

REPORT OF THE LAND AND PROPERTY INFORMATION DIVISION

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Providing fundamental
land and property data
which underpins a
vibrant and robust NSW
property market



Land and Property Information (LPI) has been operating since 1 July 2000. It brings together the statutory functions of the Surveyor General, Valuer General and Registrar General. It provides mapping, titling, valuation, survey and related land information services to individuals, businesses, government agencies and non profit organisations throughout NSW, Australia and internationally.

Land and Property Information:

- sources information from organisations and individuals to compile maps, databases and registers of land and property information including information on locations, parcel descriptions, values, ownership, restrictions and financial interests
- provides services to the Registrar General, the Surveyor General and the Valuer General who have responsibilities for administering various Acts of Parliament related to land administration including the *Conveyancing Act 1919*, the *Real Property Act 1900*, the *Survey Coordination Act 1949*, the *Surveying Act 2002* and the *Valuation of Land Act 1916*
- administers the systems which support the state guarantee of Torrens title
- makes information available to the public and organisations for conveyancing, historical research, land development, land management purposes, for state economic and social development and for planning and providing government services to the community
- licenses, sells, exchanges or gives the data it collects to organisations or individuals, to facilitate the above purposes.

Services

Key services provided by LPI include:

- land title registration services on behalf of the Registrar General, including registration of plans of survey and property transactions, issue of Certificates of Title, and conversion of Old System land to Torrens Title
- surveying services on behalf of the Surveyor General, including maintenance of official state control survey data, placement of permanent survey marks in the ground and determination of boundary disputes
- valuation services on behalf of the Valuer General, including valuation of land for local government rating and state government taxation purposes, determination of objections to land values and determination of compensation for dispossessed landowners following compulsory government acquisition of land.

LPI also offers a wide variety of land and property information products and services available through various delivery channels ranging from traditional over the counter delivery through to online delivery via specialist portals and value added resellers. These include:

- digital and hard copy mapping products
- satellite imagery and aerial photography
- title searches and related documents
- land value searches
- property sales data
- survey control information services
- property information enquiry services
- international business services.

Customers

LPI products and services are available to the people of NSW as a whole. Regular customers come from three market segments: the property conveyancing industry, the land use planning and development sector and government agencies at state, local and federal levels.

Principal officers

Des Mooney, General Manager

MBA (Syd), B Surv (Hons), MIS Aust, FAICD Dip, FAIM, Registered Surveyor, Registered Valuer

Warrick Beacroft, Executive Manager, Information Sourcing

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B App Sc (Computer Science) (Hons)

Barry Douse, Executive Manager, Production and Business Development

EMPA, BA (Hons), Public Administration Certificate in Quality Management

Simon Gilkes, Chief Valuer, Valuation Services

EMPA, Grad Dip in Land Economy, Associate of the Australian Property Institute, Registered Valuer

Doug Walsham, Executive Manager, Titling and Registration Services

EMPA

PERFORMANCE HIGHLIGHTS

Information Management New online products

During the year the range of LPI products and services available online increased substantially with the addition of many products previously only accessible

to customers visiting our head office in person. Customers can now obtain copies of documents relating to primary applications, Crown plans, cancelled titles, plan development contracts and management statements, permanent survey marks, State Survey Marks and trig stations via our website. They can also undertake searches to ascertain the status of unregistered plans and dealings and the details of deeds.

Office of State Revenue data reconciliation

LPI assisted the Office of State Revenue (OSR) in data cleansing to load and correct ownership and land information within OSR's RECOUPS database. Information was extracted from RECOUPS and compared to LPI information. The process of data reconciliation resulted in a significant number of records being updated, as well as improved data loading processes that have long term benefits for OSR.

Data conversion and cleansing program

Validation of Valnet and Integrated Property Warehouse data has been a priority this year to facilitate LPI's capacity to:

- provide integrated enquiries through either a spatial or textual entry point, eg VALMAP
- provide the most accurate and latest mailing address for the delivery of Notices of Valuation
- provide the most accurate and complete property street address records to service LPI's authoritative property street address data set, i.e. GURAS
- provide high quality data to LPI clients, such as OSR.

Information Sourcing Spatial information eXchange

The online Spatial Information eXchange was launched in March 2006. The site, accessible via Lands' website, provides high resolution aerial photography and satellite imagery as well as the option to overlay topographic and cadastral data on the imagery displayed. The site acts as a one stop shop at which government agencies can purchase SPOT 5 satellite imagery and also allows members of the public to view images at no charge.

Single Land Cadastre (SLC)

Actioning the commitment to create a single land cadastre to meet Sydney Water Corporation (SWC) and state needs, LPI has implemented the technology and developed the operational approach to re-aligning and improving the positional accuracy of the state's digital cadastral database. The cadastral data of fourteen Sydney Metropolitan Local Government Areas (LGAs) has been realigned to SWC data and supplied to SWC as part of a progressive transition to a single cadastre. Completion of the remaining 27 LGAs is scheduled for the end of 2006.

Road centrelines

A Topographic Road Centreline (TRCL) dataset has been created for the entire state as an integrated product of cadastral and topographic data. The TRCL is a crucial element for emergency management requirements and underpins the geo-coding of addresses. LPI has enhanced the content and currency of the TRCL by the inclusion of Forestry roads and fire trail data, National Parks road detail and Roads and Traffic Authority (RTA) managed roads.

Geodetic and survey control frameworks

The major task of converting and transforming the NSW spatial reference framework from AGD66 to the new GDA94 datum is now 80% complete. In reprocessing the survey data, a magnitude of improvement in quality has been achieved particularly in developing urban and semi urban areas. Apart from a few regional urban areas, the remaining control will be reprocessed on demand from users.

Production and Business Development Property Sales Information

Property Sales Information (PSI) is a Land and Property Information product that has been available since 1992. During 2005/06, and in conjunction with clients, the product bundling, pricing, regulation and delivery were thoroughly reviewed for the first time since its inception. PSI is a fundamental data resource for the NSW community, allowing citizens to make informed decisions about real estate and home investments. PSI is delivered through LPI's network of sales data Value-Added Reseller (VAR) clients.

Launch of NSW Road Directory

The second edition of the NSW Road Directory was launched by the Minister for Lands, the Hon Tony Kelly MLC on 1 June 2006. It was developed in partnership with Explore Australia, and NRMA Motoring and Services. The comprehensive road directory was produced from up-to-date data from Lands. It contains the most accurate mapping available for the state, including detailed town maps for over 400 country towns.

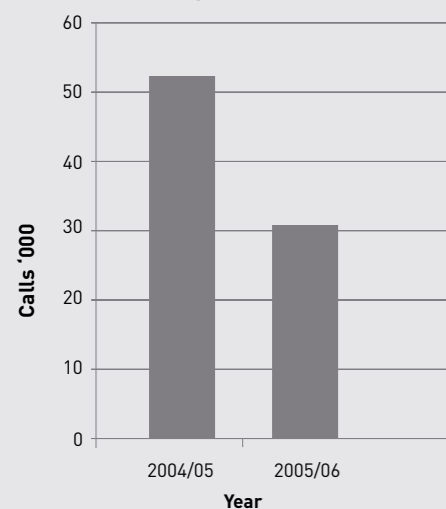
**Titling and Registry Services
Training**

In March 2006, 14 temporary Trainee Titling Officers began a two year rotational development program within Titling and Registry Services. Trainees are undertaking TAFE studies to gain a qualification in Certificate III Spatial Information Services, as well as structured internal training supported by on the job experience. The 2006 intake builds on the success of the 2005 program which saw a number of the 13 trainees win permanent appointments.

Cadastral Records Enquiry

The Cadastral Records Enquiry (CRE) has replaced the existing Cadastral Records Directory to display electronically captured land titling notations information through system interaction between the titling system and the cadastral database. Available to customers via terminals at Queens Square it allows the display of data relevant to the cadastre and permits manipulation (zoom/pan) of the nominated display of data as required. It is expected that the CRE will be available online in July 2006.

Call Centre Enquiries

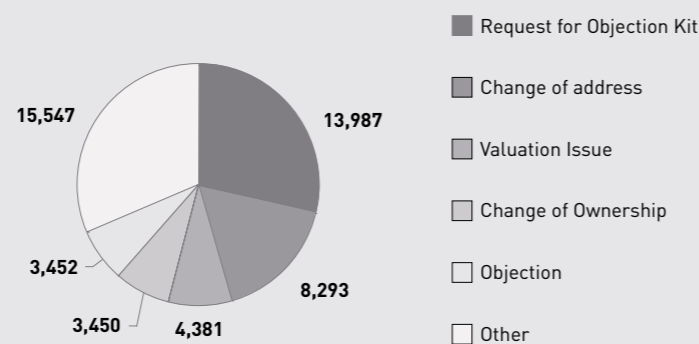


**Valuation services
Customer relations**

Significant gains have been made in communications with the public in 2006, further assisting stakeholders to understand our services in clear and simple terms. Increased promotion of call centre enquiry services saw volumes rise to in excess of 36,000 calls from the public. Through the use of detailed scripts the call centre was able to successfully and consistently resolve 85% of enquiries at first contact. Management of communications with the public has improved with the creation of a contacts database linking enquiry details to property records and enhancements to the automated objection manager system.

Valuation services also introduced an objection kit for land owners in 2006. The objection kit simplifies the objection process by providing information and guidance on lodging an objection. The kit also includes a General Valuation Sales Report for the property. This report helps land owners to understand their valuation by providing details of the sales

Call Centre Enquiry Type



used in the valuation process. Access to the objection kit, sales reports and land value searches has been made more widely available through Lands' website.

Productivity improvements

Processing of returned Notices of Valuation has become simpler and more efficient by the introduction of electronic recording and processing, which resulted in the automatic re-issue of 15,700 Notices of Valuation which had been returned as undeliverable by Australia Post. The proportion of notices that were not received was reduced from 2.88% in 2004/05 to 1.1% in 2005/06. Improving the rate of receipt of notices by property owners also meant that more objections to valuations were resolved before the issue of local council rates.

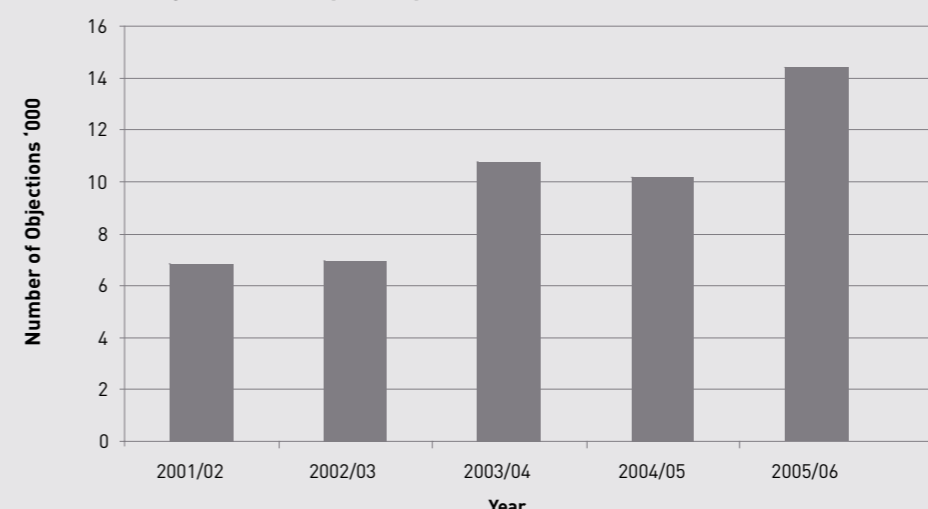
Over 14,400 objections were processed in 2005/06, an increase of 40% from the previous year. The increases in productivity in objection processing are the result of streamlined objection processes and contracting objection reporting to independent contractors.

Process improvements

Valuation Services has made further gains in 2005/06 as part of the ongoing valuation improvement program. The annual review of procedures manuals resulted in significant changes to the Procedures Manual for Contract Valuers and the introduction of the Objections and Reascertainment Procedures Manual, implementing key recommendations from the NSW Ombudsman's review of the valuation system.

Gains have also been made through process, system and analysis improvements aimed at increasing the accuracy of valuations. The most significant of these is Valmap, which aids valuation review processes by linking valuation, spatial and imagery data. In 2006 Valuation Services provided this new system to valuation contractors as well as to internal valuation staff. In late 2005 we also implemented a

Valuation Objections Completed per Year



valuation charting system to compare valuation and sales data. These powerful new tools are helping us to improve valuation quality through improved audit processes.

Key issues

Valuation Services' performance was impacted in 2005 by several external factors. Substantial changes to the land tax regime and the publication of the NSW Ombudsman's report into improving the quality of land valuations resulted in an increase in the volume of objections to land values.

Whilst the Ombudsman's report largely confirmed the direction that the Valuer General and Chief Valuer were taking to improve the valuation system, changed priorities associated with the report impacted on Valuation Services performance in 2005/06.

REPORT ON OPERATIONS

**Information Management
Conversion of Old System and
manual titles to Torrens Title**

There are more than 3.5 million parcels of land in NSW. The vast majority are registered in the electronic Integrated Titling System (ITS). The aim of the conversion project is to convert all remaining old system and paper based Torrens Titles and register them in ITS. NSW will then have a single fully digitised land title system and all landowners will have the benefit of state government guaranteed title to their land.

The project started in 2004, with an estimated 15,000 old system parcels and 58,000 paper based titles to be converted. By 30 June 2006, 12,482 old system parcels and 33,452 paper based Torrens titles had been converted.

Amongst the paper based titles to be converted are approximately 500 titles for commercial and shopping complexes which record not only the owners of the site as a whole, but also leaseholders of individual shops and offices. During the year it was decided that each lease should be converted as a separate folio of the Register, rather than as part of the head title. This means that there are now an additional 39,000 manual titles to be converted to automated folios of the Register. Also it has been decided to capture more data when these titles are converted than was originally considered (eg the name and address of the commercial complex). The decision is in the best interests of our customers, and will provide a superior service, but adds to the conversion effort required. Conversion of the remaining old system parcels will be completed on schedule by December 2006, with the whole project expected to be finished in 2007.

Some members of the project team will commence work on stage one of the Crown Reserves Conversion project early in 2007.

**Information Sourcing
'Going Digital' program**

LPI is strategically migrating to an electronic environment both internally and with its interface with stakeholders. LPI is extending its electronic service delivery capabilities and improving compatibility and synergies across business processes through an imagery program of electronic enablement, collectively referred to as 'Going Digital'.

Imagery is a component of the Spatial Data Infrastructure (SDI) and refers to the capture, storage and dissemination of aerial images, for which LPI manages the intellectual property on behalf of the Crown. Imagery acquired by airborne cameras and earth observation satellites provides an essential source of information for studying, monitoring, forecasting and managing natural resources and human activities in Australia.

LPI has operated an aerial photography program since 1947 providing coverage over urban and rural areas of NSW, as a record of the state's changing landscape. Together with satellite imagery, aerial imagery:

- Supports many other agencies' Community Service Obligation (CSO) programs, particularly in the areas of natural resource management, state development, land administration and emergency services
- Provides information to key NSW industries such as property, transport, communications, agriculture, mining and tourism.

'Going Digital' involves replacing the existing film based operations with an end to end process involving digitally captured aerial imagery, processing, storage, viewing and distribution.

Increasingly obsolete analogue aerial camera technology will be replaced with new labour saving technologies which will improve service delivery within LPI by providing multi-spectral images that do not need to be scanned. Manual processes currently conducted by LPI staff will become semi-automated and hence more efficient.

The product deliverables from this program will be of higher quality, easier to access, more timely in availability, and have broader application than existing imagery products and services.

'Going Digital' also involves the digital conversion of existing film archives (700,000 photographs) by scanning, which will serve to:

- progressively convert the analogue archives into a digital form to combat deterioration of the film images
- support applications within LPI by enhancing compatibility with mapping and surveying processes
- support the program requirements of whole of government for LPI enquiries and permanently record the history of development across NSW
- facilitate electronic service delivery.

LPI has begun this conversion process which will take several years to complete.

In preparation for this strategic direction LPI in 2005/06 has conducted preliminary familiarisation and application testing of sample technologies and with the assistance of

KPMG has developed a detailed business case which supports the 'Going Digital' strategy specifically addressing the cost benefits of implementing digital camera technology.

Supported by the strength of the business case LPI in 2006/07 will progress the implementation of this new technology and associated operating and business processes.

Production and Business Development

Vision 2013: LPI workforce planning

LPI's workforce profile reflects the aging of the population in the community as a whole. In seven to ten years, LPI is likely to experience the retirement of nearly half of its full-time workforce.

LPI staff are highly experienced and have skills which are specific to the delivery of specialist services. As a result LPI needs to make provision for skills transfer and knowledge capture to secure the continuity of important services including plan and document examination and a sound legislative foundation for a system of property ownership, valuation of land, the upgrading of spatial maintenance databases, survey and information services and the management of complex and valuable information technology business systems.

In February 2006 LPI began an intensive workforce planning process, following the guidelines issued by the NSW Premier's Department in its document Workforce Planning: A Guide (Premier's Department NSW: 2003). The planning process explores a number of aspects of business and workforce movements and trends then brings them together in a process of analysis which leads to action planning and implementation.

Work to date has resulted in the development of a draft workforce plan 'Vision 2013' which will provide the basis for consultation with staff and the associations.

The time frame of seven years, up to 2013, is long enough to assume many of LPI's current goals will have been achieved or are well on the way but it is a short enough period to think about what will have changed.

Next steps involve a series of presentations for staff to be conducted jointly by LPI management and People Performance and Development Group to explain the content and findings of the consultation document. In addition, working parties established at a local level will prepare action plans in the first quarter of 2006/07 to address future staffing needs.

Titling and Registry Services EPlan

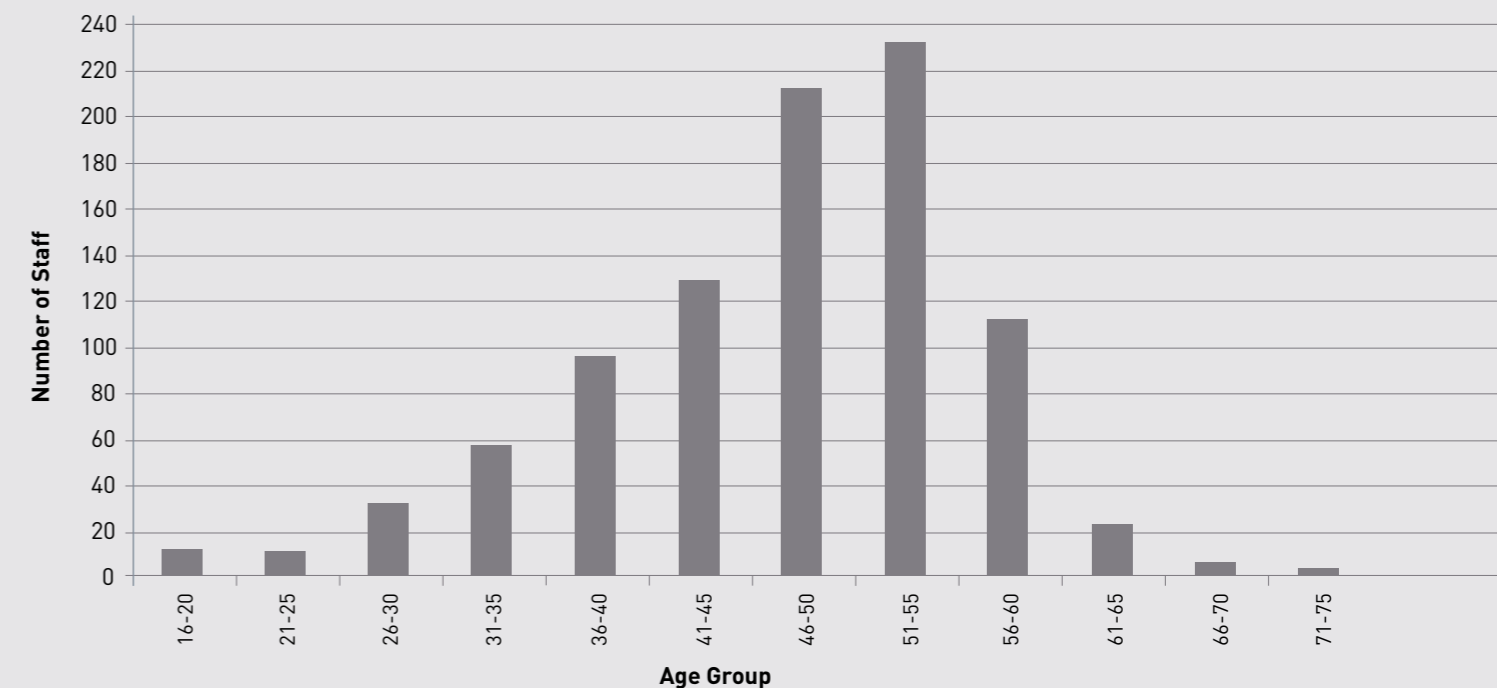
EPlan is a major new development program that will build on the existing electronic lodgement facility for plans. It is concerned with bringing data into LPI, processing that data in the most efficient manner and disseminating the data to external stakeholders. EPlan has the potential to dramatically reduce the number of manual steps in processing a plan by digitising the data as early as possible and using the data to update multiple systems and data sets. It will provide quality data to populate the Spatial Data Infrastructure (SDI), which incorporates the Single Land Cadastre project.

One of the key drivers for this program is the use of the plan geometry data for DCDB data capture and upgrade.

The system will enable the validation of digital plan data prior to acceptance for lodgement and enhance plan processing and turnaround times by ensuring the quality of plan data lodged with Lands.

The standardisation of cadastral and survey data will be achieved through the use of nationally accepted data transfer standard. The standard has been developed by the ICSM ePlan Working Group with participation from all jurisdictions. The ICSM model is a generic LandXML data export/import format for plan data that will allow for jurisdictional specific elements to be added. The model includes all of the survey (geometry), administrative and titling data required to process a plan from lodgement to registration and DCDB update.

LPI Age Profile



To ensure that Lands is in a position to take advantage of the national standard and lodgement of electronic geometry files, a number of major projects have been completed over the last twelve months. An information flow model document has been prepared to facilitate workflow management and plan processing activities. The project team has also completed the documentation and mapping of all data elements contained in plans lodged for registration to the LandXML schema. A draft Business Case has been prepared to engage internal and external stakeholders during the initial consultation phases.

Government Property Register redevelopment project

LPI is close to completing a major project to redevelop the Government Property Register (GPR) for the benefit of the NSW Government and its agencies.

The NSW Government established the GPR in 1988 to provide a record of its land holdings for planning and reporting purposes and to facilitate the management of its property assets. LPI took over administration of the GPR in 2001. In 2003, LPI commenced a five year project to redevelop the GPR in order to improve its data quality, functionality and property management capability.

The scope of the project includes:

- data cleansing some 270,000 government properties comprising 460,000 lots and 37,000 Crown Reserves comprising 80,000 parcels
- determining user requirements of NSW Government central agencies and individual owner agencies
- developing specifications for a new GPR data model and web based GPR system responsive to user requirements

- building the new web based GPR system
- data migration from the old GPR to the new system
- user acceptance testing
- government agency training
- launch of new GPR
- refinements to new GPR.

The new GPR will provide the NSW Government and its agencies with a single authoritative source of government property information and a more user-friendly and effective tool for managing government property holdings. The web-based system will provide government agencies with online access to the GPR to:

- search property portfolios and retrieve relevant information
- update and amend property portfolios
- accurately report on property portfolios
- view property portfolios of other government agencies
- view a spatial representation of the location of government property
- access authoritative land and property information held in other LPI databases.

It is anticipated that the new GPR will be launched at the end of July 2006.

National Electronic Conveyancing System readiness

National Electronic Conveyancing System (NECS) is a proposed national system for lodging and settling property transactions electronically. It aims to provide the following benefits:

- consumer and practitioner convenience

- user efficiency and consumer benefits
- straight-through processing from dealing preparation to registration
- single interface for national businesses
- common functionality for users in all jurisdictions
- easier cross-border transactions
- transparent application of jurisdiction rule differences.

NSW, along with other Australian state and territory governments is supporting its development.

Progress has been strong over the past year with a National Steering Committee representing all states and territories, the legal and conveyancing professions, banks and information brokers having already met on three occasions and set the framework for what has to be done. The Committee has an independent chair, Mr Les Taylor, formerly Chief Solicitor and General Counsel for the Commonwealth Bank.

A National Office has been established and is carrying out the work. So far it has published a detailed business model and implementation strategy, and will shortly commission several independent assessments of key aspects and commence nationwide consultation with industry participants on the details of how the system will work.

The system will produce significant economic benefits for industry practitioners and consumers of conveyancing services in NSW, especially those in remote areas of the state, providing opportunities for faster, more convenient, more accurate and no less secure transfers of title and registration

of mortgages. The work is the most significant development in conveyancing practices since the introduction of the Torrens title system nearly 150 years ago.

In parallel with developments at the national level, LPI is working on a major program of projects to ready its systems, procedures and customers for the new environment. The NECS readiness program brings together under one management structure existing strategic initiatives in developing electronic workflow systems, electronic examination of instruments, presentation of paper instruments and local stakeholder communications.

Valuation Services Workforce planning

To prepare for our service delivery needs and challenges for the future, Valuation Services is undertaking a major workforce planning project in line with LPI's 'Vision 2013'. We are reviewing and implementing a new structure for Valuation Services with increased focus on service line and customer needs. It is expected Valuation Services' new structure will be implemented in early 2007.

Objections processing

Further improvements to the objection process are also planned for 2006/07, including a review of requirements for outsourced reporting and a simplified objection lodgement process.

Documentation of procedures

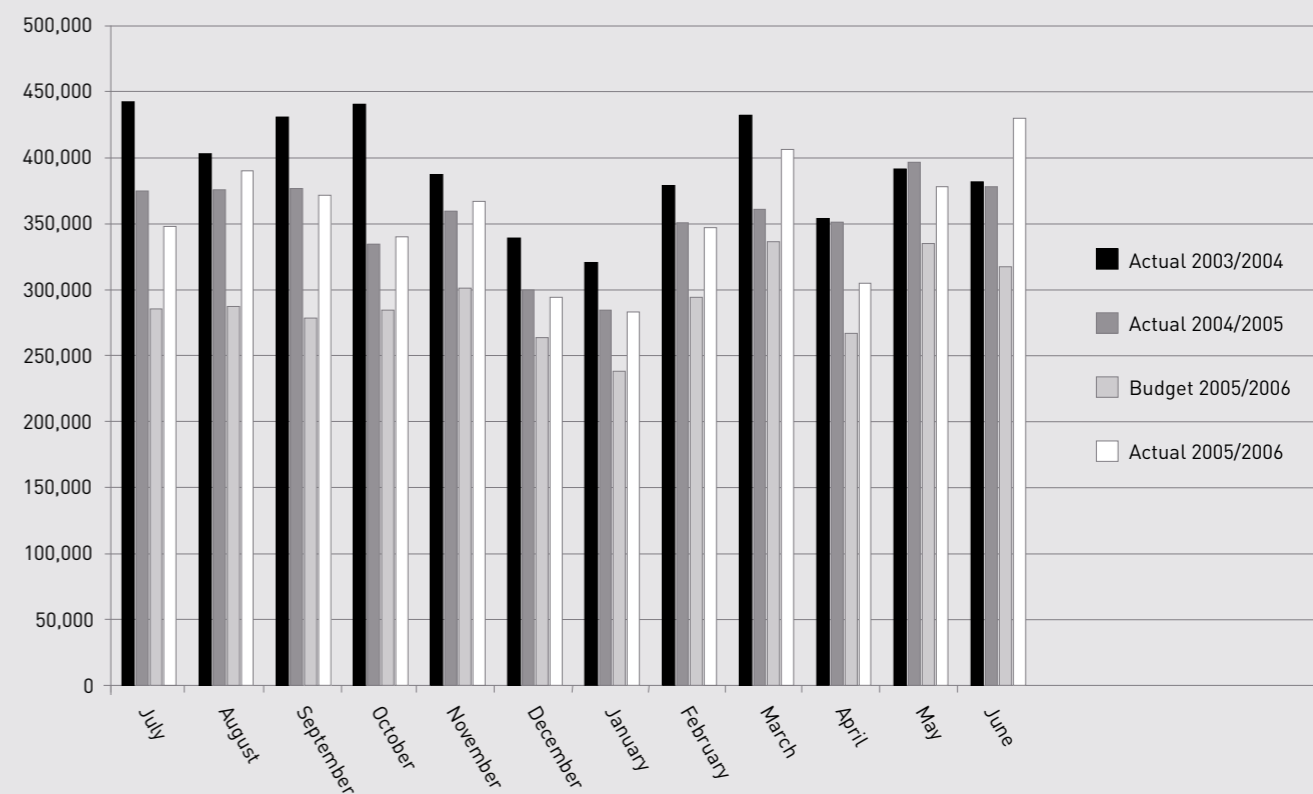
Documenting procedures will continue with the introduction of a Compensation and Special Valuations Procedures Manual and a manual for new contractors entering into the mass valuation industry or taking over new contracts.

Data cleansing

Data cleansing will remain a significant priority in 2006/07, focusing on improving data linkages between Valnet and other Lands' databases such as ITS.

Valuation Services also has several systems projects under way including enhancements to the mapping system 'Valmap' and introducing systems aimed at improving financial management procurement processes.

Number of Copies of Land Title Related Documents Supplied to Customers



Emergency Information Coordination Unit

Lands established the Emergency Information Coordination Unit (EICU) in February 2003 to urgently develop the spatial information capability required for the recovery from an event such as September 11. EICU's role was expanded in 2004 to meet emergency services organisations requirements for additional geospatial information in extreme incidents such as terrorist acts, significant critical infrastructure failures, major evacuations, or large natural disasters.

The EICU has become the largest supplier of geospatial information to the Emergency Sector.

- It is a central resource for bringing together spatial information of shared value to emergency agencies, both in

anticipation of large scale events and in support of day to day operations.

- It provides spatial information to all emergency services organisations (ESOs) and many other agencies that may provide support during a major emergency event.
- EICU spatial information is at the ready in the Fire Management Incident Centre, Police Operations Centre, SES, State Emergency Operations Centre, as well as available at Counter-terrorism Command, APEC07 Command, and Defence, and in other government agencies, local, state and federal.
- EICU is equipped to support agencies should they require extra GIS expertise or spatial information during an emergency event, planning, or

exercises. This expertise has been called upon in support of over 30 exercises and events, conducted at the national, state and local government levels, as well as in conjunction with utilities and transport.

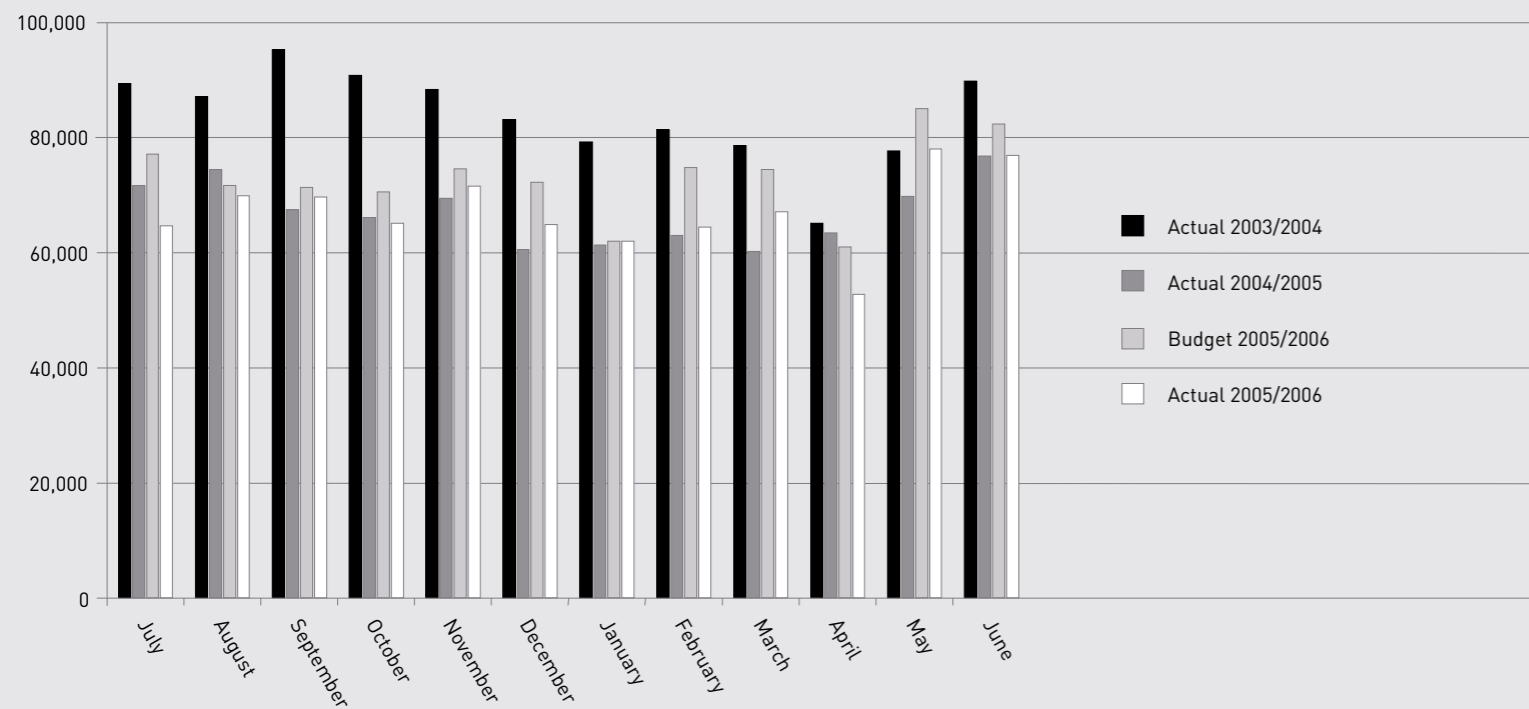
Applications of spatial information have grown very rapidly since 2001 with the widespread use of GPS for locating positions of vehicles, vessels and personnel; the growth in digital photography and telephony; and many improvements to geospatial information systems and display technologies, all of which have made the collection and sharing of spatial information much easier and more practical.

Major events such as APEC07 in September 2007 and The International Youth Rally and Papal Visit in 2008, will move the boundaries of spatial capability

in emergency services and operations centres to new limits. They are expected to be important milestones in the development of geospatial capabilities in NSW.

The underlying requirement is for ready access to reliable information, and this is the driver for the work done in the EICU. It is reliant upon many organisations and agencies, such as local government, utilities, transport, waterways, for the information it needs to supply the emergency service organisations and operations centres.

Number of Land Transactions Registered



Number of Plans Registered by LPI (including strata plans)

