

Crown Land Information Platform (CLIP)



Kiosk

In 2020, DELWP land managers, including Committees of Management, will have access to an exciting online tool that will make it easier to perform, manage and monitor their land management activities.

A new self-serve kiosk, scheduled to be launched in April, will provide CoM with a convenient, user-friendly and mobile option to access information and documents and to communicate with DELWP.

WHEN WILL COM RECEIVE TRAINING IN HOW TO USE THE KIOSK?

Training in how to use the Kiosk will be delivered by your regional DELWP support officer/s, who will also provide ongoing support and assistance.

There will be no 'one size fits all' approach to the onboarding and training program for CoM. Regional offices will develop a program tailored to their local CoM, that considers land manager and reserve profiles, available resources and other local priorities. Training materials will also be provided.

Due to the high number of committees (over 1000) it is not expected that every CoM will be ready and able to use the new kiosk when it goes live. Training will be rolled out over several months and be ongoing to accommodate new land managers/volunteers.

It is not compulsory for CoM to use the Kiosk and DELWP will continue to support land managers in ways that suit individual Committees.

DESIGNING THE KIOSK - WORKSHOPS

In June, the DELWP project team hosted information and design workshops with land managers including Committees of Management (CoM), Parks Victoria and LGAs with CoM responsibilities. We also held a design session in August for internal stakeholders who work closely with CoM.

WORKSHOP OVERVIEW

- Workshops were held in Melbourne and Geelong
- The project team also presented to coastal land managers at DELWP's Marine and Coastal Council Forum in June
- A total of 35 people representing approximately 30 CoM from Hume, Barwon South West, Port Phillip and Melbourne (CBD) attended the sessions.

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WORKSHOP OUTCOMES

Workshop participants had some great ideas of what features and information should be included in the Kiosk. Participants also confirmed the value of several existing Kiosk features such as being able to access grant information, basic templates, mapping capability, centralised information storage, document upload/download, self-serve access and improved access to information including gazettal information.

CoM highlighted the importance of being able to view and report on fixed assets and we're pleased to confirm this has been factored into the Kiosk design. Asset information (as reported by CoM in 2018/19 financial reports) will be available through the kiosk when it goes live.

Other feedback and insights from workshop participants:

- There was some discussion at the workshops about which land managers and CoM would find the kiosk of most value and who might be 'early adopters' of the new platform. This will be a consideration when developing and delivering the onboarding program.
- After a demonstration of the Kiosk, CoM told us the following features and capability will be of most value:
 - Being able to manage and access lease documentation and information - all in one place, 24/7 and without having to rely on DELWP for everything
 - The ability to see what applications/requests have been lodged and their status
 - Central data storage
 - Being able to see a map of where reserves are located (spatial database)
 - Direct access to relevant templates, policies and guidelines rather than looking through the DELWP website
 - Ability to record and view assets
- Several CoM were keen to assist with user testing of the Kiosk before it goes live.
- We appreciate that the timing and location of the workshops meant some people were unable to attend and participate. We'll keep this in mind when considering future workshops and engagement – in line with our project goals. Where appropriate we'll also look at alternative channels to demonstrate the Kiosk features and seek feedback.



Above: Examples of the home page interface where users will log in to access the land manager kiosk.

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BACKGROUND TO THE NEW KIOSK:

The Kiosk is part of an upgrade to DELWP's current land management database. It's designed specifically for land administration and land tenure management and elements have been tailored to meet the needs of DELWP. **Landfolio** is the name of the new database.

The **Crown Land Kiosk** is the name of the online, self-serve system that delegated land managers will use. Using the kiosk, land managers will be able to directly access Landfolio data and documents.

CLIP is the name of the project and team that is implementing the new system and Kiosk. CLIP stand for Crown Land Information Platform Project.

HOW WILL THE KIOSK HELP COM?

The Crown land Kiosk will support CoMs to perform and manage tasks and information related to their Crown land management responsibilities including reserve tenures. The Kiosk will offer users 24/7, mobile access and users will access the kiosk with unique a log in issued by DELWP.

Through the kiosk CoM can:

- Directly access relevant information and documents relating to reserves they are responsible for managing
- Upload and submit information such as annual returns, key documents and photos
- Maintain Committee of Management records such as member details
- Access standard document templates
- Access policies, procedures and guidelines
- View the status of Tenure applications
- Log issues related to Reserves
- Access grant information.

If you have questions about the new Kiosk please contact your local DELWP Committee of Management Support Officer or Committee of Management Program Officer.

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