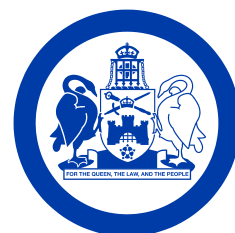


REPORT ON IMPLEMENTATION OF THE CANBERRA PLAN – TOWARDS OUR SECOND CENTURY

2012-2013



ACT
Government

June 2013

Foreword

The Canberra Plan was first launched by the ACT Government in 2004 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 built on the original Canberra Plan, reflecting the changing priorities for the people of Canberra. Climate change, water security and housing affordability were recognised as high priority issues for our city.

Fairness and opportunity for all were central to both plans, and remain the centre of policy development today.

The Canberra Plan has seven strategic themes that form the basis of our vision for Canberra:

- 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.

The results in this report reflect progress towards our long term goals in the Canberra Plan. The goals we have set are ambitious. There will always be more that we can do and improvements we can make as our city and nation grows, but a great deal is being achieved.

Katy Gallagher
Chief Minister

Quality Health Care

The ACT Government is improving health outcomes for all Canberrans. In recognition of the benefits of good health, the Government focuses on preventative health and improving the quality and timeliness of healthcare.

Australian Council on Healthcare Standards Accreditation

In November 2012 ACT Health was assessed by the Australian Council on Healthcare Standards. The Directorate was awarded full accreditation and commended for providing a high standard of care throughout the patient journey in a caring environment.

ACT Health's programs for patients with chronic and complex conditions, and strategies to ensure good clinical handover between health disciplines were also commended.

Health Infrastructure Program

In the fifth year of the program, 2012-13, the following projects were completed:

- Centenary Hospital for Women and Children Stage 1;
- Gungahlin Community Health Centre;
- Calvary Hospital emergency department expansion, providing capacity for six additional treatment spaces; and
- Duffy House providing a *Home Away From Home* for cancer patients and their carers from outside the ACT.

Reducing Waiting Times

In 2012 the ACT was the only jurisdiction to meet and surpass all nine targets for delivery of elective surgery, agreed in the Council of Australian Governments (COAG) Reform Council National Partnership Agreement on Improving Public Hospital Services. The ACT was one of five jurisdictions to make progress on meeting its targets for emergency service delivery.

Our public hospitals reported the highest level of access to elective surgery over the first ten months of a financial year in 2012-13. A total of 9,384 people accessed surgery at ACT public hospitals.

The ACT was also the only jurisdiction to meet all of its National Elective Surgery Targets in 2012 under the National Health Reform Program, making us eligible for reward funding in 2013.

All people presenting at our emergency departments (ED) with the most serious conditions (category one patients) were seen and treated on arrival. Waiting times for other categories of patients are marginally longer over the first 10 months of 2012-13 compared with the same period last year.

As part of the National Health Reform program, all jurisdictions have agreed to measure the time people spend within ED, with a target to ensure that 90% of all presentations to

ED are seen, treated and either admitted, discharged or transferred within four hours in 2015.

Canberra Hospital's result for 2012 was 56.7% of presentations managed within four hours, which was equal to its national peer group of major metropolitan hospitals with busy emergency departments, but short of the ACT's 64% target. Calvary reported a result of 63% within the same peer group.

In 2012-13 the Government continued its efforts to improve its ED performance. Steps included expanding Calvary's ED capacity and commencing the expansion of ED and intensive care units at the Canberra Hospital.

Access to General Practitioners

Access to General Practitioners (GPs) has improved dramatically. In February 2013 88% of Canberra's GPs were accepting new patients.

There is an active and ongoing campaign to recruit GPs to the ACT using online, print and face to face contact. The campaign is reaping real results, increasing the number of GPs living and working in the Canberra region.

Canberra Region Cancer Service

Additional funding was provided in 2012-13 to meet increasing demand for cancer services. Funding was allocated to increase outreach services and provide care in people's homes or in less invasive outpatient and outreach clinics.

Construction of the Canberra Region Cancer Centre is progressing. The centre will improve cancer treatment by integrating services, including chemotherapy, radiation therapy, haematology, immunology, and research and teaching programs at a single location.

Promoting a Healthier Lifestyle

ACT Health has been leading a range of preventative health initiatives aimed at promoting a healthy lifestyle. These include:

- the whole of government *Healthy Weight Initiative*;
- improving access to healthy food at ACT Health premises;
- providing resources to workplaces implementing health and wellbeing activities;
- promoting *Ride or Walk to School*, *Healthier Food@School* and *Healthier Food@Sport*;
- providing *Health Promotion Grants* to community groups; and
- Supporting *The Get Healthy Information and Coaching Service*.

A Fair and Safe Community

The ACT Government wants all Canberrans to enjoy the benefits of living in a safe community characterised by social inclusion and respect for human rights, where everyone can fully participate in community life, and the most vulnerable in our community are respected and supported.

Access to Justice

Government has implemented a series of measures to strengthen the ACT courts and justice system. The *Courts Legislation Amendment Bill 2012* (passed in 2012) supported the introduction of a docket case management system in the Supreme Court. The Government also provided \$0.58 million for a successful blitz of criminal and civil matters during two six week periods in 2012.

Civil Unions

The *Civil Unions Bill 2012* (passed in 2012) allows people who are unable to marry under the Commonwealth *Marriage Act 1961* to enter into a legally recognised union, treated for all purposes under territory law the same as marriage.

Targeted Assistance Strategy

Further progress has been made implementing the Targeted Assistance Strategy (TAS) which was launched by the Chief Minister in April 2012. A 2012-13 update report is provided on the portal www.assistance.act.gov.au.

The ACT is a launch site for DisabilityCare

Since July 2012, Disability ACT has been preparing for the introduction of DisabilityCare (previously known as the National Disability Insurance Scheme or NDIS). As a launch jurisdiction, the ACT has been making preparations to support all eligible ACT residents' transition to DisabilityCare from July 2014. The ACT will be the first jurisdiction to accept all eligible residents into the scheme.

Implementation of DisabilityCare will be phased in over two years, with 2,500 eligible people transitioning from July 2014 to June 2015 and around another 2,500 transitioning to DisabilityCare Australia from July 2015 to June 2016.

Planning is also underway to support sector development and to build capacity of people with disability, their families, carers and legal decision makers to exercise informed choice and control, within appropriate safeguards under DisabilityCare.

Charnwood Ambulance and Fire station

The Government allocated \$21 million in 2012-13 for constructing the new combined ambulance and fire station in Charnwood. This is a key step in delivering on the Government's commitment to improve emergency services coverage across Canberra. It is expected the new station will be completed and operational in the final quarter of 2013.

2012-13 Bushfire season

A period of prolonged heat in January 2013 associated with dry lightning storm activity led to a number of fires starting in the Brindabella ranges. The ACT Rural Fire Service (ACTRFS) responded quickly and contained all fires before threats were posed to the ACT community.

The ACTRFS also assisted NSW during this time with deployments of Task Forces and crews to fires near Yass, Cooma and Bungendore.

2012-13 Storm Season

The ACT State Emergency Service (ACTSES) received 1,676 requests from the community from 1 July 2012 to 11 June 2013, mainly for assistance as a result of storm damage. ACTSES also provided support in the form of lighting towers, evidence search, traffic marshalling, communications support, and flood response.

Blueprint for Youth Justice in the ACT 2012 – 22

The Blueprint for Youth Justice in the ACT 2012 – 22 was released in August 2012. It guides planning for early intervention, prevention and diversion for young people in the ACT youth justice system until 2022. The Blueprint focuses on:

- keeping children and young people safe from harm;
- building their resilience;
- strengthening connections with their families; and
- encouraging participation in the wider community.

The Blueprint is supported by a three-year plan containing 45 actions to be implemented through a whole of government - whole of community approach. The Government committed \$5.5 million over four years to implement initiatives under the Blueprint.

Excellent education, quality teaching and skills development

The ACT Government is working to provide quality educational opportunities. To this end, the ACT was one of the first jurisdictions to commit to the National Education Reform Agreement.

National Plan for School Improvement

The ACT signed up to the National Education Reform Agreement on 30 May 2013. This reform will provide ACT schools \$190 million in growth funding over 2014-19.

This is a combination of a commitment to:

- 3% funding growth for all ACT schools over six years by both governments;
- 1.7% funding growth for schools systems by the Commonwealth; and
- additional investment required to transition schools and school systems towards the Schooling Resource Standard (SRS) over six years.

Over the next six years, ACT and Commonwealth governments will invest a total of \$3.3 billion in government schools, and \$1.5 billion in non-government schools.

Alongside this reform, the Commonwealth Government agreed to provide \$26 million over six years to establish a Centre for Quality Teaching and Learning in association with the University of Canberra.

Early Childhood

From 1 January 2013, all ACT public preschools offered 15 hours of education to children in the year prior to kindergarten.

Priority was given to schools with greater numbers of Aboriginal and Torres Strait Islander children and children from low socio-economic backgrounds in the rollout of additional hours.

Libraries ACT

A range of programs are offered in libraries that contribute to the developmental health of infants and preschool children.

Libraries ACT continued weekly story time sessions for 3-5 year olds at eight libraries, and expanded the Giggle and Wiggle program for 0-2 year olds to a weekly program at seven libraries.

During 2013-14 the library will review their core early childhood services. The aim will be to find ways of improving quality, ensuring services are provided to the most vulnerable, and strengthening community connections.

Quality Teaching for Better Outcomes

During 2012-13, the ACT Education and Training Directorate:

- introduced the *Executive Teacher Professional Practice* program to retain the best teachers in the classroom and train these teachers to mentor colleagues to improve teaching practice;
- expanded the number of schools using the *Quality Teaching* model to provide teachers with performance feedback and to improve teaching practices;
- provided *Literacy and Numeracy* field officers in identified schools who work with teachers to improve literacy and numeracy outcomes for students; and
- strengthened the *School Network* model to share best practice across schools and embed a culture of continuous improvement.

Schools for the 21st Century

In 2012-13 the Government completed the:

- performing arts centre at Canberra College;
- expansion of Red Hill School and construction of a new car park;
- Franklin Early Childhood School - it is the first greenfield early childhood school in Australia and includes a 120 place child care centre; and
- Neville Bonner Primary School which incorporates an Aboriginal and Torres Strait Islander Learning and Cultural Centre.

Skills Development through Vocational Education and Training

In 2012-13 the Government continued implementing its commitments under the *National Partnership Agreement (NPA) on Skills Reform*. The NPA delivers \$28 million to the ACT over 5 years (2012-13 to 2016-17) to deliver structural reform within the vocational education and training sector.

The ACT achieved the following training outcomes in 2012:

Outcome in 2012	NPA Target (over 5 years)
1,129 qualification completions	4,007
5,699 higher level qualification commencements	11,524
193 higher level qualification commencements by Indigenous Australians	286
394 qualification commencements by people with a disability	988
316 qualification commencements by mature age workers	912

A Strong, Dynamic Economy

The ACT Government is committed to achieving a strong and dynamic economy. The ACT's economic fundamentals remain solid, with a strong investment pipeline, solid population growth, low inflation and unemployment, and high labour force participation. A significant feature of the ACT economy in recent years has been population growth above the national average, which should continue to underpin consumption and support the residential property market.

On 27 September 2012 Standard & Poor's Ratings Services (S&P's) affirmed the ACT's 'AAA/A1+' credit rating, the highest rating assigned by S&P's. The ACT and Victorian Governments are the only State or Territory Governments that enjoy the AAA credit rating with 'Stable' outlook in Australia.

Increasing the Export Focus

In 2012-13 the Government continued focusing on internationalisation through providing support for:

- *Business Migration Program*: which targets successful overseas business people seeking to invest in an ACT business opportunity and nominates their business migration visa application;
- *Trade Connect*: a competitive grants program providing matched funding to emerging ACT exporters in support of trade development activities; and
- *ACT Exporters' Network*: a unique forum for new and experienced exporting companies to network, share knowledge, and expand and develop export markets.

Red Tape Reduction

The *Red Tape Reduction Panel* was established to identify regulations that impose unnecessary burdens, costs or disadvantages on business activity in the ACT and recommend ways to improve or remove them.

The first phase of reforms will be implemented by 1 July 2013, with registration labels no longer required for light vehicles. Owners will continue to receive registration renewal notices and registration certificates.

The *Justice and Community Safety Legislation (Licence Periods) Amendment Bill 2013* was introduced into the Legislative Assembly in June 2013. The Bill extends from one to three years the terms for a range of licences and registrations issued by the Office of Regulatory Services.

Another important reform has been the launch of *Fix My Red Tape*. It is an online feedback tool designed for individuals to report 'red tape' that interferes with their ability to do business in the ACT. It is also a portal for feedback, suggested reforms,

questions, and complaints. All feedback provided will be investigated and inform the future reform agenda for the Panel.

Invest ACT

InvestACT is the ACT Government's new investment promotion agency, dedicated to promoting the 'Invest in Canberra' message. It assists investors by providing intelligence on our market, support through the investment decision and execution process, business connections, and re-investment support.

Human Brochure

The *Human Brochure* campaign was a world-first tourism advocacy program which used social media as a communications platform to promote the Canberra region's attractions and experiences.

500 participants shared experiences of our nation's capital. The 4,952 Instagram images, 7,782 tweets and 1,843 Facebook posts, reached over 4.3 million Australians during the second weekend in February and 4.2 million during the first weekend in October.

A recent survey of the participants found over 85 per cent agreed their impressions and opinions of Canberra changed as a result of their weekend in Canberra.

The campaign to date has generated over 590 print and online news articles.

Brand Canberra

As part of the *Growth, Diversification and Jobs – A Business Development Strategy for the ACT*, the ACT Government is working with Canberra based industry and community groups to create a fully integrated city brand. The brand will provide a consistent, cohesive and creative approach to marketing the ACT nationally and internationally as a great place to visit, live, invest and study.

The *Brand Canberra* initiative leverages the ACT Government's investment in the Centenary of Canberra. In the first stage a fully integrated city brand for Canberra was developed. This work, completed in 2012, put in place a brand strategy and platform to celebrate and promote Canberra's potential within Australia and internationally. The second stage, commenced in January 2013, aims to bring the brand to life by developing a new brand identity for Canberra and an integrated marketing and communications plan.

A Vibrant City and Great Neighbourhoods

The ACT Planning Strategy

The *ACT Planning Strategy*, adopted in 2012, is the Territory's strategic spatial plan to 2030 and beyond. Key actions include:

- creating master plans to provide direction for places experiencing change and renewal, particularly the town and group centres;
- drafting the *City Plan* to provide a framework for city centre development;
- identifying the changes needed to create a more age and child friendly city;
- urban intensification on the Northbourne Avenue transit corridor planning; and
- investigating future development beyond the current metropolitan area.

Revitalising Town Centres

Seventeen improvement projects were completed in Civic, significantly enhancing the public realm along road verges and public open spaces.

During 2012-13 master planning projects were progressed for town and group centres and key transport corridors. Master plans set out the vision, outcomes and strategies to manage development and change over time.

A master plan for the Tuggeranong town centre was endorsed in September 2012, seeking to create a centre:

- connected to the mountains, lake, river and bush;
- accessible to broader Canberra and easy to move around;
- attractive as destination for the Tuggeranong district and broader Canberra, with a thriving community and business hub; and
- which is diverse, resilient and flexible to change.

Centenary of Canberra

The Centenary program was guided by six goals:

- increasing the pride and ownership of Australians in their capital;
- fully engaging the community of Canberra, the Capital region and the broader Australian community in the celebrations;
- establishing enduring international recognition of Canberra and its role as the capital;
- building the positive image and reputation of Canberra as a city and community;
- building lasting legacies of community value through memorable celebrations and high quality projects; and
- creating impetus for future development of the national capital.

Halfway through, we are well on the way to meeting these goals. Highlights so far include:

The Big Birthday: Huge crowds came to the 11-hour party – more than 150,000 people on the Monday of the long weekend. During the birthday weekend there was a world premiere of a symphony, five stages with a variety of different music, roving entertainment on boats for ambience, and the longest bubbly bars in the world.

Celebration of the naming of Canberra: On 12 March 2013, the Chief Minister joined the Governor-General, the Prime Minister and the Minister for Regional Australia to recreate Canberra's naming ceremony, leading a nation-wide toast to the city on live television.

International sport: A rich calendar of international sporting events in Canberra, included:

- the first One Day International under lights at Manuka Oval – a sold-out cricket match between Australia and the West Indies;
- the ISPS Handa Women's Australian Open golf at Royal Canberra which attracted the best golfers in the world and a huge international TV audience;
- the first rugby league international - Australia playing New Zealand in the ANZAC test in front of a sell-out crowd;
- AFL games under lights at Manuka Oval; and
- The AFL Hall of Fame dinner and presentations, held outside Melbourne for the first time.

National cultural institutions have put on special exhibitions and events celebrating the Centenary and drawn bumper crowds. This included events directly connected to the Centenary at the National Gallery, Museum, Library and Archives. The National Arboretum, our newest national institution, attracted 200,000 visitors since opening on 1 February 2013.

Smaller events have generated pride and participation. The birthday weekend brought Canberra's unique suburban communities together with *Parties at the Shops*. The parties drew people to local shops across the ACT and were so successful there is demand for them be an annual event.

Legacy projects with a life beyond 2013 include the National Arboretum, the Centenary walking and cycling trail, the Manuka Oval lights, centenary gardens at two of our hospitals, the *Boundless* playground, the Centenary Chair for Cancer Research and our capacity-building in Timor Leste through *Dollars for Dili*.

A Sustainable Future

Climate Change

A new climate change strategy and action plan for the Australian Capital Territory (AP2) was released October 2012. AP2 sets out a clear strategy for the Territory to meet our 2020 greenhouse gas reduction targets and sets us on the path to becoming a sustainable and carbon neutral community. It is driven by our commitment to address climate change as a community and an understanding that working together we can make a small but positive contribution to the global climate change mitigation effort.

AP2 proposed 18 actions across five sectors:

- Residential sector energy use;
- Non-residential sector energy use;
- Transport sector emissions;
- Waste sector emissions; and
- Energy supply sector emissions.

Implementation commenced during 2012-13. The Office of the Commissioner for Sustainability and the Environment will review progress in 2014, 2017 and 2020.

Social Impacts of Climate Change

Meeting the ACT's emissions savings targets will result in a range of economic and social costs and benefits.

ACT households have relatively high energy consumption because of cold weather and hot summer peaks. To help address this, the ACT Government introduced the Energy Efficiency Improvement Scheme (EEIS) and the Energy Efficiency Outreach program to assist low-income households implement practical energy savings.

Exploring the Feasibility of a Solar Power Facility

The *ACT Government's Electricity Feed-in (Large-scale Renewable Energy Generation) Act 2011*, has provided 210 megawatts of renewable energy generation capacity in the Australian Capital Region. The 40 megawatt large-scale Solar Auction is the first capacity release under the legislation, with the successful company awarded a 20 year feed-in tariff entitlement.

On 5 September 2012 FRV Royalla Solar Farm Pty Ltd was announced as the successful fast-track stream tenderer for their 20 megawatt proposal, to be located on a rural property in southern ACT. Bids for the regular stream are being assessed.

Water Security

Canberra's water security has substantially improved with the breaking of the drought in 2010-11 and the completion of water security project since 2004. The *Expanded Cotter Dam* is due for completion mid 2013. It will add 74 gegalitres to Canberra's existing water supply capacity of 253 gegalitres.

The National Arboretum Canberra

In February 2013 the National Arboretum opened to the public, transitioning from a major development project to an operational entity.

Approximately 37,288 trees within 90 forests have been planted as of 30 June 2013.

The Village Centre

At the heart of the Arboretum is the Village Centre, an elegant, light-filled space with panoramic views over Canberra, Lake Burley Griffin and beyond. The roof was inspired by the patterns of leaves in the surrounding forests. A series of interactive and static displays reveal the stories, people, wildlife and science of the Arboretum's rare, endangered and symbolic forests.

Pod Playground

Opened on 22 June 2013, Pod Playground is a unique and entertaining playground for toddlers and children up to 12 years old. It features discovery trails; amazing Banksia cubby houses; acorn-shaped pods at various heights, connected by rope tunnels and tube slides; discovery trails and climbing nets.

Margaret Whitlam Pavilion

Located near the Village Centre, the beautiful Margaret Whitlam Pavilion gives guests a sweeping view of Lake Burley Griffin, the city and beyond, providing a unique venue for events and functions.

Transport for Canberra

Transport for Canberra is an integrated transport strategy document, released in March 2012. It sets the directions and actions for transport in Canberra.

The following initiatives progressed during 2012-13 and will continue in 2013-14:

- *Capital Metro light rail* – the first stage is between Gungahlin Town Centre and the City. Preliminary planning, transport, and engineering investigations are underway, as are economic and financing studies. A study has commenced investigating the integration of light rail into Canberra's transport system.
- Bus priority improvements such as the Barry Drive transit way (stage 1 completed), Gungahlin bus stations (feasibility study and design completed in 2012-13 and construction in 2013-14), numerous bus stop upgrades, a real time information system (in progress) and network 'park and ride' / 'bike and ride' facilities are being provided in accordance with the transport strategy.

High Quality Services

In 2012-13 the ACT Government continued its ambitious capital program. This included completing major projects such as the Monaro Highway duplication from Canberra Avenue to Newcastle Street, and the construction of the Civic Cycle Loop stages 1 and 2. Design work on the Civic Cycle Loop stages 3 and 4 continues.

Road Infrastructure

During 2012-13 the ACT Government undertook one of the largest road infrastructure capital works programs to date. Highlights included completing the:

- Kings Highway realignment project;
- Monaro Highway duplication from Canberra Avenue to Newcastle Street;
- Southern Cross Drive – Florey Drive intersection;
- Starke Street intersection upgrade;
- Mulligans Flat Road upgrade;
- Barry Drive – Clunies Ross Street intersection upgrade;
- Civic Cycle Loop stages 1 and 2;
- Belconnen to City Transitway Stage 2 (City sector) project along Barry Drive, Marcus Clarke and Alinga Streets; and
- Namadgi School pedestrian bridge.

Canberra Connect

In 2012-13 Canberra Connect served over 7 million customers through online, telephone, face to face, and mobile services. It delivered more than 50 new and updated services and projects relating to public information, payments, services, and emergency support including:

- eHealth after hours call handling support;
- a smartphone version of the *Fix My Street* and dedicated URL;
- Elections ACT customer services;
- support for people with disabilities through TTY phone line, hearing loops and wheelchair-accessible counters in Shopfronts;
- *Fix My Red Tape* feedback service;
- public information and inquiry support for Centenary of Canberra activities;
- a new *ACTSmart* accreditation audit online form to support climate change initiatives;
- public information and inquiry support for the National Arboretum Canberra opening and other events at the site throughout 2012-13; and
- public inquiries about community engagement activities for all Directorates.

In 2012-13, the Canberra Connect website received approximately 7,000 pieces of feedback for all areas of ACT Government. It worked throughout the year to strengthen feedback management for business, emergency service and municipal service sectors. Canberra Connect also commenced tracking and reporting Twitter social media comments for the first time.

Open Government

The ACT Government policy of Open Government continued. ACT Government summaries of Cabinet outcomes, Freedom of Information documents, and datasets are published on the Chief Minister's Open Government website.

The ACT Government's Measuring Our Progress website at: www.measuringourprogress.act.gov.au monitors, over the longer term, the ACT's continuing progress against the seven strategic themes as measured using 28 key progress indicators.