



September 2019

Landgate: A strong, innovative statutory authority.

FAQs

1. What is Landgate?

Landgate administers Western Australia's land and property information. Landgate's core business is:

- Land Titling which includes maintenance of the Land Titles Register;
- Valuations to support rating and taxing;
- Location Information including capture and maintenance of geographic information; and
- SPUR – the State's location information hub - supporting collaboration and innovation to harness the value of location information for the benefit of the State and management of the State's Open Data Policy.

2. Why has part of Landgate been commercialised?

Landgate has transformed itself into a world class operator and the time is right for the Government to realise a return on this investment.

A scoping study identified there is strong market interest for this type of transaction, and the Government decided the greatest value to the State is to seek a return on the automated land titling functions.

Now is the right time to realise value from an agency that was always set up to act commercially and generate value for the State.

3. What exactly has been commercialised?

Only a part of Landgate's business has been commercialised. The commercialisation will require the new service provider to provide, maintain and improve the systems and processes that facilitate Landgate's automated titling services, including document and plan processing, searches and associated products and services.

Landgate will continue to maintain all other functions, including manual titling transactions.

4. Who is the new service provider?

The Government has appointed Land Services WA to provide, improve and maintain the systems that facilitate Landgate's automated titling services for a 40-year term.

The LSWA consortium comprises Macquarie Infrastructure and Real Assets (MIRA), Sunsuper and HESTA.

HESTA and Sunsuper are also investors in the South Australian land registry, so they have a good understanding of the business and a strong track record in providing similar services.

5. Will my privacy be protected?

All existing privacy protections will be maintained. The land titles register will continue to be owned by the State Government, and it will continue to have oversight of the titles register and protect people's property rights by guaranteeing the indefeasibility of title.

The statutory roles of Registrar and Commissioner of Titles will remain unchanged. They will continue to be responsible for the integrity of the Land Titles Register.

The service provider is also required to ensure all data is kept secure and protected from unauthorised access and use in accordance with the practice of a prudent, expert and experienced supplier of similar services.

All data will be required to be stored in Australia.

Landgate currently engages private providers to deliver technology services related to these automated functions and has done so for over 15 years. The privacy and integrity of information maintained by the provider over this period has never been compromised. LSWA will similarly maintain this information under contractual obligations strictly monitored and regulated by the State.

6. What will happen to the cost of services?

There will be no changes to the way the fees that Landgate charges its customers are set as a result of the transaction and current prices are not changing as a result of the transaction.

The service fees that will be paid to the service provider will be capped at the Consumer Price Index (CPI).

7. What will this mean for Landgate services?

The general public will continue to deal with Landgate. There will be no change to the level or type of service provided for titling services as a result of this transaction.

The land titles register will continue to be owned by the State, and Landgate and the Registrar of Titles will have oversight of the new operator. Strict performance measures, operating protocols and service level agreements will be part of the contract.

Other Landgate services will continue to be provided as they are today.

8. What does this mean for Landgate customers?

Our customers will continue to be at the heart of everything we do and should see no change in service: they will continue to deal with the same people, on the same contact numbers, in the same locations.

9. What does this mean for Landgate staff?

There will be no forced redundancies as a result of this decision.

There will be no impact to Landgate staff with the introduction of a commercial operator providing the automated land titling functions as no staff will be transferred to the operator.

Landgate will continue to run an efficient, innovative and customer focused business in line with its strategic direction and will continue to harness the benefits of technological advancements into the future.