



2022/23 - 2026/27

Strategic Development Plan

Our Direction

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Chair's Message

Landgate's vision "to fully harness the value of "where" to power a thriving Western Australia" is the beacon that will guide the agency's strategic direction over the next five years.

This bold vision contemplates a future where Landgate supports the State of Western Australia to derive optimum value from location data and information, and where the agency's collaborations across government and industry are instrumental to the creation of this broader value for the State and its citizens. It is a future, where our services meet the contemporary needs of our customers and the community, because they are elevated by technologies, supported by appropriate legislation and informed by meaningful engagement. It is a future where Landgate, enabled by its continued independence as Western Australia's land information authority, is agile and innovative, and this is recognised as the key to its success.

Landgate's Strategic Development Plan (SDP) for 2022/23 to 2026/27 provides clarity around the initiatives and priorities that will help secure this future. It outlines how the agency has shaped its directions against influential dynamics such as the State's COVID-19 recovery, WA's increasingly digitised property market and the emerging capabilities that will see land and location information become increasingly important to our society, economy and environment.

The SDP also acknowledges the important statutory review of the operation and effectiveness of Landgate's enabling legislation, the *Land Information Authority Act 2006*, which is due by the end of 2022.

At the heart of our plan, we recognise that to achieve our strategic priorities and to realise WA's potential for the benefit of all its citizens, Landgate must operate with integrity. Over the next five years, we commit to building on our cultural journey to strive for a workplace where purpose, learning and results are ingrained in everything that we do.

It is a time of immense opportunity for Landgate, as WA's trusted custodian of land information services, and this plan prioritises the needs of all Western Australians, recognising that as their needs evolve, so too must our services.



Robert Cole
Chair



Our vision is to **fully harness the value of “where” to power a thriving Western Australia.**

We deliver value to the State through three core functions:



Locate

We locate our place in the world



Value

We value our homes and investments



Secure

We secure our interests in property

Purpose

Landgate supports the sustainable economic, social and environmental management and development of land in Western Australia by securing land interests, valuing property and providing and promoting the use of location information and services.

Culture

Through agreed behaviours, Landgate nurtures a culture that strives for a shared purpose, values learning, and is focused on delivering results.

Values

- **Commit and act**
We do what we say we will do.
We take personal responsibility.
- **Dynamic and engaged**
We are passionate, proud and enthusiastic.
We make it easy to do business with us.
- **Innovate and achieve**
We think about tomorrow in what we do today.
We celebrate success.
- **Honest and true**
We are supportive and respectful.
We communicate openly.

We perform our functions under the *Land Information Authority Act 2006* and act in a cost-effective manner, in accordance with prudent commercial principles.

Dynamics affecting our world



Supporting the State's COVID-19 recovery efforts

The global pandemic will continue to shape economic activity at a global, national and local scale for years to come.

The WA Government's core priority is to manage the health response to the COVID-19 pandemic and drive economic recovery.

Landgate will continue to play a role in supporting the Government's drive to stimulate the economy through the efficient processing of new land survey plans and Certificates of Title and promotion of increased data sharing across State agencies and industry in support of the Government's infrastructure agenda.



Evolving our legislation

As society changes, legislation must evolve with it. Landgate will continue to monitor developments and advocate appropriate legislative change to ensure that contemporary community needs are reflected in all of the legislation we administer.



Customer and community expectations

Customer needs and expectations are forever evolving and increasing – we know that people will want information wherever, whenever and however they choose to access it. Technology continues to change, enabling services to be delivered differently and at a lower cost.

We will continue to engage with our customers and stakeholders to understand their needs and leverage technology and process improvements to deliver our services better than ever.

There is also growing community expectation that governments increase transparency and collaboration to deliver better services. We will continue to proactively work with our public sector peers and industry to find ways to optimise our services for the benefit of the community.



Technology advancements drive opportunities for better service delivery

Technological advancements are happening faster today than at any time in history. Technology continues to disrupt business models while offering new opportunities for engaging with customers and improving service delivery.

In the land information industry, the fusing of technologies between disciplines is opening new frontiers. The convergence of current and developing technology will give rise to new opportunities in the way land is located, transacted and valued.

Landgate will continue to build on our history of exploring new technology to drive improvements to our business and deliver better service to our customers.



Property Market

The real estate and finance markets are moving towards electronic contracts of sale and electronic mortgage and loan contracts. This will speed up property transactions and streamline the value chain from offer and acceptance, financing, mortgaging, settlement and registration of a land transaction. Ultimately, smart contracts will automatically execute, which could see contract and mortgage data directly update the Land Titles Register.

In the land development market, government agencies are joining up development approval and subdivision processes with the objective of shortening the period from development approval to issue of title



The value of location data

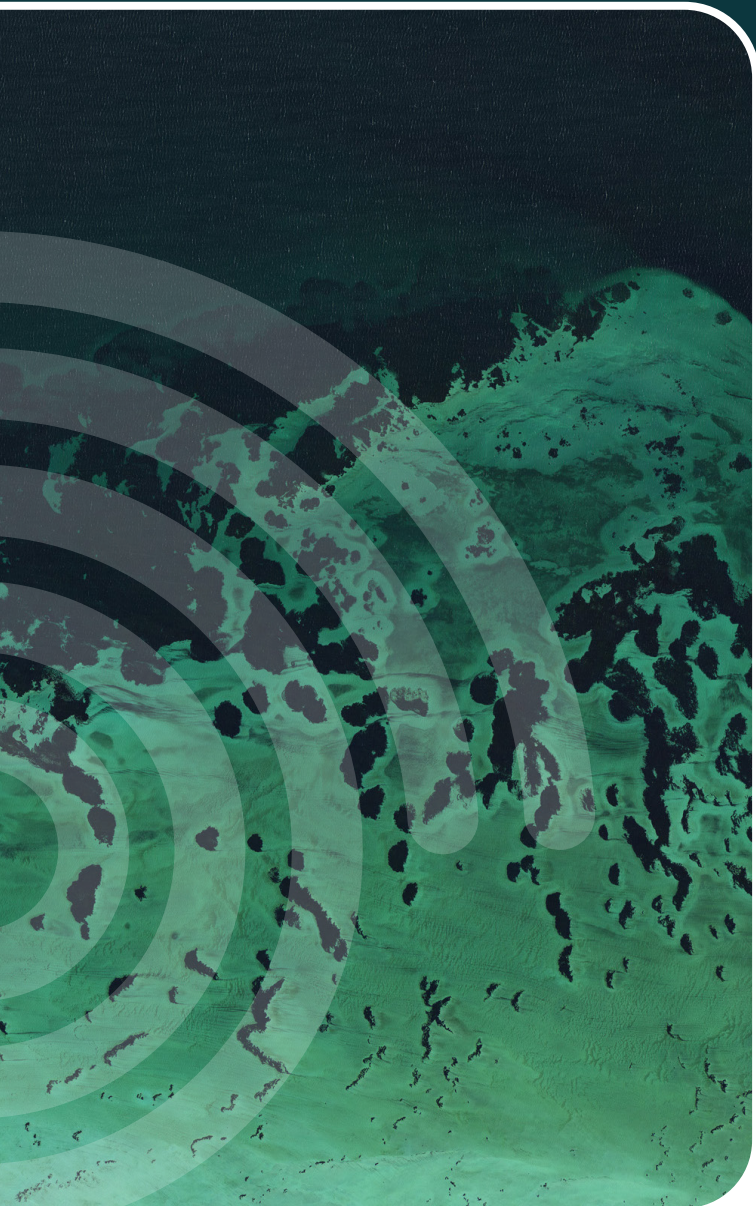
Never before has location had so much value. Capturing, sharing and maximising the value of location information will drive both the digital and physical economies over the coming decades.

Location information is increasingly becoming visualised in 3- and 4- dimensions (the fourth dimension being 'time'). 3D and 4D location data coupled with the integration of advanced technologies such as artificial intelligence, 5G and internet of things will continue to put location information at the heart of how society connects and evolves.

These all play a critical role in enabling location information and concepts such as smart cities, digital twins and digital engineering models, which support a growing state and improve situational awareness, planning and resource management.

Landgate will continue to incorporate and reflect new technologies in our operations where appropriate and will deliver better value for our customers and business.

Our strategic themes



Support a strong WA economy

1. Contribute to the State's economic development through efficient and effective service delivery.
2. Develop a whole of government 2D/3D/4D data sharing environment to advance the State's digital spatial capability, promote collaboration, streamline decision making and better serve our customers.

Shape perspectives and outcomes in the interest of WA

1. Lead strategic conversations to shape the future of the land information industry and improve services for the benefit of the community.
2. Participate in national forums to progress the harmonisation of legislation, standards, strategies, and practices.

Meet evolving customer and community needs

1. Work with the community, industry and Government to review, advocate for and drive changes to legislation impacting the land information industry to meet contemporary societal needs.
2. Explore solutions that expands delivery of digital services, promotes innovation and information sharing.

Realise the potential of our business

1. Evolve our business model to optimise the value created by our people and assets.
2. Ensure we have the culture, capability and skills that enable our business for the future.
3. Continue our reconciliation journey and further embrace all forms of diversity to enrich our organisation.

This document represents the Strategic Development Plan (SDP) prepared by the Western Australian Land Information Authority, trading as Landgate, under the provisions of the Land Information Authority Act 2006. The Land Information Authority Act 2006 requires Landgate to submit a SDP for the Minister for Lands' approval each year by a date determined by the Minister, in agreement with the Treasurer.

The SDP outlines Landgate's directions and objectives between 2022 and 2027, supporting the delivery of its functions in administering and providing access to information, in land information systems, as the laws of the state requires. Landgate details its initiatives for the first year of the SDP in its Statement of Corporate Intent (SCI): Our Plan 2022/23.



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