



CUSTOMER SERVICE

The business and finance team are in many instances the initial touchpoint into Central West LLS for external customers, assessing and referring enquiries to relevant business units. The team is also required to update and maintain accurate records management in a variety of databases involving processing land transfers and ownerships, Property Identification Codes, Brands and Marks, permit fees and charges, NLIS and other database records. They also process financial transactions such as receipting of payments relating to baits, permits and debt management and recovery.



Stakeholders engaged in delivery

Landholders, NSW Department of Primary Industries, Meat & Livestock Australia



Regional priorities addressed

- Water (Availability & Access)
- Groundcover decline
- Biodiversity decline
- Economics: capacity to recover and/or manage change
- Disasters



Funding source

Recurrent funding

The business and finance team provide a suite of internal services to staff to support and minimise staff time spent on back end corporate services.

This includes maintaining office accommodation, phones systems, mobile phones, computers and off-site storage. The unit also coordinates the vehicles and fleet trailers, ATVs and other equipment.

In 2020/21 it is envisaged that the Dubbo LLS office will move locations from 96 Victoria Street to 69 Cobra Street in Dubbo resulting in further project management of this process from the team.

The team is currently working on the MyLLS project (replacing FARMS) and is verifying and data cleansing landholder records prior to the scheduled implementation of the system in February 2021.

