



DECEMBER 2001

A news update for Land Information New Zealand clients

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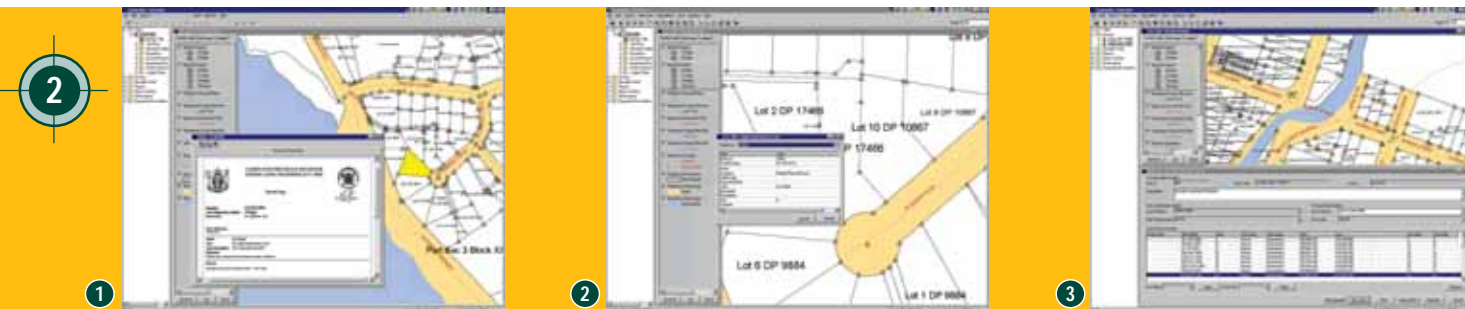
The necessary legislative changes for the implementation of **Landonline** stage two were introduced to Parliament on 5 November 2001.

### 10 LINZ Customer Services Officers blaze new path

Two LINZ staff recently gained a new qualification under the Skill LINZ programme: the National Certificate in Customer Service (Public Sector) Level 3.

# OTAGO/SOUTHLAND IN WORLD FIRST FOR LAND RECORDS

Another milestone in the implementation of **Landonline** was passed recently when integrated title and survey information from Otago and Southland became available online.



- 1 By combining survey and title information into one database, **Landonline** allows title information to be easily retrieved for the highlighted land parcel.
- 2 Information about individual survey marks is easily extracted through **Landonline**.
- 3 A coordinate selection from North Taieri, near Dunedin: a simple selection of key reference points yields survey-accurate coordinate information.

Although there are online systems for viewing plans overseas, there is nothing to match the functionality that is becoming available on the New Zealand-developed system. It is a genuine world first.

The ‘spatial window’ view option allows land professionals to combine layers of land information in whatever way they choose, explains LINZ Dunedin Regional Manager Phil Keene. More than 100 layers are available but the starting point for many enquiries is the ‘simple view’ featuring just 15 layers.

“Until now surveyors would have to pore over a whole range of paper plans to get the information they want,” Phil says.

“The core of this data is now available in **Landonline** at the touch of a button. Everything LINZ knows about a piece of land – the title details, the dimensions, the position – is at the user’s fingertips. No other country has this capability.”

The completion of survey conversion marked the end of **Landonline** stage one for the southern South Island. Property titles were converted earlier this year. When stage two is completed, survey plans and conveyancing transactions such as discharge/transfer/mortgage will be able to be lodged electronically. This will complete the transition from a paper to a digital environment for an important body of land information.

“This is an historic moment in the history of land information in New Zealand. We have moved from a 150-year-old paper system to an integrated digital survey and title record in Otago and Southland,” Phil says.

Currently an Otago or Southland land professional who is a **Landonline** subscriber can search a range of titles and survey plans from the whole of the South Island and the lower North Island. Eventually, **Landonline** will become a national database.

Phil notes that there will be an inevitable settling in period as new **Landonline** subscribers in Otago and Southland become familiar with the format of the online data and options for accessing it. “We are working to bring **Landonline** subscribers quickly up to speed to get the best out of the new system. It’s a very big change for both LINZ and its clients.”

## Performance issues being tackled

Any ground-breaking system is likely to be confronted with technical challenges along the way, and **Landonline** is no exception.

As the complete suite of titles and survey information goes on line in the South – and conversion of **Landonline** records in regions further north continues apace – LINZ’s Operations Group is dealing with some new issues.

LINZ National Manager, **Landonline** Implementation, Lindsay Meehan, says slower response times for **Landonline** subscribers have been a feature since processing of records from the Wellington region began.

“We have put a team onto analysing the kinds of transactions that are slowing down traffic,” Lindsay explains. “We’ve pinpointed the electoral validation area as one cause. When transactions involve this data, it seems to have the same effect as forcing several lanes of traffic on a motorway into one lane.”

Lindsay says the team has installed a performance monitoring tool to analyse **Landonline** traffic. “We’re now prioritising what needs to be done to improve information flows and putting together an action plan. It may turn out to be a significant job, but it needs to be done and will be,” he says. “Unfortunately things won’t improve overnight. We’re doing a number of short term things to improve performance, but the final solution will take a little longer.”

Lindsay says that the response times aside, new **Landonline** users seem to be happy with the way the system works, and are having no problems navigating the wealth of data that’s available. “The feedback we’re getting from our customers is that **Landonline** rates a seven or eight out of 10. With the speed issues resolved that rating would be higher.”

He says the rollout for the capture of title records in the Hamilton region has gone ahead on time.

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# ON TIME, UNDER BUDGET, GOOD DATA

It's full steam ahead for the mapping of New Zealand's vast continental shelf. Even though the deadline for submissions to the United Nation's Commission on the Limits of the Continental Shelf (CLCS) has been extended by three years to 2009, New Zealand will finish the final surveys next year.



The American Scripps Institution of Oceanography research vessel *RV Melville* will undertake a multi-beam survey of Bollons Seamount south of the Chatham Islands early next year, while NIWA's *RV Tangaroa* will carry out a low-fold seismic and single beam survey in May.

An air cannon used in the survey. Most of the deep seismic survey work was completed in May this year by the *Geco-Resolution*. "The work was completed on time and under budget and produced high quality data," says project leader Jerome Sheppard. "We couldn't have asked for more than that."

So far the project has yielded a wealth of information on New Zealand's continental shelf. New Zealand doesn't have the facilities to undertake deep seismic processing, so this will be carried out overseas. The project team is currently working on a regional template for the final report on the six continental shelf regions.

LINZ is the lead agency for the \$44 million project which involves a number of government and research agencies. The project will generate environmental, scientific and economic

benefits for New Zealand, and a better understanding for the management and control of activities.

General information on the project is available at the LINZ website [www.linz.govt.nz/services/csdp/index.html](http://www.linz.govt.nz/services/csdp/index.html)

The latest newsletters on the project are found through [www.linz.govt.nz/publications/index.html](http://www.linz.govt.nz/publications/index.html)



RV Melville will be working south of the Chatham Islands.

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## EXPERIENCE ON THE FRONT LINE

Dave Manson, Managing Director of TrueSouth Survey Services in Invercargill, is the first to admit he had been a bit spoiled being able to nip down to the local LINZ office whenever he wanted to flick through the microfiche for survey records he needed.

Like many in his profession, he was a little apprehensive when the doors of the office closed and his 'front door' to records was transferred to his PC. But he's quickly learning to navigate his way around **Landonline** and requesting plans by email.

The car trip is now no longer necessary and the former \$8 cost for an over-the-counter print has become \$4 for an emailed file. With a high-speed internet connection the files are quick to download.

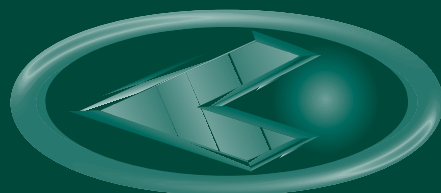
"Once we have a plan and print it out, the data is still secure if the paper document gets damaged in the field. We still have the electronic file and can just print out a fresh copy. This wasn't possible under the older system," Dave says.

While he's looking forward to faster response times, especially the screen refreshes as different views are selected, Dave expects technology to quickly catch up with the task of transferring large volumes of land information.

"We pride ourselves on our use of technology at TrueSouth, and we're looking forward to stage two when we can begin lodging survey plans via **Landonline**. I've just returned from doing a project up north with nothing at all written down – everything was captured on a couple of discs. That's the way our business is heading and we're planning to be eventually working in a totally digital environment."

Kelvin Hawkes is responsible for quality assurance at Invercargill survey firm, Noel Bonisch Ltd. He uses **Landonline** regularly to access titles and survey plan information. While Kelvin says the system provides a good database, he is looking forward to better performance, especially with spatial information.

"**Landonline** is a good database, but I think some more work is needed before it'll deliver everything that was promised," he says.



**Land***online*  
survey and title automation

## LANDONLINE MAKES ITS MARK

Amid the hills dotted with new houses straining for a view of Cook Strait, on an inauspicious road in Island Bay, we catch up with the survey team who are using **Landonline** to ensure the accuracy of survey marks in LINZ's new geodetic datum, NZGD2000.

You could easily miss them as they work along the roads that traverse New Zealand, unobtrusive in their white van parked on the side of the road. But a quick look inside the van reveals a sophisticated mobile office. There's a GPS (Global Positioning System) for a start, and its remote radio transmitter. And there's the laptop hooked up to the network, cellphones, and the maps... lots of maps.

Enter Owen Smallfield. Owen and his team started work in Otago two years ago and have since plotted their way up the South Island, over the Strait and are now in Wellington.

Owen works for Connell Wagner, contracted by EDS (via Andersens and Co) to supply new and updated geodetic data. When the **Landonline** project began back in 1996 it was essential that the information stored in its electronic database was as accurate as possible. So before the survey data could be converted into **Landonline**, the geodetic foundation upon which all the cadastral information sits had to be expanded and verified. The geodetic datum is the "glue" that holds the survey data together spatially. This has to be sound in order that the various cadastral surveys fit together to form a uniform fabric.

The geodetic data is used in carrying out the cadastral adjustments to develop the Survey Accurate Digital Cadastral Areas. To achieve this, field workers search for existing survey marks every 200 metres or so in urban areas and resurvey them in terms of the new datum.

When we catch up with Owen he has just located a survey mark in the path outside a house in Volga Street. The first question he asks himself is, is it stable? To check this he ties in with other local marks.

The trained survey technician can spot these marks fairly quickly, but the untrained eye can easily miss the small ring of metal that sits level with the path indicating that sometime between now and 150 years ago, a surveyor has been on the job. But even for seasoned survey veterans like Owen, it is often an impossible task to locate the marks.

Road works, curbing, channelling, drains or cabling work can all disturb or destroy survey marks. Sometimes they have simply been picked up and thrown into bushes or have mysteriously moved a metre or two. Previously, failing to find a survey mark could mean a long trip back into the LINZ office to request more surveys of the area. But in these all too familiar instances, Owen has found a way of bypassing a drive back to LINZ – and ironically it's the very system he's contributing to – **Landonline**.

Owen logs on to his laptop computer, networked to Connell Wagner's office. He emails them the details of the area he's working in and back at the office his colleagues log on to **Landonline** and search for the plans that may be able to help in the search for new marks. These are then downloaded and Owen can access them from the back of the van. "I could dial

up **Landonline** directly using my cellphone, but this way I can get someone else to do the searching and I just get the results.” This is much more time efficient and cost effective. Previously, having to go back into town to the nearest LINZ office could take out an afternoon’s work. With **Landonline** the information comes directly into the back of the van within minutes.

The image of Owen armed with laptop and cellphone in the back of his mobile office offers a glimpse of how **Landonline** is changing the way surveyors work. It’s the start of a trend towards less paper, more location independence and greater opportunities to work from the field.

Once he has verified the position of the survey marks, Owen uses the GPS to lock into the nearest base stations. Differential measurements are made between the base and remote station to four or more satellites and the relative position between the two stations is determined to several centimetres.

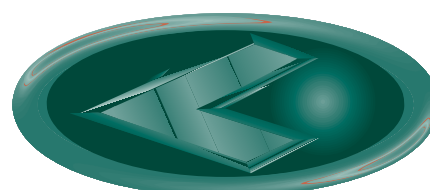
There are a number of variables that can affect the reading. Satellites too low in the horizon can cause readings to be biased, as can walls and tin sheds. Even other vans may reflect GPS signals. This is called ‘multi-pathing,’ and to confirm the readings are not being compromised, observations are repeated after 15 minutes and checked against other base stations.

The results are finally adjusted and submitted to LINZ where they are stored in the geodetic database as Fifth Order geodetic control marks. These are the marks that surveyors will connect

to when they carry out future cadastral surveys in the area.

Owen is enthusiastic about the increased levels of accuracy since he began his career. “I started with a chain and now use GPS to determine accuracy of points to the centimetre.”

Once Island Bay is complete, the work in Wellington will be finished and Owen and his colleague will be off over the hill to the Wairarapa. The good news is they’re ahead of schedule, a combination of their hard work... and the convenience of **Landonline**.



**Landonline**  
survey and title service

## SAM BROWN: A MAN OF COMPASSION AND INTEGRITY

Tributes have been flowing from all quarters following the death on 28 October of LINZ Chief Crown Property Officer, Sam Brown.

LINZ Chief Executive Russ Ballard says Sam was a distinguished Maori public servant who had made a major contribution to the administration of Crown land in New Zealand.

Sam worked at the epicentre of relations between Maori and the Crown, working through issues of tremendous significance to both parties. "Operating in land administration, an area of sensitivity between Maori and the Crown, he brought a wonderful mix of objectivity on policy issues, and

compassion and understanding to people issues," Russ says.

"His personal integrity, depth of knowledge and good judgement were highly regarded by Ministers, Maori and his public service colleagues alike."

While Sam Brown was very much the 'Queen's Man', he occupied a unique position at the interface between Maori and the Crown. Through the respect he engendered from all parties, and his determination to succeed, he helped establish constructive dialogue on sensitive and difficult land administration issues.

Russ says Sam had the confidence of Ministers and Select Committees, where he was seen as a 'straight shooter with a sense of humour'. With his straight talking, deep knowledge of land issues and political astuteness, Ministers placed a high value on Sam's advice.

Stakeholders also held Sam in very high regard, says Russ. "As part of the performance assessment of LINZ managers, stakeholders are given the opportunity to comment on their relationship with the personnel involved. Sam always scored very high in these assessments. This was high praise, especially considering the very difficult areas in which he worked, such as tenure reviews for Crown pastoral leases."

He was held in equally high regard by his colleagues. "He was incredibly hard working, but he would always make time to share his advice," says Geoff Howard, General Manager Contracts. "He taught me a huge amount about Maoridom and our relationship with Maori. It was a privilege to have known and worked with Sam."

Geoff's comments are echoed by Sharon Cottrell, LINZ General Manager Policy. Sharon says Sam played a vital role in the series of hui held around New Zealand earlier this year to discuss

the Public Works Act review. "The issues that came up during those hui were very powerful ones for the people concerned. Sam could hear and empathise with what people wanted to say about the alienation of Maori land – but he always made it clear he was acting for the Crown. It was a difficult line to walk and he did it with skill and integrity."

Sharon says Sam took his staff responsibilities very seriously. "He was very conscientious about their personal development and working conditions. He would often stay in the background and give his staff the space to get on with the job."

Sam's career in the public service was a long and distinguished one. Educated at Dilworth School in Auckland and Lincoln College in Canterbury, he graduated with Diplomas in Agriculture and Valuation. Henceforth his career was closely linked to the land.

During his studies in the 1960s he was involved in a North Auckland sheep and cattle company. In 1971 he went on to join the Department of Maori Affairs as a field supervisor specialising in Maori land settlement and development. Sam's work in this department continued into the 1980s, when he became responsible for extensive farm operations.

His movement into the centre of the government arena continued with a secondment to Ministerial Services in 1987 as private secretary to the then Minister of Maori Affairs, Koro Wetere.

In 1990 Sam was appointed Director of Lands in the newly formed Department of Survey and Land Information.

He became Commissioner of Crown Lands in 1994, taking responsibility for the Crown's statutory functions under the Land Act 1948. During this time he was instrumental in developing the legislation that became the Crown Pastoral Land Act 1998.

When LINZ took its present shape and name in 1996, Sam was appointed to the dual role of Chief Crown Property Officer and Commissioner of Crown Lands. The roles were split in 1999 and Sam then focused on the role of Chief Crown Property Officer.

In this position he was involved with the administration of the Public Works Act 1981 and the development of a system of standards and accreditation for the outsourcing of Crown property work.

Russ Ballard says the role of LINZ changed dramatically during the mid 1990s, commercial operations were separated and policy and regulatory functions split. "Sam was initially challenged by such a fundamental change, but he rose to the occasion. He took on LINZ's reshaped role with alacrity and did what was required without complaint. This really shows Sam's true professionalism as a public servant. He took on board the Government's policy direction and implemented it with enthusiasm."

Russ says he would characterise Sam as a true gentleman and a scholar, very much in the mould of Sir Peter Tapsell. "Sam was a principled and articulate man, respected for his humility, compassion, hard work and objectivity. He will be deeply missed."



# ON THE ROAD WITH SAM – A TRIBUTE FROM A COLLEAGUE

LINZ Senior Policy Analyst Karin Knedler was part of a team taking part in a series of 17 regional hui earlier this year, consulting Maori on the Public Works Act review. She shares her memories of Sam Brown and his invaluable contribution to this exercise.

In February through April this year, Sam Brown lead the Maori consultation on the review of the Public Works Act. This involved 17 hui from Kaitaia to Dunedin. It was a particularly difficult consultation exercise because the Public Works Act has had a long history of alienating Maori land - one only needs to look at the number of Treaty of Waitangi claims involving public works legislation.

For there to be any measure of credibility or likely success it had to be done by a senior Maori person in the department and one who was trusted and respected throughout Maoridom. Sam took on that challenge knowing the difficulties. At a number of hui he made no apologies for being the 'Queen's man'. He urged Maori to participate in the consultation exercise to ensure better legislation for the future and to address their grievance issues through the established Treaty of Waitangi claims process rather than trying to expand the scope of this review.

In this regard some hui were initially very testing, but Sam's integrity and genuine commitment to better legislation left hui participants in no doubt. The extent of Sam's knowledge and networks also became apparent during the hui – he seemed to know everybody.

Although Sam did bear the brunt of exchanges at the consultation hui, his approach and willingness to listen, explain or investigate an issue was responsible for dispelling the considerable suspicion that Maori approach the Crown with, based on their experiences of old.

Sam and the review team worked closely to ensure that we operated in good faith and to that end we endeavoured to meet some of the trenchant criticism of previous consultation exercises.

Continuing involvement of Maori and keeping hui participants apprised of progress was part of that strategy. One of the last meetings that Sam had was to further develop an idea of facilitating research of public works grievances - an idea that started to take form along the hui trail.

Notwithstanding the punishing hui schedule and Sam's key leadership and presentation role, he still had time to catch up with members of the travelling team and ensure that all was well.

Those who were privileged to be part of the hui consultation team also got to appreciate Sam's knowledge of the country. Where time allowed there were interesting detours to parts of the country that most of us had never visited and possibly would never have the chance to see again. We all fell in love with the Far North. During one of these detours, he did not need to greatly encourage the spendthrifts among us to buy local art works. Sam provided us with a higher motive for purchase - assisting the economy of the Far North!

The memory that we have of Sam is of a tireless worker, a person with a hugely engaging personality, tremendous energy and integrity to match. He had time for everyone but probably not for himself. He treated everyone very respectfully. Many staff turned to Sam in times of crisis, confided in him, sought his advice or were mentored by him. It is hard to find words to adequately describe just how good and decent a human being he was.

His passing is a sad loss, foremost for his family. He was a great tree in Maoridom that was felled so cruelly and prematurely. We are all the richer for having known him and the poorer for losing him. He is sadly missed.



## MESSAGE FROM HON MATT ROBSON, MINISTER FOR LAND INFORMATION

*No reira*

*E te rangatira, e te hoa*

*Nga mihi nui ki a koe mo*

*to aroha, haere atu ra*

*ki te kainga tuturu o te*

*tangata, ki te Atua*



Sam Brown was my adviser. Sam was also my friend. His experience, his wisdom, his warmth, his loyalty, were freely given to me. To a Minister new to the job Sam was a pillar of strength. The strength he gave me is still there, although Sam has gone.

Thank you Rangatira. Thank you my friend.

What will I miss about Sam? His gentleness, kindness and laughter will stay with me. The cup of coffee with LINZ management 10 minutes before our Tuesday morning department meeting at 8am will never be the same without Sam. The jokes we shared over coffee lightened the load of the serious issues we had to discuss. Sam's contribution as a senior public servant in the best interests of New Zealand is his legacy. His whanau can be proud of him. To his wife Carol, and family – I share your loss.

# HISTORIC MAUNGAWHAU-MT EDEN ICON RESTORED

Three centuries of surveying in the Auckland region have been commemorated with the re-erection of the surveyor's stone on Auckland's landmark Maungawhau, also known as Mt Eden.

## At a glance

- ✦ A surveyor's stone cut from basalt has been unveiled on Maungawhau/Mt Eden.
- ✦ The site has significance for Maori and for Europeans, servicing as a reference point for more than 130 years.
- ✦ LINZ has upgraded the trig station and a new memorial has been built.

Surveyor - General Tony Bevin jointly unveiled the commemorative obelisk on Mt Eden's summit in a ceremony with the New Zealand Institute of Surveyors Auckland branch and the Auckland City Council's Eden-Albert Community Board earlier this year.

Overlooking the Auckland isthmus, Maungawhau-Mt Eden was chosen by Maori as a strategically defensible fortress with fertile gardens.

The volcanic cone also figured in early European history, being mentioned as the southernmost point in the 1840 Crown purchase for the City of Auckland. That same year it was first used as a survey station by Felton Matthew, the first Surveyor-General of New Zealand.

In 1870 Mt Eden became the principal triangulation station for the survey of Auckland province, and two years later Chief Geodetic Surveyor Stephenson Percy Smith erected a stone obelisk to mark the precise reference point.

The stone was later replaced by a mark set in concrete beneath the trig beacon. Some time later the stone was recovered from the crater floor and re-erected by the New Zealand Institute of

Surveyors in 1933. Various commemorative plaques had been attached to the stone to mark major events in the history of surveying in Auckland, and also to record the significance of the site. However over the years, weathering and vandalism meant only one plaque remained on the damaged scoria pillar at the popular visitor site.

The restoration of the monument was chosen as a Millennium project, and while all but one of the historic plaques were recovered, stonemasons advised that the stone should be replaced with one cut from basalt.

In March this year the new stone, with the old plaques, was unveiled next to the black and white steel trig beacon, which LINZ had upgraded and repaired.

Tony says the Maungawhau surveyors' stone has served as the starting point for surveys spanning three centuries, with most surveys over the last 130 years from Waikato to North Cape using Mt Eden as the principal triangulation station of the survey grid.

"Surveys are still coordinated in relation to Mt Eden, and it is still used by surveyors and students," Tony says.

### Contact for further information:

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## MAORI LAND INFORMATION PORTAL GOES LIVE

People searching for information on Maori land now have a one-stop-shop in the unique portal Te Puna Korero Whenua. The new website at [www.linz.govt.nz/services/maori-land-records](http://www.linz.govt.nz/services/maori-land-records) is now live.

*Te Puna Korero Whenua* was built by LINZ in response to requests by people searching land records to underpin claims with the Waitangi Tribunal. The site makes it easier for researchers to find Maori land information.

In the past searching for information involved visiting or contacting a number of agencies, but now through the website researchers can access various databases, internet sites and resource material held by a wide range of organisations.

While most relevant documents are held by other linked agencies such as Te Puni Kokiri, the Maori Trustee or the Maori Land Court, LINZ does hold some historical records which can help researchers piece together the ownership history of specific parcels of land.

The site contains an explanation of the complex issues surrounding Maori land and the technical terms used, along with tips on how to search Maori land records. The portal also outlines LINZ's role in relation to the Treaty of Waitangi, and in the acquisition and disposal of land.

Most of the information is currently in English, but some important elements are being translated into Maori to assist users. *Te Puna Korero Whenua Maori* was developed in consultation with stakeholders.

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# BILL BRINGS LANDONLINE STAGE TWO A STEP CLOSER

**Landonline** stage two moved one step closer to implementation when the necessary legislative changes were introduced to Parliament on 5 November 2001.

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The Land Transfer and Cadastral Survey Legislation Bill was given its first reading on 13 November and referred to the Primary Production Select Committee for consideration. The Select Committee has called for public submissions on the Bill which need to be with the Committee by 28 January 2002.

LINZ General Manager Policy, Sharon Cottrell, says that the new Bill will amend the Land Transfer Act 1952 and replace the Survey Act 1986.

“In effect the Bill enables the implementation of the second stage of the **Landonline** project which will allow the electronic lodgement of land transfer dealings and digital survey data. This will increase the efficiency and speed with which conveyancers and cadastral surveyors can undertake land transactions.”

Sharon says the Bill also includes a number of related improvements to the system of processing land transactions, while the fundamental principles of the land transfer system, that has operated since the 1870s and enjoyed a high degree of confidence, will not be altered.

“The online system improves the security of the land titles register, thereby reducing the risk to the Crown while maintaining the certainty the land transfer and survey systems have always provided to the economy.

“The Bill also reforms the occupational regulatory regime for cadastral surveyors and makes the whole process more transparent for the consumer.”

For more background on the occupational regulatory regime for cadastral surveyors see *Landscan* Issue 17, June 2001. This can be accessed on the LINZ web site at [www.linz.govt.nz/publications/landscan/](http://www.linz.govt.nz/publications/landscan/)

**Landonline** Communications Manager Mike Bodnar says the beauty of **Landonline** stage two is that it will enable remote lodgement of routine dealings.

“This will free up LINZ staff who will then be able to concentrate fully on the more complex transactions. I see that as a win-win situation.”

Mike says many of the form details are entered automatically from the database. This increases accuracy and reduces rejections because less manual input will be required on the form.

He says the prevalidation can be used at any point in the preparation of a transaction to check that registration will proceed without rejection.

“Any incorrect dealing will be corrected immediately rather than having to wait for the form to be returned to the person lodging it, and then returned back to LINZ.”

“**Landonline** stage one allows only searching of the database, and information can be printed out or ordered online. A **Landonline** licence must be purchased to do this. In stage two, to get into the system and update the land register will mean features such as those used in Internet banking (for example, using 128-bit encryption) must be created to ensure security.”

Mike says users will need digital security because there is no duplicate certificate of title, and the computer register is the official record of all land transfers in New Zealand.

“Our model has been based on a successful model in Ontario, Canada and while this has been in use for several years there has not been one case of fraud reported.”

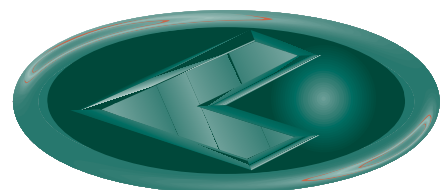
## At a glance

- ◆ The Land Transfer and Cadastral Survey Legislation Bill was given its first reading on 13 November. The Select Committee has called for submissions by 28 January 2002.
- ◆ The Bill enables the second stage of **Landonline**, which will allow the electronic lodgement of land transfer dealings and digital survey data.
- ◆ Because it allows access to the official land register, **Landonline** stage two will feature tight security, similar to that used in internet banking.

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# LINZ CUSTOMER SERVICES OFFICERS BLAZE NEW PATH

“The customer is always right.”

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While this was something that LINZ Customer Services Officers Pamela Blackburn and Barbara Garrett already knew, they said it was good to have this basic but important point reiterated and refreshed in their minds.

Both women were recently awarded the National Certificate in Customer Service (Public Sector) Level 3 under the Skill LINZ programme.

LINZ Public Sector Training Organisation Executive Director Jay Lamburn congratulated Barbara and Pamela on their achievements.

She said they had blazed a new path for people to follow and had done well by achieving their results so quickly. She also said LINZ deserved praise for leading the public sector in customer relations.

Barbara is from the New Plymouth Branch Office and is currently on secondment to the Hamilton Regional Office.

She says the course has encouraged her to be more client responsive.

“The course reinforced what I already knew and I personally became more aware of the need to respect the values of others. Instead of expecting a client to act in a certain way, I became open to making no forward judgements about how a conversation should or would go.”

She says she was also reminded of the need to treat everyone as an individual regardless of their personal circumstances or situation and to pay attention to those needs.

Barbara says she completed the course in her spare time and it has been great for her confidence and good for the business.



Pamela Blackburn (left) and Barbara Garrett: leading the way for the public sector in customer relations.

“I have come through feeling like I have learned new skills, dusted off some old ones and I have a renewed enthusiasm when dealing with the public.”

Pamela Blackburn says the national certificate has made her more aware of cultural sensitivities.

LINZ General Manager Operations Carolina Gartner says the course is just one way the department is helping individual staff in their personal development.

Skill LINZ allows staff to gain recognition of their current skills and obtain new nationally recognised qualifications, registered on the National Qualifications Framework.

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