

REPORT ON IMPLEMENTATION OF THE CANBERRA PLAN – TOWARDS OUR SECOND CENTURY

2010-2011

The Canberra Plan was originally launched by the ACT Labor Government in 2004, with the aim to guide the growth and development of Canberra for this generation and beyond.

In August 2008 *“The Canberra Plan: Towards Our Second Century”* was released, which builds on the original Canberra Plan, identifying changes that have occurred over the four years, and updating the Plan to ensure that the vision, as well as the strategic themes, key objectives and future directions remain current as Canberra’s centenary approaches.

Key issues such as climate change, water security, housing affordability and skills shortages have become a higher priority for the people of Canberra and for the ACT Government in recent years, and this was reflected in the 2008 update of the Canberra Plan. Importantly, it is also reflected in the work that this Government is doing now.

The 2011-12 Budget was a budget delivered against a backdrop of changing economic conditions, including the continual loss of GST revenue and increasing cost pressures. The Budget delivers improvement in public service processes, implements new approaches to working, reduces duplication and delivers increases in services, whilst managing our own costs more efficiently. Importantly, the 2011-12 Budget returns the Territory to surplus in 2013-14, as planned.

“The Canberra Plan – Towards Our Second Century” revolves around 7 key themes, and in the past year we have made even more achievements against each of them. The themes are:

- Quality Health Care;
- A Fair and Safe Community;
- Excellent Education, Quality Teaching and Skills Development;
- A Strong, Dynamic Economy;
- A Vibrant City and Great Neighbourhoods;
- A Sustainable Future; and
- High-Quality Services.

Quality Health Care

The delivery of quality health care is of significant importance to the people of Canberra, and the ACT Government strives to constantly improve health care for all Canberrans.

Access to elective surgery

At 31 March 2011, the ACT recorded the lowest ever result for number of people on the elective surgery waiting list with waiting times greater than 12 months since ACT Health began reporting the measure in 2003.

ACT Public Hospitals are on target to provide over 10,700 elective surgery operations in 2010-11. At the end of March 2011, 8,967 people had accessed elective surgery, with 8,852 people receiving surgery at public hospitals, with a further 115 operations provided in the private sector. The full year result will be a record level for the ACT. The number of people waiting longer than recommended waiting times has dropped 24% between March 2010 and March 2011.

Reducing cigarette smoking

The final component of the *Tobacco Amendment Act 2008* came into effect with the removal of retail point-of-sale tobacco displays from specialist tobacconists from 1 January 2011. This means that all retail tobacco point-of-sale displays have now been removed in the ACT.

On 9 December 2010, the *Smoking (Prohibition in Enclosed Public Places) Amendment Act 2009* commenced prohibiting smoking in outdoor eating and drinking areas and at music events that are organised predominantly for persons under the age of 18 years. A six month advertising and business information campaign was undertaken by ACT Health to ensure that the public and affected businesses were aware of the changes. This enabled a smooth transition to a cleaner healthier smoke-free Canberra.

The percentage of people reporting to be current smokers was 16.3% in 2007-08 (ABS NHS). This is a decrease from the rate of 18.6% reported in 2007-08 (ABS NHS).

Meeting future demand

The *Capital Asset Development Plan* is a comprehensive and structured response to the pressures of an ageing population, changing technology, and provider and

consumer expectations – all of which contribute to a significant increase in demand for health services in the ACT.

The *Capital Asset Development Plan* (CADP) is a blueprint for the ACT Health services to respond to this growing demand. It incorporates the total health system, including new models of care aimed at better management of chronic disease and keeping people out of hospital. It also includes better use of technology and different ways of providing care such as community based post hospitalisation support, or other step-up/step-down facilities.

Implementation of initiatives in the CADP has been progressing well, with some notable achievements in 2010-11 being:

- a neurosurgery suite at Canberra Hospital with intra-operative magnetic resonance imaging capability. Canberra Hospital is the first hospital in Australia to have this particular equipment and approach which minimises the movement of the patient during surgery and is therefore markedly different from other approaches being used in Australia which involve moving the patient to the imaging equipment;
- installation of single unit combining positron emission tomography and computed tomography (PET/CT) scanners in the Medical Imaging Department at Canberra Hospital, and construction of associated equipment, patient and staff areas. The most frequent clinical indication for a PET scan is the diagnosis, staging and monitoring of specific malignant cancers; the combination of the PET /CT has greatly improved the accuracy of PET imaging. This service was not previously available in the ACT, which resulted in patients going to Sydney or Melbourne for their PET/CT;
- a new multi-storey carpark at the Canberra Hospital which reduces inconvenience for staff and the community and ensures that the campus has the car parking capacity to meet community needs into the future;
- the Surgical Assessment and Planning Unit which provides for quick transfer for patients from the emergency department to specialist surgical services prior to admission to the operating theatre;
- the new 16—bed critical care unit at Calvary Public Hospital was opened in July 2010, which provides increased capacity and a more appropriate environment for seriously ill patients (while also ensuring that the ACT can provide an integrated critical care service across both major public hospitals);

The delivery of these projects has helped to ensure that we continue to be able to meet the immediate health care needs of Canberrans.

In the 2011-12 budget, the Government provided funding to ensure our health services can meet current demand for hospital and health services as well as providing the human infrastructure to ensure that we can meet growing demand for health services, including:

- an additional \$2.5 million from ACT funds to support growing demand for surgical services, including an additional \$1.5 million for additional elective surgery activity, \$0.5 million for a new paediatric ophthalmology service, and a further \$0.5 million to enhance access to plastic surgery in the ACT ;
- an additional \$2 million to enable the Intensive Care Unit at the Canberra Hospital to increase services at periods of high demand as well as establish processes to provide outreach services to ward-based services from the ICU;
- the allocation of an additional \$4.2 million in 2011-12 to meet growing demand for general hospital services, including the full year funding of the new Surgical Assessment and Planning Unit;
- a further \$1.5 million to provide for the additional staffing costs required for enhanced capacity of the new Women and Children's Hospital opens in 2012;
- an additional \$2.95 million to meet growing demands for mental health services;
- almost \$2 million in additional funding for our cancer services including an additional \$0.9 million to provide for the expansion of radiation oncology services.
- Phase 2 of the Integrated Cancer Centre, which will increase the size of the new Centre and provide our community with access to high quality, responsive and comprehensive services;
- Funding for the design work for the construction of the new tower-block on the Canberra Hospital campus. The new building will provide our community with state-of-the-art inpatient services which will be designed to provide the best level of care to meet current needs and demands, as well as the flexibility to change environments to meet emerging and new models of health care;
- Funding for the specification and documentation for the new north side sub-acute hospital which will meet our community needs for sub-acute care well into the future.

Planning is also underway for the new Capital Region Cancer Centre. \$44.6 million in funding was announced by Australian and ACT Governments in partnership for building works to commence in 2011.

Access to radiotherapy services

Radiation Oncology wait times are collected and reported against four categories, urgent, semi-urgent, non-urgent category A and non-urgent category B. Each category has a different recommended wait time, with urgent cases to commence treatment within 24-48 hours.

Despite the three percent increase in people commencing radiotherapy over the first ten months of 2010-11 compared with the same period last year, the proportion of people receiving their first treatment within recommended waiting times has increased from 81.9% to 99.5%. This demonstrates the Government's commitment to ensuring that our community has access to the people and equipment necessary to ensure that these services can be provided close to support networks within appropriate waiting times.

Mental Health

In July 2009, the ACT Government launched the *ACT Mental Health Services Plan 2009-2014*. While the plan conveys a vision of how mental health services will be delivered in the ACT from 2009 until 2014, the vision continues beyond that to the year 2020.

Mental Health ACT is reducing the level of institutional based care to essential cases only. As part of this strategy, Mental Health ACT has implemented a number of initiatives to reduce the level of clients secluded within an inpatient episode. Initiatives have improved the rate of seclusion from a high of 14% in 2006/07 with a progressive decline to 10% in 2007/08, 7% in 2008/09 to under 3% over the last two years. This figure is the lowest figure reported nationally.

Healthy Kids, Healthy Futures

As part of it's election commitments, the Government allocated \$2 million per annum to the Health Kids, Healthy Futures program. Activities in 2010-11 included:

- Development of an ACT Breastfeeding Strategic Framework,
- Kids at Play 'Active Play and Eating Well Project' in partnership with the Heart Foundation ACT and Sport and Recreation,

- SmartStart for Kids Program in local schools (for Kindergarten, Years 2 & 4),
- Support for the implementation of the National Canteen Guidelines,
- Social marketing campaigns such as Unplug and Play,
- Lifestyle Triple P (Positive Parenting Program) in partnership with the Child and Family Centres; and
- ACT Breastfeeding Strategic Framework launched and project plan implementation initiated.

Workplace Health Promotion

A further \$750,000 per annum was allocated for workplace health promotion activities, fulfilling another election commitment. Activities in 2010-2011 included:

- The ACT Healthy Workplace Advisory group, an intersectional group convened to guide the development of the Healthy Workplaces program. Work includes the ACT Workplace Tobacco Management Pilot Project in mental health, and alcohol & other drug support services is a program to support smoking prevention amongst staff in these services,
- The ACT Workplace Health Promotion Needs Analysis which is a report completed into the health needs of ACT workplaces,
- The ACT Healthy@Work Pilot and Evaluation, a pilot with five workplaces to trial workplace health promotion programs is expected to be completed in December 2011,
- The ACT Health Staff Health and Wellbeing Program was launched in June 2011 and aims to provide strategies and interventions that address individual lifestyle and behavioural factors of ACT Health employees and assist ACT Health as an employer to develop its capacity and readiness to be a health promoting environment. The experience of this Program within ACT Health will assist in future ACT Government workplace health promotion and allow ACT Health to be a leader in this area; and
- The Workplace Capacity Building Funding Round is a funding round to increase the capacity of Non-Government Organisations to deliver workplace health promotion programs to ACT workplaces in the future under the ACT Healthy Workplace Program.

Health Services for Older Canberrans

The Aged Care and Rehabilitation Service received \$1,000,000 in growth funding for the 2010-11 financial year to respond to the increased demand for older persons' services. The funding was allocated to deliver:

- An additional Rehabilitation Staff Specialist, expanding the current full time equivalent Senior Staff Specialists in Rehabilitation Medicine from 4 to 5.
- The finalisation of recommendations from the 2008 "Keen" review. This was a comprehensive review of equipment services within the Aged Care and Rehabilitation Service of ACT Health.
 - The services enhanced included the ACT Domiciliary Oxygen and Respiratory Support Scheme (DORSS), ACT Equipment Subsidy Scheme (ACTESS), ACT Continence Scheme and the ACT Equipment Loan Service (ELS). These schemes and services provide equipment and oxygen supplies to eligible residents of the ACT.

Rehabilitation, Aged and Community Care (RACC) (previously Aged Care and Rehabilitation Service) allocated their additional 2011-12 growth funding to respond to the increased demand for older person's services. The funding is allocated as follows:

- Establishment of a specialised, community based multi-disciplinary Geriatric Health Team to provide assessment and time limited intervention programs for community based clients.
- Establishment of a Geriatric Discharge Support Worker for Aged Care to complement both the existing discharge planner, and discharge processes currently in place, as well as the activities currently undertaken by Aged Care Nurse Practitioners to support discharge.
- Enhancement of Allied Health services within the Community Rehabilitation Team (CRT). This service accepts referrals post-discharge from hospital and directly from the community.
- Expansion of the Driver Assessment and Rehabilitation Service (DARS), a small service within CRT, which provides a range of services including driving assessments, advice regarding car modifications and/or education on the topic of driving options for clients referred with physical or visual deficits

A Fair and Safe Community

The objective of the Fair and Safe Community theme is to ensure that all Canberrans enjoy the benefits of living in a community that is safe, socially inclusive and respectful of human rights; are able to fully participate in community life; and that the most vulnerable in our community are respected and supported.

Reducing Homelessness

In A Place to Call Home ten properties have been constructed and allocated. Five of these have been allocated to Aboriginal and Torres Strait Islander families. The remaining ten dwellings to be constructed under the “A Place to Call Home” will be delivered from 2010-11 to 2012-13. The ACT has agreed to provide replacement properties for the “A Place to Call Home” initiative in future years.

The Street to Home service commenced in February 2010. St Vincent De Paul is operating this service and is proactively working with rough sleepers.

St Vincent De Paul also convenes the ‘Who’s new on the Streets committee’ with participation from AFP City rangers and other community providers and allied services. This is proving a good mechanism to identify those in need and arrange support for individual clients.

The Transitional Support and Head Tenancy initiative has commenced with 50 individual support packages and head tenancy arrangements and 13 dwellings provided for refugees.

The Building Housing Partnerships initiative commenced operation on 1 November 2010. Implementation of the program involved community consultation during 2009-10. Feedback received from this process was used to develop the Building Housing Partnerships –Supportive Tenancy Service. The Building Housing Partnerships- Supportive Tenancy Service will continue to be delivered in 2011-2012. The service is operated by Woden Community Service in partnership with Belconnen community Service and the YWCA of Canberra.

The Mental Health Housing and Support Initiative (HASI) commenced in June 2010 with 10 persons referred and accepted into the program. HASI aims to increase tenancy and clinical support for tenants with a mental illness. In 2011-12 the Mental Health Housing and Recovery Initiative (HARI) will significantly increase the places for intensive tenancy, clinical and community support for tenants with severe and enduring mental illness. There are further planned increases for HARI places in both 2012-13 and 2013-14. HARI uses the same established infrastructure as HASI for the assessment and recovery planning to support these tenants.

Bimberi Youth Justice Centre

On 8 December 2010, the ACT Legislative Assembly agreed that the Attorney-General request the ACT Human Rights Commissioner undertake a comprehensive Human Rights audit of Bimberi and the ACT Children and Young People Commissioner undertake an inquiry into the youth justice system. The Inquiry is to report to the Legislative Assembly by 30 June 2011.

A number of key changes and improvements to practice have occurred at Bimberi Youth Justice Centre over the last 6 months. These changes have benefited young people detained at Bimberi, and staff. The improvements to practice have focused on four priority areas: improving communication and service delivery standards; establishing a culture of learning and increasing support to Bimberi staff.

Educational and vocational programs at Bimberi are a critical component of preparing young people for transition into the community. While in detention young people are provided with opportunities to continue or recommence their school education and learn vocational skills in a normalised educational environment. This includes providing young people with an educational and engaging school holiday program.

Bimberi Youth Justice Centre has continued to provide innovative, skills and resilience based vocational and educational programs for young people. Programs include:

- A cognitive change group focusing on cognitive behavioural therapy techniques;
- Certificate II in Construction;
- White Card training;
- Certificate I in Game Design (commencing in Term 2, 2011);
- Year 10, 11 and 12;
- Literacy;
- Numeracy;
- Woodwork;
- Metalwork;
- Art;
- Lyrics and music composition;

- Living Skills Program;
- Certificate II in Construction Pathways;
- Barista Program;
- Bronze Medallion; and
- Cooking.

Additional school holiday programs have included:

- Kulture Break;
- Swimming;
- Australian Music Foundation;
- Cooking/Lifestyle skills program;
- Arts and Crafts programs;
- Table Tennis;
- recreation program; and
- A fitness program.

\$1.7 million was provided in the 2010-11 ACT Budget for Bimberi operational costs. This enabled the Centre to continue to operate with increasing numbers of young people on remand and detention. In the 2011-12 Budget the ACT Government has provided \$2.46 million for Bimberi Youth Justice Centre for the ongoing operation of a fourth unit and to upgrade security. A further \$500,000 is allocated for a diversionary project aimed at diverting young people from custody and improve and target services for young people in the youth justice system.

The Bimberi Youth Justice Centre continues to operate under the legislative framework of the *Children and Young People Act 2008* to deliver safe custody and to facilitate the rehabilitation of children and young people and their reintegration into the community.

Additionally, a number of supports are provided for Aboriginal and Torres Strait Islander young people at the Bimberi Youth Justice Centre aimed at reducing the over-representation of Aboriginal and Torres Strait islander young people in the criminal justice system including:

- The appointment of Aboriginal and Torres Strait Islander Health Liaison Officer to be available to young people as required at the direction of the ACT Community Mental Health Team;
- *Health Services provided by Winnunga Nimmityjah* Aboriginal Health Services in collaboration with ACT Primary Health Care;
- *Winnunga Nimmityjah* Aboriginal Health Services provide a cultural support team;
- Gugan Gulwan Aboriginal Corporation provide an art healing program for young people;
- The Aboriginal Justice Centre provides support to young people in Bimberi; and
- The Murrumbidgee Education and Training Centre is appointing an Aboriginal and Torres Strait Islander Liaison Officer.

Community Safety

The Government is continuing to work on tackling assaults and the safety of the community, especially at late night venues, through its new liquor laws, which took effect on 1 December 2010. The Government has shown its commitment by funding ten new police officers dedicated to working proactively with liquor licensees and enforcing and supporting the new laws. The Government is confident that this increased police presence will assist in making Canberra's entertainment precincts safer by reducing incidents of violence and anti-social behaviour.

ACT Policing's continued participation in *Operation Unite* on Dec 17th 2010, involved police from all Australian jurisdictions and New Zealand driving a strategy aimed at reducing alcohol fuelled anti-social or violent behaviour.

Children and Families

Therapy ACT provides early intervention therapy and support for all ACT children with a developmental delay or a disability. Early therapeutic intervention ensures that potential for development in key areas such as gross and fine motor skills, language and communication and social skills development is maximised.

The Child and Family Centres continue to provide both universal and targeted services to families within the ACT. Child and Family Centres are now operating in three locations, Tuggeranong, Gungahlin and West Belconnen. Although programs across the Centre service families with children from birth to 8 years particular

attention is given to families with children from birth to 5 years, recognising the vulnerabilities within this stage of development.

The third ACT Child and Family Centre was officially opened on 2 May 2011. The Centre, located at West Belconnen, will have a strong focus on services for Aboriginal and Torres Strait Islander children and their families, and will contribute to the ACT Governments efforts to 'close the gap', in particular as they relate to early childhood health and development outcomes.

The Child and Family Centres provide a range of programs and services that recognise and address the multiple needs of families; these may include parenting difficulties, isolation, family violence, separation, financial hardship, and child abuse.

The Child and Family Centres also provide individual case management and family support to many vulnerable families. In recognition of the isolation and difficulties impacting on families outreach support and home visiting is provided.

Work continues on the Integrated Service Delivery for Aboriginal and Torres Strait Islander Families Program which offers early intervention services to link families to appropriate community support and decrease the likelihood of ongoing involvement by Youth Justice and Care Protection Services. At May 2011, the multidisciplinary team is working with 58 children from 21 families. The team continues to work closely with a range of service providers from a holistic perspective, linking children and young people and their families with a range of culturally appropriate and sensitive health, education, medical, social and well being services.

Support for people with a disability

The 2011-12 ACT Government budget allocated significant additional funding of \$10.3 million over four years to provide additional supports and services for people with disabilities. This comprised \$5.78 million over four years to provide sustainable community based accommodation and support arrangement to be developed for people in emergency need; \$1.7 million over four years to build afterschool and vacation care programs for children and young people with disabilities including those with autism; and a further \$2.8 million over four years to expand the support available to school leavers with high and complex needs.

Healthy and meaningful ageing

The ACT Government will continue to give attention to specific actions that will benefit older people under the ACT Strategic Plan for Positive Ageing 2010-2014:

- A Seniors Information Portal was launched in October 2010 to assist older people in accessing information about positive ageing;
- 13 projects promoting social inclusion of older people were approved in the 2010-11 Seniors Grants and Sponsorship Program;
- An Age-Friendly City Survey commenced in July 2011 to measure the lived experience of older people against the World Health Organization's Checklist of Essential Features of an Age-Friendly City.

The ACT Office for Ageing is working with the ACT Ministerial Advisory Council on Ageing and the business community to develop an ACT Business Guide to Seniors as Customers and Employees. This Guide provides practical information and advice to assist the ACT business community to better understand, and respond to, the needs of seniors as customers and employees. It is expected that the Guide will be launched in mid- 2011.

Concessions

The 2011-12 Budget allocated \$2 million to minimise the cost of living for vulnerable households in the ACT community. The Utility Concession provides an additional \$80.00 rebate to eligible concession card holders to minimise the cost of living for low income households. The rebate will be added to the existing Energy Concession to target those most vulnerable in our community. It recognises amongst others, the increase in water bills and seeks to offset the rise in basic utility costs.

The Energy Concession will be raised following the 2011-12 Budget to 16% of the average annual household electricity bill. This is an increase of approximately 24% or \$51 from \$214.87 to \$266.20, from 1 July 2011.

The increase in the Energy Concession and the introduction of the Utility Concession will result in a combined Energy/Utility rebate of \$346.20 and represents 20.8% of the average electricity bill for 2011-12.

An additional \$2.3 million over four years has been allocated to the ACT Taxi Subsidy Scheme and the members of this scheme will benefit from an increase to the subsidy per trip. A centralised wheelchair accessible taxi booking service will be introduced and incentives introduced for improved services for people with disabilities.

A scoping exercise will be undertaken in 2011-12 into the efficacy of a smart card system to replace the current paper based voucher arrangement used by the Taxi Subsidy Scheme.

Consistent with the ACT Government's commitment, and as reflected in Future Directions to provide a better assessment of the economic impact of disability - as it relates to the ACT Concessions Program; this budget provides a significant boost to the utility concessions enabling utility concessions to keep pace with the rising cost of utility services - in the order of \$131 per annum.

ACT Aboriginal and Torres Strait Islander Justice Agreement

Aboriginal and Torres Strait Islander people are significantly over-represented in the criminal justice system as both victims and offenders as a result of poverty and disadvantage stemming from historical social exclusion. The ACT Government entered into an *ACT Aboriginal and Torres Strait Islander Justice Agreement* with the ACT Aboriginal and Torres Strait Islander Elected Body. The Agreement was co-launched by the Chair of the Elected Body and the Minister on 2 August 2010.

The Justice Agreement has broad aims including improving Indigenous community safety and reducing the over-representation of Aboriginal and Torres Strait Islander victims and offenders in the ACT criminal justice system. This will ultimately lead to a better future for members of the local Aboriginal and Torres Strait Islander community.

Initial funding of \$0.607 million over four years was provided for the establishment of an Indigenous Guidance Partner within the Restorative Justice Unit. In the 2011-12 Budget, the Government has provided ongoing funding for this position which is dedicated to providing guidance and assistance to young Aboriginal and Torres Strait Islander people who are referred to or involved in restorative justice. The position will also support closing the gap between the participation rates and agreement compliance rates for Aboriginal and Torres Strait Islander youth referred to the Restorative Justice Unit compared to non-Aboriginal and Torres Strait Islander youth. It will also provide for appropriate remuneration of Galambany Circle Sentencing Court panel members who are called upon to assess offenders for acceptability for Circle Court and to participate in the Circle Court sentencing process. The Courts Legislation Amendment Act 2011 which was passed on 3 May 2011 recognises the Galambany (or Circle Sentencing) Court.

Emergency Services

2010-11 has seen the completion of the new Emergency Services Agency (ESA) Headquarters at Fairbairn providing the ESA with more modern and up-to-date facilities, not just for day-to-day working but more importantly modern and purpose built incident management facilities.

Additionally, the new purpose built specialist training facility at Hume is nearing full completion, with the administration building now occupied and the tower and gas fired props for ACT Fire Brigade training is well underway. . This facility addresses the multi-service training requirements within the Territory for the four operational arms of the ESA.

2010-11 has also seen completion of the upgrade to the aero-medical base at Hume, an upgrade which provides appropriate medical and helicopter facilities for physicians, intensive care paramedics as well as providing facilities for helicopters (and pilots) provided under the National Aerial Firefighting Centre (NAFC) arrangements during the bushfire season.

The new Tidbinbilla Rural Fire Brigade facility, provided for in the 2010-11 budget, is scheduled to be completed in the near future with volunteers expected to move in and operate in the new facility before the end of 2011. Also, the upgrade of facilities for the Rivers Rural Fire Brigade has been completed and the Jerrabomberra shed, which jointly houses the ACTRFS and ACTSES, is nearing completion.

ACT Fire Brigade

The ACT Fire Brigade is nearing completion of the expansion of the Community Fire Unit program along the urban interface. The final six units have completed training and are awaiting delivery of equipment in the near future. Once commissioned this will bring the total number of CFUs in the Territory to 50. The CFUs provide a significant capacity to the fire services along the interface with over 800 volunteers registered and trained.

The ACT Fire Brigade will receive funding to undertake further recruitment during 2011-12, which will allow it to address vacancies due to its ageing workforce as well as normal staff turnover.

The ACT Fire Brigade will also receive funding for plant and equipment which will replace end of useful life breathing apparatus, hazardous materials service and associated safety equipment, as well as a significant refresh and update of its fire fighting personal protection clothing and equipment that has reached its useful life.

ACT Ambulance Service

Funding announced by the Government in the 2010–11 budget for the ACT Ambulance Service recognised a number of the recommendations made by the ACT Auditor-General (2009) – *Delivery of Ambulance Service to the ACT Community*, and specific recommendations brought forward by Mr Grant Lennox in his review of the ACT Ambulance Service in May 2010.

This funding has seen significant enhancements in critical service delivery areas including call taking capacity, clinical triage, education and quality assurance in the ACT Ambulance Service section of the ESA Communications Centre and general management capacity targeted at enhancing the level of support provided to front line members.

The 2011-12 Budget continues the strong commitment to boosting the ACT Ambulance Service which will receive valuable personnel and equipment.

Thirty additional ambulance officers will be funded to meet continued increase in demand for ambulance services. Funding will also establish appropriate headquarters support structures in areas including audit and patient safety, clinical and industry research, clinical and operational risk and quality assurance to support frontline services.

Five additional intensive care ambulances will also be provided with a commensurate increase in frontline ambulance officers, this will also allow adequate redundancy for scheduled and unscheduled maintenance.

The ACT Ambulance Service also receives funding for a scoping study to replace monitor/defibrillators on all frontline intensive care ambulances and semi-automatic external defibrillators on selected supporting emergency response vehicles and funding to establish a clinical simulation training environment and replace high use critical service delivery equipment including clinical diagnostic and therapeutic equipment used in frontline operations.

ACT State Emergency Service

The ACT State Emergency Service's Community Education Team has been established since September 2010. The six volunteer members of the Team have received community education training through NSW State Emergency Service and have now delivered 15 presentations to interested groups across the Territory.

In 2011-12 the ACT State Emergency Service will acquire flood diversion and high capacity pumping equipment to enhance its response to flood events.

ACT Rural Fire Service

Over recent years the ACT Rural Fire Service has received a significant boost to their fleet which has continued with eight heavy tankers and a bulk water carrier being delivered and commissioned into service at the end of 2010.

In the coming year the ACT Rural Fire Service will receive more tankers under the fleet replacement program with three heavy tankers and three medium tankers anticipated to be commissioned by the start of the 2011-12 bushfire season.

Strategic Bushfire Management Plan

The commitment to the Strategic Bushfire Management Plan Version 2 which was released in 2009, was further reinforced with a significant commitment to the implementation of bushfire mitigation programs identified in the plan.

Alexander Maconochie Centre

Service planning for the ACT's new prison, the Alexander Maconochie Centre (AMC), continues the emphasis on rehabilitation. As Australia's first prison designed and operating on human rights principles, the centre has developed a throughcare model of case management. This provides a level of offender management which encompasses training, education, rehabilitation and access to high-quality health services. It also provides work experience within custodial and community environments and establishes post-release community support networks for offenders and their families through a comprehensive reintegration plan.

In April 2011 an independent review on the first 12 months of operation of the AMC report was tabled in the Legislative Assembly. This report listed various findings with regard to throughcare, facilitating rehabilitation and work skills. It found that the policies provided by the AMC reflected the intent of the ACT Human Rights legislation and stated that the basis of throughcare services in place were sufficient to ensure quality of intervention and education programs. The report found that detainees at the AMC were provided with the basis for best practice outcomes in preparing for release to family and community life.

Further funding was provided in the 2011/12 budget to address issues from the review for a feasibility study into the future requirements of the AMC.

Excellent Education, Quality Teaching and Skills Development

This Government aims to provide a quality education for all in the ACT. The establishment of the Teacher Quality Institute, targeted professional development for school leaders, the improvement to teachers' literacy and numeracy teaching practices, and the use of a rich mix of data to provide schools with evidence for informed decision making, are the central reform planks that support progress of key national reforms in the ACT.

ACT students performed well in NAPLAN testing held in May 2010. ACT student achievements are the highest or equal highest in the nation with between 94 and 97 per cent of students tested achieving at or above the national minimum standard.

In early childhood development, during 2010, 12 preschool units were offering an expanded 15 hours of preschool education to approximately 900 students. The staged expansion to 15 hours in all other ACT public preschools will continue during 2012 and 2013.

Additional training places continue to be delivered under the Productivity Places Program National Partnership. In 2010, the ACT delivered over 3000 training places for job seekers and existing workers. The ACT aims to deliver around 9200 additional training places over four years, depending on demand and training priorities.

Under the Digital Education Revolution the ACT aims to achieve a 1:1 ratio of computers to students by 31 December 2011 for secondary schools with students in years 9-12. As at April 2011, 90 percent of the required computers have been deployed to schools.

Consistent with these key reforms, strategic education directions in the ACT place a high priority on developing leadership, development of an integrated and comprehensive approach to improve student learning outcomes and the networking of knowledge and skills. The ACT will continue to integrate its local objectives with national reform activity, positioning itself within the national reform agenda while striving to maximise opportunities for local improvement.

Early Childhood

The Education and Training Directorate offered a scholarship program for teachers to undertake a *Graduate Certificate in Early Childhood Education* in 2010 through the University of Canberra. Twenty seven teachers commenced the certificate in 2010.

In 2010, 117 assistants completed the *Certificate III in Children's Services*. The program proved to be very successful, with the vast majority of assistants reporting

an increase in skills and knowledge relating to the delivery of a quality preschool program.

The new National Quality Framework will be introduced from January 2012 and will replace current regulation and accreditation processes with one unified system administered by States and Territories. It will drive quality improvements to early childhood education and care services and will be implemented gradually over the next eight years. The National Quality Framework will apply to long day care, family day care, outside school hours care and preschools. The framework seeks to achieve a better integration of education and care while maintaining affordability. The National Quality Framework will set a new National Quality Standard which will improve services through:

- Better educator to child ratios to ensure each child gets more individual care and attention;
- New qualification requirements to ensure staff have the skills to help children learn and develop;
- A new quality rating system to ensure Australian families have access to information relating to the quality of early childhood education and school age care services;
- The establishment of a new national body to ensure early childhood education and outside school hours care is of a high quality.

All childcare centres in the ACT meet the ratio requirements for children above two years old. The ACT will shift from one educator to five children to one educator to four children for children under the age of two years.

On 29 April 2011, the Minister for Children and Young People announced a range of initiatives that support the quality, affordability and accessibility of early childhood education and care services. The package included:

- upgrades to community childcare centre facilities;
- childcare centre grants;
- early childhood scholarships;
- the building of Holder Early Childhood Centre;
- the building of the Franklin Early Childhood School (incorporating a childcare centre); and
- the release of five sites for childcare use.

The ACT Government will introduce a new scholarship program to assist the Early Childhood Workforce to meet the requirements of the National Quality Framework. The Scholarship program (\$785,000 over two years) will sponsor existing staff to up-skill to a Certificate III in Children's Services qualification and to encourage new people into the child care sector.

Schools for the 21st Century

As the ACT's population continues to grow, we are providing for the education needs of our residents through a number of capital works programs.

The *Building the Education Revolution* initiative funded by the Australian Government involves the delivery of projects worth \$152.9 million. All 84 *National School Pride* (NSP) projects (worth \$12.7 million) were complete as at March 2010. The last of the 68 *Primary Schools for the 21st Century* (P21) projects (worth \$140.2 million) is due to be completed in late May 2011. The ACT will be the first jurisdiction to complete all BER projects.

Major projects completed in 2010-11 include:

- Gungahlin College
- Namadgi P-10 School
- Calwell High School – performing arts centre
- Narrabundah College – language learning centre
- Copland College – canteen refurbishment
- Solar power system installation at six schools
- Installation of security fences at six schools
- Car park works at three schools
- 18 of the 19 projects funded under the ACT *More Teachers, Lower Class Sizes* program
- Gold Creek School – artificial sports field

In addition the Harrison Secondary School is under construction with Stage 1 planned for handover in June 2011 and Stage 2 in December 2011.

Planning for the future needs of the ACT population, designing is currently underway for the Franklin Early Childhood School (opening 2013), Bonner Primary School (opening 2013) and Coombs Primary School (opening 2015).

Major projects which will be completed in 2011-12 include:

- Redevelopment of the Red Hill School
- Solar power system installation at the 19 schools approved under the Australian Government's *National Solar Schools Program*
- Installation of rain water tanks at all ACT public schools
- Installation of security fences at five schools
- The last project funded under the ACT *More Teachers, Lower Class Sizes* program
- Canberra College – performing arts centre

In addition, funds were allocated in the 2011-12 Budget for:

- Fire systems upgrades
- The installation of artificial grass surfaces at 4 schools
- Design and construction of the expansion work at 9 preschools
- Design and construction of the expansion work at Macgregor Primary School
- Design and construction of the expansion work at Majura Primary School
- Design the Canberra College Cares (CCCares) facility to be located at Canberra College (Woden campus)
- Stage 1 of School toilet upgrades
- Refurbish the hydrotherapy pool at the Malkara School
- Stage 1 of the School roof replacement program.

Quality Teaching

The 2008-09 budget initiative, *Quality Teaching for better outcomes*, funded a three year initiative to introduce and implement the Quality Teaching pedagogical model in ACT public schools. The budget initiative comes to an end in June 2011. A forward plan to sustain implementation of the Quality Teaching model has been developed, including:

- a Quality Teaching Toolkit containing background material, information, implementation ideas and other resources.

- ongoing professional learning for teachers new to the ACT or for those needing support in effectively using the model.
- a possible research project with the University of Newcastle, to evaluate the impact of the initiative across public schools in the ACT.

Funding of \$70 000, from the Teacher Professional Learning Fund was used towards training Quality Teaching consultants in public schools. The training was delivered by Newcastle University. Approximately 16 schools have begun using this approach.

As part of the term 1 module of the New Educator Support Program, 169 new educators participated in quality teaching workshops in March 2011. These workshops were additional to the rounds conducted by quality teaching consultants in cluster schools.

Support for Vulnerable Students

Young people in the ACT have access to a range of settings and programs which support individual learning needs and encourage the completion of school and VET qualifications. These include:

- Canberra Institute of Technology Vocational College
- an Achievement Centre for students in years 7 and 8 at Canberra High School, Campbell High School and Wanniasa School.
- a Connect 10 program at Lake Tuggeranong College, Lake Ginninderra College and Dickson College
- CCCares program at Canberra College.

Students in ACT public schools have access to school counsellors and in high schools pastoral care workers, youth workers and school youth health nurses.

Indigenous Education Officers and Workers support Aboriginal and Torres Strait Islander students.

Behaviour Support Partners work in clusters of schools to build the capacity of teachers to support students with challenging behaviours.

Social workers support families to address issues that may impact on the engagement of their children at school.

Students with a disability are supported through the provision of funding to schools that is based on individual need, access to transport assistance and provision of

inclusive technology to enable them to access and participate in their educational program.

Through further support, Volunteering ACT will continue to deliver the program Students Participating in Community Enterprises (SPICE), which is available to all students between the ages of 12 to 15 years at high school in the ACT who are at risk of leaving school before completing their Year 10 Certificate. SPICE arranges work placements, usually for one day a week, based on the student's needs and interests. Through the SPICE program young people benefit from gaining improved self-confidence, new skills and by being reconnected with their community through mentoring arrangements with local businesses. All high schools in the ACT participate in the program and referrals come from both the public and non-government sectors. The SPICE program differs from 'traditional' work experience programs in two significant ways: the younger age profile of the student cohort, and the active involvement of the parents in the relationship with the host organisation. In 2010, 271 students were referred to the SPICE program. The ACT Government provided \$203,000 in funding during 2010-2011 to enable the Directorate to contract Volunteering ACT to continue to deliver the SPICE program and has committed \$208,000 during the 2011 – 2012 financial year to accommodate future anticipated growth in referral numbers.

Skilled Migration

The Government has allocated \$1.1 million over four years in the 2011-12 Budget to support the delivery of the Skilled and Business Migration (SBM) Program, operated by the Business and Industry Development Unit. The SBM Program facilitates Government sponsorship/nomination of certain skilled and business migration visas. The Program also undertakes important and necessary offshore marketing activities to attract skilled migrants to Canberra.

In 2010-11 the ACT Government has to May 2011 facilitated 249 skilled worker sponsorships. These sponsorships have translated into 372 visa grants by the Department of Immigration and Citizenship (number discrepancy includes previous year sponsorships due to DIAC processing delays).

- This has resulted in 167 skilled workers arriving and working in Canberra.
- A further 205 skilled workers have visas valid for entry in Australia by mid 2012 based on ACT Government sponsorship. All ACT Government sponsored skilled workers are required to bring substantial funds to support their settlement phase.

- A further 408 skilled workers have been permanently sponsored by individual employers and are working in Canberra. The Skilled Migration Program has a role in supporting their applications through vetting of labour agreements and ensuring skills are in demand through approved processes.

The Government also funds settlement support activities to ensure skilled migrants remain committed to Canberra from point of first contact up to 2 years post arrival. These includes on-arrival support such as a meet and greet service and tour of Canberra; accommodation advice; job readiness training and a cultural awareness program; and a Canberra Information web portal that enables: migration agents to better market Canberra as a destination of choice and sponsored skilled migrants to extensively research Canberra pre arrival.

A Strong, Dynamic Economy

The ACT Government is committed to ensuring that the ACT has a strong and dynamic economy. The Territory's economy has performed remarkably well through the global financial crisis and in particular over the last year. Although the 2009-10 Budget and Forward Estimates moved into deficit, the Territory developed a seven year plan to return to surplus. The plan was updated in the 2010-11 Budget and then again in the 2011-12 Budget and the return to surplus target date has been advanced by two years to 2013-14.

The ACT economy has continued growing despite the global economic downturn. Gross State Product increased by 0.9 per cent in 2009-10 and growth is expected to accelerate in 2010-11. The trend unemployment rate for the ACT in April 2011 was 3.5 per cent - the second lowest of all Australian jurisdictions and comparing very favourably to the national unemployment rate of 4.9 per cent. Trend full-time adult average weekly ordinary time earnings in the ACT in the February quarter 2011 was \$1,477.5 – which is around 15% higher than the national average of \$1,288.1. In the year to the September quarter 2010, the ACT experienced strong population growth of 1.7%. The fiscal stimulus measures of the Commonwealth and local initiatives by the ACT Government helped sustain economic growth and minimise job losses in the Territory during the global economic downturn.

The ACT continues to enjoy a triple-A credit rating. Standard and Poor's affirmed the ACT's Triple A credit rating on 16 March 2011 based on the ACT's strong economy and the ACT Government's economic and financial management. Standard and Poor's kept the outlook on the ratings at stable.

Addressing the Skills Challenge

The ACT Government held a Skills Symposium on 14 April 2011 which brought together business leaders, education providers and Government representatives. The Symposium set out new pathways and initiatives for Government, the private sector and education providers to address the issue of skills shortages in Canberra.

The 2010-11 Budget provided \$3.2 million for the new CIT Learning Centre at Gungahlin, which opened in 2011, and funding for a feasibility study into expanding the range of learning services CIT provides to the Tuggeranong community. With the feasibility study complete, \$700,000 was provided in the 2011-12 Budget for design of a new CIT Learning Centre at Tuggeranong.

Icon

Just one of the Government's key business support activities is the Government's *InnovationConnect (Icon)* Program. The 2011-12 Budget has extended *Icon* for a further four years with \$1.557 million in new funding.

Icon provides small, step-up funding for technology based new businesses and entrepreneurs to accelerate the development and commercialisation of products, services and good ideas. There are two components to the *Icon* Program – Proof of Technology Grants and Accelerating Innovation Grants. These streams of the program are designed to assist companies at the Prestart-Up, Start-Up and Growth stages.

Since commencement of the Program in 2008, a total of 57 companies and entities have received project funding in total of \$1.16 million. A significant proportion of the grant funding is matched by company funds or other company contributed resources.

An independent review of *Icon* completed in September 2010 noted that, aside from providing direct support for the growth of ACT businesses, *Icon* also enhances collaboration within the local business community and operates as a pipeline for access to the range of additional Government support services.

Sustainable land release

In keeping with the ongoing strength of Canberra's population growth rate and high level of demand for new housing, the Government has increased the four year release target for housing from 17,000 dwellings sites to 18,500 dwelling sites for release in the years 2011-12 to 2014/15, including a record target of 5,500 dwelling sites to be released in 2011-12. The Land Development Agency is on track to achieve the accelerated release target in 2010-11 with the release of 5,000 dwelling sites.

The Land Development Agency estates of Coombs and Wright in Molonglo, are the first in the ACT to be accredited under the environmental certification scheme EnviroDevelopment, administered by the Urban Development Institute of Australia (UDIA), Australia's peak representative body for all segments of the urban development industry. Wright and Coombs, the first suburbs in Molonglo Valley, have received accreditation in the Energy, Waste, Community and Ecosystems categories, placing them amongst the most sustainable developments in Australia. Wright and Coombs, which will eventually accommodate almost 4,000 dwellings through a combination of freestanding homes, terraces and multi-unit sites, is the largest project in Australia to earn EnviroDevelopment status. A range of sustainability initiatives have contributed to the Land Development Agency achieving EnviroDevelopment Certification. These initiatives include:

- A dedicated Home Sustainability Advice service to help residents reduce their carbon footprint. This service includes advice about incorporating energy and water efficiency measures into new homes during the design stage.
- The multi-unit developments in Wright and Coombs are required to meet a 7 star energy rating under the Nationwide House Energy Rating Scheme and a 4 star rating for appliances under the Water Efficiency and Labelling Scheme.
- New solar envelope controls will ensure homes in Wright and Coombs do not overshadow their neighbours. This will contribute to solar access and the overall amenity of these suburbs.
- New waste management requirements in the civil construction contract which commit contractors to maximise the on-site reuse and processing of construction waste, and minimise the amount sent to landfill by recycling materials for use elsewhere.
- Partnering with the “National Arboretum Canberra” to ensure remnant pine cleared from Wright and Coombs can be re-used as mulch.
- Protection of Pink-Tailed Worm Lizard habitat (*Aprasia parapulchella*) and the preparation of a comprehensive Riparian Management Strategy to inform the rehabilitation and regeneration of the Molonglo River Corridor, and feed into the broader River Park Concept Plan.
- Working with Molonglo Bush on the Boundary to facilitate community involvement in the restoration of degraded areas in the Molonglo River Corridor.
- Working with the Canberra Organic Growers Society on the establishment of a community garden in Coombs.
- Water Sensitive Urban Design principles through the use of swales, bioretention basins, water quality control ponds, tree pits and rain gardens for street trees.

Tourism

Tourism plays a major part in the ACT economy and the past year has been a busy one for our tourism industry. During 2010-11, Australian Capital Tourism undertook the following campaigns:

Wrapt in Winter 2010

A co-operative campaign with tourism industry partners including attractions and accommodation providers targeting short break getaways for families and couples primarily from Sydney and regional NSW. The campaign is designed to influence travel during the low period of June, July and August. The dedicated campaign focused on specific winter experiences. Response to the campaign was positive with the Canberra and Region Visitors Centre (CRVC) taking 1,021 bookings during winter (481 specifically for Wrapt in Winter), wraptinwinter.com.au received 55,315 visits, the Attraction Visitor Count in Winter 2010 was up 16% on Winter 2009, specific Wrapt in Winter packages sold were 239 and the number of known bookings as a result of a Wrapt in Winter inquiry/referral were 184.

Floriade/NightFest/Spring Campaign

A co-operative campaign involving industry partners targeting interstate visitors under the event theme of “Imagination – where will yours take you?”. The campaign included national print, radio, online, PR, digital, social media and television advertising. The campaign contributed to a record result for Floriade in terms of visitation and economic return to the ACT economy with 471, 979 attendees and an increase in direct expenditure of \$26.9 million.

Destination Marketing

Australian Capital Tourism partnered with Tourism Australia (TA) and supported the *No Leave No Life* campaign resulting in a dedicated 30 minute television show featuring key experiences in Canberra as well as coverage in national print publications. Australian Capital Tourism also partnered with TA on the *Making Tracks, You Tube Symphony Orchestra* project that involved international artists and promising Australian musicians taking part in a journey across Australia. Canberra featured prominently as a destination in the YouTube content (over 280,000 views to date).

During 2010-11, Australian Capital Tourism undertook the following events;

Floriade 2010

Floriade 2010 had its most successful year achieving a record attendance of 471,979 and contributed \$26.9 million to the ACT economy.

Enlighten 2011

Canberra’s new Autumn event, was staged over four nights on 11, 12, 18 and 19 March. The foreshore of Lake Burley Griffin was transformed into a festive hub abuzz with a program of concerts by international artists including George Benson, INXS,

Chris Isaak and Frankie Valli and The Four Seasons. *Enlighten* also saw spectacular lighting effects projected across the facades of our national attractions, while the National Gallery of Australia, Parliament House and the Museum of Australian Democracy at Old Parliament House opened their doors for special after-dark experiences and exclusive platinum offerings.

The total attendance figure for *Enlighten* 2011 (which includes any multiple visits by attendees) was 8,678 and generated additional direct expenditure in the ACT totalling \$0.6 million. This increase in direct expenditure gave rise to increases in Gross Territory Product (GTP) totalling \$0.9 million. Based on survey data, 64% of attendees were from the ACT, 36% were from interstate and 1% were from overseas.

2011/12 Budget:

Recognising the importance of Tourism, the ACT Government has provided an extra \$5.8 million in the 2011-12 Budget as follows;

- Up to \$2 million over two years to support the creation of a "blockbuster" co-operative fund aimed at encouraging major tourism events that will drive interstate visitation for example the recent *Masterpieces from Paris* exhibition;
- \$1.75 million over three years for a marketing fund to promote nationally significant Centenary events and destination experiences aimed at increasing interstate visitation;
- \$1 million over three years to the Canberra Convention Bureau to increase Canberra's positioning as an innovative and influential business event destination;
- \$983,000 for Capital Works to upgrade Commonwealth Park to better facilitate the staging of Floriade including additional pathways/footpaths; improved electrical services distribution; improved storm water services; and safety and aesthetic improvements;
- \$100,000 to identify new markets for inbound flights including direct international flights to Canberra.

Live In Canberra

The Live In Canberra campaign is designed to attract skilled workers to Canberra, to help us address the local effects of the national skills shortage. Having commenced

in April 2006, the highly successful program celebrates it's fifth year in 2011.

2010-11 activities included:

- Four international campaigns including New Zealand, Netherlands, United Kingdom, Ireland and South Africa;
- 10 domestic career events in Sydney, Brisbane, Melbourne and Adelaide;
- 23 sponsors of the program with total financial contribution of \$98,000;
- 2 in-kind sponsors to the value of \$10,000;
- Over 5,000 unique website visits per month;
- Over 4,000 *Live in Canberra* information packs distributed;
- Over 1,200 new residents registered for 'Welcome to Canberra' events

A Vibrant City and Great Neighbourhoods

The ACT has received \$5.63 million under the Regional, Local and Community Infrastructure component of the Nation Building Economic Stimulus Plan. To date the following projects have been completed:

- a state of the art skate park and youth plaza at Eddison Park;
- a stage and shade structure at Glebe Park;
- the upgrading of facilities such as shade structures, picnic shelters, barbeques, access paths and landscaping at John Knight Memorial Park and Western Foreshore Park at Lake Ginninderra;
- a loading area for the mobile library at Woden Library; and
- two bike and ride facilities.

In addition work has commenced on the following projects:

- a new skate park at Belconnen;
- Floriade infrastructure at Commonwealth Park;
- Stage 2 of a stage at Tuggeranong Town Park; and
- Riparian restoration and amenity upgrade on Molonglo Reach.

The Budget also invests in initiatives to protect and preserve Canberra's significant Heritage places, with the successful 'Canberra Tracks' initiative to be expanded with \$150,000 in the Budget for new signs at Canberra's popular heritage sites.

Arts in Canberra

The ACT Government will deliver a \$10.3 million to boost the capacity of the arts sector and improve the quality of Canberra's much loved and well-used arts facilities and heritage places.

The Government aims to deliver more through strategic investment in the arts sector and an improved application process for arts funding.

The Budget delivers \$100,000 for a study into the creation of community arts hubs, where arts organisations can be co-located to share expertise and resources, consistent with the recommendation in the recent Loxton review of the arts.

In addition, the profile of our City as a much sought-after destination for visiting interstate and international artists will be raised, with \$206,000 over four years in the Budget for an ACT Artists-in-Residence program. Through this program, more opportunities will be available for local and visiting artists to practice their arts and engage with the Canberra community at the Kingston Arts Precinct, Watson Arts Centre, Gorman House Arts Centre, Strathnairn, Lanyon and Gudgenby.

Applying for arts funding through the ACT Government will also soon be easier with \$100,000 in the Budget for an on-line grants application and management system.

The 2011-12 Budget will see Canberra's popular arts facilities also benefit from essential upgrades. The Budget funds a new gallery and upgrades to the historic fitter's workshop, the construction of administrative offices for the Street Theatre and the replacement of air-conditioning at the Playhouse. Funding has also been allocated to improve the safety of government-owned arts facilities and the design for future upgrades to the Tuggeranong Arts Centre.

Centenary of Canberra

Planning is under way for a year of memorable celebrations to mark this special anniversary not only for Canberrans but for all Australians. The Centenary of Canberra will create lasting legacies in many forms, to take our city confidently into the next century.

Canberra's 100th birthday celebrations received a 2011-12 ACT Budget boost through funding of \$3.3 million for the construction of the Canberra Centenary walking and cycling trail. The trail will guide walkers and cyclists through urban and nearby rural areas incorporating a variety of iconic and lesser-known locations that tell the story of Canberra.

The self-guided trail will start at Parliament House and loop around the ACT through locations including ANZAC Parade and the War Memorial, Parliament House, Lake Burley Griffin, Mount Ainslie, Mount Taylor, Red Hill, the National Arboretum Stromlo Forest Park and Mulligans Flat Sanctuary.

In addition, the Australian Government recently announced that it will make a contribution of \$6 million over three years to a joint national program of activities with the ACT Government to celebrate the Centenary of Canberra in 2013. These activities include cultural, sporting and civic awareness events and will engage communities across Australia to celebrate the centenary of the role of Canberra as the nation's capital.

The Australian Government will also provide a gift to the ACT Government to commemorate the Centenary, at a cost of \$62 million over four years. This contribution will be provided for the redevelopment of Constitution Avenue. This will provide for practical and enduring benefits to the community of Canberra and will complete the final component of the Parliamentary Triangle.

Albert Hall

The ACT Government allocated \$2,723,000 in 2008/09 for renovations to Albert Hall. Recognising the important history of the building, the Commonwealth Government also allocated \$500,000 in 2009/2010.

The majority of the refurbishment work, for which \$3.2m was allocated, was completed by 30 June 2010. The refurbishment is on track for completion by the end of 2011 and will see the Albert Hall receive new curtains, temporary seating and tables; new replica light fittings installed that meet heritage requirements; have improved heating and cooling in the foyer, gallery and lecture room; and have new paving and lighting installed on both terraces.

Gungahlin Town Centre

A new bus station feasibility study will be completed by June 2011 and identify a preferred bus station arrangement for Gungahlin. Funding for construction of the Gungahlin bus station was provided in the 2011-12 Budget.

The Canberra Connect Gungahlin Shopfront Feasibility Study was completed.

The design of the Gungahlin Enclosed Oval and associated external car parking and landscaping has been completed. Construction work is expected to begin early in 2011-12.

The feasibility study into the Gungahlin Leisure Centre was completed in May 2011. The centre is to include a 50 metre main pool, a 25 metre program pool and associated amenities and dry fitness areas. Funding of \$26.4 million for the construction of the Gungahlin Leisure Centre has been provided in the 2011-12 Budget.

The Harrison district playing fields complex has been completed and usage has begun in the 2011 winter season by football (soccer). Senior grade cricket is expected to begin in the 2011-12 summer season.

A Sustainable Future

The ACT Government is committed to leading the local response to climate change. In November 2010, the ACT Government introduced the *Climate Change and Greenhouse Gas Reduction Act 2010*. The Act established the following greenhouse gas reduction targets for the ACT:

- zero net emissions by 2060;
- 40 per cent reduction on 1990 level by 2020;
- 80 per cent reduction on 1990 level by 2050; and
- per person emissions peaking by 2013.

A second Action Plan and updated *ACT Climate Change Strategy 2011-2060*, building on the lessons of the first Action Plan and *ACT Climate Change Strategy 2007-2025* and aligning with the ACT's legislated greenhouse gas reduction targets will be released in 2011. The Strategy and Action Plan will outline how the community, with strong leadership from the Government, will prepare itself to meet the challenges of climate change between now and 2060.

Solar Power

On 13 September 2010 the Government announced an expanded feed-in tariff scheme with the following elements;

- An overall scheme cap of 240 MW of generating capacity;
- Large scale generation category for generators larger than 200 KW (category cap of 210 MW);
- Medium scale generation category for generators between 30KW and 200kw (category cap of 15 MW); and,
- Existing micro generation category (household rooftop) up to 30KW (category cap of 15 MW).

The Legislative Assembly agreed in February 2011 to changes to the scheme to ensure that the cost to consumers was maintained at a reasonable level. To do this the government set capacity caps on both the Micro and Medium Generator categories within the Scheme. As at midnight on Tuesday, 31 May 2011 the Micro Generator category reached its legislated cap. On 1 June 2011 Minister Corbell therefore announced the closure of the Micro Generator component of the ACT Feed-In Tariff Scheme.

The scheme was re-opened on 12 July 2011 following amendments to *the Electricity Feed-in (Renewal Energy Premium) Act 2008* in the Legislative Assembly on 30 June 2011. The amendments combined the Micro and Medium Scale Generation capacity with a combined cap of 30 MW. Following overwhelming demand, the amended cap was quickly reached and the revised ACT Electricity Feed-in Tariff Scheme was closed at midnight on 13 July 2011.

After extensive community and industry consultation on potential sites for the large scale solar power facility, the Government identified unleased land for the facility in the Ingledene forestry area. The consultations were very positive and indicated strong community support for the solar facility.

Proponents will also be able to identify their own sites, which will also be subject to community consultation at the appropriate stage of the process under the normal requirements of planning legislation with Environmental Impact Statements and Development Approvals.

Affordable Housing

The ACT Government's housing affordability initiatives continue to increase prospects for prospective homeowners and private renters. Progress in 2010-11 has been significant and of the 84 initiatives under phases 1 and 2 of the Plan:

- 52 have been fully implemented
- 17 have been partially implemented and require ongoing project work, and
- 15 are being developed.

Progress against key objectives under the Affordable Housing Action Plan include 454 homes delivered through the LDA's OwnPlace program under the affordable threshold of \$328,000, over 950 homes in the land rent scheme, and an accelerated land release program that delivered 4,279 dwelling sites in 2009-10 and will deliver 5,056 in 2010-11.

The initiatives under the 2011-12 Budget will focus on implementing the remaining Affordable Housing Action Plan initiatives, including the establishment of a pilot Homeshare Program to provide accommodation for low income people, and to allow the elderly to stay in their homes, development and implementation of Universal Design Guidelines and continued liaison with Department of Disability, Housing and Community Services on the delivery of programs to reduce homelessness.

A green office building for the ACT Government

In the 2010-11 ACT Budget, Treasury received \$3.1 million to progress the market sounding process and prepare tender and contract documentation.

The market sounding was very successful and resulted in a large number of submissions from a range of interested organisations. As a result more work was done on the project's key parameters and its viability and an extensive financial and economic investigation into the project's viability concluded that the new office offers the best economic, environment and social outcome for the Territory when compared to all other options. The assessment also demonstrated that the cost of the project is within commercial parameters and is the most cost effective option for the Territory in the long term.

The Government's existing office buildings, given their age and design, deliver poor environmental sustainability outcomes. The new Government office building provides an opportunity to redress this situation and to deliver a building with high environmental sustainability credentials.

The environmental analysis on the ACT Government Office building indicates that it will deliver a 79% reduction in energy consumption and greenhouse gas emissions, when compared to existing ACT Government Office buildings. It will also allow the ACT Government to achieve its long term objective of carbon neutrality in government owned office accommodation by 2020.

Funding is provided in the 2011/12 budget to allow work on the project to continue with construction to commence in late 2013/14 or early 2014/15.

The Canberra International Arboretum

Approximately 29,000 trees have now been planted and at the end of the 2010 calendar year there were 65 forests in place, including existing forests of Cork Oaks, Radiata Pines and Himalayan Cedars. It is expected by the end of 30 June 2011, approximately 69 forests will be in place.

Stage 4 plantings in 2011 will see an additional 18 forests so that at years end there should be at least 83 established forests at the National Arboretum. It is anticipated that there will be 100 forests established by the time of the National Arboretum's official opening in March 2013, the year of Canberra's Centenary.

In addition to forest plantings, the landscape has been reshaped by significant civil works. Activity to date has included the construction of an events terrace, upgrading of the road network, earthworks for the proposed visitors centre and the central

valley ceremonial gardens, tanks and other irrigation works and completion of a look out at Dairy Farmers Hill and the BBQ area at the Himalayan Cedars.

A support group, Friends of the National Arboretum Canberra, has been formed and now has over 500 memberships, many of which are held by families. The Friends provide active support for the National Arboretum through working bees, tree planting, fund raising, and the annual open day, Festival of the Forests.

In the 2010-11 ACT Budget, funding was provided for major facilities at the National Arboretum Canberra including the development of the visitor centre, incorporating a cafe and retail outlet, and a permanent pavilion for the National Bonsai and Penjing Collection of Australia. The previous Chief Minister, Jon Stanhope MLA and the Chief Executive of the Village Building Company, Mr Bob Winnel jointly turned the first sod to commence the construction of the visitor centre on 23 March 2011. The ceremony also launched the Voices in the Forest, which is an annual cultural concert sponsored by The Village Building Company.

On 19 April 2011 the Prime Minister announced a contribution of \$20 million over four years, as a gift from the Commonwealth to the ACT for Canberra's Centenary in 2013.

ACTION buses

In 2010-11 ACTION continued its 100 bus fleet replacement program with 90 of the 100 buses delivered at year end (74 rigid MAN buses and 16 high capacity Scania 'Steer Tag' buses). The remaining 10 buses from the 100 bus replacement program will be delivered in 2011-12. A further \$26 million has been provided over three years to continue bus replacement, which will see a further 35 buses delivered and will assist ACTION in meeting legislated *Disability Discrimination Act 1992* targets for the percentage of accessible buses (target of 55% of fleet by December 2012).

In November 2010, ACTION delivered the new Network 10 courtesy of \$6.143 million in Government funding over four years as part of the *Transport for Canberra* program. The new network incorporated changes representing the first steps towards the Strategic Public Transport Strategy, which is a strategy that seeks to deliver fast and frequent services in order to affect mode share shift from private car to public transport. This included incorporation and extension of the popular REDEX service (renamed 'Red Rapid') and improvements in service in the Belconnen Town Centre area. Funding of \$10.339 million over four years has been provided to continue investing in improvements to the frequent network. ACTION and Transport Planning will investigate the feasibility of providing a 'rapid' trial in the Belconnen

area in addition to proposed improvements to services in Gungahlin, Fyshwick and to the Canberra Hospital.

Urban forest replacement

The Commissioner for Sustainability and the Environment (CSE) report into the ACT Government's tree management practices and the renewal of Canberra's urban forest was tabled in the Assembly in April 2011. Some of the CSE recommendations for tree removal and replanting around improved communication and notification of works have already been implemented.

\$1.1 million was provided to the Canberra treescape revitalisation program to improve maintenance of urban trees and continue an active replanting program in urban streets. Funding will also be used to improve management and prepare a Canberra Urban Trees Management Plan. Approximately 1100 trees have been planted this year in urban streets to replace trees that have been removed.

High Quality Services

A very large and ambitious capital program was undertaken in 2009-10 with major road infrastructure projects such as Gungahlin Drive extension, Belconnen Town Centre Improvements and the initial infrastructure works for Molonglo being progressed during the year. A number of new road safety initiatives were identified in 2009-10 such as variable message signs and point-to-point speed cameras. These will be further developed in 2010-11 and forward years.

Time to Talk

On 27 August 2010 the Minister for Environment and Sustainable Development announced *Canberra 2030 – Time to Talk*. *Canberra 2030 - Time to Talk* set out to involve as many Canberrans as possible, using an array of consultation methods ranging from seminars and surveys to online blogs and other forms of social media. The aim of *Time to Talk* was to engage with Canberrans from across the social spectrum, to find out what they valued about Canberra, and what they would like to see Canberra become by the year 2030.

Discussion centred around 10 themes - Population, Water, Canberra Homes, Getting Around, Land Use and Planning, Liveability and Wellbeing, City Form, Environmental Sustainability, Living in the Nation's Capital, and 'Who Pays?'

Workshops, community forums, shopping centre displays, random surveys, and online forums were all used to gather people's views.

The *Time to Talk* consultation was carried out in late 2010. It saw 20,000 people visit the dedicated website, with almost 34,000 opinions and comments posted. Almost 2,500 people participated in online and telephone surveys while hundreds more attended face-to-face forums, focus groups, workshops and provided opinions via postcards and the media.

The *Time to Talk* outcomes report was released in January 2011. The most consistently strong message was that people wanted to ensure Canberra had a clean and healthy environment. Also identified was the need to provide convenient and inexpensive public transport; ensure that planning allowed for easy access to work and social spaces and a need to increase employment opportunities through industry.

The Government now intends to ensure that the views expressed through *Time to Talk* are fed into policy development. This will include identifying where increased density can occur, how we can reduce our greenhouse gas emissions, how we can make sustainable transport options more convenient and accessible, and identifying what quality we want our city and neighbourhoods to look and 'feel' like.

The Review of the ACT Public Service

In September 2010 the Chief Minister's Department engaged Dr Allan Hawke, AC to review the structure and capacity of the ACT public sector. Dr Hawke was asked to examine:

- the capacity of existing public-sector structures to support the government of the day with strategic and direction-setting advice;
- effectiveness in delivering on government policies and objectives;
- performance and accountability mechanisms;
- how existing structures differentiate between the roles of policy and regulation;
- across-government coordination of service delivery; and
- structures that would improve resilience and innovation across the public sector.

Dr Hawke's report was released in full on 15 February 2011. The review recommended that the ACT public service be restructured as a single department, to reflect the city-state nature of the ACT and to allow for greater coordination between areas of the bureaucracy. The Government accepted the report and immediately established a high-level implementation taskforce within the ACT Public Service to work through each of the specific recommendations, advise on necessary legislative changes, timing and funding implications.

On 24 March 2011 the Chief Minister announced that the ACT Government was to adopt the proposal recommended by Dr Allan Hawke AC to establish a single agency, of nine directorates as the administrative basis of the ACT Public Service.

Municipal Services

In 2010-11 TAMS continued to renew its focus on the delivery of municipal services.

In August 2010 the department undertook an organisational restructure to align its resources with the Government's priorities and strengthen its ability to focus on its municipal functions.

In 2010 the department reorientated its community survey to seek more information from the community on the level of satisfaction it has with municipal services in the ACT. Following the Time to Talk community engagement project the department also continues to draw on these consultations to inform its planning and delivery of municipal services.

Canberra Connect established a Fix My Street online and telephone service relating to municipal functions in 2010-11.

In April 2011, TAMS launched a trial bulky waste collection service for households on a fee-for-service basis, with one free collection offered to eligible households.

Road Infrastructure

A number of improvements were made to roads infrastructure in 2010-11:

- New cycle and walking facilities have been completed at Mouat Street in Lyneham and along Ginninderra Drive in McKellar.
- Improved sign posting has been implemented around Lake Burley Griffin's West Basin and will be progressively implemented around the other regional lakes.
- Gungahlin Drive extension continued its construction during 2010-11 and will be completed by December 2011.
- Construction contracts have been let for the Monaro Highway duplication in Fyshwick and the upgrade of the Kings Highway.
- The conservation of Tharwa Bridge will be completed by September 2011 with the installation of new trusses and decking.
- A major project to augment stormwater infrastructure in Chapman is under construction during 2010-11 and will continue in 2011-12.
- The first two permanent variable message signs have been installed at Drakeford Drive and Gungahlin Drive and a further three sites have gone out to tender.

During 2010-11 Roads ACT finalised its asset management plan for the period 2010-2013 and managed the delivery of some \$50 million of road maintenance related works. The storms of December/January and the wettest year in the last 30 years had an impact on the maintenance program and over \$4 million of storm damage related works were undertaken.

The 2011-12 Capital program includes some \$20 million of new works and a work in progress program of \$120 million. Significant projects include the Majura Parkway and the Transport for Canberra construction projects.

The Majura Parkway project is an infrastructure priority for the ACT Government. It has been designed to improve commuter traffic flows and safety, with project specifications developed to ensure cost-effective and innovative delivery. As part of the 2011-12 ACT Budget, \$144 million was allocated to this project. The Commonwealth has agreed to provide matching funding.

Community Feedback on Services

The ACT Government now conducts an independent community satisfaction survey annually. This is in addition to separate, more specific, customer satisfaction surveys to inform planning and business improvement activities.

In the most recent survey for which results are available, May 2010, 1,000 residents were randomly surveyed (via telephone) to determine satisfaction with a range of the Department of Territory and Municipal Services (TAMS) services. Results showed that Canberrans continue to have an overall high level of satisfaction with the services they receive from TAMS.

- The satisfaction scores for library services remain very high at 96%. Similarly, residents were also very satisfied with waste control, with 92% indicating that they are satisfied with this service.
- Management of roads and infrastructure services achieved moderately high levels of satisfaction, with 70% of respondents expressing moderate to high satisfaction.
- The level of satisfaction with the timeliness of ACTION bus services (83%) and the network overall (73%) were satisfactory and on par with scores achieved in 2009.
- Overall, the maintenance of nature reserves and the general appearance of Canberra was rated as satisfactory to most residents. Satisfaction with the maintenance of grounds at cemeteries again rated very high at 95%.

Other services/facilities receiving high satisfaction levels included:

- Management of urban lakes and ponds (87%);
- Community sporting ovals and facilities and tree planting and maintenance (both 85%); and

- Provision and maintenance of playgrounds (84%).

Canberra Connect conducts an annual customer satisfaction report and reports that 90% of customers were satisfied with the service provided.