

# Lord Howe Island Board Service Delivery Commitments

The Lord Howe Island Board is committed to delivering high-quality services that meet the needs of our community and stakeholders. Our Service Delivery Commitments (SDC) outline the core services we provide, the indicators we use to measure performance, and the targets we aim to achieve. These commitments ensure transparency and accountability while helping us to continuously improve our services.

SDC No.	Service	Indicator	SDC Target	Community Strategic Plan (CSP) theme
1	Board meetings	Number per year	4 per year	8 Decision Making
2	Audit Risk Committee meetings	Number per year	4 per year	
3	Annual audit	Recommendations closed	100%	
4	Customer service	Customer satisfaction as per LHIB annual survey	20% increase	
		Processing time	21 days	
5	Ministerials	Response time	100% within required timeframe	
6	Complaints	Response time	100% within timeframes set by Dept.	
		Number of complaints	< 40 per year	

SDC No.	Service	Indicator	SDC Target	Community Strategic Plan (CSP) theme	
7	Monitoring and enforcement	Breaches investigated and managed	100%	8	Decision Making
		Timeframe to commence investigation	4 weeks		
8	Work Health and Safety	Training plan actions undertaken	90%		
		Incidents reported within legislated timeframe	100%		
		Investigations conducted for serious and high potential incidents	100%		
		Action items closed, long term cases reviewed monthly	100%		
9	Tourism promotion	Destination Management Plan	90% progress against annual LHIB actions	5	Economy and Employment
10	Liquor store	Business service satisfaction	80%		
11	Residential and Commercial leases	Return on investment (ROI)	5%		
		Commercial rent charged at valuation	100%		
		Condition assessment score	Condition 'Moderate' (3) or above		
12	Road network	Condition assessment score	At or above 'Good' for main roads and 'Fair' for arterial roads	7	Infrastructure and Transport
		Road maintenance required	Quarter on quarter reduction of outstanding tasks		
		Road network renewed on schedule	100%		
13	Buildings, Plant and Equipment	Condition assessment score	Condition 'Moderate' (3) or above		
		Planned maintenance complete	100%		
		Responsive maintenance complete	100% within priority timeframes		
		Availability	95%		
14	Waste management	Licensing compliance	100%		
		Customer satisfaction as per LHIB annual survey	80%		
		Waste left on island at annual inventory	Year on year reduction		

SDC No.	Service	Indicator	SDC Target	Community Strategic Plan (CSP) theme
15	Visitor/public facilities	Planned maintenance completed	100%	7 Infrastructure and Transport
		Responsive maintenance completed	<4 weeks	
		Permanent Park Preserve walking track availability	99%	
		Customer satisfaction as per LHIB annual survey	80%	
16	Parks and gardens	Maintenance completed on schedule	90%	
		Customer satisfaction as per LHIB annual survey	80%	
17	Airport	Compliance	100%	
		Availability	99%	
18	Wharf	Availability	99%	
19	Electricity	Solar performance	>67%	
		Availability	99%	
20	World Heritage	LHIG World Heritage Area Annual Business Plan progress	80%	2 Environment
21	Biosecurity	Scheduled biosecurity inspections of high risk cargo/vessels completed	100%	
		Biosecurity matter intercepted at the mainland border	100%	
		Eradication/control of notifiable invasive species already present on LHI post-border	100% of actions completed for notifiable species	
		Weed control (hectares)	500ha per year	
		Weeds removed per hour	Year on year reduction	
22	Environment / Biodiversity	Number of priority species monitored	4	
		Biodiversity Management Plan actions implemented	10% per year	
23	Lease administration	Compliance with the Lord Howe Island Act (1953)	100%	6 Housing and Development
24	Development applications	Compliance with legislation	100%	
		Processing time, application accuracy	As per Dept. of Planning standards	
25	Public health	Public water quality	Within NSW Health Quality Guidelines	1 Health and Wellbeing
		Food safety	Annual checks	



SDC No.	Service	Indicator	SDC Target	Community Strategic Plan (CSP) theme
26	Emergency services	Local Emergency Management Committee meetings held	4	<b>9</b> <b>Community Building</b>
		Incidents responded to (number and type)	100% response where LHIIB are directly involved	
		Emergency equipment maintained	100% annually and as required	
27	Community services	Number of events supported	2	<b>9</b> <b>Community Building</b> <b>1</b> <b>Health and Wellbeing</b> <b>2</b> <b>Environment</b> <b>4</b> <b>Culture and Heritage</b>
		Community satisfaction	75%	
		Advocacy for priority services	Bi-annual meetings and as required	



## Enabling services

SDC No.	Service	Indicator	SDC Target	Community Strategic Plan (CSP) theme
28	Risk management	Treatment plans implemented in required timeframe	100%	N/A (Enabling services)
29	IT	Availability of IT services	99%	
30	Records management	Training provided	90%	
		Compliance with policy (record in system)	100%	
31	HR	Employee satisfaction	Increase from 2020	
		Establishment capacity	>90%	
		Leave balances within allowable allocation	95%	
32	Finance	Days to month end completion	5	
		Unmodified audits	1	
		Aged debtors managed within 90 days	95%	
		Expenditure within budget	Plus or minus 10%	
33	Project management	Delivered on time, within budget	> 80%	

We will continue to review and refine these commitments to improve our service delivery and remain responsive to the Island's unique challenges. We welcome feedback from the community to help us enhance our services and deliver the best possible outcomes for Lord Howe Island.

For any enquiries regarding the LHIB Service Delivery Commitments please email [administration@lhib.nsw.gov.au](mailto:administration@lhib.nsw.gov.au) or call 02 6563 2066.

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