

# Service Delivery Charter



**Local Land  
Services  
Hunter**

## About us

Local Land Services provides quality, customer-focused services to landholders and the community across NSW. We provide primary production advice, biosecurity, natural resource management and emergency management functions and advice through 11 local regions.

## Our customers

Any land manager within the Hunter region, irrespective of whether they are private or public land managers, ratepayers or non-ratepayers.

## Our vision

Resilient communities in productive, healthy landscapes.

## Our goals:

1. Resilient, self-reliant and prepared local communities
2. Bio-secure, profitable productive and sustainable primary industries
3. Healthy, diverse connected natural environments
4. Board members and staff who are collaborative innovative and commercially focused.

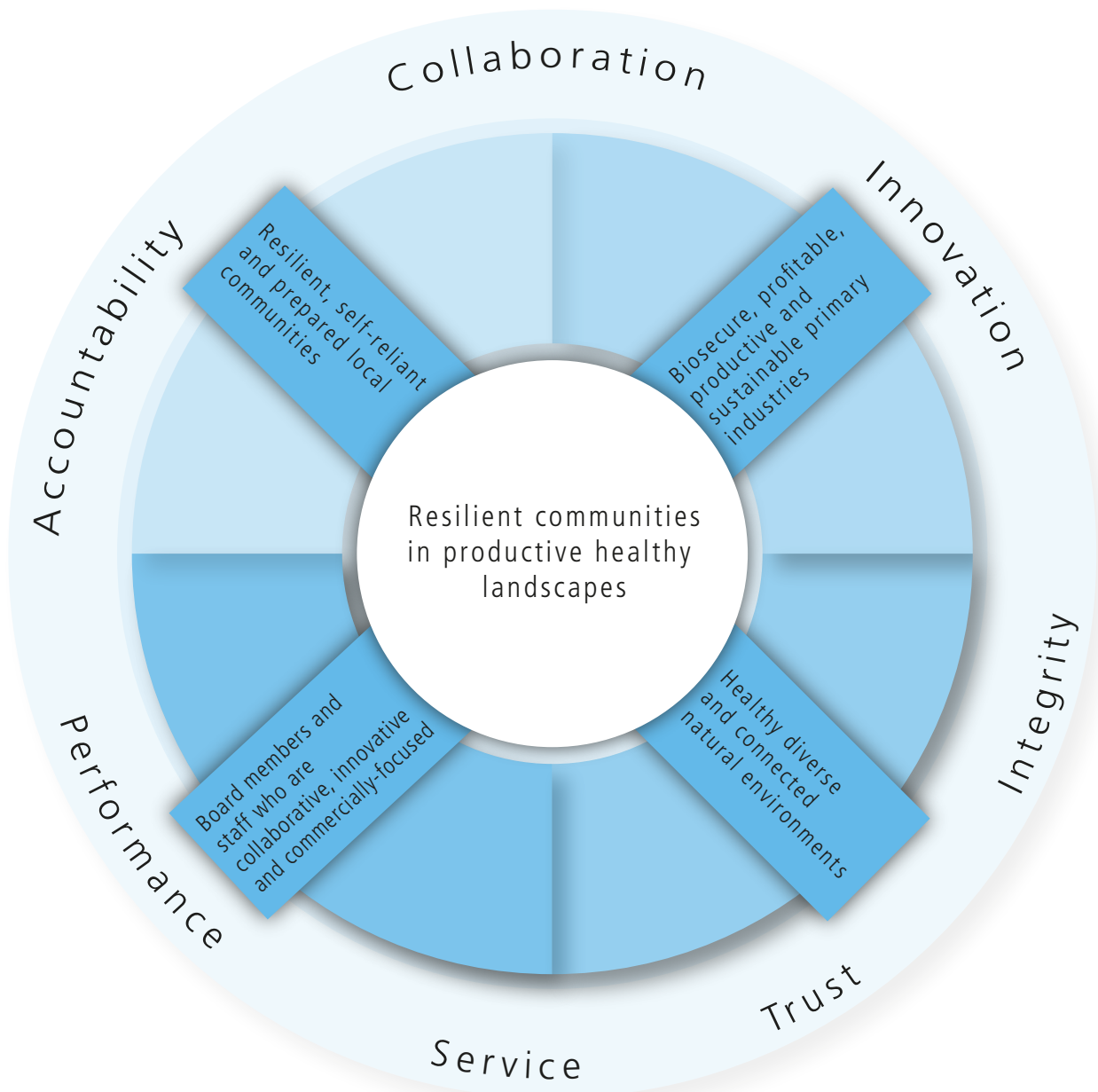
## Our mission

To be a customer focused business that enables improved primary production and better manage natural resources.

## Our values

Accountability, collaboration, innovation, integrity, performance, service, and trust.

An overview of our vision, goals and values is represented below.



## What we do?

Local Land Services works with our customers, stakeholders and investors to:

- **Support you.** We provide resources, incentives, training, information and advice to build the capacity of our customers and stakeholders.
- **Protect your business.** We actively work to protect NSW from invasive animal and plant species, and livestock and plant diseases that may damage agricultural production.
- **Manage natural resources.** We work with communities to better manage our water, land, soil, vegetation, biodiversity and cultural heritage. This includes managing travelling stock reserves and areas of significance to Aboriginal communities.
- **Build partnership.** We are a bridging organisation, connecting people, organisations, funding and information and facilitating productive collaborations and partnerships.
- **Share knowledge.** We provide a hub for the latest scientific and other forms of knowledge about fully functioning and productive landscapes in NSW.

## What you can expect us to do

- Work with you to help you achieve your goals for a sustainable and productive future.
- Deliver high quality, valued, and relevant services that are easy to access.
- Offer up-to-date, independent advice that is reliable and locally relevant.

## We commit to:

- Delivering high quality services.
- Responding promptly and effectively to your needs, and resolving problems fairly and in reasonable time.
- Listening to you and understanding your needs.
- Continually improving the way we communicate with you, making it easier for you to get in touch with us and for us to provide you with quality information.
- Forming lasting relationships with you, based on integrity, mutual respect, trust, quality service and accountability.
- Respecting your privacy and confidentiality.
- Partnering with other organisations and groups to offer services and support to enable you to achieve your goals.
- Providing support to ensure systems and strategies are in place to deal with emergencies and biosecurity threats.
- We aim to be there when you need us.

## Who are our staff?

Our staff have a wealth of locally relevant experience and expertise across the following areas of:

- Biosecurity, including animal and plant pest and disease prevention, management, control and eradication
- Agricultural production
- Preparedness, response and recovery for emergencies impacting on primary production or animal health and safety
- Chemical residue prevention, management and control
- Natural resource management and planning
- Animal welfare
- Travelling stock reserves and stock watering places
- Control and movement of stock
- Other related services and programs



## Our Approach and Service Commitment

Our staff will provide high quality service delivery. They will:

Staff responsibility	Service standard
Take responsibility for received phone calls regardless of the subject matter	All phone calls are responded to as soon as possible and within one business day
Integrate our service delivery	Customers are connected with the appropriate technical specialist as soon as possible and within two business days
Take ownership of written correspondence and respond providing correct, up-to-date, clear and concise information	All written correspondence is acknowledged and responded to within five business days or as legislative determined
Support our customers to meet their biosecurity obligations	All Property Identification Code applications are processed within 10 business days. All stock identification applications and transfers are processed within 10 business days
Provide general advice to customers	Initial advice provided to customers as soon as possible and within one working day for high risk situations i.e. emergency management/biosecurity, or five days for more specialist advice
Respond to requests for assistance for financial or other direct assistance	Respond to requests for assistance as soon as possible and within five working days

### Feedback on our service

Local Land Services welcomes comments about the programs and services provided either good or bad. Feedback will help address concerns, resolve any problems, further develop our programs and improve service delivery.

Compliments help Local land Services identify when we are doing a good job, enabling us to replicate these actions and support them in the future.

Complaints will be handled in line with the organisational complaints handling policy.

Feedback can be submitted via our website  
<http://www.lls.nsw.gov.au/feedback>

### Customer service monitoring and evaluation

The region will establish benchmarks for customer service and undertake customer service satisfaction surveys every two years to gauge improvement of service delivery. Feedback from the customer service satisfaction surveys will be used to improve and inform future service delivery.

Hunter Local Land Services  
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