



Shared Services Hub Portal - Frequently Asked Questions

The Shared Services Hub portal offers vital support to Landcare Enabling Program participants, bolstering Host organisations, Landcare Coordinators, and groups across key operational areas such as HR, finance, administration, grant management, compliance, and vendor assistance.

What is the Shared Services Hub Portal?

The Shared Services Hub portal assists Landcare Enabling Program participants by providing support to Host organisations, Landcare Coordinators and groups across several critical organisational elements including, but not limited to Human Resources (HR), finance, administration, grant submission and compliance and external vendor support.

How do we contact the Shared Services Hub?

The main contact for the Shared Services Hub is the Shared Services Hub Manager, at Landcare NSW.

The Shared Services Hub Manager is available via phone or email to support and answer any enquiries you may have regarding the Shared Services Hub or to help set up/or access specific functions or services from your Regional Allocation through the Shared Services Hub.

The Shared Services Hub email contact is sharedserviceshub@landcarensw.org.au

What services are available through the Shared Services Hub Portal?

Extensive consultation with groups and potential users of the Shared Services Hub has occurred to explore what are the most needed services.

Below is a list of eligible services offered via the Shared Services Hub portal for use with grantee's annual funding allocation:

- Digital Mapping Services.
- Finance/Accounting.
- Website/ Social Media Assistance.
- IT support.
- Office equipment hire.
- Fleet Vehicle Hire and Car hire Assistance.
- Travel Discounts for flights and accommodation. and help organising it.
- Administrative Support.
- Training and Education.
- Subject Matter Expert Forum.
- Procurement – preferred suppliers list.

How do we access the Portal?

The Shared Services Hub is accessed via an online Portal accessible to all Landcare Regions online.

The portal can be found here:
<https://hub.landcarensw.org.au/>

The services provided are listed and accessed via the portal in an easy-to-use form.

Please contact the Shared Services Hub Manager if you require a login.

How do we use our regional allocation to access services through the Shared Services Hub?

Each region will be provided with an annual allocation of funding to use on Shared Services Hub services on an opt in basis.

This funding can be used to access the eligible services offered through the Shared Services Hub portal.

What training will be provided as part of the Shared Services Hub?

A series of training sessions will be available as webinars, consultations, and fact sheets on how to use the portal.

On-going support will be offered by the Shared Services Hub Manager.

The Shared Services Hub email contact is sharedserviceshub@landcarensw.org.au



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