



# NSW PREMIER'S AWARDS FOR PUBLIC SERVICE

2015 FINALISTS





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# FOREWORD

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Welcome to the 2015 Premier's Awards for Public Service.

NSW Making it Happen is the latest set of State Priorities that sets the Government's agenda for change in NSW. The priorities focus on creating a strong budget and economy, improving and increasing infrastructure, providing better services, protecting the vulnerable and making our communities safer.

This year, the Premier's Awards have been formed around these priorities, with emphasis placed on individual achievement and contribution across the sector. The 2015 Awards also celebrate the work of teams, recognising the contributions of public sector employees and agencies as well as private and non-government organisations.

It is a pleasure to showcase the initiatives, projects and strategies that have been achieved by public sector agencies and their employees, who have used their capabilities and resources to contribute to rebuilding a stronger NSW.

This year has seen an increase in the quality of nominations which recognise the talent and contributions of employees, as well as their peers and partners working in other sectors.

I congratulate the winners and the finalists for each award and extend thanks to all those who have contributed to the delivery and improvement of services for the people of NSW.



**Mike Baird MP**

Premier

17 November 2015



# ORDER OF EVENTS

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**5.00pm** Arrival

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**5.30pm** Commencement of ceremony in Verbrugghen Hall at the Sydney Conservatorium of Music

Performance by graduates of the Talent Development Project, Talent Development Project Foundation, sponsored by the Department of Education

Welcome to Country by Uncle Ray Davison, Gadigal Elder

Welcome by Master of Ceremonies, Mr Adam Spencer

Address by The Hon. Mike Baird MP, Premier of New South Wales

Announcement of winners and presentation of awards

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**7.00pm** Reception in the Royal Botanic Gardens – Rose Garden Pavilion, including light refreshments and entertainment by the NSW Police Band Jazz Combo

Photographs and interviews of award winners at the Sydney Conservatorium of Music

Certificate collection for winners and finalists

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# THE AWARDS

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The NSW Premier's Awards for Public Service recognise the outstanding achievements and contributions of public sector employees and partners in the private and non-government sectors.

Both teams and individuals are nominated against the below five categories.

## **Strengthening the economy and making NSW a better place to do business**

This award category recognises those who make outstanding contributions to the NSW economy and business.

## **Making NSW a better place to live**

This award category recognises those who make outstanding contributions to the environment and development of infrastructure in NSW.

## **Providing better support and opportunities to the vulnerable**

This award category recognises those who make outstanding contributions to the lives of vulnerable communities and people of NSW.

## **Building stronger and safer communities**

This award category recognises those who make outstanding contributions to improving the safety and confidence in the justice system for the communities of NSW.

## **Customer focussed delivery**

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

**Please note: the nomination descriptions in this event program are provided by agencies with minimal editing from the Awards Team.**



# FINALISTS

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## Strengthening the economy and making NSW a better place to do business

**This award category recognises those who make outstanding contributions to the NSW economy and business.**

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### Teams

#### **Darling Harbour Alliance**

Sydney Harbour Foreshore Authority  
*Finance, Services and Innovation*

The Darling Harbour Alliance succeeded in maintaining business activity and visitor numbers in spite of major redevelopment work in the Darling Harbour precinct. To minimise disruption during the three year development, the Sydney Harbour Foreshore Authority initiated the Darling Harbour Alliance, a public/private partnership to source joint funding and develop new attractions during peak tourist periods. It began planning two years before construction began. In spite of the construction activity and restricted public access the Alliance succeeded in keeping visitor numbers stable in 2013-14.

#### **NSW Government Spend Intelligence Dashboard**

NSW Procurement  
*Finance, Services and Innovation*

NSW Procurement has developed an expenditure analysis tool to make Government spending more transparent and efficient. The team consulted widely with Government agencies before developing the NSW Government Spend Intelligence Dashboard in eight weeks. The Dashboard enables agencies to conduct analysis, interrogation and filtering across key data dimensions and extracts information in real time. It helps agencies develop business strategies and identify potential savings by providing timely and categorised procurement expenditure data. It successfully went live in January 2015 and at the time of nomination it had \$80 billion in expenditure and more than 50 million transactions available from over 150 agencies.

#### **Implementation of Stewardship Contracts for Road Maintenance in Sydney**

Roads and Maritime Services, Downer Mouchel, Leighton Boral Amey  
*Transport*

Roads and Maritime Services developed a new contracting method for road maintenance service providers which has changed the way assets such as roads are managed and maintained. This contracting method was implemented in order to bring NSW road maintenance costs more in line with other states and has resulted in increased efficiencies and cost savings. Over 200 separate projects worth more than \$280 million were completed in 2014-15. The contracts are tailored to each provider and designed so that the cost of maintenance becomes fixed as the provider familiarises with the asset for which they are responsible and gradually takes on more of the delivery risk associated with a maintenance project.

## **Advantage Wollongong**

Office of Regional Development, University of Wollongong and Wollongong City Council  
*Industry, Skills and Regional Development*

Advantage Wollongong is an innovative and cooperative business alliance that has succeeded in enabling 80 major business investment projects and created 2,245 sustainable new jobs since it was established in 2008. This alliance was set up to promote economic development in the Wollongong region by aligning activities and resources across the three partner organisations; Wollongong City Council, University of Wollongong and the NSW Department of Industry.

## **Individuals**

### **Tina Dougherty** – Director, Customer Service Centre

WorkCover NSW  
*Finance, Services and Innovation*

Tina has been the driving force in building a customer-centric culture to support vulnerable workers. She has created a culture where an intimate understanding of the needs of the customer forms the basis for decisions. Tina has introduced a comprehensive complaints management framework, customer insight reporting and improved understanding of the customer experience. She is also recognised for her strategic leadership skills, professional conduct and ability to provide guidance, support and encouragement to her leadership team and staff across the organisation.

### **Sharon Jones-Baldwin** – Director, Electronic Solutions

Procurement Directorate  
*Education*

Sharon is an experienced leader in the area of electronic procurement services. Sharon led the Procurement Directorate's development of an online catalogue used by NSW schools to order supplies. The catalogue has significantly streamlined administrative processes for both schools and suppliers. Sharon has also contributed towards engaging Aboriginal suppliers, supporting and growing Aboriginal small businesses and enabling them to meet supply benchmarks to be included in the schools catalogue. Her dedication and expertise has seen an electronic tool benefit schools across NSW and three small Aboriginal businesses to grow sustainably.

### **Colin Worthington** – Operational Support Officer

TAFE NSW – South Western Sydney Institute  
*Industry, Skills and Regional Development*

Colin developed a tool that helped TAFE NSW – South Western Sydney Institute address business planning needs under the 'Smart and Skilled' reforms. After identifying a need for a resource which would help faculties make informed decisions about course delivery costs, Colin created the tool through a process of prototyping and benchmarking. The tool helped business planning by incorporating all income streams and expenses, enabling a full analysis of the costs associated with the delivery of courses. This has made a positive and measurable impact on the performance of the South Western Sydney Institute.

## **Pedro Harris – Executive Director, ICT Strategic Delivery**

Government Services

*Finance, Services and Innovation*

Pedro is an ICT visionary with the ability to translate concepts into reality to the benefit of the people of NSW. Pedro has led NSW Data Centre Reform and the establishment of two state-of-the-art data centres as well as the 'GovDC marketplace' where suppliers can showcase their latest technology for key agencies. His work on these projects will lead to an estimated \$50 million in benefits for Government over the life of the 10-year project, providing more funds for frontline services. It will also reduce agencies electricity usage and carbon emissions and introduce greater flexibility in choosing ICT solutions.

## **Michael Erny – Menindee Lakes Project Director**

Department of Primary Industries

*Industry, Skills and Regional Development*

Michael is an innovator whose management efforts have been essential to the successful and equitable distribution and delivery of water in the Lower Darling, the Menindee Lakes and the Western Murray areas through recent droughts and water shortages. He balances the needs of the customer with the health of the rivers and streams on which customers in the far south west of the State rely, so that water distribution practices are sustainable and resources are maintained for the future. Michael is a balanced and impartial decision-maker who has made a difference in primary industries in the region.

# Making NSW a better place to live

**This award category recognises those who make outstanding contributions to the environment and development of infrastructure in NSW.**

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## Teams

### **Northern Beaches Hospital**

Health Infrastructure and Healthscope  
*Health*

An innovative partnership between Health Infrastructure and healthcare operator Healthscope has resulted in a redesign of health services on the Northern Beaches area of Sydney to meet the needs of the community for the next 20 years. The contract is the first of its kind in NSW which will deliver services to public patients on behalf of the Government. It will allow clinical facilities to be shared between public and private patients in a single integrated hospital on the Northern Beaches of Sydney, improving clinical outcomes and management of health service demand. This contracting process is the first injection of private industry funding into a major health infrastructure project and is estimated to produce savings of \$1.5 billion over the 20 year contract period.

### **Blue Mountains Region Walking Track Project Team**

Office of Environment and Heritage  
*Planning and Environment*

Over the past eight years the Blue Mountains Region Walking Track Team has delivered a number of significant infrastructure upgrades at various sites around the Blue Mountains. Delivering projects on time and on budget while dealing with bushfires, floods and snow, the work requires great technical expertise and physical endurance. The niche expertise of the Team has resulted in upgrades to heritage infrastructure, an enhanced visitor experience and public safety increases. The Team has won local, regional and state tourism awards and recognition of cultural heritage restoration from UNESCO and the National Trust. The work completed has also resulted in a measurable increase in the use of walking tracks and directly contributes to the state tourism economy.

### **Building Shannon's Creek Airstrip**

Roads and Maritime Services  
*Transport*

A new airstrip at Shannon's Creek, 221km north of Broken Hill is the first to be built on the state road network and will greatly improve emergency response services to rural and remote communities in the region. When Roads and Maritime Services upgraded and sealed an 8.8km section of the Silver City Highway, a 1.5km long airstrip was incorporated into the work. Designed in consultation with the Royal Flying Doctor Service and the Civil Aviation Safety Authority it is the first all-weather airstrip in the area and available 24 hours a day. It opened in July 2015.

## **Sydney Metro Northwest Pre-employment Program**

TAFE NSW – Western Sydney Institute, Transport for NSW, Breakthru People Solutions, Global Skills, Salini Impregilo JV, Workforce International, Thiess John Holland Dragados  
*Industry, Skills and Regional Development*

Since the pilot program launch in November 2014, the Sydney Metro Pre-employment Program has helped long term unemployed people find jobs on major transport infrastructure projects. The program aims to provide tailored training and personal development for disadvantaged people, instilling confidence and providing employment opportunities. The design of the program also aims to break down the potential stigma of employers hiring Job Service candidates by involving employers in the training and mentoring process. This has the added advantage of providing targeted training for candidates to address company skill shortages. Among candidates who were interviewed after completing the program 70% had gained employment.

## **Individuals**

### **Ashley Young – Senior Clinical Business Analyst, John Hunter Hospital**

Hunter New England Local Health District  
*Health*

Ashley has played a pivotal role in the development of models of care which have provided benefits to patients by reducing travel and cost. Ashley's work in the development and implementation of an innovative tele-health model addresses the barriers of distance and improves access to services by linking patients with clinicians. Tele-health models minimise effort and stress for patients and improve service access and outcomes especially for patients in rural and remote areas.

### **Julieta Legaspi – Principal Manager, Evaluation and Benefits**

Transport for NSW  
*Transport*

Julieta developed and implemented an effective training tool, called 'Economic Appraisal Online Training Modules'. It is a multi-faceted approach to considering the impact of transport projects from a financial, economic, environmental and safety perspective to ensure that they are appropriately recognised in project assessments. During the project Julieta also collaborated with renowned transport economists from across the country who helped develop the tool.

### **Greg Barclay – Head of Department, Palliative Care Services**

Illawarra Shoalhaven Local Health District  
*Health*

Greg has transformed palliative care services in the Illawarra - Shoalhaven region by taking a patient and family based, multi-disciplinary approach to end of life care. Greg formed a multi-disciplinary team of other health practitioners to ensure a comprehensive approach to providing palliative care services to his local health district and actively lobbied for ongoing funding to keep this team operational. He has worked to achieve accreditation from the Royal Australasian College of Physicians to provide training to Advanced Trainees and introduced workforce development and succession planning to ensure the ongoing function of the Palliative Care unit.

## **Greg Barnett – Sales and Project Marketing Director**

UrbanGrowth NSW

*Planning and Environment*

Greg's development of a priority number system to manage the sales of land releases has ensured a fair and accessible method of managing property demand across the state. In early 2014 UrbanGrowth NSW's Landcom operations faced surging customer demand in buying land. Interest quickly reached fever pitch in sought-after locations with prospective buyers camping outside sales centres in anticipation of new land release announcements. Greg undertook research into the best option available to make access to land releases equitable and accessible. From scope to implementation Greg took a hands-on approach, ensuring the needs of stakeholders were met and customer satisfaction was paramount.

## **Tony Perusco – Civil Engineer**

NSW Public Works

*Finance, Services and Innovation*

Tony has demonstrated capability and responsibility above and beyond the normal expectations of the work of a graduate engineer. His ability to plan and manage competing demands, deal with complex issues and help develop solutions to challenging technical problems has been of great benefit to NSW Public Works. His expertise in civil engineering including structural analysis, stormwater, hydraulic and water hammer analysis, civil works and 12D modelling helps the team to achieve high levels of accuracy within aggressive timelines.

# Providing better support and opportunities to the vulnerable

**This award category recognises those who make outstanding contributions to the lives of vulnerable communities and people of NSW.**

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## Teams

### **Building Skills, Building Schools**

TAFE NSW – Western Institute, David Payne Constructions, NSW Public Works, Bourke High School and Bourke Public School

*Industry, Skills and Regional Development*

This 10-week program involved Aboriginal TAFE students refurbishing a primary and secondary school in Bourke which improved the school facilities, saved money and led to the participating students gaining a Certificate I in Construction. The popularity, relevance and student engagement in the course led to most students recording almost 100% attendance and all project outcomes being delivered ahead of schedule. Other positive outcomes for students included an increase in engagement with their normal high school subjects after the course finished.

### **Seniors, shopping and scams – protecting vulnerable consumers**

NSW Fair Trading

*Finance, Services and Innovation*

This initiative by Fair Trading informs seniors of their consumer rights and current scams. This will improve quality of life and resilience among a vulnerable population group. The Scams Information and Shopping seminars were introduced after research found that two in five NSW seniors are vulnerable to having their consumer rights violated. They are less likely to take preventative action or look for information online and are more likely to become victims of scams. The 300 seminars delivered across NSW in 2014-15 resulted in positive feedback with participants reporting they were now more aware of their consumer rights.

### **Changing Minds on Mental Health issues through television documentary and social media**

South Western Sydney Local Health District, Northern Pictures, Australian Broadcasting Corporation  
*Health*

'Changing Minds' was a highly regarded three-part documentary series involving patients at Liverpool Hospital's Mental Health Service that aired on the ABC in October 2014. The series was designed and undertaken by South Western Sydney Local Health District and Northern Pictures to make a positive impact on the public perception of mental illness, demystify modern treatment methods and reduce the stigma associated with hospital environments for the mentally ill. A comprehensive consent process was developed in consultation with the Mental Health Review Tribunal in order to film patients and get their perspective. The series generated a large response on social media with #changingminds trending nationally.

## **Sydney TAFE/Coles First Steps Indigenous Employment Program**

TAFE NSW – Sydney Institute and Coles Supermarkets Australia  
*Industry, Skills and Regional Development*

The Sydney TAFE/Coles First Steps Indigenous Employment Program has transformed the lives of long term unemployed Aboriginal people by moving Indigenous families from poverty and welfare dependence into permanent and secure employment. The three week course takes a different approach to pre-employment training programs by recruiting people who have suffered the most serious challenges in finding work and running on the basis of offering a position of employment at Coles supermarkets upon completion. The program has been run eight times and has a 94% completion rate. It has resulted in 119 people finding work and job retention at six months is currently at 78.5%.

## **Transforming Lives: Inside and Out**

TAFE NSW – Riverina Institute and the GEO Group Australia  
*Industry, Skills and Regional Development*

The Transforming Lives: Inside and Out program is an innovative approach to the education and training of people in the prison system in the Riverina and has the potential to increase employment prospects and reduce reoffending. The program has resulted in several first of their kind training initiatives. One was the 'Prison Build' project where inmates enrolled in the Certificate II Building and Construction course and built and fitted out two transportable homes. The homes were subsequently shifted to the township of Junee and allocated to local families. To date, 92% of inmates complete training. This program has had local and regional impact, providing a positive message about inmate rehabilitation and adding value to the community.

## **Aboriginal Foster Care Team and Aboriginal Consultation Panel**

Department of Family and Community Services  
*Family and Community Services*

A strategy to support Aboriginal children to live in culturally appropriate Out of Home Care (OOHC) placements has had a significant impact by enabling them to stay connected with their communities and culture. Family and Community Services introduced the Aboriginal Foster Care Team (Nye Gurung) and the Aboriginal Cultural Consultation Panel in response to a gap in service delivery. Previously it was more common for Aboriginal children to be placed in the care of non-Aboriginal families. A significant achievement in the first 11 months of this project was the recruitment and training of 16 Aboriginal foster carers. For children who are placed in non-Aboriginal OOHC, FaCS caseworkers work closely with Aboriginal staff to source community and kin and develop cultural plans.

## **Individuals**

### **Marie Coughlan – Health Services Officer**

State Transit Authority of NSW  
*Transport*

After being approached by a local rehabilitation centre and the NSW Guide Dog Association, Marie developed a program that provided bus travel education to people who had recently become disabled or experienced visual barriers in safely using public bus transport. The program demonstrated how to use bus features and safely enter, travel on and exit buses. Her work gave people the confidence to travel on buses safely when using wheelchairs or visual mobility tools. Marie's accessibility program has now become a greater project for the State Transit Authority with the Bus Accessibility Customer Mentoring Program due to be rolled out across NSW in January 2016.

## **Daniella Kanareck – Social Worker, Aged Care Psychiatry Service**

South Eastern Sydney Local Health District  
*Health*

Daniella has initiated and coordinated a number of projects to promote health literacy and develop treatment pathways for those over the age of 65 experiencing mental illness. She strives for excellence in the development and delivery of responsive aged care psychiatry services and has been instrumental in motivating and leading the clinical team, service providers and the community with her fresh approaches and dedication to quality treatment improvement for this vulnerable population group

## **Juliet Munro – Director, Records Access**

Department of Family and Community Services  
*Family and Community Services*

In 2005, Juliet identified a need for resource allocation to make historic records available to people who lived in out of home care placements as children. She found that Family and Community Services had over 130,000 boxes of records that were not indexed and therefore inaccessible to the public. Juliet actively lobbied for funding from multiple sources over a four year period and engaged the Government Records Repository to index or digitise the records. The issue of records access has since become a high priority issue through a Royal Commission and the Historic Records project now has funding of over \$2.5 million and is expected to be completed in 2016/17.

## **Megan Payne – Caseworker**

Department of Family and Community Services  
*Family and Community Services*

Megan has worked in child protection for many years. She demonstrates an ethical attitude to children, young people and families and has fostered collaboration across other service delivery agencies to achieve positive outcomes for clients. She is passionate and engaged with her work and will go above and beyond her role to ensure a child or young person's safety.

## **Laura Debnam – Learning and Support Teacher**

Niagara Park Public School  
*Education*

Laura provides support, services and knowledge well beyond the parameters of her role. She has consistently put the needs of others before her own and is dedicated to providing support for teachers, students and their families with particular focus on the underprivileged and disadvantaged. Laura's dedication and hard work for her school community reflect great personal and professional investment and engagement with her work.

## Building stronger and safer communities

**This award category recognises those who make outstanding contributions to improving the safety and confidence in the justice system for the communities of NSW.**

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### Teams

#### **Fire & Rescue NSW Home Fire Safety Checks Program**

Fire & Rescue NSW

*Justice*

This program has increased community awareness of fire hazards in the home. The number of house fires and injuries has fallen and community relations with Fire & Rescue NSW have improved. The NSW Home Fire Safety Checks Program focussed on culturally and linguistically diverse and Aboriginal communities to identify 'At Risk' households using existing population segmentation software combined with historical fire incident data. Firefighters then doorknocked in targeted areas to offer in-home education and a smoke alarm assessment. They found only 51% of homes targeted had working fire alarms compared to the state average of 94%. Every home visited was left with a working fire alarm. The result was an 8% decrease in house fires and a 15% reduction in related injuries in the winter months compared to the 2006-14 average.

#### **Dialysis Behind Bars – Providing a Haemodialysis Service in the Custodial Environment**

Justice Health and Forensic Mental Health Network

*Health*

This project involved the transformation of haemodialysis treatment to inmates suffering kidney illness at the Long Bay Correctional Centre, achieving multiple positive outcomes for patients, the health system and corrective services. Previously, sick patients were escorted to public hospitals which entailed lock down arrangements at Long Bay Correctional Complex. The presence of patients in custody in a public hospital also made public patients uncomfortable with guard escorts and the patients in custody wearing their uniforms and being handcuffed while receiving treatment. This project has transformed the provision of dialysis treatment to patients in custody and has saved over \$874 000 over the two years since the program began in 2011. The Long Bay Hospital has now provided over 1,300 treatments to inmates in a more comfortable and convenient environment.

#### **Green is not my colour**

Nepean Blue Mountains Health District

*Health*

This program was initiated to reduce re-incarceration rates among clients of the NSW Drug Court Program. Clients can be sent back to prison for non-compliance with the conditions set for their release, referred to as 'dropout to custody'. The program aimed to reduce the dropout to custody rate from 32% to 25%. Working with clients, the team identified key factors that influence non-compliance and adjusted treatment methods to improve the level of service. From July 2014 to May 2015, that rate fell to 14% far beyond the original improvement expectations of 25% and to the state average of 51%.

## **Police Transport Command**

NSW Police Force

*Justice*

A high visibility, proactive approach by the NSW Police Force on the transport network has resulted in a significant reduction of transport-related crime, a safer transport network and positive relations with commuters. Since established in May 2012, the Police Transport Command has carried out over 700 coordinated operations resulting in 9000 arrests, 17,000 charges and 180,000 infringement notices issued. As a result, there were significant decreases in assault, alcohol, robbery, sexual assault and steal from person categories in 2014-15. It is now one of the most highly visible commands within the NSW Police Force.

## **IPROWD**

TAFE NSW – Western Institute, NSW Police Force, Charles Sturt University, Department of the Prime Minister and Cabinet, Aboriginal Housing Office and Aboriginal Education Consultative Group  
*Industry, Skills and Regional Development*

Indigenous Police Recruitment Our Way Delivery (IPROWD) is a unique, state-wide program that offers training and employment opportunities for young Aboriginal people. Students graduate with a Certificate III in Vocational Study Pathways which acts as an entry qualification to the NSW Police Academy. Since the program began in 2008, more than 500 students have enrolled in the program and it has achieved a graduate employment rate of almost 80%. IPROWD is acknowledged by the Australian Government as one of the most successful programs funded across Australia and has committed nearly \$2.5 million in additional funding for the program until 2018.

## **Risk-based, outcomes-focussed Compliance and Enforcement Policy**

NSW Office of Liquor, Gaming and Racing

*Justice*

A risk-based liquor licencing approach is making communities safer by reducing disturbance and anti-social behaviour in areas with high-risk venues. The policy aims to reduce the regulatory burden on compliant businesses to focus enforcement and compliance resources on higher risk venues. Approaches such as lifetime bans and suspensions on liquor licences have been introduced to facilitate culture change in the industry. This policy contributes to keeping individuals and communities safe and also ensuring equal business competition as compliant operators would no longer have to compete with operators who break the law. In 2014-15, there was a 94% increase in direct prosecutions for violations of liquor licencing legislation, demonstrating the effectiveness of the policy in focussing regulatory resources.

## **Individuals**

### **Janet Sallabank – Senior Program Development Officer**

Corrective Services NSW

*Justice*

Janet led a project to redevelop Corrective Services NSW's offender programs to reduce re-offending after release. The resulting suite of four programs is called EQUIPS and, in 2013, Janet and her team implemented the program and established a state-wide training and support structure in 12 months. Janet's work was heavily research based and she strongly encouraged a fluid use of content to tailor the program to target different problem behaviours present in the prison population. Janet's ability to engage staff and offenders in a process of discovery and change has been crucial to the success of this project.

## **Greg Markwick – Regional Director, Western**

Department of Primary Industries  
*Industry, Skills and Regional Development*

Greg has dedicated his career to improving agricultural practices, the environment and primary industries within NSW. He has consistently provided service above and beyond expectations, particularly in the areas of emergency management and sheep industry innovation. His planning and proactive responses before and during natural disasters has helped to mitigate impacts on local landholders and are focussed on the public interest.

## **Stephen Andriske – Project Manager**

State Transit Authority of NSW  
*Transport*

Stephen's technical expertise and project management skills were instrumental in introducing the Fire Detection and Suppression Systems on State Transit buses. Following a fire incident in Hillsdale in 2011, the project became imperative to maintain the safety and well-being of NSW public transport users. Through Stephen's technical expertise and project management skills, the project was delivered on time. Stephen will also be leading the next part of the project to outfit the remaining 1,307 vehicles over an ambitious 12 month period.

## **Steven Collins – Deputy Principal**

Woy Woy South Public School  
*Education*

Steven has worked tirelessly for young Aboriginal people both in the school environment and in the wider community. He has worked with community groups, schools, parents and families to achieve the best possible outcomes for Aboriginal students and their families. He has a reputation for being a person who is willing to listen, to help and to make a difference. He is well known for his commitment to building positive outcomes, sustainable programs and meaningful projects that make a difference.

## **David Weir – CALD Co-ordinator and Aboriginal Liaison Officer**

Fire & Rescue NSW  
*Justice*

David is dedicated to working with culturally and linguistically diverse (CALD) and Aboriginal communities in NSW. He has built a network of partners and key people in like-minded agencies to build stronger and safer communities and has been described as the 'lynchpin' between service delivery stakeholders that help to raise fire awareness in these communities. He has broken down barriers between isolated and vulnerable communities and provided opportunities for organisations such as FRNSW to become more culturally aware and diverse. David has also done much to help individuals gain the skills and confidence to advance themselves and their communities.

## Customer focussed delivery

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

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### Teams

#### **Dalgety Bridge Rehabilitation**

Roads and Maritime Services

*Transport*

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

#### **Jury Management System**

Office of the Sheriff of New South Wales

*Justice*

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

#### **Small Business Support**

Office of the NSW Small Business Commissioner

*Industry, Skills and Regional Development*

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

## **Haematology ClinTrial Refer App**

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

### *Health*

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

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

Department of Family and Community Services and City of Sydney

### *Family and Community Services*

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

## **Customer Service During Hunter Storm Emergency**

Department of Primary Industries and Local Land Services

### *Industry, Skills and Regional Development*

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

## **Individuals**

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

Office of Sport

#### *Premier and Cabinet*

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

## **Jaclyn Hall – Caseworker**

### **Staying Home Leaving Violence Program**

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

## **Bradley Dixon – Regional General Manager**

### **NSW Trains**

#### *Transport*

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

## **John Filocamo – Operations Manager, Cemeteries and Crematoria NSW**

### **Department of Primary Industries**

#### *Industry, Skills and Regional Development*

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

## **Cathie Angelkovic – Assistant Director, Collections Centre**

### **Office of State Revenue**

#### *Finance, Services and Innovation*

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



## ANTHEA KERR AWARD FOR INDIVIDUAL EXCELLENCE

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The Anthea Kerr award was established in 2013 in honour of Anthea Kerr who passed away suddenly after 16 years of outstanding service to the NSW Government sector. The then Minister for Finance and Services highlighted her service in Parliament and stated that an award in her honour would be established to help outstanding public servants develop their careers.

In recognition of Anthea's outstanding contribution and as a testament to her memory, the Public Service Commission sponsors the Anthea Kerr Award for Individual Excellence as part of the Premier's Awards. The award is given in recognition of outstanding effort and commitment in the NSW Public Service. This year the winners of the Anthea Kerr Award were drawn from the pool of 25 individual finalists. The judges considered the emerging leaders from this pool and their referees attested that they were future leaders of the public sector. The recipient(s) of the Anthea Kerr Award receive an individually customised professional development program to assist them in accelerating their career.





# ACKNOWLEDGEMENTS

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

## Judging Committee members

- Graeme Head, Public Service Commissioner, Public Service Commission
- Maree O'Halloran AM, Solicitor, NEW Law and Public Service Commission Advisory Board Member
- Paul Miller, A/Secretary, Department of Premier and Cabinet

## Review Panel members

- Sonja Stewart, Deputy Commissioner, Public Service Commission
- Patricia Forsythe, Executive Director, Sydney Business Chamber
- Tracy Howe, Chief Executive Officer, Council of Social Service of NSW
- Paul Brennan, Chairman, Penrith Business Alliance
- Brendan Lyon, Chief Executive, Infrastructure Partnership Australia
- Patrick Maher, Chief Operating Officer, National Disability Service
- Glenn King, Chief Executive Officer, Service NSW
- Gary Sturgess, ANZSOG Chair of Public Service Delivery, University of NSW



**Public  
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