



# Our Plan

Statement of Corporate Intent  
2024/25

# Vision

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

## 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”.

## 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.

## Culture

Through agreed behaviours, Landgate nurtures a culture that strives for a shared purpose, values learning, and delivers results.

We deliver value to the State through three core functions:



### Locate

We help people locate their place in the world.



### Value

We value property.



### Secure

We secure interests in property.

# Strategic themes

Our strategic themes outline the outcomes, we achieve by the end of the strategic planning period.



## Contribute to a strong and sustainable WA economy

- ▶ Our services are delivered efficiently and effectively to support the sustainable economic growth and development of the State.
- ▶ Spatial WA has founded a digital capability to provide better services for the WA community.
- ▶ Our data continuously provides confidence, supports innovation and contributes to the diversification of the State's economy.



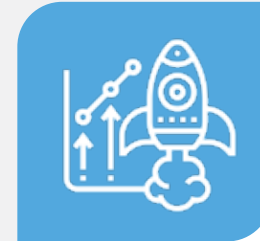
## Meet evolving customer and community needs

- ▶ Our services have continued to meet or exceed our customer expectations.
- ▶ Our business operations have met our community's environmental, social and governance expectations.
- ▶ Increased digitalisation has delivered innovative ways of servicing our customers securely and sustainably.



## Drive outcomes in the interest of WA







- ▶ Our leadership has promoted and increased the use of digital location information across sectors to improve community and industry outcomes.
- ▶ Our leadership in government and industry forums has contributed to the development of national and state strategies, standards and practices.












## Optimise the potential of our business









- ▶ Our potential and productivity have been optimised through continued investments in our people, culture, technology, security and processes.



Initiative	Targets
	<p>1. Deliver location information and services effectively and efficiently</p> <ul style="list-style-type: none"> <li>▶ Land information databases are current and relevant to the Western Australian community:                             <ul style="list-style-type: none"> <li>• Naming and addressing jobs completed within 10 business days (target 85%).</li> <li>• Property boundary related jobs completed within the agreed benchmarks (target 97.2%).</li> </ul> </li> <li>▶ Imagery systems are available to support the State's mapping, monitoring and predicting of bushfires (target 99%).</li> <li>▶ Overall satisfaction with the capture of, discovery of and access to government location information (target 80%).</li> <li>▶ Average cost of providing land information and services for the State (per square km) (\$18.06).</li> <li>▶ Access to the State's location information: Average cost per dataset (\$2,967.78).</li> </ul>
	<p>2. Deliver on the project plan to implement a Whole of Government Advanced Spatial Digital Twin</p> <ul style="list-style-type: none"> <li>▶ Complete procurement for Spatial WA technology platforms.</li> <li>▶ Complete demonstration of Midland Station focus area.</li> <li>▶ Commence implementation of use cases.</li> </ul>
	<p>3. Promote the use of location data and technology to progress improved data capture, sharing and collaboration</p> <ul style="list-style-type: none"> <li>▶ Deliver a program to promote the use of location data through sponsorship, data supply and partnerships.</li> <li>▶ Facilitate WALIS Community events and deliver Capture WA Program to ensure optimal spend of the program budget.</li> </ul>
	<p>4. Modernise foundation spatial data and systems</p> <ul style="list-style-type: none"> <li>▶ Deliver an endorsed business case to pursue preferred options.</li> </ul>
	<p>5. Collaborate in national forums to progress the harmonisation of strategies, policies, standards and data sharing practices</p> <ul style="list-style-type: none"> <li>▶ Contribute proactively to national discussions and provide in-kind contribution to specific projects.</li> <li>▶ Present the ANZLIC Strategic Plan roadmap status at WALIS Council and Community to ensure key stakeholders are consulted on national initiatives.</li> </ul>
	<p>6. Progress remote sensing initiatives to support environmental and natural resource management</p> <ul style="list-style-type: none"> <li>▶ Develop a new monitoring initiative that supports a WA Natural Resource Management policy objective.</li> </ul>

Initiative	Targets
	<p>7. Deliver land titling services accurately and efficiently</p> <ul style="list-style-type: none"> <li>▶ The land titles register is updated and maintained in a timely and accurate manner:                             <ul style="list-style-type: none"> <li>• Simple and correct documents are registered within two working days of lodgement (target 88%).</li> <li>• The number of adjusted Certificates of Title arising from identified errors as a percentage of the total Certificates of Title on the land titles register (target <math>\leq 0.25\%</math>).</li> </ul> </li> <li>▶ Average cost of maintaining land tenure information, certainty of ownership and other interests in land, per Certificate of Title (\$22.93).</li> </ul>
	<p>8. Continued automation of land registry processes</p> <ul style="list-style-type: none"> <li>▶ Implement updates to national e-conveyancing data standards and residual documents.</li> <li>▶ Implement electronic notices for caveators and lodging parties.</li> </ul>
	<p>9. Commence development of digital plan lodgement requirements</p> <ul style="list-style-type: none"> <li>▶ Complete options analysis of a digital lodgement solution for plans using digital plan data, based on the Australian and New Zealand data standards for plans.</li> </ul>
	<p>10. Drive legislative reform towards a fully electronic property market supporting urban infill and housing affordability</p> <ul style="list-style-type: none"> <li>▶ Cabinet submission to introduce digital mortgages by December 2024.</li> </ul>
	<p>11. Collaborate in national forums to progress the harmonisation of land titling services, standards, strategies and data sharing practices</p> <ul style="list-style-type: none"> <li>▶ Contribute at national forums (e.g. Australian Registrars' National Electronic Conveyancing Council, Australian Registrars' Working Group) to introduce competition in the electronic conveyancing market.</li> <li>▶ A national compliance assurance system and supporting processes for registrations' operations.</li> </ul>

Initiative	Targets
	<p>12. Deliver valuation services effectively and efficiently</p> <ul style="list-style-type: none"> <li>▶ International standards for accuracy and uniformity of rating and taxing values are met:                             <ul style="list-style-type: none"> <li>• Benchmark against international standards for accuracy using Median Ratio Test:                                     <ul style="list-style-type: none"> <li>- Gross Rental Value (target &gt;92.5%).</li> <li>- Unimproved Value (target &gt;92.5%).</li> </ul> </li> <li>• Coefficient of dispersion to check uniformity of values:                                     <ul style="list-style-type: none"> <li>- Gross Rental Value (target &lt;7%).</li> <li>- Unimproved Value (target &lt;15%).</li> </ul> </li> <li>• Adjustments of rating and taxing values as a result of objections and appeals as a percentage of total values in force (target &lt;0.1%).</li> </ul> </li> <li>▶ Average cost per valuation (\$20.26).</li> </ul>
	<p>13. Complete the implementation of the new valuation system</p> <ul style="list-style-type: none"> <li>▶ Replace ValSys with a modern valuation system with a new system go-live by March quarter 2025.</li> <li>▶ Staff trained to use the new system.</li> </ul>
	<p>14. Develop a strategy to foster greater collaboration with industry and tertiary education sectors to increase valuer capacity</p> <ul style="list-style-type: none"> <li>▶ Develop a strategy to increase access to valuation professionals.</li> </ul>
	<p>15. Improve the governance and security of valuation data</p> <ul style="list-style-type: none"> <li>▶ Develop modern and secure interfaces to external data suppliers to share data between agency systems.</li> </ul>

Initiative	Targets
 <p>16. Implement recommendations from the <i>Land Information Authority Act 2006</i> review</p>	<ul style="list-style-type: none"> <li>▶ Progress the implementation plan for the <i>Land Information Authority Act 2006</i> review recommendations.</li> </ul>
 <p>17. Progress the activities to operationalise Landgate's Environmental, Social and Governance (ESG) strategy</p>	<ul style="list-style-type: none"> <li>▶ Progress the implementation of the ESG strategy to support the achievement of ESG outcomes for our state, customers and community.</li> </ul>
 <p>18. Review relevant Landgate administered legislation</p>	<ul style="list-style-type: none"> <li>▶ Complete a statutory review of the <i>Strata Titles Act</i>.</li> <li>▶ Commence a statutory review of the <i>Community Titles Act</i>.</li> <li>▶ Progress a review of administered surveying legislation.</li> </ul>
 <p>19. Progress our diversity commitments to build an agency that is a leader in reconciliation and inclusion initiatives</p>	<ul style="list-style-type: none"> <li>▶ Implement action items from corporate diversity plans.</li> <li>▶ Agree actions in the next iteration of our Reconciliation Action Plan and implement the Multicultural Action Plan.</li> </ul>
 <p>20. Position our workforce and workplace to meet our future needs</p>	<ul style="list-style-type: none"> <li>▶ Identify and implement options for further agile working arrangements.</li> <li>▶ Progress the implementation of the agreed employee value proposition.</li> </ul>
 <p>21. Advance our ICT environment including adopting contemporary cyber security measures</p>	<ul style="list-style-type: none"> <li>▶ Continue to deliver the IT Roadmap 2023-28.</li> <li>▶ Progress the implementation of the cyber strategy to support the evolution of our cyber culture.</li> <li>▶ Implement the Information Classification Policy.</li> </ul>
 <p>22. Complete the transition to a future state ICT service provision</p>	<ul style="list-style-type: none"> <li>▶ Complete the transition to new service provision arrangements.</li> <li>▶ Build internal capability for delivery of ICT and contract management.</li> <li>▶ Fully novate Advara managed contracts to Landgate.</li> </ul>
 <p>23. Progress our customer centric culture</p>	<ul style="list-style-type: none"> <li>▶ Implement Customer Service training programs for all our staff.</li> <li>▶ Complete a review of the agency wide Customer Relationship Management approach.</li> </ul>





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This document represents the Statement of Corporate Intent 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 Statement of Corporate Intent for the Minister for Lands' approval each year by a date determined by the Minister, in agreement with the Treasurer.

The Statement of Corporate Intent outlines Landgate's directions and objectives for 2024/25, 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 Strategic Development Plan in its Statement of Corporate Intent: Our Plan 2024/25.

