

# Performance Standard for Local Land Services

## A guide to using the Standard

### What is the Standard?

The Performance Standard (the Standard) for Local Land Services (LLS) is a tool designed to be used by state and regional LLS bodies. It establishes principles and expectations for organisational performance to guide LLS in delivering high quality outcomes.

The Minister for Primary Industries approved the Standard in February 2015.

The Standard is a central component of the state-wide targets, standards and priorities that are collectively defined as the 'State Priorities for Local Land Services' in the *Local Land Services Act 2013*. The Natural Resources Commission's audits of LLS will review performance against the Standard.

### How to use the Standard

LLS boards, managers and staff should use the Standard and related guidance material to drive decision-making at all levels.

The Standard should be used:

- Flexibly
- Adaptively
- Holistically
- At any scale

LLS is encouraged to integrate the Standard with all of its business management and compliance systems.

### Components of the Standard



The Standard identifies eight interdependent components that LLS should use to guide business decisions and activities.

# Guidance for using the Standard

## Each component contains guidance material in three parts:

### Required outcomes

These are the mandatory requirements of the Standard. Where there are other means of achieving the required outcomes, managers may adopt different strategies provided that they can demonstrate equivalence of outcome and show that the intent of the guidance has been met.

### Guidance

Prompts thinking and ideas on how the 'required outcomes' may be achieved and may be used to drive continuous improvement.

### Things to consider

Questions under 'things to consider' are intended to encourage innovation and accommodate growth in organisational capability and maturity.

## The vision for each component

**Governance** - Establish processes, systems, rules and relationships to direct and hold Local Land Services accountable in achieving intended outcomes and responding effectively to evolving needs.

**Leadership** - Create, govern and inspire the achievement of goals by empowering employees, partners and communities.

**Customer Satisfaction** - Identify and provide services that respond to customer needs and ensure high levels of customer satisfaction.

**Community Ownership** - Empower and enable communities to manage and maintain their prosperity, environment and well-being.

**Understanding Scale** - An understanding of spatial, temporal and institutional scale is built into all aspects of LLS business.

**Collaboration** - Develop and maintain a collaborative approach to improving outcomes, sharing costs and delivering benefits to landholders and local communities.

**Risk Management** - Consider and manage all identifiable risks and opportunities to maximise return on investment and avoid, minimise or control adverse impacts.

**Evidence-based Decisions** - Base decisions on review and analysis of best available data, knowledge and information.

The Standard is available at <http://www.nrc.nsw.gov.au/performance-standard-lls>

For more information on the Standard and this Reference Tool, please visit [www.nrc.nsw.gov.au](http://www.nrc.nsw.gov.au) or contact Lauren Tapp at:



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