



CEO Stakeholder Forum October 2021

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NSW LRS



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25 October 2021

Agenda

- **Covid-19 update** and Lodgment Office procedures

- **Business update**
 - KPI results
 - Key performance statistics

- **Update on key matters**
 - October 11 – successful transition
 - NSW LRS Connect - take-up by Surveyors
 - GRESB Results 2021
 - Our ESG Goals (Sustainability Linked Loan)
 - Staff Engagement Results
 - Customer Survey live

- Seeking **your feedback**

Covid-19 update and Lodgment Office procedures

- **Keeping staff and customers Covid-19 safe in our lodgment office is our priority**
 - Lodgment Office has remained open throughout the entire pandemic period
 - Lodgment Office continues on an appointment basis
 - Proof of vaccination status required – in accordance with Government requirements
 - All safety measures, QR check-in for staff and customers, masks, perspex screens, cleaning
 - We will continue to mirror the dynamic NSW Government guidelines
 - We have had conversations with Service NSW on their settings for customer service

- **Covid-19 eLodgment options transition to 100% eConveyancing model**





Business Update



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KPI results

Service Level	Q1 FY22
<p>Availability of NSW LRS systems</p> <p>Dealings lodgment and processing turnaround times</p> <p>Plan lodgment and processing turnaround times</p> <p>Customer Service – call waiting, call abandoned, call escalated, responding to emails within required timeframes</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

Update on imaging investigations

- We have conducted an extensive audit of 22,000+ dealings
- We have identified further instances of documents not being correctly uploaded to the register through the BCP facilities that were stood up on short notice to help support industry in complying with NSW health orders
- Full report due to the ORG by 31 October 2021 and we will update this forum when that has been finalised
- NSW LRS intends to play an active role in liaising with ORG and industry to improve our internal processes

Key performance statistics

- **Volumes are buoyant**

- Volumes have been very strong through Covid-19

- **11 October changes successfully implemented**

- 100% eConveyancing live
- Mandating will ensure that the system functions robustly and transparently for customers

- **Plan requisitions are trending down/ stable**

64% of plans were requisitioned in August 2021

- **Land XML**

- In Q1 FY22 Land XML usage was 2% of Deposited Plans lodged yet accounted for 10% of newly created Deposited Plan lots
- Drop in Land XML usage corresponds with Digital Survey Plan
- Digital examination of plans is still high. LandXML + Hybrid 'capture on delivery' means 40% of Deposited Plans were digitally examined



Key Matters



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October 11 – successful transition

- Supporting the ORG's major step in the transition away from paper-based registration of land titles in NSW and 100% eConveyancing
- Cross NSW LRS effort:
 - **Contact Centre** – all technical customer queries
 - **eConveyancing team** – all the technical changes to new digital formats and liaised with ELNO's
 - **Dealings and Plans teams** – more than 100 internal processes changed
 - **Legal** – hundreds of changes to RGG's and updates to the Lodgment Rules
 - **Broker team** – kept our Broker partners informed
 - ORG liaison team
 - **Online Portal team** – who managed the updates needed to public facing searches
 - **IT** - biggest change to our website since it was created.



Additional work to be done following 11 October

- We remain committed to working with the ORG and key industry stakeholders to support the implementation of NSW Government reform on No CTs and 100% eConveyancing
- Even with successful implementation of 11 October changes, we acknowledge additional work remains
 - Information Notices
 - Seeking to work with stakeholders and ORG
 - Commercially neutral solution required

NSW LRS Connect – Surveyor take-up

- Multi-year project to upgrade our Online Portal, part of major digital transformation
- Allow users to track and manage all interactions with NSW LRS in one centralised location
- First release went live 5 July 2021 allowing Surveyors to create Plan workspaces to digitally prepare:
 - ✓ Deposited Plan Admin Sheets
 - ✓ Strata Plan Admin Sheets
 - ✓ s.88B Instruments
- **48% of 'active' plan lodgers have signed up**
- Our team is contacting Surveyors individually to provide sign up assistance
- NSW LRS presented at recent ACS webinar and Country Surveyors conference on the benefits of NSW LRS Connect
- To sign up users must be a Registered Surveyor in NSW with an ePlan account



GRESB Results – five star ranking maintained

- GRESB is an international benchmark for Environmental, Social and Governance (ESG) performance in real estate and infrastructure investments.
- Our latest score places NSW LRS first in our specialised industry class (Data Infrastructure) and 26th out of 549 global infrastructure organisations in 2021.
- Testament to our continuous improvement in ESG, this year we ranked 95/100, a significant increase from our initial ranking of 20/100 in 2018.



Our Environmental, Sustainability and Governance goals

- Sustainability Linked Loan signed in August 2021 to support environmentally and socially sustainable economic activity
- NSW LRS is on a journey of continuous improvement and industry leadership with respect to its Environmental, Social and Governance objectives
- Our Sustainability Linked Loan metrics include:
 - **KPI 1:** Greenhouse Gas Emissions Reduction (absolute, gross)
 - **KPI 2:** Reconciliation Action Plan (RAP) implementation
 - **KPI 3:** Gender Diversity at Senior Management level (%)
 - **KPI 4:** Leadership in GRESB Infrastructure Asset Assessment (5 stars)



Business Banking & finance Banking products

In Australian first, loan interest rate linked to company's Indigenous reconciliation goals



By Clancy Yeates
August 23, 2021 – 5:00am

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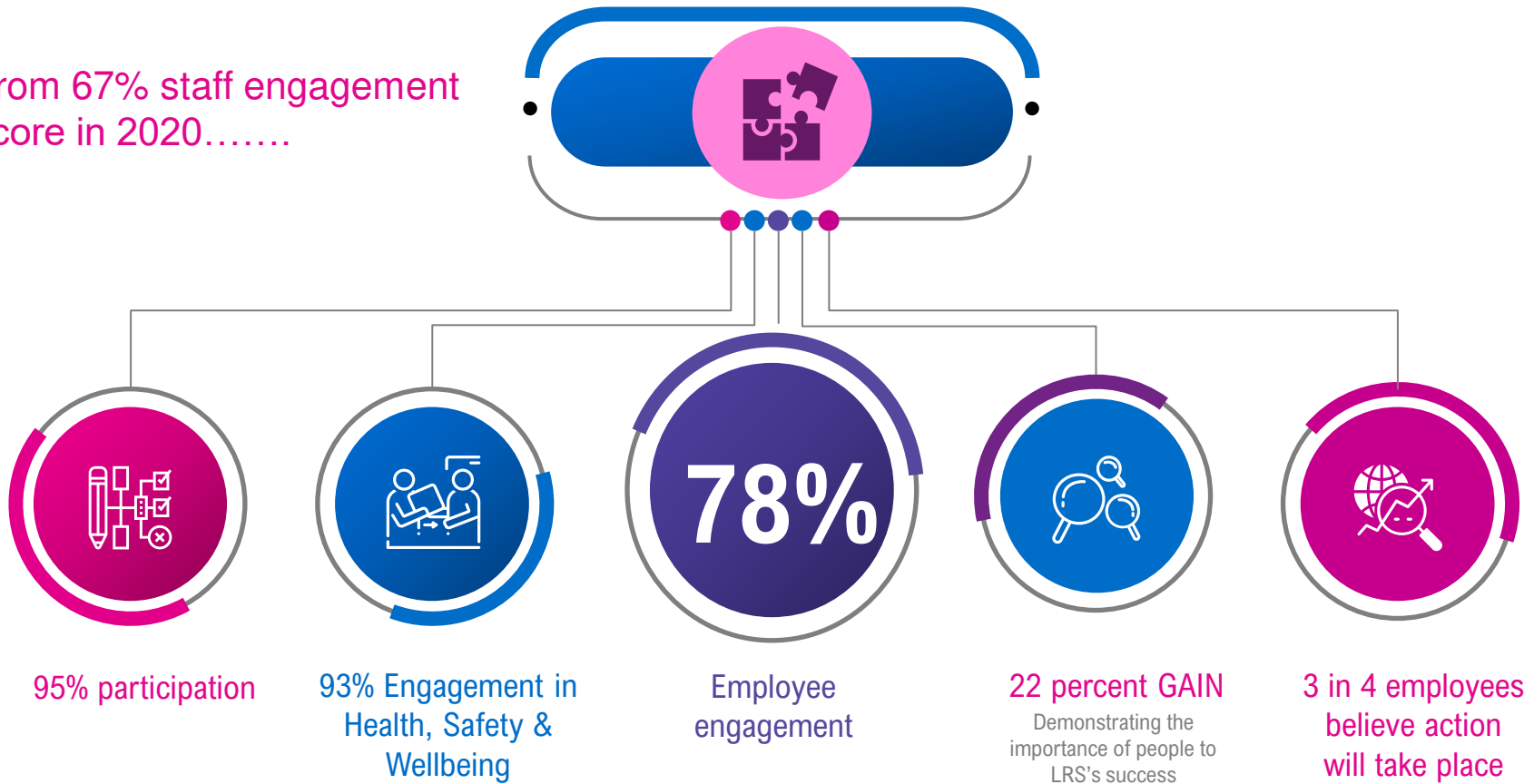
The NSW land titles registry will pay lower interest rates on some of its debt if it implements a plan aimed at supporting reconciliation with Indigenous Australians following a landmark banking deal that highlights the expanding role of sustainable finance.

Under a new \$300 million loan issued last week, the privately owned NSW Land Registry Services will have new financial incentives to develop and implement a Reconciliation Action Plan.

The plan involves setting targets in areas such as Aboriginal and Torres-Strait Islander (ATSI) employment in the business, or procurement from ATSI-owned businesses.

NSW LRS Staff Engagement Survey Results

From 67% staff engagement score in 2020.....



Annual customer survey

- Customer survey is underway (18 Oct – 29 Oct)
- Please encourage your teams to respond to the survey
https://nswlrs.syd1.qualtrics.com/jfe/form/SV_0VrmRGKnR9U1rvg
- Improving customer satisfaction in our information, procedures, products and user experience is a priority for NSW LRS.

2019 (full year)	2020 (full year)	March 2021 (pulse)
51% satisfied	76% satisfied	83% satisfied

Seeking your feedback

- Thank you for working with us to support customers and industry during Covid-19 lockdowns
- As always, we appreciate your ongoing feedback, collaboration and support
- What other matters would you like to raise with NSW LRS today?



Thank you



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