

# Valuation Best Practice Changing a Largely Paper Based System to a Fully Electronic Valuation System – The Victorian Experience

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## ABSTRACT

Victoria prior to the year 2000 had a largely paper based valuation system particularly for municipal rating purposes. At the same time the general valuation system was in need of change to meet the demands of modern business. Valuer-General Victoria a business unit of Land Victoria, embarked on a major change process to develop these areas and bring Victoria's valuation activities into the electronic age. This paper outlines the Valuation Best Practice project that aimed to upgrade municipal valuation practices across Victoria so that information was collected, stored and made available electronically. The previous industry standards were variable and the system was largely paper based. The primary outcomes of the project were an improvement in the quality of the valuation figures upon which some \$A 2 billion of annual rates and property taxes are assessed. Storing the data electronically opened opportunities to make the data available for municipal, community and business purposes. In Australia's three tiers of government, service delivery is split between policy makers and service deliverers, and between local, state or national government. While Valuer-General Victoria's role is to ensure valuations completed are true and correct and consequently to maintain information quality, local government's were the bodies that entered into the contract with municipal valuers to undertake the work. The approach taken was to work in partnership with Local Government to achieve this significant reform. The changes in the municipal valuation area and the best practice guidelines developed were adopted by the state government in undertaking general valuations and saw the introduction of a new approach to this area including the use of outsourcing panels. The changes identified may prove to provide some examples of how other governments or organisations can achieve a similar industry change.

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