

2008

NSW PREMIER'S PUBLIC SECTOR AWARDS

SHOWCASING EXCELLENCE IN NSW



The NSW Government is committed to developing and promoting good ideas about public policy. We need to be listening to the community and delivering services on the ground. To do that, we need innovative and responsive programs. These Awards give us the opportunity to acknowledge and reward these types of programs.

The Awards acknowledge initiatives which have produced measurable outcomes in delivering services to the New South Wales community. They provide an opportunity to showcase public sector commitment to quality, and facilitate information exchange about leading practice in the sector.

The record 179 nominations received for the 2008 Awards from a wide cross-section of agencies showcases progress and achievements against State Plan priorities.

The projects nominated for the twelfth annual Premier's Public Sector Awards demonstrate excellence in the delivery of services. I am pleased to congratulate all nominations and winners of the 2008 Premier's Public Sector Awards.



Nathan Rees MP
Premier



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The summaries in this booklet are provided by agencies as part of the nominations.

Overview

PURPOSE

The Premier's Public Sector Awards were established in 1997 to formally recognise and reward achievements of excellence by the New South Wales public sector.

Nominations were invited from all NSW public sector agencies and services including Departments; Authorities; Government Trading Enterprises; Commissions; Boards and State Owned Corporations.

REVIEW AND JUDGING PROCESS

Judging recognises need, innovation, leading practice, demonstrated benefit and sustainability.

Review panels for each category assess and competitively rank nominations. The panels are chaired by the Department of Premier and Cabinet and include representatives from a range of NSW public sector agencies and non government representatives selected for their expertise in the category.

Recommendations from the review panels are forwarded to a judging panel, chaired by the Director-General, Department of Premier and Cabinet or representative. The judging panel is a mix of CEOs and various experts who make final recommendations to the Premier.

AWARDS CATEGORIES

The 2008 Award categories are aligned to the NSW State Plan (www.nsw.gov.au/stateplan). The State Plan sets out the priority areas of activity for the NSW Government.

Nominations have been entered under one of the following categories:

1. RIGHTS, RESPECT AND RESPONSIBILITY
2. DELIVERING BETTER SERVICES
3. FAIRNESS AND OPPORTUNITY
4. GROWING PROSPERITY ACROSS NSW
5. ENVIRONMENT FOR LIVING
6. DELIVERING THE PLAN - BUSINESS
7. DELIVERING THE PLAN - WORKFORCE

Annual Reports Awards

8. DELIVERING LOCALLY

FURTHER INFORMATION

Department of Premier and Cabinet

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1. Rights, Respect and Responsibility

The most basic responsibility of Government is to make and enforce laws that protect its citizens and their property. A successful community does more than simply protect its citizens. Thriving communities also create an atmosphere of harmony and trust. The key goals of our efforts in these areas are: Keeping people safe and Building harmonious communities (State Plan 2006).

Department of the Arts, Sport and Recreation, NSW Sport and Recreation
Coloured Vest Program for Junior Sporting Officials

The Coloured Vest Program promotes a safe and supportive environment for junior volunteer referees in NSW. Beginner referees are issued with a bright yellow coloured vest which clearly identifies them as 'in training', and promotional materials are provided to clubs to be displayed at the venue and handed to spectators with the slogan "I'm wearing yellow, so please don't see red!". The message is clear - to support the learner, not to criticise them.

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Department of the Arts, Sport and Recreation, Powerhouse Museum
Fruits Of Our Labour: The History Of Griffiths Italian Community

'Fruits Of Our Labour' is an illustrated community history book published by the Griffith Italian Museum and Griffith City Council, in partnership with the NSW Migration Heritage Centre as part of a community heritage study, supported by Powerhouse Museum Regional Services to record local collections and memories of migration and settlement. The study highlighted how Italian migration has formed a diverse community in the Griffith district with a shared identity and a sense of place.

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Rights, Respect and Responsibility

Department of Corrective Services

Mental Health Screening Unit – Mental Health Services in Custody

The Mental Screening Unit provides a critical and highly successful short term therapeutic environment for the assessment, diagnosis and treatment of seriously mentally ill offenders in custody. It operates as a joint initiative of the Department of Corrective Services and Justice Health. It provides reports to Courts facilitating diversion from custody and develops treatment and custodial case plans for offenders who remain in custody.

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Department of Corrective Services

Mothers and Children's Program

The Department of Corrective Services has established a successful Mothers and Children's Program which operates at a number of centres across the State. The program is designed to ensure that the disadvantages experienced by children of mothers who have committed a crime is limited. The maintenance of relationships with family, community and kinship is well-acknowledged in contemporary management strategies, as being of utmost importance in ensuring offenders address their behaviour and take up crime-free lives.

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Department of Corrective Services

NSW Sober Driver Program

Alcohol remains the most significant substance-related contributor to road trauma in NSW. Drink driving is a factor in around 21% of all NSW fatal crashes. Every year approximately 23,000 drink driving offences are committed. The Sober Driver Program has been developed as a multi-agency initiative to reduce drink driving re-offending and contribute to safer roads. Offenders who complete the Sober Driver Program are almost 50% less likely to re-offend, than offenders who do not.

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Department of Housing
Bonnyrigg Living Communities Project

The Bonnyrigg Project is the first Public Private Partnership in the social housing field in Australia. The Project will result in the comprehensive physical, social and economic renewal of the highly disadvantaged Bonnyrigg public housing area to create a strong, attractive and socially mixed community offering good services, facilities and opportunities.

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Department of Housing
Improving client access to HNSW services for prisoners and ex-prisoners

Housing NSW has developed a suite of responses to address the ongoing housing and information needs to prisoners and ex-prisoners. These responses have been developed in partnership with other government and non-government agencies and provide benefits to government and the broader community through reduced costs of operation, streamlined approaches to service responses and increased options for prisoners and ex-prisoners upon release. Significant reductions in reoffending rates have been demonstrated through these partnerships.

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Justice Health
Diverting adolescents with mental illness from the criminal justice system

Over recent years there has been increasing concern regarding the high level of mental health and drug and alcohol presentations in the young offender population. The Justice Health Adolescent Court and Community Team facilitates identification of mental health problems and provision of early intervention for young people appearing in the Children's Courts and provision of support to existing Child and Adolescent Mental Health Services and other services in managing complex mental health clients who present a potential risk to others.

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Rights, Respect and Responsibility

Legal Aid NSW

The Cooperative Legal Service Delivery Program

The Cooperative Legal Service Delivery Program is a regionally-based approach to legal service delivery in NSW that aims to improve outcomes for economically and socially disadvantaged people by building cooperative and strategic networks of key legal services and community organisations.

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NSW Police Force

Create cultural change to reduce crime under the State Plan

To implement proactive communication strategies across the NSW Police Force so-as-to facilitate a platform for cultural change to the philosophies of the State Plan.

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NSW Police Force

Domestic Violence Proactive Policing Unit

The Domestic Violence Proactive Police Unit was established to examine how Police investigate domestic violence and what procedures could be improved to free up Police time. Lean principles, which focus on innovative process, improvement strategies and maximising productivity were adopted which resulted in the identification in freeing up to 202,300 hours of police time without compromising legal process, victim care or offender's rights.

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RailCorp

Sustainable Rail Heritage Asset Management Strategy

The Sustainable Rail Heritage Asset Management Strategy is a five year strategy endorsed by Cabinet in June 2006, to ensure the ongoing conservation and management of the State's rail heritage. For the first time in the State's history, an asset management approach is being applied to the ongoing management of the State-owned rail heritage collection.

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Redfern Waterloo Authority

Redfern Waterloo Case Coordination Project

The Redfern Waterloo Case Co-ordination Framework model was developed to provide coordinated, responsive, holistic and effective human services that contribute to the well-being of children and young people with multiple and complex needs. The model has achieved change across the human services network in Redfern and Waterloo through implementing a framework whereby government and non government agencies provide an integrated and coordinated approach to case management.

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Roads and Traffic Authority of NSW

Promoting Mental Health Awareness throughout the RTA (Phase I)

Traditionally, behaviours linked to mental health illnesses are unspoken within organisations. Undetected or unaddressed, this can impact on workplace performance, team productivity, harmony and morale. Managers are often unaware of how to effectively identify these illnesses and knowing where to go for assistance. Through attending Mental Health Awareness sessions, managers are more confident in their ability to identify and address these issues, with access to the right tools to effectively deal with the situation.

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Rights, Respect and Responsibility

Roads and Traffic Authority of NSW

RTA's Code of Conduct and Ethics Rollout 2008

The RTA's Code of Conduct and Ethics is the cornerstone document underpinning the ethical framework for behavioural standards in the organisation. The complete rollout of this Code across the whole employee base of 9,000 full-time, part-time and contract employees in six months represents a major achievement and highlights RTA's commitment to living its values, maintaining high behavioural standards and continuing to build upon its strong reputation in the community.

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Sydney Harbour Foreshore Authority

Aboriginal Canoe Project

Sydney Harbour Foreshore Authority saw the need to recognise indigenous cultures in an interesting and sustainable way. Through the implementation of the Principles of Cooperation Agreement, the Authority provided support to students from Alexandria Park Community School in building a half scale replica of a Cadigal canoe, ensuring indigenous communities continue to participate in cultural activities.

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Sydney West Area Health Service

The Wellness Guide: A Resource to Support the Recovery Journey

The Wellness Guide is for mental health consumers, carers and clinicians. It endeavours to enhance the consumer journey, targeting collaborative approaches to planning care, treatment, and recovery. It fills a gap in knowledge and tools required to fulfil a collaborative approach to recovery. The Wellness Guide has a consumer focus providing easy access to relevant information. Consumer experience and decisions are better informed and in the spirit of collaboration that is relevant, respectful and meaningful.

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2. Delivering Better Services

Service delivery is the core business of State Government. The people of NSW expect and deserve fair access to high-quality health, education, and transport services. With the community, we have agreed that the key goals of our service delivery activity are: Healthy communities, Students fulfil their potential, An effective transport system, and Customer friendly services (State Plan 2006).

Department of Ageing, Disability and Home Care
Hunter Community Care Demonstration Project for Improved Access to Services

The Community Care Access Points delivers a centralised client intake and assessment for delivery of Home and Community Care services. Clients are referred to providers to deliver services matched to their identified needs using HSNet. For clients who are assessed and their profile identifies the need for comprehensive assessment, they are referred to the relevant service provider. The project is supported by infrastructure to ensure effective sharing and exchange of assessment information to reduce duplication of assessment.

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Department of the Arts, Sport and Recreation, State Library of NSW
Babies Love Books

Babies Love Books is a pre-literacy program aimed at encouraging a love of books in children aged 0-24 months. The lap sit program gives parents the skills and confidence to actively participate in their child's development. The project began in February 2007, offering one weekly session over four weeks to 15 parents and babies. From 1 August 2008, four weekly drop in sessions will be offered, catering for over 60 participants at each session.

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Delivering Better Services

Attorney General's Department

Courtwise – an innovative website for victims of crime

Courtwise is an innovative website designed to assist victims of crime prepare for the experience of going to court. It includes a tour of a typical courtroom, and provides details about the journey through the legal system from beginning to end. The website address is: www.courtwise.nsw.gov.au. Courtwise provides people from across all parts of NSW access to valuable information about the court experience 24 hours a day.

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Greater Southern Area Health Service

Clean Culture – Reducing Healthcare Associated Infections

Increased incidences of infections in 2006, together with poor infection prevention practices, were noted. Reducing the diversion of funds from patient care to a preventable problem was identified as a priority opportunity. Strategies to reduce healthcare associated infections incidence were implemented, and achieved the following within ten months: 63% fewer infections/colonisations; savings of \$238,000 saved; increased clinician understanding of infection control practices; improvement in hand hygiene compliance and implementation of cleaning audits.

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Greater Southern Area Health Service

Establishing a shared care outreach oncology service in rural NSW

A pilot oncology outreach clinic involving training local staff to administer chemotherapy, in partnership with ACT medical oncologists and local GPs was established in Cooma. The need for this service was community driven. A Cancer Institute Innovation Grant application was successful and collaboration between ACT Health, GPs and Greater Southern Area Health Service saw development of a shared care model to ensure the provision of a quality service that meets national standards of oncology care.

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Greater Southern Area Health Service Finley – Patient and Carer Experience – Small Site Model

The project provided an opportunity for the community to express their expectations and experiences of recent periods of health care. A personal approach was taken to gain client confidence to provide a clear and honest perception of the patient and carer experience. These findings were collated, and comparisons made between the staff and community perceptions. These then provided opportunities for our health facility to recognise and address our strengths and weaknesses.

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Greater Western Area Health Service Prototype for a community-based Abdominal Aortic Aneurysm screening program

Reviews at Broken Hill Health Service identified significant numbers of deaths due to Abdominal Aortic Aneurysm presenting too late to be repaired. Action through the local community led to ultrasound-based screening for males aged 65-74 years residing in the Broken Hill area. Men were recruited using the Commonwealth Electoral Roll. Those found to have an Abdominal Aortic Aneurysm were referred via their local General Practitioners for definitive treatment. Follow up of management and clinical outcomes continue.

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Greater Western Area Health Service The Early Recognition of the Deteriorating Patient Project

In line with Australian and international findings, serious clinical incidents were attributed to a failure or inability of clinicians to recognise or communicate the acuity of ill patients at Dubbo Base Hospital. This project was developed to enable early recognition of the deteriorating patient and initiate appropriate, timely interventions. The project piloted research from ACT Health and improved safety for patients, the treatment of patients and addressed the needs of clinical staff.

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Delivering Better Services

Department of Housing

Gallop Court Ageing in Place Project

The Gallop Court Project is an initiative under "New Directions in Social Housing for Older People", which aims to address the growing demand for social housing, the need to support older people age in place and the importance of community participation. Accordingly, this Project will implement modifications to all blocks of apartments to make them suitable for older people; formalise service support arrangements, and develop best practices that are transferable to other Senior Communities.

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Hunter New England Area Health Service

It's No Accident: A Kaleidoscope of Trauma Care

The aim of the project was to develop a paediatric trauma manual that is accessible, visible and incorporates the necessary information to deliver appropriate and timely care for injured children. The goal of treatment is to ensure the survival of the child, treat the injury appropriately and prevent physical and psychosocial complications so that the child and family can resume a normal lifestyle.

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Hunter New England Area Health Service

Newborn resuscitation – reviewing the past to improve the future

Following incidents and adverse events at John Hunter Children's Hospital/John Hunter Hospital investigation highlighted deficits in: communication, skills and knowledge of staff involved and a lack of standardisation of equipment used and the processes followed. Recommendations included reviewing and standardising the equipment, evidence based educational delivery, and the establishment of enhanced communication processes. Following implementation of a standardised equipment checklist and improved communication processes, critical incidents have reduced and staff satisfaction has increased.

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Hunter New England Area Health Service Providing smoking cessation care in all inpatient wards

To implement the Directive (PD2005_375) to go smoke free, all Hunter New England Health wards needed to provide smoking cessation care to inpatients. A multi component clinical practice change strategy was simultaneously rolled out to 110 wards in more than 40 hospitals. Outcomes demonstrated that from the time of implementation in 2006, all elements of smoking cessation care were being delivered at improved levels by 2007, and most were then maintained or improved by 2008.

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Hunter New England Area Health Service Ring O' Rosies Mass Vaccination Clinic Exercise

A future influenza pandemic is assessed as inevitable. In NSW mass vaccination clinics, coordinated by Area Health Services, will act as the initial containment strategy. Hunter New England Health conducted a mass vaccination clinic exercise in a rural Upper Hunter postcode during March 2008 and 498 individuals were vaccinated. The exercise was an Australian-first. Evaluation has identified a number of modifications and recommendations which will be incorporated into the NSW pandemic influenza plan.

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Hunter New England Area Health Service Staph decolonisation amongst the dialysis population

Staphylococcus aureus including Methicillin-resistant staphylococcus aureus is increasingly prevalent within the dialysis community. Decolonisation of staphylococcus aureus nasal carriers reportedly reduces the rate of clinical infection. The fiscal cost to the health service for associated secondary complications (line sepsis, bacteraemia and metastatic infection) far outweighs the cost of identifying and decolonising haemodialysis patients. More importantly the benefits to the patient include reduced hospital admission, and decreased need for access replacement.

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Delivering Better Services

Hunter New England Area Health Service

The Older Person Acute Care Model

The Older Person Acute Care Model is an innovative model that focuses on the care of older patients in the acute hospital setting. The Older Person Acute Care model is based on international standards of practice and is underpinned by a person centred approach to care. It acknowledges the complex needs of the older person, reminds multi disciplinary staff of the care priorities and the need for practice change.

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North Coast Area Health Service

Establishment of the Express Community Care Centre

The Express Community Care Centre was established at Port Macquarie Base Hospital in August 2007 by integrating an Emergency Department 'fast-track' system with medical governance for the existing Community Acute Post Acute Care Service in an alternative clinical setting. The facility has delivered improved patient outcomes by reducing variability in waiting times for non-urgent patients at Port Macquarie Base Hospital, while also enhancing opportunities for home-based treatment to patients from selected hospital avoidance diagnosis related groups.

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Northern Sydney Central Coast Area Health Service

Preventing Unnecessary Hospital Presentations through the APAC/GP Shared Care Initiative

The Northern Beaches APAC/GP Shared Care model was initiated in 2006/2007 in response to increasing demand on Emergency Departments and the growing number of patients, with ambulatory sensitive conditions, being admitted to hospital. This initiative has enabled GPs to refer patients directly to the APAC service and prevent unnecessary hospital presentations. It has also provided people using public health services to experience care options, in their own home, that is accessible, safe and cost effective.

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Roads and Traffic Authority of NSW New Driving Test for Class C (Car) Drivers

The practical driving test is an important element of the Graduated Licensing Scheme, for new drivers. It marks the transition from supervised driving to solo driving. Each year in NSW, over 200,000 drivers undertake the class C (car) driving test. The driving test project involved the research, design, development, planning and implementation of a new test. The new test is designed to better prepare novice drivers for driving solo and reduce their risk of crashing.

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Roads and Traffic Authority of NSW Speed Management Project

Speeding is the largest contributing factor for NSW road fatalities. The Speed Management Project aims to reduce fatalities of drivers under 25 years, children and pedestrians. The project integrates innovative, multi-faceted strategies comprising complementary behavioural, compliance, educational and road improvement works and restricts use of high powered vehicles for novice drivers. Since the introduction, speed related fatalities declined in number from 205 in 2005-06 to 135 in 2007-08 (a decrease of 34%).

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Roads and Traffic Authority of NSW Western Sydney T-ways – Delivering a New Public Transport System

Before the end of 2009, a Liverpool - Parramatta T-way bus will be boarded by the service's 10 millionth customer, and the North-West T-way will have carried more than 2 million passengers. Delivered by the Roads and Traffic Authority in partnership with the Ministry of Transport, and opened in 2003 and 2007 respectively, the T-ways have successfully brought affordable and attractive bus services to areas previously beyond the reach of regional public transport systems.

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Delivering Better Services

South Eastern Sydney Illawarra Area Health Service Essentials of Care Program

'Essentials of Care' is a two-year care evaluation and improvement framework. It aims to improve care across nine domains: personal care, documentation and communication, promoting self care, medication practice, privacy and dignity, clinical interventions, clinical monitoring, risk and safety and learning and development culture. The framework seeks the ongoing participation of unit-based clinicians in improving the quality of care provided by using the results of evaluative data collection as an informant to reflective unit-wide action.

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South Eastern Sydney Illawarra Area Health Service Image guided Radiation Therapy for Prostate Cancer

Prostate Cancer Radiation Therapy relies on daily delivery of a precise dose of radiation to the prostate gland. This project involves the investigation and implementation of implanting gold markers into the prostate to allow accurate daily image guidance of treatment to the prostate. It aims to improve the accuracy of prostate radiotherapy delivery, reducing the volume of healthy tissue irradiate, which reduce toxicity and improve long term survival rates and quality of life.

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South Eastern Sydney Illawarra Area Health Service Impact of nurse triage on presentations at sexual health centre

Between 2002 and late 2005 the Sydney Sexual Health Centre triaged all patients who attended without an appointment. In 2006 the system was expanded to include triage of patients telephoning for an appointment and to include triaging against the designated priority populations and presentations as outlined by NSW Health.

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South Eastern Sydney Illawarra Area Health Service Long term improvements in paediatric medication safety

Evidence about effective strategies for improving paediatric medication safety is limited, even though children are an at risk group for medication-related error and harm. The team at Sydney Children's Hospital have developed and tested an innovative and successful model for improving medication safety, and evaluated its long term impact on medication incidents and adverse drug events.

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South Eastern Sydney Illawarra Area Health Service Metabolic syndrome prevention and early detection in consumers with schizophrenia

This project involved screening mental health consumers for metabolic syndrome - a cluster of cardiovascular risk factors known to be prevalent in people with mental illness. Consumers were given healthy lifestyles education packages and a hand held health record. Of the consumers screened 61.6% met the criteria for the syndrome and 40.5% were referred for treatment. Statistically significant improvements in consumer health knowledge also resulted from the screening.

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South Eastern Sydney Illawarra Area Health Service Moving The Wheeze

To improve patient care and flow through the emergency department a new guideline and education program was developed and implemented to enable patients with moderate to severe asthma to be managed effectively on the ward instead of in the intensive care unit. This involved evaluating the process required to provide optimal high dependency care in the ward. This new process improves patient care and reduces patients experiencing extended delays in the emergency department due to pressure on intensive care unit beds.

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Delivering Better Services

South Eastern Sydney Illawarra Area Health Service

Preventing child obesity – NRG@OOSH project

This innovative health promotion project is aimed at preventing child obesity through increased opportunities for good nutrition and physical activity for children 5-12 years attending out of school hours care services. Strategies were developed in consultation with the community and stakeholder organisations and led to statistically significant improvements in healthy food and physical activity options. These improvements have been supported by structural changes including better facilities, standards and staff training.

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South Eastern Sydney Illawarra Area Health Service

Reducing the incidence of patient falls in our hospitals

Inpatient falls prevention is a key priority for hospitals, Area Health Services and State Health. It is the most commonly reported adverse event. Evidence exists in the relevant literature that it is possible to prevent patients in hospital from sustaining falls. This project outlines what has essentially been a two year journey using evidence based approaches both in falls prevention and change management strategies to successfully achieve a significant reduction in inpatient falls.

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South Eastern Sydney Illawarra Area Health Service

State Wide Cardiology Project for Patients Presenting with Chest Pain

This Cardiology Rapid Assessment and Access Project was implemented successfully at Wollongong Hospital in October 2006. The aim was to ensure that all patients presenting with chest pain were assessed and treated according to best practice guidelines and provided with access to diagnostics and treatment plans that would improve their flow through Cardiology and Emergency. The project has exceeded expectations evidenced by an 11.6% improvement in access and 700 bed days saved since implementation.

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South Eastern Sydney Illawarra Area Health Service
The Smoke Free Acute Mental Health Inpatient Unit Initiative

On 1st March 2008 the NSW Health Smoke Free Health Service Policy (PD 085) was implemented across Southern Hospital Network sites. This paper discusses the process required to ensure the success of this initiative on an Acute Mental Health Inpatient Unit. The implementation required extensive consultation at all levels across the service and amongst the various stakeholders. Risk assessments identified potential problems and collaborative planning of solutions and strategies were ensued to achieve this aim.

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Sydney South West Area Health Service
A system to improve safety in radiation oncology

A radiotherapy-specific critical incident system was developed in our department. Trend reporting and de-identified summaries of incidents were tabled at monthly quality improvement meetings. The annual actual error rates reduced significantly over the first three years. Our error rates are less than reported in other international reports. This system has allowed real-time analysis of events within our department and has led to a reduction in error rate. Our system is being implemented nationally.

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Sydney South West Area Health Service
Achieving good oral health for people with disabilities and elderly

Disabled and elderly people are oral health disadvantaged. Their multiple medical conditions predispose their oral environment to diseases. When poor oral hygiene care is present, oral diseases are exacerbated. Carers of dependant people play therefore an important role in preventing oral disease. We endeavour to improve this, by developing programs for carers' education. We focus on carers' education providing workshops and lectures for them. Grants were used since 2004 to produce educational materials for participants.

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Delivering Better Services

Sydney West Area Health Service

Change management: The successful restructure of Acute Mental Health Services

The clinical redesign of acute mental health community services in West sector of Sydney West Area Health Service was required to address issues such as capacity, compliance with policies, enhanced care for clients, equitable distribution of staff duties and better risk management. Contemporary change management practices were employed and the successful restructure of two teams into a single integrated unit has delivered significant results including an approximate doubling of clients seen and a quintuple increase in follow-up capacity.

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Ministry of Transport

MyRecords – Transport Licensing made easier

MyRecords is an internet based customer facility that allows public passenger vehicle drivers, operators, licence holders and other related parties to access and to update their information online. MyRecords allows our customers to make payments in a secure environment for various licensing transactions, provide feedback to make various inquiries concerning driver authorisation, operator accreditation, vehicle licensing, network authorisation and other related parties. The system is fully integrated with the Ministry's internal automated financial and administration systems.

Contact: Craig Dunn
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Email: craig.dunn@transport.nsw.gov.au

WorkCover Authority

Customer Satisfaction Survey for the WorkCover Assistance Service

WorkCover Assistance Service successfully conducted a Customer Satisfaction Survey to measure satisfaction amongst the WorkCover Assistance Service customers and achieved outstanding results. The results were very positive with overall mean ratings above 8 out of 10 for all key attributes.

Contact: Fiona Hayman
Tel: 4321 5010
Email: fiona.hayman@workcover.nsw.gov.au



WorkCover Authority

Safe Business is Good Business Mentor Program

The Safe Business is Good Business Mentor Program involves a partnership between WorkCover and large companies that mentor selected small businesses to assist them improve their level of workplace safety and compliance with occupational health and safety, workers compensation and injury management legislation.

Contact: Ian Girkin
Tel: 4321 5166
Email: ian.girkin@workcover.nsw.gov.au

WorkCover Authority

Small Business Safety Program

WorkCover's Small Business Safety Program delivers practical business products, incentives and services to assist small businesses build their capability to successfully manage their safety and workers compensation responsibilities.

Contact: Tony Robinson
Tel: 4321 5630
Email: tony.robinson@workcover.nsw.gov.au



3. Fairness and Opportunity

NSW is a caring and inclusive community. More than 150,000 people are the primary carer for a family member or friend with a severe or profound disability. About 1.3 million people volunteer their time and the people of NSW donate about \$511 million every year to non-government organisations which work with disadvantaged people. Protecting those at risk and supporting the most vulnerable is at the heart of what the NSW Government does. With the community, we have agreed that we will work to overcome cycles of disadvantage through our goals of: Strengthening Aboriginal communities, Opportunity and support for the most vulnerable, and Early intervention to tackle disadvantage (State Plan 2006).

Department of Aboriginal Affairs

Two Ways Together: Delivering the State Plan to Aboriginal People

Two Ways Together, the Aboriginal affairs plan, is the primary mechanism for delivering State Plan Priority F1. Two Ways Together is managed through a set of sustainable partnerships between government agencies, Aboriginal organisations and Aboriginal communities. It is supported by shared funding, strategies for improving the cultural sensitivity of service delivery agencies, a multi-faceted accountability and evaluation process at state, regional and local levels; and an underpinning strategy to develop community resilience.

Contact: Peter Swain
Tel: 9219 0720
Email: peter.swain@daa.nsw.gov.au

Department of Ageing, Disability and Home Care

A Moment to Shine – Metro Residences Performance Group

“A Moment to Shine” Metro Residences Performance Group is a 12 week program combining dance, movement, acting and singing culminating in a performance in a community-based venue. The group aims to provide an enjoyable experience for the clients where they can learn new skills, train and develop, work and grow together, build their confidence, establish new friendships and become valued members of a team where their abilities are highlighted and their achievements acknowledged.

Contact: Rhonda Vassallo
Tel: 9334 0522
Email: rhonda.vassallo@dadhc.nsw.gov.au

Fairness and Opportunity

Department of the Arts, Sport and Recreation, NSW Sport and Recreation
Aboriginal Birth Certificate Registration Project

The Aboriginal Birth Certificate Registration project sought to provide an acceptable system of administering and issuing birth certificates to Aboriginal people in Dubbo. The lack of birth certificates impacted on the opportunity for Aboriginal people to access mainstream social activities through membership of sport and community organisations.

Contact: Mark Horton
Tel: 6884 9815
Email: mhorton@dsr.nsw.gov.au

Department of Community Services
Our Carers for Our Kids – Aboriginal Foster Carer Training Package

“Our Carers for Our Kids” training program provides prospective Aboriginal foster carers with knowledge, skills, and opportunities to explore the challenges and rewards of fostering. Aboriginal family stories are used to highlight how foster carers can provide safe stable placements that meet the needs of Aboriginal children. The program also highlights the importance of Aboriginal children and young people maintaining connections to family and community so they can continue vital links with their culture.

Contact: Marie Wighton
Tel: 9716 2396
Email: marie.wighton@community.nsw.gov.au

Department of Community Services
Research to Practice Program

The Research to Practice Program assists in building a strong evidence-base to inform policy and practice within the child welfare field. The Research to Practice Program via a range of state-wide strategies encourages the active use of knowledge and research that is underpinned by the latest evidence from research and strengthens an evidenced-based culture in relation to policy and casework practice in the Department of Community Services.

Contact: Cate Thomas
Tel: 9716 2728
Email: cate.thomas@community.nsw.gov.au



Department of Education and Training, TAFE NSW

Beyond Expectations resource promoting people with a disability to employers

Addressing the under-representation of people with disabilities in employment. Two DVDs which showcase the full range of opportunities for people with disabilities across the workplace, succeeding in: increasing employer awareness about the capacity of people with a disability to participate fully in the workforce and expanding awareness of career professionals about the range of possibilities for people with disabilities - promoting social inclusion of people with disability via sustainable employment.

Contact: Toby Prentice
Tel: 9244 5098
Email: toby.prentice@tafensw.edu.au

Department of Education and Training, TAFE NSW Riverina Institute

Breaking the Cycle

This unique program is successful because it focuses on removing the root cause of educational dysfunctionality: the inability of parents to properly support their children. This is achieved through personal capacity building using whole family literacy mentoring for socially isolated families. Success is measure by:

- reduced levels of unemployment
- decreasing reliance on Department of Community Services support
- improved educational outcomes for parents and children due to improved literacy skills.

Contact: Leonie Francis
Tel: 6938 1388
Email: leonie.francis@tafensw.edu.au

Department of Education and Training, TAFE NSW South Western Sydney Institute

Migrant Youth Access Program

Migrant Youth Access Program enables at risk, disadvantaged, immigrant youth who have no access to school or further education to make a smooth transition from school to work or further study. Its innovative curricula improves students' literacy and numeracy level enabling them to further study, return to year 10 or employment according to their needs and ages. It equips students with communication, interpersonal and team work skills and self confidence and prevents anti social behaviours.

Contact: Andrew Ang
Tel: 9682 0308
Email: andrew.ang@det.nsw.edu.au

Fairness and Opportunity

NSW Fire Brigades

NSW Fire Brigades Community Fire Safety Volunteer Program

The NSW Fire Brigades Community Fire Safety Volunteer Program is designed to increase community education, safety and confidence in culturally diverse communities across NSW with the overall aim to reduce both the frequency and severity of fires within CALD communities. The Community Fire Safety Volunteer program essentially provides support and guidance to fire-fighters and officers so that they have greater confidence in communicating and interacting with CALD individuals and groups.

Contact: David Weir
Tel: 0408 228 740
Email: david.weir@fire.nsw.gov.au

NSW Fire Brigades

The NSW Fire Brigades Adopt a School Program

The trial of the program commenced in September 2007 and concluded in January 2008. Under the Program, the NSW Fire Brigades continued to provide its fire safety educational programs for students. The Program introduced a more structured approach to school risk management with regular inspections and a better flow of fire prevention/safety information being a key feature.

Contact: Bryan Garvey
Tel: 9742 7408
Email: bryan.garvey@fire.nsw.gov.au

Greater Southern Area Health Service

Bridging our gap in falls prevention and healthy ageing

After identifying a gap in our falls prevention service, we have developed a program available for all people over 65 in our community. Pre-emptive balance assessments and home visits, together with regular inpatient and outpatient exercise are the cornerstones of our project. We are currently working at expanding this model to include clients with complex and chronic care needs, as well as the elderly recovering from illnesses or surgery.

Contact: Claire Schofield
Tel: 6942 0444
Email: claire.schofield@gsahs.health.nsw.gov.au



Greater Southern Area Health Service Building an Aboriginal Mental Health Clinical Workforce

The Aboriginal Mental Health Traineeship program has been developed to address poor access to mental health services by Aboriginal people. By supporting Aboriginal people to obtain a Bachelor of Health Science (Mental Health) degree, the Mental Health Service will increase the number of mental health clinicians who are Aboriginal. This will build a critical mass of Aboriginal mental health clinicians who will provide more accessible and culturally appropriate services to Aboriginal people.

Contact: Robyn Manzie
Tel: 6023 7119
Email: robyn.manzie@gsahs.health.nsw.gov.au

Greater Southern Area Health Service Health Smart Deadly Art

Health Smart Deadly Art utilised visual art to develop Aboriginal culturally appropriate education resources. After attending an Oral Health lesson conducted with all classes in the school, Aboriginal students underwent a creative development process facilitated by an indigenous community artist. Students created visual art products representing the key oral health messages: Eat Well, Drink Well, Clean Well, Play Well, Stay Well (NSW Centre for Oral Health Strategy, May 2007).

Contact: Angela Rankin
Tel: 4474 1561
Email: angela.rankin@gsahs.health.nsw.gov.au

Greater Southern Area Health Service Improving Access to Sexual Health Services by Aboriginal People

The project aimed to provide equitable access to a client group often marginalised due to social, economic, racial, and health issues by increasing Sexual Health, HIV and Blood Borne Virus services to Aboriginal clients in Queanbeyan, NSW. A Sexual Health Nurse and Aboriginal Sexual Health Worker provided Outreach Services allowing ease of service access. The project resulted in increased levels of access to clinical care, education, prevention and testing by Aboriginal clients.

Contact: Shannon Woodward
Tel: 6298 9233
Email: shannon.woodward@gsahs.health.nsw.gov.au

Fairness and Opportunity

Greater Southern Area Health Service Infant Mental Health – Getting in Early

This project describes an innovative intervention in infant mental health. Until this project started, there was no clear pathway for referral or defined treatment for severe mental health problems in children who had not reached school age. For six children and their parents who participated in this pilot program, the trajectory towards mental health problems has been turned around, with the outcome being better mental health for the whole family.

Contact: Fiona Perrett
Tel: 6297 7800
Email: fiona.perrett@gsahs.health.nsw.gov.au

Greater Southern Area Health Service Lifesmiles 4 Koori Kids

Lifesmiles 4 Koori Kids program aimed to improve the oral health of the aboriginal children of Greater Albury Cluster. Staff members of Albury Wodonga Aboriginal Health Service are trained in promoting oral health in house and at schools in a culturally appropriate manner. Partnerships, skills and resources shared have resulted in productive use of clinician's time, culturally appropriate services, positive community response, improved oral health outcomes for the children.

Contact: Anne Pritchard
Tel: 6058 1876
Email: anne.pritchard@gsahs.health.nsw.gov.au

Greater Southern Area Health Service Mental Health Medical Assessment Guide for the Emergency Department

Severe medical conditions are commonly missed in psychiatric patients, or misdiagnosed as psychiatric, because of inadequate medical history taking, inadequate medical examination, or inadequate mental state examinations. Collaboration between key staff from Critical Care and the Mental Health Service resulted in development and implementation of a tool that provides a framework for the provision and documentation of thorough medical and mental state examination for this patient group.

Contact: Patricia Saccasan-Whelan
Tel: 4827 3111
Email: trish.saccasanwhelan@gsahs.health.nsw.gov.au



Greater Southern Area Health Service

Mental Health Policy Review Team – consistent, safe, better practice

The Mental Health Policy Review Team is a “virtual” team comprising 16 stakeholders representing a range of clinical services and professions within the Mental Health Service across a large geographical area. It presents a model for other departments in the Greater Southern Area Health Service and other Area Health Services, to consider when broad consultation is required from a range of stakeholders.

Contact: Sonya Bull
Tel: 0429 365 415
Email: sonya.bull@gsahs.health.nsw.gov.au

Greater Southern Area Health Service

Older Men Making Connections, the Riverina Murray Older Men’s Program

An ongoing suicide and depression prevention strategy focusing on the overall health and well being of older men in the Riverina Murray, the project has utilised a partnership and community development approach that promotes capacity building, community ownership and sustainability. Internal and external evaluations including surveys of older men have demonstrated several positive outcomes and the adaptability of the project to other areas.

Contact: Margaret Dalmau
Tel: 6923 2115
Email: margaret.dalmau@gsahs.health.nsw.gov.au

Greater Southern Area Health Service

Speech Pathology in Schools

A speech and language assessment tool was used to screen all kindergarten children across targeted primary schools within the Wagga area. The results were used to tailor an intervention program aimed at whole class participation, which was linked with the Kindergarten syllabus outcomes in the Board of Studies key learning areas. Post assessment of the children revealed the participants improved across all measured areas of speech, language, vocabulary, and sound awareness tasks.

Contact: Melinda Hewitt
Tel: 6938 6436
Email: melinda.hewitt@gsahs.health.nsw.gov.au

Fairness and Opportunity

Greater Southern Area Health Service

Transcultural Rural and Remote Outreach Project, Afghani Family Program

Over 50 Afghani families have settled in Griffith and the issues these refugee families face have impacted on their access to services. Service providers have collaborated to address the needs of these community members. Topics for education include women's health, parenting adolescent children and the early childhood years. This helps the Afghani community to understand what services are available to assist them in facing the challenges of living in Australia.

Contact: Diane Graham

Tel: 6966 9900

Email: diane.graham@gsahs.health.nsw.gov.au

Greater Southern Area Health Service

Wagga Mental Health Emergency Care Support Centre

The Wagga Wagga Mental Health Emergency Care Support Centre addresses the problem of poor timeliness and access to specialist mental health emergency assessment and support within the Wagga Wagga Base Hospital catchment area. The Mental Health Emergency Care Support Centre utilises "internet protocol videoconferencing systems" to deliver specialist mental health emergency assessments to rural hospitals.

Contact: Louise McFadden

Tel: 0427 486 541

Email: louise.mcfadden@gsahs.health.nsw.gov.au

Department of Health and the Department of Aboriginal Affairs

Housing for Health

The Housing for Health program improves living conditions in Aboriginal communities, particularly for children aged 0-5 years. It is a survey and fix process for Aboriginal community housing, that focuses on environmental changes that maximise health gains. Since 1998 around over 35,500 hardware items have been repaired in 1,577 homes in 51 communities under the NSW Health - Department of Aboriginal Affairs Housing for Health Partnership. This has reached over 6,772 people.

Contact: Jeff Standen

Tel: 9816 0586

Email: jeff.standen@doh.health.nsw.gov.au



Hunter New England Area Health Service

Clearing the Tracks: Aboriginal Paediatric access to Community Health services

Indigenous Australians generally experience lower levels of access to health services than the general population (Hooper, Thomas and Clarke 2007). A survey of Aboriginal families identified that cultural barriers existed when it came to accessing Community Health services. Surveyed families were unaware of the services available and unsure of the roles of health professionals. A further survey of referring agents found similar uncertainties with the services provided and referral process.

Contact: Lauren O'Neill
Tel: 6746 0205
Email: lauren.oneill@hnehealth.nsw.gov.au

Hunter New England Area Health Service

Meeting the Complex Needs of Carers

EDuCARE is developing and implementing carer supportive practices within both the acute hospital and community settings. 75% of community care is provided informally by carers. The increased health focus from institutional settings towards home and community has seen an increased reliance on informal carers. EDuCARE offers informal carers education programs, access to support and services. EDuCARE also delivers, health staff education on carer needs.

Contact: Rose Blue
Tel: 4921 4895
Email: rose.blue@hnehealth.nsw.gov.au

Justice Health

Improving Access to Health Services for Women in Custody

Escort issues and security concerns resulted in appointment cancellations and delayed access to health services for women in custody. After negotiation between Justice Health, Department of Corrective Services and Sydney West Area Health Service the Westmead Transit Lounge was built to provide a secure waiting area for females in custody attending outpatient appointments. Data shows that 168 appointments were facilitated during the 3 month trial compared to 109 prior to the Lounge operation.

Contact: Heather Baker
Tel: 9289 5402
Email: heather.baker@justicehealth.nsw.gov.au

Fairness and Opportunity

RailCorp

Easy Access Program

Eleven stations were upgraded with easy access facilities in 2007/08 without major incident or disruption to customer services, resulting in more equitable access to the network. Value adding through stakeholder workshops enabled us to focus on better services, delivering locally and long term sustainability of the asset. Managing the works from concept to completion provides benefits in terms of consistency of direction, understanding of site specific challenges, configuration change management and feedback following actual construction works.

Contact: Trina McClure

Tel: 8922 1691

Email: trina.mcclure@railcorp.nsw.gov.au

South Eastern Sydney Illawarra Area Health Service

Collaborative Care Model for Newly Arrived Refugee Families

Newly arrived refugees are at increased risk of a number of physical and mental health conditions. The project involved developing and implementing a GP-Hospital collaborative care model to provide routine comprehensive health assessment and follow up to all newly arrived refugees, within the catchment area serviced by South Eastern Sydney Illawarra Area Health. The project involved collaboration between Sydney Children's Hospital, Wollongong Hospital, South Eastern Sydney Illawarra Area Health Service Multicultural Health Service and the Illawarra Division of General Practice.

Contact: Karen Zwi

Tel: 9382 8189

Email: karen.zwi@sesiahs.health.nsw.gov.au

South Eastern Sydney Illawarra Area Health Service

Improving Access to Speech Pathology Services for Aboriginal Children

Speech Pathologists from Sydney Children's Hospital and Community Services set out to improve access to speech pathology services for children of Aboriginal and Torres Strait Islander backgrounds through establishing a Speech Pathology Drop in Clinic at La Perouse Aboriginal Community Health Centre. Data gathered supported the need for a specifically tailored community based speech pathology service delivery model for these children. The chosen model of service delivery was proven to be flexible, consistent and accessible.

Contact: Lauren Varlow

Tel: 9382 1173

Email: lauren.varlow@sesiahs.health.nsw.gov.au



South Eastern Sydney Illawarra Area Health Service
St George Hospital Outpatient Cellulitis Program

Cellulitis has been identified by NSW Health as a Diagnosis Related Group with the potential for admission avoidance. In June 2007, the St George Hospital Outpatient Cellulitis Program was implemented. Patients are treated with a combination of an intravenous antibiotic regime and compression bandaging. The use of compression bandaging in the treatment of lower limb cellulitis is unique, and its success has not previously been documented in the medical literature in Australia or internationally.

Contact: Olivia Paulik
Tel: 9113 3156
Email: olivia.paulik@sesiahs.health.nsw.gov.au

WorkCover Authority
Future Directions Strategic Plan 2007–2010

To provide strategic direction to the organisation to develop initiatives that ensure the Aboriginal people and Torres Strait Islander people have safe workplaces, effective return to work processes and security for injured workers.

Contact: Mick Pittman
Tel: 4321 5052
Email: mick.pittman@workcover.nsw.gov.au



4. Growing Prosperity Across NSW

NSW is Australia's economic powerhouse. It accounts for 34 per cent of national GDP and employs 3.24 million people. Unemployment levels are the lowest in 25 years while the state's AAA credit rating recognises NSW's strong financial position. The NSW Government is spending \$10 billion a year on infrastructure – or about \$27 million a day on roads, schools, hospitals, electricity, water and the rail network. The chief competitive advantage of NSW is our people. We are well educated, innovative people, who value fairness, equity and collaboration. A society built on these principles is more productive and provides a higher quality of life for everyone. We want more, higher paid, higher value added jobs. We want Sydney to be the most attractive city in which to do business in South East Asia. We want our regions to share in the benefits of Sydney's global city status and have thriving and diverse economies in their own right. The private sector will drive economic growth, however the NSW Government will provide the foundations for this growth by achieving our goals of: NSW Open for Business and Stronger rural and regional economies (State Plan 2006).

Department of Commerce

Contracting Services Business Model – A New Procurement Delivery Approach

Contracting Services, in sharp contrast with previous organisational reviews, planned and executed major structural changes to its business model and reshaped itself as a new organisation geared to assist NSW Government Agencies in an economically tightening environment. The project, supporting the NSW State and Commerce Business Plans, was completed with innovative project management methods and since then has delivered a savings of about \$79.7 Million to the procurement spend of NSW Agencies in year 2007-2008.

Contact: Harry Banga
Tel: 9372 8840
Email: harry.banga@commerce.nsw.gov.au

Department of Commerce

Minister for Commerce's Centenary Stonework Program

The Minister for Commerce's Centenary Stonework Program applies skilled stonemasonry techniques to conserve the State's significant sandstone heritage. The Program has developed a critical mass of the necessary skills and acquired supplies of the rare yellow block sandstone to ensure the future of valuable infrastructure. Not only do these magnificent 19th Century heritage icons house important state services, they are an important component of the state's public domain and add to Sydney's unique character.

Contact: Ron Powell
Tel: 0412 383 329
Email: ron.powell@commerce.nsw.gov.au

Growing Prosperity Across NSW

Department of Education and Training, TAFE NSW Riverina Institute
RI@Hay

Following ongoing discussion and consultation with council, the community and businesses in the isolated and remote township of Hay, Riverina Institute established a virtual campus in order to provide better access to training meet the community needs. RI@Hay has helped the community to overcome the barrier of isolation and remoteness to ensure the town of Hay remains 'open for business' and plays a critical role in helping to build a stronger rural and regional economy.

Contact: Janelle Constable
Tel: 6993 1330
Email: janelle.constable@tafensw.edu.au

Department of Environment and Climate Change, National Parks and Wildlife Service
The Greater Blue Mountains Drive Marketing Platform

The Greater Blue Mountains Drive marketing platform is a partnership between Blue Mountains Tourism and other Regional Tourism Organisations, local councils, the National Parks and Wildlife Service, Tourism NSW, Tourism Australia. It communicates the spectacular and unique attractions of the Greater Blue Mountains World Heritage Area to key target markets. The drive, comprising a core route encircling the Greater Blue Mountains World Heritage Area and 18 discovery trails, is promoted through a website and other marketing collateral.

Contact: Geoffrey Luscombe
Tel: 4784 7311
Email: geoff.luscombe@environment.nsw.gov.au

Department of Planning
Improving the NSW Planning System

The Planning Reforms deliver clearer strategic planning, streamlined plan making process for local environmental plans, risk based assessment, expanded complying development, reducing referrals and concurrences, developing State wide Housing and Commercial Building Complying Development Codes, Expert review through panels (Joint Regional Planning Panels for regional projects and the Planning Assessment Commission to determine State Significant projects). Improving and reinforcing the Accredited Certification system, to reinforce the new development codes and enhanced accountability - developer charges.

Contact: Chris Johnson
Tel: 9228 6182
Email: chris.r.johnson@planning.nsw.gov.au



Department of Planning
Local Development Performance Monitoring Project

The Local Development Performance Monitoring project provides the public with detailed information on development assessment and individual council performance. No other State in Australia regularly publishes this level of detail on local development. The project electronically collects detailed information from every council in NSW on all determined development applications, aiding public accountability, providing incentives for peak performance in local development assessment and informing and monitoring major policy reform in land use planning and strategic planning.

Contact: John Hudson
Tel: 9228 6517
Email: john.hudson@planning.nsw.gov.au

Port Kembla Port Corporation
Port Kembla Inner Harbour Project

Port Kembla has been transformed into NSW's vehicle-importing hub and a state-of-the art logistics centre in a \$170 million re-development involving the construction of new berths, cargo-handling facilities and road and rail infrastructure. The State's vehicle trade and general and containerised cargoes have been transferred from Sydney Harbour to Port Kembla - boosting the Illawarra economy and employment, while allowing valuable Sydney foreshore land to be returned to public access.

Contact: Andrew Dunne
Tel: 4275 0100
Email: ard@portkembla.com.au

Department of Primary Industries
NSW Equine Influenza Eradication Campaign

The outbreak of equine influenza in August 2007 triggered the largest response to an emergency animal disease in Australia's history. The whole of government response, led by the NSW Department of Primary Industries, mounted as soon as the disease was detected, successfully eradicated it from Australia. Preparedness to deal with biosecurity outbreaks, technical and system innovation, the collaboration of government agencies and professional organisations, and the unstinting efforts of thousands of people all contributed to this extremely successful outcome.

Contact: Barry Kay
Tel: 6391 3471
Email: barry.kay@dpi.nsw.gov.au

Growing Prosperity Across NSW

Department of Primary Industries, Forests NSW
Tumut Containerised Seedling Nursery Facility

Tumut Nursery maximises the value of genetically improved seed for the production of pine seedlings capable of survival in harsh, dry climates as they use half the water of earlier plantings. Immediate benefits are: water use savings, planting timing flexibility, improved seedling survival and improved usage of the valuable genetically improved seed stock. Stage 1 is completed but is only the start of an expansion to a capacity from 1.4 million to over 4 million seedlings per annum.

Contact: Steve Sullivan
Tel: 0428 294 494
Email: stevesu@sf.nsw.gov.au

RailCorp

World Youth Day 2008 – Transport Planning and Service Delivery

The largest youth event in the world and second only to the Beijing Olympics as the largest event in the world during 2008, World Youth Day posed a significant transport challenge for RailCorp. In addition to successfully delivering over a thousand additional train services to World Youth Day participants and transporting unprecedented crowds into and out of Sydney's CBD throughout the festival, RailCorp continued to provide normal rail services to regular commuters and the non-event community.

Contact: Glenn Maker
Tel: 9379 3378
Email: glenn.maker@railcorp.nsw.gov.au

Roads and Traffic Authority of NSW

Climate change adaptation and the NSW road network

This project was established to enhance the RTA's understanding of future impacts of climate change on the State Road network, and how the RTA would need to adapt its management practices to meet community needs. The project adopted a risk management approach, focused on a workshop involving a wide cross section of RTA staff. The project has successfully raised the profile of climate change adaptation in the RTA.

Contact: Paul Wade
Tel: 9218 6007
Email: paul_wade@rta.nsw.gov.au



Department of State and Regional Development

Beijing 2008 Olympic and Paralympic Games Business Development Project

Project aims to maximize the legacy of the Sydney 2000 Olympics by capturing commercial opportunities from the staging of the Beijing 2008 Olympics and Paralympics. Project supports NSW companies in their business development in Beijing and provides management and technical advice to Beijing Games organisers and the Beijing Municipal Government. The project contributed to the success of 60 companies in securing 70 contracts in Beijing and the development of a new export industry for NSW.

Contact: Eric Winton
Tel: 9338 6612
Email: eric.winton@business.nsw.gov.au

Department of State and Regional Development

Regional Business Growth Plans – State Plan Priority P6

To meet State Plan Priority P6 twelve Regional Business Growth Plans were developed outlining critical actions to address barriers to the attraction of business investment in regional economies. The establishment of the CEO Economic and Business Cluster as the governance structure for the Plans ensures a better alignment between agencies impacting on economic development policies. The Plans also build a better reputation for NSW as a good place to do business.

Contact: Ellen Lintjens
Tel: 9338 6928
Email: ellen.lintjens@business.nsw.gov.au

Department of State and Regional Development, NSW Office for Science and Medical Research

The NSW Government Science Leveraging Fund

Established in 2006, the Science Leveraging Fund provides \$40 million over 4 years to build accessible research infrastructure and capacity in NSW through co-investment with Commonwealth research and development programs that align with priorities of the State Plan and the policy objectives of the Innovation Statement. To date the Science Leveraging Fund has provided nearly \$26.4 million in funding to NSW research centres helping them leverage approximately \$526 million in infrastructure investment from the Commonwealth and other partners.

Contact: Derek Van Dyk
Tel: 9338 6742
Email: derek.vandyk@osmr.nsw.gov.au

Growing Prosperity Across NSW

Department of State and Regional Development, Tourism New South Wales
APEC Bonus Long Weekend Campaign

The APEC Bonus Long Weekend campaign provided an ideal opportunity to increase awareness of the “long weekend” and to stimulate travel to regional NSW destinations. Post-campaign research indicated that one third of Sydney’s population left the city which contributed to an increase in visitor nights to regional NSW by approximately 30% and boosted regional economies by an extra \$15 million.

Contact: Eileen Gilliland
Tel: 9931 1433
Email: eileen.gilliland@tourism.nsw.gov.au

Department of State and Regional Development, Tourism New South Wales
Focus on India – Indian Tourism Market Development Initiative

Focus on India – Indian Tourism Market Development was designed to increase the Sydney and NSW share of the rapidly expanding Indian tourism market. Delivered in cooperation with Qantas and Sydney and NSW tourism businesses, it has resulted in Sydney and NSW being extensively promoted within the Indian market. Due to the vast market size and its rapid growth, the outcomes of the project will realise significant financial income for NSW and local businesses.

Contact: Carmel Beattie
Tel: 9931 1589
Email: carmel.beattie@tourism.nsw.gov.au

Taronga Conservation Society Australia
Taronga Training Institute

The Taronga Training Institute is the Taronga Conservation Society Australia’s new Registered Training Organisation offering vocational education in animal care and management; and is the only Registered Training Organisation currently operated by a Zoo in Australia. The main aims of the Taronga Training Institute include: enhanced workforce capabilities; providing job ready students to industry; and increasing participation in vocational education. The Taronga Training Institute experiences strong course demand, with its student body having grown to 127 students (aged 16 - 61).

Contact: Heather Turner
Tel: 9978 4546
Email: hturner@zoo.nsw.gov.au



5. Environment for Living

NSW is blessed with a unique natural environment, beautiful beaches, clean air and extensive national parks. We also have liveable cities and towns where residents enjoy a high quality of life. The community expects the NSW Government to support three key goals: A secure supply of water and energy, Practical environmental solutions, and Improved urban environment (State Plan 2006).

Department of the Arts, Sport and Recreation, Powerhouse Museum

Greening the Silver City: seeds of bush regeneration

This exhibition celebrates the story of the 1930s project to create a green belt around Broken Hill and the engagement of regional communities with their natural and urban environments. The project has two major outcomes, it highlights environmental innovation that has achieved a better quality of life for communities in NSW and provides a vehicle for the delivery of a highly effective skills development program for cultural heritage workers in regional communities of NSW.

Contact: Rebecca Pinchin
Tel: 9217 0220
Email: rebeccap@phm.gov.au

Department of Commerce

Lake Cargelligo Water Supply Emergency Management

The NSW Department of Commerce's Engineering Services Emergency Management team responded quickly and effectively over the 2007 Christmas-New Year period when the raw water supply to the township of Lake Cargelligo was severed as a result of a severe storm event. A temporary re-connection was established on Christmas Eve to facilitate replenishment of the depleted town reservoirs and the system was fully restored by New Year.

Contact: Rick Still
Tel: 9372 7960
Email: rick.still@commerce.nsw.gov.au

Environment for Living

Department of Education and Training, TAFE NSW North Coast Institute
Malabugilmah – Building Community Capability in Waste Water Re-use

The Malabugilmah project was designed to reconstruct the sewerage system and develop the community's recreation areas with recovered and resuscitated wetland areas by establishing a state of the art waste water treatment and re-use system installed, operated and maintained by the community. The project addressed environmental concerns; health issues; poor community facilities; and limited educational and employment opportunities and improved the community's self esteem and optimism towards taking control of their own futures.

Contact: Warwick Hardwick
Tel: 6620 4714
Email: warwick.hardwick@tafensw.edu.au

Department of Environment and Climate Change, Environment Protection and Regulation Group
Grassy Box Woodlands Conservation Management Network

The Grassy Box Woodlands Conservation Management Network works to engage the community, build capacity and share knowledge about threatened grassy ecosystems through building and maintaining networks of farmers and other private and public land managers, scientists and government agencies. The network has been extraordinarily successful and now has 400 land manager members all working together to manage their Grassy Woodlands for conservation alongside production.

Contact: Toni McLeish
Tel: 6298 9709
Email: toni.mcleish@environment.nsw.gov.au

Department of Environment and Climate Change, Environment Protection and Regulation Group
The Department of Environment and Climate Change Threatened Species Website

Threatened species is a major planning and management issue for government across NSW. There is also very strong interest amongst the community and educators. The NSW Threatened Species website was developed to meet this huge demand for up-to-date, accurate, and accessible information. It provides detailed information on the ecology and management of NSW's 1,000 plus threatened species. More than 8 million visitations to the site is testimony to its value to the community and government.

Contact: Michael Saxon
Tel: 6298 9715
Email: michael.saxon@environment.nsw.gov.au



Department of Environment and Climate Change, Lachlan Catchment Management Authority
Macquarie Perch Habitat Restoration – Lachlan River

The project identified, assessed and prioritised rehabilitation activities that were specifically targeted in improving habitat for the endangered Macquarie Perch (*Macquaria australasica*) in specific reaches of the Upper Lachlan River. The project included an implementation and education strategy that broadened community understanding of the habitat requirements of Macquarie Perch and improved land use in the Lachlan River catchment.

Contact: Fin Martin
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Email: fin.martin@cma.nsw.gov.au

Department of Environment and Climate Change, National Parks and Wildlife Service
National Pass Heritage Conservation Project

The reconstruction and restoration of the 100 year old, State Heritage-listed National Pass walking track at Wentworth Falls in the Greater Blue Mountains World Heritage Area has set new bench marks for heritage conservation in a purpose-built recreational landscape. The project successfully transformed a visitor destination that was facing an uncertain future into a renewed community asset that has improved accessibility and increased the 'wow' factor that brings new explorers to the Blue Mountains.

Contact: Shaun Elwood
Tel: 4787 6716
Email: shaun.elwood@environment.nsw.gov.au

Department of Environment and Climate Change, National Parks and Wildlife Service
Trap That Toad – an integrated approach to pest management

The Department of Environment and Climate Change has recently bolstered its campaign to stop the spread of the Cane Toad through the development of a strategic range of community awareness campaigns and integrated planning. The good news is with record attendance at local musters, over 3,000 children participating in the education program "Trap That Toad", mail outs to over 2,000 businesses and 25,000 residents to raise awareness of this pest, cane toad numbers appear to be reducing on the southern front.

Contact: Susan Crocetti
Tel: 6650 7148
Email: susan.crocetti@environment.nsw.gov.au

Environment for Living

Growth Centres Commission

Precinct Planning: Streamlining the supply of land for new communities

Precinct Planning is the Growth Centres Commission's approach to the sustainable and streamlined release of land for new housing, jobs and infrastructure in the Growth Centres in Sydney's North West and South West. Implemented as a partnership with local government, Precinct Planning slashes the time it takes to get land available to market to two or three years, increasing the supply of land for sustainable new housing to improve housing affordability in NSW.

Contact: Robert Black
Tel: 9860 1500
Email: robert.black@gcc.nsw.gov.au

Department of Housing

Mortgage Assistance Scheme – Keeping you in your home

The Mortgage Assistance Scheme is a product provided by the Housing NSW Contact Centre. The Mortgage Assistance Scheme provides short term financial assistance to eligible applicants to enable them to retain their own home from repossession. The scheme provides support to NSW residents, where through no fault of their own, have experienced an unforeseen change to their circumstances which affects their capacity and ability to service their home loan.

Contact: Goran Stojanovski
Tel: 9612 6166
Email: goran.stojanovski@housing.nsw.gov.au

Department of Housing

Water Management Project

Under the Water Management project, Housing NSW introduced water usage charges for its residents and implemented a program to install water saving devices in Housing NSW homes. Due to this project, water usage in Housing NSW homes has reduced by an average of 20,000 litres per household each year saving NSW communities some 2.5 billion litres of water annually. The project has also generated an additional \$25 million per annum in revenue for Housing NSW.

Contact: Peter Burgess
Tel: 8753 8826
Email: peter.burgess@housing.nsw.gov.au



Judicial Commission of NSW

Achieving Consistency and Transparency in Sentencing for Environmental Offences

NSW has become the world leader in sentencing for environmental crimes following the project on sentencing statistics for the Land and Environment Court. The statistics on the Judicial Information Research System represent a significant technological breakthrough in achieving consistency and transparency in sentencing for environmental offences. In a review Lord Justice Auld described the Judicial Information Research System as "... one of the most sophisticated yet unobtrusive systems of its kind in the world . . .It is probably the world leader in this field."

Contact: Murali Sagi
Tel: 9299 4421
Email: msagi@judcom.nsw.gov.au

Landcom

Rouse Hill Town Centre

The Rouse Hill Town Centre has been developed by the private sector in line with the overall vision developed by the Department of Planning and Landcom. The Rouse Hill Town Centre turns the traditional shopping mall concept inside out and includes retail, commercial, residential, community and recreational uses. The development has pioneered new approaches to retail development and is underpinned by sustainability initiatives that will deliver an eco-footprint 25% smaller than a conventional shopping centre of similar size.

Contact: Stephen Driscoll
Tel: 9841 8693
Email: sdriscoll@landcom.nsw.gov.au

Landcom

The Landcom Guidelines

Landcom has produced a suite of guideline documents which aim to provide direction on some of the key ingredients that go into the making of great places. The series addresses the design of new housing, the public domain, and community facilities, with guidelines for: Built Form, Universal Housing, Streets, Street Trees, Open Space, Public Art and Community Centres. The guidelines are can be downloaded at www.landcom.com.au/theguidelines.

Contact: Stephen Driscoll
Tel: 9841 8693
Email: sdriscoll@landcom.nsw.gov.au

Environment for Living

Department of Lands

Spatial Information eXchange Fire, Rail, and Government Property Channels

The Spatial Information eXchange is a cross-government shared service initiative that enables business specific solutions to be developed on common platforms. It supports the PeopleFirst strategy by providing spatial data infrastructure as a core service upon which Agencies can seamlessly integrate their data with minimal cost and effort. The rationale behind the Spatial Information eXchange is to open up access to spatial information and offer opportunities to improve service delivery and offers a pathway towards joined-up government services.

Contact: Pedro Harris
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Email: pedro.harris@lands.nsw.gov.au

Department of Lands

Threatened Species (Pied Oystercatcher) Management Strategy, South Ballina

The Department of Lands is the lead agency in the development of the "Threatened Species (Pied Oystercatcher) Management Strategy" for South Ballina. The strategy aims to enhance the breeding success of the Pied Oystercatcher whilst increasing community involvement and awareness and significant cooperation between Government agencies.

Contact: Richard Dunning
Tel: 6640 3403
Email: richard.dunning@lands.nsw.gov.au

Murrumbidgee Catchment Management Authority

Delivering improved natural resource management outcomes with Property Vegetation Plans

The Murrumbidgee Catchment Management Authority has led the way with the implementation of the Native Vegetation Act 2003. The Murrumbidgee Catchment Management Authority has used Property Vegetation Plans to ensure NSW and Australian Government investment delivers on-ground activities and measurable change in resource condition. The level of commitment provided by landholders through Property Vegetation Plans indicates a positive community outlook for the Governments native vegetation legislation as well as NSW and Australian Government investment.

Contact: Ray Willis
Tel: 6932 3268
Email: ray.willis@cma.nsw.gov.au



Department of Planning

NSW Central and Hunter Coasts Climate Change Adaptation Project

An innovative project identifying low-lying areas on the Central and Hunter Coasts at risk of sea level rise resulting from climate change. Using cutting-edge airborne laser technology to map low-lying areas and an analysis of that digital elevation data with existing spatial information, the project identified natural, built and cultural assets potentially at risk. The project facilitates consideration of adaptation strategies for existing and future development in coastal areas to minimise sea level rise impacts.

Contact: Paula Douglas
Tel: 9228 2012
Email: paula.a.douglas@planning.nsw.gov.au

Department of Primary Industries

Aquatic Habitat Rehabilitation Program

The Aquatic Habitat Rehabilitation Program is recognised nationally and internationally for its work with natural resource managers to improve the health of the State's coasts and waterways and thus improve the diversity and abundance of native fish. By building partnerships and facilitating collaboration between sectors, the Aquatic Habitat Rehabilitation Program is making a significant contribution to achieving on-ground outcomes that meet shared priorities and targets.

Contact: Cameron Lay
Tel: 6738 8520
Email: cameron.lay@dpi.nsw.gov.au

RailCorp

Water Conservation Project at Central Railway Station

The Water Conservation Project at Central Railway Station aims to harvest at least 46,000 litres of rain water per annum for use in flushing of public toilets and for platform cleaning purposes. The water will be collected from roofs, tracks and car parking areas and stored in specially constructed underground tanks, deep down underneath the 100 year old building.

Contact: Glen Green
Tel: 9379 5004
Email: glen.green@railcorp.nsw.gov.au

Environment for Living

Roads and Traffic Authority of NSW Landscape guideline

The landscape guideline, developed from many years of experience, sets a new standard in landscape design and management for the state road network. It is highly focused on safer road design outcomes but also includes direction and guidance for improved environmental performance, lower maintenance input, more robust less vandal prone outcomes and an improved quality of the built environment.

Contact: Gareth Collins
Tel: 9218 6027
Email: gareth_collins@rta.nsw.gov.au

Sydney Catchment Authority Design and Construction of Prospect Raw Water Pumping Station

Prospect Reservoir is an integral part of Sydney's water supply. To provide more flexibility and security for Sydney's water supply a new raw water pumping station was built at Prospect Reservoir capable of providing an alternative supply in emergencies.

Contact: Graham Begg
Tel: 4725 4721
Email: graham.begg@sca.nsw.gov.au

Department of Water and Energy Delivering Critical Water Supplies during the Drought in Southern NSW

This project developed and implemented innovative solutions for the delivery of water to meet critical human, environmental and commercial needs in conjunction with Victoria and South Australia. This ranged from policy, community involvement and communication to infrastructure solutions.

Contact: David Harriss
Tel: 8281 7357
Email: david.harriss@dwe.nsw.gov.au



Department of Water and Energy
Euraba Cap and Pipe the Bores Scheme

Euraba / Boomi Bore Scheme is a stock and non-potable domestic water supply scheme located in North West NSW. Water sourced from the Great Artesian Basin is supplied by natural bore pressure to properties across an area of 200,000 hectares. The scheme provides an efficient, clean, secure water supply to farmers, while helping to restore pressure in the Great Artesian Basin by capping free flowing bores and decommissioning inefficient bore drains.

Contact: Neil Eigeland
Tel: 6721 9822
Email: neil.eigelandl@dnr.nsw.gov.au

Department of Water and Energy
Future Climate and Runoff Projections for NSW and ACT

This study describes the rainfall-runoff modelling for 0.05o grid cells (~ 5 km x 5 km) across New South Wales and Australian Capital Territory and presents the runoff estimates for the historical climate and the likely changes to runoff in ~2030 for the IPCC SRES A1B global warming scenario. The methods used in this project are similar to the CSIRO Murray-Darling Basin Sustainable Yields Project and South Eastern Australian Climate Initiative.

Contact: Jai Vaze
Tel: 6229 7314
Email: jai.vaze@dnr.nsw.gov.au

Department of Water and Energy
Murray River Salinity Monitoring – Colignan to Curlwaa

The project involves the installation of salinity monitoring equipment at strategically selected locations in the River. The monitoring equipment consisting of Electrical Conductivity and temperature sensors will be mounted on pontoons in the River. Telemetry facilities will be provided to allow for real time Electrical Conductivity data access and retrieval. The system will be managed by the NSW Department of Water and Energy to provide a one-stop-shop service to the region.

Contact: Boama Amofo
Tel: (03) 5051 6223
Email: boama.amofo@dnr.nsw.gov.au

Environment for Living

Department of Water and Energy

Water for Life – engaging Sydney’s community on water

Water for Life is the NSW Government’s flagship community water education program. Water saving has become second nature to business and residents across greater Sydney through Water for Life’s collaboratively delivered community campaigns, innovative on-the-ground water education projects and training and resources for local government. Over 3.3 million people now regularly take action to save water and 85% of residents are aware of how we are all working together to secure Sydney’s water supplies.

Contact: Ben Taylor
Tel: 8281 7313
Email: ben.taylor@dwe.nsw.gov.au

WSN Environmental Solutions
Macarthur Resource Recovery Park

Leading edge resource recovery site processing 8% of all Sydney’s household waste, across 100,000 households in Camden, Campbelltown, Wingecaribee and Wollondilly local government areas, raising recycling rates from 50 to 85%, generating green energy, recovering plastic and metal, and making compost products. It is water efficient and a net greenhouse abater over its life cycle. Emissions savings equal taking 8,000 cars off the road annually. This is achieved at minimal extra cost to ratepayers.

Contact: Charles Munro
Tel: 9934 7057
Email: charles.munro@wsn.com.au



6. Delivering the Plan - Business

Everyone consulted in the State Plan process – from the community through to peak groups – was clear on one thing: we must make it happen and deliver the promised results. This plan introduces: Stronger Accountability, Structures to drive action, Effective Partnerships, and Decisions for the Long Term (State Plan 2006).

To highlight the importance of innovative change in the way we deliver, nominations for Delivering the Plan have been consolidated under two broad subcategories: Business and Workforce.

The Business subcategory covers business services, and information and communications technology.

Office of the Board of Studies
Assessment Resource Centre

The Assessment Resource Centre is a ground-breaking educational resource that has revolutionised assessment and reporting in NSW. Thanks to the Assessment Resource Centre, NSW teachers, parents and students can be confident a B grade in Ballina means the same as a B in Bondi or Bourke. Making innovative use of information and communication technology the Assessment Resource Centre has provided a vital, new, cost effective tool to support good practices in the teaching profession.

Contact: Carol Taylor
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Email: carol.taylor@bos.nsw.edu.au

Department of Commerce
The AusTender Redevelopment Project

Commerce delivered the 'AusTender' tendering and contract disclosure solution for the Federal Government; bringing improved access to tender and contract information for government, streamlined processes, improved reporting capability and in-built adherence to jurisdictional/international business rules in a well-presented and easy to use web application. The NSW Government will benefit from the Federal contribution to the underlying technology and intellectual property. This exemplar of cross-jurisdictional cooperation is beneficial to Government, Industry and tax-payers alike.

Contact: Andrew Vidler
Tel: 9372 8914
Email: andrew.vidler@commerce.nsw.gov.au

Delivering the Plan - Business

Department of Education and Training
Murder under the Microscope 2008

Murder under the Microscope is a renowned online educational game in which over a thousand student teams across NSW, Australia and, increasingly, the world engage in a battle of wits to be first to solve a fictitious ecological 'crime'. Clues to this eco-mystery are progressively delivered over six weeks via a sophisticated multimedia web interface. Student research includes online communications with science experts. Murder under the Microscope is an exemplar for skills development in the digital age.

Contact: Catherine Nielsen
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Department of Education and Training, TAFE NSW Hunter Institute
Bakery Blended Delivery Program: M-Learning in the Workplace

The project developed an implementation strategy for the use of wireless technologies at TAFE NSW - Hunter Institute. The M-Learning concept included such devices as mobile phones, PDAs and digital cameras. The use of these technological devices to deliver training in the workplace allowed pedagogical practices that establish connectedness between theoretical applications and practical tasks that are undertaken in the workplace; therefore promoting a holistic learning environment that is flexible and responsive to industry needs.

Contact: Gary Sewell
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Email: gary.sewell@tafensw.edu.au

Department of Education and Training, TAFE NSW South Western Sydney Institute
RON! RPL Online Network

RON (RPL Online Network) benefits thousands of assessors from private and public registered training organisations to unravel the recognition of prior learning maze. It supports increased participation in vocational education and training by building NSW assessors' capability, confidence and professional judgement. RON is an innovative online network, at <http://rplnetworkonline.wikispaces.com>. Outcomes:

1. Dynamic and highly successful collaborative recognition of prior learning network
2. Diverse range of professional development activities
3. Rich source of recognition of prior learning resources support assessors, candidates and industry.

Contact: Joanne Fuller
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Email: joanne.fuller@tafensw.edu.au



Department of Housing

Project Management Framework: from Shifting Buildings to Shifting Behaviour

Housing NSW has successfully implemented a Project Management Framework for business and policy reform projects. It has customised traditionally technical project management methodologies for use in the Human Service arena, including a suite of project management support services to assist in the implementation of complex client focussed reform projects. The Framework focuses on the management of relationships, linkages and dependencies, and change management.

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Department of Lands

Spatial Information eXchange Business Delivery Spatial System

The Spatial Information eXchange is a cross-government shared service initiative that enables business specific solutions to be developed on common platforms. It supports the PeopleFirst strategy by providing spatial data infrastructure as a core service upon which Agencies can seamlessly integrate their data with minimal cost and effort. The rationale behind the Spatial Information eXchange is to open up access to spatial information and offer opportunities to improve service delivery and offers a pathway towards joined-up government services.

Contact: Pedro Harris
Tel: 9228 6732
Email: pedro.harris@lands.nsw.gov.au

North Coast Area Health Service

Supporting Health Services to North Coast Communities by Working Smarter

The North Coast Area Health Service's Working Smarter Project under the State's Shared Corporate Services Reforms and Area Amalgamation has supported that State's Plan by providing new structures to drive decision making and support clinical service delivery. It has provided an additional \$10 Million for direct clinical services to North Coast residents and has improved efficiencies through a planned approach which has included consultation, business process changes and a variety of communication strategies.

Contact: Brett Thompson
Tel: 6620 2404
Email: brett.thompson@ncahs.health.nsw.gov.au

Delivering the Plan - Business

Roads and Traffic Authority of NSW

Crashcam

Crashcam technology monitors locations with identified crash histories to gain invaluable insight into the location's crash problem. The system provides data in a matter of months that might otherwise have taken years to collate from traditional analysis of crash statistics. Remedial road safety treatments can be promptly implemented, saving lives and reducing injury and property damage. Following trials at four sites, the Roads and Traffic Authority installed Crashcam at 11 sites as part of a program across NSW.

Contact: Soames Job
Tel: 9218 3564
Email: soames_job@rta.nsw.gov.au

Roads and Traffic Authority of NSW

Intelligent Access Program

The Roads and Traffic Authority is the first agency in Australia to make immediate use of the Intelligent Access Program. The Intelligent Access Program introduces a new way of managing heavy vehicle access and compliance by using cutting edge satellite-based tracking technology to deliver more efficient monitoring and tracking of heavy vehicles to better manage road and freight movements. The Intelligent Access Program introduces a new era of road use management for NSW.

Contact: Gavin Hill
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Roads and Traffic Authority of NSW

Multidirectional Imaging at Speed Enforcement Sites to Improve Vehicle Safety

A normal speed camera installation only produce images of either the front or rear of the infringing vehicle. This innovation will provide images of both the front and rear of the vehicle improving vehicle identification (especially of motorcycles not fitted with front registration plates) and by modifying the behaviour of errant drivers, the road toll will be reduced. The provision of approach and depart video will provide evidence of the vehicle's behaviour against other vehicles.

Contact: David Pasilow
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Email: david_pasilow@rta.nsw.gov.au



South Eastern Sydney Illawarra Area Health Service

Images in Scope

Wollongong hospital is the first hospital in Australia to send Endoscopy images directly to a network Picture Archiving Communication System. This means that specialist medical teams can now view internal images of stomach and bowel abnormalities alongside other associated medical scans to consult on a patient's diagnosis and treatment. Images can be viewed immediately across the entire Health Service. As well as enhancing patient care, this exciting innovation will advance medical teaching and research.

Contact: Steve Flinn
Tel: 4222 5927
Email: steve.flinn@sesiahs.health.nsw.gov.au

South Eastern Sydney Illawarra Area Health Service

Impact of SMS appointment reminder system on waiting times

The non-attendance rate for counselling, nursing and medical appointments at the Sydney Sexual Health Clinic ranged from 12 to 22 per cent, leading to an increase in the waiting time for the next available appointment. To combat this, an interactive electronic appointment system featuring an inbuilt SMS appointment reminder option was developed and implemented. Since implementing the new system the average non-attendance rate has decreased by almost half.

Contact: Vickie Knight
Tel: 9382 7440
Email: vickie.knight@sesiahs.health.nsw.gov.au

State Emergency Service

Business FloodSafe Online

Business FloodSafe Online will have a wide impact. It reduces the level of complexity, understanding and cost required to produce a Continuity Plan for flooding, thus enabling any layman to better prepare for and protect their business from the consequences of flooding. A six step wizard enables any business to prepare a fully customisable Plan in minutes using pre-populated content. Plans can be viewed, edited, printed, deleted, maintained online and the output can be downloaded.

Contact: Andrew Edwards
Tel: 4251 6450
Email: andrew.edwards@ses.nsw.gov.au

Delivering the Plan - Business

Sydney West Area Health Service

Visiting Medical Officer – Notification Improvement Process

This project describes the significant improvements achieved by the Sydney West Area Health Service Risk Management Unit in reviewing and improving Visiting Medical Officer clinical incident notifications with the Department of Health. Since its inception the early clinical incident notification has resulted in a 75% improvement over a 12 month period and the project will continue.

Contact: Jodie Stewart

Tel: 9840 3771

Email: jodie.stewart@swahs.health.nsw.gov.au



7. Delivering the Plan - Workforce

Everyone consulted in the State Plan process – from the community through to peak groups – was clear on one thing: we must make it happen and deliver the promised results. This plan introduces: Stronger Accountability, Structures to drive action, Effective Partnerships, and Decisions for the Long Term (State Plan 2006).

To highlight the importance of innovative change in the way we deliver, nominations for Delivering the Plan have been consolidated under two broad subcategories: Business and Workforce.

The Workforce subcategory covers workforce issues: all human resource functions including workforce planning, recruitment, attraction retention, capability building and equity.

Department of Community Services

Development and Support Program for new Aboriginal Casework Staff

“CDC Plus” is a multi-faceted bridging program designed to support new Aboriginal Caseworkers and build their on the job confidence. The program’s multiple components include; individually tailored IT and/or writing skills coaching delivered by TAFE NSW, social welfare theory delivered by Sydney University, a communication course and Diploma delivered by registered training organisations and an internal buddy process. These components were designed to ‘wrap around’ the 8 week caseworker training program undertaken by all new field staff.

Contact: Dallas Wellington

Tel: 9716 2104

Email: dallas.wellington@community.nsw.gov.au

Department of Community Services

DoCS Caseworker Recruitment Program: 2003/04 – 2007/08

Re-engineering of the entire caseworker recruitment process and methods, from advertising, marketing, and application, to selection, offering and appointment in order to double the caseworker workforce and build departmental capacity to deliver on key government priorities over a five year period from 2003/04 to 2007/08.

Contact: Jo Grisard

Tel: 9716 2032

Email: jo.grisard@community.nsw.gov.au

Delivering the Plan - Workforce

Department of Community Services

Forecasting professional development needs for DoCS staff

In recent years the Department of Community Services has embarked on a systematic and wide-ranging process of reform. The professional development of field staff is integral to these reforms. The organisation has utilised a development centre model to provide insights into the generic development needs for all categories of field staff. This model provided a basis for benchmarking current skill levels, for measuring or defining best practice and for articulating how the gap between these concepts is narrowed.

Contact: Sean O'Toole
Tel: 9209 6412
Email: sean.otoole@community.nsw.gov.au

Country Energy and the Department of Education and Training, TAFE NSW

Powerful Skills – A Country Energy/TAFE NSW Training Partnership

Powerful Skills is an innovative competency based training initiative that focuses Country Energy's learning and development activities to ensure employees are qualified, competent and empowered to perform their current roles within the organisation and any future opportunities they may pursue. Powerful Skills will benefit some 4,000 Country Energy employees in gaining recognition of their skills and experience by the attainment of nationally recognised qualifications.

Contact: Carl Thompson
Tel: 6589 8977
Email: carl.thompson@countryenergy.com.au

Department of Education and Training

Electronic Application to Teach – Redevelopment project

The Electronic Application to Teach Version 3 (eAT3) project undertook the redevelopment of the former Electronic Application to Teach (eAT) system. eAT3 ensures the timely processing of applications to teach in NSW government schools, which supports the efficient supply of appropriately qualified teachers to schools. Teacher supply impacts directly on learning outcomes for students and will become increasingly critical, considering the ageing workforce and the increasing rate at which teachers are leaving the school system.

Contact: Grant Douglas
Tel: 9244 0162
Email: grant.douglas@det.nsw.edu.au



Department of Health

Open Disclosure: Because it's the right thing to do

NSW Department of Health implemented its Open Disclosure Policy through a comprehensive communication, education and sustainability framework. 770 senior staff participated in workshops, resulting in improved understanding, knowledge, skills and confidence, and education programs, resources and tools are available online to all health professionals in NSW public health. The Spread and Sustainability phase of Open Disclosure includes incorporation into curricula for the College of Nursing, the allocation of professional development credits by professional bodies.

Contact: Michelle Wensley
Tel: 9391 9200
Email: mwens@doh.health.nsw.gov.au

Department of Health, NSW Institute of Medical Education and Training

Increasing rural and regional training for medical graduates

Over the last four years, the NSW Institute of Medical Education and Training has worked with NSW Health services, the Royal Australasian College of Physicians, clinicians and trainees to expand rural and regional training opportunities for medical graduates through the introduction of:

1. A Rural Preferential Recruitment program for new medical graduates, and
2. A new system of training networks for Basic Physician Training which is becoming the model for other specialty training networks.

Contact: Evan Rawstron
Tel: 9844 6536
Email: erawstron@imet.health.nsw.gov.au

Hunter New England Area Health Service

Building a sustainable psychiatry workforce through education and training

Hunter New England Training in Psychiatry was created by reorganising medical administration and psychiatry training functions. This boosted partnerships and improved the quality of psychiatry education and training throughout Hunter New England Health. A structured program of consultation, collaboration and evidence review was undertaken, enabling Hunter New England Training in Psychiatry to build on established areas of good practice and undertake a continuous review of the quality of training underpinning the successful implementation of the strategic plan.

Contact: Anthony Llewellyn
Tel: 4924 6684

Delivering the Plan - Workforce

North Coast Area Health Service

A Positive Approach to Care of the Older Person

The Positive Approach to Care of the Older Person is a 10 month blended education program developed by the North Coast Area Health Service to support and up-skill nurses in partnership with Southern Cross University, NSW Health, NSW Institute of Rural Clinical Services and Teaching and Aged Care facilities. 30 champions are competent in delivering person centred care. A twelve week ground breaking online program on the management of dementia is now available on the NSW Health intranet.

Contact: Frances Barraclough
Tel: 6620 2143
Email: frances.barraclough@ncahs.health.nsw.gov.au

Roads and Traffic Authority of NSW

Resolving HR Enquiries Quickly and Efficiently

RTA's implementation of an HR Enquiry Service is an innovative people strategy that has delivered significant benefits through providing staff with the HR answers they need in a responsive and timely manner. The service enables the regional HR advisory network to be more available to support local management. The service is particularly distinguished since all enquiries are logged and tracked through to resolution or referral, enabling timely analysis for remedial action where required.

Contact: Marilyn Alvarez
Tel: 9218 6512
Email: marilyn_alvarez@rta.nsw.gov.au

South Eastern Sydney Illawarra Area Health Service

Cancer Solutions. Integrating e-learning and quality

An online platform for education within the South Eastern Sydney Illawarra Area Health Service Central Hospital Network, Cancer Services has been developed. This includes an online learning and information manual and courses for specific disciplines. The project was based on priorities derived from staff workshops and quality priorities. Utilisation of e-learning has been integrated with face to face teaching and orientation activities. Overall levels of satisfaction with the program are high and error rates have been reduced in targeted areas.

Contact: Matthew Links
Tel: 9113 1935
Email: matthew.links@sesiahs.health.nsw.gov.au



South Eastern Sydney Illawarra Area Health Service
Transition Skills Program for Nurses new to Mental Health

A comprehensive Transition Skills Program for nurses new to mental health was developed to provide a theoretical framework supported by structured learning in the workplace, thereby facilitating the transfer of theoretical knowledge into clinical practice. It involved a needs analysis and review of literature to establish clinical skills necessary for nurses new to mental health to practice in a competent manner. This information was compiled into an educational program and developed into clinical learning objectives.

Contact: Fiona Lamont
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Email: fiona.lamont@sesiahs.health.nsw.gov.au

Sydney Harbour Foreshore Authority
Organisational Development Strategy

Sydney Harbour Foreshore Authority recognised the need to build on its skills and capabilities to create a stronger organisation. In 2003 the Authority developed and implemented an Organisational Development Strategy for its 260 full-time and 80 casual employees to ensure they were all working towards the same goals. The implementation of the Strategy resulted in the Authority being recognised as a Hewitt Associates Best Employer in 2007.

Contact: Mike Doyle
Tel: 9240 8590
Email: mike.doyle@shfa.nsw.gov.au

Sydney South West Area Health Service
Healthwise – promoting careers in health to high school students

Healthwise is an initiative developed by Sydney South West Area Health Service in 2007 to promote health career opportunities to our local high school students who indicate and interest in considering a career in health. Healthwise is a medium term investment in building a sustainable workforce.

Contact: Florence Olugbemiro
Tel: 9828 5922
Email: florence.olugbemiro@sswahs.nsw.gov.au

Delivering the Plan - Workforce

Sydney South West and Sydney West Area Health Services
N-IDG Program – Addressing the rural dental workforce shortages

To overcome dentist shortages in rural areas, Sydney South West and Sydney West Area Health Services designed the NSW International Dental Graduate (N-IDG) Program. It consisted of 3 months intensive training in two dental teaching hospitals followed by a 6-month rural placement. Of the 10 candidates selected in 2007, 8 completed the 3-month training and were allocated to rural clinics across NSW. Seven participants successfully completed their final Australian Dental Council examination and 6 have undertaken employment within Area Health Services; 5 of which are in rural.

Contact: Shilpi Ajwani
Tel: 9293 3466
Email: shilpi.ajwani@sswahs.nsw.gov.au

Sydney West Area Health Service
Nursing Initiatives in Schools Program

There is Nursing shortage internationally and nationally. Successful recruitment and retention of young people is a high priority to secure and maintain strong healthy employment levels for the future. In partnership with the NSW Department of Education and Training, NSW TAFE, University of Western Sydney and The Australian Catholic University, Sydney West Area Health Service has developed an innovative approach to recruit secondary school students into nursing. The first Area-wide Nursing Initiatives in Schools Program was established in 2007.

Contact: Yvonne Brugmans
Tel: 9840 3867
Email: yvonne.brugmans@swahs.health.nsw.gov.au

Sydney West Area Health Service
Service First

Service First is a competency based program designed to equip the staff of Corporate Services with appropriate customer service skills to keep pace with the rising expectations of the community we serve, including patients, visitors and fellow staff. It is delivered by managers and staff with a passion for customer service within existing resources. It is a key strategy in realising the Corporate Services vision of providing indispensable service and value.

Contact: Susan Shaw
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WorkCover Authority
Healthy Work/Healthy Life Program

The Healthy Work/Healthy Life Program is a wellbeing program designed to provide access to information, programs and activities, and policies and initiatives to improve the health and wellbeing of staff at WorkCover NSW. The program's initiatives assist staff in balancing work and life, achieving health and fitness and improving moral to achieve a positive and productive work environment. This assists WorkCover to have capable staff to achieve the vision of WorkCover.

Contact: Katie Parsonson
Tel: 4321 5783
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WorkCover Authority
WorkCover Strategic Workforce Plan

The WorkCover NSW Strategic Workforce Plan brings together strategies and actions identified by WorkCover as being necessary to ensure the workforce capability of the future taking into account workforce supply, distribution and demand issues. The strategies within the plan target the four key areas of:

- attraction
- retention
- leadership, and
- succession planning.

Contact: Lyn Doherty
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Annual Reports Awards

In 2008 the Public Bodies Review Committee and the Public Accounts Committee of the NSW Parliament jointly coordinated the NSW Premier's Annual Reports Awards. The Awards are designed to recognise and reward excellence in public sector annual reporting.

All NSW public sector agencies were invited to submit their 2006–2007 annual reports to be assessed by a panel consisting of Professor Percy Allan, Mr Peter Connelly and Mr Stephen Horne. 40 entries were received from a wide range of NSW public sector organisations.

Announcement of award winners has been incorporated into the Premier's Public Sector Awards ceremony.

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8. Delivering Locally

To be successful the State Plan must deliver right across NSW. The 34 priorities of the State Plan apply across the State but they must be brought together at the local level. Communities in rural and regional NSW identified the major challenges in their area and the actions that would make a real difference to their quality of life. In each region, regional managers from across State Government are working closely with local government and community partners to deliver the priorities of the State Plan. Existing regional plans, such as regional land use plans, will be linked to the delivery of the State Plan (State Plan 2006).

Department of the Arts, Sport and Recreation, Australian Museum
Science in the City Project – scientific literacy for schools

The Science in the City project addressed the critical dearth of opportunities for science teachers and students in rural and regional areas to access quality science education and research resources by providing a platform for the delivery of science education events -Science in the Suburbs and Science in the Bush - to communities in regional and rural NSW.

Contact: Sophie Lieberman
Tel: 9320 6370
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Department of the Arts, Sport and Recreation, Powerhouse Museum
Powerhouse Discovery Centre: Collection Stores at Castle Hill

Opened in March 2007, the Powerhouse Discovery Centre at Castle Hill is the Powerhouse Museum's publicly accessible off-site collection storage and preservation facility. The Discovery Centre offers a unique behind-the-scenes visitor experience and increased public access to the depth and diversity of the Powerhouse Collection. Located in Sydney's Hills district the Discovery Centre has welcomed over 25,000 visitors by providing a world-class cultural facility for Sydney's greater West and regional NSW.

Contact: Christopher Snelling
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Delivering Locally

Department of the Arts, Sport and Recreation, State Library of NSW
NSW Public Libraries Learning 2.0

2,344 people work in 363 public libraries in NSW. State Library of NSW developed an online training program to build their knowledge and skills in using web 2.0 technologies. Many of these 'social media' tools have application to the information gathering and sharing role of public libraries. Learning 2.0 has allowed more than 1,000 library workers across the state to access the training program without leaving their own libraries.

Contact: Ellen Forsyth
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Department of Community Services
Alternate Care Clinic, Westmead

The Alternate Care Clinic, Redbank House, Westmead is a joint project of the Departments of Health and Community Services delivering effective mental health interventions to children and young people in Out-of-Home Care who have high and complex needs through a flexible, comprehensive and integrated treatment package which includes the child, their family, carers and caseworker, utilising best practice interventions from child and adolescent mental health and the social care field.

Contact: Megan Chambers
Tel: 9845 6577
Email: megan_chambers@wsahs.nsw.gov.au

Department of Community Services
Eurobodalla Youth Transport Project

A voucher scheme was introduced to increase access for young people to Eurobodalla Shire Council's Youth Cafes in Batemans Bay, Moruya and Narooma. A system was developed targeting transport disadvantaged youth to access transport home for a \$2 fare. Since 2005 over 6,500 participants have been transported. Results include increased opportunities for recreation/socialisation, access to community facilities such as retail, sport, libraries and community health and increased feelings of safety for young people and workers.

Contact: Kim Bush
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Department of Education and Training Standardised Approach to Community Use of School Facilities

The Joint Use Agreement is a community centred project aimed at serving the present and future needs of the project partners and their local communities. The high quality sporting facilities will be of mutual benefit for Erina High School students and the wider community alleviating pressure placed on other playing fields due to a lack of available community sporting facilities. The Agreement enables local government agencies to identify and utilise other school facilities across NSW.

Contact: Phil Moore
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Department of Education and Training, TAFE NSW Western Institute Interactive Distance Learning Satellite Project Western Institute

The Interactive Distance Learning Satellite Project utilises new satellite and multi casting technologies to deliver TAFE courses to people living in isolated individual homesteads and remote Aboriginal Communities in western NSW. A wide range of courses is available from IT courses through to tractor maintenance and Aboriginal Governance. Courses and students are supported in remote Aboriginal Communities by local Community Education Facilitators trained and employed by TAFE NSW Western Institute thereby creating sustainability and employment.

Contact: Denise Smyth
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Hunter New England Area Health Service From Little Things Big Things Grow, Promoting a Healthy Lifestyle

The formation of partnerships to plan sustainable cost effective healthy lifestyle programs to meet community identified needs of weight loss programs and safe areas to exercise. Three programs were developed at various stages over a six year period and all have complemented one another. The aim was to prevent or delay the onset of chronic diseases. The community owned programs consist of healthy lifestyle education sessions, exercise classes and a walking group.

Contact: Margaret Zannes
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Delivering Locally

Justice Health

Pandemic Plan – Being Prepared in the Custodial Environment

Overcrowding, poorer health status and frequent movements through the custodial system and community provide opportunities for transmission of diseases. Justice Health works in partnership with the Departments of Corrective Services, Juvenile Justice, Attorney General's Department and Police. The operational and security aspects of these agencies impact on health service delivery and on the patients' ability to access healthcare. Therefore containing and managing a pandemic within the custodial system requires a multiagency planning process.

Contact: Debra Pittam
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Department of Lands

The National Surfing Reserve initiative

The Department of Lands is the lead agency for the National Surfing Reserve initiative- legally protecting iconic surfing sites within NSW.

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Department of Primary Industries

Farm Family Gatherings and Drought Related Workshops

Farm family gatherings and drought related workshops are the mechanism used to link farm families and rural communities affected by drought to information, resources and support services provided by the government and non-government sectors. They are a key part of the NSW Department of Primary Industries integrated response to drought and focus on the priority support needs of farm families, landholders, rural communities and frontline service providers in collaboration with local social support networks.

Contact: Graeme Eggleston
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Department of Rural Fire Service

Bush Fire Risk Management Planning and Risk Register Application

The Bush Fire Co-ordinating Committee has reviewed the bush fire risk management planning process for the development of Bush Fire Risk Management Plans in NSW in line with Australian Standards and best practice. To assist in the development of a Bush Fire Risk Management Plan, the NSW Rural Fire Service has developed the Bush Fire Risk Register. This is a map-based computer application designed specifically to identify and map assets, analyse risk, set priorities and record treatment strategies.

Contact: Stuart Midgley
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South Eastern Sydney Illawarra Area Health Service

CONNECTing the patient to better nutrition

CONNECT was established following evaluation of current acute hospital based dietetic practice and identification of factors contributing to poor patient compliance with nutritional therapy post discharge. It utilises community based clinics, innovative intervention strategies, customised information systems and provides ongoing evaluation and support of nutrition care plans for patients in the community. CONNECT integrates closely with primary health providers and acute services and provides a holistic continuum of care.

Contact: Steven Bowden
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South Eastern Sydney Illawarra Area Health Service

Fear and Shame, exploring mental health issues and stigma

"Fear and Shame" explores themes of mental illness and stigma within the Macedonian community. The play was developed following a series of research projects and clinical experiences, which highlighted widespread negative views and discrimination regarding mental illness within the Macedonian community. The un-intrusive theatre based approach was seen as one of the most culturally appropriate and widely accessible methods to address these issues in the community.

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Delivering Locally

South Eastern Sydney Illawarra Area Health Service
Kings Cross Youth at Risk

The Kings Cross Youth at Risk Pilot Project was established in 2005 at Kirketon Road Centre as a coordinated interagency early intervention strategy for young people. Data compiled from the pilot demonstrates that by intervening early these young people and their dependants can be protected from the development of long term health issues and dependence on services.

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Acknowledgements

Awards Judging Panel Members

Mr Graeme Head (Chair), Deputy Director General, State Administration and Performance, Department of Premier and Cabinet

Ms Jody Broun, Director General, Department of Aboriginal Affairs

Mr Michael Coutts-Trotter, Director-General and Managing Director TAFE, Department of Education and Training

Ms Lisa Corbyn, Director General, Department of Environment and Climate Change

Mr Mike Allen, Director General, Department of Housing

Mr Les Wielinga, Chief Executive Officer, Roads and Traffic Authority of NSW

Ms Lynda Summers, Chair, Regional Communities Consultative Council

Mr Lewis Kaplan, Executive Director, Australian Red Cross NSW

Awards Review Panel Members

Rights, Respect and Responsibility

Mr Philip Berry (Chair), Director, Human Services and Justice Policy, Department of Premier and Cabinet

Ms Karen Berman, Executive Officer, The Burdekin Association Inc

Mr Patrick Shepherdson, Manager, Crime Prevention Programs, Crime Prevention Division, Attorney General's Department

Ms Eija Roti, A/Executive Director, Child and Family Welfare, Department of Community Services

Superintendent Greg Rolph, Manager, State Plan Co-ordination Unit, NSW Police Force

Mr Stephen Robertson, Director, Influencing, Office for Children

Delivering Better Services

Ms Susan Calvert (Chair), Director, State Plan Program Management Office, Premier's Delivery Unit, Department of Premier and Cabinet

Ms Alison Peters, Director, NCOSS - Council of Social Service of New South Wales

Ms Tracey Sen, Director Communications, Department of Education and Training

Mr Mark Britt, Acting Deputy Director, Health Service Performance Improvement Branch, Department of Health

Ms Melissa Gibson, Director, Housing Policy and Partnerships, Department of Housing

Mr Gary Want, A/Director Extensive Industries Development and Education, Department of Primary Industries

Mr Richard Funston, Director Strategic Policy and Planning, Legal Aid NSW

Ms Judith Sturman, General Manager Customer Service Sector 1, Service Delivery Group, RailCorp

Ms Ann King, Group General Manager, Driver and Vehicle Services, Roads and Traffic Authority of NSW

Mr John Heath, Director Logistics, State Emergency Service

Acknowledgements

Awards Review Panel Members Continued

Fairness and Opportunity

Ms Fatima Abbas (Chair), A/Director, Workforce Strategy, Public Sector Workforce Office, Department of Premier and Cabinet

Mr Lewis Kaplan, Executive Director, Australian Red Cross NSW

Mr Stepan Kerkyasharian, Chairperson, Community Relations Commission

Ms Judy Harwood, Director, Reform and Development, Department of Ageing, Disability and Home Care

Ms Adele Brookes, A/Assistant Director, Allegations Against Employees Unit, Department of Community Services

Mr Jeremy Hildreth, Director, Offender Employment Support, Corrective Services Industries, Department of Corrective Services

Ms Liz Develin, Director, Centre for Health Advancement, Department of Health

Growing Prosperity Across NSW

Mr Peter Connelly (Chair), Executive Director, Performance Review Unit, Department of Premier and Cabinet

Mr Shaun McBride, Strategy Manager, Finance Infrastructure and Planning, Policy and Communications Division, Local Government Association of NSW and Shires Association of NSW

Ms Lynnette Dorn, Director, Industry Programs, Department of Education and Training

Ms Leonie King, A/Director Housing Strategy, Department of Housing

Ms Janine Ricketts, Executive Director, Policy and Resources Division, Department of State and Regional Development

Mr Philip Mussard, Deputy Secretary, Operations, Treasury

Environment for Living

Ms Liz Livingstone (Chair), Policy Manager, Natural Resources and Economic Development Branch, Department of Premier and Cabinet

Ms Amy Hankinson, Coordinator, Inland Rivers Network

Mr Bernard Carlon, Divisional Director - Sustainability Programs, Department of Environment and Climate Change

Mr Michael File, Director, Strategic Assessments, Department of Planning

Dr Kimberley Webber, Special Projects Officer, Office of the Director-General, Department of the Arts, Sport and Recreation

Ms Katy Brady, Senior Manager, Metro Water Policy, Department of Water and Energy

Ms Helen Fitzgerald, Principal Policy Officer, Rail and Freight Division, Ministry of Transport

Ms Catherine Johnson, Marketing and Communications Manager, WSN Environmental Solutions



Delivering the Plan - Business

Mr Ken Dray (Chair), Project Director, Performance Review Unit, Department of Premier and Cabinet

Ms Jan McClelland, Managing Director, Jan McClelland and Associates Pty Ltd

Mr Philip Tout, Better Government Access Program, Government Chief Information Office,
Department of Commerce

Mr Bob Costello, Director Finance and Corporate Support, Department of Lands

Delivering the Plan - Workforce

Ms Martina Nightingale (Chair), Director, Workforce Strategy, Public Sector Workforce Office,
Department of Premier and Cabinet

Ms Alisha Wilde, Industrial Officer, Unions NSW

Ms Elizabeth Casey, Assistant Director, Workforce Planning and Strategy, Attorney General's Department

Ms Bronwyn Dennis, Manager, Workforce Planning, Department of Ageing, Disability and Home Care

Ms Erica Stafford, Director Human Resources, Department of Water and Energy

Delivering Locally

Mr John Scott (Chair), Director Strategic Projects, Department of Premier and Cabinet

Ms Maz Thomson, Chief Operations Officer, Community Sector Banking

Mr John Williams, Senior Regional Director, Department of Primary Industries

Ms Catherine Foster, Manager, Department of Emergency Medicine, John Hunter Hospital,
Hunter New England Area Health Service

Ms Fran Schonberg, Manager, Office of Rural Affairs

Ms Moira Heath, Director, Human Resources, Corporate Service Division, WorkCover Authority

Acknowledgements

Annual Reports Awards Judging

Public Bodies Review Committee

Public Accounts Committee

Department of Premier and Cabinet Project Teams

Public Sector Workforce Office

Ms Frances Parker, Manager, Program Management

Mr Stephen Brown, Program Officer, Program Management

Office of Protocol and Special Events

Mr Tony Pipe, Acting Director, Special Events Management Unit

Mr Alastair Lyall, Project Manager, Special Events Management Unit

Awards Ceremony

Mr Ben Keneally, Executive Director, Premier's Delivery Unit, Department of Premier and Cabinet – Master of Ceremonies

Mr David Canato, Technical Director, Twentyfour-7

Mr Aaron Marshall, Audio Visual Multimedia Production Services

Mr Matthew Doyle, Acknowledgement of Country

Mr Clarence Slockee, Acknowledgement of Country

Ms Jan Marshall, Venues Manager, Sydney Conservatorium of Music







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