



Department of Land Information
Government of Western Australia

Department
Of
Land
Information

ANNUAL REPORT
2003-2004

“In the West...every parcel of land, every building, every piece of equipment, or store of inventories is represented in a property document that is the visible sign of a vast hidden process that connects all these assets to the rest of the economy. Thanks to this representational process, assets can lead an invisible, parallel life alongside their material existence. They can be used as collateral for credit. The single most important source of funds for new businesses in the United States is a mortgage on the entrepreneur's house. These assets can also provide a link to the owner's credit history, an accountable address for the collection of debts and taxes, the basis for the creation of reliable and universal public utilities, and a foundation for the creation of securities (like mortgage-backed bonds) that can then be rediscounted and sold in secondary markets. By this process the West injects life into assets and makes them generate capital.”

Hernando de Soto

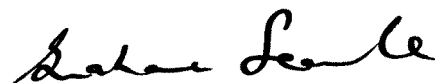
The Mystery of Capital - Why Capitalism Triumphs in the West and Fails Everywhere Else

<http://www.ild.org.pe/tmoc/cp1-en.htm>

**Hon Nick Griffiths LLB MLC
Minister for Housing and Works; Racing and Gaming;
Government Enterprises; Land Information**

In accordance with *Section 62 of the Financial Administration and Audit Act 1985*, I hereby submit for your information and presentation to Parliament, the Annual Report of the Department of Land Information for the year ended 30 June 2004.

The report has been prepared in accordance with the provisions of the *Financial Administration and Audit Act 1985*.



Grahame Searle
Chief Executive

31 August 2004

This Annual Report for the Department of Land Information (DLI) is available at the Department of Land Information's website at www.dli.wa.gov.au

Strategic Planning Framework:

Better Planning: Better Services, A Strategic Planning Framework for the Western Australian Public Sector
Department of Premier & Cabinet
<http://www.dpc.wa.gov.au/psmd/pubs/psrd/spfnov2.pdf>

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ABOUT THE DEPARTMENT OF LAND INFORMATION

Western Australia's Department of Land Information (DLI) has played a pivotal role in the social and economic development of Western Australia.

Since its origin in 1829 as the Survey Office of the Swan River Colony, DLI has provided vital land and property information that has underpinned our State's sustained growth and prosperity, and ensured the security of land ownership essential for stimulating capital investment.

Today, the impact of land information is broad and far-reaching. It extends well beyond traditional valuation records and ownership titles, to encompass detailed social, environmental and economic data integrated with space-age satellite imagery, aerial photography and digital mapping.

Our Vision

DLI has entered the new millennium with a clear vision for the future of its business.

We will:

- Focus on global standards and practices;
- Be the first point of contact for advice about land matters;
- Provide high quality, integrated, digital land information;
- Be a 'one-stop shop' provider;
- Lead in the direction and solution of land matters;
- Pay our way;
- Focus on outcomes;
- Leverage off our intellectual capital;
- Know our customers' business; and
- Use technologies and business processes that anticipate customer needs.

Our Mission

To contribute to the sustainable growth and prosperity of Western Australia through innovative land services, a world class land and property information infrastructure, and an impartial valuation service.

Our Values

DLI's values lay the foundation for the way in which it assists customers and colleagues:

- Quality and continuous improvement;
- Dealing with others in an ethical and fair manner;
- Encouragement and innovation;
- Flexibility and responsiveness;
- Consultation and participation through teamwork;
- Rewarding and recognising people who contribute to DLI's vision; and
- Enabling and encouraging people to reach their full potential.

What we do...

- Our core business is land information. We are responsible for ensuring the State's land ownership records are up-to-date and easily accessible.
- We collect geospatial data from ground surveys, aerial photography and satellite imagery. This information is used to produce a wide range of digital and hard copy maps for many different purposes.
- We provide an effective and impartial valuation and property information service.
- We are a lead agency in the Western Australian Land Information System (WALIS) – a consortium of State Government agencies that coordinates WA's land information.

Our customers...As well as providing products and services for the entire community, DLI has also developed a relationship with the following customer groups:

- Conveyancers and settlement agencies;
- Financial institutions;
- Land developers;
- Legal professionals;
- Local governments and other government agencies;
- Mining and exploration industries;
- Pastoralists and farmers;
- Real estate agents, valuers and land economists;
- State, Commonwealth and global agencies;
- Surveyors, cartographers, spatial and GIS users;
- Tourism and recreation industries; and
- Educational groups and training specialists.

Strategic Plan for 2000-2005 – New Horizons

In 1999-2000, DLI launched a strategic plan spanning five years. Known as *New Horizons*, the plan has been updated and now outlines how the department will build on initiatives already underway. The targets set in *New Horizons* reflect goals that we believe should be achieved by 2005 to provide the type of land infrastructure the State will need to support its development and growth.

The goals...

- Leverage DLI's intellectual property to generate revenue through new opportunities, products and services.
- Lead in the application of land expertise and land information and property solutions to achieve Government priorities.
- Lead in the delivery of a registration system guaranteeing all interests in land.
- Enable all Western Australians to access Government information about valuation, ownership and interests in land at any time from any location and through a single doorway.
- Deliver fundamental land and property data sets to meet the management needs of the State.
- Target self-sufficiency and ensure that all necessary resources are available and systems in place to meet DLI's Strategic Goals.

Better Planning: Better Services

A Strategic Planning Framework for the Western Australian Public Sector

As a State Government department, DLI is committed to the Strategic Planning Framework, which sets out the Government's vision for Western Australia.

The goals of 'Economy' and 'Governance' are closely aligned with the strategic outcomes of DLI.

- **Economy:** DLI's core activities of titling and valuation activities underpin land and property markets and the State's rating and taxing base. DLI's land information activities underpin industry growth and e-commerce.
- **Governance:** Initiatives such as the Shared Land Information Platform (SLIP); DLI's focus on technology and its new e-business direction; and its contribution to whole-of-Government savings are aligned with the ideals of Governance.

Vision

...the best opportunities for current and future generations

Western Australia will be a creative, sustainable and economically successful State that embraces its multicultural heritage and its rich natural resources. It will provide the best opportunities for current and future generations to live better, longer and healthier lives.

Goals

- **People and Communities**
 - To enhance the quality of life and wellbeing of all people throughout Western Australia
- **The Economy**
 - To develop a strong economy that delivers more jobs, more opportunities and greater wealth to Western Australians by creating the conditions required for investment and growth
- **The Environment**
 - To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected
- **The Regions**
 - To ensure that regional Western Australia is strong and vibrant
- **Governance**
 - To govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future

YEAR IN REVIEW

Chief Executive's Foreword

Like the State of Western Australia, the Department of Land Information also celebrates its 175th anniversary in 2004. As the oldest State Government department, DLI and its forerunners have been responsible for surveying and mapping since a colony was first established in WA in 1829.

Although celebrating such a milestone compels us to look backwards, it also provides us the opportunity to look forward. It is an apt time to do so – the 2003/2004 financial year involved many changes in our structure and functions, and put in motion the mechanisms for DLI to take a significant new direction.

Our move towards becoming a statutory authority with commercial powers progressed strongly this past year. Crown land management was transferred to the Department for Planning and Infrastructure; new divisions and roles were established within the agency, and a reform of business processes, structures and products and services has occurred to align them to DLI's new strategic direction.

The creation of a separate entity known as Land Information within the portfolio of DLI's new Minister, The Hon Nick Griffiths MLC, also highlighted the growing importance that land information is taking within this State.

The past year also proved a winning year for us in terms of awards. Our ground-breaking Energy Performance Contract, established us as leaders in energy efficiency and cost savings, and won us both a Premier's Award and an Environment Award.

The Electronic Advice of Sale 2 (EAS2) initiative, one of DLI's successful e-commerce programs, was also presented with a WA Information Technology and Telecommunications Award.

And just recently, DLI scooped three awards for its 2002/2003 Annual Report (including a Gold) at the WS Lonnie Awards.

These awards have shown that DLI is achieving high standards in both our core duties and those that are outside our traditional land information scope, but form part of our Government responsibilities.

Our achievements have taken place during a year that has been extremely busy across the agency but nowhere more so than in the business of titles and land registration.

Continuing the trend from the previous two years of record high document lodgements, DLI processed the highest of all time this last financial year. A total of 400,158 documents were lodged, equating to \$39 billion of mortgages secured by our registration system. On top of the hectic pace, DLI's staff continued to achieve excellent customer service and at the same time, constantly look to develop new ways of serving our customers better.

One such way was shown with the November launch of Landgate, DLI's new gateway to land and property information.

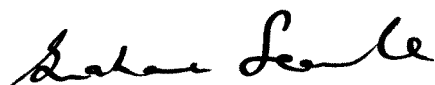
Marking a new era in land information, this DLI project is one of the first online land and property portals in Australia.

Landgate is in line with the worldwide trend to harness the Internet to directly link business needs with relevant government information. Utilising the concept of joined-up government services to improve service delivery, it has the potential to create new business opportunities by expanding the community's access to government land information.

Online services, such as Landgate, help to establish DLI as a leader in land information. It has created a first in e-government initiatives in our State, and has paved the way for even bigger and better ways to service the community of Western Australia.

Five years ago the agency developed its strategic plan 'New Horizons', which set the agency's goals and missions to the year 2005. We are now at the time when we need to take 'New Horizons' to a different level to meet the needs of Government, business and the community – as well as our staff. Setting a new strategic direction for the next five years of the agency will be a challenge for the months ahead.

I believe we have the right people and we are travelling in the right direction. Experience and confidence, together with a clarity of vision that comes from having such a long history, will ensure that we are creating a benchmark organisation of national and international standards.



GRAHAME SEARLE
CHIEF EXECUTIVE

SIGNIFICANT ISSUES AND TRENDS

- The Western Australian property market continues to experience high activity levels, which directly impact the demand for land information, registration and valuation services.
- There is a continuing and growing demand for improved access to high quality, integratable, digital land information requiring new and innovative delivery models to meet an ever-increasing range of customer uses.
- Land information is gaining recognition as a key element underpinning Government decision making and the delivery of public policy.
- Cabinet approved, in October 2003, the drafting of a Bill to transform DLI from a Government department to a statutory authority with commercial powers to allow the delivery of a greater return to the State and community of Western Australia's land and property information.
- There are rising expectations by Government, industry and the community for more cost effective management and delivery of land and property information services, including:
 - A single point of electronic access to land and property information, particularly with regard to discovering the full range of interests in land;
 - Replacement of paper based documentation with electronic forms for land developers and conveyancers; and
 - Reducing duplication of land information maintenance across Government agencies.
- There is heightened Government and community commitment to sustainable development and increasing pressure for registration of water rights and carbon credits and the recording of Native Title.
- Impartial and accurate rating and taxing values continue to underpin the revenue collection of State and local governments. In other states, the level of criticism and litigation is increasing, which may mean more attention will need to be directed to data quality and justification of valuations in future.
- Independent valuation and property advice is critical to the transparency of all Government property transactions, in particularly compulsory acquisition.

ACHIEVEMENTS 2003-2004

Corporate highlights

Determining Our Values

A review of our values and behaviours commenced to ensure that they support the business direction during the transition to a statutory authority and into the future. All staff were invited to participate in one of the 41 workshops held throughout the agency from December 2003 to June 2004. During these workshops, staff members had the opportunity to identify the agency's future values and the behaviours that underpin these.

To assist in the process, staff were asked to respond to an e-survey that was placed on DLI's Intranet. An overwhelming 73% of staff attended the workshops with approximately 63% responding to the e-survey.

The new DLI Code of Business Conduct will incorporate the most important values and behaviours identified by staff through the e-survey and workshops.

In the future, our corporate values and behaviours will become a part of all aspects of our business; from decisions made at the Corporate Executive level to performance management, recruitment and selection processes and training and development programs.

Energy Performance Contract – Winner of Premier's Award and Environment Award

DLI's strong commitment to sustainability and energy efficiency earned it two prestigious awards in late 2003.

The agency's long-term strategy to reduce its energy use and costs in its Midland building, and the subsequent signing of the Energy Performance Contract (EPC) saw it presented with a 2003 Premier's Award for Excellence in Public Sector Management, in the Sustainable Environment Category; and secondly, a WA Environment Award, in the Energy Efficiency category.

The EPC has made history in WA, as DLI is the first public sector agency to embark on a such a contract. It establishes the agency as a reference site for both government and private industry.

WA Information Technology and Telecommunications Award (WAITTA)

The Electronic Advice of Sale 2 (EAS2) initiative, a first of its kind in Australia, won DLI a WAITTA award in March 2004.

The Award recognises the outstanding performance and contributions by members of the industry. EAS2 provides conveyancing customers with an online service, bringing together the services of DLI, the Office of State Revenue, the Department of Treasury and Finance, and the Water Corporation.

The WAITTA Awards also recognised the support DLI has given to students within the industry through the Corporate Education for Enterprise Development project. In collaboration with Edith Cowan University, students are invited to join various DLI projects to develop their business and project skills. The program has been successfully held since 1999.

Landgate

Landgate – DLI's gateway to land and property information – was launched in November 2003. This project is one of the first online land and property portals in Australia, and harnesses the Internet to directly link business needs with relevant government information.

Operating as a single point of access for land related information, it currently includes service channels for planning, survey, conveyancing, government and business. The value of Landgate will expand more as agencies participate in supplying and integrating information, aiding in such aspects as planning and road issues, conservation, mining, emergency services and more.

Shared Land Information Platform (SLIP)

State Cabinet agreed to DLI developing an approach to linking all Government land and property information, allowing it to be accessible online. Initially, four key areas have been identified as potential business opportunities for the Shared Land Information Platform (SLIP).

These four key areas identified for development are:

1. Enquiries on land interests;
2. Land development (or subdivision process);
3. Emergency management and recovery; and
4. Managing natural resources

The SLIP initiative aims to deliver online access to the WA Government's land and property information and improve the delivery of services across government.

Agencies will be better able to share their information using a common framework, leading to customers having better access to data and services. There will also be an opportunity to reduce the amount of capital investment required across Government.

Cooperative Research Centre for Spatial Information (CRC-SI) Funding

Funding received from the CRC-SI will allow DLI, NGIS Australia and Curtin University of Technology to demonstrate how advanced spatial information technology can support Emergency Management activities.

The three organisations, who are members of the CRC-SI, have been granted \$190,000 over the next 18 months to develop a prototype that will enable emergency managers to access and use critical map-based information on a national scale.

Along with Emergency Management, the project will also focus on creating a Bushfire Management System. This will build on the work already achieved by DLI's Firewatch program and the Federal Sentinel Fire Mapping website.

Mapping for FuelWatch Website

The Department of Consumer and Employment Protection (DOCEP) website FuelWatch now has the capability for its users to access online maps to find cheaper petrol, thanks to DLI's mapping application.

Custom made for FuelWatch, DLI has created maps of the entire State, to complement locations of petrol stations. The maps, which include a zoom-in and zoom-out feature, enable users to also plan their journeys through a built in Trip Planner.

Transition to a Statutory Authority

In October 2003, Cabinet approved the drafting of a Bill to establish a land information statutory authority with commercial powers, to deliver a greater return to government and the community on the State's land information asset. The decision followed extensive community and stakeholder consultation, incorporating groups representing surveying, spatial, conveyancing and housing industries, government agencies and staff.

Implementation Plan

In March 2004, the Minister for Housing and Works; Racing and Gaming; Government Enterprises; Land Information, the Hon Nick Griffiths MLC, endorsed an Implementation Plan for the transition to the statutory authority. The purpose of the Plan is to ensure that the transition from department to statutory authority occurs in a staged and managed way, with agreed timeframes and minimal risk to service delivery. It sets out the objectives, principles, processes, key targets and timeframes for establishing the new authority and managing the transition.

Implementation of the plan will be complemented by a number of in-house initiatives designed to introduce a commercial focus to relevant products, services and business processes.

Business Plan

A Business Plan for the statutory authority was developed with guidance from the Department of Treasury and Finance (DTF). The plan spans eight years from 2003/2004 to 2010/2011, and sets out the services to be delivered by the authority, and projections of its financial performance.

Transition of IT Infrastructure Services

DLI managed a transition in the contract of its IT infrastructure services from the previous service arrangement with Computer Science Corporation, to Unisys West Proprietary Limited. This new contract will cover the provision of support for server management services and network manager services.

New Telephony System

A preferred tenderer of a Voice-over IP system was selected, marking a new era in DLI telecommunications. This system will replace the department's multiple PABX systems with a technology enabled, customer centric service. The contract and implementation of the system will occur in the 2004/2005 financial year.

Valuation Services Contribution to Commonwealth Grants Commission Review

A review conducted by the Commonwealth Grants Commission into the distribution of GST revenue to the States has changed its method of assessing land tax.

Ongoing and substantial contributions made by DLI's Valuation Services resulted in an increase of in WA's share of GST revenue by approximately \$5 million. This review has also assisted Department of Treasury and Finance (DTF) officials to recognise the strategic importance of the ValSys database to the State.

National Street Addressing Standard

The new Standard was launched in WA in September 2003 to ensure that the eight State and Territory Governments and 800 local governments around Australia will assign street addresses using the same criteria.

An extension of the conventions developed by DLI's street addressing program, the Standard is a joint initiative between Standards Australia/New Zealand and the National Intergovernmental Committee on Surveying and Mapping (ICSM).

FINANCIAL OVERVIEW

From 1 July 2003, Government transferred responsibility for Crown Land Services to the Department for Planning and Infrastructure. Consequently, all attendant Assets and Liabilities (both Controlled and Administered) were transferred effective from that date.

Therefore, results for 2002/2003 and 2003/2004 are not strictly comparable.

Operating Revenue

Operating revenue continued to be influenced by a buoyant property market. During 2003/2004 DLI's revenue exceeded \$65m of which a large proportion (83%) related to Land Titles Management activity.

Cost of Services

The cost of services reduced markedly (around 14%) mainly as a result of the transfer of the Crown Land Services function.

Capital Expenditure

Capital expenditure during 2003-04 exceeded \$8.5m. The majority of the investment continued to be in information technology, which included the ongoing asset replacement program, systems development and implementation of:

- Landgate, an online gateway to provide access to land and property information held by the Western Australian Government; and
- Electronic Advice of Sale 2 (EAS 2), enabling conveyancers to submit a single request to obtain rates and taxes information from the Department of Treasury and Finance, Water Corporation and Local Government.

Financial Summary

	2004 (\$'000)	2003 (\$'000)
Cost of Services		
Operating Expenses	86,515	100,672
Operating Revenue	65,750	60,782
Net Cost of Services	20,765	39,890

Statement of Financial Position

Total Assets	72,857	92,809
Total Liabilities	23,110	20,491
Total Equity	49,747	72,318

SUMMARY OF OUTPUT MEASURES

Quantity Measures	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Land registration actions	1,815,296	1,892,461	1,821,650	1,979,902
Physical land information data sets maintained and developed	9	9	9	9
Land boundary information data sets maintained and developed	3	3	3	3
Valuations completed	1,371,492	1,145,529	1,392,091	1,522,666
WALIS Key Result Areas	na	na	6	6

Quality Measures	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Maintain AS/NZS ISO 9001:2000 Quality Assurance for physical land information data set maintenance and development processes	Maintained	Maintained	Maintained	Maintained
Maintain AS/NZS ISO 9001:2000 Quality Assurance for land boundary information data set maintenance and development processes	Not Achieved	Achieved	Maintained	Maintained
Claims against registered interests, as a result of fraud, negligence or error, settled by the Crown	1	1	0	0
Benchmark against international standards for accuracy and taxing values using Means Ratio Test				
Gross Rental Valuations	92.38%	93.04%	92.5%	93.87%
Unimproved Valuations	92.69%	91.76%	92.5%	90.58%
Coefficient of dispersion applied to check uniformity of values				
Gross Rental Valuations	5.01%	5.69%	<7%	6.26%
Unimproved Valuations	4.31%	5.17%	<15%	7.80%
Extent to which performance criteria for WALIS Business Plan projects and Key Result areas are achieved	64%	74%	75%	74%

Timeliness Measures	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Time systems providing registration services are available for use	98.6%	98.5%	98%	99%
Requests for physical land information data met within target times	99%	99%	95%	93%
Land boundary information added to data sets within target times	98%	96%	95%	92%
Turnaround target or agreed times met for:				
General Valuations	93%	95.4%	98%	99%
Market values, stamp duty values, plant and equipment values, and consultancy advice.	na	72.6%	85%	74.8%
Government Property Register values completed by 30 June	99.2%	100%	95%	98.4%
WALIS Business Plan projects completed or Key Result Areas advanced within agreed times.	57%	75%	90%	82%

Unit Cost Measures	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Land registration actions	\$22.26	\$24.28	\$24.59	\$24.36
Physical land information data sets maintained and developed	\$1,654,128	\$1,658,527	\$1,737,219	\$1,811,147
Land boundary information data sets maintained and developed	\$996,537	\$1,004,159	\$1,044,709	\$1,131,967
Valuations completed	\$12.16	\$14.94	\$12.40	\$11.19
WALIS Key Result Areas	na	na	\$265,667	\$258,500

OUTLOOK 2004-2005

- It is anticipated that the statutory authority will be established in 2005, subject to the drafting of legislation and its passage through Parliament.
- Development of a new strategic plan, as the existing plan is now five years old
- New governance arrangements and appointment of a transitional advisory committee, as a precursor to the managing Board

Business Realignment Program

It is expected that during the 2004/2005 financial year, the majority of the business realignment program will be completed. DLI is undergoing major change as it moves towards becoming a statutory authority with commercial powers. This change affects all aspects of the agency including its strategic directions, governance structures, funding, workforce and culture. The business realignment program has been introduced to facilitate the change process, and assist managers to adopt a more business-like approach to planning and decision making.

The program is fundamental to ensure that DLI:

- meets business plan targets agreed by the Expenditure Review Committee by improving efficiency, increasing revenue and controlling costs; and
- identifies opportunities to improve services; and
- makes the most effective use of resources.

The review process is based on a well-established methodology. It includes:

- detailed research on products and services;
- strategic marketing analysis for present and future value, and customer satisfaction;
- value chain analysis and full costing of product/ service delivery;
- identification of business improvement opportunities; and
- full documentation and audit trail.

Staff input and consultation occurs at every stage of the process. Customers provide input on the quality and use of services as appropriate.

The business realignment program began in October 2002 and is expected to be completed in June 2005. All areas of DLI's operations will be reviewed over this period. To date, reviews have been completed on geographic and customer service functions. A review of Valuation Services has recently commenced.

REVIEW OF OPERATIONS

SETTING NEW STANDARDS

The last two years have been the busiest in DLI's 175 years of operations, both in terms of work undertaken and organisational change.

As it moves closer to its goal of becoming a statutory authority with commercial powers, the department is revolutionising the way it operates.

DLI's predecessor agencies were very much about the allocation of a physical asset – land – and how best to use it for the State.

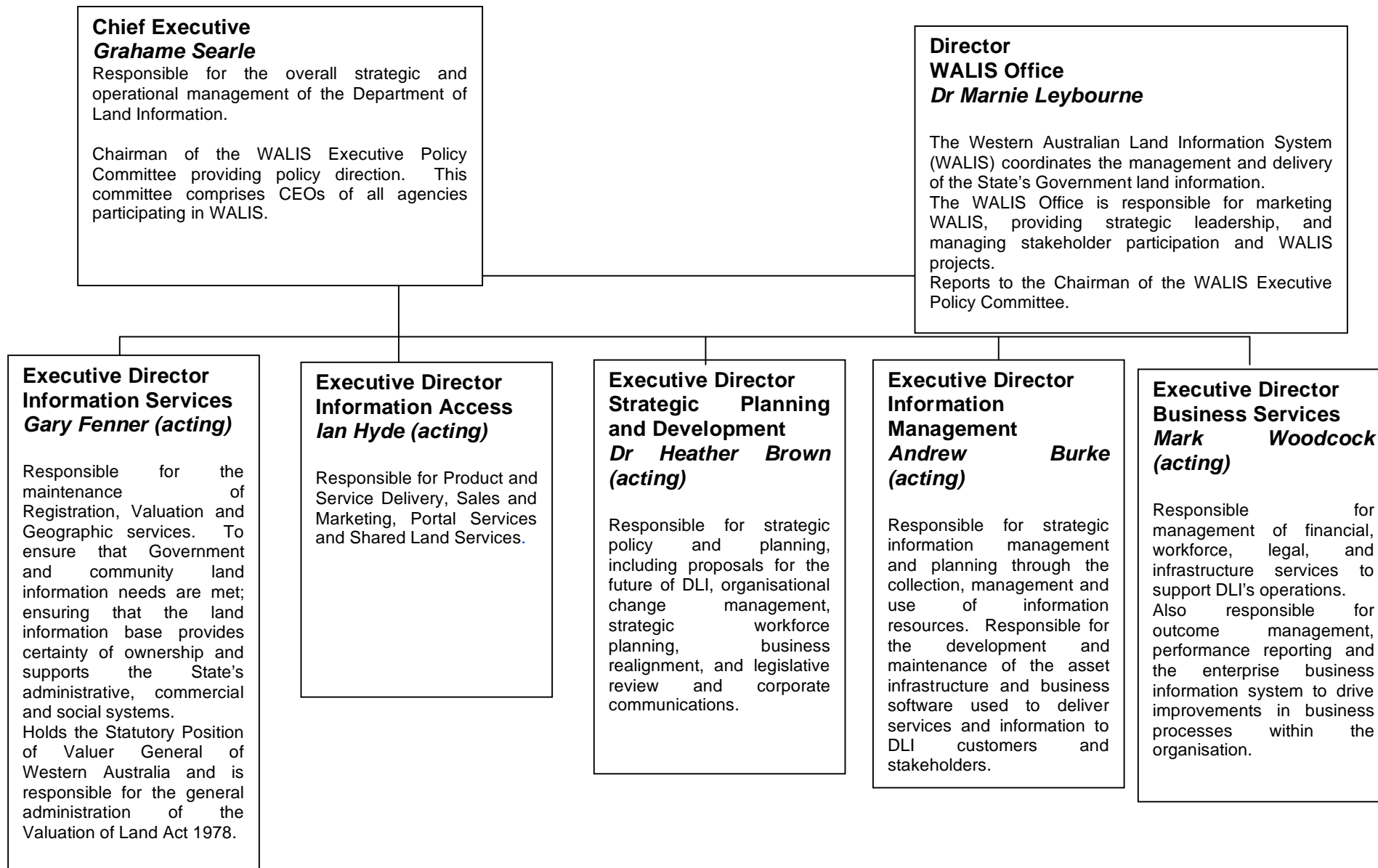
As the State's needs and priorities have changed, so have the demands on the department. DLI has evolved into a department that is no longer about the allocation of land, but is focused on providing land information. In this present day economy which values knowledge and information, our business is extremely important to the State's future.

By endorsing 2004 as the Year of the Built Environment, the Government acknowledges the role that people like surveyors, property developers and builders have had in shaping the State. Buildings and structures in which we live, work and play sit upon the land whose administrative framework is DLI's responsibility. The Year of the Built Environment celebrates in part the work DLI undertakes.

CHALLENGES FOR THE FUTURE

- Creation of an across Government platform (Shared Land Information Platform) for the delivery of online, integrated land and property information.
- Working with other agencies to deliver land and property information to the community.
- Generating a fair return for the Government's data.
- Enhancing the accuracy of data.
- Identifying business opportunities in partnership with the spatial industry.

DEPARTMENT OF LAND INFORMATION Organisational Overview



CORPORATE EXECUTIVE PROFILES

Grahame Searle – Chief Executive

Grahame Searle has qualifications in business. He has a strong background in information technology and, in particular, integrating computer systems for customer service delivery. Grahame has extensive experience in managing information technology projects for Victoria's Land Registry; Museum of Victoria; the Registry of Deaths, Births and Marriages; and Survey and Mapping Victoria. In 1997, he held the position of Director of Victoria's Title Registration Services, before joining DLI in 1998. For two years, he worked as Director Service Delivery, before acting as Chief Executive until being officially appointed in this role in June 2004. Mr Searle's term of appointment is five years.

Dr Heather Brown – Acting Executive Director, Strategic Planning and Development

Dr Heather Brown has a postgraduate qualification in psychology and over 20 years' experience in the public sector in a range of agencies including the Health Department, the Department of Local Government, the Ministry of Fair Trading and the Disability Services Commission. Heather joined DLI in January 1998 as Director, Strategic Policy and Planning. Her current responsibilities encompass strategic planning; corporate change management; leading the team responsible for the transition to a statutory authority with commercial powers; business realignment; corporate communications; and policy and legislative review.

Ian Hyde – Acting Executive Director, Information Access

Ian Hyde has qualifications in surveying and computing. He has been actively involved in land administration and information management for over 21 years in both the public and private sectors and was Coordinator of the WA Land Information System. Ian has extensive experience in land information management, negotiation, service delivery provision, strategic and business planning, strategic relationship management, policy development and management of multi-disciplinary teams and complex projects.

Mark Woodcock – Acting Executive Director, Business Services

Mark Woodcock has a BA honours degree in Economics. He has 25 years experience in various management roles including tertiary education, advertising and publishing, and more recently health care. He worked in the UK, Ireland, and the Middle East before migrating to Australia. He brings commercial and change management experience to DLI. Mark was appointed from the private sector to his current position in September 2000.

Gary Fenner – Acting Executive Director, Information Services

Gary Fenner has tertiary qualifications in agriculture and valuation, and a Bachelor of Business degree. He has over 32 years experience in the property industry including the positions of Chief Valuer Country, Chief Valuer Metropolitan and has held the position of Valuer General for the last four years. Gary has been an elected board member of the Australian Property Institute (API) for the past seven years. He is also Chairman of the API's Legislation Review Committee; a member of the Curtin University Advisory Committee for Property Studies and a member of the Property Education Foundation.

Andrew Burke – Acting Executive Director, Information Management

Andrew Burke is an engineer with a varied background in both the public and private sectors including operational management, policy and planning roles. In 1990, Andrew led a taskforce to develop a strategy to integrate and improve access to the State's land information. He was subsequently appointed Director, WA Land Information System in 1990. His next position was within DLI as Acting Director of Land Information and Administrative Services - a position he held until taking up his current acting position.

Contribution to Strategic Planning Framework
*Goal 5 – Governance*²

Corporate Governance

An effective corporate governance framework optimises business performance by ensuring transparent and ethical management practices.

DLI's Code of Corporate Governance Practice and the Corporate Executive Charter provide a governance framework that facilitates a high standard of leadership and direction for the agency. The Corporate Executive and its sub-committees operate in a manner consistent with sound management practice, and ensure that the organisation implements Government policy with openness and integrity, in the best interests of its customers and stakeholders. DLI has controls in place for business planning, compliance reporting, risk management and monitoring of operational performance.

The Corporate Executive

The Chief Executive Officer has ultimate responsibility to the Minister for DLI's performance and is supported by the Corporate Executive, DLI's principal governing body. The Corporate Executive is responsible for:

- developing and monitoring corporate directions;
- overseeing an effective control environment;
- budgeting and planning;
- monitoring operational management outcomes; and
- achieving accountability and compliance with Government requirements.

Transitional Arrangements

In October 2003, DLI put in place a new structure reflecting the agency's focus on providing electronic services and access to information, and movement towards a statutory authority. At 30 June 2004, the Corporate Executive comprised the Chief Executive and five Acting Executive Directors: Business Services; Information Management; Information Services; Strategic Planning and Development; and Information Access.

Corporate Executive Sub-Committee

As of April 2004, the Business Performance Committee operates as a sub committee of the Corporate Executive.

The Business Performance Committee focuses on operational matters, maintaining performance and reporting the Corporate Executive as required. It is the forum for dialogue and discussion, raising of concerns and developing solutions to ensure delivery of the department's ongoing services and products. Membership comprises:

- Director Business Services (Chair)
- Director Information Management
- Director Information Services
- Director Information Access

² See Government's Strategic Planning Framework, page 10

Advisory groups to the Corporate Executive

The Corporate Executive also receives advice from the following groups:

- The Diversity Management Committee – advises responsibilities regarding DLI's diverse workforce and customer base.
- The Peak Joint Consultative Committee – gives feedback from staff on human resource policy and industrial relations matters.
- The Workforce Alignment Committee - advises on staffing and structural issues in relation to maintaining alignment with DLI's strategic plan.
- The Customer Service Council – provides the customers' perspectives on service delivery issues.
- The Tenders Committee - provides independent, impartial comment on contracting and procurement.

Risk Management

Risk management is central to good corporate governance and is directly linked to maintaining an effective control environment and ensuring achievement of DLI's strategic goals.

DLI's Risk Management Policy confirms the agency's commitment to embedding risk management into all aspects of the business and aims to improve business performance as well as meet our compliance requirements. Guidelines and an electronic risk register support the policy. The Corporate Executive receives quarterly risk management reports that provide an overview of DLI's risk profile, the effectiveness of existing controls and progress on treatment plans.

Performance Audit

DLI maintains an internal audit service which provides assurance on a range of issues including risk minimisation; reliability of financial and management information; safeguarding of assets; legislative compliance; adherence to established policies and procedures and operational effectiveness, efficiency and economy. Performance Audit Branch provides the Chief Executive with independent assessments of DLI's control environment.

During 2003/2004, the Performance Audit Branch's resources were allocated to reviewing the following:

- Applications controls; information systems; information security; e-business projects; IT support contracts,
- Data integrity; regional reviews; mobile phones; benefits realisations; and
- Asset management, record keeping compliance and performance appraisal processes.

National Competition Policy

All relevant DLI legislation has been reviewed in accordance with the Competition Principles Agreement. Compliance guidelines have been developed for staff to ensure competition laws continue to be adhered to within the agency. The guidelines are available on DLI's intranet, and they also formed the basis of a staff awareness program which was conducted during 2003 - 2004.

Enabling Legislation

On 1 July 2003, the Department of Land Information was established, replacing the former Department of Land Administration. The new department includes the core functions of land registration, land and property valuation, land information and e-business.

Crown land administration was transferred to the Department for Planning and Infrastructure on 1 July 2003.

In October 2003, Cabinet approved the drafting of a Bill to establish a statutory authority with commercial powers.

Proposals for legislation were the subject of extensive consultation with DLI's stakeholders and broad support was received.

Western Australian Land Information Systems (WALIS) Office

The Western Australian Land Information System (WALIS) is a consortium of State Government Departments, local government and an increasing number of private organisations. WALIS is supported through the WALIS Office, situated within the DLI organisational structure. Acting WALIS Director, Dr Marnie Leybourne, reports directly to DLI's Chief Executive Officer in his capacity as Chairman of the WALIS Executive Policy Committee (EPC).

The WALIS EPC is responsible for the strategic direction of WALIS and reports to the Minister. The members of EPC are the chief executive officers of all WALIS State Government Departments, a representative from the WA Local Government Association and the Chairman of the WALIS Advisory Committee.

Coordination and operational activities of WALIS are managed through the WALIS Council. Key initiatives include the WALIS Forum, held approximately every 18 months, an ongoing series of seminars and coordination of the State Land Information Capture Program.

PEOPLE AT DLI

Contribution to the Strategic Planning Framework:

Goal 1 – People and Communities

Goal 2 – The Economy

Goal 5 – Governance³

During the year we have continued to develop and prepare our people for DLI's transition to a statutory authority. Self directed learning, choices and organisational change have been the key drivers of our people management initiatives.

Considerable work has been undertaken on the creation of our Values and Behaviours which will underpin the way we work as we move towards a statutory authority. An extensive consultation process with all staff took place in May and June. Forty-one workshops were conducted jointly by managers and HR staff that gave all DLI staff the opportunity to have their say in what our Values/Behaviours will be. The Peak Joint Consultative Committee was also invited to be involved in this process and have provided valuable input. (*Please see Achievements for further information on Values*).

The Skills Acquisition Plan incorporates a number of our people management strategies including the continuation of our career transition program, Choices and Change, as well as the Leadership and Graduate Programs. In addition, the innovative new electronic induction package will make a significant difference in the way we deliver our induction program to new employees.

DLI's emerging reputation as an 'employer of choice' has been further strengthened with the introduction of a range of policies and guidelines. These policies provide staff with greater flexibility to help support a healthy work/life balance.

The introduction of the Community Participation Policy has recently raised DLI's profile as a socially responsible organisation. This policy aims to build on other socially responsible initiatives such as environmental impact (energy saving and recycling) and employee well being (flexible work practices, employee wellness etc) by creating a framework for corporate and individual community involvement.

Skills Acquisition Plan

The best business outcomes are achieved in an organisation that has the right skills, in the right place, at the right time.

This year, the Skills Acquisition Plan was fully implemented. The competencies needed to carry the organisation forward were identified through business drivers such as the business realignment process, and the Capital Works program. They formed the basis for our recruitment and selection processes, the 'Buying-in' stage, and the training and development programs, the 'Building' stages.

³ See Government's Strategic Planning Framework, page 10

Strategies employed to align DLI's workforce with our business needs include:

- **Graduate Program**

The continuation of the Graduate Program in 2004 has enabled DLI to employ eight talented, enthusiastic graduates. This is a substantial increase on the Pilot Graduate Program that commenced with four graduates in 2002.

This year's Program has taken a more flexible approach with the introduction of a new stream, Graduate Placements. Five Graduates have been employed for their specific and/or technical skills to be involved in discrete projects. Three Graduates have been employed under the original Graduate Development stream, where Graduates are rotated throughout the agency. Graduates from both streams will have equal access to all of the Program's development opportunities during the 12 months period.

- **Leadership Program**

Following the success of DLI's Pilot Leadership Program, staff have been encouraged to apply for the second cycle of the Leadership Program.

The Leadership Program aims to develop and excite our talented people, provide a framework for succession planning through developing our generic business skills and encourage across agency team building and innovation.

The program is based on DLI's Leadership Competency Framework and incorporates a range of development initiatives – from scoping and presenting projects (as business plans) to the Corporate Executive, to training in skills identified in the Skills Acquisition Plan or the individual's development plan. The focus in this Leadership Program will be on strategic thinking, scenario planning and recognising the benefits of pivotal relationships.

- **Choices and Change Program**

The innovative career transition initiative, Choices and Change Program, has continued into 2003/04. The Program, which commenced in 2002, is now in the final 'Accessing Opportunities' stage, which focuses on skilling staff for the new commercial environment. The Program has encouraged a self-directed approach to planning for the future and provided staff with the tools to upgrade their skills.

The Choices and Change Program delivered a range of training and development opportunities for staff. They included Application Writing and Interview Skills, Report Writing, Positive Communication (verbal and written), Time Management, Facilitation Skills, Workplace Assessor, Train Small Groups, Assertive Communication and Psychological and Physiological Wellbeing. Overall, 250 employees participated in these opportunities.

- **Stories from a Board**

A series of information sessions/case studies by senior business figures were delivered for Executive Directors, Managers and senior staff providing insight into the issues associated with working in a more commercially focused environment, and in particular, working with a governing board of

management. These sessions covered topics such as Winning Over a Board of Management, Leading Through Change, and Accountability - Changes and Challenges.

- **E-Learning Program**

To support the face-to-face programs and to provide staff with a choice, a new e-learning platform was introduced in April 2004. The new platform includes 28 different courses ranging from Fundamentals of Excellent Customer Service, Introduction to Finance and Basic Excel through to Emotional Intelligence at Work. Access to this platform is available to staff through their PC at work or at home. Over 120 staff have enrolled in this program to date.

- **Induction**

During the year, 54 new employees participated in the DLI Induction Program. This comprehensive, structured program also included tours of areas of interest within the agency. The success of this program has led to further streamlining of the induction process using an electronic approach. This innovative package is one of many ways in which we are using a flexible approach in the delivery of our training.

The new program includes a half-day, interactive workshop that will allow new staff to look at the intent of key policies and practices supported by an intranet based package complete with links to internal and external sites.

This approach allows for consistent and frequent delivery of the DLI Induction Program, which in turn will help new employees with their transition into a new environment.

- **Innovative Recruitment and Selection**

The implementation of our Recruitment, Selection and Appointment Policy was supported by a comprehensive training program for selection panel convenors and members that continued this year.

Work/Life Choices

The introduction of the Public Service General Agreement 2002 and DLI's Agency Specific Agreement gave us the opportunity to review a number of policies relating to flexibility in the workplace. A range of policies was updated to provide all DLI staff with choices for a healthy work/life balance. These policies included Bereavement Leave, Carer's Leave, Ceremonial/Cultural Leave, Short Leave, Public Service, Holidays/Days in Lieu, Hours of Work and Eyesight Testing.

A thorough consultation process took place with staff and managers throughout the agency. A workshop was held that gave participants the opportunity to be appraised fully of the content of the policies and also enabled them to have input into the final documents.

Community Participation Policy

DLI has a history of community involvement as an organisation, and also supports individual staff participation in community-based activities. This has been encouraged by HR policies that facilitate a work/life balance and promoting Blood

Donor's Leave, Emergency Services Leave and charity and Christmas Donations. The Community Participation Policy provides a framework for continuing these community-based activities and introduces two new community participation arrangements:

- Workplace Giving, which allows staff to donate to recognised charities from their pre-tax salary; and
- Corporate Community Service whereby DLI, as an organisation, can participate in activities such as Business Clean-up Australia Day.

DLI launched the new Community Participation Policy by participating in this year's Business Clean-up Australia Day with the City of Swan. DLI will continue to become involved in events on a regular basis, fostering a culture of community participation.

Protecting Our People

The Public Interest Disclosure Policy was introduced into DLI as a result of the new Public Interest Disclosure Act 2003. The Policy enables the disclosure of information about corrupt and improper conduct, including mismanagement of public resources and provides protection for people making disclosures and those who are the subject of disclosures.

The Policy includes definitions and is supported by Guidelines and Procedures covering:

- designation of a Public Interest Disclosure (PID) Officer;
- investigating a public interest disclosure;
- protecting informants; and
- reporting and compliance requirements.

Promotion of this important policy has been made in many different forms, enabling all staff to gain an understanding of its existence and application.

The Peak Joint Consultative Committee (Peak JCC)

The Peak Joint Consultative Committee is a committee focused on communication between staff of all areas, and is composed of both staff and management. The Peak JCC has its own constitution, which provides the terms under which the Peak JCC operates and guides the committee on meeting procedures, electoral procedure and issues that are suitable to take to the Peak JCC.

The Peak JCC raises issues, investigates staff concerns and provides and contributes to solutions and actions ie: initiates quality programs for the advancement of staff welfare and employment issues.

Over the past financial year the Peak JCC has:

- continued to pursue the provision of parking for DLI staff with the City of Swan;
- contributed to the 85 bay parking facility review and eventual policy;
- participated in the development of a range of policies impacting on staff's work/life balance such as Carer's Leave and Hours of Work;
- contributed to the development of the Community Participation Policy and the expansion of its initial focus on existing community participation to a more corporate approach; and

- participated strongly in the Values Workshops, providing feedback on the process, contributing at the workshops and endorsing the final values and behaviours.

Diversity

The Agency's commitment to achieving equal employment opportunity outcomes through diversity within our workforce has continued into 2003/04. The integration of diversity and equity into strategic and business planning has been an area of focus for the Diversity Management Committee during the year. This is being achieved through a number of strategies including the implementation of the Recruitment, Selection and Appointment Policy and Procedures. This policy advocates the 'best fit' for the organisation philosophy, which was designed to enhance DLI's diversity profile.

Our commitment to attaining a diverse workforce was demonstrated with the enrolment of five new trainees this year. We have specifically employed Indigenous Australians and people with disabilities as trainees to contribute to the achievement of the Government's Equity and Diversity sector-wide objectives and to ensure our workforce reflects community diversity.

Emphasis is also placed on promoting and celebrating events such as Family Week and Harmony Day. Activities and prizes were scheduled to engage people in these events within our agency.

Employee Safety, Health And Wellness

Alignment of the DLI and the former Valuer General's Occupational Safety and Health (OSH) Committees took place this year, resulting in formal elections of representatives. Comprehensive Trades and Labour Council training courses were conducted for new and experienced representatives.

Ongoing safety audits commenced early in the year. Trained OSH committee members audited work areas for a range of issues and potential hazards. All issues identified in the initial audits have now been addressed. The safety audits are ongoing and will be conducted periodically throughout the agency.

The Committee actively promoted employee safety and wellness throughout DLI including the promotion of Quit Week.

Subsidised flu vaccinations were offered to all staff in March/April and 86 staff took advantage of the opportunity to be vaccinated in the workplace at the Midland and Perth offices.

Change in DLI Organisational Structure

Throughout the year, Strategic Human Resources was heavily involved in designing and implementing the new organisational structure that will steer DLI into its future direction:

Information Services

Primary responsibility: collects, maintains, and updates data through the delivery of core (statutory) services to customers.

Key functions:

- responsible for delivery of core statutory services or titling and valuation;
- maintaining the land data bases that are essential to the stewardship and management of the State's land and property assets;
- responding to customer requests on the processing of information services relating to the ownership, valuation and sale of land; and
- implementing agreed programs to collect and update land and property databases necessary for product/service delivery.

Information Access

Primary responsibility: provides access to information that meets customers' needs; government, industry and commercial.

Key functions:

- identifying, assessing, developing and delivering improved products and services that meet clients' business needs;
- providing an integrated customer interface;
- maintaining an accurate profile of the land information needs of individual clients and industry sectors;
- managing relationships with key clients and establishing partnerships/joint ventures; and
- promoting DLI, its products and capabilities, locally and overseas.

Information Management

Primary responsibility: supports the operations of the organisation through the provision of efficient and effective information management; electronic and hard copy.

Key functions:

- establishment and implementation of the information management policy framework and infrastructure;
- maintenance and quality control of organisational records both hard copy and electronic;
- management of corporate records services;
- provision of ICT Services to support the operations of the organisation;
- development of applications to support the business requirements; and
- management of information technology contracts.

Strategic Planning and Development

Primary responsibility: ensures the organisation has an integrated, clearly articulated plan, and a program of organisational change initiatives that supports this plan.

Key functions:

- facilitating the development of strategic and business plans;
- facilitating workforce capability and preferred work environment;
- managing a program of change initiatives, including business realignment;
- strategic workforce planning and development, including skills acquisition and organisational values;
- undertaking policy and regulatory reviews; and

- communicating plans and the change program throughout the organisation and to external stakeholders and customers.

Business Services

Primary responsibility: ensures the organisation has the infrastructure and resource support necessary for it to achieve its objectives.

Key functions:

- efficiently deliver a range of support services to the rest of the organisation;
- monitoring and analysing corporate performance against the Corporate Plan; and
- ensuring the Government's shared service arrangements are implemented.

Industrial Arrangements

There has been no change in the industrial arrangements for DLI staff during the 2003/2004 financial year, with the majority of staff continuing to be employed under the Public Service General Agreement 2002. Negotiations for a replacement general agreement have taken place, with the Public Service General Agreement 2004 being lodged for registration. DLI, along with other agencies, was consulted by Government as part of the negotiation process.

The DLI Agency-Specific Agreement has also continued to apply for hours of work arrangements.

Following extensive consultation with staff regarding DLI's transition to a statutory authority, Strategic Human Resources undertook further discussions with the CPSU/CSA, and central Government agencies in order to finalise the staffing arrangements that will apply once DLI becomes a statutory authority. In October 2003, Cabinet endorsed the proposed staffing arrangements when it approved the drafting of a Bill to establish the statutory authority. This will include changes to the industrial arrangements for current staff.

Staff appointed or promoted after the establishment of the statutory authority will be employed under the authority's enabling legislation and will be covered by the Government Officers' Salaries, Allowances and Conditions (GOSAC) Award and General Agreement. Existing staff will transition to the new authority as public servants for a period of 24 months at which point they will transfer to GOSAC.

While these new arrangements will not result in a material change to current employment conditions, they will align the statutory authority's staffing arrangements with those of other commercially focused statutory authorities. DLI will continue to consult with staff on the impact of these arrangements as the transition to a statutory authority progresses.

Employee Profile	2003/2004 % of employees
Business Services	7.52
Information Access	15.25
Information Management	13.7
Information Services	56.68
Office of Chief Executive	0.76
Office of Valuer General	0.13
Service Delivery	0.88
WA Land Information Systems	1.26
Strategic Planning and Development	3.82

DLI's average FTE level for 2003/2004 was 802.26 full-time equivalent employees. During the year 72 vacant positions were filled on a permanent or fixed term basis.

Workers' Compensation Statistics for 2003/2004	2002/2003	2003/2004
Number of claims	5	8
*Rehabilitation Success Rate	0	0
**Lost time injury/disease frequency rate	12.31	40.09
Estimated cost of claims incurred per \$100 wage roll	0.0788	0.62
Premium rate	0.49	0.38

*Rehabilitation Success Rate – the number of rehabilitated employees expressed as a ration of the number of eligible employees (calculated based on RiskCover parameters).

**Lost time injury/disease frequency rate – the number of lost time injuries/diseases where one day or more was lost expressed per million hours worked in this financial year (calculated based on Risk Cover parameters).

EAP usage rate	2002/2003	2003/2004
Employee Assistance Program Usage Rate	8.5%	5%

Public Sector Standards and Ethical Codes Compliance Statement

To assess compliance with Section 31(1) of the Public Sector Management Act, a review was conducted by Strategic Human Resource staff in 2004. The review's objectives were to assess compliance and also to provide a checklist to ensure ongoing compliance in the transition to a statutory authority. The review identified areas for improvement and focus during the transition, including performance management and temporary deployment.

The Performance Audit Branch has also commenced a full review into the performance management process. Its report, due late 2004, will identify issues in regards to compliance, which will be addressed at the same time.

My report in line with the Commissioner's guidelines is as follows:

In the administration of the Department I have complied with the Public Sector Standards in regards to: Recruitment, Selection and Appointment, Transfer, Secondment, Redeployment, Termination, Discipline, Grievance Resolution, the Western Australian Code of Ethics and our Code of Business Conduct.

I have put in place sufficient internal controls and checks designed to ensure such compliance to satisfy myself that the above statement is correct.

Breach of Standard Claims 2003/2004

2 breach of standard claims were lodged during the year.

Breach of Standards

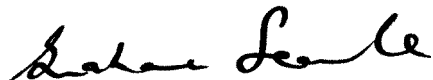
There were no breaches of Standards found.

Investigations

No investigations were undertaken during the year by the Office of Public Sector Standards Commissioner in accordance with Section 24 of the Act.

Compliance Audits

No compliance audit was undertaken during the year by the Office of the Public Sector Standards Commissioner.



Grahame Searle
Chief Executive

Customers, Stakeholders and Community Relations

Strategic Planning Framework contribution:

Goal 1 – People and Communities

Goal 5 - Governance⁴

Customer Focus

As a customer-focused organisation, the provision of quality customer service is integral to achieving DLI's strategic vision for the future. DLI's Customer Service Charter and Code of Business Conduct outline guidelines for customer services and ethical behaviour.

Our commitment to our customers is that we will:

- Continuously improve the quality of our products and services to meet our customers needs;
- Ask our customers for ways to improve our products and services and act on their suggestions whenever possible;
- Develop and use the most appropriate technology to improve efficiency and to keep down the costs to our customers; and
- Communicate back to our customers the feedback we obtain from our customer surveys.

Surveying our Customers

Throughout the year DLI has gathered information from our customers about current and proposed products and services through a program of market research. Several marketing and feedback surveys were carried out this year to determine customer awareness and satisfaction levels of DLI's products and services.

Research was carried out on the following DLI Mapping products: StreetSmart brand products including Street Directories and Touring Maps; Satellite Imagery; Aerial Photography; Topographic Data; and Hardcopy Cadastral Maps. As a result of the feedback, product lines were amended, including improvements to existing hardcopy mapping products generated from the SmartPlan system.

In addition, two specific customer satisfaction exercises were conducted for counter services provided at DLI's Midland and Mount Street offices (see graph). The results of these two studies were highly encouraging with an average customer satisfaction rating of 9.47 out of a maximum of 10 being recorded.

As a result of these surveys, customers also became aware of the range of products and services now provided in digital formats and via DLI's Landonline and Landgate web sites. Ongoing feedback suggested that some customers have changed their purchasing habits from hardcopy prints to electronic formats.

DLI has also responded to negative customer feedback regarding its telephone contact capability by commencing the process to acquire an updated communications system. The process is currently in its final stages and the new equipment is expected to be installed in late 2004.

⁴ See Government's Strategic Planning Framework, page 10

Re-structure to Improve Services

DLI has made a number of significant changes to its structure to create a more streamlined, efficient customer service and product delivery interface.

The majority of DLI's customers can now liaise through one division at DLI to obtain assistance and information on the range of products and services. A Customer Contact Centre has been established within the Sales Operations section of Sales and Marketing Branch providing this single point of contact.

The Contact Centre brings together two previously independent product groups (tenure searching and mapping products) into a single multi-skilled group. This is the first step in an ongoing plan to provide customers with a highly responsive and knowledgeable service at the first point of contact. Customers requiring more detailed or technical advice from DLI will continue to deal with those specialist areas that have the advanced expertise required.

Sales and Marketing is also conducting an extensive training program to develop a highly customer focused, multi skilled workforce in order to better meet the needs of our customers.

Customer Service Council

DLI strives to improve its products and services through staff training, innovation, technological developments and consultation with customers. Reflecting its commitment to excellence in customer service, DLI has since 1995 convened a Customer Service Council. The Council meets quarterly and provides important input on a range of issues that affect customers and stakeholders.

The objective of the Council is to provide DLI's customer representatives with a forum for influencing DLI's strategic direction, raising customer concerns, providing feedback on DLI's activities, and to enhance the provision of a quality service that is subject to continuous improvement. The present committee members are:

Name	Representing
Grahame Searle	DLI
Andrew Burke	DLI
Gary Fenner	DLI
Chris Costley	DLI
Ian Hyde	DLI
Dave Glasson – Returning Member	DLI
Ric Murphy	DLI
Kareena Ballard	Real Estate Industry
Dr Henry Esbenshade	Landcare/Pastoralists/ Farming
John Sheridan	Australian Property Institute
Mara Karabanovs	Conveyancing Industry
Lionel Johnston – new Member	Australian Institute of Conveyancing
Anne Arnold	Mining and Exploration
Colin Heath	Land Advisory Committee

David Clark	Legal Industry
Garry Spencer – new member	Australian Spatial Information Business Association (ASIBA)

Recognition is paid to Bill Richards for his contribution during the past year.

Customer Service Council – Attendance List

Name	Representing	No. of meetings attended out of possible
Kareena Ballard	Real Estate Industry	3/4
Dr Henry Esbenshade	Landcare/Pastoralists/ Farming	4/4
Brian Newman (proxy for Colin Heath)	Land Advisory Committee	1/4
John Sheridan	Australian Property Institute	2/4
Bill Richards	Surveying Industry	2/4
Lawrence Short	WALGA	4/4
Mara Karabanovs	Conveyancing Industry	1/4
Anne Arnold	Mining and Exploration	0/4
Colin Heath	Land Advisory Committee	3/4
Lionel Johnston	AIC	2/4
Renate Brown – (proxy for Kareena Ballard)	Real Estate Industry	1/4
David Clark	Legal Industry	1/4
Garry Spencer	ASIBA	1/4
Andrew Burke	DLI	3/4
Gary Fenner	DLI	3/4
Diana Salvaris	DLI	1/4
Chris Costley	DLI	3/4
Ric Murphy	DLI	4/4
Ian Hyde	DLI	2/4
Grahame Searle	DLI	1/4
Dave Glasson	DLI	3/4
Max Van Weert	DLI	1/4
Kelsie Curran	DLI	1/4
Richard Gell (proxy for Andrew Burke)	DLI	1/4

During the past year the Council has helped fine tune a number of DLI business practices and commented on a range of service delivery projects. The Council continued to provide feedback on DLI products and services and to bring member issues forward for consultative changes.

Council was provided with regular updates on the transition process for DLI becoming a statutory authority.

Several presentations were also provided to the Council. These included:

- The range of products and services provided by Valuation Services;
- Shared Land Information Platform (or SLIP) - a shared services model to support better access and use of land information across government. SLIP is about standardising access to land information and improving its usability; and
- Results of the Customer Satisfaction Survey held at Midland and Mount Street.

Major items raised during the year included:

- Review of Customer Service Charter – comments of this review included:
- Increase in delays for new title productions and dealings – this was addressed by the endorsement of regular overtime and an increase in examination staff;
- Review and endorsement by the Council of the Issuing Box Agreement between DLI and the user;
- Ongoing increase in business activity across most areas of industry – the land development, survey and conveyancing industries all experienced an increase in business activity over the last 12 months; and
- Issues faced by our customers regarding the stability and response times of DLI's online systems – this was addressed by increasing the cables from 2mb to 10mb to manage responsiveness. An investigation into and progression of the implementation of industrial strength Landgate operations was conducted to better manage these issues.

Quality Assurance and the Customer Feedback Process

DLI's Quality Management System ensures that DLI constantly reviews the way we undertake our business, ensuring we deliver the best possible standard of products and services that has been agreed to with our customers. Our Quality Management System ensures that our employees are innovative in developing techniques to exceed our customers' expectations.

Currently, Information Access and Information Services Divisions have implemented and maintain a Quality Management System across their sections which conforms to AS/NZS ISO9001:2000 standards.

Sales and Marketing Branch achieved Quality Assurance re-certification in June 2004 and the sections of Registration of Interests and Geographic Services maintained their Certification in March and April respectively, following external audits conducted by Benchmark Pty Ltd.

Management review meetings for each branch are held annually to discuss and resolve any issues raised during internal and external Quality Audit processes that are conducted throughout the year.

The conscientious application by staff of the Quality Procedures of our Quality Management System, and the ongoing maintenance of our Quality Management System ensures that we meet our clients' expectations and our own highest possible standards of performance.

Customer Feedback

DLI's Customer Feedback System is documented under the Quality Management System and is certified by external auditors from Benchmark Pty Ltd to AS/NZS ISO

9001:2000. The Customer Feedback procedure has been written to be compliant to AS 4269 – 1995 Complaints Handling.

This procedure is contained in an electronic database that is accessible to all DLI staff in the Information Access and Information Services Divisions. The Manager, Sales Support, Sales and Marketing Branch has ownership of the procedure and is responsible for feedback monitoring and analysis. This feedback leads to effective improvements to DLI's Quality Management System to achieve increased customer satisfaction.

The procedure also contains the following reference documents:

- Complaints Handling Policy;
- Complaints Management in DLI - Guidelines for Staff; and
- Protocol for telephone calls received from customers that need to be referred to other staff.

The feedback procedure was externally audited in June 2004 by Benchmark Pty Ltd and was found to be compliant. Several suggestions were made during the audit including expanding feedback mechanisms and survey cycles, and strategies to manage this are currently being put in place.

Customer Feedback is received in a number of different ways:

- Telephone including the DLI Customer feedback line 1300 365 288, published in the Telstra White Pages and answered by trained staff who are able to accept feedback and enter directly into the feedback database;
- Customer Feedback forms placed at counters;
- Customer Surveys using the Customer Feedback forms;
- Customer Feedback Form created on DLI external website;
- Fax and mail;
- E-mail;
- Feedback buttons on DLI's Corporate, Landgate and Landonline web sites in line with AS 4269 – 1995 Complaints Handling;
- One-on-one meetings; and
- An internal e-mail feedback form designed to easily capture internal and external feedback.

Selected staff are trained as Customer Liaison Officers (CLOs) to handle the co-ordination and data capture of customer feedback. There are currently 53 Customer Liaison Officers. The CLOs enter the feedback into an electronic database and assign responsibility for feedback to the relevant staff member via e-mail. Each CLO then monitors the feedback to ensure it is addressed within a reasonable timeframe. Feedback is allocated a priority of between three and 21 days for a response to be generated, depending upon its nature.

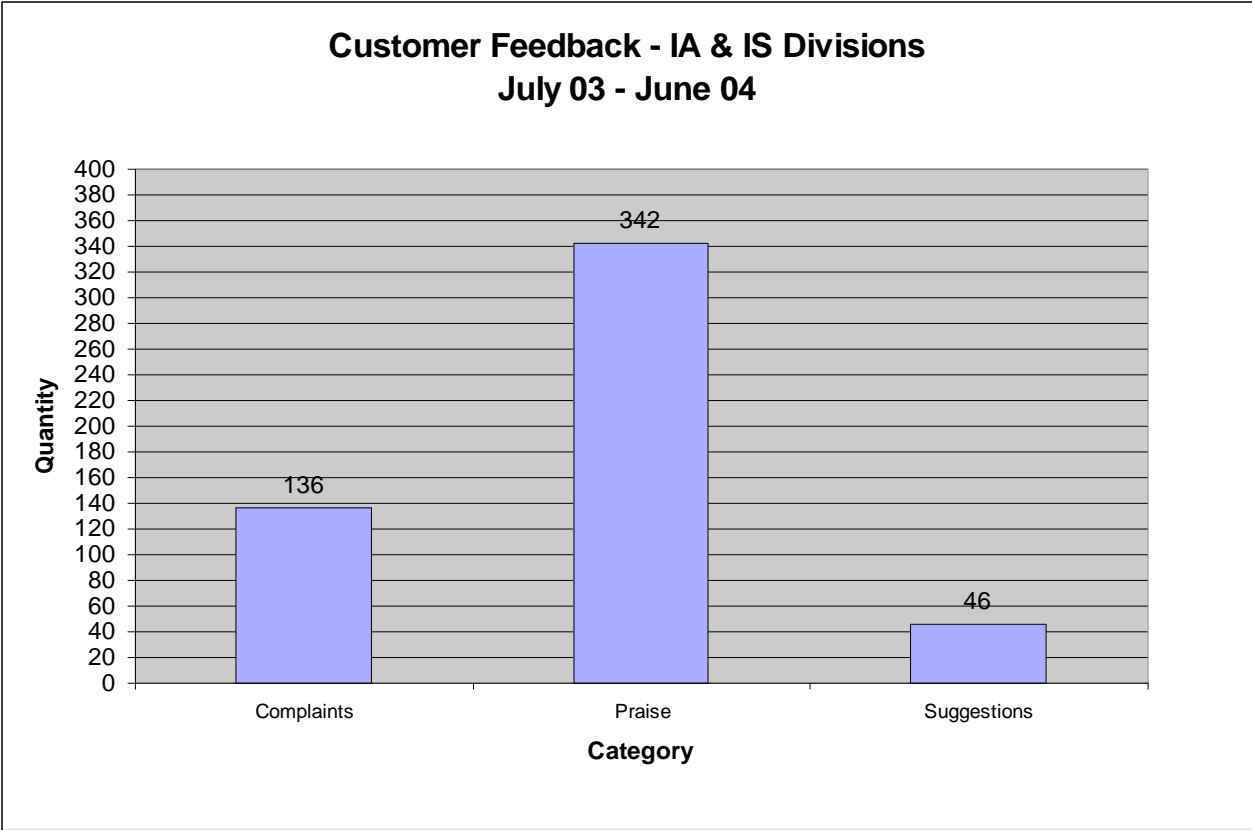
The existing Customer Feedback Form was also placed on DLI’s website, allowing customers the ability fill out a specified form and directly submit it to CLOs. This form is part of the Feedback process, which is now highlighted on the website. A direct link on the front page of DLI’s website joins customers to information assisting them to make a complaint about DLI if need be.

This new way for customers to provide feedback via the website is a result of objectives of the Whole of Government Complaints Management Strategy. Part of the Strategy involves making a commitment to the principles of the Australian Standard on Complaints Handling (AS 4269). DLI adheres to this Standard by providing a direct link to the feedback process on its website.

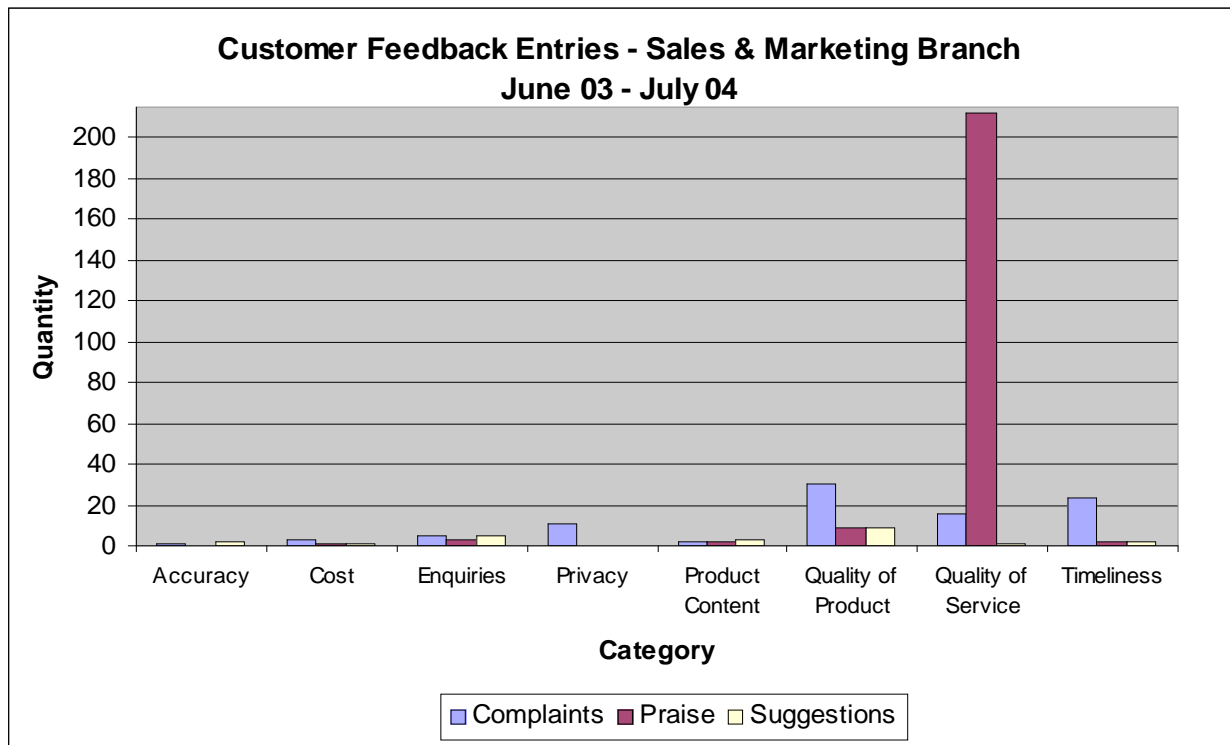
The following graph below shows the figures of praise, complaints and suggestions for the former Land Information Services Directorate (July 2003 – September 2003) and now Information Access and Information Services Directorates (October 2003 – June 2004).

In 2003/2004, 524 entries were captured compared to 813 entries for the previous corresponding period. The decrease in responses is as a result of the additional market research DLI conducted during the year to obtain a global view of satisfaction levels, rather than soliciting feedback from specific customer groups.

Taking an overall picture, responses received and recorded in the Customer Feedback Database indicate 65% customer satisfaction.



The majority of feedback is received through the Sales and Marketing Branch and the following graph categorises the prime issues raised by customers:



This suggests that customers are generally well serviced, with 229 praises received in this area. The main issue of complaints was on the quality of product, with a total of 30 complaints received.

A number of actions were carried out as a result of the complaints and suggestions received. Examples are:

- Improvements made to hardcopy cadastral maps generated from DLI's SmartPlan system;
- Improved access to digital and online products;
- Increase in cabling from 2Mb to 10Mb to improve Online responsiveness;
- Increase in training and support for new Landgate users
- Introduction of Reader Scanners to produce higher quality of prints from microfilm

Customer Seminars

DLI has continued its policy of working with industry groups whenever possible.

A Conveyancing Industry seminar attended by the Chief Executive and A/Executive Director Information Access was held on 17 February 2004 at the Mercure Hotel in Perth. There was an excellent turnout from the industry with almost 200 people attending. The seminar was aimed at providing the Industry with a view of DLI's future direction and to gain feedback about the EAS2 product.

DLI has worked continuously with the conveyancing industry since the launch of the EAS2 product. In November 2003 DLI invited comment from customers regarding system operation via a direct contact survey. Changes and enhancements were actioned through this partnership. Where requested, a DLI team visited the customer and provided advice on using the application. DLI has also provided regular training at our Midland premises for customers. Over 200 customers have been assisted face-to-face during the last twelve months.

Customer Forums, Exhibitions

Throughout the year, DLI participated in several forums, exhibitions and regional agricultural field days to raise awareness of its products and services. Static display and information booths featured DLI's aerial photography, maps, satellite imagery and valuation services and gave many people the opportunity to discuss their requirements with DLI's expert staff. These events included

Event Name	Start date	Number Attending (approx)	Customer Profile
Australian Property Institute State Conference (Metro)	August 2003	150	Valuers, Analysts and facilitators
Local Government Week	August 2003	750	Middle and upper management councillors (local government)
Dowerin Field Days	August 2003	5200	Agriculture

The Money Show 2003 (Burswood)	September 2003		General Public
WALIS Forum	September 2003	450+	State Government/Private Sector
Mingenew Expo	September 2003		Agriculture
EAS 2 Information Session	November 2003		Conveyancing Industry and Stakeholders
The West Australian Spring Home Show	October 2003		General public
Local Government Managers Association Conference	October 2003	400	Local Government CEO's/Senior Officers
BankWest Every Home Show	February 2004		General Public
Australian Cultural Tourism Conference	February 2004	300	Inbound tour operators, travel agents, Government. and local government, tourism industry
Planning Institute Breakfast	February 2004	80	Planners, industry representatives., State and local Government

Ideal Home Show 2004 (Burswood)	February 2004		General public/building industry
Wagin Woolarama	March 2004	3000	Agriculture, State and local Government
International Women's Day	March 2004	100	Midland business community and local representatives
IPAA Seminar Promises, Prospects and Expectations	May 2004		Senior managers
Australian Institute of Conveyancers State Conference	May 2004	approx 200	Conveyancing industry

Stakeholder Communication Networks

There was a high level of involvement by DLI staff in national committees and stakeholder conferences/seminars during 2003/2004, critical to DLI's move into the electronic land information arena. All DLI staff who attended national/international conferences were required by the Chief Executive to either write a report, or give a presentation to fellow staff on their experiences. The objective of this initiative is to share information across the agency, and has been widely accepted by the staff.

Customer Interface Project

This ongoing strategy has continued through the development of a cross-agency Customer Service Management Steering Group. Not only does this group have the responsibility for the roll-out of the new state-of-the-art voice system, but it is also charged with integrating customer information systems and customer service strategy.

A key focus of this group is to redevelop the DLI Customer Service Charter. Customer service training will initially be focused on the seamless delivery of products and services in the electronic environment. DLI's customer research has clearly shown that this is the area where our customers would prefer to do business with us.

Products and Services Available to Customers

DLI's products and services have evolved this past financial year to better reflect the needs of an increasingly sophisticated marketplace. While DLI maintains its range of traditional products and services, the emphasis has shifted towards providing more online access to integrated land information services.

Our main product categories:

- Land Titles, and Surveys
- Property Market Services and Sales Information
- Property Valuation and Services for Government
- Aerial Photography and Satellite Imagery
- Geospatial Data (Geographic Information)
- Maps

Online Services

DLI's focus on providing our products and services online can be attributed to a survey carried out in late 2002 asking our customers the medium in which they would prefer their DLI information supplied. 95.2% of those surveyed preferred their information supplied online.

Landgate

Landgate, WA's gateway to land and property information, is a new online gateway providing access to land and property information held by the WA Government. Led by DLI, Landgate has the capability to provide integrated access to land and property information by bringing together various land datasets such as cadastre, aerial photography and land ownership information.

Although Landgate is being developed with the aim of providing a single point of access for land related transactions, the individual needs of customers are recognised through the unique design of the site. Landgate has customised information divided into service channels which meet the specific requirements of industry and community segments. These channels are: conveyancing; Government; business; planning and survey.

Systems replaced or incorporated into Landgate included Landlinks WA, which is an earlier version of the Landgate map viewer, and although de-commissioned, is still available as a legacy application for a small number of customers. Geodetic Online Access (GOLA) is an application that allows surveyors remote access to survey mark information and is also now available within the Landgate Mapviewer.

Easiforms

Easiforms is a new service being offered to the conveyancing community. It is the pre-population of the information in the Discharge of Mortgage, Transfer of Land and Mortgage forms, where information is retrieved from DLI's digital title and EAS2 systems. Easiforms was released as a pilot in June 2004 and full release is targeted for late 2004.

Land Enquiries

Being able to make an enquiry on the status, ownership or location details of any parcel of land in WA is fundamental to the Government and business sectors of this State. In January 2004, DLI commenced the redevelopment of existing online enquiry services to deliver a simpler and more intuitive service. The new service will be available through Landgate and is due for release in autumn 2005.

Working Across Government

Electronic Advice Of Sale 2(EAS2)

Electronic Advice of Sale 2 is a joint initiative between the Office of State Revenue, the Water Corporation of WA, local government and DLI. With the movement of EAS2 onto Landgate, EAS2 access is now available 24 hours, seven days a week, and allows the conveyancing industry to submit a single online request to obtain information for a settlement of land.

The rollout of EAS2 continues, with over 90% of EAS requests being placed through EAS2. To date, 113 local government agencies are now part of this initiative. In late 2004, EAS2 will be enhanced to allow customers to request Clause 42 and Clause 47 Certificates from the Department for Planning and Infrastructure (DPI).

Planning Channel (Landgate)

A partnership between DPI and DLI, the Planning Channel provides an online view of the Metropolitan and Peel Region Schemes via a modified version of Landgate's map viewer.

FuelWatch

The Department of Consumer and Employment Protection website FuelWatch now has the capability for its users to access online maps to find cheaper petrol with the assistance of a DLI mapping application launched in late 2003.

Custom made for FuelWatch, DLI has created maps of the entire State to complement locations of petrol stations. The maps, which include a zoom-in and zoom-out feature, enable users to also plan their journeys through a built in Trip Planner.

Local Government Boundaries

Now accessible via Landgate is the State's local government ward boundaries by DLI, previously electronically captured in a partnership between DLI and the WA Electoral Commission.

Property Market Information (How much is it worth?)

Value Watch

Customer demand on the Value Watch product has led to a spin-off product, which reports on the median sale price of Strata and House properties in each suburb.

Property Sales Evidence

DLI holds sales information for all properties in the State, and can extract data to match the customer's area of interest (street, suburb, local government, metropolitan or whole of State), and has continued to be a sought after product for homebuyers and investors.

Property Sales Maps

Sister products to the SmartPlan Cadastral Maps that depict a variation on the survey and tenure themes, these maps cover the State and display land parcel information, sale price and date of sale information.

Imagery (providing the big picture)

Panairama

This low-resolution aerial photography browser on CD was redeveloped, offering a greater range of tools and now compatible with the new Windows operating systems. 16 new CDs were released, effectively updating 30% of the State's aerial photography coverage.

Skyview WA

Skyview, DLI's online window to aerial photography data, was updated and supplemented by the addition of 86 new mosaics (29,000 photo frames) covering all areas of the State at various scales.

AgImage

The sale of biomass maps for assessing the productivity of crops within the WA crop belt continued to expand. Better methods to improve the sensitivity of the maps at high biomass were introduced on a trial basis during the year.

Pastures from Space

Online delivery of weekly Pasture Growth rate maps to help set stocking rates was introduced. This year, the product was developed to download onto farmers' personal computers using software and services provided by Fairport Technologies Pty Ltd.

FireWatch

A new website was introduced to provide a range of FireWatch information products, including the new 'Lightning Strike location data'. The FireFax alert service was extended to include an email option that pre-emptively advises on a map where a new fire has been detected. 1,500 NOAA images and 3,000 MODIS images were accessed.

Vegetation Watch

Near real-time maps of vegetation greenness from individual overpasses of the MODIS satellite sensor were introduced. New colour tables were also applied to increase the sensitivity of maps at high levels of green biomass.

Ocean Watch

A new web site was introduced to provide a range of Ocean information products including Sea Surface Temperature. Landonline Fishing Hot Spots used 3,500 NOAA images during the past year.

Land Monitor

A new product using 2.5m Spot 5 imagery was introduced to improve the validation of changes in Perennial Vegetation detected from 25m Landsat data.

Customised Products

New pastoral station image maps based on Landsat data were introduced for the Department of Agriculture's Environmental Understanding project. 110 images were provided for this purpose, along with 60 other image maps for Agriculture.

Geospatial Data

In response to customer requirements DLI has embarked on a project to build a seamless topographic coverage of WA. This involves converting existing data into Geographic Information System (GIS) format which will allow the information to be more readily used by Government and industry. The project involves integrating the best available data from across Government to ensure the quality dataset.

Mapping Products

Titles and Survey Products

The E-Lodgement of Surveys Project provided the survey industry with the option of lodging deposited plans and fieldbooks electronically via e-mail, leading to improvements in access to survey information. Users are now able to view and print fieldbook images that are clearer and more legible than those obtained when copied from microfilm.

WA Government Map Products

The range was expanded this year with State Electoral Commission maps being available via a print-on-demand service.

DLI Maps and Publications

DLI retailed its latest digitally generated publications, together with a range of legacy maps from the pre-digital era. These included 450 topographic /cadastral series map sheets, 60 general reference maps, 40 StreetSmart publications and 200 unpublished regional supplement maps.

StreetSmart Street Directory

The 2004 edition was given a regional flavour by the inclusion of Albany, Bunbury, Geraldton & Kalgoorlie-Boulder city maps. WA Newspapers continued to publish and distribute the Street Directory under licence.

StreetSmart WA Travellers Atlas

An extra 10,000 copies of the seventh edition was printed to cater for customer's demands.

StreetSmart Touring Maps

The range was enhanced by the addition of a new Mandurah-Collie map and the revision of the Mid-West and Batavia Coast maps.

StreetSmart City and Town Maps

This series highlighted DLI's commitment to providing the State's regional centres with equitable access to land information. The maps of Albany, Bunbury, Geraldton and Kalgoorlie-Boulder were revised in a new format; while Carnarvon, Esperance, Karratha-Dampier, Margaret River-Augusta, and Port Hedland were added to the series. This data was also used in the Street Directory and Travellers Atlas.

StreetSmart StreetExpress

The popular digital Street Directory on CD was released in a new seamless map format with enhanced software.

Drinking Water Catchments

Produced for the Department of Environment.

School Catchment Boundaries and Districts

DLI converted these previously hardcopy products into a dataset that could be displayed in conjunction with DLI data. The Education Department plans to use GIS to provide web access to this information.

Concept Plans

These plans were produced for the Department for Planning and Infrastructure (DPI) in order to achieve the 2015 exclusion process deadline relating to Pastoral Leases within the State.

Native Title Reference Maps

Five State maps and seven regional maps were updated regularly throughout the year to reflect the latest Native Title Claim activity.

Native Title Customised Maps

DLI introduced maps encompassing Native Title themes assembled from State and Commonwealth datasets and other relevant reference data. A series of 20 maps, for example, were produced for the Department of Premier and Cabinet for use in the Federal Court decision on the Miriuwung Gajerrong claim.

Meeting the Needs of All Our Customers

DLI has a Disability Service Plan and a Languages Services Policy that promote inclusion of all its customers when considering improvements to services and products. Diversity outcomes for customers maintained or achieved this year are summarised below.

Community Focus

DLI prides itself on its relationship with the community and during the past year the agency conducted the following programs:

International Women's Day

DLI celebrated its seventh International Women's Day breakfast in March 2004. Partly sponsored by StateWest Credit Society, the breakfast presented the opportunity for DLI staff and Midland business people to socialise in an informal environment. Jaye Radisich MLA, Member for Swan Hills, appeared as the guest speaker.

Charity Support

DLI continued to avidly support the Summer Heroes Blood Rush campaign, run by the Red Cross. The agency reached sixth place in the campaign, with a total of 59 donations. A trophy was presented to DLI paying tribute to providing the most blood donations at the Midland Red Cross branch.

Sales and Marketing Branch has participated in 'Casual Dress Fridays' each week, where a gold coin donation is given to various charities such as the Midland Cancer Foundation, Christmas and Winter Appeals and Appealathon. Altogether, over \$1,700 was raised.

Kimberley Trek

DLI provided support and sponsorship to a group of Spatial Sciences students from Curtin University who recreated an epic Kimberley trek that occurred 50 years ago. John Morgan, who led the original expedition in 1954 as an employee of DLI's predecessor the Department of Lands and Surveys, succeeded in mapping and surveying a part of the Kimberley to evaluate it for the potential pastoral

development. The group of Curtin students undertook the adventure to give them an insight and appreciation of the history of surveying and field work.

Disability Service Plan

Outcome 1: Services are adapted to ensure they meet the needs of people with disabilities.

- Staff are encouraged to report any specific services and products that need to be adapted for people with disabilities. There were no reports for improvements this year.
- The Customer Feedback Database is monitored for suggestions on improving service delivery and products for people with disabilities. There were no suggestions recorded for improving services or products during 2003/2004.
- Occupational Safety and Health Committee (OS and H) representatives now audit each physical area of DLI at least three times annually. Staff have an opportunity to raise any access issues with the representatives or they can be pro-actively identified (by the representative) when doing audits. Any issue identified that cannot be remedied locally is referred to the OS and H Committee to address.
- The contents of our web pages and online services have been assessed against W3C Web Content Accessibility Guidelines and changed to meet those guidelines.

Outcome 2: Access to buildings and facilities is improved.

- A courtesy wheelchair is available to customers on request at the Information Desk in the Customer Service Hall at Midland.
- Emergency evacuation procedures were put in place for people with disabilities, in the event of lifts not working.
- Emergency Warning Intercommunication System strobe lights are installed in accessible toilets to alert people with hearing impairment of an emergency evacuation.

Outcome 3: Information and services provided in formats that meet communication needs of people with disabilities

- 2004 StreetSmart Street Directory depicts traffic lights that have some form of audible (clicking sound) or tactile (dimpled slab surface) pedestrian facility with a thick green circle. (It should be noted that these guides may not include all directions of crossings at the indicated set of traffic lights.)
- Better hearing kits providing advice to staff on assisting customers with hearing impairment are located at public counters.
- Customers are made aware that information can be made available in alternative formats upon request where practical.
- DLI translator database on Lotus Notes also includes those that can communicate using Auslan (for hearing impaired).

Outcome 4: Advice and services are delivered by staff who are aware of and understand the needs of people with disabilities

- DLI staff who are Auslan interpreters are now included on the DLI Telephone Directory.
- Induction Program – The new formal Induction Program has been upgraded to include reporting on Disability Services issues.

- Carriage and responsibility of the Disability Services Plan has now been officially allocated to the Diversity Management Committee.

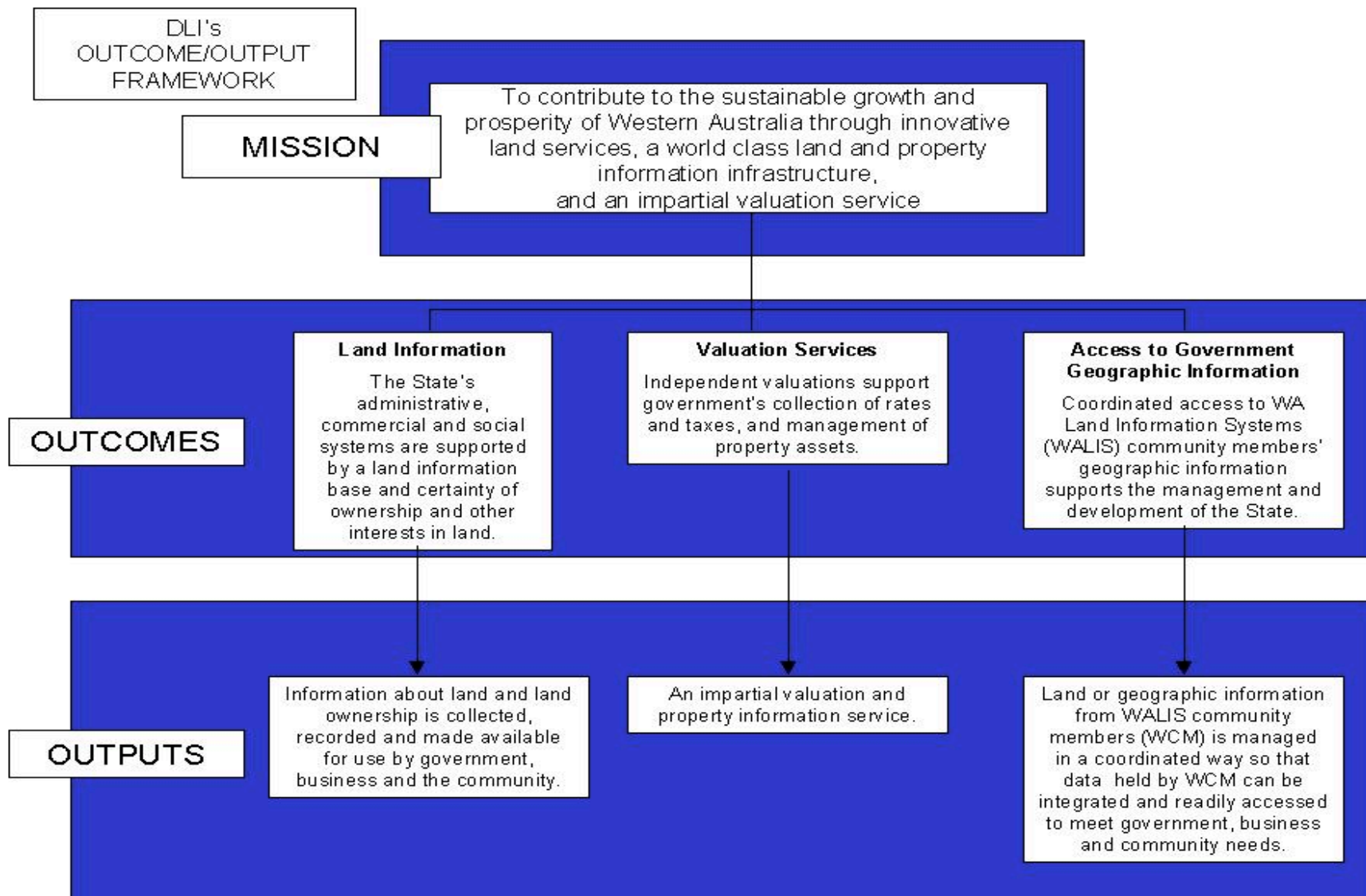
Outcome 5: Opportunities are provided for people with disabilities to participate in public consultation, grievance mechanisms and decision-making processes

- Complaint and Customer Feedback mechanisms are available in appropriate formats for people with disabilities.
- Contact name, phone and fax number, web site address and telephone typewriter (TTY) number are included on all printed pamphlets and publications (including letterhead).
- DLI translator database on Lotus Notes also includes those that can communicate using Auslan (for hearing impaired).

Languages Services Policy

Outcome: Language is not a barrier to service for customers with limited English fluency or hearing impairments

- Better Hearing Kits are available in customer service areas in metropolitan and regional offices.
- A Language Skills Register is maintained that lists staff who can speak, read or write in languages other than English, to assist customers in the first instance. Forty-four staff are available to assist in over 20 languages. This assistance does not replace access to the Commonwealth Translating and Interpreting Service.



PRODUCTS AND SERVICES (BY OUTCOMES)

LAND INFORMATION

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 – Governance⁵

Desired Outcome

The State's administrative, commercial and social systems are supported by a land information base and certainty of ownership and other interests in land.

There is a growing recognition in Australia of the efficiencies both in time and cost reduction which can be gained in both the public and private sector by converting the paper based conveyancing property transaction process and the land subdivision process to an electronic paperless process. DLI has a number of projects in 2004/05 that will begin the process of converting both these processes from a paper-based system to an electronic one.

Record Business Levels

Registration Services Branch has delivered exceptional service to its customers in a record year of business for the Branch. The financial year of 2003/2004 saw 400,158 documents lodged and registered, the largest ever in the history of DLI. In addition, the total number of new lots created during 2003/04 was 28,309, the highest figure since 1994/95.

The land value of these registered documents was \$24.8 billion. The amount of finance secured by these registered documents was \$39.9 billion. All of these transactions are secured and registered under the State Guarantee of Title in accordance with the Transfer of Land Act 1893.

Carbon Rights and Tree Plantation Agreements

Registration Services Branch, in conjunction with the Department for Planning and Infrastructure, developed a system for the registration of Carbon Rights and Tree Plantation agreements within the land title registration system. This registration system provides landowners with a legal framework for allocating or sharing financial benefits from carbon sinks (the amount of carbon stored in land). As anticipated by the Kyoto Protocol, there will be an increase in land use, land use change and forestry activities which sequester carbon. This agreement will assist Western Australia and Australia, as a whole, in complying with its international Greenhouse obligations as stated under the United Nations Framework Convention on Climate Change.

⁵ See Government's Strategic Planning Framework, page 10

QA Accreditation

Registration Services Branch maintained their Quality Assurance certification to AS/NZS ISO 9001:2000 standard and is accredited for the provision of land registration services. This includes the audit of the geodetic network, freehold, Crown and strata sub-divisional plans; the creation of new certificates of title from those plans; the registration of interests in both freehold and Crown land; provision of advice; and maintaining and upgrading databases that support those processes.

Data Capture Project - DLI/Western Australian Electoral Commission

Registration Services Branch collaborated with the Western Australian Electoral Commission (WAEC) in a project which resulted in the electronic capture in SmartPlan of the State's Local Government Authorities Ward Boundaries.

These are used in the electoral process for Local Government Councillors and assist in establishing State and Federal Electoral Boundaries. Regularly updated and readily accessible online via Landgate, the new boundaries will create efficiencies across State and Local Government.

DLI is the authoritative host of the State's ward boundary data. State and Local Governments now have 24-hour online access to accurate, up to date information generating efficiencies in the electoral process. The capture and implementation of ward boundaries into DLI's cadastral systems has generated time and cost efficiencies for both the WA Electoral Commission and DLI and also enhances accuracy of the electoral boundaries and rolls.

Topographic Restructure Project

Topographic data is an important fundamental dataset for the State. A two-year project, which began in November 2003, will migrate existing topographic data that is held in a Computer Aided Drafting (CAD) format to a more modern Geographic Information System (GIS).

The migration involves the integration of the best available data held by different Government agencies into the new format. Input from 15 Government Agencies has assisted in the development of the topographic GIS data model.

In addition, DLI's base topographic data is undergoing cleansing of spatial and attribute anomalies in preparation for the migration.

Discussions with agencies are progressing to formalise partnerships in order to develop methodologies for the dataset's ongoing maintenance.

Rangeland surveys

The State Rangelands Survey program continued to provide valuable resource management information to the pastoral industry. Since the removal of Crown land administration from DLI to DPI in July 2003, the section has retained close support links to the Pastoral Lands Board (PLB) supplying field expertise, mapping services and articles for the PLB newsletter 'Pastoral Lines'. The following projects made up the bulk of the work performed by the section throughout the last financial year:

Lower Murchison – mapping of 13,000 square kilometres of country east of Kalbarri along the Murchison River has been completed within the section's Geographic Information System. This survey completed a gap that existed between the rangeland resource surveys to the north and east, and the State soil survey program in the south. Individual resource reports for each pastoral lease have been provided to pastoralists with recommendations, where necessary, for the better management for areas subject to environmental degradation. An extended report of the whole region will be prepared, starting in 2005.

Ashburton – a report entitled 'Re-Assessment Of Carrying Capacities In The Ashburton River Catchment' was distributed in 2003 to pastoralists within the Ashburton River catchment. It provides detail of the finding of the survey conducted in the previous year to assess the spread of Buffel Grass (*Cenchrus ciliaris*) throughout the area. This is an exotic grass that grows vigorously in favourable conditions and substantially enhances the livestock carrying capacity of the area it colonises. The Valuer General will use this information to reassess values of individual pastoral leases based on their new potential.

Pilbara - the printing of the Pilbara Ranges Survey technical report 'An Inventory And Condition Survey Of The Pilbara Region Of Western Australia' and its sister report entitled 'The Pastoral Resources And Their Management Of The Pilbara Region Of Western Australia' will be ready for printing early in the 2004-2005 financial year. Commitments to more urgent business have meant that the target date for these publications has slipped from 2003/2004. The data was pre-released to the pastoral industry two years ago to assist in the development of station management plans. The data is already being used to good effect by pastoralists, mining companies, private consultants and the Department of Conservation and Land Management.

Nullarbor – the survey has been on-hold while the Pilbara project is being completed. It is scheduled to be re-started in 2004.

The survey program for the remainder of the State, after the Nullarbor, comprises the Southern Goldfields centred around Kalgoorlie and extends eastward to meet the Nullarbor region. This would see the completion of the program of regional rangeland surveys across the entire pastoral area of Western Australia. The outcome of this is a statewide and consistent, natural resource GIS that will be used for State and regional planning and management for both the conservation and pastoral estate as countenanced in the Western Australian State Sustainability Strategy (2003).

Community Titles Advisory Committee

The Community Titles Advisory Committee (CTAC) was formed in late 1997 to meet the then Government's commitment to the ongoing review of the Strata Titles Act (STA). The Minister for Land Information has approved the re-constitution of the Committee for a further two-year term from April 2004 to March 2006.

The Committee continues to assist DLI with its current review of parts of the *Strata Titles Act 1985*.

The objectives of the CTAC are to consider proposals for legislative change in relation to properties with separate lots and shared services. DLI provides administrative and operational support to the Committee.

Non-government members of the Committee are paid a sitting fee of \$50 per meeting.

During the financial year the Committee considered topics as part of the review project being conducted by DLI. Members of the CTAC liaised with the DLI officer undertaking the review to develop solutions to the problems identified.

The Committee has completed its consideration of the following topics:

1. Mediation
2. Insurance
3. Termination of Schemes
4. 'Separation' of the STA (a better organisation of the layout of the statute).
5. Minor amendments (small changes to improve the useability of the statute by means of clarification, updating and cross-referencing).

The topics to be considered by the Committee during 2004-2005 are:

1. The operation of by-laws within the STA
2. The operation of section 43 of the STA (supply of information and certificates by the strata company) including other connected information provisions such as section 69
3. Staged development in strata and survey-strata schemes
4. Schemes within schemes
5. Leasehold strata and strata of Crown land

The Committee Members July 2003 to June 2004 were:

Name	Agency	Meetings Attended
Ed McKinnon (Chair)	Land Surveyor and Company Director	7/7
Paul Turner	Department for Planning and Infrastructure nominee	1/6
<i>Replaced by Shirley McMurdo</i>		1/1
Robert Kronberger	Office of the Strata Title Referee nominee	6/7
Terry McCarthy	Western Australian Municipal Association nominee	7/7
Mescal Stephens	Office of Water Regulation nominee	1/4
<i>Replaced by Peter Verschuer</i>	Water Corporation nominee	2/3
Peter Munday	Real Estate Institute of Western Australia nominee	7/7
Dominic Loiacono	Australian Institute of	0/4

<i>Replaced by Mara Karabanovs</i>	Conveyancers nominee	2/3
Gemma Gallagher	Urban Development Institute of Australia nominee	0/4
<i>Replaced by Frank Poeta</i>		1/3
David Clark	Law Society of Western Australia nominee	2/7
David Hoops	Spatial Sciences Institute nominee	6/7
Jake Kneebone	Strata Titles Institute of Western Australia nominee	6/7
Greg Vellacott	Single-Tier nominee	6/7
Frances Maber	Multi-Tier nominee	7/7
Ruth Geneff	Multi-Tier nominee	7/7
Charles Noble	Department of Land Information	7/7
Bruce Roberts	Department of Land Information	6/7
Eric Horlin (Executive Officer)	Department of Land Information	7/7

Geographic Names Committee

The Geographic Names Committee provides advice on the naming of townsites, suburbs, localities, roads and other features. It met four times in 2003/2004. Members and their attendance (including attendance by deputy) was:

Name	Agency	Meetings Attended
Gary Fenner	DLI (Chairman)	4/4
David Reynolds	Main Roads Western Australia	3/4
Russell Burnett	Urban Development Inst. Of Aus. (WA Div)	3/4
Tony Caravella	State Records Office	3/4
Douglas Brown	Australia Post	4/4
Brian Dawson	Department of Industry and Resources	4/4
Representative	Department of Aboriginal Affairs	0/4
Janice Goodacre	Local Government Association	4/4
Jo Harrison-Ward	Fire and Emergency Services Authority	2/4
Brian Goodchild	DLI (Secretary)	4/4

The Committee experienced a change in Chairman during the year, with Gary Fenner replacing Andrew Burke. This reflected a restructure in DLI's Divisions. Mr Kevin Trent of Main Roads WA also handed over Main Roads WA representation to Mr

David Reynolds. Mr Trent had served on the Committee for 16 years, firstly as the representative for Local Government and secondly for Main Roads WA, and has been a long-term valuable member of the Committee.

During the year the Committee defined the names and boundaries for another 53 rural and pastoral localities, in seven local government areas. Major achievements were in the Shire of Collie (14 localities), Shires of Moora (11), Wongan-Ballidu (10) and Mullewa (10). 139 of the State's 144 local governments now have approved localities.

The new metropolitan locality of Aubin Grove in the City of Cockburn was approved, and the names of two localities, Burns and Waterman, were changed to Burns Beach and Waterman Bay respectively. The boundaries between Carramar and Tapping, and between North Lake and Kardinya were also amended.

The approval of 1395 new road names is the most ever approved in one year, with the average over the last 10 years being 872. The names of many new roads still reflect an Australian and Western Australian theme, such as rivers, national parks, towns, beaches, pastoral stations and homesteads. Many reflect, however, the cosmopolitan nature of our State by the use of such names linked to famous universities, Spanish names, European artists, American lakes, cities of the world and Welsh names.

The fascination with a coastal 'feel' was demonstrated with the use of names relating to ports in the USA and UK, famous boat races, and nautical and maritime topics. Names linked to ethnic and gender diversity were also actively supported, with the use of one series of new road names relating to famous and noteworthy women of Western Australia. Names of Korean, Slavic, Italian and Macedonian origins were also adopted.

'Sister City' relationships enjoyed by Local Governments were acknowledged by the naming of Lake Vasto in the City of Perth and Adachi Park in the City of Belmont.

The contribution of explorers to our State was also recognised by the naming of Baudin Peak on Mondrain Island, and Dampier Peninsula north of Broome.

Geographic Names Committee – Names Approval			
	New	Amended	Deleted
	2003/4 (2002/03)	2003/04 (2002/03)	2003/4 (2002/03)
Roads	1395 (997)	553 (548)	
Features	212 (234)	18 (16)	2 (6)

Intergovernmental Committee on Surveying and Mapping (ICSM)

ICSM is the Intergovernmental Committee on Surveying and Mapping and is comprised of senior representatives from all the Australian States, Territories, the Commonwealth and New Zealand. ICSM's role is to provide leadership, coordination and standards for surveying, mapping and charting and facilitate the assemblage and maintenance of national framework datasets.

The A/Executive Director Information Services represents DLI in ICSM. In addition, DLI is represented in most of ICSM's sub committees dealing with projects, research and issues relating to surveying and mapping. For 2003/2004, DLI was represented in the following committees:

- Geodesy Technical Sub-committee
- Geocentric Datum of Australia Implementation Working Group
- Street Address Working Group
- Permanent Committee on Cadastral Reform
- Geographic Names in Australia (CGNA) Sub Committee
- Topographic Information Working Group
- E-Plan Working Group
- Permanent Committee on Tidal Interface/Intertidal Working Group
- Permanent Committee on Tides and Mean Sea Level
- Native Title Working Group
- Permanent Committee on Topographic Information

International Services

DLI International offers overseas countries world class technical assistance and advice about land administration and land and spatial information. These activities provide the State with export income, stimulate local business opportunities and encourage trade and cultural exchange. Since its inception in 1992, DLI International has secured consultancies worth more than \$16 million.

In 2003/2004, DLI's International team concentrated on the following major projects:

- Sri Lanka - DLI International was successful in winning a new World Bank funded Project, the Sri Lanka Land Titling and Related Services Project Technical Assistance (TA) in partnership with SAGRIC International Pty Ltd, based in South Australia. The TA is valued at approximately \$2.7 million, commenced in March 2002 and is scheduled for completion in December 2004. The project is being conducted as a World Bank Learning and Innovation Loan with the intent of developing and assessing improved land administration procedures for Sri Lanka.

Sharing Our Expertise with the World

Through the international program, DLI conducted several study tours and visits involving about 20 international visitors who requested to see our world-class land administration and information systems:

- DLI was invited and funded by the Government of Malaysia to present at a one-day seminar on 'Gated Community Development'. The seminar was aimed at providing information on how best to implement large-scale strata title schemes and DLI presented papers on the legal and surveying aspects.
- DLI hosted the Honourable Dr Vesna Pusi , Deputy Speaker for the Parliament of the Republic of Croatia and provided a briefing on our solutions to land titling and land administration issues. The visit was part of a study tour to Australia by Dr Pusi who is studying solutions to issues in land administration for consideration and possible adoption back in Croatia. Dr Pusi was also learning of trade and commerce issues that are of mutual interest to Australia and Croatia.
- Two senior managers from the National Institute of Valuation (INSPEN) in the Department of Valuation and Property Services in Malaysia visited DLI to study DLI's valuation systems first hand.

- Sixteen senior managers from the Alxa League Environment Rehabilitation and Management Project Policy Study Tour for Inner Mongolia visited DLI to learn how land administration and spatial information benefit and are critical in the environmental decision making processes. DLI provided an overview of the organisation, searching land information and using aerial and satellite imagery to ascertain the on-ground situation.

These study tours involved 26 overseas visitors studying our world-class land administration systems. A number of other scheduled visits were postponed for SARS related reasons.

Key Performance Indicators and Output Measures

Output – Land Information

Information about land and land ownership is collected, recorded and made available for use by Government, business and the community.

Effectiveness Indicator 1 of 2 (audited by the Office of the Auditor General):

Extent to which the State Land Information Capture Program (SLICP) is completed according to target.

Percentage of work program completed	Actual 2001/2002	Actual 2002/2003	Actual 2003/2004
Topographic Data Capture/Revision	96%	87%	100%
Spatial Upgrade	95%	96%	95%
Ortho-image/mosaic Production	100%	100%	100%
Aerial Photography Capture	89%	100%	100%
Property Street Addressing	98%	100%	100%
Locality Boundary Capture	92%	100%	63%
Digital Elevation Model Production	n/a	100%	100%
Aerotriangulation	n/a	100%	100%
Road Centreline Maintenance	n/a	100%	100%
Digital Aerial Photography	n/a	80%	100%
Overall Work Program Completion	95%	96%	96%
Overall Work Program Completion Target	100%	100%	100%

Why is this a key indicator of our performance?

The State Land Information Capture Program (SLICP) comprises components of a work program for producing up-to-date, accurate land information data sets to meet customer needs. It is negotiated with the independent Western Australian Land Information System (WALIS), a consortium of government agencies that use the land information. The extent to which the SLICP is delivered is an indicator of the currency of the data and therefore the effectiveness of DLI's land information base.

How was the indicator derived?

With a specific amount of money available in a year, the SLICP is a calculation of the amount of work able to be completed. The proposed program is then agreed with key WALIS agencies. The various components of the required work are recorded in a job tracking system, including the time taken and the direct cost involved.

The percentage completed for each of the component programs is averaged to attain the percentage of overall program completion.

What does this indicator show?

Overall 96% of the SLICP has been achieved. Of the ten discrete components of the 2003/2004 SLICP, only two have not achieved their individual targets.

Comments on each component follow.

Topographic Data Capture

The Topographic Data Capture program achieved 100% of the target of 275 large-scale map tiles for the metropolitan area and selected regional centres. The 2003/2004 program completed a four-year contract and data capture will continue under a new contract spanning up to five years.

Spatial Upgrade

The Spatial Upgrade Program updates the spatial database for specific areas of the State each year and the entire State will be upgraded over time. During 2003/2004, 95% of the planned work for the year was completed. At 30 June 2004, 71% of the entire State has been upgraded to survey accuracy.

Ortho-image/mosaic Production

The Ortho-image/mosaic program continued to accelerate due to improvements to its own and supporting processes. Nearly 29,000 images were rectified, which is 51% more than the estimated 19,200 images.

Aerial Photography Capture

The 2003/2004 Aerial Photography program completed more than 31,400 frames, 21% more than the estimated target of 26,000 frames. A new 5-year flying contract was also established and commenced in December 2003.

Property Street Addressing

The Property Street Address program included rural and metropolitan/urban addressing. The program for 2003/2004 maintenance was exceeded by 47% due to the establishment of new localities and the high level of land development activity.

Locality Boundary Capture

Locality boundaries have now been determined for 91% of the state's local governments. Five of the 144 local government areas still require locality definition. During 2003/2004, 53 new localities were defined in seven local government areas. This was 37.6% below the target of 85 localities, and is attributed to DLI's dependency on local governments to complete relevant actions prior to DLI defining boundaries. The remaining five Local Government Areas will be completed in 2004/2005.

Digital Elevation Model Production

Production of Digital Elevation Models (DEMs) exceeded the target by 82% due to DEMs generated to support the ortho-image program requiring less operator interaction than fully edited DEMs. The increased availability of spatially controlled aerial photography through the aerotriangulation process was also a factor.

Aerotriangulation Adjustment

Providing the fundamental spatial control link between aerial photography and ground survey coordinates, the aerotriangulation program supports and influences all other geo-referenced topographic and image data activities. Improving on last year's performance, the 2003/2004 program achieved 30% more than the estimated 22,000 images due to the continuing effect of improved technology and digital image handling capability.

Road Centreline Maintenance

Validation, maintenance and revision of the Road Centreline database including the addition of new data from lodged surveys and ortho-images is currently being undertaken by DLI for metropolitan, outer metropolitan and regional areas. Data quality initiatives have extended maintenance of the database resulting in achievement of double the estimated target.

Digital Aerial Photography - Increase in State Coverage

An annual program of digitising new aerial photography supports the initiative for electronic access to land data and customised digital products. A proportion of this program provides digital images for areas of the State not previously available in digital form. The State digital coverage increased during 2003/2004 by 50 x 1:100,000 scale map sheet areas. This equates to 5% of the entire State for a total of 37.24% coverage. The increase was 39% more than the estimated target for the year.

Effectiveness Indicator 2 of 2 and output quality measure (audited by the Office of the Auditor General):

Claims against registered interests, as a result of fraud, negligence or errors, settled by the Crown.

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of claims settled by Crown	1	0	0	0

Why is this a key indicator of our performance?

The indicator provides a measure of the State's success in maintaining an accurate land titles register. It shows the settled claims against the State arising from fraud, negligence or errors involving the certainty of land ownership within the State.

How was the indicator derived?

The indicator is derived from a register that records new, current or rejected claims made for monetary compensation against the State concerning registered interests in land.

The following definitions apply:

- "Fraud" means the illegal activities by a person or persons other than the registered owner or owners to effect changes to the existing interests recorded on a Certificate of Title or other land transaction document.
- "Negligence or errors" means the actions or errors attributed to DLI or to conveyancers, but not detected by DLI, which affect the land register or clients' ability to successfully complete land transactions.

What does the indicator show?

The absence of successful claims indicates that no underlying trend involving fraud, negligence or errors is apparent.

Efficiency Indicator 1 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):

Average cost per land registration action

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of land registrations actions	1,815,296	1,892,461	1,821,650	1,979,902
Average cost per land registration action	\$22.26	\$24.28	\$24.59	\$24.36

Why is this a key indicator of our performance?

Land registration actions include a range of activities associated with registered land transactions. The most common include document searches, examination and registration of interests on land. The last two involve incorporating changes made to

a Certificate of Title. Typically, changes concern land ownership details on a title, applications for a new title for subdivisional land development, caveats, leases, power of attorney, and other minor adjustments to titles.

The indicator provides a measure of the full cost of recording on Government guaranteed land titles the range of interests, boundaries and ownership relevant to that land. This is a clear indicator of the efficiency with which the land registration system and service is maintained.

How was the indicator derived?

The number of transactions is derived from a recording and checking system that reports the number of:

- Documents examined for registering against the title;
- Certificates of title created; and
- Document search requests received.

The cost of registration actions includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The cost of land registration actions is recovered via charges to users for each transaction. Each charge is calculated on a full cost recovery basis.

What does this indicator show?

DLI dealt with record numbers of registration transactions this year as high levels of property market activity continued. The indicator shows that because the number of registration actions were 8.7% higher than the target, and the costs are relatively fixed, the average cost per transaction was 0.93% lower than anticipated.

Efficiency Indicator 2 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):

Average cost per physical land information data set maintained and developed

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of physical land information data sets maintained and developed	9	9	9	9
Average cost per physical land information data set maintained and developed	\$1,643,770	\$1,658,527	\$1,737,219	\$1,811,147

Why is this a key indicator of our performance?

These nine data sets include information about:

- Landscape relief (ie contours);
- Cultural, or built environment, and natural features;
- Air photography;
- Satellite imagery;
- Geographic names;
- Property street addresses;

- Road Centreline (ie position of constructed roads);
- Native title claims; and
- Baselines/territorial sea limits.

Keeping the nine data sets up-to-date is an essential aspect of maintaining a Government land information base and the costs involved represent a key indicator of efficiency.

How was the indicator derived?

The costs for maintaining these data sets includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The total maintenance cost is then averaged across the nine data sets.

What does this indicator show?

The average maintenance cost per data set for 2003/2004 is 4.3% higher than the target figure, which is within accepted annual variance range. The increased cost between 2002/2003 and 2003/2004 is primarily attributable to a redistribution of the overhead component of costs over a reduced business base.

Efficiency Indicator 3 of 3 incorporating output quantity and cost measures (audited by the Office of the Auditor General):

Average cost per land boundary information data set maintained and developed

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Number of land boundary information data sets maintained and developed	3	3	3	3
Average cost per land boundary information data set maintained and developed	\$996,537	\$1,004,159	\$1,044,709	\$1,131,967

Why is this a key indicator of our performance?

These three data sets include information about:

- Cadastre;
- Geodetic marks; and
- Administrative boundaries.

Keeping the data sets up-to-date is an essential aspect of maintaining a Government land information base, and the costs involved represent a key indicator of efficiency.

How was the indicator derived?

The cost for maintaining each data set includes all direct costs and an appropriate share of indirect and overhead recurrent costs. The total maintenance cost is then averaged across the three data sets.

What does this indicator show?

For 2002/2003, the average maintenance cost per data set was 8.35% higher than the target figure, which is within the acceptable annual variance range. The increased

cost between 2002/2003 and 2003/2004 is primarily attributable to a redistribution of the overhead component of costs over a reduced business base.

Quality Measures

Claims against registered interests, as a result of fraud, negligence or errors, settled by the Crown (Refer to the Effectiveness Indicator above).

Measures	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Maintenance of ISO 9001:2000 Quality Assurance for processes of physical land information data sets maintained and developed.	Maintained	Maintained	Maintained
Maintenance of ISO 9001:2000 Quality Assurance for processes of land boundary information data sets maintained and developed.	Maintained	Maintained	Maintained

Timeliness Measures

Measure	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
The time systems providing registration services are available for use	98.5%	98%	99%

The timeliness with which land registers may be accessed, maintained, searched and updated depends on the availability of information systems. DLI relies on several computer systems to carry out the various land registration actions in an efficient manner.

These systems include:

- Document Acceptance System;
- Document Issuing System;
- Image Viewing System;
- Lodgement Processor;
- Customer Accounting / Customer Remote Search System;
- Titles in Progress System; and
- Registrar's Packets.

Systems are expected to be available during core business hours. For 2003/2004, having systems available for at least 98% of this time was the management target. The actual proportion of time that systems were available exceeded that target.

Measure	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Requests for physical land information data met within target times	99%	98%	93%

Satisfying requests for physical land information data in a timely fashion is important in supporting the State's administrative, commercial and social systems. It is reported in terms of meeting agreed delivery times. For 2003/2004 the target was set at 98% of customer requests for physical land information to be met within agreed times. The actual result for the year was 93%, however, the result is still within the accepted annual variance.

Measure	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Land boundary information added to data sets within target times	96%	95%	92%

Land boundary information data is collected and added to the data sets within an annual program, which has program milestone timelines. For 2003/2004, a target of 95% of information added within set times has been applied to the following critical data: land points; spatial anomalies; audited field books; approved layer polygons; and lodged layer polygons.

The actual result for the year was 92% of program milestones met on time. This is within the accepted annual variance range.

VALUATION SERVICES

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 – Governance⁶

Desired Outcome

Independent valuations support Government's collection of rates and taxes, and management of property assets.

Western Australian rate and land taxpayers rely on accurate valuations to provide a fair, impartial and equitable rating base. Under the authority provided in the Valuation of Land Act 1978, the Valuer General maintains valuation rolls for this purpose. In addition to determining rating and taxing values the Valuer General provides an independent property valuation and consultancy service to State and local governments and statutory authorities. Valuations are made for various reasons including the disposal, acquisition or leasing of land; compensation; stamp duty assessment; and financial asset management and reporting.

Property Data Verification

The quality of property data is fundamental to the integrity of gross rental values and sales information. The number of local governments assisting the Valuer General in identifying changes to buildings has continued to increase, resulting in an improvement in data quality. In addition, the Valuer General has, through verification exercises and field-work associated with the valuation program, improved existing property records. Approximately 40,000 property records have been improved over the year.

Government Property Register

During the year, records of all Government owned property held in the mainframe computer based Government Property Register were matched against corresponding valuation records in the valuation system 'ValSys'. For the first time in June 2004, agencies received their property and valuation reports for financial reporting directly out of ValSys. A total of 127,012 valuations were produced and reported as at 30 June 2004. The mainframe computer will be de-committed in 2005.

Goods and Services Tax (GST) Valuations

There is a continuing need for agencies to seek advice on the impact of GST on the sale or purchase of land. The Valuer General continues to be consulted for advice on valuations that involve the utilisation of the margin scheme and for the supply of "valuation certificates" required under GSTR 2000/2001. Providing this service has involved a number of consultations with the Australian Tax Office to clarify interpretations and rulings.

⁶ See Government's Strategic Planning Framework, page 10

Service Level Agreements (SLAs)

The SLA devised with the Water Corporation involves the provision of rating valuations. This SLA was renegotiated during the year and extended Statewide. The SLA with the Commonwealth Government for the provision of valuation services to the Indian Ocean Territories was also renewed. Both agreements continued to be highly successful.

Statements of Service Levels were provided to all metropolitan local governments and may lead to the creation of SLAs in 2004/05. Discussions with large country local governments also commenced. In addition, a SLA with the Office of State Revenue will be formalised during 2004/05.

Plant and Equipment Valuers

The demand for plant and equipment valuations continued at high levels. However the inability to recruit additional valuer resources due to buoyant market conditions meant that growth in this area was curtailed.

Property Lease Register

The Valuer General continues to liaise with stakeholders in relation to the establishment of a lease register.

Metropolitan Branch - Rating and Taxing Values

The Metropolitan Branch completed 534,950 unimproved values and 443,564 gross rental values. These are required to maintain the valuation base for the determination of rates and taxes within the Perth metropolitan area.

A total of 861 objections, appeals and queries against rating and taxing values were processed. 10,464 values were made for purposes other than for rating and taxing.

All metropolitan local governments were subject to an unimproved value General Valuation, and significant work was undertaken on the triennial gross rental value General Valuation due to come into force from 1 July 2005.

Country Branch - Rating and Taxing Values

The Country Branch made a total of 323,954 unimproved values and 70,361 gross rental values for rating and taxing throughout Western Australia.

Additionally, a total of 600 objections, appeals and queries against rating and taxing values were processed. This was a 22% reduction in disputes over the previous year.

A total of 127,012 asset valuations for financial reporting and 4,788 valuations for other purposes were made.

The following 20 local governments, were subject to gross rental value based General Valuation: Brookton, Broomehill, Bruce Rock, Bunbury, Chittering, Corrigin, Cranbrook, Esperance, Geraldton, Greenough, Katanning, Narembeen, Northampton, Pingelly, Plantagenet, Tambellup, Toodyay, Waroona, West Arthur, Woodanilling.

Other Valuations

Several major consulting projects were carried out. These included the five yearly rental review of all pastoral leases throughout Western Australia required under the Land Administration Act. This two-year project required the inspection and analysis of leasehold sales as well as the assessment of rents throughout WA.

The taking of State Corridor Rights for the Dampier Bunbury Natural Gas Pipeline corridor required compensation valuations for more than 170 farming properties situated between Baldivis and Bunbury.

Key Performance Indicators and Output Measures

Output – Valuation Services

An impartial valuation and property information service.

Effectiveness Indicator 1 of 2 and output quality measure (audited by the Office of the Auditor General):

International standards for accuracy and uniformity of rating and taxing values are met

	Actual 2001/2002	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Benchmark against international standards for accuracy using Means Ratio Test:				
Gross Rental Value	92.38%	93.04%	92.5%	93.87%
Unimproved Value	92.69%	91.76%	92.5%	90.58%
Coefficient of dispersion to check uniformity of values:				
Gross Rental Value	5.01%	5.69%	<7.00%	6.26%
Unimproved Value	4.31%	5.17%	<15.00%	7.80%

Why is this a key indicator of our performance?

State and local governments rely on impartial, uniform and accurate property values as a base for levying rates and taxes. Therefore, measuring the uniformity and accuracy of valuations provides a useful indicator of our contribution to their effectiveness in meeting this outcome.

How was this indicator derived?

The uniformity and accuracy of Unimproved Values are checked against international ratio standards published by the International Association of Assessing Officers (IAAO) in their current 'Standard on Ratio Studies'. Coefficient Of Dispersion (COD) and Means Ratio Test (MRT) are the key standards. These are used extensively in both Australia and New Zealand. Gross Rental Values are compared against our own Standards developed in 1998 along similar lines to the (IAAO) land standards. Both were adopted as ideal indicators suited to Western Australia.

IAAO Standards state that "the overall level (MRT - accuracy) of appraisal for a jurisdiction... for vacant land... should be between 90 percent and 110 percent", and that the "Coefficient Of Dispersion (COD) for vacant land should be 20 percent or less". In larger urban jurisdictions dealing with uniform land releases and availability of sales, the COD should be <15 %.

Whilst currently there is no international standard for Gross Rental Values, the same accuracy and uniformity measures applying to Unimproved Values have been adopted with tighter targets. The MRT for rentals set by the Valuer General is <7%. Excellent results are produced when the percentage measure is much lower than the standard.

What does this indicator show?

The results fall well within the international standard set for Unimproved Values and that set by the Valuer General for Gross Rental Values. This shows that the valuations, when measured against the sales and rental evidence are set at a level reasonably close to prevailing market levels and most fall within a narrow value range. The results, while good by international standards, are not as good as previous years, reflecting the current volatile property market.

Effectiveness Indicator 2 of 2 (audited by the Office of the Auditor General):

Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force

	Target 2003/2004	Actual 2003/2004
Adjustments to rating and taxing values as a result of Objections and Appeals as a percentage of total values in force	<0.2%	0.033%

Why is this a key indicator of our performance?

The percentage of values amended as a consequence of owners exercising their right to challenge values is a reasonable measure of the integrity and fairness of the values contained in Valuation Rolls.

How was this indicator derived?

The figure is derived by dividing the total number of rating and taxing values in force by the number of values that have been amended as a result of an objection or appeal.

What does this indicator show?

At 30 June 2004, there were 1,699,290 values in force in Western Australia and during the 2003/2004 financial year, only 588 were amended as a result of formal objection and appeal grievances lodged with the Valuer General. This indicates that fewer than one in every 3,000 values is amended after formal review.

Apart from the effectiveness of the valuation process in WA, these types of results also show the stability of and acceptance of the valuation base by rate and taxpayers.

Efficiency Indicator incorporating output quantity and cost measures (audited by the Office of the Auditor General):

Average cost per valuation:

	Actual 2001/2002	Actual 2002/2003	Target 2002/2003	Actual 2003/2004
Number of valuations completed	1,371,492	1,145,529	1,392,019	1,522,666
Average cost per valuation	\$12.16	\$14.94	\$12.40	\$11.19

Why is this a key indicator of our performance?

The number of valuations made and the average cost per valuation provide a reliable measure of overall performance against forecast targets, as well as against previous years' outcomes. Some variation does occur from year to year due to the cyclical nature of the gross rental valuation program, with 2003/2004 being a year of higher mass appraisal activity in the metropolitan area, resulting in lower costs per value than the previous year.

How was this indicator derived?

Cost per value refers to the total cost per value of unimproved and gross rental values including general valuations, interim valuations, objections, appeals and queries made during the financial year, and other valuations including all plant and equipment, stamp duty, market, and asset valuations, and property related valuation consultancy services.

The total cost includes all direct costs and an appropriate share of indirect and overhead recurrent costs.

What does this indicator show?

The average cost per valuation of \$11.19 is 9% lower than the previous year and can be attributed to the 9.5% increase in the number of values completed. The additional values were primarily in lower cost mass appraisal areas, notably metropolitan gross rental valuations.

Timeliness Measure

Measures	Actual 2002/2003	Target 2003/2004	Actual 2003/2004
Extent to which valuations are completed within target times or times agreed with clients:			
a) General Valuations	94.5%	98%	99.6%
b) Market values, stamp duty values, plant and equipment values and consultancy advice	72.6%	85%	74.8%
Asset values for the Government Property Register by 30 June	100%	95%	98.4%

The General Valuation percentage completion target of 98% is a combined measure for both gross rental value and unimproved value revaluations. The outcome of 99.6% represents both the percentage of values completed by the 30 June and the extent to which values were not available to clients by the date agreed. The outcome is a very good result for such a large proportion of the valuation service provided.

Asset values for the Government Property Register comfortably exceeded the target requirement. The outcome for other valuations of 74.8%, while below the target, was an improvement on the previous year despite the very difficult circumstances relating to the retention and recruitment of qualified valuers caused by the very buoyant state of the property industry.

ACCESS TO GOVERNMENT GEOGRAPHIC INFORMATION

Contribution to the Strategic Planning Framework:

Goal 2 – The Economy

Goal 4 – The Regions

Goal 5 – Governance⁷

Desired Outcome

Coordinated access to WA Land Information Systems (WALIS) community members' geographic information supports the management and development of the State.

The importance of land information in decision making in almost every aspect of the State's economy and lifestyle is increasingly being recognised. Access to high quality spatial information is facilitated and coordinated by the WALIS Office for the benefit of all Western Australians.

WALIS is a complex partnership of diverse participants from 27 public and private organisations. It coordinates management and delivery of geographically-related information held mostly by WA Government agencies. WALIS was created in 1981 to build networks of people and technology to share information and improve its usefulness and accessibility.

WALIS activities are coordinated through a governance structure and supported by the WALIS Office. The governance structure comprises:

- The Executive Policy Committee (EPC), on which the Directors General of the WALIS-member agencies sit, setting overall policy for WALIS and reporting to the Minister for Land Information.
- WALIS Council, focusing on operational coordination and information exchange.
- Core Management Group (CMG) to oversee policy and strategic direction.
- The WALIS Advisory Committee, a group of industry and community experts to provide advice on WALIS-related issues.

The primary aim of WALIS is to build networks of people and technology to share information and improve its usefulness and accessibility. Sharing information reduces costs, avoids duplication and helps build a consistent view of land and geographic information. This helps Government and business deliver better products and services and individuals make better decisions about their future.

WALIS facilitates WA Government input into national policy activities focused on the use of spatial information for natural resource management strategies, counter terrorism and emergency management activities.

Knowledge Exchange

The WALIS Forum is the largest geographic information conference in Australia. The 2003 conference had a record attendance with over 530 delegates. Forum 2003 'Connecting Community with Spatial Information' focused on the benefits of spatial information and how the community can utilise it. The Forum highlighted innovations

⁷ See Government's Strategic Planning Framework, page 10

in new technology, how working together helps achieve outcomes, how emergency services are using information technology and provided lessons learned through conversions to web-based systems.

WALIS continues to provide educational opportunities for Western Australia and facilitated a workshop with the Australian and New Zealand Land Information Council on the Australian Spatial Data Infrastructure (ASDI). The workshop detailed what is happening nationally in the ASDI through user interaction established implementation options to incorporate the ASDI at a local level.

Policy and Strategic Planning

In 2003 WALIS undertook a Performance Evaluation Project. A key outcome of that project was changes to the governance of WALIS. Through the WALIS Council and WALIS Advisory Committee, the governance structures were revised to enhance their effectiveness. The new structure established a Core Management Group for WALIS, which comprises a representative for six whole-of-government areas and a representative from the WALIS Advisory Committee.

The areas are:

- Fundamental Information Infrastructure;
- Environment and Economy;
- Utilities and Infrastructure;
- Community Services and Planning; and
- Local Government and Emergency Management.

The WALIS Council meets on alternate months, focussing on coordination of activities and exchange of information. The Core Management Group meets every other month with emphasis on the policy and planning for WALIS.

The development of the 2004-2007 WALIS Strategy involved two planning sessions with 30 WALIS stakeholders from across Government agencies and the community in December 2003 and February 2004. The new strategy incorporates six focus areas with WALIS agencies taking lead roles in the implementation of the plan. Implementation will be closely aligned with the Shared Land Information Platform (SLIP) initiative.

Data Quality, Infrastructure and Access

WALIS continues to facilitate the improvement of access to Government Land Information and in doing so, has undertaken an intensive review of the State Land Information Capture Program (SLICP). The SLICP has always ensured that the State has a comprehensive archive of aerial photography across Western Australia. Review of the SLICP identified the need to upgrade the application process. The callout documents were upgraded and work has commenced to have an electronic process in place for submissions the next SLICP.

Interragator and WA Atlas

Access to the WALIS Interragator service has been reviewed, identifying the need to enhance access and functionality of Interragator online. Interragator is a comprehensive index to over 12,000 records of Western Australia's Geographic Information held by public and private sector organisations. The service continues to

expand and over 400 additional datasets were added during the past year including railway networks, fire districts, Tuart trees, indigenous sites and community monitoring areas.

The WA Atlas continues to provide a general reference map tool for the public. The Atlas allows users to access a range of data layers and generate their own maps. The Atlas server was upgraded earlier this year to improve access, and the time and search ability for the service.

Key Performance Indicators and Output Measures

Output - Access To Government Geographic Information

Land or geographic information from the Western Australian Land Information System (WALIS) community members is managed in a coordinated way so that data held by agencies can be integrated and readily accessed to meet government, business and community needs.

Effectiveness Indicator[□] (audited by the Office of the Auditor General)

Useability of WALIS spatial information is determined by user awareness, acceptance and reuse:

	Target 2003/2004	Actual 2003/2004
Awareness		
Percentage increase in first time participants at WALIS functions		
Percentage increase in repeat participants at WALIS functions	5%	32%
Acceptance	5%	5%
Number of first time customers accessing spatial information from WALIS community members		2645
Reuse		
Number of return customers accessing spatial information from WALIS community members		4536

Why is this a key indicator of our performance?

The Western Australian Land Information System (WALIS) is an alliance of State Government agencies, local government and private organisations that share and make available land-related information to the private sector and the community. The role of the WALIS Office is to facilitate and coordinate this access to high quality spatial information. Effective access can be demonstrated by the useability of spatial information, and this is reflected by user awareness, acceptance and reuse.

How was the indicator derived?

Awareness is measured in terms of the number of first time and repeat participants recorded at WALIS educational and information functions, including the WALIS Forum which is held once every 18 months. The WALIS Office maintains contact information about participants and is able to report on the number who attend for the first time and the number who have attended previously.

Acceptance and *Reuse* is measured in terms of the number of new and existing customers of WALIS spatial data and information custodians. Each year, on randomly selected days, selected WALIS agencies collect and report the number of new and existing customers who access spatial information. This data is then

[□] The Key Effectiveness Indicator is different to that which is published in the Budget Statements on page 748 Vol 2. The new indicator was determined after publication of the Budget Statements.

collated by the WALIS Office to determine the annual average percentages for new and repeat customers.

At this stage, the provision of spatial information via the Internet is not a component of the reporting by WALIS agencies.

What does the indicator show?

Awareness: The higher than expected increase (32% compared with a target of 5%) in first time participants to WALIS functions during 2003/2004 can be attributed to the successful three day WALIS Forum, which is held every second year and targets a broad industry and government audience. The high number of first time participants at the Forum has skewed the percentage increase for the year.

In contrast, the percentage of repeat participants was on target for the year and demonstrates a consistent retention rate at both the WALIS Forum and smaller, more targeted seminars.

Acceptance and Reuse: This is the first year that this data has been collected and it establishes a baseline for comparison with future years. In future years, the increase in acceptance and reuse will be reported.

Efficiency Indicator incorporating output quantity and cost measures (audited by the Office of the Auditor General):

Average cost per Key Result Area.

	Target 2003/2004	Actual 2003/2004
Number of Key Result Areas	6	6
Average cost per Key Result Area	\$265,667	\$258,500

Why is this a key indicator of our performance?

The WALIS Office is responsible for managing and coordinating the achievement of the Annual Business Plan, which aims to meet the priorities and objectives set out in the WALIS Strategic Directions document. In 2003/2004 the Business Plan comprised six Key Result Areas. Therefore the average cost of delivering the six Key Result Areas is a useful measure of efficiency.

How was the indicator derived?

The six Key Result Areas are contained in the Annual Business Plan. The total cost of projects reflects the entire cost of the WALIS Office, and includes all direct costs and an appropriate share of indirect and overhead recurrent costs.

What does the indicator show?

For 2003/2004, the average cost per Key Result Areas was \$258,500, which is 2.7% less than the target for the year, well within the acceptable annual variance range.

Quality Measures

	Target 2003/2004	Actual 2003/2004
Extent to which performance criteria for Key Result Areas are achieved	75%	74%

There was some variation in quality between result areas; however, overall the quality achieved was only slightly below the target.

Timeliness Measures

	Target 2003/2004	Actual 2003/2004
Percentage of Key Result Area advancements achieved within agreed timeframes	90%	75%

The timeliness target was not reached largely due to continuing staffing issues with a significant turnover of office staff at all levels.

Certification of the Key Performance Indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department of Land Information's performance, and fairly represent the performance of the Department of Land Information for the financial year ended 30 June 2004.

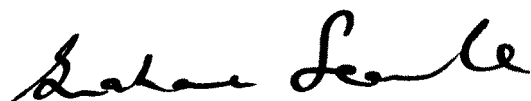


Grahame Searle
CHIEF EXECUTIVE
(Accountable Officer)
15 August 2004

Certification of Financial Statements

The accompanying financial statements of the Department of Land Information have been prepared in compliance with the provisions of *the Financial Administration and Audit Act 1985*, from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2004, and the financial position as at 30 June 2004.

At the date of signing, we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.



Grahame Searle
CHIEF EXECUTIVE
(Accountable Officer)
15 August 2004



Murray Smith
MANAGER FINANCIAL SERVICES
(Principal Accounting Officer)
15 August 2004

APPENDICES

Appendix A

On 1 July 2003, the Department of Land Information was formed, having previously been known as the Department of Land Administration. The Valuer General's Office was established in 1979, in accordance with the *Valuation of Land Act 1978*. On 30 June 2001, the Valuer General's Office merged with the Department of Land Administration, in accordance with section 65 (2) of the *Public Sector Management Act 1994*.

Legislation administered

DLI is responsible for the administration of numerous Acts of Parliament relating to land. Those most directly affecting the Department's daily business activities are:

Land Administration Act 1997 – provides for the administration, development and disposition of Crown land; creation and closure of roads; acquisition of land for public works; and full operation of DLI International.

Transfer of Land Act 1893 – establishes the Torrens System of registering freehold tenure, transactions and interests over land.

Registration of Deeds Act 1856 – outlines a system of registering conveyances, wills and other deeds affecting land for which no Certificate of Title has been issued.

Valuation of Land Act 1978 – established a central valuation authority to record, coordinate and carry out values on property for all rating and taxing purposes within the State.

Strata Titles Act 1985 – facilitates the subdivision of land into spaces for home units, and for the management of strata schemes.

Licensed Surveyors Act 1909 and Regulations – outlines the rules and guidelines for the conduct of authorised surveys.

Standard Survey Marks Act 1924 – outlines rules and guidelines for provision of survey marks.

Legislation affecting Departmental activities

In carrying out its business activities, DLI is affected by more than 100 different Acts administered by other departments or agencies. Some of the most significant of these are:

Evidence Act 1906
Freedom of Information Act 1992
Land Tax Assessment Act 1976
Library Board of Western Australia Act 1951-1983
Local Government Act 1995
Native Title (State Provisions) Act 1999
Native Title Act (Commonwealth) 1993
State Trading Concerns Act 1916
Stamp Act 1921

In the performance of its obligations as a Government department, DLI complies with the following Acts:

Anti-Corruption Commission Act 1988-1994
Disability Services Act 1984
Electoral Act 1907
Equal Opportunity Act 1984
Financial Administration and Audit Act 1985
Government Employees Superannuation Act 1987
Industrial Relations Act 1979
Minimum Conditions of Employment Act 1993
Occupational Safety and Health Act 1984
Public Sector Management Act 1994
Salaries and Allowances Act 1994
State Supply Commission Act 1991
State Records Act 2000
Workers' Compensation and Rehabilitation Act 1981
Workplace Agreements Act 1993

Appendix B

DLI Pricing Policies

Under Treasurer's Instruction 903, section 4(x), DLI is required to advise of the policies underlying the pricing of its goods and services. The fees and charges DLI applies to its products and services are determined by:

- (a) the application of the principle of recovering the full or partial cost of the product or service (which is determined by whether it is categorised as a 'State good' or not); or
- (b) the maintenance of parity pricing with similar products in the market place; or
- (c) as determined by the suppliers, where DLI acts as the agent.

For the three major categories of products and services provided by DLI, the following apply:

- Land registration services – the basis for determining the cost of the service is in accordance with the concepts set out in "Costing and Pricing Government Outputs – Guidelines for Use by Agencies" produced by the Department of Treasury and Finance.
- The current list of fees for land registration products and services were implemented on 7 July 2003. The various regulations detailing the fee structure were published in a special Government Gazette on 30 June 2003.
- Mapping products and services – the prices for these are determined by applying the principles that are set out in the previous paragraphs. Prices currently applying to mapping products and services are available from DLI Midland.
- Valuation services are priced in accordance with the Valuation of Land Act and full cost recovery principles.

DLI has reviewed the pricing of fundamental land information data sets under the State Trading Concerns Act and the WALIS Data Transfer and Pricing Policy.

Appendix C

Expenditure specified under the Electoral Act 1907

In accordance with Section 175ZE of the The Electoral Act 1907, DLI incurred the following expenditure in:

Advertising agencies;
Market research organisations;
Polling organisations;
Direct mail organisations; and
Media advertising organisations.

In relation to particular classes of expenditure, DLI reports the following:

Advertising agencies – \$

Advertising for job vacancies, the calling of tenders, and public notices as required by the Land Administration Act; and corporate communications.

Marketforce	\$81,337.99
Department of Premier and Cabinet	\$6,531
State Law Publisher	\$1,589
The West Australian newspaper	\$46
Price Advertising & Co	\$31,014
TOTAL	\$120,517.99

Market research organisations – \$

Research Solutions	\$65,244
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Polling Organisations – Nil

Direct Mail Organisations - \$

Post Data	\$4,234
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Media advertising organisations – \$

Sensis	\$19,262
Rural Press	\$110
Australian Government Directory	\$600
Farm Weekly	\$266
TOTAL	\$20,238

The total amount paid by DLI for expenditure specified in the Act during 2003-2004 was **\$210,233.99**.

Appendix D

Wastepaper Recycling

(contributes to Goal 3 of the Strategic Planning Framework – The Environment)

DLI collected 17,364kg of waste paper in 2003/2004.

Appendix E

Energy Smart Government Program

(contributes to Goal 3 of the Strategic Planning Framework – The Environment)

In accordance with the Energy Smart Government policy DLI has committed to achieve a 12% reduction in non-transport related energy use by 2006/07 with a 6% reduction targeted for 2003/2004.

Energy Smart Government program	Baseline Data	2003/2004 Actuals	Variation %
Energy Consumption (GJ)	24,780	18,142.35	26.79
Energy Cost (\$)	725,352	609,365	15.99
Greenhouse Gas Emissions (tonnes of CO ₂)	6,334	4,788	24.41
Performance indicators			
MJ/sqm	1205	762	36.76
MJ/FTE	30,936	20,814	32.72

Appendix F

Sponsorship Report

(contributes to Goal 5 of the Strategic Planning Framework – Governance)

DLI's Sponsorship Policy and guidelines for giving and accepting sponsorships were endorsed in April 1998. In accordance with the policy, the following details are reported:

DLI Sponsorship Received

Organisation	Purpose	Total
StateWest Credit	DLI International Women's Day Breakfast	\$1000
StateWest Credit	DLI Fun Run	\$400
	TOTAL	\$1,400

DLI Sponsorship Given

Organisation	Purpose	Total
6PR	Charity event	\$365
Curtin University – surveying students	Kimberley Trek – re-enactment of Morgan survey	\$2000
Australasian Remote Sensing and Photogrammetry Conference	20 conference registrations for DLI staff, booth and naming in support of the Conference	\$10,000
Australian Property Institute	General sponsor	\$10,000
	TOTAL	\$22,365

Appendix G

Recordkeeping Plans

(contributes to Goal 5 of the Strategic Planning Framework – Governance)

Recordkeeping training was reviewed during the drafting of the Recordkeeping Plan. Recordkeeping training, including advice on recordkeeping responsibilities and use of the records management system, is provided to all new employees. The training is to be extended to all employees to ensure improved understanding of recordkeeping responsibilities.

Appendix H

Public Interest Disclosures

(contributes to Goal 5 of the Strategic Planning Framework – Governance)

DLI has published its Public Interest Disclosure Policy, along with procedures and guidelines, on the internal staff intranet system. This also provides commonly asked questions and answers for the information of staff.

The Manager of Strategic Human Resources is available to answer questions for staff on the policy. The Acting Manager of Legal Services Branch has been appointed as DLI's Public Interest Disclosure Officer.⁸

⁸ Refer also to 'People at DLI'

Appendix I

DLI and WALIS Publications Available 2003-2004

DLI and WALIS publications may be available in one or more of the following formats:

- Hard copy
- Electronic copy on the DLI website
- Digital copy (CD-Rom)

List of DLI publications on website:

Titles

How to change details on a title

Registration Forms

Registration fees

Notices to Surveyors

Customer Information Bulletins

CRS User Manual - An Easy Guide To Searching and Ordering

CRS User Manual - Full version

Land Titles Registration Practice for WA

Survey And Plan Practice Manual

Report to the Competition Policy Unit, Legislative Review of the Licensed Surveyors Act 1909

Title searching

General Search Order Form

For Searching Account customers (CAS):

CAS Conditions of Use and Application Form

CRS Conditions of Use and Application Form

Request for Dealing Search

Item Unknown Order Form

Check Search Order Form

General Order Form

Survey Order Form

Manual Request for Paper Title

Request for Status Report

Request for Certified Copies

Item Known Order Form

Field Book Order Form

Strata

Strata Titles Manual

Strata Titles information booklet (A Guide to Strata Titles)

Mapping and imagery

Using maps of Western Australia - a DLI produced map use booklet

Corporate

LandMarks - a magazine for customers and staff
Land Matters - a newsletter for government digital data customers
Business Activity Profiles
General conditions of contract
Annual reports

Aerial Photography Brochure (124kb - PDF format)
Valuation Service Brochure (887kb - PDF format)

Freedom of Information - Application (pdf)
Freedom of Information - Information Statement (pdf)
New Horizons - Strategic Plan 2002-2005
Providing Access to Land Information (pdf)
Government Land & Property eBusiness Solutions (pdf)
Media releases

List of Total Publications

A Guide to Strata Titles

Adding a Spouse to Your Land Title – A Guide to Preparing the Documents, March 2002

Application and Transfer of Land by Personal Representative – A Guide to Preparing the Documents, March 2002

Business Activity Profile

Central Map Agency, Historical Plans, Exploration Plans, Early Crown Survey Maps, French Exploration Charts

Central Map Agency, Catalogue of Products and Services

Changing Name on Certificates of Title due to Marriage – A Guide to Preparing the Documents, March 2002

Changing Names and Addresses on Certificates of Title – A Guide to Preparing the Documents, May 2000

Changing your Birth Name on Certificates of Title, October 2001

Conveyancing Support Service

Customer Information Bulletin

Customer Accounting System (CAS) — Conditions of Use, November, 1993

Customer Product Guides

Customer Remote Searching System – Conditions of Use, November 1993

Customer Remote Search System – A Better Way to Access land information, January 2002

Customer Remote Search Internet Guide

Customer Remote Search Users' Manual

Customer Service Bulletin – New Access Arrangements and Prices for Spatial Cadastral Information and Tenure Information

DLI Annual Reports

DLI Bulletin, fortnightly staff information bulletin

DOLA Code of Corporate Governance Practice (August 1999)

DOLA General Conditions of Contract

DOLA, Looking After Your Interests in Land (2nd Edition, June 1998; two reprints)

DLI Products and Services Guide

DOLA Information Statement (revised May 2000)

DLI International – Partnering Development of Sustainable Land Administration Systems

Draft Data Standards for Some WALIS Data Sets (For Comment), October 1998

EAS2 Users' Manual

Emergency Services Directory – Perth North Region

Emergency Services Directory – Avon Region

Emergency Services Directory – Peel West Region

Faxing

Fieldbook Presentation of Subdivisions By Early Issue of Title Procedures – Examples of Preferred Practice

Geographic Name Approvals in Western Australia, two issues

GDA 94 Brochure

Government Land Administration in WA, April 2001

Helpful Hints on Strata Development, August 1995, (Revised)

How to Complete an Historical Search, February, 1995

How to Prepare an Application for New Title to Replace One Lost or Destroyed, October 2002

How to Register a Notification of Change of By-Laws on Strata Plans

How to Register Exemptions from Certain Provisions from Strata Plans Comprising Three to Five Lots

Land Enquiry Centre, Materialise Hardcopy (Report/Plot) Products

Land Enquiry Centre, Microfiche Products

Land for Sale or Lease

LandMarks magazine

Land Monitor—Monitoring for Management

Land Development Process Using Early Issue Procedure

Land Lingo—A Glossary of Definitions and Terms Used in Land Administration, 3rd Edition, June 1997

Land Matters

Land Titles Registration Practice Manual, Edition 7, February 2001

Land Titles Survey and Plan Practice Manual

Maps and Their Uses Booklet

Mapping Matters

Native Title in Western Australia, 1995

New Horizons Strategic Plan 2000-2005, March 2000

PanAIRama CDs

Principles, Policies and Procedures Geographic Names Committee, February, 1994

Products and Services Catalogue

Registrar's Practice Note, one revision

Remote Sensing Services, AGIMAGE On-farm Use of Satellite Data

Remote Sensing Services, Monitoring and Managing — The Fight Against Fire Using the NOAA-AVHRR Satellite

Remote Sensing Services, Vegetation Watch Project — Questions and Answers

Remote Sensing Services, Services and Products from Earth Observation by Satellite

Remote Searching — DOLA Technology Helping You, December, 1993

Report on Damage Caused by the Flood of the Ashburton River in February 1997

Searching for Land Information

Simple Transfer of Land – A Guide to Preparing the Documents, October 2002

SmartRegister Project Brochures

Guidelines to Using SmartRegister

The Future is SmartRegister

Changes to Customer Remote Search and Search Transmission Centre

Title Ordering

State Maps

1:25,000 Topographic

1:50,000 Topographic/Cadastral

1:1,000,000 Road Maps

1: 3,000,000 Road Maps

StreetSmart® City and Town Series Maps

Albany

Avon Arc

Broome and Kununurra

Bunbury

Busselton and Dunsborough

Collie

Carnarvon

Esperance

Geraldton

Kalgoorlie/Boulder

Karratha and Dampier

Mandurah

Margaret River and Augusta

StreetSmart☐ Street Directory

StreetSmart☐ Street Express

StreetSmart☐ Touring Maps

Pilbara
South west corner
Southern Forests
Batavia Coast
Gascoyne Coast
Greater South West
Kimberley
Lower Great Southern
Goldfields-Esperance
Mid west

StreetSmart☐ Perth and Environs

StreetSmart☐ MetroMaps, 18 in series

StreetSmart☐ Metro Local Government Authority and Locality Boundaries

StreetSmart☐ City to Bush Series Maps

StreetSmart☐ Metro Arterial Roads

StreetSmart☐ Perth CBD

StreetSmart☐ Fremantle CBD

StreetSmart☐ Mandurah CBD

StreetSmart☐ Perth Inner Metro

StreetSmart☐ Various Town Maps

StreetSmart☐ Eastern Stirlings Maps

StreetSmart☐ LAS Regional Boundary Maps

StreetSmart☐ Local Government Authority Maps with Street Addresses

Strata Titles Manual (1999)

Survey Marks in Pastoral Areas

Survivorship Application Upon Death of a Joint Tenant – A Guide to Preparing the Documents, October 2002

Transfer of Land following Divorce, a guide to preparing the documents, March 2002

Transverse Mercator Project Grids 1995

WASTAC Annual Reports

Welcome to Your New Address

Your Guide to Lodging a Caveat under Section 137, May 1997 (Revised)

List of WALIS Publications

Custodianship Guidelines

Guidelines for the WALIS Pricing and Transfer Policy

Information About Your Corner of the World

Introducing the WALIS Council, November 1998

Interrogator, CD-Rom, 1997, 1998, 1999, 2001

Proceedings of WALIS Forum – 1994 –2000, 2002, 2003

WA Atlas Flyer and Postcard

WALIS News Issues 1 – 22

WALIS Pricing and Transfer Policy for Land and Geographic Information held by Western Australian State Government agencies

WALIS Strategic Directions, 1998-2000, 2000-2001

Glossary of Land Terms

Cadastral data or information – usually refers to survey data relating to land boundaries

Crown estate – (also called Government lands) any parcel of Western Australian land not held in freehold, including reserved and leased land and to three nautical miles from shore.

Crown land – (also called Government land) all land in Western Australia not held in freehold, including coastal waters and the seabed.

Geocentric Datum – a reference surface which has as its origin the Earth's centre of mass.

Geodetic – related to the measurement of large portions of the earth's surface that takes into account the curvature, shape and dimensions of the earth.

Geospatial data – land measurements derived from the geodetic control that defines the earth's surface

GIS - Geographic Information System

Individually rectified – to individually remove the natural distortions in photographs for use in conjunction with other map data.

Seamless mosaic – individual photographs 'stitched' together and appearing as a single larger piece

Spatial data – (see also cadastral data and geospatial data) data related to the measurement of land, often refers to land boundary measurements held as cadastral data

Tenure – the manner of holding land, for example freehold or leasehold.



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT OF LAND INFORMATION PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Department of Land Information are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended June 30, 2004.

Scope

The Chief Executive's Role

The Chief Executive is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

A handwritten signature in black ink, appearing to read 'D D R Pearson'.

D D R PEARSON
AUDITOR GENERAL
October 8, 2004



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT OF LAND INFORMATION FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion,

- (i) the controls exercised by the Department of Land Information provide reasonable assurance that the receipt and expenditure of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Department at June 30, 2004 and its financial performance and cash flows for the year ended on that date.

Scope

The Chief Executive's Role

The Chief Executive is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Output Schedule of Expenses and Revenues, Summary of Consolidated Fund Appropriations and Revenue Estimates, and the Notes to the Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R PEARSON
AUDITOR GENERAL
October 8, 2004

Department of Land Information
Statement of Financial Performance
for the year ended 30 June 2004

	Note	2004 (\$'000)	2003 (\$'000)
Cost of services			
Expenses from ordinary activities			
Employee expenses	4	47,556	55,882
Depreciation and amortisation expenses	5	4,220	4,526
Administration expenses	6	22,739	26,289
Accommodation expenses	7	8,780	9,733
Capital user charge	8	3,191	4,221
Carrying cost of non-current assets disposed	9	29	21
Total cost of services	2(y)	<u>86,515</u>	<u>100,672</u>
Revenues from ordinary activities			
Revenue from operating activities			
User charges and fees	10	61,179	54,491
Proceeds from the sale of maps and plans	11	3,381	2,597
Proceeds from DOLA International Projects	12	85	76
Other revenue	13	1,095	3,612
Revenue from non-operating activities			
Proceeds from disposal of non-current assets	9	10	6
Total revenues from ordinary activities		<u>65,750</u>	<u>60,782</u>
Net cost of services		<u>20,765</u>	<u>39,890</u>
Revenues from State Government			
Output Appropriation	14	25,483	37,568
Resources received free of charge	15	78	342
Liabilities assumed by the Treasurer	16	1,155	1,520
Total revenues from State Government		<u>26,716</u>	<u>39,430</u>
Change in net assets		<u>5,951</u>	<u>(460)</u>
Net increase/(decrease) in asset revaluation reserve	28	0	(695)
Total changes in equity other than those resulting from transactions with WA State Government as owners		<u><u>(1,155)</u></u>	<u><u>(1,155)</u></u>

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

Department of Land Information
Statement of Financial Position
as at 30 June 2004

	Note	2004 (\$'000)	2003 (\$'000)
Current assets			
Cash assets	17	23,935	14,770
Restricted cash assets	18	1,913	1,994
Inventories - maps		221	224
Receivables	19	6,166	6,013
Amounts receivable for outputs	20	1,573	2,070
Prepayments	21	984	831
Accrued revenue	22	3,361	1,972
Total current assets		<u>38,153</u>	<u>27,874</u>
Non-current assets			
Amounts receivable for outputs	20	9,524	6,836
Equipment, software and furniture	23(a)	25,180	21,052
Land	24	0	37,047
Total non-current assets		<u>34,704</u>	<u>64,935</u>
Total assets		<u>72,857</u>	<u>92,809</u>
Current liabilities			
Payables	25	344	1,084
Provisions	26	6,828	7,345
Other liabilities	27	11,368	7,326
Total current liabilities		<u>18,540</u>	<u>15,755</u>
Non-current liabilities			
Provisions	26	4,570	4,736
Total non-current liabilities		<u>4,570</u>	<u>4,736</u>
Total liabilities		<u>23,110</u>	<u>20,491</u>
Equity			
Accumulated surplus	28	33,559	42,666
Contributed equity		0	13,464
Asset revaluation reserve		16,188	16,188
Total equity		<u>49,747</u>	<u>72,318</u>
Total liabilities and equity		<u>72,857</u>	<u>92,809</u>

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Department of Land Information
Statement of Cash Flows
for the year ended 30 June 2004

	Note	2004 (\$'000)	2003 (\$'000)
		Inflows (Outflows)	Inflows (Outflows)
Cash flows from State Government			
Output appropriations		20,723	32,768
Capital contributions		9,471	1,550
Distribution To Owner		(2,422)	0
Holding Account drawdowns		1,915	755
Net cash provided by State Government		<u>29,687</u>	<u>35,073</u>
Utilised as follows:			
Cash flows from operating activities			
Payments			
Employee costs		(40,970)	(47,213)
Superannuation		(4,093)	(6,243)
Administration		(19,780)	(24,324)
Accommodation		(8,755)	(8,902)
Capital user charge		(3,191)	(4,221)
GST payments on purchases		(3,536)	(4,494)
GST payments to taxation authority		(166)	31
Capital transferred to administered - (Minor Works)		0	(252)
Receipts			
User charges and fees		59,636	60,064
GST receipts on sales		1,050	2,526
GST receipts from taxation authority		2,834	1,757
Other receipts		4,509	3,488
Net cash provided by (used in) operating activities	29(b)	<u>(12,462)</u>	<u>(27,783)</u>
Cash flows from investing activities			
Proceeds from sale of non-current physical assets		10	6
Purchase of non-current physical assets		(8,513)	(5,604)
Net cash provided by (used in) investing activities		<u>(8,503)</u>	<u>(5,598)</u>
Cash flows from financing activities			
Repayable grant received		465	51
Repayable grant paid		(103)	0
Net cash provided by (used in) financing activities		<u>362</u>	<u>51</u>
Net increase/(decrease) in cash held		9,084	1,743
Cash assets at the beginning of the financial year		16,764	15,021
Cash assets at the end of the financial year	29(a)	<u>25,848</u>	<u>16,764</u>

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

Department of Land Information
Output Schedule of Expenses and Revenues
for the year ended 30 June 2004

Output	Land Information		Valuation Services		Access to Government Geographic Information		Crown Land Services		Total	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Cost of Services										
Expenses from ordinary activities										
Employee expenses	34,125	36,009	12,735	11,313		536	0	8,024	47,556	55,882
Depreciation and amortisation expense	3,433	3,268	751	680	36	31	0	547	4,220	4,526
Administration expenses	20,194	15,038	1,821	3,768	724	717	0	6,766	22,739	26,289
Accommodation expenses	7,407	7,534	1,298	811	75	172	0	1,216	8,780	9,733
Capital user charge	2,730	2,021	441	540	20	18	0	1,642	3,191	4,221
Carrying cost of non-current assets disposed	29	17	0	2	0	1	0	1	29	21
Total cost of services	67,918	63,887	17,046	17,114	855	1,475	0	18,196	86,515	100,672
Revenues from ordinary activities										
Revenues from operating activities										
User charges and fees	53,780	46,569	7,327	5,446	72	48	0	2,428	61,179	54,491
Net proceeds from the sale of maps and plans	3,033	1,454	321	1,143	27	0	0	0	3,381	2,597
Proceeds from DOLA International Projects	10	76	75	0	0	0	0	0	85	76
Other revenues	1,092	3,566	2	46	1	0	0	0	1,095	3,612
Revenues from non-operating activities									0	0
Proceeds from the disposal of non-current assets	10	6	0	0	0	0	0	0	10	6
Total revenues from ordinary activities	57,925	51,671	7,725	6,635	100	48	0	2,428	65,750	60,782
Net cost of services	9,993	12,216	9,321	10,479	755	1,427	0	15,768	20,765	39,890
Revenues from State Government										
Output appropriation	12,294	10,813	11,741	9,999	1,448	1,394	0	15,362	25,483	37,568
Resources received free of charge	56	292	22	49	0	1	0	0	78	342
Liabilities assumed by the Treasurer	992	979	160	308	3	15	0	218	1,155	1,520
Total revenues from State Government	13,342	12,084	11,923	10,356	1,451	1,410	0	15,580	26,716	39,430
Change in net assets	3,349	(132)	2,602	(123)	696	(17)	0	(188)	5,951	(460)
Net increase/(decrease) in asset revaluation reserve	0	0	0	0	0	0	0	(695)	0	(695)
Total changes in equity other than those resulting from transactions with WA State Government as owners	3,349	(132)	2,602	(123)	696	(17)	0	(883)	5,951	(1,155)

The Output Schedule of Expenses and Revenues should be read in conjunction with the accompanying notes.

Department of Land Information
Summary of Consolidated Fund Appropriations and Revenue Estimates
for the year ended 30 June 2004

	2004 Estimate (\$'000)	2004 Actual (\$'000)	Variance (\$'000)	2004 Actual (\$'000)	2003 Actual (\$'000)	Variance (\$'000)
PURCHASE OF OUTPUTS						
Item 112 Net amount appropriated to deliver outputs	37,943	25,170	(12,773)	25,170	37,157	(11,987)
Amount Authorised by Other Statutes						
- Transfer of Land Act 1893	0	0	0	0	105	(105)
- Salaries and Allowances Act 1975	249	313	64	313	306	7
Total appropriations provided to purchase outputs	38,192	25,483	(12,709)	25,483	37,568	(12,085)
CAPITAL						
Item 157 Capital Contribution	8,099	9,471	1,372	9,471	1,550	7,921
GRAND TOTAL OF APPROPRIATIONS	46,291	34,954	(11,337)	34,954	39,118	(4,164)
Details of Expenses by Outputs						
Land Information	63,557	67,918	4,361	67,918	63,887	4,031
Valuation Services	17,266	17,046	(220)	17,046	17,114	(68)
Access to Government land or geographic information	1,594	1,551	(43)	1,551	1,475	76
Crown Land Services	15,181	0	(15,181)	0	18,196	(18,196)
Total Cost of Outputs	97,598	86,515	(11,083)	86,515	100,672	(14,157)
Less total revenues from ordinary activities	(59,441)	(65,750)	(6,309)	(65,750)	(60,782)	(4,968)
Net Cost of Outputs	38,157	20,765	(17,392)	20,765	39,890	(19,125)
Adjustments	35	4,718	4,683	4,718	(2,322)	7,040
Total appropriations provided to deliver outputs	38,192	25,483	(12,709)	25,483	37,568	(12,085)
Capital Expenditure						
Purchase of non-current physical assets	10,169	8,432	(1,737)	8,432	5,856	2,576
Transfer of leave entitlements	0	1,480	1,480	1,480	0	1,480
Adjustments for other funding sources	(2,070)	(441)	1,629	(441)	(4,306)	3,865
Capital Contribution (appropriation)	8,099	9,471	1,372	9,471	1,550	7,921
DETAILS OF REVENUE ESTIMATES						
Territorial						
Land - leases	2,505	0	(2,505)	0	4,286	(4,286)
Capital - asset sales						
Town and Suburban lots	2,000	0	(2,000)	0	2,002	(2,002)
Crown Grants - land sales	72,963	0	(72,963)	0	46,348	(46,348)
Departmental						
Fines & Other	0	0	0	0	29	(29)
Revenues disclosed as Administered Revenues	77,468	0	(77,468)	0	52,665	(52,665)

Explanations of variations between the current year actual results and estimates and variations from previous year actuals are set out in Note 41

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

1. Departmental mission and funding

The Department's mission is to contribute to the sustainable growth and prosperity of Western Australia through innovative land services, a world class land and property information infrastructure, and an impartial valuation service.

The Department is predominantly funded by revenue retained in accordance with a determination by the Treasurer under Section 23A of the Financial Administration and Audit Act and by annual Parliamentary appropriation from the Consolidated Fund.

The services provided by the Department are on a fee-for-service basis. The fees are charged on a full cost recovery basis. The financial statements encompass all funds through which the Department controls resources to carry on its functions.

In the process of reporting on the Department as a single entity, all intra-entity transactions and balances have been eliminated.

2. Significant accounting policies

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated, these policies are consistent with those adopted in the previous year.

General statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and where practicable, the resulting financial effect are disclosed in individual notes to these financial statements.

Basis of accounting

The financial statements have been prepared in accordance with Australian Accounting Standard AAS 29.

The statements have been prepared on the accrual basis of accounting using the historical cost convention, with the exception of land which subsequent to initial recognition, has been measured on the fair value basis (see Notes 2(p), 2(y) and 24).

Administered assets, liabilities, expenses and revenues are not integral to the Department in carrying out its functions and are disclosed in the notes to the financial statements, forming part of the general purpose financial report of the Department. The administered items are disclosed on the same basis as is described above for the financial statements of the Department. The administered assets, liabilities, expenses and revenues are those which the Government requires the Department to administer on its behalf. The assets do not render any service potential or future economic benefits to the Department, the liabilities do not require the future sacrifice of service potential or future economic benefits of the Department, and the expenses and revenues are not attributable to the Department.

As the administered assets, liabilities, expenses and revenues are not recognised in the principal financial statements of the Department, the disclosure requirements of Australian Accounting Standard AAS 33, Presentation and Disclosure of Financial Instruments, are not applied to Administered transactions.

There were no administered transactions during 2003/04. All these responsibilities were transferred to Department for Planning and Infrastructure (DPI) - See Note 2(y).

(a) Reporting Entity

The financial statements comprise the Department and its Related Body (refer Note 37). Consistent accounting policies have been employed in the preparation and presentation of the financial statements.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

(b) Output appropriations

Output Appropriations are recognised as revenues in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited into the Department's bank account or credited to the holding account held at the Department of Treasury and Finance. (Refer to Note 14 for further information on output appropriations).

(c) Contributed equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. Non reciprocal transfers of net assets after 1 July 2002 have also been designated as contributions by (or distributions to) owners and taken directly to Contributed Equity. All other transfers have been recognised in the Statement of Financial Performance.

(d) Net appropriation determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer allows the Department to retain all recurrent Departmental revenue and Commonwealth Specific Purpose Grants and apply them to the Department's outputs as specified in the annual Budget Statements. In accordance with the determination, the Department retained \$65.750m as at 30 June 2004 (\$60.782m in 2003).

(e) Grants and other contributions

Grants, donations, gifts and other non-reciprocal contributions are recognised as revenue when the Department obtains control over the assets comprising the contributions. Control is normally obtained upon their receipt.

Contributions are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

(f) Revenue recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Department has passed control of the goods or other assets or delivery of the service to the customer.

Revenue from the lease of land and rental of buildings is recognised as per the terms of the lease agreement. (However, there were no transactions in 2003/04 - See Note 2(y).)

(g) Acquisitions of assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Assets costing less than \$1,000 are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

(h) Operating account

Amounts appropriated are deposited into the account and any revenues which are the subject of net appropriation determinations are also deposited into the account. Revenues not subject to net appropriation determinations are credited to the Consolidated Fund. (During 2003-04 all revenues of the Department were subject to a net appropriation determination). All payments of the Department are made from the operating account.

DEPARTMENT OF LAND INFORMATION

Notes to the Financial Statements

For the Year Ended 30 June 2004

(i) Depreciation and amortisation of non-current assets

All non-current assets having a limited useful life are systematically depreciated over their useful lives in a manner which reflects the consumption of their future economic benefits.

Depreciation and amortisation are calculated on the straight line basis, using rates which are reviewed annually or as set in the terms of the contract. Expected useful lives for each class of depreciable asset are:

Furniture	11 years
Office equipment (including leasehold improvements)	8 - 15 years
Computer equipment	3 - 5 years
Service delivery software and project costs	1 - 8 years

(j) Employee Benefits

Annual leave

This benefit is recognised at the reporting date in respect to employees' services up to that date and is measured at the nominal amounts expected to be paid when the liabilities are settled.

Long service leave

The liability for long service leave expected to be settled within 12 months of the reporting date is recognised in the provisions for employee benefits and is measured at the nominal amounts expected to be paid when the liability is settled. The liability for long service leave expected to be settled more than 12 months from the reporting date is recognised in the provisions for employee benefits and is measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given, when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Superannuation

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

The superannuation expense comprises the following elements:

- (i) change in the unfunded employer's liability in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme; and
- (ii) employer contributions paid to the Gold State Superannuation Scheme and the West State Superannuation Scheme.

The superannuation expense does not include payment of pensions to retirees, as this does not constitute part of the cost of services provided by the Department in the current year.

A revenue "Liabilities assumed by the Treasurer" equivalent to (i) is recognised under Revenues from Government in the Statement of Financial Performance as the unfunded liability that is assumed by the Treasurer. The GESB makes the benefit payments and is recouped by the Treasurer.

The Department is funded for employer contributions in respect of the Gold State Superannuation Scheme and the West State Superannuation Scheme. These contributions were paid to the GESB during the year. The GESB subsequently paid the employer contributions in respect of the Gold State Superannuation Scheme to the Consolidated Fund.

Employee Benefit on-costs

Employee benefit on-costs are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses (See notes 4 and 26).

(k) Leases

The Department has entered into a number of operating lease arrangements for buildings, office equipment and vehicles where the lessors effectively retain all of the risks and benefits incidental to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term as this is representative of the pattern of benefits to be derived from the leased property.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

(l) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets. These include short-term deposits that are readily convertible to cash on hand and are subject to insignificant risk of changes in value.

(m) Receivables

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubt as to collection exist.

Land sales (Administered)

Land sold is recognised on signing of the contract of sale where terms of payment are generally 60 days. Some contracts of sale are greater than 60 days attracting penalty interest rates. These receivables are recognised in the Schedule of Administered Items (Note 44). There were no Administered transactions during 2003-04 - See Note 2 (y).

(n) Accrued salaries

The accrued salaries suspense account (refer Note 18) consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur in that year instead of the normal 26. No interest is received on this account.

Accrued salaries (refer Note 28) represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a few days of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to the net fair value.

(o) Payables

Payables, including accruals not yet billed, are recognised when the Department becomes obliged to make future payments as a result of a purchase of assets or services. Payables are generally settled within 30 days.

(p) Land

Land is reported in the Schedule of Administered Items (see Note 44) with the exception of some land under leases (Pastoral and Other) which is reported as controlled at Note 24. (However, the Department had no Administered assets during 2003-04 - See Note 2(y)).

Items which relate directly to land are summarised below:

1) Crown land

Crown land, including land under leases, is administered by the Department under the Land Administration Act, which is valued at fair value (Valuer General's valuation) and is classified as a non-current assets.

2) Cost of sales

Cost of sales for land is reported as Administered.

- i) Developed land - This item is costed at its fair value of undeveloped land plus the development cost for subdividing into lots available for sale.
- ii) Undeveloped Land - This component entails Crown Grants and closed roads which are costed at sale proceeds and this reflects fair value.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

(q) Special and other leases (Administered)

According to Sections 116 and 117 of the Land Act 1933 and Section 79 of the Land Administration Act 1997, rents in regard to special and other leases, are received in advance. The lessee often has the opportunity to purchase this land at fair value (Valuer General's valuation). The prospective purchaser can purchase by instalments subject to ministerial approval, but must continue to pay rent under the special lease Section 117AA of the Land Act 1933, and Section 80 of the Land Administration Act 1997.

These leases are recognised in the Schedule of Administered Items (see Note 44) in accordance with AAS 29 (Financial Reporting for Government Departments). (However, there were no Administered assets during 2003-04 - See Note 2(y)).

(r) Resources received free of charge or for nominal value

Resources received free of charge or for nominal value which can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

(s) Revaluation of land and improvements

The Department has a policy of valuing land, buildings and infrastructure at fair value. The annual revaluations of the Department's land and improvements undertaken by the Valuer General is recognised in the financial statements. Fair value has been determined on the basis of current use where applicable, or current market buying values in all other cases. From 1 July 2003 Crown Land and Improvements were placed under the administration of the Department for Planning and Infrastructure - See Note 2(y).

(t) Foreign currency translation

Transactions denominated in a foreign currency are translated at the rates in existence at the dates of the transactions.

(u) Inventory

Inventories are valued at the lower of cost and net realisable value. Costs are assigned by the method most appropriate to each particular class of inventory, with the majority being valued on a first in first out basis.

(v) Joint venture operations

The Department administered a joint venture operation on behalf of the Minister during 2002-03. Interests in joint venture operations have been reported in the Schedule of Administered Items (see Note 44) including the Minister's share of assets employed in the joint venture, the share of liability incurred in relation to the joint venture and the share of any revenues earned and expenses incurred in relation to the joint venture in their respective classification categories. The Department is no longer responsible for this operation - See Note 2(y).

(w) Comparatives

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year.

(x) Rounding of amounts

Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain cases, to the nearest dollar.

(y) Restructuring of Crown Land Services

From 1 July 2003, Government transferred responsibility for Crown Land Services to the Department for Planning and Infrastructure. Consequently, all attendant Assets and Liabilities (both Controlled and Administered) were transferred effective from that date.

This being a non reciprocal arrangement, the net transfer of Controlled assets is deemed a distribution to owners and was taken directly to Contributed Equity in the Statement of Financial Position (See Note 2(c) and 28).

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

3. Outputs of the Department

Information about the Department's outputs, and the expenses and revenues which are reliably attributable to those outputs is set out in the Output Schedule. Information about expenses, revenues, assets and liabilities administered by the Department are given in Note 44.

The three outputs of the Department and their objectives as at 30 June 2004 were:

Output 1: Land Information

Information about land and land ownership is collected, recorded and made available for use by Government, business and the community.

Output 2: Valuation Services

An impartial valuation and property information service.

Output 3: Access to Government Geographic Information

Land or geographic information from Western Australian Land Information System (WALIS) stakeholder agencies is managed in a coordinated way so that data held by agencies can be integrated and readily accessed to meet Government, business and community needs.

	2004	2003
	(\$'000)	(\$'000)
4. Employee expenses		
Wages and Salaries	37,004	44,214
Superannuation	5,192	6,243
Annual Leave	3,589	4,423
Long Service Leave	1,771	1,002
	<u>47,556</u>	<u>55,882</u>
5. Depreciation and amortisation expense		
Equipment	129	131
Computer Equipment	1,072	1,381
Furniture	164	162
Service Delivery Software and Project Costs	2,808	2,852
Leasehold Improvements	47	0
	<u>4,219</u>	<u>4,526</u>

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004 (\$'000)	2003 (\$'000)
6. Administration expenses		
Services and contracts	17,671	17,687
Crown Land Management	0	2,227
Grants & Subsidies	128	1,750
Other staffing costs	404	1,326
Communications	778	715
Consumables	477	608
Lease office equipment	0	551
Insurance	424	479
Resources received free of charge	78	342
Doubtful Debts	79	9
Travel	398	291
Advertising	143	74
Other administration expenses	2,159	230
	<u>22,739</u>	<u>26,289</u>
7. Accommodation expenses		
Accommodation	8,382	8,957
Electricity, gas and water	398	776
	<u>8,780</u>	<u>9,733</u>
8. Capital user charge	<u>3,191</u>	<u>4,221</u>
<p>A capital user charge rate of 8% has been set by the Government and represents the opportunity cost of capital invested in the net assets of the Department used in the provision of outputs. The charge is calculated on the net assets adjusted to take account of exempt assets. Payments are made to the Department of Treasury and Finance on a quarterly basis.</p>		
9. Net gain/(loss) on disposal of non-current assets		
Office and Computer Equipment		
Capital Cost	1,657	1,015
Accumulated Depreciation	(1,628)	(994)
Carrying Amount of Non Current Assets	29	21
Proceeds	10	6
Net gain/(Loss) on disposal	<u>(19)</u>	<u>(15)</u>
10. User charges and fees		
Land Titles Management		
Search	17,620	14,811
Transfer	12,787	11,536
Mortgage	9,033	8,302
Discharge	8,480	7,728
Other	5,868	6,414
	<u>53,788</u>	<u>48,791</u>
Valuation Services	7,327	5,446
Land Administration Act fees	0	102
Other services		
Mapping and survey	64	152
Total user charges and fees	<u>61,179</u>	<u>54,491</u>
11. Net proceeds from the sale of maps and plans		
Proceeds from sale	3,627	3,115
Cost of sale	(246)	(518)
Net proceeds	<u>3,381</u>	<u>2,597</u>

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	(\$'000)	(\$'000)
12. Proceeds from DOLA International Projects		
Proceeds		
Sri Lanka	69	0
Malaysia Study Tour	16	0
Bangladesh	0	2
Trinidad/Tobago	0	69
Other Projects	0	5
	<u>85</u>	<u>76</u>

Funds received under contract by the Department have mostly been from the World Bank (International Development Association) for the purpose of review and modernisation of land administration systems, and from organised Study Tour programs in DLI.

13. Other revenue from ordinary activities		
Rental		
Pastoral leases	0	1,015
Buildings	0	967
Total rental	<u>0</u>	<u>1,982</u>
Land Claims Mapping Unit	360	732
Recovery of costs	220	324
Indian Ocean Territories	60	105
Government Vehicle Scheme	33	40
Other Services	422	429
Total other revenue from ordinary activities	<u>1,095</u>	<u>3,612</u>

14. Output Appropriations		
Appropriation revenue received during the year	<u>25,483</u>	<u>37,568</u>

Output appropriations are accrual amounts, reflecting the full cost of outputs delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises an allocation for depreciation expense for the year and any agreed increase in leave liability during the year. In 2002-03 and 2003-04 the receivable related only to depreciation.

15. Resources received free of charge		
Administration expenses	<u>78</u>	<u>342</u>
Resources received free of charge have been determined on the basis of the following estimates provided by agencies:		
Department of Justice	78	250
Office of the Auditor General (i)	0	92
	<u>78</u>	<u>342</u>

Where assets or services have been received free of charge or for nominal consideration, the Department recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

(i) Commencing with the 2003-04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003-04 audit (\$110,000) will be due and payable in the 2004-05 financial year.

16. Liabilities Assumed by the Treasurer		
Superannuation	1,155	1,520
The assumption of the superannuation liability by the Treasurer is only a notional revenue to offset the notional superannuation expense reported in respect of current employees who are members of the pension scheme and current employees who have a transfer benefit entitlement under the Gold State Scheme.		

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004 (\$'000)	2003 (\$'000)
17. Cash assets		
Cash on hand	62	62
Operating bank account	<u>23,873</u>	<u>14,708</u>
	<u>23,935</u>	<u>14,770</u>
18. Restricted cash assets		
Current		
Survey lodgement fees (i)	163	45
Other suspense accounts (ii)	<u>232</u>	<u>278</u>
	395	323
Non-current		
Accrued salaries suspense (iii)	1,518	1,671
	<u>1,913</u>	<u>1,994</u>
<p>i) Subdivision fees collected on behalf of Department for Planning and Infrastructure. ii) Funds received and awaiting distribution to appropriate accounts. iii) Amount held in the suspense account is only used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.</p>		
19. Receivables		
Trade Debtors	5,807	4,801
Rentals	0	364
Goods and services tax	442	1,099
Less: Provision for doubtful debts	<u>(83)</u>	<u>(251)</u>
	<u>6,166</u>	<u>6,013</u>
20. Amounts receivable for outputs		
Current	1,573	2,070
Non-current	<u>9,524</u>	<u>6,836</u>
	<u>11,097</u>	<u>8,906</u>
<p>This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement.</p>		
21. Prepayments		
Data processing contracts	773	774
Other	<u>211</u>	<u>57</u>
	984	831
22. Accrued Revenue		
Valuation services	3,269	1,868
Other	<u>92</u>	<u>104</u>
	<u>3,361</u>	<u>1,972</u>

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004 (\$'000)	2003 (\$'000)
23. a) Equipment, software and furniture		
Equipment		
At cost	2,247	2,349
Accumulated depreciation	<u>(1,644)</u>	<u>(1,757)</u>
	603	592
Computer equipment		
At cost	11,530	11,257
Accumulated depreciation	<u>(8,106)</u>	<u>(9,044)</u>
	3,424	2,213
Leasehold Improvements		
At cost	590	386
Accumulated amortisation	<u>(121)</u>	<u>0</u>
	469	386
Total equipment	<u>4,496</u>	<u>3,191</u>
Furniture		
At cost	1,868	1,860
Accumulated depreciation	<u>(1,829)</u>	<u>(1,664)</u>
Total furniture	<u>39</u>	<u>196</u>
Service delivery software and project costs		
At cost	31,420	29,599
Accumulated depreciation	<u>(19,998)</u>	<u>(17,188)</u>
Written down value	11,422	12,411
Work in progress at cost	9,223	5,254
Total service delivery	<u>20,645</u>	<u>17,665</u>
Total equipment, software and furniture	<u>25,180</u>	<u>21,052</u>

b) Reconciliations

Reconciliations of the carrying amounts of equipment, software and furniture at the beginning and end of the current financial year are set out below.

2004	Equipment	Computer Equipment	Work in Progress	Furniture	Service Delivery Software and Project Costs	Leasehold Improvements	TOTAL
Carrying amount at June 30 2003	592	2,213	5,254	196	12,411	386	21,052
Additions	196	2,387	4,141	8	1,839	130	8,701
Disposals	(10)	0	0	0	(19)	0	(29)
Depreciation	(129)	(1,072)	0	(165)	(2,809)	(47)	(4,222)
Adjustments	(46)	(104)	(172)	0	0	0	(322)
Carrying amount at June 30 2004	603	3,424	9,223	39	11,422	469	25,180

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004 (\$'000)	2003 (\$'000)
24. Land		
(a) Leased land at fair value	<u>0</u>	<u>37,047</u>
<p>Leased land represents Pastoral and Other leases that satisfy the criteria for controlled assets under AAS 29 and SAC 4. Land which does not satisfy this criteria but, for which the Department has immediate responsibility, are reported as Administered assets (see Notes 2(y)). Valuation as at 30 June 2002 determined at Market value.</p>		
(b) Reconciliations		
<p>Reconciliations of the carrying amount of leased land at the beginning and end of the current financial year are set out below.</p>		
Carrying amount at start of year	37,047	37,742
Assets transferred (see Note 2(y))	(37,047)	0
Net revaluations (see Note 28)	<u>0</u>	<u>(695)</u>
Carrying amount at end of year	<u>0</u>	<u>37,047</u>
25. Payables		
Government agencies	9	406
Other	<u>335</u>	<u>678</u>
	<u>344</u>	<u>1,084</u>
26. Provisions		
Employee benefits		
Current liabilities:		
Annual leave	3,460	3,461
Long service leave	<u>3,368</u>	<u>3,884</u>
	6,828	7,345
Non-current liabilities:		
Long service leave	<u>4,570</u>	<u>4,736</u>
Total employee benefits	<u>11,398</u>	<u>12,081</u>
<p>In determining the Department's leave liability as at 30 June 2004, on-costs totalling \$1.114m including employer superannuation contributions and workers compensation have been taken into account in accordance with AAS 30.</p>		
27. Other liabilities		
Accrued expenses	8,183	5,441
Accrued Salary and Wages	1,518	1,465
Unearned revenue	<u>1,667</u>	<u>420</u>
	<u>11,368</u>	<u>7,326</u>

Accrued salaries are amounts owing for 9 working days from 18 June to 30 June 2004 (7 working days from 20 June to 30 June 2003).

Accrued salaries are settled within a few days of the financial year end.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	(\$'000)	(\$'000)
28. Equity		
Equity represents the residual interest in the net assets of the Department. The Government holds the equity interest in the Department on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.		
Accumulated surplus/(deficiency)		
Opening Balance	42,666	43,126
Distribution to Owners (ii)	(15,058)	0
Change in net assets	5,951	(460)
Closing balance	33,559	42,666
Contributed equity		
Opening balance	13,464	11,914
Capital Contributions	9,471	1,550
Total Contribution by Owners	22,935	13,464
Distribution to Owners (ii)	(22,935)	0
Closing balance	0	13,464
(i) Capital appropriations, termed Capital Contributions, have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.		
(ii) Non Reciprocal transfer of net assets to government as a result of the transfer of the Crown Land Services output to the Department for Planning and Infrastructure (designated as Distribution to Owners in Treasurer's Instruction 955) - See Note 2(y) totalling \$37.993m (\$15.058m + \$22.935m = \$37.993m).		
Asset revaluation reserve (i)		
Opening Balance	16,188	16,883
Net revaluation increment/(decrement) - leased land	0	(695)
Closing balance	16,188	16,188
Total equity	49,747	72,318
(i) The asset revaluation reserve is used to record increments and decrements on the revaluation of non current assets, as described in significant accounting policy Note 2(s).		
29. Notes to the Statement of Cash Flows		
(a) Reconciliation of cash		
For the purpose of the Statement of Cash Flows, cash includes cash at bank, amounts in suspense and restricted cash. Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash assets (Note 17)	23,935	14,770
Restricted cash assets (see Note 18)	1,913	1,994
	25,848	16,764

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	(\$'000)	(\$'000)
(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Reconciliation of net cost of services to net cash flow provide by /(used in) operating activities.		
Net cash (used in) operating activities (Statement of Cash Flows)	(12,462)	(27,783)
Non-cash items:		
Depreciation expense	(4,220)	(4,526)
Superannuation expense	(1,155)	(1,520)
Resources received free of charge	(78)	(342)
Doubtful debts expense	(79)	(9)
Net loss on disposal of non-current assets	(19)	(15)
Net adjustment for administered transactions	0	289
Increase/(decrease) in assets:		
Current inventories	(3)	(1)
Current receivables	101	(3,704)
Prepayments	157	262
Accrued revenue	1,389	1,286
(Increase)/decrease in liabilities:		
Accounts payable	(291)	(185)
Employee benefits	(797)	249
Other liabilities	(3,461)	(2,972)
Net GST (receipts)/payments	(183)	180
Change in GST in receivables/payables	336	(1,099)
Net cost of services (Statement of Financial Performance)	<u>(20,765)</u>	<u>(39,890)</u>

30. Resources provided free of charge

During the year the following resources in excess of \$10,000 were provided to other agencies free of charge for functions outside the normal operations of the Department:

Department of Treasury and Finance	6,920	7,357
Department for Planning and Infrastructure	3,847	692
Department of Agriculture	992	602
Main Roads Western Australia	714	501
Department of Conservation and Land Management	412	547
Western Australia Police Service	368	291
Water and Rivers Commission	361	398
LandCorp	271	223
Department of Health	214	398
Fire and Emergency Services Authority of Western Australia	212	513
Department of Housing and Works	209	248
Department of Justice	173	135
Department of Education and Training	139	178
Department of Environment	126	335
Racing and Wagering Western Australia	97	0
Department of Industry and Resources	93	759
Department of the Premier and Cabinet	81	533
Department of Indigenous Affairs (2002/03 less than \$10,000)	27	0
	<u>15,256</u>	<u>13,710</u>
Resources provided to other agencies which were less than \$10,000 per agency.	32	368
Resources provided free of charge to organisations other than departments and statutory authorities:	<u>3,128</u>	<u>3,781</u>
Total resources provided free of charge	<u>18,416</u>	<u>17,859</u>

The above figures are costed on the basis of full cost recovery.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	(\$'000)	(\$'000)
31. Commitments for expenditure		
(a) Capital expenditure		
Capital expenditure commitments are contracted capital expenditure additional to the amounts reported in the financial statements. These commitments include amounts for office and computer equipment and consultancy and are payable as follows:		
Within 1 year	<u>229</u>	<u>375</u>
(b) Operating lease expenditure		
These commitments are in respect of non cancellable leases contracted for at the reporting date but not recognised as liabilities. These leases include office accommodation, office equipment and motor vehicles.		
Within 1 year	7,303	7,511
Later than 1 year and not later than 5 years	29,419	29,842
Later than 5 years	<u>33,397</u>	<u>49,856</u>
	<u>70,119</u>	<u>87,209</u>
(c) Other expenditure commitments		
These expenditure commitments relate to general administration expenses and are payable as follows:		
Within 1 year	<u>308</u>	<u>408</u>
(d) Operating lease receivables		
These are operating lease receivables as at the reporting date and include Pastoral leases and Building leases See Note 2(y).		
Within 1 year	0	2,116
Later than 1 year and not later than 5 years	0	7,468
Later than 5 years	<u>0</u>	<u>9,849</u>
	<u>0</u>	<u>19,433</u>

32. Remuneration of senior officers

Remuneration

The number of senior officers whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are:

	\$	\$	2004	2003
10,001 - 20,000			1	0
90,001 - 100,000			1	0
100,001 - 110,000			0	1
110,001 - 120,000			1	1
120,001 - 130,000			3	3
140,001 - 150,000			1	1
180,001 - 190,000			1	1
			8	7

The total remuneration of senior officers is:

	<u>932</u>	<u>910</u>
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The superannuation included here represents the superannuation expense incurred by the Department in respect of senior officers.

Two senior officers are members of the Pension Scheme in 2004 (two senior members in 2003).

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

33. Financial Instruments

(a) Interest rate risk exposure

The following table details the Department's exposure to interest rate risk as at the reporting date. The financial instruments listed are all non interest bearing.

Financial instruments	Non Interest Bearing Total 2004 (\$'000)	Non Interest Bearing Total 2003 (\$'000)
Financial assets		
Cash assets	23,935	14,770
Restricted cash assets	1,913	1,994
Receivables	6,166	6,013
Accrued Revenue	3,361	0
	<u>35,375</u>	<u>22,777</u>
Financial liabilities		
Payables	344	1,084
Provisions	11,398	12,081
Accrued Expenses	11,368	420
	<u>23,111</u>	<u>13,585</u>

(b) Credit risk exposure

All financial assets are unsecured.

Amounts owing by other government agencies are not considered a credit risk. In respect of other financial assets, the carrying amounts represent the Department's maximum exposure to credit risk in relation to those assets.

(c) Net fair values

The carrying amount of financial assets and financial liabilities recorded in the financial statements are not materially different from their net fair values, determined in accordance with the accounting policies disclosed in Note 2 to the financial statements.

34. Contingent liabilities

In addition to the liabilities incorporated in the financial statements, the Department has the following contingent liabilities:

- (i) The Department has pending or potential litigation that may affect the financial position to the value of \$0.995m.
- (ii) There is a pending claim of copyright by Copyright Agency Limited (acting for surveyors) estimated at \$50,000 for the paper copying of survey plans by the Department. There is at present a claim in the Copyright Tribunal for copies of digital plans but the financial impact of this claim is very uncertain. DLI is currently seeking advice from the State Solicitor's Office as to litigating this claim.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

35. Intellectual property

DLI's intellectual property consists of software, data, databases, administrative records, publications, products, trademarks and know-how in the categories listed below. At reporting date the intellectual property cannot be reliably measured, and accordingly has not been recognised as an asset in the financial statements:

- 1) Air Photography
- 2) Cadastral
 - * Spatial Cadastral Data Base (SCDB)
 - * Survey Plans
 - * Survey Diagrams
 - * Survey Field books
 - * Survey Equipment Calibration Software
- 3) Corporate Computing
- 4) Desktop Technology
- 5) Geodetic Survey Marks database
- 6) GEONOMA Database
- 7) Government Property Register
- 8) Landlinks
- 9) SmartPlan
- 10) International
- 11) Mapping Products (digital and analogue)
- 12) Publications (including Internet design)
- 13) Tenure
 - * Tenure Systems
 - * Title and Document Images
- 14) Topographic
 - * Street Centreline
 - * Property Street Address (PSA)
- 15) Satellite Imagery
- 16) Land Claims Database
- 17) Thematic Database
- 18) Technical advice on a wide range of land information requirements and systems (Consultancy)
- 19) Electronic Advise of Sale
- 20) Electronic Advise of Sale 2
- 21) Land and Property Portal
- 22) Business Realignment Methodology
- 23) Property Improvement Database
- 24) Rural Land Information Database
- 25) Land Valuations
- 26) Property Sales Database
- 27) Property Rental Database
- 28) Computer Assisted Valuation Methodology
- 29) Work management System Database
- 30) Property/Valuation GIS
- 31) Easiforms
- 32) Landgate

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	\$	\$

36. Events occurring after balance date

There have been no significant events occurring after 30 June 2004 that affect these financial statements.

37. Related body

Pastoral Lands Board (Transferred see Note 2 (y))

	0	832,033
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The Department had no related bodies during the financial year. In 2002-03 the Department met all operating expenses of the Pastoral Lands Board (PLB), a related body, and included its revenues, expenses, assets and liabilities in the financial statements.

From 1 July 2003, the PLB is no longer a related body of the Department as a consequence of the transfer of responsibility for Crown Land Services to the Department for Planning and Infrastructure (DPI) (see Note 2(y)).

PLB expenses are now met by DPI.

38. Affiliated body

The Land Surveyors' Licensing Board is an affiliated body in that it received administrative support and a grant of \$10,000 from the Department. The Board is not subject to the operational control of the Department and reports to Parliament separately.

	2004	2003
	(\$)	(\$)

39. Supplementary financial information

(a) Write offs

During the financial year \$9,196 of Plant and Equipment was written off by the Department under the authority of:

The Accountable Officer	9,196	11,521
The Minister	0	0
Executive Council	0	0
	9,196	11,521

(b) Losses through theft, defaults and other causes

Losses of public monies and public and other property through theft or default

Amount recovered	9	0
	0	0
	9	0

(c) Gifts of Public Property

Gifts of public property provided by the Department

	579	3,073
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	2004	2003
	(\$'000)	(\$'000)

40. Trust Accounts

The trust accounts are reported on a cash basis.

Private Trust

(a) Payroll Deductions

The purpose of the trust account is to hold income tax instalments and Government Employees Housing Authority (GEHA) rent contributions, deducted from salaries and wages of employees of the Department of Land Information Group Payroll.

Opening balance	13	3
Receipts	10,248	11,531
Payments		
The Australian Taxation Office	(10,239)	(11,515)
GEHA	0	(6)
Closing balance	22	13

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
For the Year Ended 30 June 2004

	2004	2003
	(\$'000)	(\$'000)
(b) Deposits: Land Applications		
The purpose of the trust account is to hold funds in accordance with the provisions of the Land Administration Act and the former Land Act, being deposits received from applicants, pending the issue of licenses or leases.		
Opening balance	300	153
Receipts:		
Deposits	0	457
Payments		
Refunds	0	(35)
Transfers:		
Department for Planning and Infrastructure - See Note 2(y)	(300)	0
Consolidated Fund	0	(275)
Closing balance	<u>0</u>	<u>300</u>

(c) War Service Land Settlement

The purpose of the trust fund is to hold funds pending transfer to the Commonwealth Department of Primary Industry - Production Branch.

Opening balance	2	2
Receipts:		
Perpetual Lease Rents	0	374
Freehold Option Price	0	141
Payments:		
Remittances to the Commonwealth	0	(515)
Transfers:		
Department for Planning and Infrastructure - See Note 2(y)	(2)	0
Closing balance	<u>0</u>	<u>2</u>

Governmental Trust

(d) DBNGP Corridor Trust

This Trust Account is administered on behalf of the DBNGP Land Access Minister. The purpose of the trust account is to hold funds received pursuant to section 45(2) of the Dampier to Bunbury Pipeline Act 1997 for application in accordance with section 45(5) of that Act.

Opening balance	33,380	36,474
Receipts:		
Fees and charges	0	1,208
Payments:		
Administration	0	(1,797)
Purchase of easement rights	0	(2,505)
Transfers:		
Department for Planning and Infrastructure - See Note 2(y)	(33,380)	
Closing balance	<u>0</u>	<u>33,380</u>

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Notes to the Financial Statements
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41. Explanatory statement

The Summary of Consolidated Fund Appropriations and Revenue Estimates discloses appropriations and other statutes expenditure estimates, the actual expenditures made and revenue estimates and payments into the Consolidated Fund. Appropriations are on an accrual basis.

The following explanations are provided in accordance with Treasurer's Instruction 945. Significant variations are considered to be those greater than 10%.

(i) Significant variances between estimates and actual - Total Appropriation to deliver Outputs

	2004 Estimate \$'000	2004 Actual \$'000	Variance \$'000
1. Total Appropriation to deliver outputs	38,192	25,483	(12,709)

The \$12.709m or 33.3% reduction in appropriation reflects:

- an \$11.368m transfer to the Department for Planning and Infrastructure, for the transfer of responsibility for Crown Land Services; and

- a \$1.341m reduction in funding for depreciation.

2. Output Expenditure

Output 4 Crown Land Services	15,181	0	(15,181)
------------------------------	--------	---	----------

Responsibility for this output was transferred to the Department for Planning and Infrastructure from 1 July 2003. Consequently, the Department of Land Information incurred no expense on this output during the financial year.

3. Total revenues from Ordinary Activities	59,441	65,750	6,309
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The budget estimate included \$2.294m for the Crown Land Services output that was transferred to the Department for Planning and Infrastructure. After adjusting for this amount the variance is actually \$8.603m due to better than expected results in Land Titles Management .

(ii) Significant variances between actual and prior year actual - Total Appropriation to deliver outputs:

	2004 Actual \$'000	2003 Actual \$'000	Variance \$'000
1. Total Appropriation to deliver outputs	25,483	37,568	12,085

The \$12.085m or 47.4% variance is mainly due to an \$11.368m transfer to the Department for Planning and Infrastructure, for the transfer of responsibility for Crown Land Services.

2. Output Expenditure

Output 4 Crown Land Services	0	18,196	18,196
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Responsibility for this output was transferred to the Department for Planning and Infrastructure from 1 July 2003. Consequently, the Department of Land Information incurred no expense on this output during the financial year.

3. Total Revenues from Ordinary Activities	65,750	60,782	(4,968)
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The 2003 actual included \$2.428m for the Crown Land Services output that has since been transferred to the Department for Planning and Infrastructure. After adjusting for this amount the variance is actually \$7.396m due mainly to improved business activity in Land Titles Management.

DEPARTMENT OF LAND INFORMATION
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(iii) Significant variances between estimates and actual - Capital Contributions

	2004	2004	
	Estimate	Actual	Variance
	\$'000	\$'000	\$'000
1. Capital Contribution			
Capital Contribution	8,099	9,471	1,372

The Department was granted a \$1.48m equity injection (supplementary funding) to enable a transfer of funding to the Department for Planning and Infrastructure, for leave entitlements in respect of staff transferred with the Crown Land Services output. \$108,000 of the original appropriation was also transferred, for asset replacement, as part of the restructure.

2. Capital Expenditure

Purchase of non-current physical assets	10,169	8,432	1,737
Transfer of leave entitlements	0	1,480	(1,480)

The budget estimate for the purchase of non-current physical assets included \$263,000 relating to the Crown Land Services output that has since been transferred to the Department for Planning and Infrastructure. After adjusting for this transfer, the variance is actually \$1.474m or 14.9% due mainly to delays with, and deferrals of, service delivery projects.

The \$1.48m transfer of leave entitlements was in respect of staff transferred with the Crown Land Services output and was done in accordance with the requirements of Treasurer's Instruction 520, *Transfer of Employees*.

(iv) Significant variances between actual and prior year actual - Capital Contribution:

	2004	2003	
	Actual	Actual	Variance
	\$'000	\$'000	\$'000
1. Capital Contribution	9,471	1,550	7,921

The variance is mainly due to increased funding provided in respect of the Department's e-Business initiative which is aimed at applying the latest Internet technologies and streamlining access to the State's wide range of property related information.

2. Capital Expenditure

Purchase of non-current physical assets	8,432	5,856	2,576
Transfer of leave entitlements	1,480	0	1,480

The increase in purchases of non-current physical assets is due to the increased investment in the Department's e-Business initiative and business infrastructure requirements to support the initiative and existing business arrangements.

The \$1.48m transfer of leave entitlements was in respect of staff transferred with the Crown Land Services output and was done in accordance with the requirements of Treasurer's Instruction 520, *Transfer of Employees*.

(v) Significant variances between estimate and actual, and actual and prior year actual

Administered Revenue (see Note 2(y))

All Administered Revenues included in the budget estimates and reported in the prior year related to the Crown Land Services output that has since been transferred to the Department for Planning and Infrastructure. Consequently, the Department of Land Information earned no revenue from these sources during the financial year.

DEPARTMENT OF LAND INFORMATION
Notes to the Financial Statements
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42. Indian Ocean Territories Service Delivery Arrangement

The provision of services to the Indian Ocean territories are recouped from the Commonwealth government.

	2004	2003
	(\$'000)	(\$'000)
Opening balance	120	(103)
Receipts	99	320
Payments	(163)	(97)
Closing balance	<u>56</u>	<u>120</u>

2002/03 receipts included an amount of \$147,190 for the conversion of the paper title register to digital format. This conversion took place during 2003/04.

43. The impact of adopting International Accounting Standards

The Australian Accounting Standards Board (AASB) is adopting the Standards of the International Accounting Standards Board (IASB) for application to reporting periods beginning on or after 1 January 2005.

AASB 1047 "Disclosing the impact of adopting Australian Equivalents to International Financial Reporting Standards" requires financial reports to disclose information about the impacts of any changes in accounting policies leading up to the adoption date.

The Department is reviewing the revised standards to determine the impact through a sub committee and is on target to achieve the 31 October Revised Balance Sheet deadline for recasting the 2003/04 results.

At present the issues that arise from the change relate mainly to the classification and value of Non Current Assets (PPE).

DEPARTMENT OF LAND INFORMATION

Notes to the Financial Statements

For the Year Ended 30 June 2004

44. Schedule of Administered Items

Administered Item	Note	DBNGP Corridor		Land		Total	
		Trust Account					
		2004	2003	2004	2003	2004	2003
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
(i) Administered expenses and revenues	1						
Expenses							
Cost of sales							
Developed land		0	0	0	6,482	0	6,482
Undeveloped land		0	0	0	40,133	0	40,133
Closed roads		0	0	0	997	0	997
Other	2	0	0	0	411	0	411
Payments under the Dampier to Bunbury Pipeline Act 1997		0	1,502	0	0	0	1,502
Total administered expenses		0	1,502	0	48,023	0	49,525
Revenues							
Developed land	2	0	0	0	2,519	0	2,519
Undeveloped land		0	0	0	44,834	0	44,834
Closed roads		0	0	0	997	0	997
Lease		0	0	0	4,286	0	4,286
Other		0	0	0	29	0	29
Revenue collected under the Dampier to Bunbury Pipeline Act 1997		0	1,222	0	0	0	1,222
Total administered revenues	3	0	1,222	0	52,665	0	53,887
(ii) Administered assets and liabilities	1						
Assets							
Current							
Cash		0	33,380	0	300	0	33,680
Receivables		0	0	0	13,613	0	13,613
Inventory		0	0	0	0	0	0
Other	2	0	0	0	1,864	0	1,864
Non-current							
Plant and equipment		0	18	0	0	0	18
Receivables		0	0	0	8,646	0	8,646
Crown land		0	4,542	0	1,588,698	0	1,593,240
Total administered assets		0	37,940	0	1,613,121	0	1,651,061
Liabilities							
Current							
Unearned revenue			0	0	2,957	0	2,957
Payables			247	0	12	0	259
Total administered liabilities			247	0	2,969	0	3,216

Notes

- From 1 July 2003, Government transferred responsibility for Crown Land Services to the Department for Planning and Infrastructure. Consequently, all Administered Assets and Liabilities were transferred effective from that date and there were no financial transactions for the year.
- In 2001-02 the Minister had a 26% interest in a joint venture with LandCorp and City of Bunbury to develop, subdivide and sell land in Bunbury. The following represents the Minister's interest in the joint venture operation:

	2004	2003
	\$'000	\$'000
Revenues	0	356
Expenses	0	411
Net profit	<u>0</u>	<u>(55)</u>
Assets	0	1,864
Liabilities	0	12
Net Assets	<u>0</u>	<u>1,852</u>

- Revenues, other than those relating to the DBNGP Corridor Trust Account, are paid into the Consolidated Fund.