

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

2011-2012



ACT
Government

June 2012

Foreword

The Canberra Plan was first 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 had 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.

The 2008 update to the Canberra Plan reflected the changing priorities for the people of Canberra. Issues such as climate change, water security and housing affordability were recognised as being issues of high priority for our city. As we approach our Centenary, these issues remain a priority for the people of Canberra. This Government continues to listen and respond with new initiatives on these key issues as well as on new and emerging priorities for our growing city.

The ACT's 2012-13 Budget is a measured and responsible plan to return to the ACT to surplus by 2015-16 and reflects not only the impacts of the Global Financial Crisis but also more local budgetary pressures. The goal is to ensure that our community is well placed to prosper, and meet the challenges of Canberra's second century.

The 2012-13 ACT Budget makes a significant investment in frontline services, commits to reform of the ACT's taxation system, and aims to support our private sector. The Budget delivers new recurrent initiatives totalling a net impact of \$155.1 million over four years for targeted investments in health, schools, emergency services, and municipal and community services. There are also new initiatives and funding for community safety, public housing, and targeted assistance measures to support vulnerable households.

The Budget also provides infrastructure for a growing city. Total capital spending in 2012-13 will be more than \$900 million. Over the coming four years, the ACT's Government allocated investment in public infrastructure will be \$1.7 billion.

Seven strategic themes guide the strategies and policies of the ACT Government in working towards 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 Government also maintains annualised priorities to make sure we keep on track with major and emerging priorities. These are included in this report – but also reported separately at

www.cmd.act.gov.au/open_government/report/accountability

I also encourage you to the ACT Government’s Measuring Our Progress website at www.measuringourprogress.act.gov.au which monitors, over the longer term, the ACT's continuing progress against the seven strategic themes as measured using 28 key progress indicators.

Katy Gallagher

Chief Minister

Quality Health Care

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

Access to elective surgery

To the end of March 2012, a record 8,315 people had accessed public elective surgery in the ACT, a 3% increase on last year (which was also a record). The number of people waiting longer than one year for surgery fell by 61% between April 2011 and April 2012.

In April 2007, there were 337 people with waiting times greater than two years. This has fallen to 14 people at April 2012, and the number of people waiting greater than one year has fallen from 934 to 227 over the same period. The 3,827 people on the elective surgery waiting list is the lowest level in a decade, and well below the highest figure of 5,712 reported in January 2010.

The Health Infrastructure Program

The Health Infrastructure Program (HIP), formerly known as the Capital Asset Development Plan is a comprehensive response to the future health care needs in the ACT. The HIP recognises that to meet future health service demands, staff will need to have the skills and capacity to deliver their services in new ways, integrating current and emerging technology as appropriate to support their work. In doing so, the physical spaces in which they provide these services will need to support the equipment and technology requirements of their work – resulting in new or upgraded buildings. The work encompasses new models of care and service delivery, new technology, workforce and infrastructure redesign work, in conjunction with a capital works program over a ten year period.

In the fourth year of the program, the major achievement was the official opening of the Adult Mental Health Unit in March 2012, with the first consumers admitted in April 2012. Following input of consumers, carers and staff, the building supports a model of care that places emphasis on a flexible, consumer centred, recovery based therapeutic environment.

During 2011-12 a number of other significant projects were commenced or progressed, including:

- Construction commencing on the Canberra Region Cancer Centre in November 2011;
- The new Women's and Children's Hospital progressed, with construction of Stage 1 of the project to be completed in mid 2012;

- A property to provide accommodation for cancer patients and their carers travelling from interstate for treatment was purchased in October 2011 and modifications to this property will commence in June 2012;
- Construction of the Gunghalin Health Centre is scheduled for completion by August 2012;
- Construction of the Belconnen Enhanced Health Centre commenced in January 2012, with anticipated completion by June 2013;
- Consultation on the Ngunnawal Bush Healing Farm was conducted and a development application submitted, with a planned completion date of June 2013; and
- The design for the refurbishment of the Tuggeranong Health Centre was finalised.

Planning for the Northside sub-acute hospital was also progressed in 2011-12, with appropriate subacute aged care, rehabilitation and mental health services to be delivered from the site and the model of care and service delivery to be identified. This has informed the development of the Concept Design for the future sub-acute hospital.

The 2012-13 Budget provides further demonstration of the Government's commitment to investing in the health care needs of the ACT community. Capital funding for new initiatives has been provided in the 2012-2013 budget for:

- finalising design for a new secure mental health unit;
- enhancing back-up power for improved clinical safety community health centres;
- relocation of services of the Health Directorate to enable both the continuity and enhancement of services during the staged implementation of the Health Infrastructure Program redevelopment; and
- refurbishment of facilities across the Health Directorate to provide additional beds.

National Health Reform Agreement

On 13 February 2011, at the Council of Australian Governments (COAG) meeting, all jurisdictions signed a Heads of Agreement providing for further reform of the national health care system (the 2011 COAG Agreement). This new agreement modified various sections of the *National Health and Hospitals Network Agreement*, agreed to by COAG (except Western Australia) in April 2010.

The 2011 COAG Agreement committed the parties to finalising a revised *National Health Reform Agreement* (the NHRA) and in August 2011, COAG agreed to the final NHRA. The NHRA represents a major step forward in addressing changing and

growing health care needs, nationally and for the ACT, as well as providing substantial increases in Commonwealth funding for the ACT.

It is anticipated that the NHRA will provide the ACT an extra \$260 million in Commonwealth health funding between 2014-15 and 2019-20. Over the longer term, the Commonwealth will contribute to efficient growth funding for hospitals, contributing 45% in 2014-15, increasing to 50% in 2017-18. This means that beyond 2017-18, the Commonwealth will contribute 50% of the cost of increases in the efficient cost of providing public hospital services and growth in demand.

Under the reforms agreed to by COAG, the ACT Government will continue to manage the system-wide public hospital service planning and performance, including the purchasing of public hospital services and capital planning.

In addition, the *National Partnership Agreement on Improving Public Hospital Services* will deliver \$67 million over 8 years (2009-10 through 2016-17) to the ACT to improve access to emergency department, elective surgery and subacute services.

General Practitioners (GPs) for the ACT

While funding of GPs is a Commonwealth responsibility, the ACT Government has supported key strategies to increase the number of GPs in the ACT including:

- Appointing a General Practice Marketing and Support Advisor. This position was established in partnership with the ACT Medicare Local, to attract and retain GPs to the Canberra region. This program, which is funded by ACT Health Directorate, has so far successfully recruited 45 GPs (since May 2008) with another 6-10 potentially to start over the next year. Recruiting GPs to the ACT is now an ongoing and active campaign using online, print and face to face contact which is reaping real results in increasing the number of GPs living and working in the Canberra region;
- Establishment of the GP Taskforce to investigate access to primary health care in the ACT. GP Taskforce members included GPs who worked as clinicians, academics and advisors, as well as consumers, policy makers and a nurse leader. The GP Taskforce was formed in March 2009 and developed its final report in September 2009 titled *General Practice and Sustainable Primary Health Care – The Way Forward*. The report included 30 recommendations of which nine have been completed, one is ongoing, 19 are in various stages of progress and one is likely to be progressed by the Australian Government in light of the national Health Care Reforms;
- The GP Workforce Program, comprises a package of \$12 million over four years to support and expand our general practice workforce. This package comprises five initiatives:

1. The ACT Health-ANU Medical Scholarships (\$1.25 million). These Scholarships are valued at \$30,000 each and are paid in two instalments of \$15,000 per annum. The scholarship supports medical students during their third and fourth years planning to specialise in general practice at the end of their studies. Two students have received the Scholarship since April 2010, with selection for one more in 2012. This year, the Scholarships will expand to include the Peter Sharp Scholarship Program, which supports ANU students to pursue their interests in Aboriginal and Torres Strait Islander health and wellbeing.
2. The Education Infrastructure Support Grants Payment scheme (\$3.5 million) provides up to \$300 per day to general practitioners who mentor and train ANU Medical School students. Since August 2010, the program has attracted 175 participating general practitioners from 45 practices in the ACT, Queanbeyan and Jerrabomberra. The number of teaching sessions increased from 85 to 107 sessions in one year (2010-2011). Under this scheme, a teach-the-teacher workshop was developed in 2011, with 51 medical professionals (GPs, paediatricians, GP registrars and residents) who attended the program.
3. The GP Development Fund is a four year (2009-10 to 2012-13) bi-annual grants pool totalling \$4 million for general practices that commit to attracting, retaining, sustaining and developing the general practice workforce. Grants will provide infrastructure to support the general practice workforce and support for teaching and learning for ideas to attract and retain staff.
4. The Pre-vocational GP Placement Program (\$1.35 million) supports junior doctors to rotate through GP clinics, providing experiences across the community and supporting vocational training activities. The initiative commenced with a trial of 4 placements in 2008 and now supports 25 junior doctors per annum to experience a 10 week general practice placement in the ACT.
5. The GP Aged Day Service is an in-hours GP locum service to support people who are homebound or in residential aged care facilities (RACFs) when their GP is unable to make house calls. The service began operations in March 2011 and the service has been well-received in its first year of operation with referrals continuing to increase.

ACT Health Directorate has also secured \$10.5 million in funding over three years from Health Workforce Australia to help secure a future workforce for the ACT region (including Southern NSW and Murrumbidgee). Funded initiatives include:

- an Integrated Regional Clinical Training Network - a combined health and education network working to increase clinical training capacity and numbers in the ACT region;
- an additional 36,000 additional nursing and allied health placements from 2011-13 (\$2.78 million). The placements are spread across the ACT Health Directorate, Calvary Public, Calvary John James and a number of regional NSW Hospitals;
- improved clinical supervision in the ACT (\$561,000);
- development of a collaborative simulated learning program in the ACT (\$1.3 million) to help students and health professionals to practice new clinical skills in a safe and controlled environment before being exposed to direct patient care; and
- affordable accommodation for interstate students (\$5.4 million) completing clinical placements in the ACT region.

Diabetes Services

The *ACT Diabetes Services Strategic Plan 2008-2012* recognises the increasing prevalence of diabetes in the ACT with an estimate of approximately 25,000 people affected. Diabetes services received \$232,000 of recurrent funding in the 2011-12 Budget to assist implementing the plan as part of the Chronic Disease Management Initiative.

The key objectives of the Diabetes Services Plan is to:

- Prevent and delay the onset of diabetes;
- Prevent and slow progression of diabetes complications; and
- Enhance the quality of life of people with diabetes.

The ACT Diabetes Services Reference Group was established in 2012 to enhance links and collaboration between all groups involved in diabetes care in the ACT. This group has very broad representation, including that of consumers, the Primary Care Sector and Non-Government Organisations. This group will provide input into the development of both prevention and management strategies for diabetes.

In 2011-12 progress has been made in restructuring the ACT Health Diabetes Service. This Service provides care to children, youth, pregnant women and adults with diabetes in both the ambulatory care setting and in the acute setting. The restructure is directed at improving the quality and efficiency of care in all these areas.

In 2012, the clinical space available to the Diabetes Service in Canberra Hospital is being expanded by relocation of the endocrinology offices. Two new consulting rooms and a second high risk foot clinic room will soon be available.

The ACT Health Diabetes Service will increase its support to the Winnunga Aboriginal Health Service in 2013 with visits by an endocrinologist. ACT Health Directorate also provides diabetes nursing, nutrition and podiatry support to the Winnunga Aboriginal Health Service.

In September 2012, the ACT Health Diabetes Service will commence a new clinic for women with Gestational Diabetes in Gunghalin. This will save women from this area having to cross the city to Canberra Hospital for this service. In 2013, transfer of more ACT Health Diabetes Service activities to the Northern parts of Canberra will occur when the new Belconnen Enhanced Community Health Centre opens.

The ACT Health Directorate has signed a funding agreement with Diabetes ACT to deliver the *Vitality ACT* program. This is a health promotion program that will be rolled out into workplaces starting 2013.

In 2013 programs to enhance engagement between the ACT Health Diabetes Service and primary care services will be developed with assistance from the ACT Medicare Local. As well as establishing improved referral patterns, joint professional education and staff development programs will be established.

Chronic Disease Management

The ACT Government Health Directorate has finalised the implementation of the *ACT Chronic Disease Strategy 2008 – 2011*. The Strategy aimed to improve the health of the ACT community through improved prevention, detection and management of chronic disease across the population. The Strategy provided the overarching framework for the provision of programs and supports to address the increasing prevalence of people at risk of, or living with, chronic disease in our community.

The Strategy included five areas of focus, as follows:

- Prevention across the continuum;
- Early detection and early treatment;
- Integration and continuity of prevention and care;
- Self-management; and
- Research and surveillance

Over the life of the Strategy, considerable progress was made in ensuring chronic disease prevention, detection and management is coordinated, collaborative and interprofessional, and addresses the needs of specific groups. Specific achievements in 2011-12 include:

- ACT Health Directorate progressed the implementation of the *ACT Breastfeeding Strategic Framework 2010-2015*. This Strategy aims to increase the number of infants being exclusively breastfed from birth to six months, and encouraging ongoing breastfeeding with complementary foods until at least 12 months of age in line with National Health and Medical Research Council recommendations;
- The *Aboriginal and Torres Strait Islander Tobacco Control Strategy* continues to be implemented, overseen by an Advisory Group. Smoking cessation programs are being delivered by Winnunga Nimmityjah Aboriginal Health Service and Gugan Gulwan Youth Aboriginal Corporation through three year service funding agreements, from 2010-2013;
- The *Get Healthy Information and Coaching Service* continues to be supported. *Get Healthy* is a free and confidential telephone based service that provides information and ongoing coaching support to ACT adults who would like to eat healthier, be more active, or achieve and maintain a healthy weight;
- ACT Health Directorate progressed the implementation of the three year \$11 million *Healthy Future: Preventive Health Program* (from 2009-10 to 2011-12). This program is aligned with the National Partnership Agreement for Preventive Health and consists of a range of health promotion campaigns under the *Healthy Kids*, *Healthy Future* program (early childhood and school settings) and the *Healthy at Work* program (workplace settings);
- The ACT Government continued to support the *Kids at Play, the Active Play and Eating Well* project; a joint partnership of ACT Health Directorate, Economic Development Directorate (Sport and Recreation) and the Heart Foundation ACT. The project aims to create supportive environments in ACT Early Childhood Services to promote active play and healthy eating (including breastfeeding) and to promote these activities to families of children aged birth to five years;
- The *Home Tele-monitoring Service* was expanded, providing remote monitoring of patients where daily monitoring at home can assist with stabilisation of their condition;
- ACT Health Directorate implemented the *Chronic Disease Management Register*, which tracks the care, coordination and preventative health care of patients with chronic heart failure, chronic obstructive pulmonary disease and diabetes as well as the patients of a number of chronic disease care units within the ACT Health Directorate;
- The *Chronic Disease Telephone Coaching Service* continued to be implemented. This service aims to assist people with less complex chronic diseases by providing them with regular contact for health and lifestyle advice and support;

- Clinical care coordination is now well established for Chronic Heart Failure and Chronic Lung Disease patients, and has now commenced for Parkinson's Disease patients. Clinical nurse consultants also provide continuity of care for patients in these three disease areas; and
- ACT Health Directorate began funding a three year pilot project to improve detection and management of people at risk of cardiovascular disease in ACT General Practices. The *Heartlink* project is being implemented in partnership with the Heart Foundation ACT, the ACT Medicare Local and the University of Canberra.

The ACT Government Health Directorate is now developing an updated *Chronic Conditions Strategy 2012-2017*. The scope of the new Strategy is focused on chronic disease management issues rather than prevention. The Strategy is expected to be finalised in the second half of 2012.

ACT Primary Health Care Strategy 2011-2014

In 2011, the ACT Government Health Directorate finalised the development of the *ACT Primary Health Care Strategy 2011-2014*. This Strategy is a high-level document that reflects the thinking of the ACT community in relation to their needs and priorities for primary health care, and sets the strategic direction for primary health care over the next 3 years. The Strategy was developed within the context of the health reforms being undertaken by COAG and a range of health related strategies and plans already in existence.

The Strategy addresses seven priority areas:

- Improving access and reducing inequity;
- Improving continuity and coordination of care, especially for chronic disease;
- Increasing the focus on health promotion, prevention, early intervention and consumer empowerment;
- Improving quality, safety, performance and accountability;
- Information management;
- Workforce; and
- Infrastructure.

Implementation of the Strategy is overseen by the Primary Health and Chronic Disease Strategy Committee, which develops an annual implementation plan. Progress in implementing the Strategy is reported on to ACT Health Directorate's Executive Council every six months.

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.

Property Crime Reduction Strategy

The *Property Crime Reduction Strategy: 2012-2015 Canberra: A safer place to live* was released in May 2012. The Strategy builds on the strong results of the previous property crime reduction strategy that saw significant decrease in burglary (down 25%) and motor vehicle theft (down 38%) from 2004-2007.

Working to stop the cycle of reoffending, intervening early before offences take place, creating a more robust support network for victims of crime as well as boosting security to local community groups all help to prevent criminal activity and achieve the targets.

The *Property Crime Reduction Strategy: 2012-2015 Canberra: A safer place to live* focuses on government and the community working together to prevent crime, to keep young people out of the justice system and to reduce the opportunity for crime by making public places, cars and houses safer.

Some of the key actions to break the cycle of crime include:

- providing a turnaround program for vulnerable 12-18 year olds with intensive support needs requiring a multi-service response
- enhancing Bimberi Youth Justice Centre educational, and training programs
- establish and implement the priorities outlined in the Blueprint for Youth Justice in the ACT
- a continued target on recidivist offenders through the ACT Property Crime Targeting Team.

The document gives the ACT Government and agencies such as ACT Policing a clear direction to ensure Canberrans are protected in their homes as well as while out and about in the community. It also sets down new reduction targets to see the positive downward crime trends continue.

Crime Prevention

The ACT Government continues to work on tackling assaults through its liquor reforms, which took effect in late 2010. This legislation includes increased police powers for issuing on-the-spot fines for offences such as refusing to leave a licensed premises after being requested to do so by bar staff, supplying alcohol to an intoxicated person, and abusing/arguing with bar staff if the bar staff refuse to serve

alcohol. Non-court proceedings such as alcohol diversions for young persons were also introduced.

The ACT Government funded Alcohol Crime Targeting team continue to work proactively with liquor licensees enforcing and supporting the liquor laws.

The ongoing objectives of this team are to encourage safe and responsible drinking practices in order to reduce the negative community effects of alcohol related harm, to engage with licensees and the community to provide a greater understanding of the causes and precursors relating to alcohol related harm, and the further engagement of government agencies to achieve an integrated approach to alcohol regulation.

Human Rights

The Attorney-General tabled the Government's responses to the Report on the first five years of operation of the *Human Rights Act 2004* and the *Australian Capital Territory Economic, Social and Cultural Rights Research Project Report*. As part of those responses, the Government agreed to include the right to education in the *Human Rights Act 2004*. Legislative amendments required to implement the Government's responses to these reports was introduced into the Legislative Assembly on 29 March 2012.

The ACT Human Rights Commission hosted the second annual Race Relations Roundtable on 21 May 2012. A wide range of non-government organisations were represented at the Roundtable, including service providers, cultural organisations and education providers. At the Roundtable participants outlined where and how racism is manifesting in the ACT, and considered suggestions for practical and meaningful community projects.

The Human Rights Commission will again celebrate International Human Rights Day on 10 December 2012, and is exploring the option of a larger event to celebrate the centenary of Canberra in 2013.

Children and Young People

On 25 October 2011 the *Working with Vulnerable People (Background Checking) Bill 2010* was passed in the ACT Legislative Assembly. The Act will commence on 8 November 2012. The Act introduces a requirement for people who have contact with vulnerable people in the course of engaging in certain activities or services to be registered with a Statutory Screening Unit (Background Screening Unit) which has been established in the Office of Regulatory Services (ORS).

The ACT Government has set up a community advisory working group who will consider a range of issues and provide guidance to the ORS on how to implement the new scheme. The first meeting of the advisory group was held in March 2012.

The aim of the Working with Vulnerable People Background Checking scheme will be to reduce the incidence of sexual, physical, emotional or financial harm or neglect of vulnerable people in the ACT by screening people who work with or provide volunteer services for children and vulnerable adults.

Early Childhood

The ACT Government and the ACT Children's Services Forum have developed the *ACT Education and Care Workforce Strategy 2012-2014*, which identifies four key objectives:

1. Attract new educators
2. Retain existing educators
3. Develop workforce skills; and
4. Raise the profile of the sector in the ACT community.

The strategy is a partnership between the ACT Government and the education and care sector. It will guide the ongoing professional development of educators and ultimately lead to better education and care for Canberra's children.

Many of the initiatives identified in the Workforce Strategy are already underway, including scholarships from the ACT Government for early childhood educators to gain a qualification.

The Education and Training Directorate has employed a number of strategies to ensure qualified early childhood teachers are appointed to support the rollout of universal access to 15 hours of preschool education. These include scholarships for teachers to upgrade their qualifications and prioritising the recruitment of qualified early childhood teachers through the recruitment panel.

Access to Justice

The Government has implemented a series of measures to specifically address the challenges facing our system of justice and to improve the operation of the court system in the Territory, including:

- Supreme Court docket system and blitz - In response to a review of case management practices by Justice Penfold and the Director-General of the Justice and Community Safety Directorate, the Chief Justice of the Supreme Court decided to adopt a new docket case management system. In order to implement the docket system, the Government provided additional funding of \$671,530 in the 2011-12 financial year for the Supreme Court to conduct a 'blitz' of existing civil and criminal listings. Additional funding of \$503,000 has been provided in the Budget.

- \$9.5 million in the 2012-2013 Budget over four years to develop a new courts and tribunal case management system to improve the efficiency at the courts and tribunal.
- Investing \$2.2 million over four years for an Act sentencing database. Existing access to sentencing information in the ACT is not currently meeting the needs of the justice system or the community, and the new sentencing database will address this, providing clear and accessible data and information on offences and sentencing decisions.
- The *Courts Legislation Amendment Act 2011*, commenced on 25 July 2011, which will help ensure that less serious matters are heard in the Magistrates Court, rather than the Supreme Court;
- The *Bail Amendment Act 2011*, new bail rules and forms commenced operation on 1 July 2011, ensuring the issue of bail is explored fully in the Magistrates Court while ensuring access to the Supreme Court is retained;
- The *Criminal Proceedings Legislation Amendment Act 2011*, commenced 7 July 2011, which removed the option of electing for a judge-alone trial in all offences involving the death of a person and all sexual offences, including child pornography and bestiality.

Targeted Assistance Strategy

The Targeted Assistance Strategy (TAS) was launched by the Chief Minister in April 2012. This strategy builds on the work the ACT Government has already done to support Canberrans facing financial pressures and includes a portal www.assistance.act.gov.au to support Canberrans experiencing financial hardship, particularly those who do not normally access government support.

The website, aims to make it easy for the Canberra community to find out what assistance and advice they might be eligible for, and who to contact for more information, by putting this information in one place in an easily understood way. It pulls together information from across the ACT and Australian governments and a number of community organisations in the ACT.

The Targeted Assistance Strategy was developed by an expert panel drawn from the ACT community. The report provides direction and recommendations for ways the community, business and individuals can provide targeted assistance to those in need. The Targeted Assistance Strategy is designed to assist people who may not be receiving or accessing assistance, but find themselves in financial hardship. The Report recommends a suite of strategies to assist those in hardship including:

- adopting a consistent definition of financial hardship;
- providing a low interest loan scheme as well as a no interest loan scheme;
- providing increased access to financial counselling;

- make available flexible payment options for ACT Government fees and fines, which includes the removal of sanctions and payment by instalment
- promote and regularly re-examine current schemes for assisting people in the private housing market, including rate relief, Rental Bond Loans and the Mortgage Relief Scheme
- apply consistency of concessions;
- flexible payment arrangements for car registrations, that do not incur additional administration costs, for those who can demonstrate financial hardship.

Concessions

The 2011-12 Budget allocated \$2.193 million for energy concessions to minimise the cost of living for vulnerable households in the ACT community. A new Utility Concession provides an additional \$80 rebate to eligible concession card holders to minimise the cost of living for low income households. This rebate, combined with the existing Energy Concession, targets the most vulnerable in our community.

The Energy Concession was raised following the 2011-12 Budget to 16 per cent of the average annual household electricity bill - an increase of approximately 24 per cent 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 resulted in a combined Energy/Utility rebate of \$346.20 and represents 20.8 per cent of the average electricity bill for 2011-12.

The ACT Government expanded the Life Support rebate to include medical heating/cooling conditions. A rebate of \$121.87 per annum will be available from 1 July 2012 which offsets costs related to the use of life-support equipment.

An additional \$2.3 million over four years was also allocated to the ACT Taxi Subsidy Scheme and the members of this scheme have benefitted from an increase to the subsidy per trip.

Work Safety

In the past six months, WorkSafe ACT has been prominent in regulating health and safety on ACT worksites. The actions of WorkSafe inspectors at the Enlarged Cotter Dam Project is just one example of the regulator working with the construction industry to ensure the safety of local workers. WorkSafe's report into allegations of bullying at the CIT has shown that the regulator's impact on the behaviour of work health and safety duty holders reaches into both blue and white collar workplaces. WorkSafe's education activities in relation to the ACT's new health and safety legislation have been an effective counterpoint to its strong enforcement action.

Aged Care Accommodation Strategy

The Affordable Housing Action Plan Phases I and II implemented the objective to ensure the supply of sufficient land to meet the increasing demand for aged accommodation, as well as objectives relating to increasing the supply and diversity of accommodation for older Canberrans.

In 2011-12 two aged care development sites in Tuggeranong were released: one in Calwell and a site at Isabella Plains, which will be developed for 123 units.

The direct sale of an aged care development site in Griffith for a 160 bed aged care facility to be developed by Baptist Community Services was also finalised.

The Economic Development Directorate will continue to identify sites and review demand for accommodation for older Canberrans.

ACT Aboriginal and Torres Strait Islander Elected Body

The ACT Aboriginal and Torres Strait Islander Elected Body (ATSIEB) met formally four times throughout 2011-12.

In addition to the above meetings, ATSIEB conducted its annual hearings with the Directors-General and senior officers of all ACT Government Directorates in December 2011. These hearings, the third so far, assist ATSIEB to review the effectiveness and accessibility of ACT Government programs and services for Aboriginal and Torres Strait Islander people. At the hearings ATSIEB raises matters concerning delivery of services and programs and the allocation of resources (current and planned) relating to Aboriginal and Torres Strait Islander people.

An ATSIEB community forum was held at Boomanulla Oval in April 2012 to seek feedback from the ACT Aboriginal and Torres Strait Islander community on the development of a draft ACT Aboriginal and Torres Strait Islander Community Plan.

The Community Plan, based on the community's priorities, will aim to improve the social, economic and cultural status of Aboriginal and Torres Strait Islander residents of the region. The Community Plan will be a clear statement on how Aboriginal and Torres Strait Islander people in the ACT would like to see services delivered and how it wants to grow and develop.

In 2012-13 the ATSIEB will finalise the Community Plan and present it to the ACT Government for endorsement. The Community Plan will assist all levels of government, the corporate sector and community organisations, to engage and partner with the community on policy, services, program design and implementation to address Aboriginal and Torres Strait Islander priorities in the ACT.

Reducing Homelessness

In *A Place to Call Home* seventeen properties have been constructed and fifteen have been allocated. Six properties have been allocated to Aboriginal and Torres Strait Islander families. Three remaining dwellings are under construction and will be delivered in 2012-13.

Street to Home continues to engage rough sleepers and provide appropriate referrals to accommodation and health services. Once engaged, the Service works with rough sleepers to address other needs, they identify, to maintain their safety. The *Street to Home* service has identified approximately 40 rough sleepers. Ongoing support is being provided to 30 people and 16 have received one off support.

The Building Housing Partnerships, Supportive Tenancy Service continues to engage with people experiencing housing stress, to address the issues affecting their tenancy. The service moved into the Central Access Point of Housing ACT in 2011, increasing accessibility to the community.

The Women Exiting Corrections Program, known as “Coming Home”, has provided support to nineteen women since commencing in January 2011. This support includes five women being accommodated through the program in head lease arrangements, with an expectation some will transition into independent tenancies in 2012-13.

First Point, the ACT’s Central Intake Service continues to be the primary pathway into homelessness services in the ACT. Feedback from the community on the service has been positive. First Point has been able to provide a responsive system to coordinate appropriate support to address the needs of people who are homeless, or at risk of homelessness.

The *Early Morning Centre* completed its refurbishment in 2011. This enabled the *Early Morning Centre* to increase facilities available to service users, including showers, laundry facilities, a commercial standard kitchen and lockers for personal storage. These facilities have increased the service’s ability to engage people who are homeless, or at risk of homelessness, and provide them with further support.

Youth Homelessness Reform

A restructured service delivery model to address youth homelessness in the ACT commenced in March 2012. Key to this service delivery model is not only providing young people with sustainable accommodation options, but also promoting participation and social inclusiveness. Seven new youth services were established through the reform process.

Our Place was launched in September 2011 by the Minister for Community Services. *Our Place* is a Youth Integrated Education and Accommodation Program, operated

by Barnardos and Anglicare. *Our Place* provides medium term supported accommodation to young people, with or without children, who are either studying, or employed. *Our Place* offers support to further young people's careers and gain independence, with a goal to transition into affordable, private accommodation. Since commencement 21 adults and three children have been provided medium term supported accommodation.

Youth Justice

During 2011-12 a single case management service was established for young people being managed on justice orders by the Community Services Directorate, replacing the previous separate case management teams for community and custody based orders. This approach allows for continuity of knowledge and supports for young people across the community-custody settings, which strengthens the ability to support young people transitioning between these settings. The single Youth Justice Case Management (YJCM) approach allows continuation of relationships, which also supports rehabilitation and achievement of other positive changes for young people.

YJCM also led practice development and support for the commencement of the Youth Drug and Alcohol Court (YDAC) program. The YDAC program has been established as a pre-sentence tertiary diversionary program for young people with drug and or alcohol problems and at high risk of receiving a custodial sentence. YJCM is the lead coordinating agency in supporting young people in the YDAC program, and collaborated with a number of other agencies to develop the practice model, supporting a number of young people referred to the YDAC program. YJCM is working closely with a number of government and community services to support young people on the YDAC program. The Alcohol and Other Drug Policy Unit, within the ACT Health Directorate, has led work to support evaluation of the YDAC.

In addition, the After Hours Bail Support Service commenced operations in October 2011. This service supports young people in police custody, and seeks to divert them from custody at the Bimberi Youth Justice Centre and supports young people on bail or other orders to comply with their requirements. The service operates from 5pm to 2am business days, and from 4pm to 2am non-business days, accepting requests for assistance from young people, their families and supports, community agencies and police.

Support for people with a disability

In 2011-12 work continued on the implementation of the *Excellence in Disability Education Strategic Plan 2010 - 2013*. Key achievements included:

- commencement of a review of the current model used to provide additional support for students with a disability

- development of a guide to disability education services for parents. This is being undertaken in partnership with parent representatives on the Disability Education Reference Group
- commencement of a review of the current Individual Learning Planning process which will include broad consultation across the community
- collaboration with the Health Directorate on the provision of services to students with complex medical needs
- provision of professional learning to staff to build their expertise and knowledge around education of students with a disability
- provision of professional learning to parents to support their role in the education process
- agreement on a *National Partnership Agreement (NP) for More Support for Students with a Disability*.

Reducing long-term unemployment

In 2011-12, the ACT Government *Work Experience and Support Program* assisted 18 members of the local Sudanese community to gain valuable training and experience in an Australian workplace in the ACT Public Service. Many participants secured short to medium term employment contracts in the ACT Public Service following the program.

An additional *Work Experience and Support Program* commenced in March 2012 for a further 20 long-term unemployed migrants in the ACT. This program will be completed by June 2012. It is anticipated a further two *Work Experience and Support Programs* will be conducted in 2012-13 for 40 long term unemployed migrants.

The previously long-term unemployed participants in the *2011-12 Aboriginal and Torres Strait Islander Traineeship Program*, graduated in April 2012 with Certificates III and IV in Government Business. Following completion of the program, all participants have now started permanent full time employment in the ACT Public Service. The *2012-13 Aboriginal and Torres Strait Islander Traineeship Program* will commence with 22 participants on 1 July 2013.

In 2011-12, the ACT Government funded and facilitated the CHANCES (Community Helping Aboriginal (Australians) to Negotiate Choices leading to Employment & Success) Program, which supported 15 Aboriginal participants, and their family members, to gain access to computer and business skills and embark on employment pathways in government, hospitality and construction sectors. The 15 participants completed the 15 week CHANCES Program and graduated in May 2012. The CHANCES program will continue in 2012-13 having received further budget funding in the 2012-13 ACT Budget.

Emergency Services

ESA Headquarters and Stations

The ACT Government commenced implementation of the Emergency Services Station Upgrade and Relocation Program, with extensive due diligence and planning work to identify new sites and designs for co-location ambulance and fire stations at Charnwood and Aranda and a fire station at Calwell/Conder. These stations are part of an improved network of facilities across Canberra that will allow emergency services to continue to meet required performance standards across the growing community of Canberra well into the future.

The new purpose built training facility at Hume provides multi service training requirements within the Territory for the four operational arms of the Emergency Services Agency (ESA). While the administration building was completed in April 2011, further state-of-the-art training facilities were completed and launched in May 2012 including a 19.8 metre training tower to enable staff to undertake realistic fire and rescue training and a purpose built 'hot house' designed to simulate a heated compartment fire and with smoke.

A two stage project to upgrade the Jerrabomberra RFS Station has been completed. Stage one involved the construction of new engine bays, ablutions facilities, disabled compliant toilet and access, change rooms and connection of all existing structures under the one roof. Stage two involved the conversion of the existing engine bays to training and office space.

The Tidbinbilla Project has provided the ACT Rural Fire Station with an enhanced facility and an increased capability of being used as a front line service in managing bushfires. The facility has 4 vehicle bays, office accommodation, onsite training rooms, volunteer amenities, storage and male and female ablutions. The project also provides a new safe road access to Tidbinbilla Road for RFS volunteers and the Birrigai Education Centre.

ACT Rural Fire Service.

During 2011-12, ACTRFS achieved a number of significant milestones including hosting the inaugural ACTRFS Open Day held at the Hume ACTRFS Helibase with an attendance of over 6000 people, ACTRFS staff led the development of a nationally recognised Arson Investigation Program and participated in the NSW Rural Fire Station preseason briefing to ensure continuing integration for fire management at a local, regional and state level.

ACT Ambulance Service

In the 2011-12 Budget the ACT Government committed \$21.1 million in recurrent and capital funding to deliver 30 new frontline staff, six additional headquarters staff

to establish a quality safety and risk management unit, five additional ambulance vehicles, a cardiac monitor defibrillator scoping study and the establishment of a clinical simulation environment and replacement of high use critical service delivery equipment.

The new Quality Safety and Risk Management Unit was fully established in early 2012. The new ambulance vehicles were delivered in January 2012.

The additional frontline paramedics will increase the minimum number of 24/7 emergency ambulance crews from seven to nine. The first additional crew commenced in March 2012 and the second June 2012.

Emergency Response

The ACT SES responded to almost 2500 requests for assistance from the Canberra community during the year, of which approximately 1000 were primarily as a result of storm and flood damage during prolonged storms experienced in the period 28 February to 6 March 2012.

Vehicle Replacement

In 2011-12 the following were procured:

- A new specialist breathing apparatus support vehicle for ACT Fire & Rescue has been completed and was placed into service in April 2012.
- A total of eight new intensive care ambulances for the ACT Ambulance Service were placed into service in March 2012.
- A new patient transfer support vehicle for the ACT Ambulance Service was placed into service in March 2012.
- Three new heavy tankers for the ACT Rural Fire Service have been completed and placed into service.

Access to Cultural Programs for Disadvantaged People and those with Special Needs

The national launch of the Captioning Studio's captioning iphone application, *Go Theatrical!* was held at the Canberra Theatre Centre on 7 February 2012. The launch was hosted by the ACT Minister for the Arts, Ms Joy Burch MLA, with Federal Parliamentary Secretary for Disabilities and Carers, Senator the Honourable Jan McLucas performing the launch. *Go Theatrical!* was first used for a performance of Dickens' *Women*.

This world first technology allows deaf or hearing impaired theatre patrons to view captions on their own phone. For those without iphones or like devices, the Centre has purchased several iTouch units which contain the captioning application ready for use.

Excellent Education, Quality Teaching and Skills Development

This Government aims to provide a quality education for all in the ACT.

By 2013, all 78 ACT public school preschool units will be implementing 15 hours of preschool education for all children in the year prior to formal schooling. In 2012, an additional 44 schools commenced delivery of 15 hours of preschool education. The remaining 20 schools will commence delivery in 2013 and will complete the rollout in ACT public school preschool units.

Under the terms of a *National Partnership Agreement on Productivity Places Program* with the Australian Government, the ACT aimed to deliver around 10,000 additional training places over the period 2009-12. As of 31 May 2012, 10,494 training places have been funded under the Productivity Places Program. Of these places, 7132 were for existing workers and 3362 were for job seekers.

Under the *Digital Education Revolution National Partnership* the ACT achieved a 1:1 ratio of computers to students by 31 December 2011 for secondary schools with students in years 9-12 with 100 percent of the required computers deployed to schools.

Early Childhood

On 1 January 2012, the ACT commenced implementation of the *National Quality Framework for Early Childhood Education and Care* for long day care, family day care, government and non-government preschools and outside school hours care services. This is a major national reform under the COAG productivity agenda. The National Quality Framework aims to raise quality and drive continuous improvement in education and care through the introduction of a new legislative framework, a new quality benchmark for education and care services - the National Quality Standard, and a quality assessment and rating process, which will provide more information to families. Early childhood education and care services are required to use a national Early Years Learning Framework, *Belonging, Being and Becoming*. The Early Years Learning Framework has a specific emphasis on play-based learning and aims to assist educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning.

Schools for the 21st Century

The ACT Government considers the provision of quality education facilities for our residents to be of high importance. Our significant program of capital works reflects this priority.

The Harrison Secondary School was completed in January 2012. In addition, there are two further new schools currently under construction:

- Franklin Early Childhood School - stage 1 is due for handover in December 2012 so that the school will be ready to open at the start of the 2013 school year. Stage 2 will be handed over in April 2013.
- Bonner Primary School - stage 1 is due for handover in December 2012 so that the school will be ready to open at the start of the 2013 school year. Stage 2 will be handed over in April 2013.

The Coombs Primary School is also currently being designed, with the final sketch plans completed in June 2012. Funding for the construction is being considered by the Government.

Major projects completed in 2011-12 include:

- older school upgrade to Torrens Primary School
- solar power system installation at 19 schools
- installation of rain water tanks at all public schools
- installation of security fences at eight schools
- car park works at three schools
- separation of the French Australia Pre-school from the Red Hill School
- refurbishment of the Main Classroom Building at Jervis Bay School
- removal of hazardous materials from 38 schools.

Major projects to be completed in 2012-13 include:

- Red Hill School – redevelopment
- expansion of Macgregor Primary School
- expansion of Majura Primary School
- solar power system installation at the 27 schools approved under the Australian Government’s National Solar Schools Program
- installation of security fences at 3 schools
- Canberra College – Performing Arts Centre
- installation of artificial grass surfaces at 4 schools
- frontage upgrades to 4 schools
- fire system upgrades at all schools
- expansion work at 9 preschools
- school Roof Replacement Program – Stage 1 at 4 schools
- new hydrotherapy pool at the Malkara School
- school Toilet Upgrade Program – Stage 1 at 17 schools
- older school upgrades to Yarralumla and Hughes Primary Schools.

In addition, funds were allocated in the 2012-13 Budget for:

- design and construction of expansion work at Duffy Primary School
- rectification and upgrade of Taylor Primary School
- carbon Neutral Schools – Stage 1
- additional funding for Repairs and Maintenance.

Pastoral Care for all students

The Education and Training Directorate continues to provide a model of counselling and welfare services based on a range of professionals working together to support students. The model is aimed at providing a more effective service committed to a promotion, prevention and early intervention to ensure students' wellbeing.

There are 19 pastoral care coordinators employed in ACT public high schools - one in every high school. The pastoral care coordinator aligns whole school student pastoral care programs to facilitate a personalised approach to supporting student wellbeing.

Four senior counsellors (psychologists), four behaviour support teachers and two social workers work with and across the four school networks to address complex behaviour and wellbeing issues that prevent students from engaging in learning.

Each school has a school counsellor (psychologist) who provides psychological and counselling support to enhance student learning and to facilitate the development of competent and resilient children and young people.

Two Disability Support Officers work with school staff to develop and implement individual support and community access programs for students in disability education settings.

Four youth health nurses are employed in a pilot program and form part of the Directorate's pastoral care team. The objectives of the program are to promote positive health outcomes for young people and their families.

The Education and Training Directorate is currently developing a Student Engagement Framework for coordination of successful strategies to increase levels of student engagement. This will include preventative strategies both targeted and systemic for disengagement. This will be completed and implemented in 2012-13.

Support for Aboriginal and Torres Strait Islander Children

The Education and Training Directorate's *Aboriginal and Torres Strait Islander Education Matters: Strategic Plan 2010-2013* provides clear direction for closing the learning and achievement gap between Aboriginal and Torres Strait Islander students and other students.

In 2011, 131 students participated in the Aspirations Program. This program supports Aboriginal and Torres Strait Islander students to reach their potential through successful completion of secondary school and progressing to higher education, training and employment options.

In 2012, ten Aboriginal and Torres Strait Islander students in years 11 and 12 who wish to progress to university to pursue a teaching career are receiving scholarships of \$5 000 each. Three Aboriginal and Torres Strait Islander students who are undergoing teacher training at the University of Canberra in 2012 are receiving scholarships of \$10 000 each per year to assist with their studies.

Koori Preschool is offered at five sites across the ACT. The Koori Preschool Program provides an early childhood education program for Aboriginal children and Torres Strait Islander children aged 3-5 years.

In 2011 the Directorate commenced cultural competency training for all staff. Cultural competency training aims to build cultural awareness in staff enabling them to better understand and respond to Aboriginal and Torres Strait Islander communities in the ACT.

In 2011 a total of 105 principals, deputies and school executives participated in workshops and discussions about how to develop whole school approaches to improving outcomes for Aboriginal and Torres Strait Islander students.

In March 2012 \$145 000 was allocated to public high schools and colleges to enable the provision of specific tutorial assistance for Aboriginal and Torres Strait Islander students based on individual need.

In 2011, a total of \$150 000 was provided to 31 focus schools to support local activities around key actions in the national *Aboriginal and Torres Strait Islander Education Action Plan 2010-2014*. These schools are the 31 primary schools with the highest Aboriginal and Torres Strait Islander student enrolment.

In 2011 closer collaboration with school networks has resulted in each network establishing a priority for action in schools. The following provides detail of the priority for each school network:

- North Canberra/Gungahlin – support for Aboriginal and Torres Strait Islander students at key transition points in their schooling, including year 6 to year 7, year 10 to years 11 and 12 to further education, training or employment options
- Belconnen – curriculum, including how to incorporate Aboriginal and Torres Strait Islander content and perspectives in the English curriculum to improve literacy outcomes of Aboriginal and Torres Strait Islander students

- Tuggeranong – attendance, including an examination of the factors that contribute to sustained school attendance and participation in the life of the school
- South Canberra/Weston – vocational education and student pathways including a focus on pathways planning and personalised learning plans for Aboriginal and Torres Strait Islander students.

These programs for Aboriginal and Torres Strait Islander students will continue in 2012-13.

In 2012-13 work on the development and implementation of personalised learning strategies for Aboriginal and Torres Strait Islander students will be completed. Professional learning will be provided for staff to assist with the implementation of the strategies. The strategies will include individual targets and support mechanisms for improved literacy and numeracy for students at or below NAPLAN national minimum standards in reading, writing and numeracy.

Support for Transition through the Education System

The ACT Government is implementing support for transitions within tertiary education between the VET and higher education sectors in accordance with the national reform agenda agreed at COAG and ACT priorities for reform.

Through the *National Partnership Agreement on Youth Attainment and Transitions* the ACT has agreed to meet a range of targets to improve participation, lift qualifications and support successful transitions with regard to education, training and employment. The ACT has committed to a number of key reforms under the national Partnership, one of which is the establishment of the *ACT Youth Commitment*. The *ACT Youth Commitment* Signing Ceremony took place on 18 May 2011 and aims to establish a shared responsibility between stakeholders and organisations who serve young people to ensure that no young person is lost from education, training or employment.

The Moving Forward initiative established one full time equivalent position at each of Canberra's nine public colleges. The moving forward positions develop and lead programs that assist with student transitions and enhance the vocational learning and career opportunities for young people in the ACT. They support the work of the *ACT Youth Commitment* through continued development and implementation of the Pathways Planning process and the College Transition Plan.

Under the *ACT Youth Commitment*, all young people from years 6 to 12 will have the opportunity to participate in Pathways Planning activities.

All secondary schools in the ACT, public and non government, have commenced using the Pathways Planning document as a guide, teacher resource and/or as a set

of learning activities. In 2011 all ACT students in years 10 and 11 commenced the Pathways Planning process. In 2012 all ACT students in year 11 and 12 will continue the Pathways Planning process and all ACT students in years 6, 9 and 10 will commence the Pathways Planning process.

In 2013 all ACT students in years 7, 10, 11 and 12 will continue the Pathways Planning process and all ACT students in years 6, 8, and 9 will commence the Pathways Planning process. In 2014 all ACT students in years 6 to 12 will continue with the Pathways Planning process.

The Pathways Planning document has been made available online as an interactive document. Professional learning sessions have been provided for school based Pathways Planning Coordinators and Moving Forward Officers. The Pathways Planning project manager and Moving Forward project manager have facilitated information sessions at schools and conducted system wide workshops about how to use the Pathways Planning document.

A Pathways Planning Working Group has been established to develop a consistent approach to Pathways Planning across all agencies within the ACT and oversees this activity.

Skills Development through Vocational Education and Training

The ACT is a signatory to the *National Partnership (NP) Agreement on Skills Reform* which will deliver \$28 million over 5 years (2012-13 to 2016-17). Of this, \$18 million will be used to deliver structural reform within the vocational education and training sector. This reform will lead to improved quality, transparency and efficiency as well as improving equity and access for disadvantaged learners. The NP will commence in July 2012.

The Canberra Institute of Technology (CIT) and the Directorate have established a partnership to deliver 'taster' programs to years 9 and 10 students. In addition, CIT provides opportunities for students in years 9-12 to enrol in short courses in areas which may complement those offered by ACT colleges. These industry courses include: building and construction; fitness; beauty; hairdressing; tourism; accounting; business administration; music; game design and companion animal care. Students successful in these courses are awarded a nationally recognised 'Statement of Attainment' qualification.

Structured Workplace Learning (SWL) is the workplace component of a nationally recognised, industry-specific, Vocational Education and Training in Schools (VETiS) program for students in years 10-12. SWL placements provide supervised learning activities in the workplace, contributing to an overall assessment of competence and the achievement of outcomes and requirements of a particular training package. In

2011, there were 945 SWL placements. This is a 10 percent increase on 2010 placement numbers.

In 2011, the ACT supported 40 Worldskills participants, who participated in regional and national competitions, showcasing their trade skills. The competitions are open to all Australian apprentices, trainees and VET students. Nationally successful students go on to compete internationally at the Skills Olympics.

On 16 December 2011, The Hon Peter Garrett AM MP, Minister for School Education, announced the projects and schools that had been approved for in-principle funding under round four of the Trade Training Centres in Schools Program. The ACT Tuggeranong Sustainable Living Trade Training Centre (TSLTTC) submission was successful in this round.

Erindale College, Lake Tuggeranong College, Calwell High School, Caroline Chisholm School, Lanyon High School, Wanniasa Senior School, and Namadgi School together make up the consortium of schools that will offer programs under the banner of the TSLTTC.

The Commonwealth Government has provided up to \$8.163 million for the TSLTTC, which will involve the refurbishment of six existing facilities at Tuggeranong public high schools and colleges. The TSLTTC will provide training and employment pathways in automotive, construction, horticulture and hospitality.

In line with the networked approach to program delivery and the intention to increase access for all students, the TSLTTC will not be a single facility, but an industry-standard upgrade of existing facilities at six of the seven schools (Namadgi School is a partner in the consortium, but as a new school, it already has industry-standard trade training facilities).

Alexander Maconochie Centre

There are a number of programs offered to detainees at the Alexander Maconochie Centre (AMC) to assist with their rehabilitation and provide them with the tools to help change their lives.

Detainees at the AMC are able to access three types of rehabilitative programs - vocational education, alcohol and other drug (AOD) programs, and therapeutic programs and counselling.

As a reflection of the Territory's commitment to this aspect of detainee's rehabilitation, the latest Report on Government Services indicates that prisoner education enrolment in the ACT, of 89.8%, will exceed the average of 35.0% achieved nationally.

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 over the past few years due to its strong fundamentals, and the Commonwealth Government's stimulus measures. A moderation in the economy was envisaged as the Commonwealth Government constrained its expenditure growth to 2 per cent in real terms as part of its planned fiscal stimulus. The Commonwealth Government has needed to resort to stronger fiscal consolidation measures due to its weaker than expected revenue in 2011-12 and 2012-13.

Economic growth in the Territory has continued to moderate since 2010-11, reflecting planned withdrawal of fiscal stimulus by the Commonwealth Government in the current year, and further fiscal consolidation in 2012-13.

The level of economic activity, however, remains high. The fundamentals of the economy remain strong with a highly productive and educated work force, low unemployment, and high participation. The ACT economy is expected to continue to grow in 2012-13, but at a slower rate, mainly due to a decrease in public consumption expenditure and below-trend household consumption growth and investment growth.

Growth in output as measured by Gross State Product (GSP) will moderate further from the forecast 2½ in 2011-12 to 2 per cent in 2012-13. State Final Demand (SFD) is forecast to grow at ½ per cent, reflecting contraction in Commonwealth Government expenditure. The nominal growth in SFD is supported by household consumption and the ACT Government's investment in infrastructure.

The ACT continues to enjoy a triple-A credit rating. Standard and Poor's affirmed the ACT's Triple A credit rating on 9 December 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.

Business Development

Growth, Diversification and Jobs: A Business Development Strategy for the ACT was launched on 30 April 2012, laying out the Government's approach to private sector development and economic diversification over the next four years.

The Strategy contains three broad policy themes, with a range of specific initiatives linked to each. The three themes are; fostering the right business environment; supporting business investment; and accelerating business innovation.

In the 2012-13 Budget, the Government confirmed funding of \$5 million over four years to a range of Strategy initiatives.

In addition, \$12 million is being provided to the National ICT Centre of Excellence (NICTA) over four years and \$2.6 million is being provided to a Branding of Canberra initiative over the next two years.

A small number of other new initiatives are being implemented from existing agency resources, in areas such as Indigenous business development, a 'listening to business' engagement process, a new on-line skilled migration processing system, and the development of a new business information portal.

The Strategy is focused on creating jobs by building strength in areas where Canberra has demonstrated competitive advantage and distinctiveness. It will focus on economic drivers such as the emerging clean economy, becoming a preferred international tourist and business destination, utilising our science and research capabilities to grow knowledge intensive businesses, expanding our talent pool through education and training; and accelerating innovation at the intersection of our creative and cultural disciplines.

To foster the right business environment the ACT Government:

- has raised the payroll tax threshold;
- has established a Red Tape Taskforce;
- committed to improving the provision of business information, advice and mentoring; and
- will support SMEs in Canberra and our region with Government purchasing.

To support business investment the ACT Government will:

- create an authentic 'Canberra brand' that projects the Canberra opportunity to the outside world; and
- establish a dedicated investment facilitation service inside the Economic Development Directorate.

To accelerate innovation the ACT Government will:

- expand the Innovation Connect program to establish new channels for innovation;
- create a Global Connect program to support collaboration and exporting; and
- engage innovators through a new Digital City Innovation prize.

The *Business Development Strategy* also encompasses the 'clean economy strategy' and brings together new and existing programs and activities that support private sector and 'clean economy' development.

Addressing the Skills Challenge

The ACT Government operates a skills attraction and migration program that works within the policy framework set by the Commonwealth Government.

In 2011-12, the ACT Government nominated 443 skilled workers to migrate to Australia and live in Canberra through the independent stream. 333 Government nominated migrants arrived and settled in Canberra.

A further 628 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.

Officers from the Economic Development Directorate (EDD) visited the United Kingdom, Ireland and New Zealand in 2011-2012 to promote Canberra as a destination of choice to skilled workers.

EDD, in conjunction with the Education and Training Directorate, contracted KPMG to undertake a survey of skills in demand in Canberra. The Skills Audit report was finalised in May 2012. The report provides a methodology to forecast expected demand for occupations in the ACT's workforce at an occupation and industry level. The Skills Audit will inform the State Migration Plan Occupation List and the *ACT Industry Training Needs List 2013-2014*.

ICon

InnovationConnect (ICon) continues to be a valuable and sought after funding program in the ACT's innovation infrastructure. To date ICon has supported 88 Canberra businesses and entrepreneurs with funding support totalling \$1.9 million.

ICon is a competitive grants program that provides funding for small technology focused companies/entrepreneurs to accelerate the progress of viable, creative ideas along the commercialisation pathway. ICon grants range from \$5,000 to \$50,000, and addresses the funding gap below the entry limit to other provider programs including Commercialisation Australia and the Discovery Translation Fund.

To build on the program's success, ICon will be augmented over 2012-13 in a number of important areas including:

- a new funding stream for clean tech or sustainability oriented companies will be created inside the program and new funding will be added;
- a strategic opportunities funding stream will be established to support co-funding of major proposals focused on new innovation infrastructure; and

- new funding will be committed to the Entrepreneur Development Fund (EDF), subject to the outcomes of the current trial and the continued support of the existing funding partners.
- The My Digital City innovation prize will engage tertiary students and ACT citizens in the development of new digital government services to stimulate innovation in electronic and mobile technologies, including government service access on mobile technology platforms such as tablets and smart phones.

A single program interface for InnovationConnect will be introduced to bring these activities together as a way of further driving synergies and collaboration.

TradeConnect and GlobalConnect

In 2011-12 TradeConnect supported 18 ACT businesses with matched funding grants. Funded activities included in-country advisory services, tradeshow assistance, global market validation research and coaching and mentoring services.

In addition, TradeConnect funding supported the development and delivery of the *Exporting Government Solutions Pilot Program*. The ACT Government worked collaboratively with Austrade through 2011-12 to develop a pathway to support Australian businesses with demonstrated capability of delivering innovative solutions to the public sector to develop capacity to export into the US public sector market.

Nine ACT companies participated in the Pilot Program including: Intelledox, Aspen Medical, Pario Solutions, Random Computing, NICTA Automap, ThinkPlace, Quintessence Labs, Isidore and Seveno.

The Pilot Program delivered a series of activities to help companies develop their market readiness to sell to the US public sector. The Pilot Program was also supported by a Trade Mission to Washington DC in November 2011 which gave participating companies exposure to the market and business matching opportunities.

The Pilot Program has proven extremely successful, with all companies reporting positive outcomes. Three have reported sales and five have made return visits to the market. In addition, four have established an in-market presence and four have secured in-market partners. The success of the Pilot Program has led to the Government committing support to progress a proposed Exporting Government Solutions Centre of Excellence to be delivered in partnership with the private sector.

Canberra BusinessPoint

Canberra BusinessPoint continues to be a valued business development advisory and mentoring service for business intenders, new businesses and high growth Small to Medium Enterprises in the ACT.

Between 1 July 2011 and 31 March 2012 Canberra BusinessPoint has delivered:

- 49 workshop/master class events attended by 805 participants;
- 604 one-on-one client sessions with business advisors (some clients are seen more than once); and
- Nine networking events with 450 attendees.

Sustainable land release

The *2011-12 ACT Land Release Program* aimed to release sufficient residential land to have a positive impact on housing affordability and build an inventory of serviced blocks of land available for sale. The ACT Government is on track to release around 3,000 dwelling sites in 2011-12. At the current rate of population growth, the ACT Government estimates that annual underlying demand for housing is currently 3,000 dwellings. The model assumed a population growth rate of 1.8 per cent in 2011-12.

Currently, it is estimated that there is a small surplus of properties in the ACT housing market. It is expected that any surplus of properties are apartments and there remains a shortfall of detached housing blocks. During the period 2007-08 to 2010-11 over 17,000 dwelling sites were offered to the market. During this period dwelling approvals increased to 15,600. This near record level of land release and dwelling approval activity is now having a significant impact on the new supply of housing entering the market. It has resulted in much of the demand for housing from previous years being absorbed.

The ACT Government is proposing to maintain residential land supply over and above the anticipated level of demand in order to absorb any unmet demand and to assist with housing affordability for both home buyers and renters and to ensure it is in a position to respond quickly to increases in demand.

National Broadband Network

The rollout of the National Broadband Network (NBN) commenced in Gungahlin in 2011. The whole of Gungahlin is expected to be connected to NBN services by the end of 2013. Work will commence in the northern suburbs, the city of Canberra and out to the airport within the next 12 months with work commencing in the rest of Canberra within three years

Triple Bottom Line Reporting

The ACT Government has committed to the implementation of a Triple Bottom Line (TBL) Assessment Framework for policy development and decision making. This is consistent with commitment made in ACT's sustainability policy, *People, Place and Prosperity* and reflected in the 2011-12 ACT Government priorities.

The TBL Assessment Framework is a framework for identifying and integrating social, environmental and economic factors into the policy development cycle and the

decision-making process to ensure that decisions are informed by principles of sustainability. The Framework strengthens Government planning and the information and analysis provided to decision makers, which, in turn, supports delivery of better services and infrastructure for the community.

Tourism

Tourism plays a major part in the ACT economy and the past year has been a busy one for our tourism industry. During 2011-12, Australian Capital Tourism undertook the following campaigns:

Wrapt in Winter 2011 campaign

A cooperative campaign with tourism industry partners that targeted short break getaways for families and couples from Sydney and regional NSW. The campaign was designed to influence travel during the low period of June, July and August. The campaign focused on specific winter experiences promoted through paid advertising, public relations activity and owned channels including www.visitcanberra.com.au and consumer publications.

The response to the campaign was positive. Key highlights included:

- the Canberra and Region Visitors Centre (CRVC) recorded 961 bookings during winter, with 271 specific Wrapt in Winter packages sold (up from 239 in 2010)
- www.wraptinwinter.com.au received 68,849 visits (up from 55,315 in 2010).
- Facebook fans grew by 250 per cent in Sydney; and
- the generation of feature articles and stories in key print publications including the *Weekend Australian*, *Out & About With Kids*, *Sydney Morning Herald* and *The Senior*.

Floriade/NightFest/Spring 2011 campaign

The 2011 Floriade was a cooperative campaign involving industry partners targeting interstate visitors under the event theme of *A feast for the senses*. The campaign included national print, radio, online, PR, digital, social media and television advertising. Floriade 2011 had its second highest attendance figure achieving attendance of 412,024 and contributed a record economic return of \$30.0 million to the ACT economy (*Source: Ernst and Young*).

Floriade NightFest ran for five nights from 28 September to 2 October. The park became an illuminated wonderland with spectacular new lighting installations and evenings of comedy, DJs, live music, films and complimentary pampering sessions.

ENLIGHTEN 2012 campaign

ENLIGHTEN 2012 was staged over four nights on 2, 3, 9 and 10 March. The event featured late night openings at 13 attractions, spectacular architectural projections and entertainment precincts within Canberra's Parliamentary Triangle.

Each night of ENLIGHTEN architectural projections lit up the facades of the National Library of Australia, the Museum of Australian Democracy at Old Parliament House, the National Gallery of Australia, the National Portrait Gallery and Questacon – the National Science and Technology Centre.

A new addition to the Canberra Festival, ENLIGHTEN added an array of night time activities to Canberra's birthday celebrations, providing a spectacular new perspective on some of Australia's most famous attractions with fun and memorable experiences.

Ernst and Young were commissioned by Australian Capital Tourism to provide an independent evaluation of ENLIGHTEN 2011, including the assessment of economic impact and market research with visitors attending the event. The evaluation report will be received in June 2012.

Destination marketing campaigns with Tourism Australia

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 including:

- National Zoo & Aquarium
- Australian Institute of Sport
- Australian War Memorial
- Questacon - The National Science and Technology Centre
- Hyatt Hotel Canberra (high tea)
- Aquila Helicopters
- Tilley's with Jon Stevens

The campaign was also supported with a strong media plan and added competition within the show to increase the frequency/loyalty of audience viewers.

Australian Capital Tourism also partnered with TA on the second phase of the '*There's nothing like Australia*' (TNLA) domestic marketing campaign – the *Dream Team* promotion. This phase of the campaign invited Australians to share their favourite Australian experience with their fellow Aussies at www.nothinglikeaustralia.com.au and nominate their holiday *Dream Team* of up to five people they'd most like to share their dream holiday with. The campaign resulted in a number of ACT destination experiences being featured and was promoted online and in supporting media.

Building Infrastructure for the Future

During 2011–12 Roads ACT managed one of the largest road infrastructure capital works programs since self-government. This program was designed to reduce road congestion, improve safety and provide more housing options for Canberrans.

Highlights included:

- continuing construction of the North Weston Ponds and recreational areas adjacent to Coombs in the new region of Molonglo;
- completing the Mitchell, Mawson & Belconnen Park N Ride facilities;
- progressing public transport infrastructure projects including those associated with initiatives aimed at encouraging public transport patronage such as park and ride and bike and ride, and the installation of bus shelters;
- continuing the design and starting the construction of the Civic Cycle Loop;
- continuing the bridge-strengthening program and the installation of bridge safety screens; and
- continuing the design of the Canberra Avenue Bus Priority project between Hindmarsh Drive and Hume Circle in Fyshwick and Narrabundah.

The 2011–12 ACT Budget included additional funding for walking and cycling infrastructure as part of the Transport for Canberra program. Projects implemented included:

- directional signage, seats and bubblers around Lake Burley Griffin, Lake Ginninderra, Lake Tuggeranong and Yerrabi Pond;
- continuing the installation of new signs on main community paths from the City to Belconnen, including around Lake Ginninderra;
- commencing the installation of community path lighting on key trunk routes into the City and around Lake Ginninderra;
- designing and starting construction of the new Pearce/Chifley shared path connecting the Tuggeranong Parkway path with Melrose Drive in Phillip designing the new Yamba Drive shared paths project connecting Yarra; and
- delivering a large capital works program, including the Transport for Canberra programs, Constitution Avenue and Majura Parkway projects which include a significant funding contribution from the Australian Government.

A Vibrant City and Great Neighbourhoods

The ACT Government maintains a community and non-urban land release program, which includes land for aged care accommodation and a range of community uses. The indicative program for 2012-13 to 2015-16 incorporates 18 sites with a total area of 213,153 sqm of land. This includes larger sites located in existing areas of Canberra that are ideal for aged persons accommodation, smaller sites suitable for child care centres and sites in new urban areas to meet the needs of the growing local communities.

Centenary of Canberra

A preview of the Centenary of Canberra program was launched on Canberra's 99th birthday, 12 March 2012, by the Chief Minister. The Creative Director of the Centenary of Canberra, Robyn Archer AO, gave an overview of the year of memorable celebrations scheduled for 2013, and the Prime Minister renewed the Commonwealth Government's commitment to grow and develop the national capital.

A number of projects have already been launched or piloted in the lead up to 2013, including:

- Dollars for Dili fundraising for capacity building and youth projects in Canberra's friendship city;
- Portrait of a Nation celebrating Canberra's streets and suburbs named after famous Australians;
- Canberra Diaspora a digital collection of stories from people who have passed through Canberra;
- CAPITheticAL international design competition for a hypothetical capital city;
- You Are Here annual arts festival taking place in the Canberra CBD;
- Cotter Tree Planting community planting events to rehabilitate the Lower Cotter after the bushfires;
- Stellar Scope 3 Science Art Commission project connecting Canberra to Australia's major crop, wheat; and
- City of Trees commission highlighting Canberra's unique treescapes through photographs and sound.

Information on these projects and how to get involved in the Centenary is available at www.canberra100.com.au

The full Centenary of Canberra program will be launched on 4 September 2012, followed by launches in all State and Territory capitals. It will be a year long program of initiatives, events and activities, covering the spectrum of sport, science, arts, community, architecture, environment, diverse cultures and big ideas.

The program will highlight the innovation and quality thinking on which this city and the nation was founded, and celebrates the history and heritage of one of the most successful planned cities in the world.

The Centenary of Canberra will create lasting legacies in many forms, to take our city confidently into the next century.

Revitalising Town Centres

The upgrading of Civic is being implemented in accordance with the *Civic Area Action Plan* that was released in October 2010.

Valued at almost \$10 million, the following improvement projects are now completed:

- London Circuit footpaths and lighting adjacent to the Legislative Assembly building and Canberra Museum and Gallery;
- London Circuit footpaths, lighting and bus shelters adjacent to Waldorf Apartments and the Ainslie Avenue branch of the Commonwealth Bank;
- West Row lighting and footpath improvements adjacent to Melbourne Building;
- Alinga Street footpaths and lighting between Marcus Clarke Street and West Row;
- Lighting upgrades in Odgers and Verity Lanes;
- Lighting upgrades to East Row and Mort Streets; and
- Latin American Plaza sculpture walk between Marcus Clarke and Childers Streets.

Other projects currently under construction and due for completion in the second half of 2012 include:

- Alinga Street in the City interchange;
- Moore and Rudd Streets verge and lighting;
- London Circuit footpaths, lighting and bus shelters in City West between University Avenue and Hobart Place;
- London Circuit footpaths, lighting and bus shelters in City West between Farrell Place and University Avenue;
- City Walk between Ainslie Place and Akuna Street; and
- Veterans' Park upgrade including the first stage of the City Cycle Loop.

The total investment in the Civic upgrade program is valued at \$20 million, and is planned to be completed by the start of Canberra's 2013 Centenary.

In addition to the above investment, \$3.1 million was announced in the 2012-13 ACT Budget for a 3-year program of capital upgrades at the Canberra Theatre Centre.

Sport and Recreation Facilities

Progress in 2011-12 includes:

- The design of the Gungahlin Leisure Centre has been completed and a Development Application has been submitted. Construction is expected to commence in 2012-13.
- Construction of the Gungahlin Enclosed Oval commenced in 2011-12.
- Restoration of Isabella Plains Neighbourhood Oval and part of Charnwood District Playing Field was completed in 2011-12.
- Redevelopment of Kippax Enclosed Oval commenced in 2011-12 and will be completed in 2012-13.
- Construction of the Bonner Neighbourhood Oval was completed and handed over to Sport and Recreation Services in 2011-12.
- Construction of the Crace Community Recreation Irrigated Park commenced in 2011-12 and will be completed in 2012-13.

Sport and Recreation Services has also engaged a consultant to conduct a feasibility study on the provision of an aquatic and indoor sport and recreation facility in Molonglo. The study is due to be completed in 2012-13.

Infrastructure Plan 2011- 2021

In 2008, the Government committed to releasing regularly updated, rolling ten-year infrastructure plans. The second ACT Government Infrastructure Plan was released by the Chief Minister in July 2011. Building on the first infrastructure plan, it sets out the ACT Government's strategic infrastructure priorities from 2011-2021 and the primary drivers of infrastructure demand.

In the 2011-12 Budget, the Government announced a record capital program that will provide \$884.9 million for new works over four years. This includes funding to support the release of an additional 18,500 residential sites to improve housing affordability, an allocation to radically transform freight travel in the region through the development of the Majura Parkway and significant investments in education, health and community infrastructure.

The Infrastructure Plan is a strategic planning document. The Plan demonstrates how the Government's vision for the Territory translates into real services that are supported by appropriate infrastructure.

This Plan provides an important link between the infrastructure priorities that are detailed in the annual budget and the Government's long term objectives, as set out in the [Canberra Plan: Towards Our Second Century](#).

Gungahlin Town Centre

A number of sites are included in the Indicative Commercial Land Release Program to facilitate the ongoing development of the Gungahlin Town Centre. In 2011-12 4,605 sqm of commercial land was released with approximately 17,000 sqm of commercial land programmed for release in 2012-13. In 2012-13 the Economic Development Directorate will commence a tender for office accommodation for approximately 500 ACT Government employees in the Gungahlin Town Centre.

A new bus station and layover facilities will also be constructed in Gungahlin by June 2013.

A Sustainable Future

In November 2010, the *Climate Change and Greenhouse Gas Reduction Act 2010* came into effect, establishing ACT emissions reduction targets of:

- zero net greenhouse gas emissions by 2060;
- peaking per person greenhouse gas emissions by 2013;
- 40% below 1990 levels by 2020; and
- 80% below 1990 levels by 2050.

In 2011-12 the ACT Government released *Weathering the Change* Draft Action Plan 2 for public consultation. The discussion paper presented five 'pathways' for meeting the ACT emissions reduction target of 40 per cent below 1990 levels by 2020, with a objective to stimulate community discussion around the range of options available. The consultation period closed in March 2012.

In 2012-13 the ACT Government will release a final Action Plan 2, which will set the ACT on a path to become a sustainable city that is successfully adapting to a changing climate.

Exploring the feasibility of a Solar Power Facility

The ACT Government's *Electricity Feed-in (Large-scale Renewable Energy Generation) Act 2011* was passed on 8 December 2011 and provided for up to 210MW of renewable energy generation capacity in the Australian Capital Region.

In January 2012 the Minister for the Environment and Sustainable Development issued a Capacity Release to make available the grant of 40MW of feed-in tariff entitlements for solar renewable energy generation, to be located in the ACT. Entitlements would be for a 20 year term.

On 27 January 2012 the Government released a Request for Proposals to enable interested parties to register and lodge proposals for the ACT Large-scale Solar Auction. Proponents were able to nominate for either a fast-track or regular stream in the Auction, with prequalified fast-track stream proponents expected to lodge a final proposal in late June 2012 and prequalified regular stream proponents expected to lodge a final proposal in early 2013.

Forty-nine proposals were received by the closing date of 10 April 2012, with 27 of these nominating for the fast-track stream.

An independent Solar Auction Advisory Panel was appointed by the Minister for the Environment and Sustainable Development in February 2012, to assess proposals and make recommendations to the Minister as to which proponents should be prequalified and invited to submit a final proposal.

The outcome of fast-track stream final proposals is expected to be announced later in 2012 and regular stream final proposals in 2013.

Affordable Housing

On Friday 15 June 2012 the Government released Phase III of the *Affordable Housing Action Plan*. The Plan outlines 14 actions to make housing more affordable, focusing on the key areas of increasing supply of rental accommodation, better utilising existing sites, relieving blockages to affordable purchase and releasing sites for short-term accommodation.

The actions, in summary, are as follows:

Increasing supply of rental accommodation;

- Reduce land tax on properties with average unimproved land values between \$75,000 and \$390,000;
- Encourage institutional investment in affordable rental properties;
- Increase the supply of affordable rental properties through transfer of land or surplus properties to the community housing sector; and
- Investigate a requirement for the delivery of public and community housing stock in large infill and greenfield residential developments.

Better utilising existing sites:

- Provide grants to small clubs to assess the viability of their sites for residential development;
- Assess and consider options for facilitating residential development on underutilised community facility land; and
- Offer a lease variation charge remission to facilitate redevelopment or adaptive reuse of commercial accommodation that delivers affordable housing.

Relieving blockages to affordable purchase:

- Introduce variable thresholds for affordable housing based on dwelling size;
- Commence abolition of stamp duty;
- Increase property and income thresholds for the Home Buyer Concession Scheme;
- Explore options for extending the OwnPlace scheme into englobo and joint venture developments;
- Investigate higher targets for affordable housing requirements in englobo releases; and
- Develop a Sustainable Land and Affordable Housing Guide.

Short term accommodation

- Release land for short term accommodation.

As well as the actions outlined in the new plan, the ACT has been very successful obtaining support through the National Rental Affordability Scheme (NRAS). In 2011 the ACT was allocated funding to build over 1,500 new affordable rental dwellings. Combined with more than 1,100 dwellings delivered through previous rounds of the NRAS, this will make a significant contribution to rental affordability in Canberra. With the University of Canberra and the Australian National University each developing 1,000 new student dwellings through the NRAS, Canberra's university students will benefit particularly from these developments, which will in turn reduce pressure on the demand for affordable rental accommodation.

Climate Change

In 2011-12 the ACT Government released *Weathering the Change Draft Action Plan 2* for public consultation. The discussion paper presented five 'pathways' for meeting the ACT emissions reduction target of 40 per cent below 1990 levels by 2020, with a objective to stimulate community discussion around the range of options available. The consultation period closed on 2 March 2012.

In 2012-13 the ACT Government will release a final Action Plan 2, which will set the ACT on a path to become a sustainable city that is successfully adapting to a changing climate.

The National Arboretum Canberra

The National Arboretum Canberra was opened to the public on 2 February 2012.

Forests

Eleven forests were planted at the NAC in 2011-12 bringing the total number of forests to 86 with 36,000 trees planted as at 30 June 2012. This is on track to meet the goal of 100 forests by 2013, the year of Canberra's Centenary.

Civil Works - Design and Construction

Significant works undertaken/completed in 2011-12 year include:

- construction of the major structure of the Visitor Centre, including the National Bonsai and Penjing collection;
- completion of the ACTEWAGL Discovery Garden; construction of the pedestrian path and landscape through the Central Valley;
- completion of the underground services and utilities for the Arboretum site, including non-potable water, electricity, stormwater and sewer;
- further development of the irrigation system, including non-potable supply, filter stations and pumps; and

- completion of landscape plantings around the dam, and earthworks and plantings at the front entrance.

The business community continues to support the project with The Village Building Company under the sponsorship agreement with the Territory for a minimum \$1.0 million over 10 years. The Visitors Centre is on track to be completed by September 2012.

The first Voices in the Forest was held on 12 November 2011 and this will now become an annual cultural concert organised with the assistance of its principal sponsor, the Village Building Company.

The Festival of the Forests was held on Sunday 1 April 2012 with 12,000 people attending the event. Several Embassies (Spain, USA, Japan, and Turkey) participated and provided an international focus. The Friends of the National Arboretum have continued to host open days on the second Sunday of each month.

Sustainability reporting and accreditation initiatives of the Land Development Agency (LDA)

During 2011–12 the LDA has:

- Achieved EnviroDevelopment recertification for Wright and Coombs, the first suburbs in Molonglo, in the elements of ecosystems, waste, energy, and community (see case study below).
- Entered into an agreement with NSW Landcom to adapt PrecinX for use in the ACT. This is a mathematical modelling tool to measure the potential sustainability of neighbourhood-scale developments. PrecinX allows the LDA to analyse the sustainability of its projects from the early design stage.
- With other Government Land Organisations, been a sponsor of the Green Star Communities Tool that is being developed by the Green Building Council Australia. It is intended to pilot the tool in one or more LDA projects during 2012 – 13.
- Implemented an environmentally sustainable design (ESD) rebate scheme in the New West Industry Park Stage 1. The aim is to encourage purchasers of land to include ESD initiatives in their developments that surpass those required by legislation and codes. The New West Industry Park ESD Rebate Scheme provides a rebate based on the ESD initiatives undertaken and the size of the block. The initiatives are grouped under seven categories: Building Fabric, External Elements (Landscape), Materials, Indoor Environment, Energy Services, Water Use and Transport.

Key elements of the LDA Sustainability and Innovation Framework include:

- Energy and greenhouse gas emissions
- Water
- Biodiversity and landscape
- Transport
- Design
- Community

Example of progress under these elements are provided below:

Energy

- Maximised the solar orientation of all blocks, within the constraints of topography and major roads in Lawson and Harrison 4, with new solar envelope guidelines introduced in Wright and Coombs.
- Mandated solar hot water heating in Harrison 4, Coombs and Jacka. This builds on the earlier experience of offering a rebate in Bonner and Wright.
- Initiated the installation of energy efficient compact fluorescent streetlights in Bonner and Harrison 4 in conjunction with ActewAGL and the Territory and Municipal Services Directorate. These have the potential to reduce energy use and emissions by more than 50 per cent over standard street lighting.
- Included energy efficiency and sustainability requirements in Project Delivery Agreements for multi unit sites in Flemington Road and in Wright, including minimum star ratings and energy efficient fixtures and fittings.

Water

- Incorporated Water Sensitive Design Principles through the use of swales, bioretention basins, water quality control ponds, tree pits and rain gardens for street trees in LDA estates.
- Developed infrastructure for non potable water to be used to irrigate public open space, for example the sports field at Bonner.
- Included water efficiency requirements in Project Delivery Agreements for multi unit sites.

Biodiversity

- Identified and protected rare and threatened species and communities in LDA estates in compliance with ACT legislation and the Commonwealth EPBC Act, including funding ecological surveys.
- Engaged in the Bush on the Boundary groups in Gungahlin and Molonglo.
- Sponsored several scholarships to undertake PhD research at the Australian National University's Fenner School of Environment and Society on the interface between new developments and nature reserves and on habitat maintenance in developing areas.

Transport and communications

- Facilitated higher density developments close to major transport routes, such as Flemington Road and John Gorton Drive to support transit oriented development.
- Supported alternative business and work from home options by providing fibre to the premises for example in Wright, Bonner and along Flemington Road.

Community development

- Supported community development programs, such as “Mingle” in Franklin
- Collaborated with the Master Builders Association – ACT (MBA) to deliver the Franklin Charity House project. This aims to provide a high amenity, cost competitive, 7 Star dwelling released for sale at auction. The funds raised will go to charities serving ACT homelessness.

Influencing Design

- The LDA’s multidisciplinary Design Review Panel (DRP) assesses development proposals at various stages in the planning process to ensure high quality design and outcomes. Projects reviewed by the DRP in 2011-12 include the Molonglo Demonstration Precinct, Lawson, the Kingston Foreshore and the Amaroo Group Centre.
- Planning and design is being undertaken for a precinct to demonstrate sustainable living in the Molonglo, through the development of up to 70 innovative small houses on compact blocks. The 1.6 hectare development will provide an exemplar sustainable living community, with a public realm designed to provide space and facilities which complement compact living.
- LDA has collaborated with the University of Canberra’s School of Architecture by providing a site at Lawson for students to develop plans for a range of housing types.

Case Study - Molonglo

The LDA has achieved recertification under the Urban Development Institute of Australia's (UDIA) EnviroDevelopment program for Wright and Coombs, the first suburbs to be developed in Molonglo. The LDA received accreditation in the elements of Energy, Waste, Community and Ecosystems, placing them amongst the most sustainable developments in Australia. Wright and Coombs are also the largest project in Australia to date to earn EnviroDevelopment status.

Some examples of LDA initiatives in the energy, waste, community and ecosystems categories include:

- The establishment of a Home Sustainability Advisory Service which offers buyers free one-on-one sessions with a dedicated Home Sustainability Advisor to help reduce their carbon footprint. This service includes advice about incorporating sustainability 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 and water efficient fixtures and fittings.
- New solar envelope controls to ensure that homes in Wright and Coombs do not overshadow their neighbours.
- Partnering with the "National Arboretum Canberra" to ensure remnant pine cleared from Wright and Coombs is used as mulch.
- The extension of the Land Development Agency's (LDA) Mingle community development program to Molonglo. Mingle aims to build vibrant, cohesive communities in new LDA estates through a range of activities, including 'meet the neighbours' events, welcome programs, community working groups and Neighbourhood Watch involvement. The program has been a big success in Franklin, where it is helping new residents get to know each other and feel more at home in their new suburb.

Transport for Canberra

Transport for Canberra was released by the ACT Government on 19 March 2012 and forms the foundation for transport planning in the ACT for the next 20 years. It updates and replaces the 2004 Sustainable Transport plan setting a new policy direction for transport from now to 2031 around transport and land use integration; social inclusion and transport disadvantage; active travel, strategic management of roads, parking and freight as well as transport demand management and transport performance management. The plan includes new 2016 targets to help 23% of Canberrans choose walking, cycling or public transport for travel to work, as well as targets to increase overall travel by sustainable transport modes.

Transport for Canberra replaces and updates the Integrated Transport Strategy. It is supported by a *Transport for Canberra infrastructure program* that is delivering transport improvements including Belconnen to City transitway stage 1, Canberra Avenue bus priority, City to Gungahlin transit corridor study, and a growing network of park and ride and bike and bus facilities.

One of the strategic goals for *Transport for Canberra* is to ensure a safe transport system. In line with this goal:

- Since February 2012 the ACT's first point to point cameras have been operating on Hindmarsh Drive. They have contributed to a significant improvement in compliance with speed limits at that site. Prior to commencement of camera operations, approximately 800 vehicles a day were speeding at that location. Following the introduction of the cameras, the rate of speeding infringements has been approximately 30 per day.
- Following finalisation of a review of segway use in the ACT, the Attorney General has agreed to permit the commercial use of segways in the ACT, subject to conditions to mitigate safety concerns. This will enable the continuation of existing segway operations and allow for the entry of new segway businesses into the market in certain limited situations.

ACTION buses

ACTION expanded its bus fleet replacement program from 100 to 135 buses with 115 of the 135 buses delivered by 30 June 2012 (89 rigid MAN buses and 26 high capacity Scania 'Steer Tag' buses).

In May 2012 ACTION delivered the new Network 12 with \$9.551 million in Government funding over four years as part of the Transport for Canberra program. The new network focused on additional rapid, city precinct, hospital and Fyshwick services as well as services for new suburbs. Planning for the next network is currently underway.

In addition, ACTION launched a web-based journey planner and also introduced the use of social media, including Twitter; to keep passengers informed of timetable changes.

Waste Management

The *ACT Waste Management Strategy 2011-2025* was released in December 2011, and sets a clear direction for the management of waste in the ACT towards 2025. It builds on the success of the *No Waste by 2010 Strategy* released in 1996. The new Strategy provides a framework for the Territory to achieve full resource recovery and carbon neutrality. A range of measures have been or are being implemented to recover waste particularly from the Commercial and Industrial sector which remains the largest generator of waste in the ACT. These include the ACTSmart Office and Business recycling programs and the procurement of a Material Recovery Facility for commercial wastes.

High Quality Services

In 2011-12 this Government continued its ambitious capital program and included the completion of major projects such as the Gungahlin Drive extension and the Kings Highway deviation project.

In addition, this Government introduced greater openness in Government through the Chief Minister's Open Government website which provides access to summaries of Cabinet outcomes together with access to Freedom of Information documents the ACT Government releases, and ACT Government datasets.

Community Engagement Guide and Training

A *Guide to Community Engagement* was released in August 2011. The Guide has a focus on contemporary community engagement strategies, techniques and tools, and is based on the work of the International Association for Public Participation (IAP2). Two five day training programs, focussed on the application of the IAP2 principles that underpin the Guide, were conducted in August/September 2011 and May/June 2012. 42 participants from both public and community sectors attended.

Social media

The ACT Government Social Media Policy was released in May 2012. The policy provides advice and assistance on the acceptable use of social media and the effective use of social media to engage with the community. Three short courses, *Using Social Media to Engage the Community*, were subsequently conducted.

In an Australian first, three Twitter Community Cabinets were conducted in July and November 2011 and in June 2012. Over 800 people participated, with a wide variety of questions, opinions and comments generated on a diverse range of topics.

In addition, a virtual Community Cabinet was conducted in March 2012, using the INSPIRE Centre's web conferencing capabilities to engage five ACT senior secondary colleges on young people's issues.

Time to Talk Canberra

The *Community Engagement* and *Time to Talk Canberra* websites were integrated to create a single entry point for ACT Government engagement activities. The new site features a case management approach to community engagement where the public can remain informed of the progress and outcomes of a consultation throughout its duration.

The outcomes of *Time to Talk – Canberra 2030* were used as valuable background information to help guide further consultation on the draft ACT Planning Strategy, Transport for Canberra Strategy and a number of Master Plans.

'Open Government' Initiatives

The Open Government website www.cmd.act.gov.au/open_government went live in October 2011. Central to the creation of the website is the concept that, where appropriate, government information will be made freely available to the community. Information provided on the site includes a summary of Cabinet outcomes, access to Freedom of Information documents, ACT Government and ministerial media releases, and some ACT Government datasets.

Better Service – Better Practice Advisory Group

In order to position the ACT Public Service so that it is achieving value for money, provides quality services, is innovative and manages change effectively the ACT Government has established a Better Service – Better Practice Advisory Group. The Group will develop advice to assist the Government in making decisions on Public Sector reform that will ensure Government services are effective and affordable. The Advisory Group will be drawn from industry, community and government.

The ACT Public Service is a size and type that makes service delivery a natural focus.

Consequently continuous improvement and desire to innovate need to be fostered. In this regard the Advisory Group will provide positive options for change.

Strategic Service Planning Framework

The Government is committed to the delivery of high-quality public services and continuing to improve services for the people of Canberra into the future. As part of this commitment the ACT Government released: *Achieving Results for the Community: An ACT Government Strategic Service Planning Framework* and corresponding Guidelines in June 2012. The Strategic Service Planning Framework focuses on strengthening planning and delivery of services to ensure they are well designed, appropriate, efficient and effective.

Developed as part of the reforms outlined in *Strengthening Performance and Accountability: A Framework for the ACT Government*, the Strategic Service Planning Framework holds continuous improvement central. The implementation of the Strategic Service Planning Framework will begin in 2012-13.

Road Infrastructure

During 2011–12 the ACT Government undertook one of the largest road infrastructure capital works programs since self-government. This program was designed to reduce road congestion, improve safety and provide more housing options for Canberrans. Highlights included:

- completing the Gungahlin Drive Extension stage 2 works to finalise the duplication from Barton Highway to Glenloch Interchange; this included the construction of nine major bridges and a number of overpasses;

- completing the Kings Highway deviation project, a new 5.5km stretch of the Kings Highway between Queanbeyan & Bungendore which had a poor safety record;
- completing construction of stage 1A of John Gorton Drive, the new major arterial road servicing the new region of Molonglo, and allowing access to the first two suburbs of Wright & Coombs;
- completing the intersection upgrades at Ginninderra Drive/Aikman Drive, Ginninderra Drive - Allawoona Street and Baldwin Drive - Maribyrnong Avenue to provide access to the proposed new residential development of Lawson;
- completing the Bonner Western Distributor Road to provide major collector access to the new suburbs of Jacka and Bonner in Gungahlin;
- continuing the construction of the Monaro Highway duplication from Canberra Avenue to Newcastle Street;
- continuing the construction of roads associated with the land release program in Canberra's north, including Mulligans Flat Road;
- completing the design and commence procurement for the Majura Parkway project;
- continuing the design of the Constitution Avenue upgrade project;
- completing the design and starting the construction of the Cotter Road upgrade and Barry Drive–Clunies Ross Street intersection upgrades and the Namadgi School pedestrian bridge; and
- completing the design and starting the construction of the Belconnen to City transitway Stage 1 (City Sector) project along Barry Drive, Marcus Clarke Street and Alinga Street in the city.