



**Strategies**

**Customer/community**

Provide land information and management services that are accessible and responsive to meet the needs of our diverse client base

Develop partnerships and improve relationships with other agencies, business and the community.

**Key outcomes**

85% of the 36,000 enquiries received by Valuation Services' call centre were resolved at first contact (p.48).

SCS developed recording procedures for client dissatisfaction in Quality Management System to address complaints and improve system/procedures.

The range of LPI products and services available online was significantly increased (p.46).

A new requisitions database was implemented to support dealings and plan lodgements by automating notices to lodging parties.

SCS continued working with rural landholders in NSW to implement conservation earthworks (p.64).

SCS continued working with the Sydney Catchment Authority under an inter-government agreement, the Hunter Central Rivers Catchment Management Authority, and the Department of Natural Resources to undertake significant projects (p.64).

LPI facilitated the formation of the National Steering Committee for the development of a National Electronic Conveyancing System (p.52).

In collaboration with Value-Added Reseller clients, LPI developed new licensing agreements for product bundling, pricing and delivery of property sales data.

Crown Lands continued partnership with Game Council NSW for the control of feral animals on Crown land (p.59).

Creation of Barigan Multi-Purpose Reserve offering 25,500 hectares for recreational and multi use purposes (p.59).

**Future focus**

Develop a new integrated Land Information Portal to facilitate access to online transactions through a new streamlined business channel.

Continue to develop additional online portals tailored to the land information needs of specific professional market segments.

Enhance Spatial Information Exchange to include personalised channels to support various government business and operational functions.

Develop ePlan, a program building on the existing electronic lodgement facility for plans that will see earlier digitisation of plan data and its use to update multiple systems and datasets.

SCS will maintain and develop further working relationships with a range of government agencies and authorities including Roads and Traffic Authority, Department of Environment and Conservation (DEC), and Catchment Management Authorities.

Crown Lands will continue to develop partnerships with state and local government and industry.

Crown Lands aims to improve environmental outcomes by collaborating with Catchment Management Authorities.

Continued development of Rail Trail and walking tracks.

Continue working with the NSW Game Council to allocate Crown land for controlled feral animal reduction.

**Strategies**

**Financial**

Contribute to the economic sustainability of NSW by efficiently using available human, financial and physical assets

To implement economic and organisational reform of government businesses within the agency

Providing spatial information and other data that supports public and private sector growth.

**Key outcomes**

The Bathurst and Queens Square data centres' environments were upgraded to support 24 hour a day, 7 days a week operations.

A Topographic Road Centreline (TRCL) dataset was created for the entire state (p.47).

The Minister, Tony Kelly, launched the Spatial Information Exchange in Bathurst in March 2006 (p.47).

SCS Consult's net income for the year was \$7.7m, on existing staff levels, and was a \$1.3m (20%) increase on the 2004/05 result. Sales contracts for Consult work increased by 50% on 2004/05 (p.67)

SCS Works' income was down and well below budget (\$7.9m) at \$7.3m, significantly impacted by ongoing drought conditions across NSW. In the latter part of the year income was improved through works with Catchment Management Authorities and local government implementing Commonwealth funded environmental works (p.67).

During the year SCS continued to review operations, restructuring to reduce operational costs and increase revenue streams. The River Operations team was restructured.

Analysis of SCS business metrics in preparation of 2005-2008 business plan.

Analysis of SCS financing options for tractor replacement program.

Since 2000, LPI has reduced its workforce by 19%, achieving salaries savings of \$17million.

LPI returned an operating profit of \$94.5 million during the financial year, well in excess of targets.

Crown Lands Division implemented IPART recommendations for Domestic Water Front Licences, Enclosure Permits and Perpetual Lease Conversions.

**Future focus**

Progress SCS's business plan with Treasury and in particular implement a plant replacement program to alleviate the current issue with excessive plant down time and high maintenance costs.

Continue the expansion of SCS's Consult operations and recruit appropriate staff in areas of high work demand.

Implement structural changes in LPI to clearly delineate major development programs from ongoing operations, and provision for adequate resourcing of both streams.

Fully implement the Government Property Register and the Single Land Cadastre, spatial data systems of fundamental importance to government and the private sector.

Crown Lands division will continue implementation of IPART recommendations for Telecommunication sites.



**Strategies**

**Internal processes**

Review internal business processes to deliver improvements in the quality of our services and products, to reduce inefficiencies and to achieve desirable financial, environmental and social outcomes.

**Key outcomes**

A new Integrated Development Environment (IDE) based on IBM's Rational Application Developer was implemented allowing developers located in Bathurst and Queens Square to work on a common environment and share source libraries.

During the 2005/06 reporting period, SCS's quality management system and procedures were externally accredited and received certification ISO 9001:2000 (p.66).

LPI converted remaining Old System parcels of land and 33,500 paper based Torrens titles to the automated Integrated Titling System (p.49).

LPI implemented additional process controls to enhance the accuracy of the valuation system through review and amendment of procedures manuals and the introduction of a new system Valmap (p.49).

Crown Lands implemented a Management Operating System to identify and create service delivery efficiencies.

Crown Lands continued to implement improved business processes to address government reforms to NSW Crown land management.

**Future focus**

Maintain accreditation of SCS's quality management system and extend accreditation to a further three offices.

Develop existing SCS's documentation to provide environmental and OH&S quality systems to complement management system.

Continue to benchmark corporate support costs against other agencies, review processes and services towards efficiency improvements.

Analyse corporate support activities to review overlaps and possible activities/tasks that could be improved.

Conversion of Crown reserves to the Integrated Titling System.

Replacement of existing analogue camera technology for aerial photography with digital photography.

Continue promotion of Crown Lands' Management Operating System.

Prepare and implement a fire management program for Crown land in NSW.

Develop Regional Crown Reserve network to provide more effective management structure for Crown land.

Develop Master Plans for the future direction and development of Crown land maritime precinct at Coffs Harbour, Southern Harbour, Tweed Heads, Ulladulla, Bateman's Bay and Port Stephens.

Implement corporate records system across Crown Lands Division.

**Strategies**

**Learning and growth**

Develop a dynamic, integrated organisation by sharing, retaining and building corporate knowledge, adopting 'smart' technologies, and by encouraging innovation and teamwork.

**Key outcomes**

An Enterprise Storage Area Network was implemented to store personal, workgroup, and common data files for easy access.

The corporate mail systems and standard operating environment was upgraded to the latest Microsoft Exchange and Office platforms to take advantage of collaboration, searching and document sharing features.

SCS continued working with Crown Lands using knowledge transfer and skill sharing e.g. fire trail maintenance, river entrance and dam upgrades (p.59).

LPI commenced an intensive workforce planning process - 'Vision 2013' (p.50).

LPI recruited 14 temporary trainees to undertake a two year rotational development program and associated TAFE studies.

Crown Lands continued to encourage and support staff development with over 60 staff completing certificate or diploma qualifications (p.59)

**Future focus**

Migrate the corporate internet and intranet to a new content management system, My.Source.Matrix.

Introduce Share Point Portal for staff to subscribe and publish documents which will lessen the need for disseminating multiple emails with attachments.

Training of new staff by mentoring with key senior staff approaching retirement.

Development of financial management training program for cost centre managers, including monitoring of capital and recurrent budgets.

Continuation of development of 'Vision 2013' strategies at the local workplace level.

Continue promotion of recognition of prior learning in Certificate 111 Government (Land Management).

Identify and implement appropriate strategy for training opportunities for Crown Lands' staff in management and project management.