

Customer Information

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1. Land Registration Practice Manuals

With legislation and business practices and procedures continually undergoing change or refinement in response to community needs it is imperative that stakeholders, customers and practitioners in the land administration industry have easy and economical access to reliable up-to-date accurate information regarding DOLA's practices and procedures.

DOLA as part of its commitment to the 'Government on-line strategy', and to continuous improvement of its customer services and their ongoing professional education, is in the process of completing the electronic publication of its four practice manuals. These will be offered **free of charge - electronic download only** from www.landonline.com.au - DOLA's e-commerce site. Paper and CD-Rom versions will also be available - these however will not be free.

Whilst all practice manuals are currently available in a paper-based form, the following manuals will be available in electronic and CD-Rom form from mid -August 2000:

- Land Titles Registration Practice Manual (Edition 6.1)
- Crown Registration Guidelines (Edition 1.1)
- Strata Titles Manual (Edition 1.1)

(Note the changes from 6th Edition to Edition 6.1 and 1st Edition to Edition 1.1 are to reflect formatting changes, previously published corrigenda and 2000/2001 scale of fees only and do not reflect any other changes to content)

DOLA's fourth manual, the 'Survey and Plan Practice Manual' (Edition 1) is currently undergoing a major rewrite (Edition 2) to incorporate changes resulting from *SmartRegister* and *SmartPlan* and will be available **free of charge** in electronic form later this year.

Further planned updates which will also be available **free of charge** in electronic form include:

- The 'Land Titles Registration Practice Manual' Edition 7 which should be released towards the end 2000 to incorporate major changes resulting from *SmartRegister*.
- The 'Crown Registration Practice Manual' (Edition 1), planned for release in the first quarter of 2001, which will supersede the 'Crown Registration Guidelines'.

A **free electronic update service** is also planned as subsequent amendments are made.

Obtaining Practice Manuals

To obtain any practice manual (electronic, CD-Rom or paper) all a customer will need to do is visit DOLA's e-commerce site: www.landonline.com.au and become a 'subscriber' by entering a few simple details including a mandatory 'e-mail address'. There is no cost for this subscription, which will enable DOLA to advise all customers of updates to its practice manuals and also potentially provide its regular 'Customer Information Bulletin' direct to subscribers. Customers will also be able to obtain this service direct from DOLA's Land Information Products and Service Section of the Customer Service Branch in Midland.

Once you become a 'subscriber' the onus will be upon you to ensure your 'subscriber details' are current, particularly your e-mail address, in order for DOLA to e-mail you advice as to product availability and updates.

It should be noted that with improved ease of updating subscribers electronically, it is planned that practice manual updates should occur at least twice a year for each manual.

DOLA however will continue to provide product availability and update information in its **Customer Information Bulletins** for the time being.

Products Available

Complete Electronic Manuals

Having become a 'subscriber' the following manuals will be available **free** for download from DOLA's e-commerce site: www.landonline.com.au

- Land Titles Registration Practice Manual (Edition 6.1)
- Crown Registration Guidelines (Edition 1.1)
- Strata Titles Manual (Edition 1.1)

All manuals are in Adobe Acrobat's Portable Document Format (.pdf) files used widely on the Internet and include hyperlink and hypertext searching facilities. The electronic manuals will be able to be read using Adobe Acrobat Reader which will be available for download **free** from www.adobe.com/products/acrobat/readstep.html - the Adobe

Acrobat site for those users currently not using this software. Further manuals/releases will also be available in this form.

The software allows the user to install the required manuals on their personal computer and browse using Adobe Acrobat Reader. **Should any customer prefer a paper copy the manual can simply be printed out in full or part in the customer's office or through any commercial print or copy service.**

Additionally, as many copies (digital or paper) may be made and distributed at no charge to colleagues or within a business. *(Note: DOLA copyright does however apply to the sale in part of whole of any manual and written consent must be obtained).*

Electronic Updates

All 'subscribers' will be notified via their e-mail address of any new editions of manuals. This will be done by sending an e-mail containing the updates in a 'update only' (.pdf) file which will allow the customer to view/print the relevant changes. This may be sufficient for customers who wish to use hard copy manuals and update/replace the relevant pages, which have changed or do not immediately have time to download a new manual.

The 'subscriber' will also be provided with a hyperlink to DOLA's e-commerce site where a full updated manual (.pdf) can be downloaded **free**.

CD-Rom

A CR-Rom version will be available for **purchase for \$55** inclusive of GST and distribution costs to anywhere in Australia.

The CD-Rom will contain current editions of all manuals available at that point in time. These will again be in (.pdf) electronic form and will come together with a copy of Adobe Acrobat Reader and simple self-installation software.

In purchasing the CD-Rom a 'subscriber' would still receive automatic **Electronic Updates** as above.

Should the CD-Rom purchaser wish to obtain a fully updated edition or new manual not contained on the original CD-Rom, this can be done by downloading the manual from DOLA's www.landonline.com.au site or by purchasing a new CD-Rom or paper copy at the current price applicable at that time.

Paper Manual

The traditional paper-based practice manuals will continue to be available for purchase from either DOLA's e-commerce site or from its Customer Service Branch. The price for these will be:

- Land Titles Registration Practice Manual (Edition 6.1) - \$195
- Crown Registration Guidelines (Edition 1.1) - \$ 50
- Strata Titles Manual (Edition 1.1) - \$ 120
- Survey and Plan Practice Manual (Edition 1) - \$ 70

In addition charges for postage and GST will apply.

Paper Manual Updates

Paper updates will also be available for purchase from DOLA's e-commerce site or Land Information Products and Services Section of the Customer Service Branch. The price for these will be dependent on the extent of the update, however a **minimum fee of \$50** will apply per manual per update.

Full details and an ability to register as a 'subscriber' will be available from DOLA's www.landonline.com.au e-commerce site from 1st August 2000.

Enquiries regarding the above should be addressed to Land Information Products and Services Section by phone on 92737097 or fax 92737205 or email landonline@dola.wa.gov.au .

2. Enduring Power of Attorney - Maximum Number of Donees

On 17 April 2000, Mr Justice Miller of the West Australian Supreme Court delivered his Judgment in action CIV 1587 of 1999 *Ricetti -v-Registrar of Titles*. (DOLA File 1723/1999). The Registrar of Titles took an active role in this action and was represented by the Crown Solicitor's Office.

In the *Ricetti* Judgment the Supreme Court decided that, on the definition of "donee" in section 102 of the *Guardianship and Administration Act 1990*, a maximum of two (2) donees can be appointed by an enduring power of attorney made under the *Guardianship and Administration Act 1990*.

This Supreme Court Judgment supports the view and also the existing practice of the Registrar of Titles of refusing to accept an enduring power of attorney that purports to appoint more than two (2) donees.



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