVE
(Accountable Officer)
15 August 2005

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 2005, and the financial position as at 30 June 2005.

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 2005



Murray Smith
MANAGER FINANCIAL SERVICES
(Principal Accounting Officer)
15 August 2005