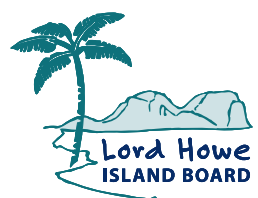


Delivery Plan

2024-2028



Abbreviations

AMP	Asset Management Plan
AWHAC	Australian World Heritage Advisory Committee
BMP	Biodiversity Management Plan
CASA	Civil Aviation Safety Authority
CESPHN	Central and Eastern Sydney Primary Health Network
CSP	Community Strategic Plan
DAFF	Department of Agriculture, Fisheries and Forestry
DCCEEW	Department of Climate Change, Energy, the Environment and Water
DNC	Destination North Coast
DNSW	Destination NSW
DP	Delivery Plan
DPHI	Department of Planning, Housing and Infrastructure
DPIRD	Department of Primary Industries and Regional Development
EMPLAN	Emergency Management Plan
ENSMS	Electricity Network Safety Management System
EPA	Environmental Protection Authority
LHI	Lord Howe Island
LHIB	Lord Howe Island Board
LHICS	Lord Howe Island Central School
LHI ICPA	Lord Howe Island Isolated Children's Parent's Association
LHIMP	Lord Howe Island Marine Park
LHIPCA	Lord Howe Island Parents & Citizens Association
LHITA	Lord Howe Island Tourism Association
NEMA	National Emergency Management Agency
PMQ	Port Macquarie
PPP	Permanent Park Preserve
PPPoM	Permanent Park Preserve Plan of Management
RFS	Rural Fire Service
SES	State Emergency Service
SESLHD	South Eastern Sydney Local Health District
TfNSW	Transport for NSW
VMO	Visiting Medical Officer
WMF	Waste Management Facility

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Delivery Plan

Introduction

The Lord Howe Island Board is established under the Lord Howe Island Act 1953 (the Act). The Act sets out the Board's Charter to guide how the Board:

- Supports the local community
- Protects and preserves the environment
- Supports the Island's economy
- Manages land uses
- Provides and maintains infrastructure and services.

The Lord Howe Island Board is governed by seven members and is supported by a team of administrative staff to deliver its responsibilities. References to Lord Howe Island Board (LHIB) encompass the governing body and the supporting administration.

The Delivery Plan is a strategic document that supports the Board's Charter by providing a framework and direction over 4 years.

It has been developed to support the Community Strategic Plan (CSP). The CSP provides a 10-year vision for the Island that is based on feedback from community members, community groups and stakeholders. It includes long-term aspirations and strategies to reach that vision.

Purpose

This Delivery Plan (DP) describes how our planned projects and the services we deliver will help to achieve the goals and objectives outlined in the Community Strategic Plan (CSP).

To work towards achieving the CSP, we have developed the following documents:

- Delivery Plan (DP) - A 4 year strategic direction plan.
- Operational Plan (OP) - A 1 year detailed action plan developed annually
- Service Delivery Commitments (SDC) - key services we provide and review annually.

The DP will be a key point of reference for LHIB and community members to understand all the activities delivered between 2024 and 2028. It is key to ensuring that the LHIB's efforts are focused and aligned to achieve agreed strategic goals for the Board and the Lord Howe Island community.

The DP will guide the Operational Plan (OP), which provides a detailed 1-year plan for activities delivered by LHIB. The Operational Plan identifies specific outputs, activities and measures that will ensure the strategies of the DP are achieved.

At the end of each financial year, overall performance against the Operational Plan targets and the Delivery Plan are reported to the Board and the community through LHIB's Annual Report.

FIGURE 1: Integrated Planning and Reporting Framework:
Aligning Objectives, Strategies, and Actions



Priority themes identified in the Community Strategic Plan

During community engagement on the draft Community Strategic Plan (CSP), we learnt that there are a lot of things community members love about living on Lord Howe Island, but there are also some areas that are priorities for change. The Delivery Plan has been developed to make sure that projects and activities being delivered by LHIB are heading toward meeting the objectives for change described in the CSP.

Our vision for Lord Howe Island is a vibrant, inclusive, united and confident community which seeks to provide a quality lifestyle and positive interaction between the needs and aspirations of our residents, visitors and environment.

In the CSP, we identified nine priority themes that will guide us toward achieving that vision. These themes are:

- 1 Health and Wellbeing
- 2 Environment
- 3 Education
- 4 Culture and Heritage
- 5 Economy and Employment
- 6 Housing and Development
- 7 Infrastructure and Transport
- 8 Decision Making
- 9 Community Building

Each of these priority themes have their own vision that we are aiming to reach in support of the overall community vision.

Legislation and Policies

The Board and its officers are required to comply with several pieces of legislation, including:

- Lord Howe Island Act 1953
- Australian Passports Act 2005
- Lord Howe Island Regulation 2014
- Environmental Planning and Assessment Act 1979
- Protection of the Environment Operations Act 1997
- Public Sector Employment and Management Act 2002
- Environmental Planning and Assessment Regulation 2021
- Animal Diseases and Animal Pests (Emergency Outbreaks) Act 1991
- Heritage Act 1979
- Food Act 2003
- Plant Diseases Act 1924.

Reading this document

The following pages focus on the nine priority themes from the CSP and the objectives and strategic actions that LHIB are identified to deliver.

Where LHIB is not identified as a key delivery partner, LHIB will continue to advocate on behalf of the community and work with the relevant partners identified in the CSP.

This document also identifies key projects across the next four years and where they relate to each priority theme in the CSP.

Finally, the tables below show where the strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to measure performance. The LHIB Service Delivery Commitments ensure transparency and accountability and help with continuous improvement of services. See the LHIB Service Delivery Commitments for more information.



1 Health and Wellbeing

We have a range of healthcare services designed to meet the needs of our community. Every member of our community has fair access to these services and is supported to live healthy lives.



Objectives we are working to deliver:

- 1.1 We have fair and equal access to essential healthcare services.
- 1.2 We support older community members on the Island.
- 1.3 We are aware of the range of healthcare available.
- 1.4 We live healthy and well.

Key delivery partners

Primary Partner:

- Private General Practice (VMO for SESLHD)

Support Partners:

- SESLHD
- NSW Department of Health and Aged Care
- LHI Businesses
- NSW Department of Communities and Justice
- NSW Police
- Lord Howe Island Board
- CESPHN

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1 (a)))
- Emergency Management Plan (EMPLAN)
- On-site Wastewater Management Strategy 2015
- Quality Assurance Program–Drinking Water

Projects under this theme

- Health Services Support Business Case

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
1.1, 1.1.6, 1.2.1, 1.2.2	Advocate for consistent on-Island medical care availability and affordability.	Community services	27	Advocacy for priority services	Bi-annual meetings and as required
7.4.1	Ensure compliance with public health standards for LHIB public drinking water supplies, wastewater management and food safety.	Public health	25	Water quality	Within NSW Health Quality guidelines
1.4	Implement Drinking Water Quality Assurance Program for Board supplies.			Food safety	Annual checks

② Environment

Our natural environment is embraced and safeguarded by all. We preserve and enhance the habitat for all future people, plants and animals who call Lord Howe Island home. We explore thoughtful management of resources and waste to promote a sustainably built environment that exists next to natural spaces.



Objectives we are working to deliver:

- 2.1 Our natural environment is secured and protected.
- 2.2 We take pride in respecting and enhancing our natural environment.

Key delivery partners

Primary Partner:

- Lord Howe Island Board

Support Partners:

- Department of Climate Change, Energy, the Environment and Water (DCCEEW)
- Australian World Heritage Advisory Committee (AWHAC)
- LHI Community
- LHI Tourism Operators
- LHI Marine Park

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1 (e))
- Strategic Plan for the Lord Howe Island Group World Heritage Property 2010
- Lord Howe Island Biodiversity Management Plan (BMP)
- Lord Howe Island Permanent Park Preserve Plan of Management (PPPPoM)
- Lagoon Foreshore Management Plan
- Lord Howe Island Biosecurity Strategy 2022-2024
- Lord Howe Island Weed Management Strategy 2016-2025
- Scientific Research Policy
- Vegetation Rehabilitation Plan
- Walking Track Strategy 2017
- Lord Howe Island Local Environment Plan 2010

Projects under this theme

- Local Environmental Plan Review

Biosecurity

- Biosecurity Strategy Review
- African Big Headed Ant Control and Eradication
- Biosecurity Network Review and Upgrades
- Biosecurity Dog Kennels
- Biosecurity Infrastructure Upgrade
- Biosecurity Management Plans including Incursion Response for Key Stakeholders
- Fruit Fly Eradication Assessment
- HPAI (Avian Flu) Incursion Plan
- Phytophthora Management Plan
- PMQ Biosecurity Dog Team Procurement
- Termite Control and Eradication Project
- Biosecurity Boot Scrub Bays

World Heritage

- Scientific Report / Report Management Setup
- Biodiversity Management Plan (BMP) Review
- PPPPoM ReviewEcoPass permit process review
- Mooring Review –Monitoring & Maintenance
- Research Facility Booking Platform
- Environmental Advisory Committee
- Lagoon Foreshore Management Plan Review

Flora and Weeds

- Weed Management Strategy Review
- Weed Eradication Program (WEP)
- Purchase of an RTK unit
- Drone Project Trial
- Helicopter Lance Operations
- Helicopter Winch Operations
- WEP Volunteer Program
- Climate modelling
- Ball's Pyramid-Phasmid Habitat Management

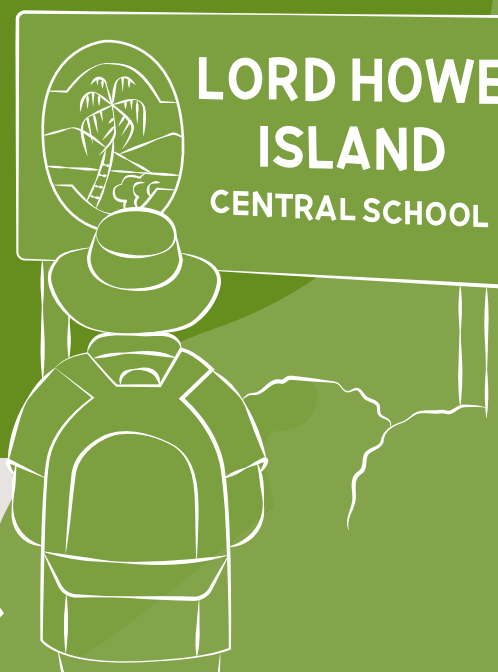
Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
2.1.3	Contribute to World Heritage Area conservation by being a member of the Australian World Heritage Advisory Committee (AWHAC).	World Heritage	20	LHIG World Heritage Area Annual Business Plan progress	80% per year
	Maintain world heritage status.				
2.1.7	Implement and maintain biosecurity controls to protect LHI from the introduction of non-native invasive pest and pathogen species.	Biosecurity	21	Scheduled biosecurity inspections of high risk cargo/vessels completed	100%
				Biosecurity matter intercepted at mainland	100%
				Eradication/control of notifiable invasive species already present on LHI	100% of actions completed for notifiable species
	Implement the LHI Weed Management Strategy 2016 and Program to eradicate priority invasive weeds.			Weed control (hectares)	500ha/year
				Weeds removed per hour	Year on year reduction
2.1.1	Maintain the Permanent Park Preserve using best practice approaches.	Environment and biodiversity	22	Number of priority species monitored	4
2.1	Protect threatened species, populations and ecological communities, and their habitats through implementation of LHI Biodiversity Management Plan (BMP).			Biodiversity Management Plan actions implemented	10% per year
2.1.5, 2.2.2	Provide regular updates on environmental programs, research and maintain interpretation to increase environmental awareness.				
2.2.3	Encourage appropriate environmental research that benefits the LHI environment and community.				
2.2.1	Acknowledge the historical efforts of the community in environmental stewardship, support and ongoing collaboration.				
4.1.1	Promote access to stories, histories and cultural traditions for community members and visitors.				
	Implement approved Walking Track Strategy.				

③ Education

We provide access to quality education on the Island. Our community values being lifelong learners. We support and empower local young people and recognise their important contribution to the Island.



Strategies we are working toward delivering:

- 3.1 We have a range of education facilities for people of all ages.

Key delivery partners

Primary Partners:

- Lord Howe Island Central School
- NSW Department of Education

Support Partners:

- LHI Isolated Children's Parent's Association
- LHI Community
- Department of Regional NSW
- Lord Howe Island Board

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1 (b)))

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
3.1.4	Address skills gaps and future-proof the workforce through education and training initiatives.	Community services	27	Advocacy for priority services	Bi-annual meetings and as required

4 Culture and Heritage

Our culture and heritage are appreciated as key pillars of life on Lord Howe Island. We celebrate our rich history and cultural heritage.

Strategies we are working toward delivering:

- 4.1 The unique Island culture is supported and encouraged.
- 4.2 Island culture and heritage has longevity.

Key delivery partners

Primary Partners:

- LHI Historical Society and Museum

Support Partners:

- LHI Tourism Association
- Lord Howe Island Board
- LHI Tourism Operators
- LHI Community
- Heritage NSW
- Department of Climate Change, Energy, the Environment and Water (DCCEEW)

Supporting strategies and plans

- Signage Policy
- Destination Management Plan 2024-2034 (LHITA)
- PPP Plan of Management
- Biodiversity Management Plan
- Walking Track Strategy 2017

Projects under this theme

- Signage Review and Upgrade Project (Including cultural information)
- Discovery Day Support
- Support for Thompson Graveyard Project

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
4.1.2	Promote access to stories, histories and cultural traditions for community members and visitors.	Community services	27	Number of events supported	2
				Community satisfaction	75%
4.1.3, 4.2.2	Support community events including events that promote pride in heritage and culture.			Advocacy for priority services	Bi-annual meetings and as required
				Customer satisfaction as per LHIB annual survey	80%
4.2.1	Identify and protect heritage items.	Development applications	24	Compliance with legislation	100%
				Processing time, application accuracy	As per Dept. of Planning standards

5 Economy and Employment

Community members thrive within a diverse and resilient local economy. We empower community members to contribute meaningfully to the prosperity of the Island.

Strategies we are working toward delivering:

- 5.1 We have diverse local employment available for people living on the Island.
- 5.2 We support local businesses.
- 5.3 Our tourism industry is sustainable.
- 5.4 The town centre is a vibrant and successful centre of the Island.

Key delivery partners

Primary Partner:

- Lord Howe Island Board
- Lord Howe Island Tourism Association (LHITA)

Support Partners:

- LHI Businesses
- LHI Community

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1 (g)))
- Destination Management Plan 2024-2034
- Business License for the Provision of Long-Term Accommodation Policy

Projects under this theme

- Airline Renewal (long-term)
- Review Crown Award
- Workforce Plan
- Revenue Review
- Marine freight service renewal

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
5.1.1, 5.2.1	Work with business regarding options and plans for sustainable business growth.	Lease administration	23	Compliance with the Lord Howe Island Act (1953)	100%
		Development applications	24	Compliance with legislation	100%
				Processing time, application accuracy	As per Dept. of Planning standards
5.3.4	Work in partnership with LHI Tourism Association (LHITA), Destination NSW and other bodies in the ongoing implementation of the Destination Management Plan (DMP).	Tourism promotion	9	Destination Management Plan	90% progress against annual LHIB actions



6 Housing and Development

Our built environment is designed and planned with intention. Housing is more accessible and diverse. Sustainable practices guide our development. Our community celebrates the character and heritage of the Island.



Strategies we are working toward delivering:

- 6.1 Housing on the island is accessible and diverse.
- 6.2 Our land is used in the most appropriate way.
- 6.3 Community members understand planning processes.

Key delivery partners

Primary Partner:

- Lord Howe Island Board

Support Partners:

- Department of Planning, Housing and Infrastructure (DPHI)
- LHI Businesses

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1))
- Lord Howe Island Local Environment Plan 2010
- Development Assessment Policy
- Development Control Plan 2005
- Lord Howe Island Regulations 2014
- Local Strategic Planning Statement (in development)
- Development Assessment
- Land Management

Projects under this theme

- BOM Permissive Occupancy Return Finalisation
- Health Services Support Business Case
- Land/Cadastral Information Review
- Street Number Project
- Project A – Master Planning
- Capacity Study
- Local Strategic Planning Statement
- Local Environmental Plan (LEP) Review
- Development Control Plan Review

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
6.3.3	Administer leases.	Lease administration	23	Compliance with the Lord Howe Island Act (1953)	100%
6.3.1	Community members understand planning processes.				
6.2	Enact the LEP to protect landscape, heritage values and scenic features.	Development applications	24	Compliance with legislation	100%
6.3.3	Ensure development processes are timely and efficient.			Processing time, application accuracy	As per Dept. of Planning standards
6.3.2	Implement the Communication and Community Engagement Strategy.	Community services	27	Customer satisfaction as per LHIB annual survey	80%



7 Infrastructure and Transport

We have a safe road network for easy community mobility. Our air services offer reliable, sustainable, and affordable mainland access, supporting a sustainable number of visitors. We have reliable, sustainable and affordable shipping for goods. Our infrastructure is well-maintained and includes accessible, inclusive community facilities, and critical infrastructure is maintained and enhanced according to population and visitor numbers.

Strategies we are working toward delivering:

- 7.1 Access to the mainland is sustainable, reliable, and affordable.
- 7.2 Our transport network meets the needs of the community and visitors.
- 7.3 Our infrastructure and transport is climate conscious.
- 7.4 Our infrastructure assets are well maintained.
- 7.5 We maintain infrastructure in line with population numbers and visitors.
- 7.6 We can access goods from the mainland.



Key delivery partners

Primary Partner:

- Lord Howe Island Board

Support Partners:

- Transport for NSW
- Air Service Providers
- LHI Business owners
- LHI Community
- DCCEEW
- Department of Primary Industries and Regional Development
- Freight Providers

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1 (a)))
- LHI Electricity Network Safety Management System
- On-site Wastewater Management Strategy 2015
- Asset Management Plan

Projects under this theme

Asset Management

- Airport Pavement Assessment – Funding Strategy
- Asset management – Systems set-up
- Designs x 3 (Renovations)
- ENSMS Review and Automated Risk Register and Training Schedule
- Exterior Building Envelope Renovation (BB & Diamonds Shop)
- Firefighting Upgrades
- Furniture Review

- Future of the LHI Liquor Store
- Historical Maintenance
- Jetty Fender Replacement
- Kitchen & Bathroom Renovation (Doll's House)
- Kitchen & Heritage Window Replacement (TC Douglas House)
- Kitchen Renovation (Doctor's Residence)
- Lot 44 Amenities
- PO at Satellite
- Public Safety Assessment
- Replacement of New Plant Items
- Signage Project
- Standby Generator

Critical Infrastructure Planning

- Project B –Waste Management
- Project D –Shipping

Community Infrastructure Upgrades with Grant Funding

- CBD Public Amenities
- Community Hall upgrade
- Middle Beach Stairs
- Skatepark

Roads

- Anderson Rd –Current Construction
- LHIB Depot re-seal
- Cattle grids and drainage for the Liquor Store
- Funding for pothole repairs

Energy

- Solar Finalisation

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
7.4	Commercial LHIB Rental Properties are maintained in line with commercial rental standards.	Residential and commercial leases	11	Return on investment (ROI)	5%
				Commercial rent charged at valuation	100%
				Condition score	Condition 'Moderate' (3) or above
7.2.1	Provide a safe and well-maintained road network.	Road network	12	Road maintenance required	At or above 'Good' condition for main roads and 'Fair' for arterial roads
				Road maintenance required	Quarter on quarter reduction of outstanding tasks
				Road network renewed on schedule	100%
7.4.1, 7.5.1	Maintain assets to support LHIB activities and services.	Buildings, Plant and Equipment	13	Condition assessment score	Condition 'Moderate' (3) or above
	Maintain buildings according to AMP.				
	Maintain plant and equipment according to AMP.			Planned maintenance complete	100%
	Deliver Capital Programme.			Responsive maintenance complete	100% within priority timeframes
				Availability	95%

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
7.4.1	Maintain compliance with EPA licence for wastewater and waste management at WMF site.	Waste management	14	Licensing compliance	100%
	Undertake audit program to monitor and record waste types and volumes received from the community.			Customer satisfaction	80%
	Reduce the environmental impact of wastewater from Board properties.				
	Undertake monitoring of LHI groundwater well network on annual basis and establish data management and reporting.			Waste left on island at annual inventory	Year on year reduction
	Support community in implementing On-site Wastewater Strategy.				
7.5.1, 7.5.2	Maintain and improve standard of recreational facilities through regular maintenance.	Visitor/public facilities	15	Planned maintenance completed	100%
				Responsive maintenance completed	<4 weeks
				Permanent Park Preserve walking track availability	99%
				Customer satisfaction as per LHIB annual survey	80%
		Parks and gardens	16	Maintenance completed on schedule	90%
				Customer satisfaction as per LHIB annual survey	80%
7.4.1	Arrange Annual Aerodrome Technical inspections and participate in CASA audits.	Airport	17	Compliance	100%
	Review Aerodrome Manual.				
	Review effectiveness of Bird and Animal Hazard Management Plan.			Availability	99%
	Maintain Airport.				
	Operate the island's airport facilities.				
	Hold Aerodrome emergency exercises.				
	Maintain wharf.	Wharf	18	Availability	99%
	Operate the island's wharf facilities.				
	Maintain electricity generation and distribution system to provide a reliable and safe supply.	Electricity	19	Solar performance	>67%
	Electricity Safety Management System fully implemented and audited.			Availability	99%
7.1.1	Advocate for reliable and affordable air transport.	Community services	27	Advocacy for priority services	Bi-annual meetings and as required
7.6.1	Advocate for reliable and affordable freight transport.				



⑧ Decision Making

Everyone is included in our community. Decisions are made openly and fairly. We value everyone's input, share information and work together.

Strategies we are working toward delivering:

- 8.1 Our decision-making processes focus on the community.
- 8.2 We have an informed and engaged approach to decision making.
- 8.3 We are knowledgeable about what is happening on the Island.



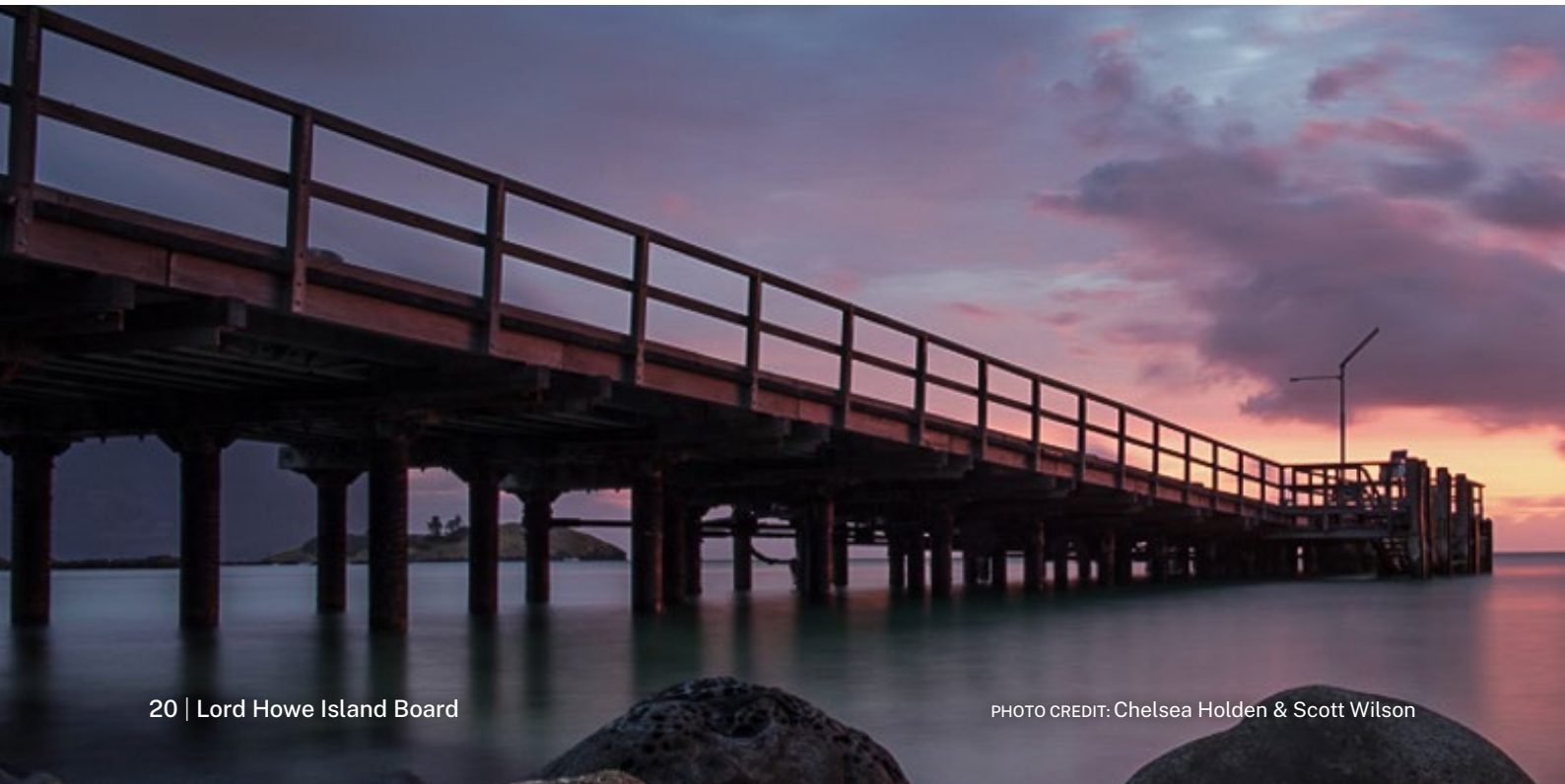
Key delivery partners

Primary partner:

- Lord Howe Island Board

Supporting strategies and plans

- Lord Howe Island Act 1953
- Community Strategic Plan 2024-2034
- LHI Regulations 2014
- Local Environment Plan 2010
- Community Engagement Strategy
- Service Delivery Commitments
- Delivery Plan
- Operations Plan



Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
8.2.2, 8.2.1	Hold a minimum of 4 Board meetings per year.	Board meetings	1	Number per year	4
	Ensure all conflicts of interest of Board members and staff are declared.				
	Ensure appropriate community engagement and consultation opportunities are provided.				
8.2.2	Work with the Audit and Review Committee (ARC) and auditors.	Audit Risk Committee meetings	2	Number per year	4
8.2	Provide relevant and timely advice to Government on matters affecting the management of the island, including review of the Act and Lord Howe Island Regulation.				
8.2.2	Levy fees and charges at an appropriate level.	Annual Audits	3	Recommendations closed	100%
8.1.1	Ensure that the services delivered are provided at the appropriate level.				
8.3.1	Provide appropriate services efficiently and effectively to the appropriate service level.	Customer service	4	Customer satisfaction as per LHIB annual survey	20% increase
	Maintain or improve customer satisfaction.			Processing time	21 days
8.3.1	Provide a central method of communication for community members to access information from LHIB.	Community services	27	Customer satisfaction as per LHIB annual survey	75%
				Advocacy for priority services	Bi-annual meetings and as required

9 Community Building

Our community is built on diversity and acceptance, where every community member and visitor are valued. Local connections and community groups empower us to live in a place that is safe, inclusive and welcoming.



Strategies we are working toward delivering:

- 9.1 We participate in our community.
- 9.2 We feel safe on the Island.
- 9.3 Our community is harmonious, cohesive and inclusive.
- 9.4 We have a wide range of entertainment available.

Key delivery partners

Primary Partner:

- LHI Community

Support Partners:

- Lord Howe Island Board
- Community Groups
- NEMA
- NSW Police
- SES
- RFS
- Marine Rescue
- LHIMP
- VMO
- Department Communities and Justice
- NSW Health
- LHI Churches
- LHI Pet Owners
- DNSW
- DNC
- LHITA

Supporting strategies and plans

- Lord Howe Island Act 1953 (Board Charter (5,1))
- Shared space policy (in development)
- Community Calendar of events
- Emergency Management Plan (EMPLAN)

Projects under this theme:

- Book Exchange
- Community Hall upgrade
- Emergency Operations Centre

Delivery Plan performance

The table below shows where strategic actions relate to the LHIB Service Delivery Commitments, and the indicators used to track progress.

CSP Ref.	Strategic Actions	Service Delivery Commitments (SDC)	SDC No.	Service Indicator	SDC Target
9.2.1	Arrange quarterly meetings of Local Emergency Management Committee.	Emergency services	26	Local Emergency Management Committee Meetings held	4
	Implement EMPLAN as required and coordinate annual review.			Incidents responded to (number and type)	100% response where LHIB are directly involved
	Maintain emergency equipment.			Emergency equipment maintained	100% annually and as required
9.1.1, 9.1.2, 9.4.2, 9.4.3	Support community events including events that promote pride in heritage and culture.	Community services	27	Number of events supported	2
9.2.1	Strengthen disaster management preparedness and understanding of emergency response plans.			Community satisfaction	75%
9.3.1	Maintain information on the Board's website and through social media.			Advocacy for priority services	Bi-annual meetings and as required
	Support volunteers to drive positive change in the community.				
9.3.2	Strengthen inclusion and foster community participation of people of all ages, abilities and identities.				
9.3.3	Support responsible pet ownership and balance animal welfare needs with community and environmental needs.				
9.4.1	Support access to a range of sporting opportunities.				

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