2012 NSW PREMIER’S
AWARDS FOR PUBLIC SERVICE

SHOWCASING EXCELLENCE IN PUBLIC SERVICE DELIVERY

FINALISTS
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Welcome to the 2012 NSW Premier’s Awards for Public Service.

Service is at the heart of the public sector. A service culture underpins our approach to delivering critical infrastructure, developing innovative and flexible ways to provide services and planning for the future of the NSW economy.

The search for excellence in public service delivery is the common thread that binds us together. We continually seek to find enhanced ways to deliver services to better meet the needs of our customers and clients. This exploration provides a unique challenge for the public service, and our partners in the private and non-government sector.

I am pleased that this year, for the first time, private and non-government organisations who deliver services on behalf of government will be recognised. And, equally, that the citizens of NSW have had the opportunity to recognise those unsung heroes in the public service.

Tonight we celebrate the achievements and contributions of public servants, their peers and partners who have succeeded in their quest to deliver excellent results for NSW businesses and the community.

We will bear witness to the diversity of our great public sector, our partners and those who work tirelessly to deliver results, who go above and beyond and who are driving new ways to deliver services.

I congratulate the winners and the finalists for each award and extend thanks to all those who have produced outcomes for the people of NSW.

Barry O’Farrell MP
Premier
12 November 2012
The Premier’s Awards for Public Service recognise the outstanding achievements and contributions of public servants and their peers and partners in the private and not-for-profit sector.

The Premier’s Awards for Public Service comprise the following four awards:

**Premier’s Public Sector Awards**
Awarded to public sector teams and individuals to recognise outstanding performance and achievement in the public sector.

**Premier’s Partnership Award**
Awarded to public sector teams and their partners in business, non-government and academic organisations to recognise excellent partnerships that are delivering results against at least one of the goals set out in NSW 2021.

**Premier’s Award for Excellence in Public Service Delivery**
Awarded to non-government employees and organisations to recognise excellence in public service delivery.

**Premier’s Award for Individual Excellence and Achievement**
Awarded to public sector employees to recognise exceptional levels of customer service and innovation in delivering results for individuals and the NSW community.
JUDGING PANELS

The 2012 NSW Premier’s Awards for Public Service attracted 185 high quality nominations. The judging process commenced with three review panels that assessed all the nominations and identified finalists in each of the awards and respective categories.

Each review panel was comprised of senior representatives from the public sector, business and/or community sectors.

REVIEW PANEL ONE

Members of review panel one judged the following awards and award categories:

- Premier’s Public Sector Awards
  - Building the Economy
  - Revitalising Regional NSW
  - Strengthening the Environment and Communities
- Premier’s Partnership Award

Review Panel Members

<table>
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<tr>
<th>Chair</th>
<th>Sonja Stewart – Deputy Commissioner, Public Service Commission</th>
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<tr>
<td>Member</td>
<td>Theresa Collignon – General Manager NSW &amp; ACT, The Smith Family</td>
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<tr>
<td>Member</td>
<td>Simon Smith – Deputy Director General, Delivery &amp; Implementation Group, Department of Premier &amp; Cabinet</td>
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REVIEW PANEL TWO

Members of review panel two judged the following award categories:

- Premier’s Public Sector Awards
  - Delivering Quality Customer Services
  - Building Infrastructure
  - Improving Performance and Accountability

Review Panel Members

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<tr>
<th>Chair</th>
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<tr>
<td>Member</td>
<td>Paul Brennan – Chairman, Penrith Business Alliance</td>
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<tr>
<td>Member</td>
<td>Brendan Lyon – Chief Executive, Infrastructure Partnerships Australia</td>
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<tr>
<td>Member</td>
<td>Geoff Thompson – Team Leader, Data Management, Department of Planning &amp; Infrastructure</td>
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REVIEW PANEL THREE

Members of review panel three judged the following awards:
♦ Premier’s Award for Excellence in Public Service Delivery
♦ Premier’s Award for Individual Excellence and Achievement

Review Panel Members

<table>
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<tr>
<th>Chair</th>
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<tr>
<td>Member</td>
<td>Tim Ebbeck – Chief Commercial Officer, National Broadband Network (NBN) Co Limited</td>
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<td>Member</td>
<td>Patrick Maher – Chief Operating Officer, National Disability Services</td>
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JUDGING COMMITTEE

A judging committee considered the finalists identified by the review panels and recommended winners for consideration and endorsement by the Premier for the following awards:
♦ Premier’s Public Sector Awards
♦ Premier’s Partnership Award
♦ Premier’s Award for Excellence in Public Service Delivery

Judging Committee Members

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<tr>
<th>Chair</th>
<th>Graeme Head – Public Service Commissioner</th>
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<tr>
<td>Member</td>
<td>Chris Eccles – Director General, Department of Premier &amp; Cabinet</td>
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<td>Member</td>
<td>Katie Page – Chief Executive Officer, Harvey Norman</td>
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<td>Member</td>
<td>Michael Pratt – Customer Service Commissioner, Service NSW</td>
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The Premier considered the recommendations of the judging panels and determined the winners.
BUILDING THE ECONOMY
This category recognises projects that stimulate and sustain economic growth, to establish NSW as the ‘first place in Australia to do business’.

Centre of Excellence in Education and Training
Western NSW and Far West Local Health Districts
Health
This multidisciplinary Centre for Rural and Remote Education consolidates a range of educational and workforce development programs through a single service. Since its inception, the centre has developed clinical and corporate training programs to deliver 531 separate classes to the Western NSW and Far West Local Health Districts, and generated an income of $909,030 over a period of two years.

Collaborative Solutions Program
NSW Trade & Investment
Trade & Investment, Regional Infrastructure & Services
The Collaborative Solutions Program supports the information and communication technology industry to develop new-to-market solutions using emerging technologies such as mobile/wireless, cloud computing, and high-speed broadband. Technology developers partner with businesses in key sectors to develop, pilot, and commercialise the innovations. To date, 17 solutions have been developed, with total project investments of $13 million, and a three-year forecast of 600 jobs, $250 million in revenue and $150 million in exports.

Harry Potter: The Exhibition
Powerhouse Museum
Trade & Investment, Regional Infrastructure & Services
The Powerhouse Museum was the first and only stop of Harry Potter™: The Exhibition in Australia. The exhibition has claimed the mantle as the most successful paid exhibition in NSW history, generating a record $46.9 million for the NSW economy and attracting over 382,500 visitors, including 79,093 international and interstate visitors who came to Sydney to see the exhibition. The exhibition’s marketing campaign reached over 10 million Australians, enhancing Sydney’s reputation for hosting world-class cultural events.

HARRY POTTER is a trademark of and © Warner Bros. Entertainment Inc.
REVITALISING REGIONAL NSW

This category recognises projects and services that respond to the needs of regional communities and drive growth in regional NSW.

Indigenous Employment and Development Strategy

Essential Energy

In 2011, Essential Energy launched its Indigenous Employment and Development Strategy which has become the model for broader equity and diversity programs within the organisation. Already one of the largest direct employers of Indigenous apprentices in NSW, the organisation has set its sights on a target of 3.6 per cent Indigenous employee representation and maintaining retention of its Indigenous workforce at more than 96 per cent.

Rural Pre Hospital Acute Stroke Trial

Hunter New England Local Health District

Health

Stroke is a leading cause of long term disability and the second highest cause of death in Australia. Rural Australians do not have the same equity of access to acute stroke therapies as people living in metropolitan areas of NSW. This multi-disciplinary service reduces this disparity by providing rural communities with access to best practice, timely and high quality acute stroke care.

Work and Development Order Service

Legal Aid NSW

Attorney General & Justice

Accumulated fines can have devastating consequences for vulnerable people, particularly in regional NSW. Licence sanctions often lead to a cycle of debt, unemployment, reoffending and entrenched disadvantage. Work and Development Orders enable eligible people experiencing hardship to “work off” fines with unpaid work, courses, counselling or treatment programs. The Work and Development Order Service is delivered by Legal Aid NSW and the Aboriginal Legal Service NSW/ACT in partnership with the State Debt Recovery Office and the NSW Department of Attorney General and Justice. A world first, this scheme promotes volunteering, vocational and life skills, and the health and well-being of individuals and communities.
Improving Stroke Care in the Rural Setting
Mid North Coast Local Health District

Health

Stroke is Australia’s second highest cause of death and a leading cause of disability. Stroke unit care has been demonstrated to reduce death and disability by approximately 20 per cent. This unique service co-locates the stroke unit within the rehabilitation unit at the Coffs Harbour Health Campus to support the seamless transition of stroke patients from the acute to the rehabilitation phase of stroke management. The service provides timely access to multi-disciplinary stroke care, more effective treatment and an improved quality of life for stroke patients.

Making Connections – Reducing the High Morbidity, Mortality and Recidivism Rates of Adults Released from Custody in NSW
Justice Health and Forensic Mental Health

Health

This state-wide service works with illicit drug users to ensure that they have access to community and health support services on their release from custody. Many of these drug users come from poor socio-economic communities and have intellectual disabilities or poor health. To date the service has helped over 4,000 participants, resulting in lower reported deaths and recidivism amongst its participants and achieving outcomes which have not been matched by any other jurisdiction.

Preventing the Next Osteoporotic Fracture
Sydney Local Health District

Health

Osteoporosis, or reduced bone strength, affects over 2.2 million Australians. About half of post menopausal women and a third of men aged over 60 years face life with an increased risk of fractures and re-fractures. Over four years, this service has improved the care management of patients presenting with osteoporotic fractures, reducing the incidence of re-fracture by 80 per cent, compared to standard care. This breakthrough achievement represents a significant improvement in the health, wellbeing and lives of patients and the community.

Resi-DENTAL Care Program
Hunter New England Local Health District

Health

Tooth decay and gum disease impact on general health causing pain and discomfort, difficulty eating and quality of life issues for the elderly. Access to dental care for residents of aged care facilities is often difficult and complicated as most are too frail or unable to travel. This initiative provides oral health education for aged care staff and works collaboratively with private dental practitioners to coordinate and support the provision of dental care in the residential care setting.
Building Infrastructure

This category recognises infrastructure projects that make a difference to the NSW economy and people’s lives.

Commuter Car Park and Interchange Program
Transport for NSW
Transport

Between 2009 and 2012, 30 new and upgraded car parks and interchanges were constructed for communities across the CityRail network, providing more than 7,300 new commuter parking spaces. Strategic planning and positive engagement with community stakeholders resulted in the projects being delivered on time and within budget, resulting in an enhanced experience for the commuter.

Elizabeth Macarthur Agricultural Institute Biosecurity Upgrade
NSW Trade & Investment
Trade & Investment, Regional Infrastructure & Services

This $57 million project to upgrade the Elizabeth Macarthur Agricultural Institute provides NSW with world-leading biosecurity facilities to service primary producers across the state, help protect its $9 billion food and fibre industries against emerging diseases, and safeguard against biosecurity threats. The cooperative approach between the parties involved saw the project delivered 12 months ahead of schedule.

Lake Brewster Water Efficiency Project
State Water Corporation

This $13 million project involved western NSW community groups working with the NSW Government and State Water to improve water efficiency, resulting in water savings as well as environmental and local economic benefits. Infrastructure works were carried out at Lake Brewster on the Lachlan River to improve its operational efficiency. The improvements are expected to save between 7,000 and 10,000 megalitres of water on average each year. Results demonstrate improved water quality, strengthened flood mitigation capacity and the creation of wetlands. Subsequently, bird life is thriving and the state’s largest pelican breeding event in more than five years has now taken place at the lake.

Nepean Hospital Redevelopment
Health Infrastructure and Nepean Blue Mountains Local Health District
Health

The Nepean Hospital East Block/Intensive Care Unit project developed a new contemporary facility that provides improved health services to the Nepean community. The facility includes 6 new operating theatres including a fully operational Special Imaging Suite, an ambulatory procedures centre, a 60 bed surgical ward, a multi-denominational chapel, a 24 bed intensive care unit and a Central Sterile Department. This project was delivered on time, within budget and with no critical incidents or lost time to hospital operations. It is a testament to the planning and expertise of the combined project team.
STRENGTHENING THE ENVIRONMENT AND COMMUNITIES

This category recognises projects that improve people’s lives by protecting natural environments and building strong communities.

Energy Efficient Luminaire Program

Essential Energy

In a first for NSW, Essential Energy is partnering with 52 local councils to provide more cost efficient and environmentally friendly public lighting. The program will see the replacement of up to 88,000 inefficient street lights with new efficient technologies, such as compact fluorescent fixtures. The upgrade has the potential to provide energy efficient public lighting to communities across regional NSW and reduce carbon dioxide emissions from public lighting by around 17,900 tonnes annually.

Growing Up Strong Parenting Books

Community Services

Growing Up Strong Parenting Books

This initiative provides culturally appropriate, positive parenting messages to Aboriginal families through easy-to-read parenting books. Tailored by local Aboriginal communities, the Growing Up Strong Parenting Books project has so far developed 15 books that cover more than 20 Aboriginal language groups across NSW. The books provide Aboriginal children with a good start in life by developing positive parenting patterns and skills and promoting key child development messages for Aboriginal parents and carers.

Stefan Press

NSW Environment Protection Authority

Premier & Cabinet

NSW Environment Protection Authority Officer, Stefan Press, worked with a major industrial site, Shoalhaven Starches, to reduce offensive odours at the site which have impacted on the 6,500 residents in the community of Bomaderry for a number of years. The project took three years to plan and execute and has resulted in odour complaints to the Environment Protection Authority being reduced from hundreds a year to virtually zero.

Sydney Growth Centres Strategic Assessment Program

Department of Planning & Infrastructure

Premier & Cabinet

The Strategic Assessment Program protects environmentally important areas and identifies sites for urban development in Sydney’s growth centres, where homes for 500,000 people will be built over the next 25 years and beyond. The program removes the need for multiple and costly site-by-site environmental assessments under separate NSW and Commonwealth laws. It gives landowners, developers and the community greater certainty about where development can occur and promotes sustainable growth in Sydney’s northwest and southwest.
Improving Performance and Accountability

This category recognises initiatives and projects that aim to strengthen existing systems, or enhance efficiency, accountability, workforce capacity, and community confidence in the public sector.

Forensic Evidence Management Model
NSW Police Force and NSW Health

The NSW Police Force and NSW Health have implemented wide ranging reform in forensic evidence management. This reform eliminated the DNA backlog giving criminal investigators faster access to DNA results, and nearly doubled analytical throughput whilst dramatically reducing turnaround times, all within existing resource allocation. This initiative supports the NSW Government objectives of preventing and reducing crime and delivering a fiscally efficient, effective and accountable public service.

Improving Flood Operations at State Water Corporation
State Water Corporation

Following the floods of 2010, reviews of flood operations at the State Water Corporation highlighted a series of issues to be addressed. This project implemented a number of processes and procedures to improve performance and accountability in the event of future floods, resulting in reduced flood impact on about 100,000 people and millions of dollars of property in the areas downstream of the Burragorang, Blowering, Burrendong and Wyangala Dams.

Nurse Initiated Thrombolysis in Rural Facilities
Hunter New England Local Health District

While timely identification and treatment of ST Elevation Acute Myocardial Infarction (STEMI, a serious type of heart attack) is critical, getting medical support in rural or remote sites is difficult. This pilot project, a first in Australia, enables nurses in rural and remote hospitals to be guided by a cardiologist in identifying STEMI by following an established protocol to treat patients with thrombolytics (drugs to reduce blood clots).

Patient Flow Portal
Ministry of Health

The Patient Flow Portal is a web based capacity and demand management decision support tool that assists staff to manage patient flow at ward, hospital and Local Health District levels across NSW public hospitals. It provides a platform to standardise patient flow to reduce patient delays and improve proactive management of hospital demand. The Patient Flow Portal has three functional modules: the Bed Board, the 14 day Demand and Capacity Predictive Tool and the Hospital Dashboard.

Transformation and Innovation – Enhancing the Lives of People with Disability
HealthShare NSW

More than 40,000 people with disability and respiratory conditions now receive timely access to equipment such as wheelchairs, communication devices and ventilators as a result of the reforms of two NSW Health programs by EnableNSW. The consolidation of 26 offices into a state-wide service along with major customer service, clinical and business reforms has resulted in waiting times being slashed from three years to approximately eight weeks and a 28 per cent reduction in administration costs.
**PREMIER’S PARTNERSHIP AWARD**

This award recognises excellent partnerships between public sector teams and business, non-government and academic organisations that deliver results against at least one of the goals set out in NSW 2021.

**Cornucopia Project**

CREATE Team, Northern Sydney Local Health District  
MARS Inc  
**Health**

The project, which has been operating for over 15 years, is a partnership between Macquarie Area Rehabilitation Specialties (MARS Inc) and the CREATE Team, North Shore Ryde Mental Health, to create employment for people with severe psychiatric disability. The fully self sufficient project now employs up to 50 psychiatric clients in the Cornucopia café, the wholesale indigenous plant nursery and the garden makeover business at Gladesville Hospital.

**North Coast Accommodation Project**

Department of Family & Community Services  
New Horizons  
On Track Community Programs Ltd  
Legal Aid NSW  
**Family & Community Services**

This project is a Housing NSW led partnership to assist vulnerable members of the community who are homeless, or at risk of homelessness, to secure accommodation in the private rental market on the NSW North Coast. Legal Aid assists clients to resolve issues such as debt management and lack of identification, which can be barriers to securing housing opportunities in the private rental market.

**SOLVE IT**

Royal Far West School  
Volunteers  
**Education & Communities**

This partnership involves the Royal Far West School working with a team of 50 trained local volunteers to provide one-to-one instruction, in a structured reading program three times a week, to students with developmental and behavioural issues and/or severe learning difficulties in rural and remote NSW. This has resulted in significant advances in student reading ability, better school attendance, greater student confidence at school and changed attitudes to learning.

**This Way Home**

Department of Family & Community Services  
The Salvation Army – Oasis Youth Network Hunter  
NOVA Women’s Accommodation and Support Inc  
Compass Housing Services  
Baptist Community Services  
**Family & Community Services**

This nine-way partnership provides supported medium term and emergency accommodation in an inner suburb of Newcastle for clients with complex needs who are homeless. The project innovation lies in the collaborative nature of client intake, referral, management and support. This partnership is made up of a small group of committed non-government organisations in the specialist homeless sector, supported by Compass Housing Services (community housing provider) and the Department of Family and Community Services (Housing NSW).
FINALIST

PREMIER’S AWARD FOR EXCELLENCE IN PUBLIC SERVICE DELIVERY

This award recognises excellence in public service delivery by non-government employees and organisations on behalf of government.

Can Assist
Cancer Institute NSW (Nominating Agency)
Health

In regional and rural NSW people with cancer are often required to travel away from home and their support network to access cancer treatments. Can Assist is a community-based organisation which provides support to cancer patients and their families living in rural and regional NSW. The service, which has been operating for over 56 years, now has 51 branches across regional NSW operated by 2,800 volunteers. Can Assist’s ability to consistently attract, motivate and retain highly committed volunteers for nearly six decades is testament to its claims of service delivery excellence for individuals and the community, and deserving of special recognition.
PREMIER’S AWARD FOR INDIVIDUAL EXCELLENCE AND ACHIEVEMENT

This award recognises public sector employees who provide exceptional levels of customer service and innovation in delivering results for individuals and the NSW community.

Debbie Barnhill  
Caseworker  
Department of Family & Community Services  
Family & Community Services  
Nominated for outstanding service, commitment and flexibility to achieve an excellent outcome for her clients.

Diane Roche  
Intensive Care Unit Chaplain  
Intensive Care Unit, Royal North Shore Hospital  
Health  
Nominated for her care, reassurance, comfort and counsel to the patients and their families in the Intensive Care Unit and for her ongoing support to the ICU beyond the requirements of her position over the past fourteen years.

Mardi Croke  
Teacher  
Jerrabomberra Public School  
Education & Communities  
Nominated for her proactive, insightful, caring and understanding approach in developing and driving a program to support families with special needs children at Jerrabomberra Public School.

Raymond Thompson  
Catchment Officer, Bogan  
Central West Catchment Management Authority  
Trade & Investment, Regional Infrastructure & Services  
Nominated for his personal drive, commitment and dedication over 32 years to restoring semi-arid landscapes of Western NSW.

Robert De Souza  
Bus Operator, North Sydney Depot  
State Transit Authority  
Transport  
Nominated for demonstrating exceptional customer service through his consistent enthusiasm, courtesy, and genuine interest in the customers he serves.
ACKNOWLEDGEMENTS
AND CONTACT INFORMATION

Thank you to everyone who nominated for these awards, and to the judges and review panel
members for their time.

For more information about the Premier’s Awards for Public Service, please visit
www.publicserviceawards.nsw.gov.au or contact:

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