

**PREMIER'S
PUBLIC SECTOR AWARDS
2010**



**SHOWCASING EXCELLENCE
IN NEW SOUTH WALES**





2010 PREMIER'S PUBLIC SECTOR AWARDS

OPENING

Welcome	James O'Loghlin, <i>Master of Ceremonies</i>
Welcome to Country	Michael West, <i>Metropolitan Local Aboriginal Land Council</i>
Address	Brendan O'Reilly, <i>Director General of Department of Premier and Cabinet</i>
Premier's Address	The Honourable Kristina Keneally, <i>Premier of New South Wales</i>

PRESENTATION OF AWARDS

Leading Change

The category *Leading Change* recognises organisations, partnerships or sections that have shown outstanding leadership that is considered a role model in the NSW government sector and more broadly.

The Leading Change category includes:

- Improving productivity within an organisation in a way that engages and motivates staff in accepting change and that leads to successful implementation
- Leading a difficult cross agency collaboration to acknowledge success in an endeavour
- Driving successful, evidence based and sustainable change through use of information, data, research
- Championing a culture of change within an organisation to improve the focus on performance results and outcomes.

Delivery Services

The category *Delivering Services* recognises organisations, partnerships or sections that have shown outstanding performance and achievement in providing benefits and services to communities, businesses or residents of NSW.

The Delivering Services category includes:

- The provision of excellent customer service by an individual or team over an extended period of time
- Development and implementation of a new approach, system or program that allows for the delivery of superior service or a significant reduction in costs or complaints associated with a service
- An example of exceptional customer service in relation to difficult customers or exceptional turnaround in customer complaints and service recovery
- The use of information and communications technology to deliver more personalised or accessible services to the community or business.

Engaging with the Community

The category *Engaging with the Community* recognises organisations, partnerships or sections that have shown outstanding performance and achievement in community, business or stakeholder consultation and negotiation resulting in a successful outcome from all points of view.

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The community is seen as a broad term and can include the Aboriginal community, the business community, residents groups, interest groups, disadvantaged groups, culturally and linguistically diverse groups, older people, women etc.

The Engaging with the Community category includes:

- Successful involvement of stakeholders in all aspects of development, modification and/or implementation of a project, program or scheme
- Development and implementation of new processes to enable stakeholders to effectively participate in and contribute to government processes and decisions
- Demonstrated commitment to and achievement of improved consultation processes over a period of time.

Project Delivery – Making it Happen

The category *Project Delivery – Making it Happen* recognises organisations, partnerships or sections that have shown outstanding performance and achievement in implementing major projects or programs for the benefit of the people of NSW. Projects can cover a broad range including infrastructure, implementation of recommendations from major inquiries, major relocations to save costs and provide employment opportunities or major research collaborations.

The Project Delivery – Making it Happen category includes:

- Collaboration between a number of organisational or agency stakeholders in the successful delivery or implementation of a major project, program or scheme
- An infrastructure project that achieves client requirements in harmony with the environment, business and community considerations, while meeting time, cost and quality targets
- Implementation of the recommendations of a major inquiry or review of systems or services providing improved outcomes and processes
- Use of innovative or “tailored for use” project management methods or procedures in planning, organisation or control of project activities to assist in delivering a major project.

Annual Reports Awards

The NSW Public Bodies Review Committee, in conjunction with the Public Accounts Committee, presents the *NSW Public Sector Annual Reports Awards* to recognise and reward excellence in public sector annual reporting.

Succeeding Through Innovation

The category *Succeeding Through Innovation* recognises organisations, partnerships or sections that have shown outstanding performance and achievement in introducing or implementing innovations to systems, processes, practices that have resulted in cost savings, improved productivity and/or performance outcomes.

The *Succeeding Through Innovation* category includes:

- The introduction of a new idea, method, technology, process, product or application that can deliver immediate and/or longer term benefits
- The development and/or implementation of a completely different way of doing something with a major impact on the organisation’s capability, productivity, safety or sustainability record



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- Providing the evidence required to completely stop doing or to scale back an activity that an organisation has continued to perform for no or little benefit
- The use of innovative information and communications technology to deliver more cost effective and satisfactory services and/or to streamline administrative processes.

Premier's Priority Category – Increasing Jobs for Young People

This year's theme for the Premier's Priority Category Award - Increasing Jobs for Young People - supports the Premier's commitment to provide more employment for young people.

This category recognises organisations, partnerships or sections that have shown outstanding performance and achievement in introducing systems, processes or programs that have assisted businesses, communities or individuals with youth employment.

The *Increasing Jobs for Young People* category includes ideas, initiatives, projects or programs that have:

- Provided opportunities to create or generate jobs for young people
- Opened up new areas of potential work for young people
- Improved young people's work skills, competence and productivity
- Provided innovative opportunities for talented young people
- Improved access to training and learning opportunities.

Premier's Award for Individual Excellence

The *Premier's Award for Individual Excellence* recognises an individual who has shown outstanding performance and achievement in providing benefits to the organisation, public sector or wider community.

The Premier's Award for Individual Excellence category includes:

- The provision of excellent customer service by an individual over an extended period of time
- Demonstrated commitment to and achievement of improved outcomes
- Exceptional individual performance and accomplishment
- Development and implementation of a new approach, system, program or service that can deliver immediate and/or longer term benefits.

CLOSING

James O'Loghlin, Master of Ceremonies

Please adjourn to the atrium at the conclusion of the ceremony to enjoy sumptuous Indigenous and Aboriginal cuisine prepared by Yaama Dhiyaan Hospitality Training College while enjoying classic jazz from the Roy Issac Organ Trio, Sydney Conservatorium.

www.publicsectorawards.nsw.gov.au