



1. Purpose and Outcomes

The purpose of the Customer Service Delivery Committee is to:

- a) strategically oversight and monitor the effectiveness of the organisational frameworks and functions as it applies to our customers (in 2. Scope)
- b) promote a culture of open communication, trust, transparency and accountability across LLS, actively promoting 'one LLS'
- c) be delegated powers to recommend to the LLS the LLS Board who retain all approval powers*
- d) provide independent assistance to the Board of Chairs (BoC) by monitoring, reviewing and providing advice about LLS's management practices for customer delivery

2. Scope

The scope of the issues addressed at this Committee will include:

- Customer service and satisfaction with programs, projects and services delivered
- Biosecurity framework oversight
- Emergency management framework oversight
- Weeds and pests framework oversight
- Local Landcare Coordinator Initiative framework oversight
- Agriculture services oversight
- Aboriginal culture & heritage interface framework oversight
- Public Land management / Travelling Stock Routes framework oversight
- Natural Resource Management framework oversight

The following matters are out of scope for this Committee:

- Investor engagement
- Wild dog destruction
- Soil conservation service

3. Meeting Frequency

The Committee will meet at minimum 4 times per year with 75% of meetings held via teleconference.

4. Membership

The membership of the meeting consists of 1 Chair and 4 Board Committee members.

A nominated GM representative of the State Operations Team will attend these meetings as an observer.

Operational transparency of Board Committee's focus areas will be provided to the Director, Strategy, Performance & Governance to ensure holistic coverage of operations (and no cross over) on behalf of the Board as well as the Director Corporate Operations to assist with managing LLS Brand and reputation.

5. Roles and Responsibilities

The roles and responsibilities are outlined below:

Meeting Chair – With the Convenor, design meeting Agenda's and the forward plan to ensure the delivery of the Committee's mandated accountabilities. Run the Committee meetings in alignment with the requirements of this Charter and any additional matters requested by the Board.

Convenor – Director Major Programs is accountable for convening the Committee (assisting the Chair) including the oversight of the development of papers, a forward plan of matters for the Committee and the facilitation of matters from the Committee to the Board for approval

Secretariat – the minute taker at the meeting. Also responsible for managing the Action item list.

Meeting members - It is the responsibility of all meeting members to complete any required pre-reading in advance of the meeting. Meetings are held with the expectation that pre-reading of agenda and submitted papers have been completed prior to the meeting.

The Committee has no executive powers, unless such powers have been delegated to it by the Chair of Chairs.

The Committee is directly responsible and accountable to the BoC for the exercise of its responsibilities. In carrying out its responsibilities, the

Local Land Services Customer Service Delivery Committee Charter

Committee must at all times recognise that primary responsibility for the management of LLS rests with the Chair of the BoC.

The responsibilities of the Committee may be revised or expanded in consultation with, or as requested by, the BoC from time to time.

6. Authority, Escalation and Reporting

The Committee Chair is accountable to provide the LLS Board with regular updates on strategically significant matters considered by the Committee (at the next meeting of the LLS Board after the Committee meets).

The meeting chair will have the necessary authority for any decisions reached (in accordance with this Charter). Any decisions exceeding the meeting members' delegation authorities must be escalated to the board for approval.

The Committee will regularly, but at least once a year, report to the BoC on its operation and activities during the year. The Committee Report should include:

- a summary of the work the Committee performed to fully discharge its responsibilities during the preceding year
- details of meetings, including the number of meetings held during the relevant period, and the number of meetings each member attended

The Committee may, at any time, report to the BoC on any other matter it deems of sufficient importance to do so. In addition, at any time an individual committee member may request a meeting with the Chair of the Chairs.

7. Quorum and Delegations

A quorum will consist of three meeting members (including the meeting chair). If meeting members are unable to attend, any delegates must be empowered to make decisions. Should the Chair not be available to attend a meeting, the Committee Chair must nominate an alternate in writing to the Chair of Chairs and gain approval before an Acting Chair undertakes accountabilities of the Chair.

8. Independent external advice

The Committee or an individual member of the Committee may engage an independent external adviser in relation to any matter before the Committee, at the expense of LLS. Before the

external advice is sought, consent must be obtained from the Chairperson of the Committee and transparency provided to the Chair of Chairs and Director Strategy, Performance & Governance.

9. Induction

New Committee members will receive relevant information and briefings on their appointment to the Committee to assist them to meet their committee responsibilities. This will be undertaken by the Committee Convenor and Chair.

10. Committee Performance Review

The Committee will assess their performance against their Board approved Charter once every 2 years and report to the Board on the results.

The BoC, in consultation with the chair of the Committee, will establish a mechanism to review and report on the performance of the Committee, including the performance of the chair and each member, at least annually. The review will be conducted on a self-assessment basis (unless otherwise determined by the BoC) with appropriate input sought from the BoC, the internal and external auditors, relevant management and any other relevant stakeholders, as determined by the BoC.

At least once a year the Committee will review this Charter. This review will include consultation with the BoC. Any substantive changes to this Charter will be recommended by the Committee, and must be formally approved by the Chair of the BoC, under delegation of the Board.

11. Minutes and Actions

All meetings should be minuted and any decisions and actions captured. Actions should be recorded in an action log defining action, responsibility and due date.

Meeting minutes and action log should be distributed to all meeting members within 5 business days after a meeting. It is the responsibility of each meeting member to review these registers to ensure they reflect what was agreed in each meeting.

For this purpose, The Committee will appoint a person to provide secretariat support to the Committee. The Secretariat will ensure the agenda for each meeting and supporting papers are circulated, after approval from the Chair, at least one (1) week before the meeting, and ensure the minutes of the meeting are prepared and maintained.

12. Meeting Review

Before the end of each meeting the meeting members should evaluate the effectiveness of the meeting.

Any suggested improvements agreed by the group should be incorporated for the next meeting.

13. Meeting Agendas

All meeting Agendas will be on the standard Board Committee Agenda Template.

14. Meeting Preparation

All papers provided to a Committee meeting are to have been consulted and endorsed by the Office of the Chair and Senior Management team.