

LAND AND PROPERTY INFORMATION STRATEGIC PLAN 2008 – 2013

OUR VISION

Giving NSW the confidence to shape the future of our land by delivering comprehensive and integrated world class digital land information products and services that meet the changing needs of our customers.

OUR MISSION

To develop and maintain valuation, land title and spatial data sets and registers providing land information, products and services to commercial and government organisations, utilities and tertiary institutions, members of the public and the community of NSW.

OUR STRATEGIC GOALS

CUSTOMERS

Our customers' needs and requirements will be our primary focus in designing our products, services and delivery channels.

COMPREHENSIVE

We will be the central point of access for a full range of land information, data sets, products and services including those we will source through other government or private sector organisations or the community.

INTEGRATED

Our system of sourcing, processing and storing data will be world's best practice to ensure seamless and cost effective management of and access to NSW land and property information.

DIGITAL

Our information will be transmitted electronically and our transactions with our customers, partners and suppliers will increasingly be conducted through electronic channels.

MEASURABLE

We will set measurable targets to be achieved by 2013 based on customer priorities and world's best practice.

OUR KEY STRATEGIES

CUSTOMERS

Communicate, Engage, Inform. We will:

1. Continue to develop and expand our liaison groups and consultation channels
2. Invest in a regular program of market research to gather customer feedback on our existing products and services as well as information on products and services our customers want
3. Involve our customers more in designing and developing our products and services
4. Inform our customers more about the products and services we provide
5. Improve our complaints handling processes

COMPREHENSIVE

Data: LPI owned, Hub for others, Sourced at large. We will:

1. Improve existing core data sets
2. Develop new products and services
3. Provide access to land and property information held by other organisations
4. Develop systems to receive and process data
5. Provide 24 X 7 access to electronic services

INTEGRATED

Data Standards, Models, Management. We will:

1. Adopt one set of standards for data across LPI
2. Review our data models to improve the transfer and use of data within LPI and our customers, partners and suppliers
3. Review our data to ensure it is accessible and useful to those who need it
4. Ensure our data is kept current to meet the needs of our customers

DIGITAL

Capture, Process, Store, Convert. We will:

1. Manage our data in digital form using the best technology available
2. Invest in new digital products
3. Replace analogue products with digital products
4. Convert manual processes to digital
5. Convert paper records into digital form

MEASURABLE

Targets, Best Practice, Value. We will:

1. Set a program for change with targets based on customer priorities for more comprehensive, integrated, digital products and services
2. Apply best practice standards in our business practices
3. Compare our costs and prices for products and services with benchmarks
4. Test our quality standards against benchmarks of leading organisations
5. Report our achievements and progress against targets

OUR VALUES AND CULTURE

In LPI we support our staff in delivering professional and responsive services. We promote a work environment that is:

PRODUCTIVE AND USEFUL

- We encourage our staff to accept responsibility for meeting the changing needs of customers, where a customer first approach prevails
- We promote and support a culture of teamwork where solutions are gained through consensus
- We celebrate success and acknowledge the contribution of individuals

FAIR AND JUST

- We treat our staff honestly and fairly, applying terms of employment and opportunities equitably
- We implement an objective and consistent approach to performance management, recognising good performance while also constructively addressing difficult performance issues
- We support our staff in balancing their work and life commitments, applying innovative work practices to attract and retain a skilled workforce

PROFESSIONAL AND SUPPORTIVE

- We continually seek to improve our products, services and systems by encouraging excellence through benchmarking against best practice
- We develop and promote policies and tools to assist our customers meet their legislative and business requirements
- We invest in our people by providing training and development opportunities to meet individual career needs while also building the leaders of the future

RESPECTED AND VALUED

- We acknowledge and value the differences in our workforce and our customer base, treating everyone with dignity
- We act with integrity in all our dealings, working to a common goal and doing this to the best of our ability
- We promote leadership in decision making at all levels across the Division and in the community