



WELCOME TO THE PREMIER'S
PUBLIC SECTOR AWARDS FOR 2011.
TONIGHT WE RECOGNISE EXCELLENCE
IN INNOVATION ACROSS THE NSW
PUBLIC SECTOR.

Welcome to the Premier's Public Sector Awards for 2011.
Tonight we recognise excellence in innovation across the
NSW Public Sector.

These awards recognise those who have worked tirelessly to provide
better government services, facilities and infrastructure for NSW.

Tonight we see a wide variety of projects in fields ranging across
the full spectrum of public sector work.

I congratulate the winners and the finalists in each category and
extend thanks to all those who have placed so much effort into
producing solid outcomes for individuals and the community in NSW.

THE HON. BARRY O'FARRELL MP
PREMIER OF NSW



PROGRAM:

5:00pm Welcome – light refreshments

5:30pm Official ceremony in the York Theatre
Hosted by **Mr James O’Loghlin**
Welcome to country by **Ms Donna Ingram**
Address by **The Hon. Barry O’Farrell MP**,
Premier of New South Wales
Announcement of winners and presentation of awards

6:45pm Reception in the Foyer, including:
Individual and team photographs
Certificate collection for finalists

CUSTOMER SERVICE

FINALISTS

Housing NSW

TENANT CONNECT

Delivered by the Australian Red Cross and volunteers, this service calls registered tenants daily to make sure they are safe and well. The service reduces social isolation by linking tenants to support services and networks. In its first two years of operation it provided emergency assistance in 28 instances - potentially saving lives.

Ms Maura Boland, Executive Director, Policy and Strategy
e: maura.boland@facs.nsw.gov.au

Nepean Blue Mountains Local Health District, Justice Health & Corrective Services NSW

CARE AND MANAGEMENT OF PREGNANT WOMEN IN CUSTODY

This collaborative project has brought antenatal care for pregnant women into the Emu Plains and Dillwynia Correctional Centres. Where previously inmates were required to travel to a hospital, this project has achieved better care for women in custody, by reducing the likelihood of complications and caesareans, and improving the uptake of breastfeeding.

Ms Wendy McBurney, Nursing Unit Manager
e: mcburnw@wahs.nsw.gov.au

Sydney and South Western Sydney Local Health Districts

DEMAND MANAGEMENT PROGRAM

Aimed at equalising access to dental health across two health districts, this program addressed the imbalance between demand and supply for health services. By merging waiting lists and improving waiting times for dental services, this program standardised work practices and also improved recruitment and retention of staff in areas of high demand.

Dr Kim Horneman, Manager, Performance and Evaluation
e: kim.horneman@sswahs.nsw.gov.au

Office of State Revenue

WORK AND DEVELOPMENT ORDERS

In a first for Australia, and one of the few examples in the world, this program provided by the State Debt Recovery Office enables vulnerable members of the community, who are issued with fines, to clear their debt by taking unpaid work, courses, or treatment with participating organisations and health practitioners.

Mr Matthew McGregor, Manager, Fines Reconciliation Unit
e: matthew.mcgregor@osr.nsw.gov.au

Hunter New England Local Health District

TAKING THE WAIT OUT OF WAITING LISTS

The introduction of an effective waiting list management program has seen the wait for dental health services reduce from 19,000 in 2008 to about 7,000 today. Each year, over 31,000 patients with toothaches now get an appointment without having to wait.

Ms Leanne Martin, Director, Oral Health
e: leanne.martin@hnehealth.nsw.gov.au

INNOVATION IN FRONT LINE DELIVERY

FINALISTS

(Manager division)

Hunter New
England Local
Health District

WORKPLACE BASED ASSESSMENT

The Centre for Medical Professional Development within Hunter New England Health became the first Australian site accredited by the Australian Medical Council to offer workplace based assessment for International Medical Graduates. This alternative to the Council's clinical exam has combined accredited assessment with constructive feedback and changed the performance of clinicians.

Professor Kichu Nair AM, Director, Centre for Medical Professional Development
e: kichu.nair@newcastle.edu.au

Ministry of Health

STATE CARDIAC REPERFUSION STRATEGY

Heart attacks are a life threatening and time critical condition. By providing quicker access to an ECG, particular types of heart attack can be quickly identified, ensuring the patient receives appropriate treatment to reduce further damage to the heart. Bringing decision making systems to the patient means quicker access to potentially life saving treatment.

Mr James Dunne, Project Director, Health Services Performance Improvement Branch
e: jdunn@doh.health.nsw.gov.au

South Western
Sydney Local
Health District

AGED CARE DAY HOSPITAL

Through combining existing outpatient aged care services, and introducing a raft of new services under the one roof, the Aged Care Day Hospital has provided a multi-disciplinary and coordinated approach to outpatient care. Clinicians have been given the freedom to develop new services to respond to the needs of the community, resulting in many new programs for the clients.

Mr Richard Farmilo, Manager, Aged Care Day Hospital
e: richard.farmilo@sswahs.nsw.gov.au

FINALISTS

(Staff division)

Agency for
Clinical Innovation

HAEMODIALYSIS MODELS OF CARE PROGRAM

The Centre for Medical Professional Development within Hunter New England Health became the first Australian site accredited by the Australian Medical Council to offer workplace based assessment for International Medical Graduates. This alternative to the Council's clinical exam has combined accredited assessment with constructive feedback and changed the performance of clinicians.

Ms Fidy Westgarth, Renal Network Manager
e: fidye.westgarth@aci.health.nsw.gov.au

Department
of Trade and
Investment,
Regional
Infrastructure
and Services

GLOBAL GROWTH PROGRAM

Fundamentally changing the delivery of services for NSW exporters, this program consolidates four grants programs and provides a one-stop-shop for premium export advice. Led by the Markets and Trade division, it provides eligible exporters with access to a dedicated advisor over a 12 month period for their export plan and its implementation.

Ms Kylie Hargreaves, Executive Director, International Markets and Trade
e: kylie.hargreaves@business.nsw.gov.au

Hunter New
England Health
District

I-CARE YOUNG CARER PROJECT

By promoting the issues and needs of young carers throughout the acute and community health sector, this project has supported the health, wellbeing and awareness of young carers. Specifically targeting issues relevant to young carers, this program has developed training, support networks and information to minimise the risks for this vulnerable group.

Ms Louise Lazic, Acting Service Manager
e: louise.lazic@hnehealth.nsw.gov.au

Mid North Coast
Local Health
District

FRONTLINE PHYSIOTHERAPY

Many of the patients visiting emergency departments with basic injuries do not require treatment from a doctor. Physiotherapists are capable of diagnosing and managing these injuries. By trialling physiotherapy in the emergency department, Port Macquarie Base Hospital made significant improvements in waiting times.

Ms Wendy McBurney, Nursing Unit Manager
e: mcburnw@wahs.nsw.gov.au

Northern Sydney
Local Health
District

GRACE: GERIATRIC RAPID ACUTE CARE EVALUATION

Through partnership with Residential Aged Care Facilities, Hornsby Ku-ring-gai Hospital significantly reduced the number of unnecessary nursing home patient admissions, improving outcomes for patients who do require hospital care. By facilitating communication between the hospital and stakeholders, better prioritisation of hospital treatment has been achieved.

Ms Nadia Yazdani, GRACE Clinical Nurse Consultant
e: nyazdani@nsccha.health.nsw.gov.au

INNOVATION THROUGH TECHNOLOGY

FINALISTS

Department of
Education and
Communities

HEALNET

Developed by North Coast Institute of TAFE, the Health Education and Learning Network is an online product designed to provide health workers with continuing professional development. This uniquely Australian product has provided formal and semi-formal training to medical professionals across the country.

Ms Margaret Spears, Business Capability Consultant
e: margaret.spears@tafensw.edu.au

Department of
Finance and
Services

APPS4NSW

Using NSW Government data to create lightweight software applications was a first for any Australian state government. This competition created opportunities for employees, industry representatives and citizen developers to identify priorities for access to public sector information and to build innovative applications for the people of NSW.

Ms Kate Harrington, Project Manager
e: kate.harrington@services.nsw.gov.au

NSW Police Force

EVIDENTIAL BREATH ANALYSIS (EBAS) PROJECT

Conducting breath analysis to collect evidence for legal proceedings was a time intensive process for police officers. This system analyses and captures results and observations and then transfers that information directly into NSW Police information systems. Now accessible at over 262 sites, this system has significantly reduced the time spent on administration.

Ms Leona Dei Rossi, Project Manager
e: deir1leo@police.nsw.gov.au

Roads and
Traffic Authority

SYDNEY HARBOUR BRIDGE INFORMATION SYSTEM

This specialised database, linked to 3D modelling, provides a cutting edge tool for condition monitoring, maintenance reporting and information storage for the State's flagship asset. As the world's first 3D modelling system for any major bridge, it has the potential to monitor any large engineering structure.

Mr Peter Mann, Asset Manager, Strategic Infrastructure
e: peter_mann@rta.nsw.gov.au

Hunter New
England Local
Health District

MYLINK ONLINE LEARNING PORTAL

By applying online learning principles, this project has further optimised the education resources of Hunter New England Health. The use multiple technologies has facilitated discussion and knowledge sharing amongst staff and provided a sound platform for training and development.

Mr Craig Smith, Acting Director, Organisational Capability and Learning
e: craig.smith@hnehealth.nsw.gov.au

REGIONAL INNOVATION

FINALISTS

Office of
Communities

YOUTH SERVICES TOOLKIT

This online community resource and training program for sports clubs, community groups and youth centres included hints and useful templates to build the capacity of youth services agencies to manage a range of community and social issues. The Youth Services Toolkit has significantly increased service efficiency across remote communities.

Mr Mark Horton, Regional Coordinator – Western
e: mark.horton@communities.nsw.gov.au

Housing NSW

BUILDING STRONGER COMMUNITIES

Tackling the physical, social and economic dimensions of 22 disadvantaged communities in social housing estates and promoting community regeneration, this innovative partnership-based approach takes community regeneration to a new level. Improved streetscapes and parks, coupled with a stronger and more engaged community, are key accomplishments of this program.

Ms Helen O'Loughlin, Director, Community and Place Strategy
e: helen.oloughlin@facs.nsw.gov.au

Hunter New
England Local
Health District

NOURISHING NETWORKS

In partnership with the University Department of Rural Health and the Northwest Slopes Division of General Practice, Hunter New England Health has enhanced local treatment for sufferers of eating disorders. The project's multidisciplinary approach has improved the confidence and skills of rural clinicians through a variety of learning technologies.

Ms Deanne Harris, Dietitian in Charge – Tamworth
e: deanne.harris@hnehealth.nsw.gov.au

Murrumbidgee
Local Health
District

PEOPLE OF THE SOIL

Working with the Sydney Theatre Company, the Rural Adversity Mental Health Program delivered a unique theatre-based mental health initiative for drought affected communities in NSW. Through this production, drama workshops and mental health education, the project engaged isolated communities and provided them with information and referral options.

Ms Marilyn Limbrick, Rural Mental Health Promotion Officer
e: merilyn.limbrick@gsahs.health.nsw.gov.au

Northern NSW
Local Health
District

BUILDING A SUSTAINABLE HEALTH WORKFORCE
ON THE NORTH COAST

Working proactively with regional education providers, this project addresses health workforce shortages by increasing recruitment opportunities across the Northern NSW Local Health District. Incorporating over a decade of work, this collaborative project focuses on the strategy of 'growing our own' and has rapidly expanded regional clinical training placements by 500 per cent.

Ms Karen Wickham, Coordinator, Medical Education and Training
e: karen.wickham@ncahs.health.nsw.gov.au

DEVOLVING DECISION MAKING

FINALISTS

Housing NSW

PLANNING FOR THE FUTURE

Bringing together a number of initiatives to devolve social housing decisions to non-government providers, this program encourages private investment in affordable housing. With 25,000 properties owned or managed by community housing providers, this strategy is transforming community housing by developing the size, capacity and financial viability of the sector.

Ms Leonie King, Executive Director, Community Housing
e: leonie.king@facs.nsw.gov.au

LEADERSHIP AND COLLABORATIVE PRACTICE

FINALISTS

Community Services

STAYING HOME LEAVING VIOLENCE

This collaboration by government and non-government agencies supported women escaping domestic violence to remain in their home of choice, rather than fleeing into a life of homelessness and displacement.

Ms Sonja Stewart, Divisional Director, Communities and Early Years
e: sonja.stewart@facs.nsw.gov.au

Essential Energy

TELEMEDICINE TRIAL

Through collaboration with Employers Mutual, WorkCover and Quality Occupational Health, this project developed and implemented a remote medical consultation trial for employees in the workplace. This simple solution has shifted the benchmark for industry best practice in managing injuries in regional and rural areas.

Ms Colleen Ryan, Group Manager, Health and Employee Services
e: colleen.ryan@essentialenergy.com.au

Housing NSW

NSW HOMELESSNESS ACTION PLAN

Through setting out to reform the way that NSW approaches homelessness, this blueprint has formed a standard for collaborative practice. By shifting the focus from crisis response to prevention and early intervention, this plan has shaped policy and service delivery, and built the foundation for improved service integration.

Ms Sharon Gudu, Manager, Homelessness Unit
e: sharon.gudu@facs.nsw.gov.au

NSW Rural Fire Service

AIDER PROGRAM

Aged residents and residents with a disability are at greater risk during a bush fire. By collaborating with community organisations, this program provides services to at-risk residents including hazard reduction, safety and preparation. These services have increased the safety and confidence of residents in their homes.

Mr Lew Short, Group Manager, Community Resilience
e: lew.short@rfs.nsw.gov.au

South Western Sydney Local Health District

HELPING OLDER PEOPLE WITH END STAGE KIDNEY DISEASE

A unique collaborative project between medical disciplines to provide holistic care and symptom control for patients with end stage kidney disease at St George Hospital. With high patient satisfaction, this project has improved patient survival and control of symptoms, particularly for patients choosing non-dialysis programs.

Professor Mark Brown, Director, Renal Medicine Department
e: mbrown@unsw.edu.au

EXCELLENCE IN DELIVERY

FINALISTS

Office of Environment and Heritage

SUSTAINABILITY ADVANTAGE

Sustainability Advantage is helping 545 medium and large organisations across NSW to improve their environmental performance, reduce their costs and add value to their business. By helping organisations to implement projects in practical areas, this program is achieving impressive ongoing savings of over \$50 million a year from improved productivity and resource usage.

Mr David Trewin, Senior Manager, Sustainable Business
e: david.trewin@environment.nsw.gov.au

Mid North Coast Local Health District

PEACE OF MIND PROJECT

Ward 1B at Port Macquarie Base Hospital is the site of this project to improve safety and care for patients with a cognitive impairment. Through the implementation of best practice systems and clinical management strategies, the number of aggressive incidents on the ward were reduced, leading to better treatment of patients and improved working conditions for staff.

Mr Brian Hanks, Clinical Nurse Specialist
e: brian.hanks@ncahs.health.nsw.gov.au

South Western Sydney LHD

TRIAGE KPIS FOR DUMMIES

Bankstown-Lidcombe Hospital's Emergency Department has been able to meet its KPIs through brainstorming, consulting and reviewing the triage process. The Emergency Department has redefined processes to eliminate bottlenecks preventing KPIs from being achieved.

Ms Debra Fox, Nursing Unit Manager
e: debra.fox@sswahs.nsw.gov.au

St Vincent's Health Network

QUALITY IN ACUTE STROKE CARE PROJECT

Designed to assist patients recovering from stroke, this state-wide field trial has brought about a significant improvement in the management of patient symptoms. As a result, the likelihood of death and disability from stroke has been reduced and rehabilitation is more effective.

Ms Simeon Dale, Project Manager
e: simeon.dale@acu.edu.au

Sydney Local Health District

FAST TRACK AND ENHANCED RECOVERY AFTER SURGERY FOR GYNAECOLOGICAL CANCER

The Gynaecological Oncology Unit at RPA Hospital initiated Fast Track Surgery for women undergoing surgery for cancer. This evidence based program aims to speed up recovery and reduce the risk of death following surgery. Fast Track Surgery uses techniques to reduce stress on the patient, allowing for a shorter stay in hospital.

Professor Jonathan Carter, Head of Department
e: jcarter@mail.usyd.edu.au

INFRASTRUCTURE

FINALISTS

Roads and Traffic Authority

HUME HIGHWAY LONGWALL MINING

Linking Sydney with Canberra and Melbourne, the Hume Highway carries over 20 million tonnes of road freight annually. Mine subsidence caused by longwall mining under the highway had the potential to cause significant delays to road users. Southern Infrastructure Services managed the potential impact on the road through pavement slots and extensive real-time monitoring.

Mr Warren Blacka, Project Manager
e: warren_blacka@rta.nsw.gov.au

Roads and Maritime Services (formerly NSW Maritime)

MILSONS POINT WHARF

This new approach to the design of ferry commuter wharves in Sydney Harbour provides excellent amenity, accessibility and comfort for commuters. An attractive addition to the Sydney Harbour foreshore, the wharf is far more ecologically and financially sustainable, and a successful prototype for a program of wharf replacements and upgrades across the harbour.

Mr Neil Mudge, Executive Director, Built Environment Branch
e: neil.mudge@maritime.nsw.gov.au

SUSTAINABILITY

FINALISTS

Department of Education and Communities

WALKING THE SUSTAINABILITY TALK

TAFE's Western Sydney Institute leads the vocational sector in green skills training. Sustainability principles are built in to all vocational training areas and are driven by an environmentally aware workforce. The Institute's accredited environmental management system supports green practices throughout the organisation.

Ms Sharon Kerr, Director Education, Manufacturing, Engineering,
Logistics and Transport
e: sharon.kerr@tafensw.edu.au

Department of Planning and Infrastructure

BUILDING SUSTAINABILITY INDEX

Since October 2005, this program has required new dwellings in NSW to commit to targets reducing water and energy usage. Data collection about every new dwelling is compiled into reports that deliver ongoing environmental benefits including reduced energy and water consumption and projected emissions.

Mr John Hudson, Director, Sustainable Systems
e: john.hudson@planning.nsw.gov.au

Sydney Local Health District

MANAGING WASTE AND MAINTAINING SUSTAINABILITY IN THE OPERATING THEATRE

Cost associated with clinical waste from operating theatres is a significant burden on hospitals. Concord Hospital investigated how to reduce clinical waste and increase recycling in the operating theatre. By recycling clean packaging material, papers, blue wrap, glass and ink cartridges, the operating theatre has made significant savings in the cost of waste removal.

Ms Michelle Skrivanic, Clinical Nurse Consultant, Operating Rooms
e: michelle.skrivanic@sswahs.nsw.gov.au

TransGrid

GREENGRID

Partnering with Greening Australia, TransGrid has improved land, biodiversity, river health and sustainable production in the Murray Darling Basin over 13 years. Engaging over 370 landholders and several thousand community volunteers and staff members, the project has protected, enhanced and re-established over 1500 hectares of land.

Mr Stuart Johnston, Manager, Corporate Environment
e: stuart.johnston@transgrid.com.au

Transport Construction Authority

SUSTAINABLE DESIGN GUIDELINES

By developing the Sustainable Design Guidelines for Stations, Commuter Car Parks and Maintenance Facilities, the Transport Construction Authority has improved the sustainable performance of transport infrastructure. As a result, the South West Rail Link has been constructed in a way that safeguards both community assets and the environment.

Mr David Gainsford, General Manager, Planning and Environment
e: david.gainsford@tca.nsw.gov.au

ACHIEVEMENT BY AN INDIVIDUAL

FINALISTS

Dr Roshan Abraham

MID NORTH COAST LOCAL HEALTH DISTRICT

Since joining the Hastings Macleay Dental Health Team in 2007, Dr Abraham has built a culture of excellence by celebrating success in his team. His innovative programs have improved access to dental care for the local community and significantly reduced waiting times in the area.

Dr Roshan Abraham, Senior Dental Officer
e: roshan.abraham@ncahs.health.nsw.gov.au

Mrs Helen Ganley

NORTHERN SYDNEY LOCAL HEALTH DISTRICT

As a quality and risk consultant with the Northern Sydney Local Health District, Helen has been responsible for implementing two innovative projects that have improved the ability to manage quality and risk in the daily work of the Health District. The Failure Modes and Effects Analysis Program and the Statistical Thinking Methods Program have won multiple awards.

Mrs Helen Ganley, Quality & Risk Consultant
e: hganley@nscchs.health.nsw.gov.au

Mr Steven Ward

ROADS AND TRAFFIC AUTHORITY

Steven is a Works Assistant with the RTA's Road and Fleet Services. He developed a tool for lifting heavy planks during bridge works, acting on a need to improve safety for his co-workers struggling to manoeuvre 150 kilogram bridge planks into place. The 'plank lifter' allows the bridge crew to lift more, work faster and save costs.

Mr Steven Ward, Quality Systems Officer
c/o RTA Wyong Depot, 19 Cobbs Rd, Wyong

ANNUAL REPORTS

FINALISTS

Audit Office of New South Wales – ANNUAL REPORT 2009-10

Country Energy – ANNUAL REPORT 2009-10

Energy Australia – ANNUAL REPORT 2009-10

Taronga Conservation Society of Australia – ANNUAL REPORT 2009-10



“CREATIVITY
is thinking up NEW THINGS.
INNOVATION IS
DOING NEW THINGS.”
THEODORE LEVITT



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