

# LORD HOWE ISLAND BOARD POLICY

<b>TITLE</b>	<b>Guarantee of Service Policy</b>		
<b>DATE ADOPTED</b>	May 2008	<b>AGENDA ITEM</b>	8v May 2008
<b>CURRENT VERSION</b>	May 2008	<b>AGENDA ITEM</b>	8v May 2008
<b>REVIEW</b>	3 years	<b>FILE REFERENCE</b>	AD0105
<b>ASSOCIATED LEGISLATION</b>	<i>Lord Howe Island Act 1953 (NSW)</i>		
<b>ASSOCIATED POLICIES</b>	N/A		

## 1 Introduction

The Board is a Statutory Authority established under the *Lord Howe Island Act 1953* (the Act). The Board reports directly to the NSW Department of Planning and Environment and is charged with administering the affairs and trade of the island.

## 2 Charter

The Board's Charter under the Act is as follows:

- To provide directly or on behalf of other levels of government, adequate, equitable and appropriate services and facilities for the Island community and to ensure that those services and facilities are managed efficiently and effectively;
- To exercise community leadership;
- To exercise its powers, authorities, duties and functions in a manner that is consistent with and actively promotes the principles of multiculturalism;
- To promote and to provide and plan for the needs of children;
- To manage, protect, restore, enhance and conserve the Island's environment in a manner that is consistent with and promotes the principles of ecologically sustainable development;
- To manage, protect, restore, enhance and conserve vacant Crown lands, and reserves, including the Lord Howe Island Permanent Park Preserve, in a manner that recognises the World Heritage values in respect of which the Island is inscribed on the World Heritage List referred to in the United Nations Convention Concerning the Protection of the World Cultural and Natural Heritage;
- To promote the Island as a tourist destination;
- To have regard to the long term and cumulative effects of its decisions;
- To bear in mind that it is the custodian and trustee of public assets and to effectively account for and manage the assets for which it is responsible;
- To facilitate the involvement of members of the Board, members of the public, users of facilities and services and the Board's staff in the development, improvement and co-ordination of the Board's powers, authorities, duties and functions;

- To raise funds for Island community purposes by the fair imposition of charges and fees, by income earned from investments and, when appropriate, by borrowings and grants;
- To keep the Island community and the State government (and through it, the wider community) informed about its activities,
- To ensure that, in the exercise of its regulatory powers, authorities, duties and functions, it acts consistently and without bias, particularly where an activity of the Board is affected and;
- To be a responsible employer.

The people of Lord Howe Island and mainland NSW expect the work of the Board to be conducted with responsiveness, effectiveness and efficiency, and we are committed to delivering our services in a professional, timely manner that promotes and maintains public confidence and trust.

### **3 Mission**

The Board's Mission is:

To provide for the well-being of the Island community and the protection and enhancement of the Island environment for the benefit of all.

### **4 Vision**

The Board's Vision is:

The Lord Howe Island Board will provide quality services and responsible and efficient resource management to support the Island community and environment, and will deliver innovative, responsive and effective management of the Island.

### **5 Key Result Areas**

The Board delivers its Charter, Mission and Vision through six Key Result Areas, each with its own objective.

#### **5.1 Natural Environment and Cultural Heritage**

To protect, enhance and promote the Island's natural environment, cultural heritage, and World Heritage values.

#### **5.2 Trading Activities**

To sustain and improve returns to the Board for the benefit of the community and the Island.

#### **5.3 Public Utilities, Services and Infrastructure**

To provide and maintain equitable, affordable, reliable and efficient services, utilities and infrastructure to meet current and future social, environmental and economic needs.

#### **5.4 Land Administration and Environmental Planning**

To ensure that statutory land administration and environmental planning obligations are met in a way that effectively address current and future social, environmental and economic needs.

## **5.5 Corporate Governance and Support**

To ensure that the Board operates in accordance with the highest standards of corporate governance and provides responsive and effective administration and service delivery to the community and Government.

## **5.6 Community Well-Being and Health**

To enhance the wellbeing and welfare of individuals and the Island's community by providing social, community and economic services, programs and facilities that develop, support and safeguard the well-being and health of current and future communities.

## **6 Principles**

Our four service principles establish the standard of service people may expect from us.

### **6.1 Respect**

We will treat people and the environment with respect. Our client service will be responsive to all people, will recognise equally the rights and interests of Islanders, residents and visitors, and people from culturally and linguistically diverse communities. We will involve the community in the activities of the Board.

### **6.2 Helpfulness**

We will listen to our stakeholders and the broader community, and explain our processes in a friendly and helpful manner so that interactions with us are clearly understood. We will work to be consistent, accurate and impartial. Access to Board programs and information will be supported by communication technology, where possible.

### **6.3 Responsiveness**

Our services will be delivered in a timely, ethical and transparent way. Phone calls will be answered promptly and the first person you speak to will aim to have your request dealt with in a way that meets your needs. We will communicate clearly and establish programs to assist in any emergency. Staff will endeavour at all times to meet these service standards.

### **6.4 Continuous improvement**

We seek to have our services meet people's needs and to improve all our products and services through collaboration and continuous improvement. We will regularly and systematically consult with people who use our services, and listen to their ideas for improvement.

## **7 Service Standards**

### **7.1 Telephone Calls**

We will respond to telephone enquiries promptly during normal office hours. The person answering your call will identify their name or position, or the area you have contacted. We aim to answer all calls within four rings.

We seek to minimise the use of voicemail. Where it is necessary to divert calls to voicemail, the name and number of an alternative contact will be provided as part of the message. Voicemail messages will be acknowledged by phone or email within one working day of the officer's return.

## **7.2 General Correspondence**

We will aim to reply to correspondence, including email correspondence, within 20 working days of receiving it. If we are unable to give you an answer in full within that time, you will receive an acknowledgement and notice of when you can expect a full reply. A contact name and telephone number will be provided in all correspondence.

## **7.3 Emails**

We will treat correspondence received by email as general correspondence. In some instances we may require signature verification, and customers will be advised if this is the case. We seek to have all emails to Board accessed within 24 hours. As with other general correspondence, if we are unable to give you an answer in full within 20 working days of receipt of your request, you will receive an acknowledgement and notice of when you can expect a full reply. A contact name and telephone number will be provided in all correspondence, including emails.

## **7.4 The Administration Office**

The office is open from 8.30 am to 4:30 pm for information and advice on Board matters, including advice on Board policies, procedures, development matters and general information.

## **7.5 Obtaining Information**

We will provide publicly available information promptly when we receive a request. If there is likely to be a delay, we will advise you of the reason for the delay and when we will be able to provide the information. A guide to what information is publicly available from the Board is available from the Administration Office.

If the information you need is not publicly available, you can apply for it under the *Government Information (Public Access) Act 2009*. If you would like to access information or documents concerning your personal affairs, you can apply for them under the *Privacy and Personal Information Protection Act 1998*.

## **8 Feedback on our Service**

We welcome and value your comments about the programs and services that we provide. Your feedback will help us improve our service delivery, address your concerns, resolve any problems, and develop our programs and services.

Please let us know in person, by telephone or in writing if:

- We are giving you positive or outstanding service;
- You have any ideas on how we can improve our programs and service delivery;
- You are dissatisfied with the service you have received.

## **8.1 Making Complaints**

In all instances, we are committed to resolving your problem quickly. It will help achieve this if, when you wish to make a complaint, you discuss the problem initially with the person who provided the service or, if they are unavailable, the manager of that area.

## **9 How to Contact Us**

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Lord Howe Island NSW 2898

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