

New

Horizons

**New Horizons** Strategic Plan 2000-2005

DOLA

Department of Land Administration



## Introduction from the Chief Executive

The Department of Land Administration traces its origins to the Survey Office of the Swan River colony established in 1829.

For more than 170 years, DOLA and its predecessor agencies have been providing Western Australia with high quality survey and mapping services, a secure land titles system and administrative services for the Crown estate.

These services have provided a sound and stable foundation for the growth of the State and the prosperity we now enjoy.

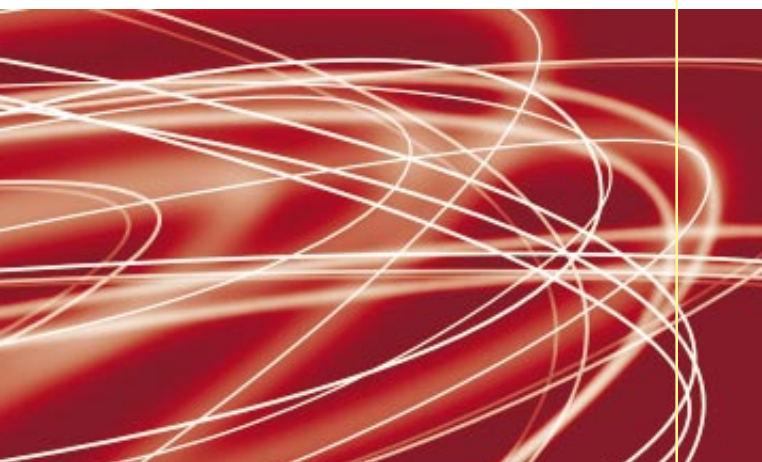
Today, we are poised to move ahead with confidence. The new millennium will see a transformation in the way our business operates, with improved technology and electronic commerce offering us new horizons.

This strategic plan signals some significant new directions to position DOLA for the years ahead. We will, of course, continue to deliver the world class information and services that have for some time been our core business, although there will be some changes to the focus, priority and means of delivery for these.

In future though, we want to go a step further and be recognised as more than a source of quality data and service. Our aim is to build on these strengths by using our expertise to identify new opportunities and innovative solutions to help achieve government priorities. In short, we want to lead the way to better outcomes for government and our business customers.

A handwritten signature in blue ink that reads "Allan Skinner". The signature is fluid and cursive, with a prominent initial 'A'.

**Allan Skinner**  
**Chief Executive**





## Minister's Foreword

There are few areas of Western Australia's vibrant economy that do not rely on land and land information for continued growth.

Security of land ownership underpins capital borrowing and new investment. Increasingly, land information is being used to help manage the environment, resources development, primary industries and the delivery of key services.

Indeed, in our information economy land information is as much an essential infrastructure as telecommunications, transport and utilities.

The Department of Land Administration's strategic plan reflects the Government's commitment to an environment in which Western Australian business can compete globally and plan confidently for the future.

By achieving the goals set out in this plan, DOLA will contribute to the prosperity and quality of life of all Western Australians.

**Doug Shave, MLA**

**Minister for Lands**

## Vision

**Our vision outlines where DOLA wishes to be positioned in five years:**

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

### We will be:

- **A major shaper of direction and solutions in land matters;**
- **A first point of contact for advice about land matters;**
- **A one-stop shop provider;**
- **Focused on global standards and practices;**
- **Leveraging off our intellectual capital;**
- **Paying our way;**
- **Focused on outcomes;**
- **As knowledgeable about our customers' businesses as we are about our own; and**
- **Using technologies and business processes that anticipate customer needs.**

## Mission

Our mission describes our core business and purpose:

- **DOLA contributes to the growth and prosperity of Western Australia through innovative land services and world class land information infrastructure.**

## Values

Our values underpin our work with customers and colleagues:

- **Quality and continuous improvement;**
- **Trust and ethical conduct;**
- **Encouragement and innovation;**
- **Flexibility and responsiveness;**
- **Consultation and participating through teamwork;**
- **Rewarding and recognising people who contribute to DOLA's vision; and**
- **Enable and encouraging people to realise their full potential.**

## DOLA's strategic goals

Our strategic goals represent the key areas in which we need to get results in order to fulfil our vision and mission.

We will:

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

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