

## Land and Property Information Division

Land and Property Information Division (LPI) is the key provider of land and property information for NSW. LPI provides mapping, titling, valuation, survey and related land information services to individuals, businesses, government agencies and non profit organisations throughout NSW, Australia and internationally.

As a Government Business Enterprise, LPI:

- 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;
- 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, including event and emergency management; and
- licenses, sells, exchanges or gives the data it collects to organisations or individuals, to facilitate the above purposes.

LPI's vision is "Recognition as the leading provider of land and property information and custodian of the spatial data infrastructure for NSW".

Its mission is "to maintain and provide access to definitive information on land and property which meets the needs and expectations of our customers and provides value to our stakeholders".

Objectives for 2003-04 were to continue the development of:

- definitive information sets;
- integrated information and services;
- accessible and cost effective service delivery;
- customer-driven service;
- value for money service pricing; and
- better use of government funding.

Outcomes sought by LPI are:

- a stronger market position;
- richer services;
- increased demand for services;
- client support;
- a new reputation; and
- stakeholder approval.

### Senior Managers

Des Mooney, General Manager

Warrick Beacroft, Executive Manager, Information Sourcing

Ross Cleary, Executive Manager, Information Management

Barry Douse, Executive Manager, Production and Business Development

Doug Walsham, Executive Manager, Titling and Registration Services

Simon Gilkes, Chief Valuer, Valuation Services.

## Report on Operations

### Information Sourcing

This unit sources and verifies data for incorporation into LPI's land and property databases. Staff include surveyors, spatial information officers and administrative staff located throughout LPI's network of regional offices as well as offices in Queens Square, Sydney, and Bathurst. Survey services, mapping, aerial photography, and maintenance of topographical and cadastral data are managed within the Division.

### Survey Services

LPI ensures that statutory requirements for survey practice are met and is responsible for providing and maintaining the state control survey network.

### Real Property Act 1900

One hundred and thirty nine (139) Survey Audits were undertaken to ensure the professional service of surveyors and that the recorded survey plan represents the title and physical characteristics of the site.

### Survey Advice

A new Surveyor General's Direction – Number 11 "Preservation of Survey Infrastructure" was released during 2003/04 to preserve survey marks from damage during construction.

**Monitoring of Survey Plans**

Two thousand seven hundred and thirty (2,730) survey plans were monitored for Survey Control compliance under the Surveying Regulation 2001. Over 80 percent of survey plans used the Survey Control Network to gain orientation on the Map Grid of Australia (MGA).

**Exemptions from the Surveying Regulation 2001**

One hundred and forty eight (148) exemptions (compared to 177 for last year) from complying with certain parts of the Surveying Regulation 2001 were granted. Three applications to defer the placement of survey marks were granted.

**Verifying Authority**

The Surveyor General as a Verifying Authority for length standards in NSW under the *National Measurement Act 1960* is responsible for the calibration of surveyors' steel bands and provision of eighteen Electronic Distance Measuring (EDM) baselines throughout the State for the verification of surveyors' EDM equipment. During the year, EDM baselines were verified at the following locations: Armidale, Blacktown, Nowra, Goulburn, Moruya, Newcastle, Tamworth, Taree, Wagga Wagga, Wakehurst, Wollongong.

**Survey Operations**

Projects completed to supply survey control to external clients included:

- Eden Navy Project – control extension for armaments access road.
- Eurobodalla Shire cadastral upgrade control framework.
- Fosters Bay (Narooma) survey control and asset capture (Crown Lands co-operative project).
- Nowra to Braidwood 40km of control survey.
- Parramatta River Trust Control survey mark placement for flood study.
- Stockton Beach aboriginal land claim survey (for Crown Lands Division).
- Penrith Lakes and Marsden Park Subdivisions (2 x 4,000 blocks).

Survey Control work to upgrade precise GDA94 values of permanent survey marks was undertaken in the following local government areas: Bathurst, Blue Mountains, Greater Lithgow, Wagga Wagga, Coffs Harbour, Tweed, Nambucca, Newcastle, Gloucester, Port Stephens, Great Lakes and Taree.

A survey east of Barrington was carried out to re-establish the NSW/QLD border over an 80 kilometre section. A 30 kilometre section along the west side of NSW/ACT

border was restored after bushfires destroyed a majority of the existing border monuments.

Map control surveys were performed around Wagga Wagga, Bathurst and Armidale for the topographic mapping program.

Pen computer technology running geographic information system software integrated with differential GPS systems was introduced to improve field verification of topographic mapping. This year, the technology was used to survey 269 control points for 14 scenes of SPOT imagery for DIPNR. In addition, the pen system was adapted to enable a pilot study to be carried out in Cobar Shire to capture and assess rural address information. The technology was utilised for the capture of oyster leases.

As part of its responsibility for survey audits and standards of measurement, Survey Services carried out an audit of real time positioning systems to test compliance with the Passenger Transport (Taxi-Cab Services) Regulation 2001 in Newcastle, Central Coast, Wollongong and Manly Warringah systems. Under a contract to the NSW Department of Transport, the process involved verifying the positional accuracy of Taxi vehicle tracking systems.

Real time kinematic (RTK) GPS Technology has been tested and deployed within Survey Services to quickly and accurately survey DCDB control points. A total of 398 new cadastral reference marks were surveyed using this technology in areas around Queanbeyan, Peak Hill, Griffith, Young and Nowra.

The GDA Implementation Project was completed ensuring that a majority of NSW government and private sector organisations involved in surveying and mapping activities have accommodated the new national datum into their systems.

Survey Services continued to contribute to National Surveying and Mapping initiatives through representation on the ICSM Geodesy Subcommittee.

**State Control Network**

During the year:

- 6,070 control survey marks were issued.
- 4,650 new marks were added to the SCIMS database.
- 1,640 heights were upgraded.
- 20,590 MGA co-ordinates were upgraded from transformed values.

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### Survey Information

7,213 enquiries were serviced and over 94,000 survey mark details provided.

### Geocoded Urban and Rural Address System (GURAS)

The GURAS project is building an authoritative, accurate and current geocoded address and road centreline dataset for NSW. Every urban and rural address will be linked to a geocoded access point, a property identifier and title identifier.

Geocoded addresses enable linkages between residential address information and all spatial data. Completion of the project will contribute to the ability of residents in regional NSW to access both government and private sector services and will enhance the ability of emergency services to efficiently respond to crises such as bushfires or floods.

### Rural Address Acceleration Project (RAAP)

The project commenced this year to accelerate the implementation of Rural Addressing in New South Wales with the intention of completing the assignment of all rural addresses by 2008. There are about 340,000 rural properties in NSW of which only 50% have been allocated a rural address by local councils. The project provides assistance to councils to complete the assignment and provide Lands with the rural address data. The data is loaded directly into GURAS for validation and geocoding the address data.

### SydNET

The SydNET project is building a network of 10 permanently operating high quality Global Positioning System (GPS) reference stations to be located in the Sydney Metropolitan area with data links to a control, processing and data distribution centre at Australian Technology Park (ATP). Three stations were established this year along with network control centre facilities at ATP and data is being logged from three sites at Chippendale, Waterfall and Mulgrave. In the second phase, it is planned to link these sites to those in regional centres and country areas, particularly those already operated by Local Councils. The system is designed to receive data from up to 100 sites.

SydNET will enable suitably equipped users (dual frequency RTK capable GPS receiver and mobile phone) operating in the coverage area to receive data processed from the combined GPS base stations and provide centimetre level positioning in real time.

SydNET will be an efficient resource for producing a greater density of cadastral control to improve the spatial accuracy of the Digital Cadastre Database (DCDB). It is expected that over time, SydNET will replace the need to maintain a significant portion of the existing physical survey control infrastructure.

### Topographic Data

The Digital Topographic Database (DTDB) comprises digital data derived from the State series of topographic maps, enhanced by collection and maintenance of data from current aerial photography to provide a comprehensive topographical dataset across NSW. It comprises six major themes: Transport, Hydrography, Habitation, Utility, Landform and Land Cover.

LPI completed 46 maps (25 new editions and 21 new series reprints) in 2003/04. Approximately 50% of the Eastern Division, which comprises those areas adjacent to the coast, has now been completed. Data for the Western Division of the State is being collected by stereo-photogrammetric techniques with approximately 75 percent completed or in progress to date.

Hardcopy map output was affected during the year by the changeover to new operating technologies. However, the capture and maintenance of the DTDB was sustained (approximately 750,000 features added or changed) which will enable the recovery of map output volumes in the coming year.

Aerial photography (approximately 17,000 frames) was taken at scales from 1:25,000 to 1:50,000 covering an area of 220,000 square kilometres. In addition, special purpose photography was undertaken for four Local Government Authorities, Mid Coast Water, DIPNR, State Forests and the Commonwealth Government.

### Cadastral Data

The Digital Cadastral Database (DCDB) comprises over four million polygons depicting the various interests and aspects of land administration. Included are over three million legal cadastral parcels of land, which represent the legal framework of land ownership in NSW together with 17 ancillary layers of information, such as administrative boundaries and Crown land.

In 2003/04:

- 120,619 new polygons were collected.
- The spatial accuracy of 7,021 polygons was improved.
- 1,826 plans over unidentified Crown land were prepared for registration.
- 36 metes and bounds descriptions were written for altered Local Government Area and Local Aboriginal Land Council boundaries.
- Rural road name updates were made to the DCDB using data supplied by Councils covering thirteen Local Government Areas.
- 21 Councils undertaking or considering implementing rural addressing received training and technical

advice. To date training has been supplied to 106 Councils.

- 16,769 cadastral parcels were investigated to resolve referencing issues identified in matching the DCDB with the Integrated Titling System (ITS).

**Spatial Maintenance System Project (SMS)**

The SMS Project was initiated to replace the Department’s legacy cadastral and topographic spatial data maintenance systems with leading edge, standards compliant solutions enabling superior management, integration, dissemination and access for the State’s spatial infrastructure data sets. The maintenance and data delivery systems are built using ESRI Geodatabase technology based on data stored within spatially extended IBM Informix relational databases.

The topographic maintenance system has been operational for just over 12 months providing a seamless picture of the State, conforming to National Standards, and accessible over the Web via the Lands Geospatial Portal.

The Cadastral maintenance system will be deployed later in 2004 providing enhanced data intelligence, web accessibility for the importing and exporting of data including electronic plan data and enabling cadastral accuracy upgrade. Crown Lands, titling, addressing and valuation systems will leverage the work done within the SMS Project.

The completion of the SMS project will increase the inherent value and utility of State SDI datasets by improving accuracy, content, currency and accessibility. Adherence to open standards will deliver the system inter-operability required to reduce duplication across applications and services dependent on SDI datasets with clients able to receive online incremental updates based on the model of their choice.

**Single Land Cadastre (SLC)**

The SLC is central to LPI’s intent to consolidate its position in NSW as the primary source of State-wide authoritative, accessible property information datasets. The upgrade of LPI’s Spatial Maintenance Systems will provide an enhanced capability for a SLC. The SLC base data will provide the fundamental data underpinning the NSW spatial data infrastructure enabling others to map assets and plan service delivery strategies.

A memorandum of understanding between Sydney Water Corporation (SWC) and LPI is in place to create one cadastre and business strategies are being developed that will enable both organisations to deliver an improved service to their clients. In creating the single cadastral dataset LPI will adjust its cadastre to positionally align with the cadastre of SWC. A full working trial will

commence in February 2005 with full implementation scheduled for July 2005. Once operational there will be no duplication of effort between the organisations. LPI will maintain the SLC as part of the State DCDB, which SWC will use. The SLC will provide an opportunity for other cadastre custodians to follow a similar approach to data maintenance.

The development of the SLC will provide opportunities for participants to benefit from:

- Data sharing with partners such as local government and utilities.
- Improved data content through ingestion of external datasets.
- Improved survey control.
- Upgraded positional accuracy.
- Elimination of duplication in cadastral maintenance activity.

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## Information Management

This unit directs and manages key LPI Information Technology (IT) and Information Management (IM) business related projects. Other activities include: managing all aspects of LPI's acquisition of IT services, and attendant Service Level Agreements; providing strategic advice on IT matters to the LPI Executive Management Group; and managing LPI's audit program relating to IT/IM matters. The Division Head also fills the role of Group Product Manager in LPI with responsibility for co-ordination of activities of product and relationship managers to achieve a consistent approach with all LPI customers.

### Significant Projects

A **Local Government Portal (LGP)** is being introduced to better service the needs of Local Councils State-wide. The portal will provide local council staff with direct, easy access to a comprehensive range of property information offering enhanced functionality and security for all users.

At present councils access newly registered plan images, Notice of Sale and valuation information on a daily basis. This information will continue to be provided free of charge through the single access portal with the added option of subscribing to a number of additional services such as Title Searches, Images and Integrated Property Inquiry (some offered free of charge, and some are offered on a fee-for-service basis).

LPI should realise productivity benefits from the LGP, through a reduction in the number of telephone inquiries from council staff. The portal will be available to councils in August 2004.

**Land Value Search** is being developed for delivery via the Lands website and authorised information brokers, to meet an expected increase in demand for Certificates of Land Value (CLV) amongst proprietors of newly land-taxable properties. Currently CLVs are available from the Office of State Revenue and LPI via a manual process. The development of an online Land Value Search is in line with LPI's electronic service delivery strategy and will significantly improve service to the public by satisfying a long identified demand.

### Enhanced and/or new electronic services introduced in 2003/04 include:

- Certificate Authentication Code Inquiry, by which customers can check the authenticity of any Certificate of Title issued since January 2004.
- Supply of baseline data sets from Spatial Data Warehouse in preparation for the introduction of incremental online updates. The initial supply was to State Forests.

- The delivery of large volume data supplies to such customers as emergency service organisations and others taking whole-of-State datasets has been enhanced through the introduction of large capacity, transportable disks.
- An Internet - based property inquiry service to Department of Infrastructure Planning and Natural Resources.
- An Internet delivery service to supply property and sales data to Energy Australia to assist them in the maintenance of ownership details in respect of land parcels affected by transmission lines.

As part of its role in governance of acquisition and management of ICT Services, the Division developed a Service Level Agreement with Lands Information Communications & Technology Services, expected to come into force in September 2004.

The Division also conducted a review of Strategic Information Architecture (SIA), in collaboration with ICT to deliver an enterprise information management model, business model, IM Thesaurus and a register of improvement opportunities.

The SIA project was completed on schedule in Q1 2004. The recommendation for development of an education program for staff on the outcomes and benefits of the SIA project was endorsed and is being developed by the Program Office.

Projects planned to commence in 2004/05 include:

- Converting all manual Torrens Titles and Old System land to the Integrated Titling System (ITS), within 2 years. This project constitutes a key component of the LPI Business Plan 2004-05. It also directly relates to LPI's new business model in that it addresses the fundamental requirements of our business to provide services, which create value.
- Development of an Integrated Image Management Strategy for Lands, taking into account Whole of Government issues. A review of the existing configuration of systems and servers, the uses made of them, and the purposes seeking to be met by LPI's image management systems will be undertaken to determine a cohesive information architecture that will deliver information integrity as well as systems security, redundancy and resilience, and complement LPI's Data Quality Program, currently under way.
- Implementation of Electronic Data Interchange with Councils to enable Local Councils to more easily create property address and address for service of notice (ASON) files for supply to LPI in a standard format that complies with the Australian standard.

The facility will be built for Councils to provide new or changed addresses from a certain date only, rather than to re-supply all address data.

### Production & Business Development

This area identifies, develops and pursues new markets and products for LPI. It also manages the identification, planning and delivery of major new initiatives in service and systems improvement as well as mass production of existing information products.

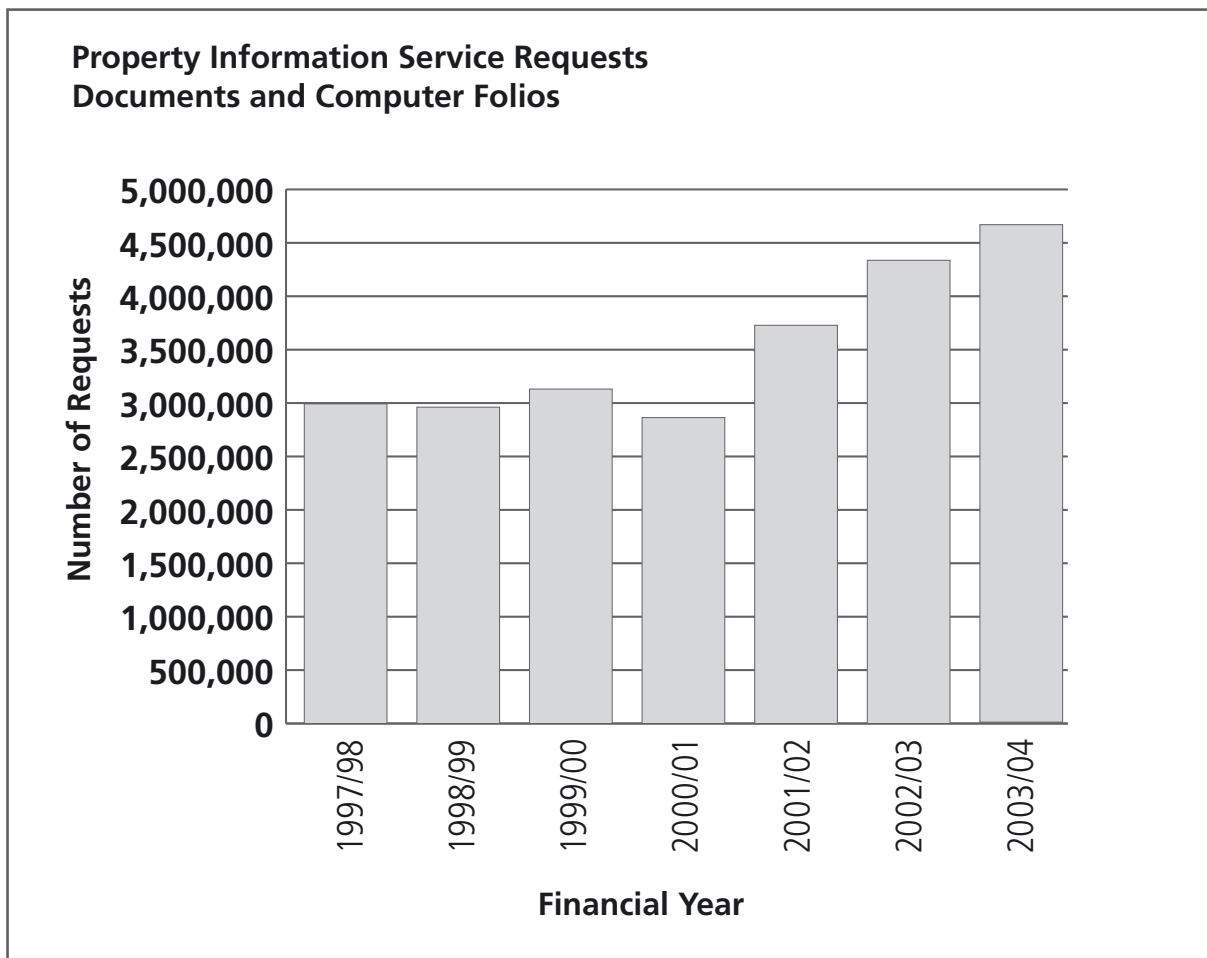
#### Information Services Branch

Information Services Branch manages the production and delivery of title searches, plan and dealing images and other title related documents sourced from LPI's datasets. The Image Capture Section scans all newly registered Plans and Dealings on a daily basis and stores them on the Document and Integrated Imaging Management System (DIIMS). In 2003/2004, over 14,000 plan and 1,000,000 dealing images were loaded to DIIMS and made available for electronic access and service delivery. Approximately 80% of information requests are satisfied through online delivery channels sourced from DIIMS.

Traditional over-the-counter information services to the conveyancing community and the public also remain available at Queens Square, the majority of which are processed within 15 minutes.

In 2003/04, demand for this information remained high. Over 4.7 million requests were satisfied, 85 percent of these online. The graph below indicates patterns of demand from 1997/98 to the present.

The Cadastral Records Directory electronically captures land titling notations information traditionally recorded on paper reference maps. Since September 2002, notations have been captured electronically through system interaction with the titling system and the cadastral database. Use of the CRD has now increased to 63,000 searches per annum. Later in 2004, a Cadastral Records Viewer (CRV) will replace the existing CRD. It will allow the display of data relevant to the cadastre and permit manipulation (zoom/pan) of the nominated display of data as required. It will also permit the interaction between cadastre (or map) and the supporting data sources like plan, dealing and charting map images as well as computer titles.



### Property Information Inquiry Service (PIIS) and the Central Register of Restrictions (CRR)

PIIS is a commercial service operated by LPI. The service enables the public to use a single inquiry form to obtain certificates and clearances for conveyancing purposes from nominated government authorities that may have an interest in any specified land parcel. PIIS collects and distributes the applications for clearances and certificates directly to authorities together with the fees set by the authorities and paid by the clients to LPI. A small handling fee is levied by LPI on users of this service. In 2003/2004, PIIS Applications processed averaged 136.5 per day with an annual total of 34,412.

The service also provides the public with a means of accessing the Central Register of Restrictions (CRR). The CRR simplifies the conveyancing process by allowing a single inquiry point within LPI, in relation to government and semi-government interests in land. It allows government agencies and semi-government authorities to record details of land over which they have an actual or potential interest. The responsibility for updating and maintaining the data details stored in the database rests with the participating authority. At present, nine organisations participate in the CRR. Access to the CRR is being utilised by twelve Information Brokers.

### Graphic Services Branch

Graphic Services Branch produces maps, charts, stationery, photographic enlargements, contacts, diapositives, digital scanning, films, book binding, electronic publishing, graphic design, dyelines, colour and black & white copying, laminating, and map framing and mounting. Departmental forms, brochures, reports, catalogues and guides are also printed.

A new large-format printing press and Computer-to-Plate direct imaging along with FM screening and dot-for-dot reproduction was acquired during the year. This new equipment is state-of-the art and is resulting in higher quality map printing than was previously possible. Using ICC colour control methods for color matching provides a greater degree of image clarity.

#### Graphic Services:

- Continued to produce valuation notices for distribution to ratepayers and is gaining experience in digital variable printing.
- Produced commercial mapping for State, Commonwealth and other government agencies as well as private contractors.
- Digitally captured the land title related hard copy charting maps. A number of other digital capture projects are underway, aimed at providing better access to Departmental data including the aerial photo key diagrams.

Topographic map printing production fell by 58 percent due to a drop in supply of new maps from Information Sourcing.

## Major Production Indicators

	2001/02	2002/03	2003/04
Map Published Impressions	2,455,940	2,256,420	1,215,900
Aerial Contact Prints	50,252	51,468	64,500
Aerial Enlargements	2,628	2,010	1,692
Proofs	2,732	1,05	1,222
Plates	3,768	3,428	4,271
Folded Sheets	2,236,608	2,632,140	1,560,012
Printing Impressions	6,553,290	7,337,844	6,291,147
Number of Printing Projects	542	565	494

**Market research**

LPI’s market research program aims to ensure the delivery and development of products and services that customers and potential customers want, and to identify and prioritise opportunities for business development.

Key market research projects undertaken in 2003/04 were:

- A Government Property Register (GPR) study conducted in December 2003 aimed to identify key motivations for GPR users to comply and contribute data to the register. Findings contributed to the LPI plan to approach the key state departments.
- A Digital Cadastral Database customer requirements study conducted in April 2004 provided input to the spatial management strategy and development of the single land cadastre products. Findings will provide input for LPI’s product and service strategy for its spatial customers for the future.

**International Business**

LPI operates an international land information and administration consultancy service on a commercial basis.

International initiatives pursued in 2003-2004 were:

- Supplying land information and administration consultancy services to support a range of internationally funded programs in developing countries including Trinidad & Tobago, Laos and the Philippines.
- Several training programs were delivered in NSW at both technical and executive levels. A major training program was developed for senior officials from Russia. This was a third in the series of tailor made programs covering all the operational aspects of LPI. In addition, a training program was conducted for the Registrar General’s Department in Trinidad and Tobago to finalise the institutional strengthening project.
- Over 15 senior delegations were received during the year with over 150 delegates. Senior officials at director level or above led each delegation. These organisations provideservices similar to LPI and allowed an opportunity to benchmark services provided by LPI. Delegations were primarily from South East Asia including China, Korea, Japan, Cambodia, Nepal, Saudi Arabia and Dubai.

**Titling & Registry Services (T&RS)**

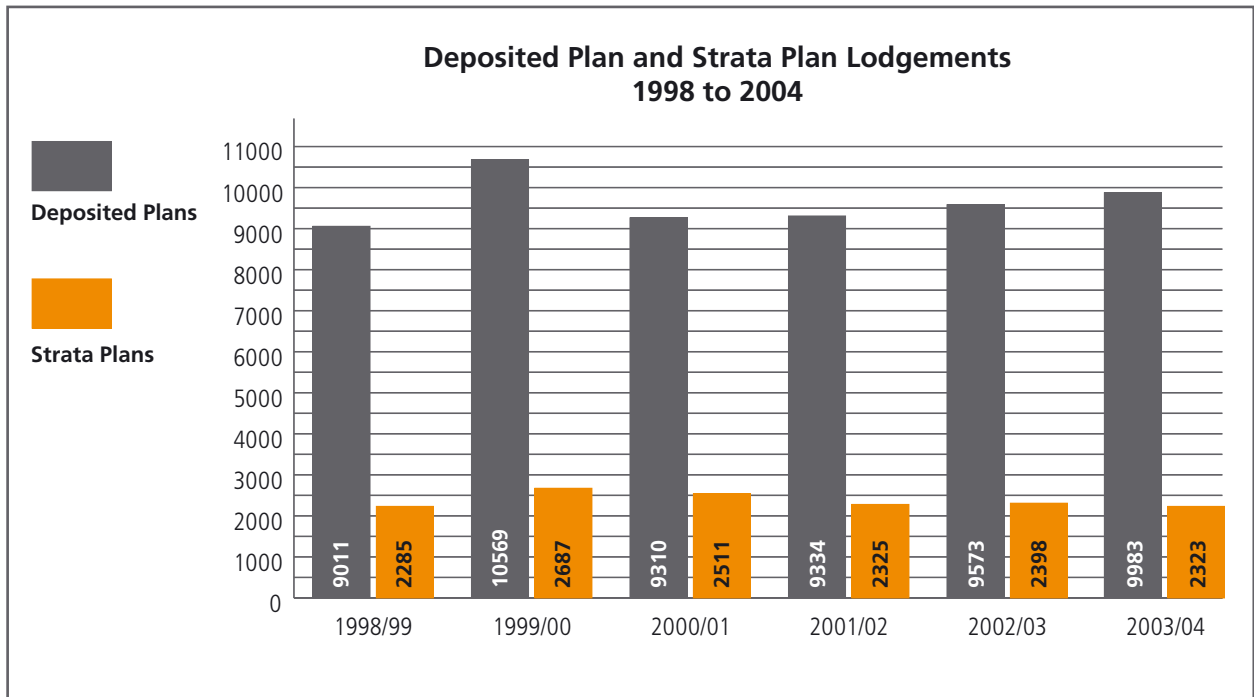
The primary functions of T&RS are:

- To examine and register new plans to establish new boundary definitions and to create titles for lots in these plans;
- To examine dealings (documents evidencing Torrens title land transactions) and deeds and record dealings in the Torrens Register; and
- To convert Old System land and manual Torrens folios of the register to the Integrated Titling System (ITS).

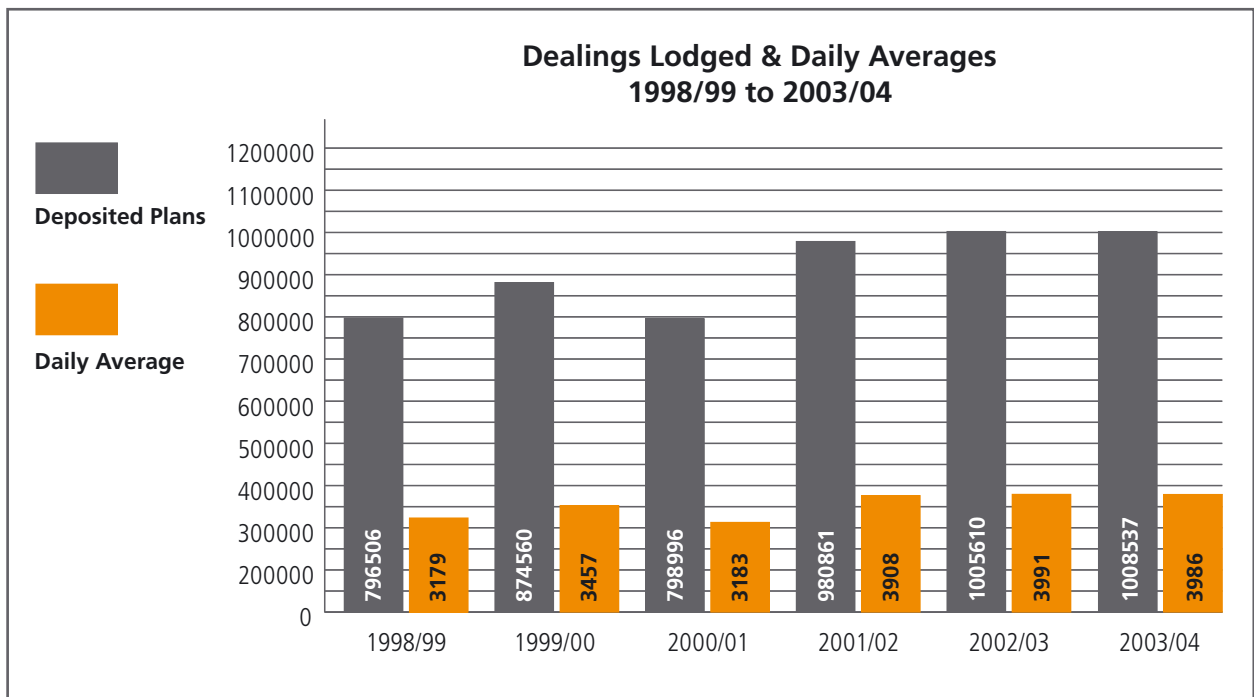
Performance indicators for 2003-2004 include:

- Deposited plan lodgments for the year increased 6% over 2002/2003. Strata plan lodgments decreased by 1%.
- 10% of deposited plans and 20% of strata plans were pre-examined.
- 6% of deposited plans and 2% of strata plans were lodged using the e-plan facility.
- 70,609 new titles were created in the financial year. Of these 39,676 were created from deposited plans and 30,933 were created from strata plans. This is an increase of 12% for strata lots and 5% for cadastral lots, an increase of 8% overall from the previous year.
- There were 9,983 deposited plans and 2,323 strata plans registered in the financial year. The graph over page shows patterns of lodgment over the last six years.
- 2759 Old System and Manual Torrens Title parcels were converted to the computerised Integrated Titling System.





Dealing lodgments remain consistently high, totalling over one million dealings (1,008,537) for the second consecutive year. The graph below shows the trend in dealing lodgment from 1998/99.



**Major projects**

**Government Property Register (GPR)**

The NSW Government established the GPR in 1988 to facilitate management of its property assets and provide an overview of the Government’s land holdings for planning purposes. The Department of Lands is currently upgrading the GPR to improve access to information about government owned and occupied property and to create new opportunities for agencies to add value to their services. It will deliver whole-of-government benefits by providing an integrated data source combining data from individual owner agencies with data from the Department of Lands to give a total picture of the State’s land holdings.

Changes to Annual Reports legislation have been made to improve the reporting of land and property details held by agencies to the Director General of the Department of Lands. Lands is also developing a prototype web-based textual inquiry which will allow government authorities to make on-line inquiries against parcels held in the GPR and ITS. A prototype spatial inquiry is also under development that will be available via the web depicting rendered graphics of GPR land.

Detailed user consultation with central reporting agencies and large property portfolio agencies is in progress to gain a comprehensive understanding of their requirements. The next stage of the project will see the development of an updated data model that is relevant to all users, enhancement of processes for ongoing updating of the GPR including electronic and web-based methods and development of a service delivery model that supports the operation of the GPR.

**Electronic Settlement, Electronic Lodgment and Automatic Registration of Real Property Dealings in NSW (ELARD)**

The ELARD project is investigating the feasibility of electronic lodgment and automatic registration of dealings for conveyancing of property.

A Public Consultation Document, which proposed possible models for an electronic conveyancing system within NSW, was released in May 2004 for public comment. The consultation period will close on 30 July 2004.

National uniformity issues are being progressed through the Australian Registrars Electronic Conveyance Steering Committee (ARECSC), which has representatives from each jurisdiction. Industry groups such as the legal profession, major banking institutions and conveyancers are also becoming involved at a national level.

LPI is working closely with its counterparts in Victoria to achieve an aligned model for electronic conveyancing.

**New Certificate of Title – New Security Features**

The availability of inexpensive scanning and printing technology has contributed to an increasing incidence of identity fraud worldwide. Given this context a new Certificate of Title (CT) format was introduced in January 2004, with a number of security features to support identification of an authentic CT. The new security features include a Certificate Authentication Code, an embossed silver foil seal, a watermark, fine-line background printing, document numbering and light sensitive ink areas.

**Water Access Licence Register (WAL)**

The WAL Register is a computerised system designed to provide an accurate record of every water access licence in New South Wales. It will operate in a way very similar to the Torrens Title Register.

The WAL Register will commence on 1 July 2004 under the Water Management Act 2000. LPI will maintain the WAL Register on behalf of the Department of Infrastructure, Planning and Natural Resources (DIPNR). It will initially comprise over 3000 water access licences associated with the 36 existing water-sharing plans. As other water sharing plans are developed by DIPNR, water access licences covered by those plans will be added to the Register.

**Moving Forward Program (MFP)**

The objective of MFP is to secure increased efficiency and accountability in dealing lodgment and registration practices and to introduce improved fraud protection measures and service enhancements. The context is to deliver benefits ahead of the implementation and consistent with the principles of ELARD.

Current projects being implemented under MFP are:

*Invoicing Arrangements*

This project aims to overcome deficiencies in current invoicing arrangements by interfacing ITS and the SAP financial system and ensuring that invoices are recorded, controlled and cleared in SAP. The project will significantly enhance the financial system management reporting capability for ITS revenue.

*Payment Arrangements*

In conjunction with the Invoicing Arrangements project, this project is designed to streamline lodgment fee payments and accounting and to offer lodging parties direct debit as an electronic payment option and provide efficiency benefits for LPI and industry.

Development Projects under way include:

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*Identity Verification*

This project involves prescribing procedures to be followed by clients and customers of LPI to verify the identity of the person or company on whose behalf they are acting to carry out property transactions. The project will have immediate benefits in deterring identity fraud and the procedures it prescribes will be essential when lodging electronically with ELARD. The procedures will initially apply to individual customers who apply for replacement Certificates of Title.

*Forms Design*

This project involves determining the changes to lodgment forms necessary to facilitate data capture and automatic registration of dealings as well as opportunities for new and more efficient ways of distributing forms to users. It will familiarise users in regards to electronic lodgment of dealings in ELARD.

*Standardisation of Forms*

This project involves investigation of options to reduce the use of additional operative words, covenants and provisions in Real Property Act dealings, with the initial focus on mortgages and discharges of mortgage. This will be followed by an examination of leases. Standardisation of forms should contribute to reduced examination time and the facilitation of ELARD.

*Data Capture*

This project involves providing a means of recording all dealings received for lodgment including those currently rejected, creating electronic dealings that can be used as input to an automated registration process and facilitating earlier invoicing after presentation.

*Workflow Management*

This project involves identifying needs for electronic document workflow management as both an aid to existing processes as well as a necessity when electronic dealings are created by data capture and eventually lodged with ELARD. Potentially the project will also extend to the handling of plans lodged electronically and to streamlining the issue, control and follow-up of plan and dealing requisitions.

*Automatic Registration*

This project acts as the end point of electronic lodgment and electronic examination processes that will administer the registration of dealings without examining officer intervention. Once electronic lodgment and electronic examination have been developed automatic registration should be a relatively simple end point. This will involve the automatic passing of the already validated data to ITS for the registration process.

*Electronic Examination*

This project will involve a detailed examination of the dealing examination and registration process to define and determine the requirements for automatic application of electronic dealings created by the data capture project and

electronically lodged dealings to update the register. It is a substantial project requiring extensive investigation and analysis prior to any systems development work.

**Future Projects****Optional Certificates of Titles**

This project will involve consultation with the mortgage industry and legal profession to develop a policy whereby mortgagees will be able to request that certificates of title not be issued following registration of property transactions. The project will provide immediate benefits to industry and to LPI in eventually halving the number of latest edition certificates on issue and facilitate electronic lodgment with ELARD.

**ePlan**

ePlan became generally available for use by the surveying industry from 1 June 2003. As at 30 June 2004, 206 users have been granted access to ePlan and 72 individual surveyors are approved to lodge for registration.

Development commenced in December 2003 on the functional requirements of ITS and DIIMS for the electronic lodgment of plans and the enhancement to the ePlan Website. Completion of the interface is expected during the third Quarter of 2004.

The original concept for ePlan was to include supply of 'intelligent' plan geometry. This data will ultimately be used for quality assurance and automated update of the State's digital cadastre. Various options have been considered, but implementation has been deferred pending migration of the DCDB to the ESRI suite of GIS products.

Land and Property Information is participating in a National Working Group to define a national cadastral data transfer standard. The working group has been set up under the ICSM and comprises representatives from all Australian States and Territories as well as New Zealand.

The model is aiming to produce a generic LandXML data export/import format for plan data that will allow for jurisdictional specific elements to be added.

The national project has initially been named ePlan with a delivery date of 30 June 2005.

**Industry Liaison**

The Division has continued its commitment to quality in plans by providing consultation service for the surveying and legal industries .

The Surveyor Liaison Program provided the opportunity for regional surveying groups to request presentations on topics relevant to their regional development. Technical liaison officers attended 13 meetings during the year and presented on a wide range of topics.

Presentations to other related industry groups included seminars for legal, valuation and real estate professionals.

**Strata Plan Interpretation Seminars**

The number of strata related inquiries received highlighted the need for community and industry education on interpreting the information shown on strata plans and strata title issues in general.

A seminar style presentation has been developed targeting professional strata managers and other related industry professionals.

The presentation was promoted at the annual convention of the Institute of Strata Title Management (ISTM) in November 2003 and has now been included in the ISTM compulsory Continuing Professional Development (CPD) program for licensed managers and certificate holders..

The commercial seminar is being conducted every two months at the Department’s Sydney office and is also available for off site presentation. During the first half 2004 over 200 participants from across industry attended the seminar.

A short version of the presentation was given at a monthly meeting of a regional professional Valuers group in February. The meeting resolved to forward a recommendation to the Australian Property Institute, to include the full seminar in its compulsory CPD program.

**Cadastral Integrity Program**

This program aims at preserving the integrity of the cadastre and guarantee of land titles while providing feedback on industry performance. LPI is undertaking random field audits of recently registered Strata Plans as a key initiative of this program and provides the Board of Surveyors with industry results. Surveyors of plans included in the audit are being advised of the findings in respect of their individual plans.

There are on average 2,600 strata plans registered each year. Currently the aim is to audit 5% or 130 plans per year. During 2003, LPI conducted field audits on 136 plans prepared by 107 surveyors across 22 different local government areas. In the first 6 months of 2004, 82 plans prepared by 65 surveyors were audited across 14 local government areas.

Results of these audits have been presented to 8 regional surveyor groups, country surveyors, remote surveyors, Qld institute, RTA Surveyors and Canberra Group totalling over 500 surveyors.

The audit program has had a very positive effect in increasing surveyors’ awareness of their responsibilities to clearly define what is included in strata lots and common

property and to the consequences of not doing so. This is evident from the descriptive notes used to clarify the status of items such as retaining walls, pergolas, fences and other structures that were highlighted as problem areas in the 2002/3 audits. There has been an increase in the number of inquiries by surveyors requesting advice in relation to methods of clearly defining lots.

**Consulting for Major Developments.**

Technical staff provided ongoing advice to other agencies and private developers in relation to legislative requirements and LPI practice. Some significant developments include:

- **Bankstown Airport Limited:** plan identifying all leases affecting Bankstown Airport has been lodged, allowing separate titles to issue for each lot.
- **Development of Requirements for Clause 29 surveys:** in consultation with the Cadastral Integrity Unit, standards and requirements have been developed for definition of cl.29 surveys, allowing boundaries to be defined by GPS co-ordinates. This category of survey is being utilised for a number of projects that do not impact on freehold land , including the Alpine Way and other roads within the National Park network, Lightning Ridge residential leases and other projects involving substantial tracts of Crown land.
- **Mean High Water Mark:** work continues with the Interagency Riparian Boundaries Working Group to amend current practice and associated documentation to reflect the intent of the Coastal protection legislation.
- **Hume Weir Flood Plain Easements:** advice was given on the requirements for the creation of easement for flooding caused by the release of waters from the Hume Weir catchment.
- **Lightning Ridge Residential Leases:** in conjunction with Mineral Resources and Western Lands, a low cost system of plans, allowing titles to be created for Residential Mining Leases at Lightning Ridge, was developed. Three such plans have been registered.
- **State Rail Authority:** liaising with State Rail Authority regarding plan definition and titling requirements to reflect the current division of the Authority in several separate entities. RFC, RIC etc.
- **Health NSW:** liaising with Health NSW and the Attorney General to establish the most cost effective method for that department to gain Torrens Title for Crown land under its controls.

The Department of Lands

**Land and Property Information Division**

LPI Division Financial Statements

Crown Lands Division

Soil Services Division

Office of Rural Affairs

The Department of Lands Financial Statements

BOSSI Financial Statements

BOSSI Financial Statements

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## Valuation Services

This unit was separated from Information Sourcing to coincide with the appointment of a new Chief Valuer at the beginning of October 2003. The Chief Valuer is responsible for the management of the division and providing services under the Service Level Agreement between the General Manager, Land and Property Information and the Valuer-General.

During 2003/2004, new valuations were issued for rating in 47 local council areas across the State, resulting in the issue of 794,000 general notices of valuation to property owners in these local government areas. In addition, more than 2.3 million values were supplied to the Office of State Revenue for land tax purposes and a further 57,650 supplementary notices of valuation were issued following changes to properties or the creation of new lots.

The *Valuation of Land Act 1916* gives landowners the right to object to land values and other information shown on notices of valuation. During 2003/2004, Land and Property Information received 10,100 objections and reduced previous backlogs by completing and determining 11,339 objections.

Under the *Land Acquisition (Just Terms Compensation) Act 1991*, 417 determinations were made during the year to assess compensation payable to dispossessed owners whose land has been compulsory acquired.

Valuation Services also maintains the Register of Land Values on behalf of the Valuer-General. This involves maintenance processes to bring new lots and other changes to account as well as an ongoing program of data cleansing and improvement. During 2003/2004, legal descriptions for approximately 160,000 properties were created, reformatted or amended while area and/or dimension details were updated for almost 90,000 properties. These actions will improve the quality of data being provided to the Office of State Revenue, local councils, property owners and other clients.

In 2003/2004, Valuation Services commenced a valuation process improvement project. The first stages of this project comprised the publication of an upgraded Procedure Manual for Contract Valuers and the implementation of formalised and improved Contract Management Procedures. This project is to continue through 2004/2005 with a rationalisation of various work instructions and a further review of Contract Management Procedures Manual before the commencement of the 1 July 2005 revaluations.

Other projects planned for the coming year include:

- A review of objection processes and procedures.
- Implementation of a web-based Land Value Search available to the public.
- A review to simplify and clarify objection correspondence to improve the transparency of the valuation process.
- Continuing to improve the timeliness of the issue of Notices of Valuation.
- Business case for development of a system linking Valuation and Spatial Data. It is expected that this system will improve valuation quality and consistency by providing a cost effective graphical tool for the comparison of values and market information

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Note: Business hours may vary in Regional Offices due to fieldwork.