

REGISTRATION SERVICES

Special Customer Information Bulletin

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DOLA TO BECOME A STATUTORY AUTHORITY

How our customers will benefit from the changes affecting DOLA

As you are aware, considerable work has been carried out over the past months to determine the future of DOLA and the best way we can deliver our services.

I am pleased to advise that, following an extensive review and consultation with stakeholders, the State Government has decided that DOLA will become a statutory authority.

The statutory authority, which will sit within the Planning and Infrastructure portfolio, will deliver land titling information and property valuation functions on behalf of the Government and will operate with a more commercial focus.

It will also provide access to all government land and property information, leading to further efficiencies and improved service delivery for customers and Government.

The change to a new statutory authority is a very positive step for our organisation. We believe it presents some exciting opportunities that will result in benefits for our customers.

As a statutory authority, we will have the flexibility and the capacity to be more responsive to changing needs. We will have an opportunity to expand our business, work with partners in our industry and promote and market land and property-related information.

The changes will mean we will be in a better position to respond to the increasing demand for online services and access to the digital data held by Government for both business and community needs.

DOLA has already made significant progress towards converting our land information to digital format to meet this demand. As a statutory authority, we will be in a strong position to move ahead with this and build on our traditional information-gathering role.

Our customers and our commitment to providing quality services will, of course, remain a priority during the transition phase as we become a statutory authority.

During the transition phase, changes will be introduced progressively. We are working to ensure that the transition is made smoothly and without disruption to services so that we can maintain the highest standards of information and resources that are vital for our customers.

I can also assure you that there will be no increase in statutory fees in real terms.

Considerable work is also being carried out behind the scenes with a number of changes to our internal systems. These will provide improvements such as a simplified payment system.

The agency's head office will remain at Midland.

If you have concerns about how your business may be affected during the transition phase, please ring our Future of DOLA line on **1300 556 224**.

This is an exciting time for all of us and marks the start of a new era for land and property information in Western Australia. Along with the rest of DOLA, I look forward to continuing to work with you as we move forward with the establishment of the statutory authority.

Grahame Searle
A/CHIEF EXECUTIVE OFFICER

4 November 2002