

Local Land Services State Strategic Plan 2020-2030

Vision - Vibrant communities in productive healthy landscapes

State Outcome Indicator - Enhanced management and productivity of NSW land



Grow

Our programs and partnerships **grow** primary industries productivity and healthy environments



Protect

Our services and partnerships play a vital role in helping to **protect** against pests, diseases and environmental threats



Connect

We **connect** with our community and **connect** our customers with the best services, advice and networks



Support

We play a vital role in helping primary industries prepare for natural disasters and are on the ground to respond and **support** when they occur.

OUR STRATEGIES

Our strategies are developed to provide the detailed actions and measures required to achieve our strategic goals

SERVICES

Service Delivery Strategy

1. We deliver services to achieve customer outcomes and deliver a healthy landscape and sustainable primary industries

Innovation, Improvement and Business Sustainability Strategy

2. We deliver our services with a focus on innovation and recognition of the need for change and adaptation

Local Strategic Plans

3. We engage with our communities to identify the local priorities and goals for Local Land Services

- ✓ **Increase in number of landholders engaged**
- ✓ **Area of improved practices**
- ✓ **State reforms delivered**

ENGAGEMENT

Customer Service Strategy

1. We are a customer focused business that achieves customer outcomes

Aboriginal Engagement Strategy

2. We develop relationships of engagement and inclusivity with the Aboriginal people in our regions

Stakeholder Engagement Strategy

3. We engage with our stakeholders so that they are confident in us and together we achieve healthy landscapes and sustainable primary industries

- ✓ **Net Promoter Score**
- ✓ **Customer satisfaction**
- ✓ **Stakeholder satisfaction**

ORGANISATION

Business Improvement Strategy

1. We constantly review our performance and methods so that our business services support the delivery of customer priorities and outcomes

✓ **Net Cost of Service met**

People and Culture Strategy

2. We are local and we make sure our people are safe, capable, engaged and accountable so that we achieve customer outcomes

✓ **Staff engagement is maintained**

We provide services and products to achieve integrated outcomes across landscapes

LANDSCAPE MANAGEMENT

- **Travelling stock reserves**
We manage and provide access approvals to travelling stock reserves for productive, environmental and cultural outcomes.
- **Native vegetation and private native forestry**
We provide advice and approvals for native vegetation and private native forestry management.
- **Soils and water**
We support the management of the natural resources of soils and water for healthy landscapes and sustainable productivity.
- **Partnerships and incentives**
We work with the community to deliver projects and advice for conservation and restoration of our natural resources.

BIOSECURITY

- **Plant and animal biosecurity**
We work to prevent the spread of plant and animal pests and diseases.
- **Maintain market access**
We strive to enhance the health of animals, plants and their products.
- **Animal welfare**
We provide advice and information to enhance animal welfare.
- **Plant and animal pest incursions**
We work to undertake surveillance and control pests.

EMERGENCY MANAGEMENT

- **Emergencies**
We help land managers in preventing, preparing for, responding to and recovering from emergencies.
- **Natural disasters**
We are on the ground to help manage animals during times of natural disaster.
- **Biosecurity responses**
We respond to invasive species incursions and animal and plant diseases/pests to assist in returning to business as usual.

PRIMARY PRODUCTION

- **Productive, profitable and sustainable agriculture**
We work with primary producers and industry to ensure landholders have access to innovation and are able to respond to adaptation of climate and markets.
- **Healthy growth**
We connect primary producers with incentive programs to help grow their business whilst contributing to healthy environments.
- **Support**
We support primary producers to thrive by accessing best practice information and technology.