



Circular

Division: Land and Property Information Division
No: 2008/04
Date: June 2008

New Titling and Registry Services lodgment facilities

The Department of Lands is officially registered in the Australian Business Register and also registered for GST. Its ABN is 21 804 973 362

LPI Titling and Registry Services (T&RS) lodgment facilities will return to the newly refurbished Ground Floor West Wing at Queens Square on Wednesday 4 June 2008.

All lodgment services will be provided in this area, and access directly via the West Wing and the Records Wing will be restored. The entrance opposite Saint Mary's Cathedral will revert to staff use only, and will no longer be accessible by members of the public.

Features of the new facilities include:

- A comfortable public waiting area with improved seating;
- A ticketing facility which removes the need for queuing;
- Separate areas for counter services and personal lodgment services;
- Enhanced confidentiality and privacy in business transactions; and
- Four new public search terminals utilising touch screen technology.

Customers will need to obtain a ticket to be served for all services provided in the area, with the exception of bulk lodgment services. Tickets will now be dispensed by the concierge who will be located in the waiting area.

The refurbishment has been designed to address operational imperatives including improved security arrangements. In addition, it aims to improve the experience for customers dealing with T&RS lodgment services.

I would like to thank all customers for their cooperation during construction of the new facilities over the last four months and trust that you will enjoy doing business with T&RS in the new look Ground Floor West Wing.

Des Mooney
Deputy Director General, Department of Lands and
General Manager, Land and Property Information