



Our Direction

Strategic Development Plan
2024/25 - 2028/29

Introduction

Our vision *to fully harness the value of “where” to power a thriving Western Australia* is guided by the key role Landgate plays in securing property interests, valuing property and providing authoritative location information. Collectively, this delivers significant value to our state and community.

Our Strategic Development Plan for the next five years demonstrates Landgate’s ongoing commitment to a journey of increased digitalisation. We will continue to invest in and harness contemporary technology solutions to deliver better and more efficient services to our customers.

With significant state investment in Spatial WA, the State’s Advanced Spatial Digital Twin, Landgate will drive greater access to visualisations of land and location information that are secure and further promote inter-agency collaboration.

These investments continue to provide improved decision making across the sector and support innovation and the diversification of the State’s economy.

The Strategic Development Plan acknowledges and incorporates the findings from the statutory review of Landgate’s enabling legislation, the *Land Information Authority Act 2006*.

This review, which was tabled in the WA Parliament in November 2022, firmly endorsed the roles and functions of Landgate and that our vision for the future is sound. We continue to work on implementing the review recommendations over the period of this Strategic Development Plan.

In the coming years, we will aim to further strengthen our efforts so that Landgate products, services and actions meet the ethical, environmental, social and governance expectations of our customers and community.

At the heart of Landgate’s culture is a desire to innovate and be bold and ambitious, as we look to an exciting future.

As WA’s trusted custodian of land information, the focus areas outlined in the Strategic Development Plan ensure we are well positioned to deliver on our objectives both now and into the future while meeting the ever-evolving needs of our customers.

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.

Dynamics affecting our world



Supporting the WA economy

Landgate will continue to contribute to the State's economy by supporting the efficient operation of the property market while providing fair, impartial valuations for rating and taxing. The State has invested in an Advanced Spatial Digital Twin, which will be delivered by Landgate, as the lead agency, in collaboration with our peer agencies.

This key piece of digital state infrastructure will support a range of WA initiatives such as the State Infrastructure Strategy and the Office of Digital Government's Digital Strategy as well as planning efforts and decision making for individual agencies. Several use cases have been identified, which will be delivered over the next five years. This will provide tangible benefits to WA and our community including improved state planning and resource management.



Evolving legislation as society changes

Societal expectations and preferences continue to evolve. To meet these expectations and facilitate change, the legislative framework that underpins Landgate's role must also develop.

We will continue to monitor developments and advocate appropriate legislative change so that contemporary community needs are reflected in the legislation we administer and shape national agendas for the benefit of Western Australians.



Property industry dynamics

Technology will continue to drive digital transformation in the real estate and finance industries to make property transactions faster and give consumers greater choice.

Landgate will be working with industry to progress regulation changes that will mandate the use of electronic residual documents in a staged manner. These changes will move the industry towards having a single electronic conveyancing process rather than operating dual processes and platforms that support both paper and digital conveyancing documents. This will make it more efficient for industry.

At a national industry level, Landgate continues to drive the implementation of the legislative, process and system changes needed to enable interoperability between Electronic Lodgement Network Operator, providing consumers with greater choice and supporting greater competition between Electronic Lodgement Network Operator.



Customer and community expectations

We continue to engage with our customers and stakeholders to understand their needs and leverage technology and process improvements to enhance our service offering. This involves hosting strategic conversations with industry partners and government peers to discuss trends and emerging needs.

With growing community expectation that government increases transparency and collaboration to deliver better, more secure and efficient services, we will proactively work to contribute to the Environmental, Social and Governance (ESG) outcomes for our community.



Digital transformation, data sharing and cyber culture

For land information, the combination of technologies is creating new opportunities in the way land is located, transacted and valued. As the responsible agency for enabling cross government data sharing, collaboration and the use of location information, Landgate continues to play a significant role in the future way the public sector shares its data. Digitalisation continues to drive corporate agendas and Landgate is not only leveraging technologies including Robotic Process Automation and Machine Learning to support customer delivery but also improving our internal business processes and efficiencies.

Business continuity and cyber security challenges are increasingly dominating corporate strategic agendas, and cyber security standards continue to evolve to meet contemporary security needs. Landgate continues to enhance our cyber security culture and align to contemporary standards set by the Office of Digital Government. This allows us to continue to keep our data safe and secure.



The value of location information

Location information is increasing in value and is central to how our society connects, uses services and makes sense of the world around it. It is now being visualised in three and four dimensions (the fourth dimension being 'time') and will play an increasingly critical role in supporting a diversifying and growing state economy.

Landgate's strategy aims to realise greater value in how location data is currently used to support government service delivery and infrastructure development through enhancement of WA's spatial technology and capabilities.



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.



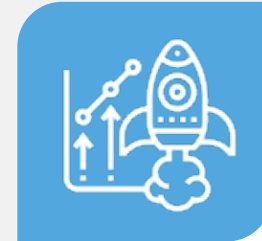
Meet evolving customer and community needs

- ▶ Our services have continued to meet or exceed our customer expectations.
- ▶ Our business operations have met our community's ESG 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.



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This document represents the Strategic Development Plan 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 Strategic Development Plan for the Minister for Lands' approval each year by a date determined by the Minister, in agreement with the Treasurer. The Strategic Development Plan outlines Landgate's directions and objectives between 2024/25 to 2028/29, 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.

