

# Benefits of Stakeholder Involvement

Jeffrey NEEDHAM, New Zealand

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## ABSTRACT

This paper documents the creation and contribution of the Stakeholder Representative (Survey) on New Zealand's Landonline automation programme. This position is based in the Land Information New Zealand (LINZ) Landonline Change Management team.

LINZ is the Government Department whose purpose is to:

- provide policy advice to the Minister for Land Information on matters concerning land, seabed and property information;
- ensure the integrity and consistency of property valuations for rating purposes;
- maintain the survey system network which provides spatial support for the State guarantee of title and the topographic and hydrographic databases;
- maintain the land titles register which provides a true and up-to-date picture of the ownership of freehold land and to minimise any risks to the State guarantee of title;
- manage the Crown's collective interest in land and property (outside the conservation estate) including acquisition, administration, disposal, Crown liabilities in land and property and assistance in the settlement of Treaty claims through the utilisation of surplus Crown land; and
- to maintain and enhance the core topographic and hydrographic databases.

The role of Stakeholder Representative (Survey) is twofold, aiming to:

- Facilitate communications between LINZ and the **Landonline** programme, and the New Zealand Institute of Surveyors, its members and surveying professionals; and
- To represent the surveying profession within the programme applying real world experience into the definition, development and implementation phases of the **Landonline** project.

As Stakeholder Representative (Survey) I have been on the project team for two years. This development and implementation team is scheduled to wind up in the third quarter of 2002 at the completion of the nation-wide launch of Stage Two of the project.

This experience has indicated the importance of stakeholder involvement and representation with respect to the management of a land registration system and throughout any attempted automation of such a system.

**Landonline** is a revolution in land information for New Zealand. It is the meeting of two disparate systems that have co-existed for over 140 years. The government mandate for the maintenance of this Torrens type land register was managed by the Department of Justice up until a merger with the Department of Survey and Land Information who were charged with

the setting of spatial information standards relating to mapping and surveying.

Land Information New Zealand has brought these two inter-linked but separate systems together in a digital environment.

The resultant solution is **Landonline**.

**Landonline** has been developed in two stages.

Stage One has been a transitional implementation within the LINZ business and was focused on LINZ using automated methods to carry out traditional land transaction requirements. A spin-off of the Stage One technology has been a Remote Access searching facility, effectively letting external parties search the core records supporting the Land Transfer Register from their own PCs.

Stage Two, currently under development, will enable digital transactions to be created and lodged with LINZ negating any need for presentation of survey data or simple titles transactions in paper form. This stage is scheduled for implementation in the second half of 2002.

**Landonline** significantly impacts business practice for private sector surveyors and their staff. Optional use of the system motivates proof of value and benefit on its own merits but following significant take up, LINZ will logically look to make this system mandatory for the lodgement of all surveys.

This paper attempts to highlight the value and benefit of the Stakeholder Representative position in achieving satisfactory outcomes for all involved despite all the issues and influences encountered through the development and implementation of an automated system.

## CONTACT

Mr Jeffrey Needham  
Tel. + 64 4 471 6231  
E-mail: [jneedham@linz.govt.nz](mailto:jneedham@linz.govt.nz)

Land Information New Zealand  
Private Box 5501  
Wellington  
NEW ZEALAND  
Fax + 64 4 498 9860  
E-mail: [landonline@linz.govt.nz](mailto:landonline@linz.govt.nz)  
Web sites: [www.landonline.govt.nz](http://www.landonline.govt.nz),  
[www.linz.govt.nz](http://www.linz.govt.nz)

New Zealand Institute of Surveyors  
PO Box 831  
Wellington  
NEW ZEALAND  
Fax + 64 4 471 1907  
Email: [nzis@clear.net.nz](mailto:nzis@clear.net.nz)  
Web site: [www.surveyors.co.nz](http://www.surveyors.co.nz)