

NORTH COAST | July 2021 - June 2026

We deliver knowledge, services and products to generate healthy and productive North Coast landscapes for thriving, resilient communities and biosecure, profitable and sustainable primary industries.



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



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



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



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

North Coast Local Land Services provides services and products to achieve integrated outcomes consistent with the Local Land Services State Strategic Plan 2020-2030 across the following core areas

LANDSCAPE MANAGEMENT

CORE SERVICES AIMS

- Drive investment to deliver long term, prioritised, verifiable on-ground impacts, practices and partnerships that benefit the environment, primary producers and communities
- Connect and work with partners to build resilience to changing climate and restore, conserve and manage North Coast landscapes
- Empower Aboriginal communities to achieve their aspirations on country

PRIORITIES

- Natural resource management and landscape and biodiversity restoration
- Native vegetation management advice and approvals
- Traditional Owner led Healthy Country
- Travelling stock reserves management

MEASURES OF SUCCESS

- ✓ Long term investment streams established and increased
- ✓ Number of people, projects, partnerships, decisions and opportunities identified and supported
- ✓ Area enhanced, rehabilitated or protected
- ✓ Area of travelling stock reserves actively managed
- ✓ Number and area of notifications, certifications and set asides for native vegetation management

BIOSECURITY

CORE SERVICES AIMS

- Increase land manager, stakeholder and community awareness and capacity to achieve their biosecurity responsibilities
- Drive uptake of biosecurity and animal welfare responsibilities in new and small land managers through enhanced collaboration and targeted programs
- Enhance capacity of communities and Local Land Services to effectively respond to current and emerging biosecurity risks

PRIORITIES

- Pest animal management
- Weed management
- Animal biosecurity and welfare management
- New and small land manager engagement
- Plant biosecurity management

MEASURES OF SUCCESS

- ✓ Number of advisory services and interactions
- ✓ Number of people, projects, partnerships, decisions and groups supported
- ✓ Area of pest plant, pest animal and disease managed
- ✓ Number of animal disease surveillance and animal welfare investigations
- ✓ Number of training events and participants

EMERGENCY MANAGEMENT

CORE SERVICES AIMS

- Drive the resilience of the North Coast community to prepare for, prevent, respond to, and recover from emergencies and emerging risks
- Actively resource and deliver community recovery actions
- Improve Local Land Services efficiency and effectiveness in responding to emergency events through partnerships and collaboration with key stakeholders

PRIORITIES

- NSW and Local Land Services Emergency Management arrangements and disaster recovery for animals and agriculture implemented

MEASURES OF SUCCESS

- ✓ Number of regional collaborations on emergency management
- ✓ Number of emergency management responses attended
- ✓ Number of recovery programs implemented
- ✓ Number of staff trained in emergency management

PRIMARY PRODUCTION

CORE SERVICES AIMS

- Provide knowledge to actively support and guide existing, emerging and transitioning enterprises, industries and markets to be healthy, productive and profitable
- Increase community's capacity to cope with changing climate and improve soil health, water and land management through knowledge and implementation of best practice
- Position Local Land Services to be a leading independent and trusted service provider

PRIORITIES

- Emerging markets and partners engagement
- Future ready farm management:
 - » Farm planning, risk and opportunity undertaken
 - » New and small land manager engagement
 - » Futures forecast calendar tool implemented
 - » Integrated whole of farm productivity and sustainability awareness and training provided

MEASURES OF SUCCESS

- ✓ Number of advisory services and interactions
- ✓ Number of projects, partnerships and groups supported
- ✓ Area of land managed for improved agricultural production, groundcover and soil condition
- ✓ Number of people, projects, partnerships, decisions and opportunities identified and supported

ENABLING

North Coast Local Land Services inspires a forward-looking values-based culture that embraces change and adaptation through collaboration, innovation and continual improvement.

SERVICES

- Organisation improvement processes in place to drive effective and efficient service delivery
- Progressive asset, facilities, vehicles and systems management implemented
- Strategic planning and governance for change approaches undertaken

- ✓ No fatalities, serious or lost time injuries
- ✓ Policies and procedures to assess and control risk are effective

ENGAGEMENT

- Adaptable, multi-media approaches to communications and engagement implemented to increase awareness and uptake of our services

- ✓ High customer satisfaction maintained
- ✓ Recommendation of Local Land Services to friends or colleagues increased

ORGANISATION

- Ongoing commitment to ensuring our people are home safe and well, every day
- Ongoing personal and professional development of our people implemented
- Compliance and reporting frameworks in place to guide strong organisational performance

- ✓ Accountable stewardship of public resources
- ✓ Staff engagement maintained at or above 75 per cent

MEASURES OF SUCCESS