NSW PREMIER’S AWARDS
FOR PUBLIC SERVICE

2015 FINALISTS
Customer focussed delivery

This award category recognises those who make outstanding contributions to the delivery of quality customer service for the people of NSW.

Teams

Dalgety Bridge Rehabilitation
Roads and Maritime Services
Transport

Consultation with the local community over plans to repair the Dalgety Bridge resulted in rehabilitation of a heritage structure and fewer bridge closures. The bridge acts as an arterial road into the township of Dalgety and Roads and Maritime Services found that the community was concerned full bridge closures would add a 1.5 hour detour to travel. An innovative program of closures, partial closures, day and night closures was then developed around community and agricultural events. As a result, full closures were reduced by 35% and more workers were on site during the first major closure to maximise productivity. Subsequently the project delivery timeframe was reduced by three weeks.

Jury Management System
Office of the Sheriff of New South Wales
Justice

The Jury Management System is a modern, innovative, user-friendly and ‘mobile-first’ service that vastly improves the user-experience for staff and the NSW public. This system replaced an ageing and faulty system and has delivered great efficiencies for both the Sheriff’s Office and NSW residents. Since going live in June 2014, it has registered over 160,000 unique log-ins and has significantly increased the efficiency of the jury management process.

Small Business Support
Office of the NSW Small Business Commissioner
Industry, Skills and Regional Development

Through the delivery of tailored programs, the Office of the NSW Small Business Commissioner supports small businesses across NSW, providing thousands of hours of advice and assistance to inspire confidence and improve small business performance. During 2014/15, the Small Biz Connect program provided 47,000 hours of mobile, face-to-face support and advice with 70% focussed on regional businesses. High customer satisfaction rates were also achieved with 96% of clients rating the services as ‘Excellent’ or ‘Very good’. The development of a Regional Activation Program (RAP) has further focused on the provision of services and information to regional small businesses. As part of the RAP, government agencies were able to provide direct advice to business owners in remote regions via regional forums and workshops. The first Small Business Friendly Councils program in Australia was also established by the Office of the NSW Small Business Commissioner to assist local councils to better support the small businesses in their area.
**Haematology ClinTrial Refer App**

South Eastern Sydney Local Health District, Sydney Local Health District, Haematology Clinical Research Network NSW/ACT

*Health*

This new mobile application has bridged a gap in clinical research by allowing clinicians quick and easy access to the findings of clinical trials so they can offer all possible treatment options for their patients. The ClinTrial app was launched via the Apple and Google Play stores in May 2013 and has since been downloaded by over 3000 users with over 25,000 sessions. Over 95% of Haematologists in NSW have downloaded the app. The app offers clinicians a simple way to locate trials and can be used during a clinical consultation with a patient. The template for the app can also be adapted for any portfolio of clinical trials.

**Protocol for Assisting Rough Sleepers during bad weather**

Department of Family and Community Services and City of Sydney

*Family and Community Services*

During storms in Sydney in April 2015, the City of Sydney Council and the Department of Family and Community Services mobilised quickly to set up a shelter for people sleeping rough in a council-owned community hall in Millers Point which remained open for 48 hours. It provided somewhere to sleep, clothing, bedding, food, health assistance and referrals to specialist homelessness services for longer term accommodation. It housed 61 sleepers over the 48 hour period and provided 46 referrals to other accommodation services. The shelter was staffed by both agencies and the experience led to the development of a protocol to help people sleeping rough during future bad weather and emergency events.

**Customer Service During Hunter Storm Emergency**

Department of Primary Industries and Local Land Services

*Industry, Skills and Regional Development*

In April 2015, the Department of Primary Industries and Local Land Services responded quickly to provide critical agricultural and animal services during a storm emergency in the Hunter region of NSW. This freed up the State Emergency Service and NSW Police to help people and respond to environmental threats. The Agriculture and Animal Services Functional Area of over 70 NSW DPI and LLS staff provided a range of services including the distribution of emergency fodder, disposal of animal carcasses and veterinary advice on sick and injured animals. Staff also provided swift agricultural damage assessment reports to support applications for further Government assistance to those affected to eliminate delays in the processing of emergency grants.

**Individuals**

**Kylie Bulley** – Program Officer, Myuna Bay Sport and Recreation Centre

*Office of Sport, Premier and Cabinet*

Kylie spent many hours of her personal time developing an information package for a program to enrich outdoor education for primary school children. The Native Bird Program at the Myuna Bay Sport and Recreation Centre uses community expertise and environmental engagement to create an interesting recreation experience for school children. Establishing the program involved Kylie spending early mornings photographing native birds and visiting local schools to involve them in the development process.
Jaclyn Hall – Caseworker
Staying Home Leaving Violence Program

In her role as a caseworker, Jaclyn helps support and advise women in circumstances of domestic violence. Her clients have described how she consistently goes above and beyond the call of duty in dealing with dangerous and stressful situations and with significant dedication beyond normal working hours. Her commitment to her clients is a testament to her passion and expertise and her colleagues recognise her as an outstanding and effective public sector employee in her field of work.

Bradley Dixon – Regional General Manager
NSW Trains
Transport

Bradley led the Interim Truncation Project in Newcastle, culminating in a major infrastructure change on Christmas night 2014. The project, which stopped trains running into the Newcastle CBD using the heavy rail line, was part of the Newcastle Urban Renewal and Transport Program. Bradley showed courage and accountability in the face of negative public reaction and spent a lot of time with frontline staff to ensure they were able to deliver a successful transition. Under Bradley’s leadership, the team was able to solve key challenges and deliver the project on time.

John Filocamo – Operations Manager, Cemeteries and Crematoria NSW
Department of Primary Industries
Industry, Skills and Regional Development

John went to considerable lengths to help an Aboriginal family reclaim the remains of a lost family member who was part of the Stolen Generation. Originally starting as a ministerial, John’s desire to help the Walker family involved commitment well above and beyond the call of duty. After a considerable nine months of dedicated work, research and liaison on John’s part, remains were exhumed and transported to the Burra Bee Dee Aboriginal Burial Grounds in Coonabarabran, where the Walker family were able to lay their uncle to rest in Country.

Cathie Angelkovic – Assistant Director, Collections Centre
Office of State Revenue
Finance, Services and Innovation

Cathie led the Collection Centre expansion project to improve client service by expanding access hours, establishing a framework focussed on a client’s journey and high-quality customer service which has, in turn, increased debt recovery. Cathie has built a strong team culture with a focus on developing staff leadership capabilities, and helping staff to meet key performance indicators. She also developed two specialist support hubs; one that delivered real-time assistance for staff dealing with clients with complex enquiries; the other that managed staff rosters and performance reporting.