



The difference is what you see

## Land Services Group

### Property Location Browser



The Land Services Group, part of the South Australian Department for Transport, Energy and Infrastructure, is responsible for key land administration functions in South Australia. The Group's core activities include and titling, land and property valuation, administration of a survey framework, and the management and provision of land information.

#### // Outcomes

- Comprehensive land and property information is easily accessible via the Web for unlimited users
- Users require no specialist knowledge to search for information
- Seamless integration to a number of corporate information systems
- Provides the community with a self help kiosk to property information available at a time that suits them
- De-mystifies land administration data

#### // Challenge

With an increasing demand for their services, the Land Services Group faced a number of key challenges in extending their customer service operations to meet this demand. The number of government reform and national land administration initiatives requiring information to support decision making had increased, with the volume of property queries and transactions at an all time high due to the growth in the property market.

A new approach was needed to deliver the Group's information to their customers. An internal legacy map-based tool was being used by the Group to provide land and property information to customers, however this was leading to an increasing strain on internal resources. The agency needed an easy to use browser-based system that would provide users with a simple yet effective gateway in accessing land administration information online. The system needed to seamlessly integrate with other corporate information systems to allow queries across multiple databases, and suit the needs of a wide user base, from SA residents looking to purchase a house to state government authorities needing to produce location-specific maps.

#### // Solution

A web-based solution, based on ESRI Australia's gateway GIS technology was implemented by the Land Services Group in partnership with ESRI Australia. The Property Location Browser (PLB) provides, for the first time, free public access to the South Australian Digital Cadastral Database and associated land administration information. The PLB responds to an increasing demand for online services that link together a wide range of land administration information within a map-based browser.

The PLB enables integrated enquiries to draw information seamlessly from the Group's GIS and textual databases such as the Land Ownership and Tenure System, and the State's Gazetteer (place name and location database). Various search criteria provides multiple pathways to location and identifying property, or the user can use location intelligence tools to manipulate the map. Once a property has been identified, the user can follow a hyperlink to the PropertyAssist website which displays the details of the selected property.

Through a map interface, users can browse through towns, suburbs and streets to discover a range of useful information to

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[www.propertyassist.sa.gov.au/plb/index.html](http://www.propertyassist.sa.gov.au/plb/index.html)

## // Solution

help find out more information about property in South Australia. Available information includes the Valuation Assessment Number, Certificate of Title reference, relevant local government area, and state and federal electorates for a selected property – all information that is helpful to a wide range of people, ranging from home buyers and investors to commercial organisations.

“A search can begin from an initial map of SA, from which a user can zoom into any location,” said David Harvey, Manager of the Land Information Services Branch, Land Services Group.

“Alternatively, a user can select a postcode or suburb and then browse a map for a specific property. If a unique property identifier (e.g. a Certificate of Title reference or partial property details such as a street name) is known, then a map of the land surrounding the specified area will be displayed.”

## // Benefits

The PLB provides a simple and useful tool which delivers an intuitive interface to a broad audience, from potential home buyers seeking land valuation and other property details, conveyancers confirming

## // The Future

property boundaries through to developers wanting to gain an understanding of the arrangement of properties in a specific area. The ability to search for properties via a map and their location, in addition to the standard textual searching, makes it easy for anyone to access and navigate government land and property records.

With the site designed as an authoritative and up-to-date source of land and property information, it has become a self-service kiosk for users to access at a time that suits them via the Web.

By providing a range of information over the Internet, via an interface that requires no specialist knowledge to use, the PLB has assisted a large number of users to make better-informed property decisions. The PLB has attracted a wide variety of users, from various local, state and federal government agencies, to the general public and professionals working with land and property information, such as conveyancers, real estate agents, valuers, surveyors and property developers.

“Feedback from this wide user base has been extremely positive, with all users benefiting from being able to access authoritative and up-to-date property information that is relevant to their needs,” said Mr Harvey.

Since its release in October 2006, use of the PLB has grown every month, as an increasing range of new users discover the useful tool. The PLB is continually being developed to provide users with even more information relating to South Australian properties. Planned improvements include extended access hours, improved customisation for specific users or industries, and enhanced integration with other Land Services Group information assets such as the Survey Database.