

New website simplifies search, streamlines service for NSWLRS customers

NSW Land Registry Services (NSWLRS) has today launched a new website – www.nswlrs.com.au – to make it easier to access information about land titles and plan registration in New South Wales.

Designed in consultation with stakeholders, the website is designed to make it easier for our customers and website visitors to find current land title, plan registration, and historical research information.

Perhaps the most anticipated feature is the new site-wide search function, which allows users to find information from the NSWLRS website and the Registrar General's Guidelines using a single search feature. This means that the lodgment requirements, forms, fact sheets, and other information can be accessed more easily.

NSWLRS CEO Adam Bennett said the website demonstrated the organisation's strong focus on improving technology systems to deliver better customer outcomes since it separated from the NSW Government in July 2017.

"The new NSWLRS website is an important milestone in enhancing our services to better understand and meet our customers' needs," he said.

Bennett continues, "The new website is part of our \$15 million investment in technology infrastructure, which has also included the successful migration of Registry systems into the Amazon Web Services (AWS) environment to improve the stability, security and resilience of the Registers."

"We have greatly valued the contributions from our key stakeholders to the project including our customers, their representatives and professional bodies. Their input has helped us to create a valuable resource for all those interested in the system of land ownership in NSW."

Key new features of the NSWLRS website include:

- Search function provides fast access to forms, fact sheets, and Registrar General's Guidelines in one place.
- Improved user experience, with clear navigation, clean and simple design, and refreshed on-page information.
- Responsive design allows for easy browsing on any device.
- Accessible design that meets the AA Level of the Web Content Accessibility Guidelines (WCAG 2.0).

Customer enquiries

+61 2 8776 3575
generalenquiries@nswlrs.com.au
www.nswlrs.com.au/contact-us

Media enquiries

Susan Dyster
Corporate Affairs Manager
+61 2 9228 6803 / 0437 344 617
susan.dyster@nswlrs.com.au