



CITY OF
MITCHAM

Delivering Savings and Community Outcomes through Process Change

Presented by the City of Mitcham

Purpose



CITY OF
MITCHAM

To provide Elected Members with an overview of an opportunity to collaborate to remove barriers and improve access to the property market in South Australia.

The Approach



CITY OF
MITCHAM

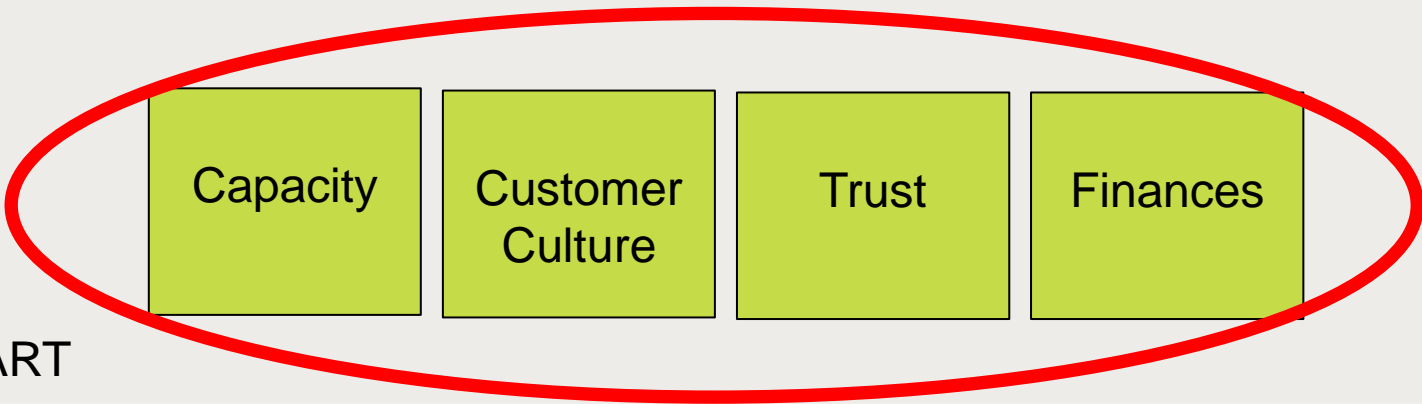
END?



START

Front End

Back End
(System and Process)



Capacity

Customer
Culture

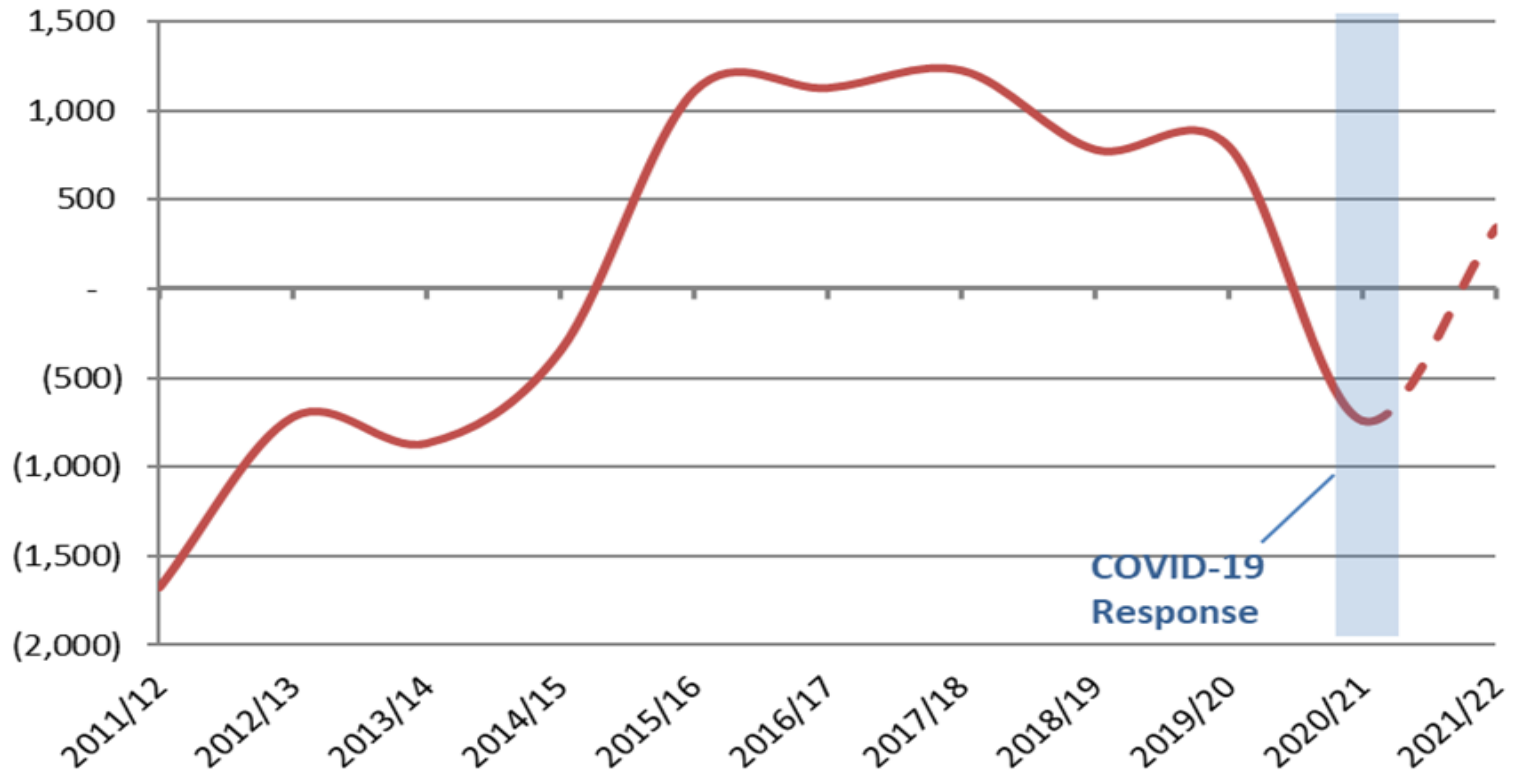
Trust

Finances



CITY OF
MITCHAM

Operating Result - Underlying



The Savings Story



CITY OF
MITCHAM

- 18/19 financial year savings target was \$500,000
- We could deliver business as usual for 2.17%
- LGPI was at 2.5%

Context



CITY OF
MITCHAM

- TechOne had created opportunities
- Low laying fruit was (and is) gone



CITY OF
MITCHAM



Section 7 Automation Project



CITY OF
MITCHAM

- A **\$178,000** once-off spend out of the operating budget
- **\$121,085** of recurrent/ongoing savings

What is a Section 7?



CITY OF
MITCHAM

Section 7: A section of the [Land and Business \(Sale and Conveyancing\) Act 1994](#) that requires Local Government to provide a statement of interests to be served by a vendor or their agent, on a prospective purchaser prior to settlement of land.

What does a Section 7 include?



CITY OF
MITCHAM

- Rates (levied & outstanding)
- Environmental Health, contaminated land
- Das (continuing conditions)
- Building Indemnity insurance
- Encumbrances
- Land Management Agreements
- Enforcement Notices (multiple Acts)

2017 Present State



CITY OF
MITCHAM



- Legislatively non-compliant
- Non standardised online request form
- Data was either located in the system, was a scanned image, or in hard copy across multiple locations
- Massive effort to locate and source documentation
- Rework, complaints and risk

2017 Present State



CITY OF
MITCHAM

- 2.4 FTE undertaking the work, manually
- Running at a \$104,000 net loss
- 8 handoffs between multiple departments
- 22 legal non-compliance issues

Proposed Change



CITY OF
MITCHAM

For \$178,000 we proposed to:

- Create an online application platform
- Develop an online payment functionality
- Digitise relevant hard copy data
- Create new input data fields
- Create an automated search engine
- Legislative compliance

Outcomes



CITY OF
MITCHAM

- Fully automated with human QC
- Go-Live after about 6 months
- Total saving of **\$459,000** over 5 years (currently in year 3)

Non-Financial Benefits



CITY OF
MITCHAM

- Faster
- Not over or under disclosing
- Clearer for buyers and sellers
- Improved relationships

At a State-Wide Level



CITY OF
MITCHAM

- Business case for a state-wide automation based on a City of Mitcham innovation
- Is Local Government delivering at a \$6,800,000 loss?
- A burning platform around the corner for those that have automated:
 - ERPs to SaaS
 - State Planning Portal

Telling our Story



CITY OF
MITCHAM

- DPTI
- Norman Waterhouse Lawyers
- LGA
- Rebecca Hayes (AICSA CEO)
- Brenton Pike (CEO) and Tim White (CFO) Land Services South Australia



Section 7 Search

Presentation to Mitcham Council

16 November 2021

landservices.com.au





Overview of Land Services SA

Land Services SA – 161 People

Lands
Titles
Office
39 People

Statutory
Valuations
51 People

ICT
55 People

Corporate and Support Services
16 People



Land Services SA Owners



Trusted Partner of Governments across Australia for 4 years





Trusted Partner of Governments for 4 years

SUCCESSFUL PROJECTS DELIVERED IN PARTNERSHIP WITH THE GOVERNMENTS



Migration of the SAILIS platform from StateNet to the cloud



Integration of electronic conveyancing into SAILIS, allowing for more than 90% of all property dealings to be managed electronically

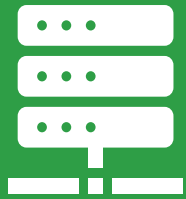


Development of Digital Plan Lodgment, an Australian-first platform facilitating the digital lodgment of plans to Land Services SA

**Over 4 years, LSSA has invested more than \$30m
into SAILIS**



Leveraging Land Services SA's Proven Strengths



**DATA
MANAGEMENT**



**INDUSTRY
EXPERTISE**



**TECHNOLOGY
CAPABILITIES**



**EFFICIENT
OPERATIONS**



**PRODUCT
DEVELOPMENT**



**TRUSTED
PARTNER**



Land Services SA is central to the Form 1 Process – We have a thorough and deep understanding of the Form 1 and Section 7 process

Currently challenges / issues with the Form 1 / Section 7 Process already identified

Need to engage with multiple parties to access information

Time consuming and costly process

Inconsistent responses from 68 different councils

Form 1 template not fit for purpose

Form 1 Document difficult to for customers understand



Mitcham Reached out to LSSA to discuss opportunities

- Based on discussions with Mitcham Council and LGA, took up opportunity to investigate a state-wide option for Section 7s
- Talked to 8 councils (metro and regional)
- Detailed mapping to understand differences and similarities between councils
- Internal business case development is underway



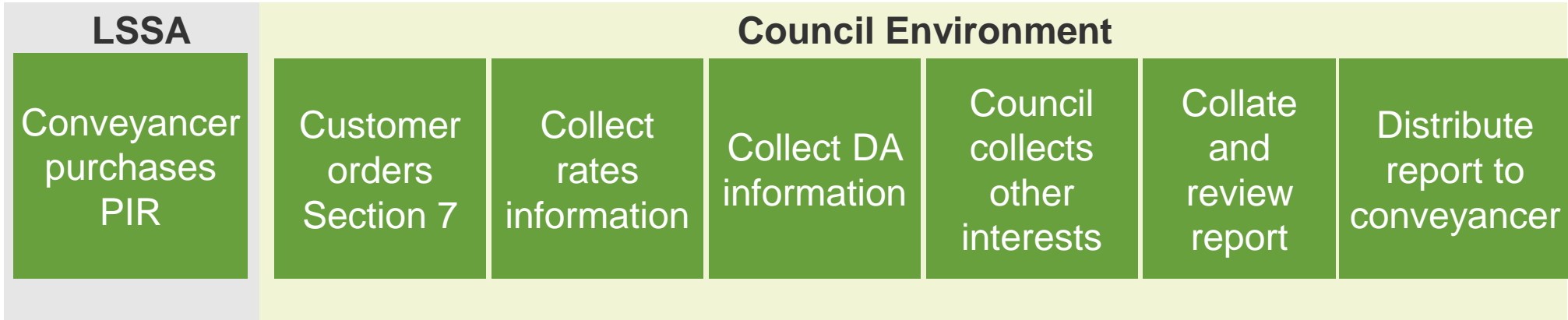
Key Findings

- Councils deliver this service at a loss
- Customers find the Section 7 process inefficient and difficult to use
- Significant inconsistencies exist between councils:
 - Interpretation of what is required to be disclosed
 - Detail of information included in the response template
 - Time varies from 24 hours to 8 days
 - Systems and processes used to undertake the response preparation varies
 - Requests vary from online portals, email applications, phone and in-person lodgement

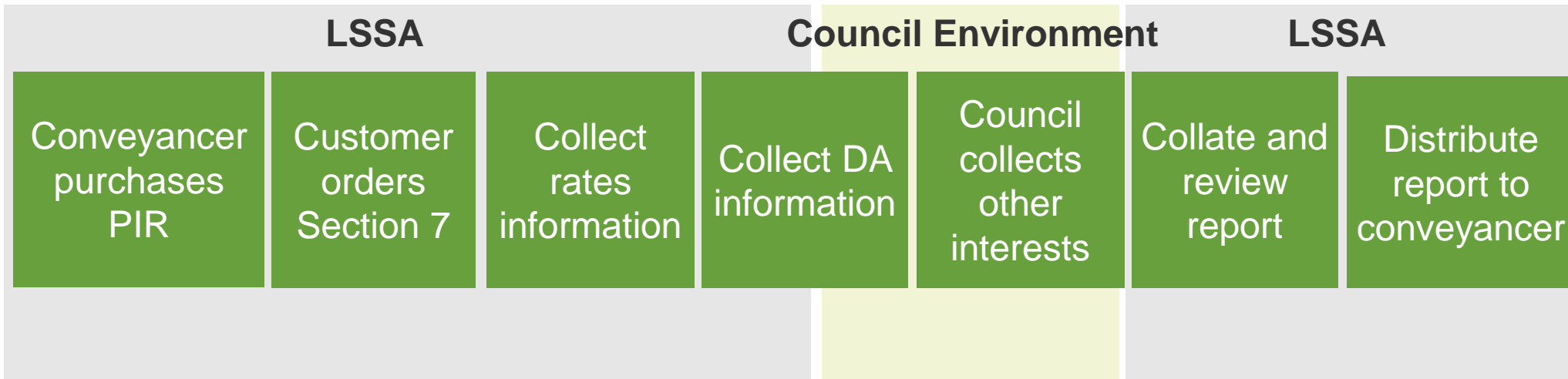


Section 7 Search Fulfilment Process Flow Summary

Current State



Future State





Next Steps

- LSSA continue investigating one portal for all Section 7s in the State
- Identify steps in the Section 7 process that LSSA can begin to manage for the councils
- Agree a commercial model for delivery of these services
- Undertake detailed process and technology mapping to document the proposed solution