



Industry Education Webinar:  
Roles and Responsibilities of  
the Office of the Registrar-  
General and Land Services SA

[landservices.com.au](http://landservices.com.au)

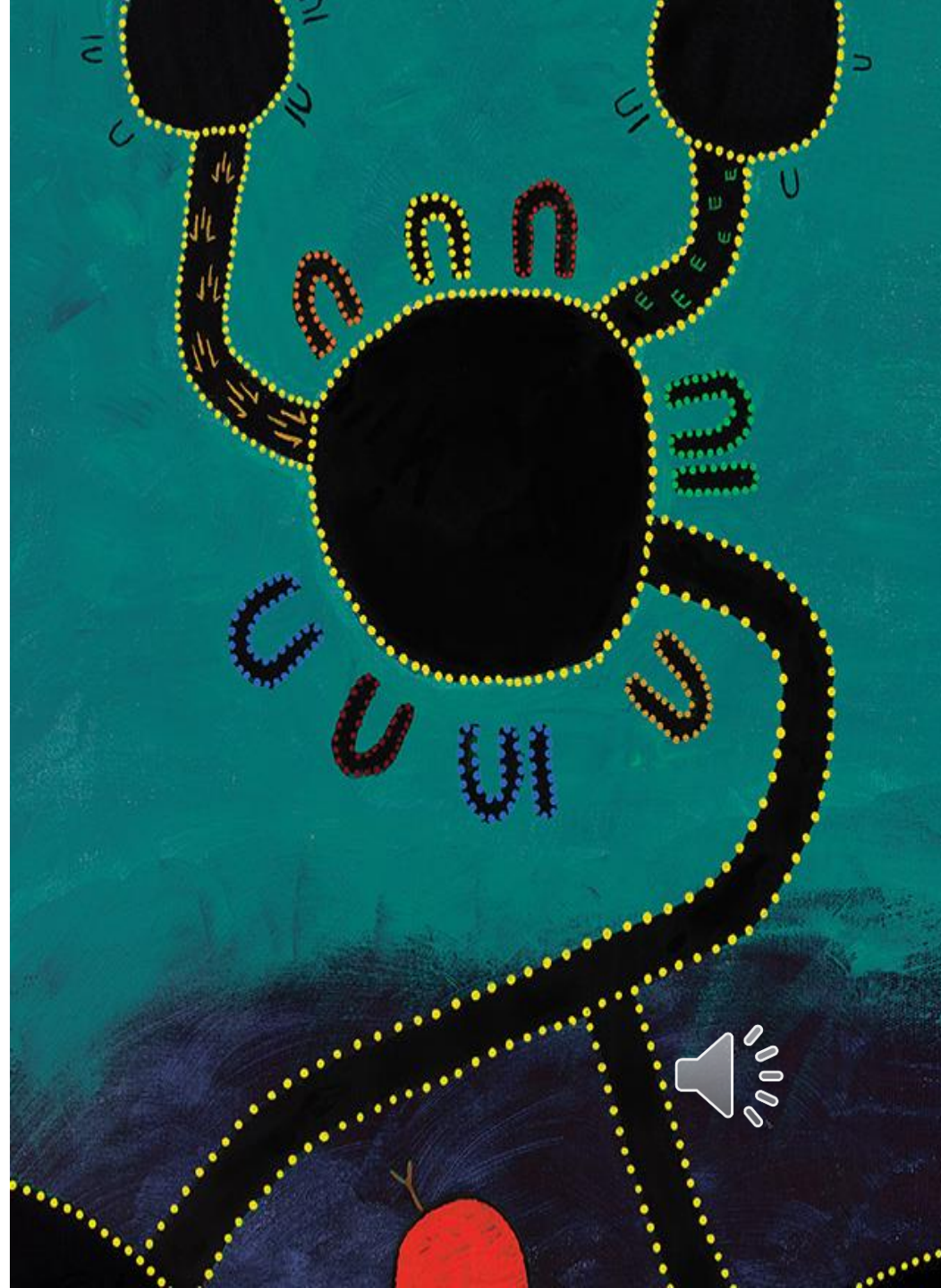


## Acknowledgement of Country

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The Office of the Registrar-General and Land Services SA acknowledge and respect Aboriginal peoples as the state's first peoples and nations and recognise them as traditional custodians and occupants of land and waters in South Australia. Further, we acknowledge that the spiritual, social, cultural and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.

*Detail of artwork by Kurna artist Karri Smith (Tamaru Kartinyeri)*





# Industry Education Program

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Land Services SA is committed to providing an excellent Customer Experience. One way we continue to deliver value to the Industry is through our Industry Education Program, where we produce a range of helpful educational materials, hold regular webinars and Industry Events.

## Why do we run Webinars?

- ✓ Assist in educating the industry by providing regular training updates
- ✓ Assist in reducing requisitions across your business, saving you time and money
- ✓ Supporting you to deliver excellent service to your clients

## Why have we chosen this topic?

- ✓ The roles and responsibilities of the Office of the Registrar-General and Land Services SA emerged as a knowledge gap in the Industry Survey completed in 2023.
- ✓ Industry representatives at the Land Titling Advisory Group (LTAG) requested a webinar on this topic be presented.



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1. Overview of the Land Services Commercialisation Transaction
2. Overview of Land Services SA
3. Overview of the Office of the Registrar-General
4. Summary of Role and Responsibilities
5. Questions



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# Overview of the Land Services Commercialisation Transaction and Scope





On 13 October 2017 Land Services SA (LSSA) was established as the exclusive Service Provider to the South Australian Government for a range of transactional land services and property valuation services previously delivered through the Lands Titles Office.

The Registrar-General remained within Government and undertakes a regulatory role by ensuring LSSA meets the contractual requirements of the Land Services Agreement (LSA).

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The Government undertook key protections for the public of South Australia including:

- the Government continuing to guarantee indefeasibility of property title
- no change to Torrens Title or other legal status of land
- the Government retaining key legal, policy and regulatory functions and responsibilities
- the Government continuing to set regulated fees and charges (no changes other than standard annual increases)
- the Government retaining ownership of titling and valuation data and associated intellectual property
- stringent service delivery standards, data security and privacy protections
- maintaining existing access arrangements, including the Adelaide office of the LTO and over-the-counter services.



## 2 | Overview of Land Services SA







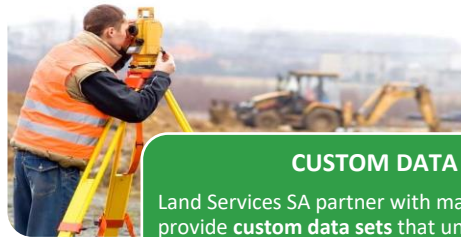
# Land Services SA

As a trusted partner of the State, Land Services SA deliver high valued, trusted services to the community, being recognised for creating innovative solutions. We are leading property experts in South Australia, offering a range of property transaction and valuation services, property information products, custom data sets and reliable market insights.



## PROPERTY INFORMATION

We offer a range of property information products to give customers everything they need when investigating a property. We offer sales information, ownership information, property valuation details, building information and full disclosure on any easements or encumbrances, to name a few



## CUSTOM DATA

Land Services SA partner with many clients to provide **custom data sets** that unlock insights to transform businesses and communities.



## REGISTERING PROPERTY TRANSACTIONS

Land Services SA provides expert advice and accepts Lands Titles Office (LTO) documents for registration. Our experienced team examine and register LTO documents, issuing Government Guaranteed Certificates of Titles.



## EXAMINE PLANS FOR LAND DIVISION

Property development is an important driver of investment in South Australia. Land Services SA provides expert advice and premium services for clients processing land divisions. We accept, examine and deposit a variety of plans, issuing new Certificates of Title.



## PROPERTY VALUATIONS

Land Services SA provides exclusive property valuations to the Valuer-General. Our experienced valuers offer specialised property valuation on a range of property types, for example – residential, commercial and industrial, pastoral and regional.



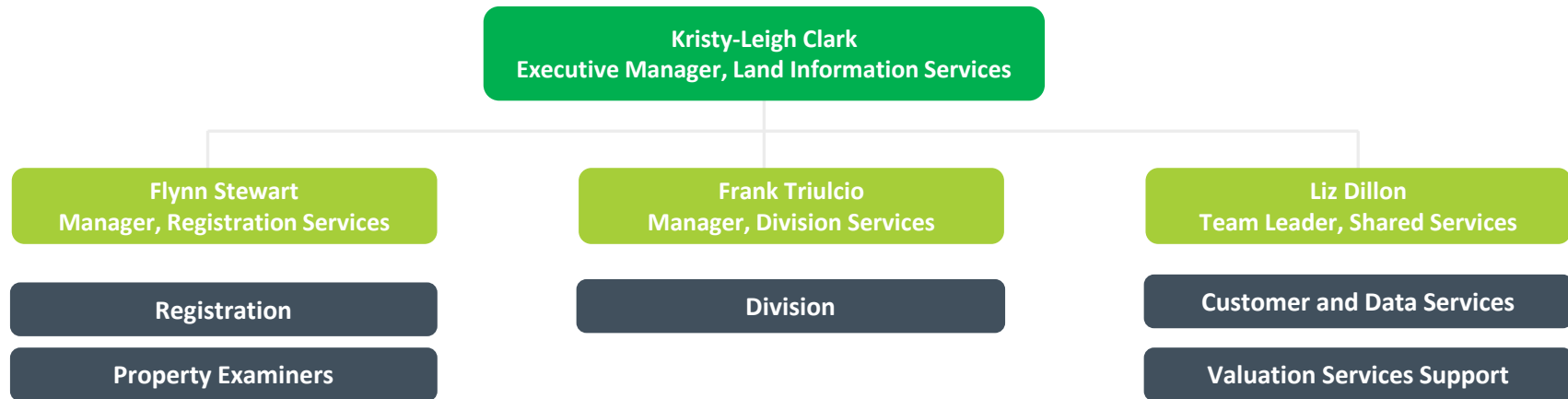
## TECHNOLOGY SERVICES

Land Services SA provide comprehensive technology consulting, application development and managed service offerings. We leverage a broad range of contemporary technologies, providing intuitive and functional solutions to our clients



# Land Information Services

For the purposes of this presentation, we are concentrating on the public facing land information services and shared services



## Average Monthly Processing Stats:



~20,000



~300



~1500



~4000





# LIS – Division Services

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## Plan Examination & Approval

- 10 different cadastral plan types (each with various sub-categories or plan purposes) with significant degrees of complexity
- Examining plan to ensure it meets cadastral plan requirements, PPG standard, legislative requirements, and survey definition
- Monthly reported Service Level Requirements and Quality measures to the State

## Customer Engagement

- Expert advice to Survey Industry on technical aspects of plan preparation, survey definition and lodgement requirements
- Advice to the General Public on land sub-division, fencing and boundary enquiries etc.
- Maintain the Plan Presentation Guidelines (PPG), with approval remaining with the Registrar-General
- Industry Education – Webinars, Industry Events, Presenting at Conferences, Board Meetings, Technical Workshops.

## Premium Consulting

- Pre-Examination and Consultation for Plans
- Site Inspections
- Specialist Advice





# LIS – Registration Services (Property Examiners)

## Dealing Examination

- Complex Division Dealings to Deposit a Plan
- Create/Vary/Extinguish Easements
- Complex Rights Searches
- Monthly reported Service Level Requirements and Quality measures to the State

## Old Systems

- Applications to bring Land Under the *Real Property Act 1886* (SA)
- Adverse Possession Claims

## Title Drafting & Examination

- Creation and Issue of New Certificates of Title.

## Customer Engagement

- Expert advice to Conveyancing and legal professionals on preparing Division and Easement Dealings
- Advice to the General Public easements, community schemes, encroachments etc
- Industry Education – Webinars, Industry Events, workshops and conference presentations

## Premium Consulting

- Pre-Examination and Consultation of Dealings

## Examples of Dealings Examined by Property Examiners:

RTA	Application for Amalgamation of Parcels
RTC	Certified Application for Deposit of a Plan of Division
RTD	Application for Deposit of a Plan of Division and Issue of New Certificates of Title
RTU	Uncertified Application for Deposit of a Plan of Division
TG	Grant of Easement
ACT	Application for Deposit of a Plan of Community Division
AP	Application for the Amendment of a Strata Plan/Community Plan
CS	Application for Cancellation of a Community/Strata Plan
CW	Control Withdrawal and Resumption of Land
LF:1	Application to File By-Laws
LF:2	Amendment/Variation of By-Laws





# LIS – Registration Services (Registration)

## Data Capture & Fee Processing

- Data Capture of Paper Dealings Only
- Process cheques and daily reconciliation of fees
- Monthly reported Service Level Requirements and Quality measures to the State

## Dealing Examination

- Examine dealing for compliance with Real Property Act 1886
- Process Requisitions if required
- Complete Compliance Program Assessments
- Monthly reported Service Level Requirements and Quality measures to the State

## Customer Engagement


- Expert advice to Conveyancing and legal professionals on preparing non-division dealings
- Advice to the General Public noting a death, Power of Attorney, Caveats etc
- Industry Education – Webinars, Industry Events, workshops and conference presentations

## Fast Track Service

- Fast Track service for dealing examination and issue of Certificate of Titles

## Compliance Program

- Nationally aligned program to monitor industry compliance with ARNECC guidelines




LAND SERVICES SA

Product  
Date/Time


Register Search (CT 5555/55)  
09/02/2019 02:21PM

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REAL PROPERTY ACT 1886  
South Australia

The Registrar-General certifies that this Title Register Search displays the records maintained in the Register Book and other notations at the time of searching.



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**Certificate of Title - Volume 5555 Folio 55**

**Parent Title(s)** CT 6666/666, CT 7777/777

**Creating Dealing(s)** RTC 12345678

**Title Issued** 01/07/2007      **Edition** 3      **Edition Issued** 01/07/2013 [Previous Edition]

**Diagram Reference** D79135 10

**Estate Type**  
FEE SIMPLE

**Registered Proprietor**  
JOHN CITIZEN  
OF 1 FIRST STREET, ADELAIDE, SA 5000

**Description of Land**  
ALLOTMENT 123 DEPOSITED PLAN 12345  
IN THE AREA NAMED ADELAIDE  
HUNDRED OF ADELAIDE


**Easements**  
NIL

**Schedule of Dealings**

Dealing Number	Description
12345678	ENCUMBRANCE TO AUSTRALIA PTY. LTD. (SINGLE COPY ONLY)
13579135	MORTGAGE TO SAMPLE BANKING CORPORATION

**Notations**

<b>Dealings Affecting Title</b>	NIL
<b>Priority Notices</b>	NIL
<b>Notations on Plan</b>	NIL
<b>Registrar-General's Notes</b>	NIL
<b>Administrative Interests</b>	NIL



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# Shared Services – First Point of Contact



## Call Center and Customer Support Emails



- General Public Enquiries
- Industry Enquiries
- Valuation Objections
- Valuation and Council enquires
- Product Support
- Online Support
- Account Management
- Commercial Product Support

## Front Counter



- Property Searches
- Product Purchase
- Historical Searches
- Priority Lodgements
- Face to Face Lodgements
- Requisition Collection
- Account Payments
- General Public Enquiries

## Data Management & Administration



- Data Integrity – Ownership allocation
- Certified copies of products
- Registered Post
- Dealing Image Scanning
- Historical Document Retrieval
- Filing



# 3 | Overview of the Office of the Registrar-General



# Registrar-General



- The Registrar-General is a statutory position under the *Real Property Act 1886* and the *Registration of Deeds Act 1935* and the Registrar-General is responsible for the administration of the Acts
- The Registrar-General under the *Electronic Conveyancing National Law (South Australia) Act 2013* (ECNL) approves and regulates SA operating Electronic Lodgement Network Operators (ELNOs), currently PEXA and Sympli
- The Registrar-General is a member of the Australian Registrars' National Electronic Conveyancing Council (ARNECC)
- A key focus is electronic conveyancing in South Australia

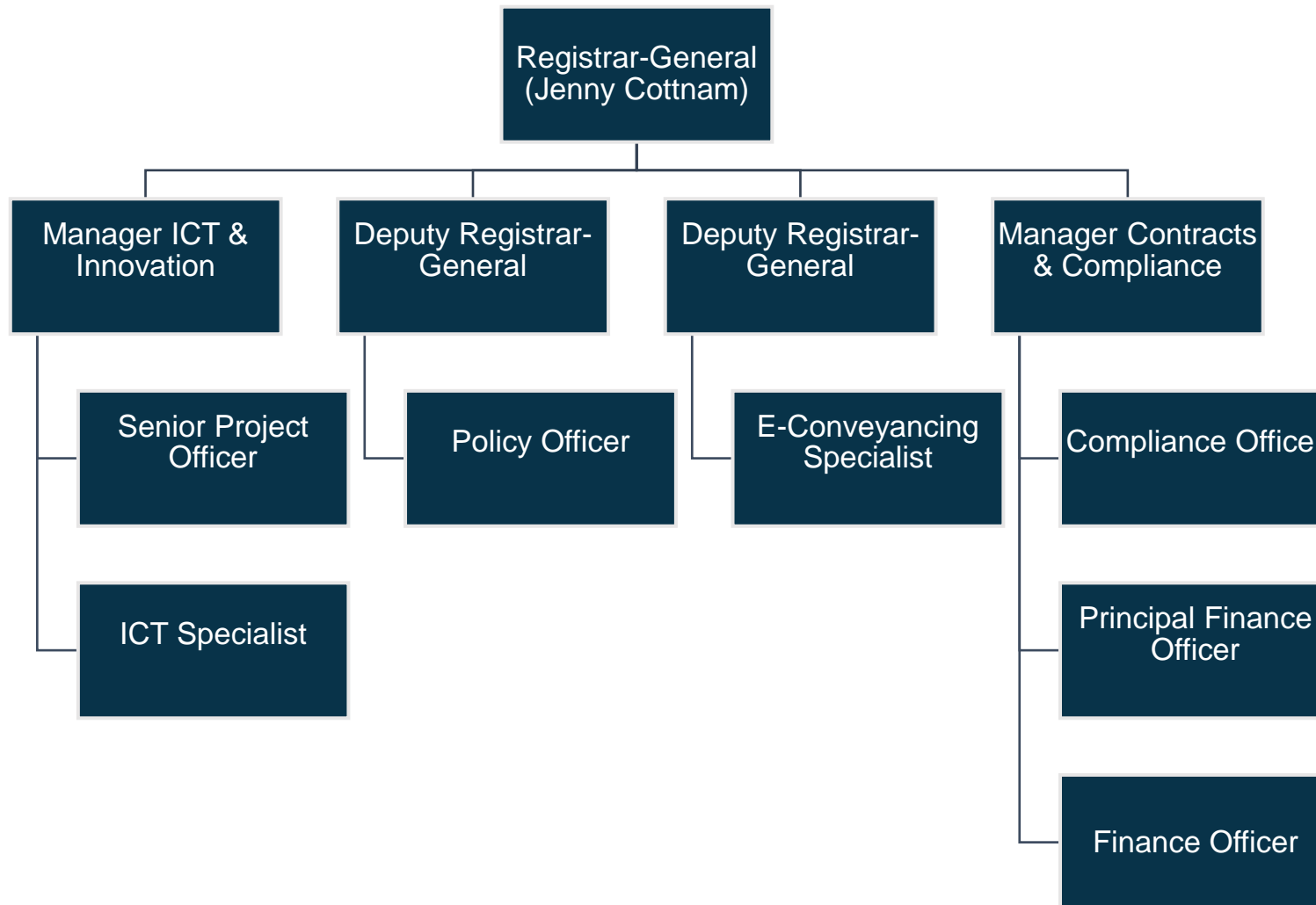






# Office of the Registrar-General

## Organisational Chart



# Office of the Registrar-General



## Contract & Compliance



- Responsible for the management and oversight of the contractual relationship between the State and the Land Services SA for the provision of land titling services and valuation services
- Under the contract Land Services SA is required to obtain approval from the State to introduce certain changes
- Land Services SA are also obliged to report any critical errors made by Land Services SA to the Registrar-General to seek direction as to next steps
- Audits of Land Services SA to determine compliance and performance
- Financial functions under the contract



# Office of the Registrar-General



## Legislation and Policy



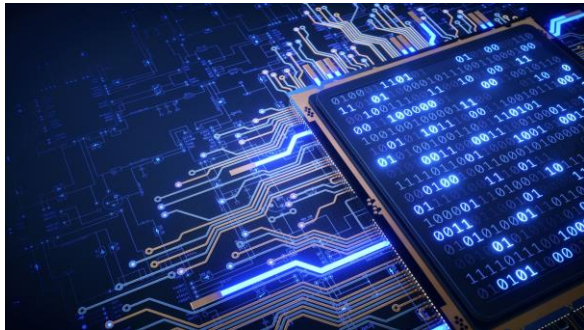
- Policies and procedures related to land titling
- Legislation and statutory instruments
- Litigation involving the Registrar-General
- Assist LSSA with complex land titling matters
- Review and provide expert advice on proposed legislative reforms by other government areas related to land titling
- Technical expertise sought regularly by other government departments
- Non-delegated matters (*Real Property Act 1886* and other legislation) :
  - Assurance Fund Claims under Part 18
  - Section 146 discharge recommendations to the Minister
  - Approval of LTO form requirements
- Regulating fees for products and lodgements
- Directing the progression of electronic lodgement of dealings in South Australia
- Liaising with LSSA, Industry and ELNOs on conveyancing matters
- Electronic conveyancing national working groups



# Office of the Registrar-General



## ICT & Innovation



- Oversight of the measures applied to protect the State's information assets (SAILIS) and ensure compliance with standards including the SA Cyber Security Framework
- Managing ICT incidents, and problems related to the land information systems and any state systems that have integration with SAILIS, EPL, and View
- ICT and Cybersecurity internal and external audit of Land Services SA
- Providing advice on contract approvals as it relates to ICT
- Analysis, documentation and facilitation of government requests for bulk and custom land titling datasets
- Managing State initiated system enhancements, and change requests related to SAILIS, EPL, and View
- Annual fees and charges change process
- Updating the SAILIS Form 1 and Property Interest Report template
- Provision of support to SAILIS user agencies with the maintenance of Property Interests and Administrative Interests



# 4 | Summary of Roles and Responsibilities





# Summary of Roles and Responsibilities

The Office of the Registrar-General and Land Services SA are trusted partners and work collaboratively to ensure the best outcomes for land titling and relevant stakeholders are achieved.



OFFICE OF THE  
REGISTRAR-GENERAL



**Government Office responsible for governance of the contract with Land Services SA and regulatory oversight**

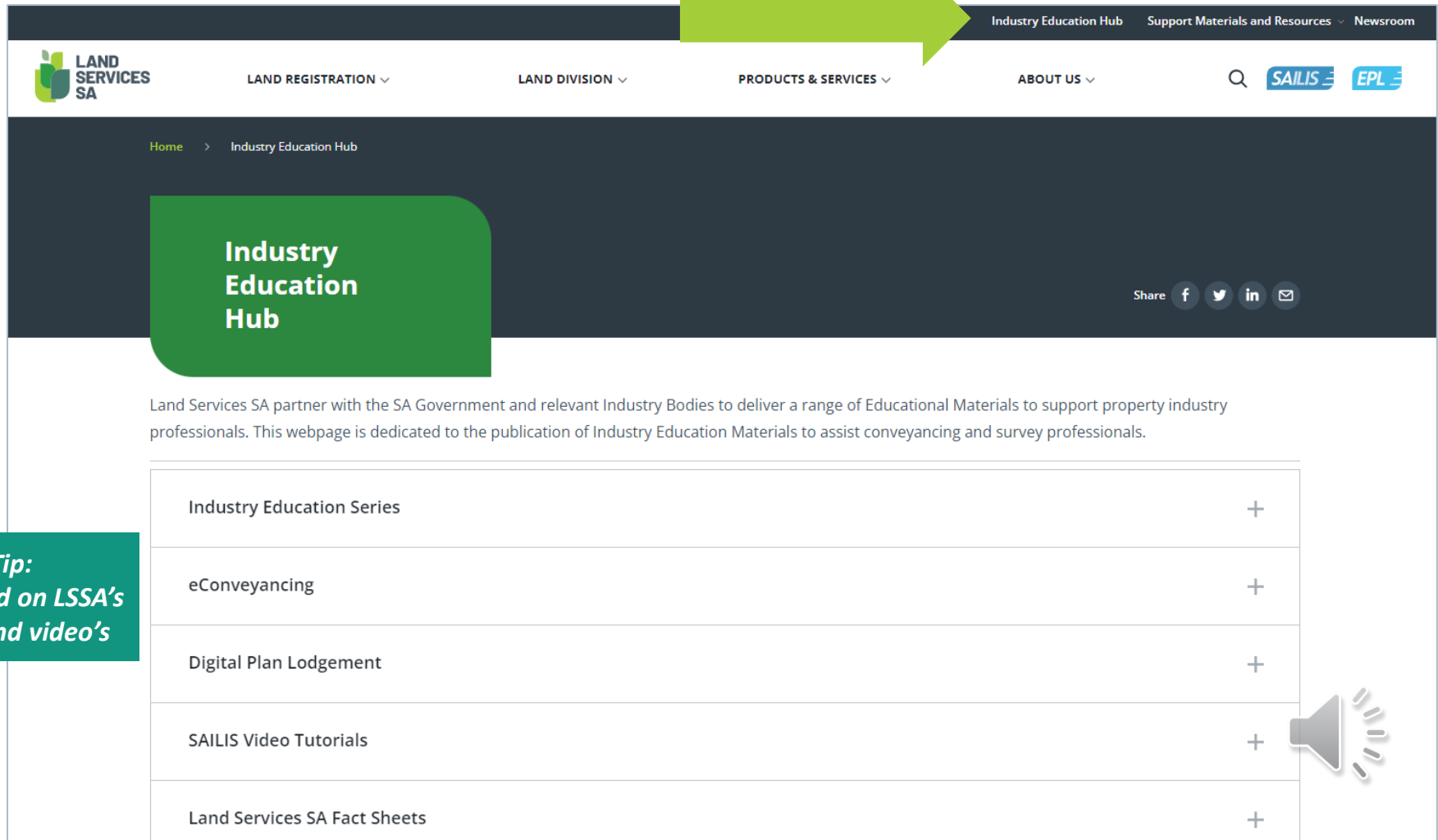
**Exclusive Service Provider to SA Government for delivery of transactional land service previously performed by the State (Lands Titles Office).**

Land Services Agreement (LSA) contract Compliance	Approve and manage ELNO's	Assurance Fund Claims	Data Entry and collection of regulated fees	Dealing Examination and Registration	Plan Examination and Approval / Deposit
Approve LTO Forms	Regulating fees for products and lodgements	Policies relating to Land Titling	Issue of Certificate of Titles, maintaining integrity of Register	First point of contact for all Customer Enquiries relating to land titling and valuation	Compliance Program and reporting to ORG
Legislation, Regulations and Statutory Instruments	Assist LSSA with complex titling matters	ARNECC and other national electronic working groups	Maintenance of SAILIS, DPL, VIEW and other applications	Industry Education and Communications	Other Deliverables under the Land Services Agreement

# 5 | Industry Education Hub



# Industry Education Hub







LAND SERVICES SA

LAND REGISTRATION ▾ LAND DIVISION ▾ PRODUCTS & SERVICES ▾ ABOUT US ▾


Home > Industry Education Hub

## Industry Education Hub

Share    

Land Services SA partner with the SA Government and relevant Industry Bodies to deliver a range of Educational Materials to support property industry professionals. This webpage is dedicated to the publication of Industry Education Materials to assist conveyancing and survey professionals.

Industry Education Series	+
eConveyancing	+
Digital Plan Lodgement	+
SAILIS Video Tutorials	+
Land Services SA Fact Sheets	+



**Hot Tip:**  
Keep updated on LSSA's  
webinars and video's



- Questions?

