

GREATER SYDNEY | July 2021 - June 2026

With only 6,300 rate payers but more than 30,000 unrated small holdings, the Greater Sydney region has unique challenges. Over 50 percent of the region is National Park, and the region produces 7 percent of agricultural output in NSW on only 1.5 percent of the total land mass. Biosecurity is a significant risk with new incursions occurring regularly. We meet these challenges by maintaining exceptional customer service and supporting our landholders through education, collaboration and innovation.



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

LANDSCAPE MANAGEMENT

Projects and advice to assist the protection and restoration of natural assets and the ecosystem services they provide.

STRATEGIES

- Assist and enable land managers and the community to take actions that protect and enhance the environment
- Enable actions that manage or address threats degrading local environments, or assist in recovery following disturbance
- Implement a landscape scale approach to achieve overall environmental improvements

PRIORITY PROGRAMS

- Protecting biodiversity assets and improving the condition of bushland, waterways and coastal ecosystems
- Creating opportunities for Aboriginal communities to care for Country and protect and preserve cultural heritage

MEASURES OF SUCCESS

- ✓ Hectares of land managed for environmental outcomes
- ✓ Number of land managers implementing actions to protect and restore the environment
- ✓ Number of projects supporting Aboriginal communities

BIOSECURITY

Work to prevent plant and animal pests and diseases, reduce the impact of invasive pests on agriculture and the environment, and support animal welfare standards.

STRATEGIES

- Work with international gateway stakeholders to improve awareness of biosecurity risks
- Support coordinated pest animal programs with landholders
- Reduce impact of animal and plant diseases through surveillance and compliance
- On-going education to increase the capacity of farmers, agencies and the community

PRIORITY PROGRAMS

- Implement Biosecurity Gateway activities to identify and respond to new incursions and undertake surveillance
- Implement priority programs as per the Greater Sydney regional weed and pest plans
- Respond to and investigate notifiable and exotic plant and animal diseases

MEASURES OF SUCCESS

- ✓ Maintain participation in pest animal campaigns
- ✓ Number of plant and animal disease investigations
- ✓ Number of awareness raising and training events

EMERGENCY MANAGEMENT

Support and enable our community to prevent, prepare, respond and recover from natural disasters which impact on agriculture and animals.

STRATEGIES

- Work closely with Local Emergency Management Committees (LEMCs), and other agencies to improve emergency response capacity
- Improve awareness in animal owners of high-risk locations for bushfire and flood
- Greater Sydney Local Land Services staff trained in emergency management response

PRIORITY PROGRAMS

- Maintain partnerships to ensure an integrated response to emergencies including on-going LEMC support
- Participate in emergency preparedness exercises and staff training for continuous improvement
- Support landholders before, during and after emergencies with regards to animal welfare

MEASURES OF SUCCESS

- ✓ Number of staff trained in an emergency response role
- ✓ Number of emergency preparedness exercises/simulations participated in
- ✓ Number of awareness raising and training events

PRIMARY PRODUCTION

Facilitate the extension of best practice information and innovation to agricultural businesses to ensure they remain productive and sustainable.

STRATEGIES

- The Greater Sydney Local Land Services Demonstration Farm is a centre for agricultural best practice
- Develop partnerships with agricultural businesses and researchers to showcase innovation
- Develop communication and engagement channels with landholders
- Further develop mapping to determine trends in land use

PRIORITY PROGRAMS

- Extension of best practice to growers and other peri-urban landholders
- Increase awareness of existing and emerging biosecurity threats to improve on-farm biosecurity and responses to new incursions
- Support and demonstrate innovation and new research

MEASURES OF SUCCESS

- ✓ Number of landholders educated in best practice agriculture
- ✓ Number of awareness raising and training events
- ✓ Number of partnerships with research providers and commercial companies

ENABLING

Business operations supports our teams delivering services to customers and stakeholders. These functions include customer service, finance, Aboriginal communities, strategic services, communication and engagement, senior management and Board.

STRATEGIES

- Connecting with our customers to deliver best possible customer service
- Enhancing our partnerships with industry, stakeholders and Aboriginal communities
- Supporting our staff so we can better support our customers
- Maintaining high work health and safety (WHS) standards

MEASURES OF SUCCESS

- ✓ Landholder engagement as measured by customer enquiries, newsletter subscriptions, and social media interactions
- ✓ Customer and stakeholder satisfaction scores + staff engagement and WHS scores
- ✓ Number of projects supporting Aboriginal communities

PRIORITY PROGRAMS

- Deliver products and services to meet customer needs and expectations
- Maintain partnerships with key stakeholders including Landcare
- Implement Aboriginal Engagement Program
- Support our staff so we can better support our customers