

landgate.wa.gov.au



OUR Direction

Strategic Development Plan
2023/24 - 2027/28

Introduction

Guided by our vision “to fully harness the value of *where* to power a thriving Western Australia”, we have considered how Landgate is best positioned to continue providing value to the people that we serve.

Our Strategic Development Plan (SDP) for the next five years (2023-2028) demonstrates Landgate’s ongoing commitment to the journey that we are on and outlines a renewed focus on opportunities to harness contemporary technology solutions. Over the next five years, Landgate will be guided by the concept of improving the sharing and visualisation of land information and location data to promote inter-agency collaboration and support improved decision making across the sector.

The SDP acknowledges and incorporates the findings from the statutory review of Landgate’s enabling legislation, the *Land Information Authority Act 2006*. This review, which was tabled in the WA Parliament in November 2022, firmly endorsed the roles and functions of Landgate, and that our vision for the future is sound. We will be working on implementing the review recommendations over the period of this SDP.

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

The document has been updated to realign some of our key focus areas to reflect a stronger consideration of our environmental and social impacts. It also outlines how we will hold ourselves accountable to these high standards through good governance.

At the heart of Landgate’s culture is a desire to innovate and be bold and ambitious as we look to the future. Our ability to remain flexible, resilient, and agile in response to changing circumstances has been evidenced through the way that Landgate has navigated the unprecedented COVID-19 pandemic, continuing to put us in good stead for the years ahead.

As WA’s trusted custodian of land information, the focus areas outlined in the SDP ensure we are well-positioned to deliver on our objectives both now and into the future to meet the ever-changing needs of our customers.

Vision

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

Purpose

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

Values

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

Culture

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

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

We deliver value to the State through three core functions:



We help people locate their place in the world



We secure interests in property



We value homes and investments

DYNAMICS

affecting our world



Supporting the WA economy

Landgate will continue to contribute to the state's economy by supporting the efficient operation of the property market, and providing fair, impartial valuations for rating and taxing. Western Australia has a strong program of infrastructure development outlined for the future. Landgate's strategy will support the State Infrastructure Strategy, by delivering an advanced spatial digital twin that informs planning and decision making to deliver better, more efficient services to all West Australians.



Evolving legislation as society changes

Societal expectations and preferences continue to evolve. To meet these expectations and facilitate change, the legislative framework that supports their activities must also develop. We will continue to monitor developments and advocate appropriate legislative change to ensure that contemporary community needs are reflected in the legislation we administer and shape national agendas for the benefit of West Australians.



Property industry dynamics

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

Landgate is working with industry to progress legislative changes that will enable this transformation, removing the need for paper in an electronic process, and making it more efficient for industry and customers.

At a national industry level, Landgate will be implementing the legislative, process and system changes needed to enable interoperability, providing consumers with greater choice and supporting greater competition between ELNOs.



Customer and community expectations

We continue to engage with our customers and stakeholders to understand their needs and leverage technology and process improvements to enhance our service offering. With growing community expectation that government increase transparency and collaboration to deliver better, more secure and efficient services, we will proactively work to contribute to the environmental, social and governance outcomes of the community.

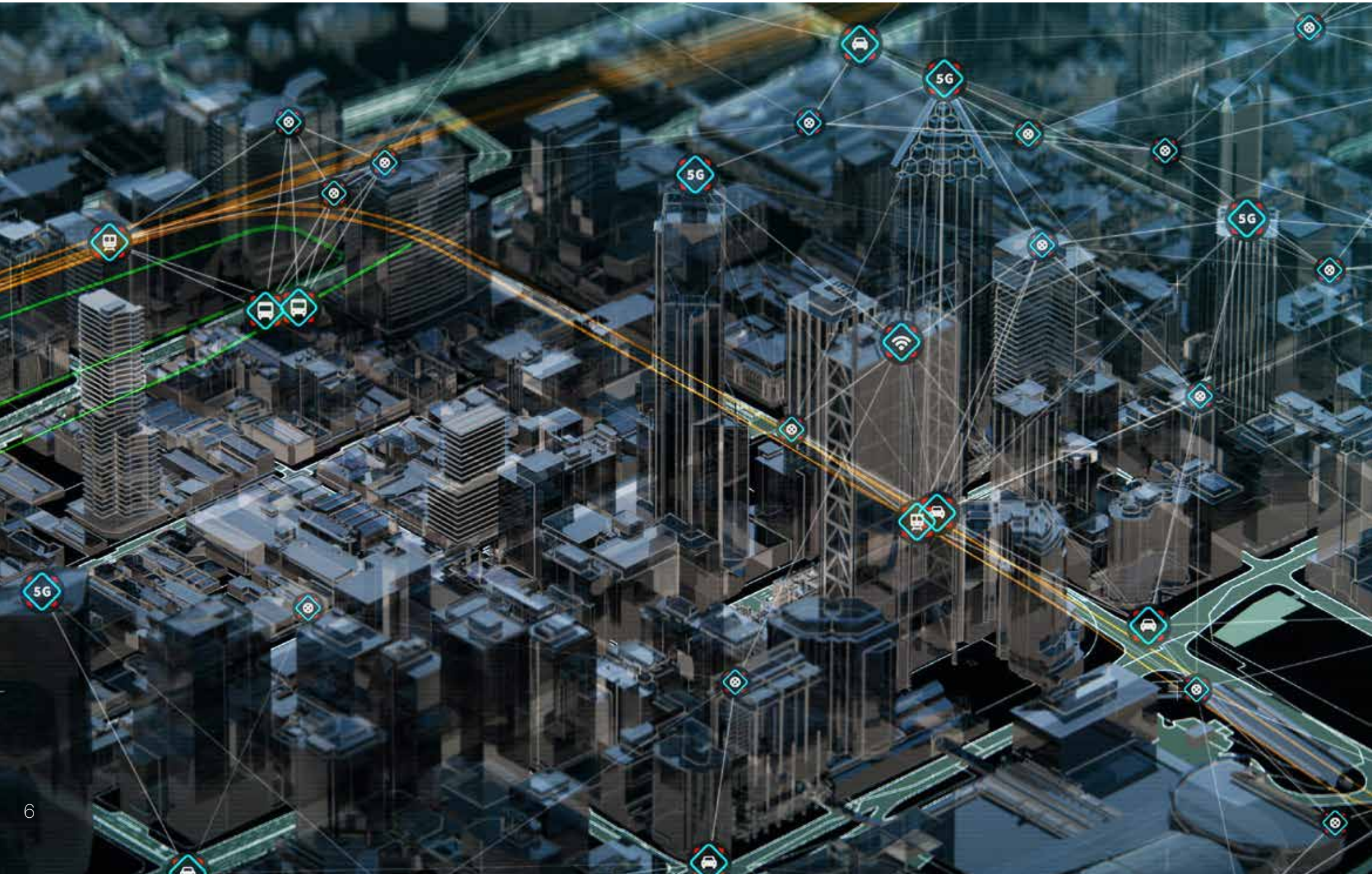
Digital transformation and data sharing

For land information, the fusing of technologies is creating new opportunities in the way land is located, transacted and valued. The Digital Strategy for the Western Australian Government 2021-2025 sets the vision for a government that provides convenient and secure online services informed by quality data insights.

Landgate will have a significant role in the future of the way the public sector shares its data, as the responsible agency for enabling cross-government data sharing, collaboration and use of location information.

The value of location information

Location information is increasing in value and is central to how our society connects, uses services, and makes sense of the world around it. It is now being visualised in 3- and 4- dimensions (the fourth dimension being 'time') and will play an increasingly critical role in supporting a growing state through concepts such as digital twins improving state planning and resource management. Landgate's strategy aims to realise greater value in how location data is currently used to support government service delivery and infrastructure development through enhancement of WA's spatial technology and capabilities.



OUR strategic themes

Our strategic themes outline what we will do.
The objectives within them determine what success will look like.



Contribute to a strong and sustainable WA economy

1. Efficient and effective delivery of our services underpins the development and economic growth of the state.
2. An advanced spatial digital twin enables a connected digital government to provide better services for the WA community.



Meet evolving customer & community needs

1. Drive to modernise legislation meets future societal expectations.
2. Services and data meet customer needs and security expectations, enable collaboration and drive innovation.
3. Partnerships provide the capability and agility to deliver the products and services our customers want.
4. Products, services and actions contribute to the ethical, environmental, social and governance outcomes of our customers and community.



Drive outcomes in the interest of WA

1. Leadership promotes the use of digital location information across sectors to improve community and industry outcomes.
2. Involvement in industry forums contributes to the development of national strategies, standards and practices.



Optimise the potential of our business

1. Digital transformation drives innovative ways of working and delivers the value of 'where'.
2. Potential is optimised through high performing people, culture, partnerships and technology.

landgate.wa.gov.au



1 Midland Square, Midland WA 6056
PO Box 2222, Midland WA 6936
Telephone: +61 (0)8 9273 7373
Email: customerservice@landgate.wa.gov.au

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

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