

NSW State Plan

**PERFORMANCE  
REPORT**

NOVEMBER 2010

# NSW STATE PLAN PERFORMANCE DASHBOARD NOVEMBER 2010



A summary of performance against the State Plan priorities and targets based on the most recent data.

MEASURABLE PROGRESS TOWARDS TARGETS
PROGRESS NOT ON TRACK TO MEET TARGETS
PROGRESS OFF TRACK
NO NEW DATA AVAILABLE

## BETTER TRANSPORT AND LIVEABLE CITIES

Public transport is becoming more reliable. NSW is investing in infrastructure to improve the capacity, efficiency and reliability of the transport network and to speed up the clearing of traffic incidents on our road network. Roads in NSW are getting safer with a reduction in fatalities over the last 10 years. Our cities are growing as functional and attractive places to live.

Improve the public transport system	■	More people are using public transport. Over 75% of trips to and from Sydney's CBD during peak hour are made by public transport. Trips to and from the CBDs of Parramatta, Penrith, Newcastle and Liverpool have increased. There was a decline to and from Wollongong.
Provide reliable public transport	■	Public transport reliability continues to improve in Sydney. 96% of trains, 96% of buses and 98% of ferries run on time.
Improve the road network	■	Peak hour travel speeds on Sydney roads have remained constant over the last decade despite an extra million vehicles on the road.
Maintain road infrastructure	■	The quality of NSW roads have improved since 2004 with more than 89% meeting national standards.
Improve road safety	■	Fatalities on NSW roads have reduced by more than 20% over the last 10 years.
Increase walking and cycling	■	More people are walking and cycling with 23.5% of people walking or cycling for trips up to 10kms in length.
Increase the number of jobs closer to home	■	77% of people in Metropolitan Sydney live within 30 minutes by public transport of a city or major centre.
Grow cities and centres as functional and attractive places to live, work and visit	■	Sydney ranked 10th out of 215 cities in an international quality of life survey, the highest of all Australian cities.
Improve housing affordability	■	16.9% of NSW households are spending more than 30% of their income on rent. Capacity for 56,342 homes is available on zoned land serviced with trunk infrastructure.

## SUPPORTING BUSINESS & JOBS

The NSW economy is continuing to grow despite the global economic downturn. There was increased business investment and a record \$16.3 billion investment in infrastructure by the NSW Government during 2009-10. NSW retained a AAA credit rating and implemented red tape reforms that will save business and the community \$400 million each year. Employment continues to increase, with 74,000 additional people finding work in NSW during 2009-10.

Maintain and invest in infrastructure	■	The NSW Government invested \$16.3 billion in infrastructure in 2009-10, upgrading and building new schools, hospitals, housing and roads.
Increase business investment and support jobs	■	Private business investment was \$52 billion in 2009-10, 2.7% higher than the previous year.
Speed up planning decisions	■	Planning benchmarks for the assessment of major projects are being met with all major projects planning finalised within the eight months.
Drive innovation to grow productivity	■	Over 37% of NSW businesses are considered innovative.
Cut red tape	■	Red tape reforms implemented since April 2009 have contributed to \$400 million in savings.
Maintain AAA credit rating	■	NSW has maintained the highest level of credit rating from both ratings agencies.
Ensure a reliable electricity supply	■	Electricity reliability is high at 99.98%, or an average of 107 minutes without supply per customer for the year.

## CLEVER STATE

NSW students are outperforming students in other states, achieving above the national average in literacy and numeracy. The broader NSW community is becoming more skilled with over 55% of 20–64 year olds with a Certificate level III or above.

Make sure children have the skills for learning by school entry	■	In 2010, the new Best Start test assessed the majority of children as ready for school, with particularly strong results for numeracy.
Support students to reach their full potential at school	■	NSW students are performing well with at least 93% meeting or exceeding the national minimum standards in reading and numeracy in 2009.
Engage students in learning for longer	■	Over 86% of 20–24 year olds in NSW had a year 12 or Certificate II or above. Only Victoria and the ACT were higher.
Improve access to jobs and training	■	More people in NSW are studying and gaining qualifications. In 2009 around 55% of 20–64 years had Certificate level III or above. NSW is exceeding targets for public sector apprenticeships and cadetships.
Increase access to knowledge and skills in partnership with universities	■	In 2008–09 over \$8.2 billion was invested in research and development, an increase of 27.8% since 2006–07.

## HEALTHY COMMUNITIES

Access to quality health care is improving in NSW with hospital, emergency department and elective surgery waiting times the best in the nation. Over the past decade, our population has gotten healthier with less people smoking, risk drinking and using illicit drugs. However, the proportion of overweight and obesity is increasing.

Improve and maintain access to quality healthcare in the face of increasing demand	■	In the State of Our Public Hospitals report 2010, NSW had the highest percentage of people seen within clinically recommended times.
Improve survival rates and quality of life for people with potentially fatal or chronic illness	■	The number of potentially avoidable deaths continues to decrease.
Promote healthy lifestyles	■	Since 2002 there has been no significant change in the percentage of adults who drink more than two standard drinks on a day when they drink alcohol. Since 1997, there has been a significant decrease in the proportion of adults who were current smokers, in particular the smoking rates for people 16–24 years has almost halved. More people are overweight, with 23% of girls and 25% of boys overweight or obese.
Reduce potentially preventable hospital admissions	■	Potentially preventable hospitalisations were 7.7% of total hospital admissions, which is below the national target of 8.5%.
Improve outcomes in mental health	■	15.5% of patients with mental health conditions were re-admitted to a mental health unit within 28 days of discharge from a NSW public hospital.

## GREEN STATE

NSW has a spectacular natural environment with clean air and extensive parklands. Sydney's water supply is secure and drinking water continues to be high quality. The volume of water recovered for the environment is rising, bringing relief to our most stressed rivers and wetlands. More needs to be done to reduce greenhouse gas emissions and increase use of renewable energy in NSW.

Tackle climate change	■	In their Greenhouse Indicator Annual Report 2009, The Climate Group noted that for coal-fired electricity, 'In NSW, emissions from coal fell by 6.3%, a reduction of around 4.2 million tonnes compared with the previous year, the single biggest emissions reduction of any fuel type across the states'.
Develop a clean energy future	■	In 2009, 7% of energy consumed in NSW was from renewable sources, up from 5.9% in 2008.
Secure sustainable supplies of water and use our water more wisely	■	In 2009–10, 33 billion litres of water were recycled in the Sydney Metropolitan region. Non-metropolitan water consumption per household has decreased by almost 47% over the last 18 years from 330,000 to 175,000 litres per year.
Protect our native vegetation, biodiversity, land, rivers and coastal waterways	■	Broad scale land clearing has been stopped. Eight of the 13 natural resource management targets are in fair condition.
Improve air quality	■	Air quality has improved considerably in the last 10 years.
Reduce waste	■	Waste recycling rates increased from 45% in 2002–3 to around 59% in 2008–09.

## STRONGER COMMUNITIES

Protecting those at risk and supporting the most vulnerable is at the heart of what the NSW Government does. The NSW and Federal Governments are investing record amounts to reduce homelessness and improve social housing. There remains a large disadvantage gap between Aboriginal people and the total NSW population. More people are volunteering, visiting park lands and taking part in regular sport, arts and cultural activities. 13,000 people with a disability now receive ongoing skill development and support for community participation.

<b>Improve child wellbeing, health and safety</b>	■	Implementation of Keep Them Safe reforms to re-shape services so that children, young people and families receive support and services before problems escalate is well underway.
<b>Strengthen Aboriginal communities</b>	■	The Aboriginal infant mortality rate has fallen by 35% since 1998. In 2009 88.2% of Aboriginal children are enrolled in an early childhood program in NSW compared with 81.1% for all children in NSW.
<b>Increase employment and community participation for people with disabilities</b>	■	81.8% of people with a severe or profound disability participate in an activity outside the home.
<b>Reduce the number of NSW people who are homeless</b>	■	Rates of homelessness in NSW remained steady.
<b>Increase the number of people engaged in volunteering</b>	■	33% of the NSW population volunteer with community and voluntary organisations.
<b>Increase the number of people using parks</b>	■	In 2009 over 57 million people visited parks State, national or urban parks.
<b>Increase the number of people participating in sports</b>	■	46% of the adult population participated in regular exercise (3 times a week).
<b>Increase the number of people participating in the arts and cultural activity</b>	■	83% of people aged 15 years and over attended cultural events and venues.

## KEEPING PEOPLE SAFE

NSW is on track to meet all our crime reduction targets. Incidences of property crime have fallen by 18% since the target was set in 2006. Over the last two years there has been an 11% fall in the number of assaults occurring on licensed premises in NSW. Re-offending also remains a focus area with the rate of adult re-offending stable and the rate of juvenile re-offending increasing. NSW Courts continue to perform efficiently.

<b>Reduce rates of crime, particularly violent crime</b>	■	Property crime and personal crime have been declining over the last decade and continued to fall in 2009-10.
	■	Alcohol related crime is now decreasing with 1,434 fewer alcohol related assaults in 2009-10 than occurred in the previous year. Over the last two years there has been an 11% fall in the number of assaults occurring on licensed premises in NSW.
<b>Reduce levels of antisocial behaviour</b>	■	Perceived problems with antisocial behaviour—dangerous driving, drunkenness, louts and gangs—have remained stable. The percentage of people in NSW who perceived a problem with graffiti increased to more than 55%.
<b>Reduce re-offending</b>	■	Adult re-offending has remained steady but juvenile re-offending has increased.
<b>Improve the efficiency of the court system</b>	■	NSW Local Courts, which handle more than 90% of the State's court cases, have maintained the lowest backlog of criminal cases over six months old in Australia for five consecutive years.



## BETTER TRANSPORT AND LIVEABLE CITIES

Public transport has become more reliable over recent years and more people are using public transport to get to work. NSW is investing in infrastructure to improve the capacity, efficiency and reliability of the transport network and to speed up the clearing of traffic incidents on our road network.

Our cities are growing as functional and attractive places to live, and in Sydney, more people have access to jobs in major centres. We are integrating the planning of our cities and our transport systems to improve access to jobs and services. Walking and cycling is increasing with an average of 233 kilometres of cycleway built each year over the last decade. Sydney continues to rank in the top 10 cities in the world in international quality of living surveys.

Roads in NSW are getting safer with a reduction in fatalities over the last 10 years. NSW, along with the ACT and Victoria, continues to have the lowest rate of road fatalities in Australia. The quality of our rural and urban roads is improving with 89% of NSW roads meeting national standards.

# Improve the public transport system

In Sydney public transport use has increased in recent years. Over 75% of trips to and from Sydney's CBD during peak hour are made by public transport. Trips to and from the key cities of Parramatta, Penrith, Newcastle and Liverpool have increased.

## OUR TARGETS

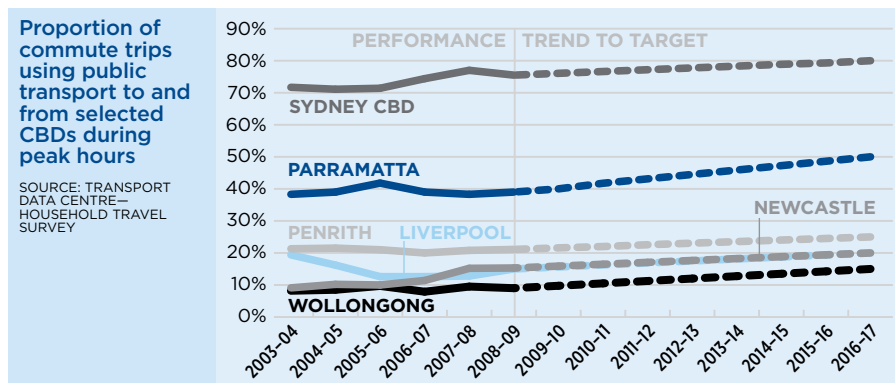
- Increase the share of commute trips made by public transport:
- To and from Sydney CBD during peak hours to 80% by 2016
  - To and from Parramatta CBD during peak hours to 50% by 2016
  - To and from Newcastle CBD during peak hours to 20% by 2016
  - To and from Wollongong CBD during peak hours to 15% by 2016
  - To and from Liverpool CBD during peak hours to 20% by 2016
  - To and from Penrith CBD during peak hours to 25% by 2016

Increase the proportion of total journeys to work by public transport in the Sydney Metropolitan Region to 28% by 2016

Our targets focus on the morning and afternoon peaks as this is when the transport system is under the most pressure. Peak hour trips include journeys between 6:30 am to 9:30 am and between 3:00 pm and 6:00 pm on a normal working weekday.

## RESULTS

Public transport usage remains high, with 75.5% of commute trips to and from the Sydney CBD made by public transport during the peak. There was an increased use of public transport to and from the CBDs of Parramatta, Penrith, Newcastle and Liverpool with a decline in trips to and from Wollongong CBD.



Public transport usage for journeys to work in 2008-09 for the Sydney Metropolitan region decreased slightly to 23.9%, following several years of increase.

## KEY ACHIEVEMENTS

- The Metropolitan Transport Plan was released in February 2010 setting out major infrastructure and other projects to be delivered in the next 10 years including the South West and North West Rail Link, expansion of light rail to Dulwich Hill and 1,000 new buses in strategic bus corridors in Sydney, Newcastle, Wollongong and the Central Coast.

Other improvements and investments in public transport have included:

- The introduction of the MyZone ticketing system in April 2010 making it easier and fairer for people to use public transport.
- 300 additional growth buses and new metro bus services contributing to increased services for travellers.
- The Cronulla Line Upgrading and Duplication project was completed in April 2010. A new timetable was introduced on the Illawarra, Eastern Suburbs and South Coast Lines in October 2010.
- A new CityRail timetable introduced in October 2009 to integrate the Epping Chatswood Rail Link delivered 100 additional weekday services and over 8,000 additional seats in peak periods.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I am confident that each agency is endeavouring to produce unbiased estimates of their progress against State Plan targets, in a way that is consistent over time. TIM RAIMOND, BUREAU OF TRANSPORT STATISTICS

# Provide reliable public transport

Public transport reliability continues to improve in Sydney. In 2009-10, 95.9% of CityRail trains ran on time, 95.9% of Sydney Buses ran on time and 98.1% of Sydney Ferries ran on time.

Transport NSW will be working with transport operators over the next year to develop reliability measures that are consistent across transport modes, reflecting the traveller's expectation that all transport should perform to a high standard.

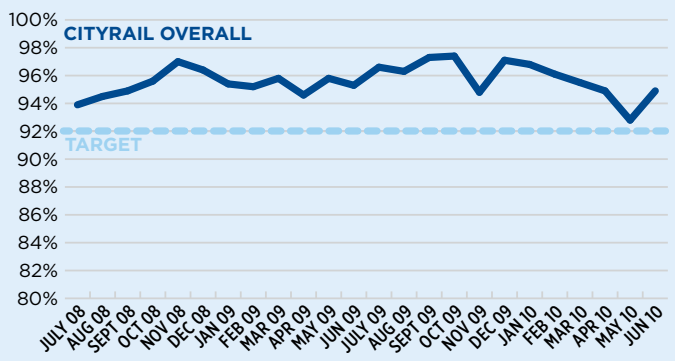
## OUR TARGET

- Consistently meet public transport reliability targets
- Trains: 92% of CityRail trains run on time across the network
- Buses: 95% of Sydney Buses run on time across the network
- Ferries: 99.5% of Sydney Ferries run on time

## RESULTS

### TRAINS

Train on-time running, suburban and intercity lines  
SOURCE: RAIL CORP



CityRail's on-time running performance across all rail lines has continued to improve, from 95.4% of all trains running on time in 2008-09, to 95.9% in 2009-10. Suburban trains have had higher and more consistent on-time running figures than intercity services.

### SYDNEY BUSES AND FERRIES

Sydney Buses and Ferries	YEAR	BUSES TARGET-95%	FERRIES TARGET-99.5%
<small>SOURCES: STATE TRANSIT AUTHORITY AND SYDNEY FERRIES NOTES: FERRIES ON-TIME RUNNING IS PROPORTION OF SERVICES DEPARTING WITHIN 5 MINUTES OF SCHEDULED DEPARTURE FROM CIRCULAR QUAY.</small>	2005-06	94.1%	98.4%
	2006-07	94.7%	97.9%
	2007-08	94.8%	98.4%
	2008-09	95.7%	98.1%
	2009-10	95.8%	98.1%

Sydney Buses' on-time running performance was reported at 95.9% in 2009-10.

Sydney Ferries on-time running performance remained the same as in 2008-09, at 98.1%. Service reliability for ferries is up to 99.9% and complaints are down to 4.4 per 100,000 customers from 6.2 in 2008-09.

## KEY ACHIEVEMENTS

- The Transport Coordination Group was formed during the year to manage every morning and afternoon peak in the same way as special events are managed. The Centre brings together key personnel from rail, bus, ferry and roads to centrally and actively manage the transport network, and intervene to resolve bottlenecks and incidents.
- Projects being delivered as part of the Rail Clearways Program have removed bottlenecks and junctions, reduced congestion and delays, and allowed for simpler timetables for more reliable and frequent services. Duplication of the Cronulla Branch Line was the most recent project completed in April 2010. Construction also commenced on the Macarthur Station Upgrade and Interchange Project in late 2009.
- The introduction of the Public Transport Information and Priority System on all STA buses was completed in February 2010 and gives priority to buses at traffic lights.
- A new contract was signed with Sydney Ferries in April 2010 to deliver improved services with a focus on safety, reliability and customer service.

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# Improve the road network

Travel speeds on the seven major routes to and from Sydney have remained constant over the past decade despite an extra million vehicles on the road. The average time to clear incidents on major routes is decreasing, helping the flow of traffic and increasing the reliability of the road network.

## OUR TARGETS

Improve the efficiency of the road network during peak times as measured by travel speeds and volumes on Sydney's road corridors

98% of incidents on principal transport routes are cleared, on average, within 40 minutes of being reported

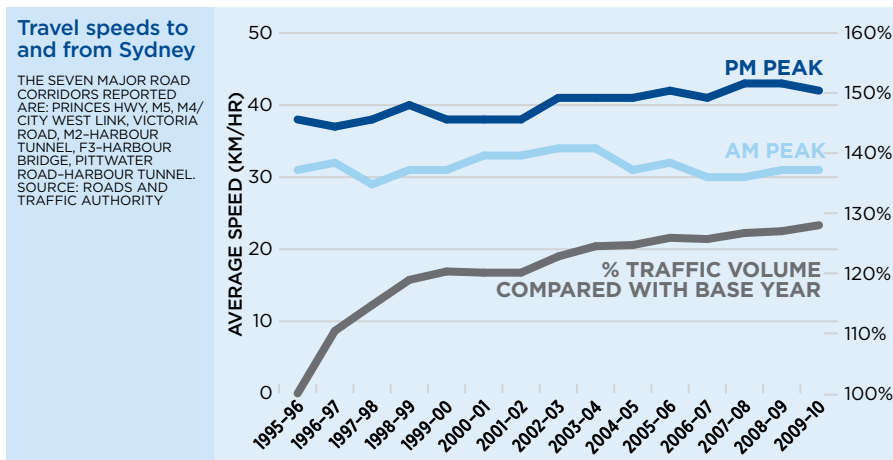
Increase the proportion of container freight movement by rail out of Port Botany to 40% by 2016

## RESULTS

### TRAVEL SPEEDS

Between 2008-09 and 2009-10, overall travel speeds have remained unchanged for the morning peak period at 31 km/h and decreased slightly for the afternoon peak period from 43 to 42 km/h.

Travel speeds are measured by the average AM and PM travel speeds in kilometres per hour across the seven major routes in Sydney during peak hours.<sup>1</sup>



## KEY ACHIEVEMENTS

- The \$100 million Pinch Point Program targets peak hour traffic 'pinch points' or areas where bottlenecks occur. In 2009-10, works were completed at sites in Campbelltown, on King Georges Road, on Old Windsor Road, on the Pacific Highway, on the Princes Highway, and on the Cumberland Highway.
- The NSW Government has upgraded the facilities and systems used at the Transport Management Centre (TMC). The TMC monitors and manages the NSW road network 24 hours a day, seven days a week. It uses state of the art technology and a state-wide network of closed circuit television cameras to monitor the road network and detect and manage incidents.
- The NSW Government is investigating the future feasibility of establishing an intermodal terminal at Eastern Creek. It is a site with good access to the economic and industrial zones of Western Sydney via the M7 and M4 arterial roads and will need to be serviced by a Western Sydney Freight Line.
- The Southern Sydney Freight Line is under construction by the Australian Rail Track Corporation with anticipated completion in 2011.
- A Freight Strategy for NSW will be released in late 2010 providing direction for freight growth over the coming years.

1. THE SEVEN MAJOR ROUTES INCLUDE THE M5 MOTORWAY, BETWEEN THE CROSSROADS AND THE EASTERN DISTRIBUTOR TOLL GATES; M4 AND CITY WEST LINK ROUTE BETWEEN BLACKTOWN AND KING STREET IN THE CITY; VICTORIA ROAD ROUTE BETWEEN PARRAMATTA AND KING STREET IN THE CITY; M2, LANE COVE TUNNEL, EPPING ROAD, GORE HILL FREEWAY AND HARBOUR TUNNEL ROUTE BETWEEN SEVEN HILLS AND THE EASTERN DISTRIBUTOR TOLL GATES; F3, PACIFIC HIGHWAY, GORE HILL FREEWAY AND HARBOUR TUNNEL ROUTE BETWEEN HAWKESBURY RIVER (BROOKLYN) AND THE EASTERN DISTRIBUTOR TOLL GATES; PITTWATER ROAD, SPIT ROAD, MILITARY ROAD, WARRINGAH FREEWAY AND HARBOUR TUNNEL ROUTE BETWEEN MONA VALE AND THE EASTERN DISTRIBUTOR TOLL GATES AND THE PRINCES HIGHWAY ROUTE BETWEEN HEATHCOTE AND RAILWAY SQUARE.

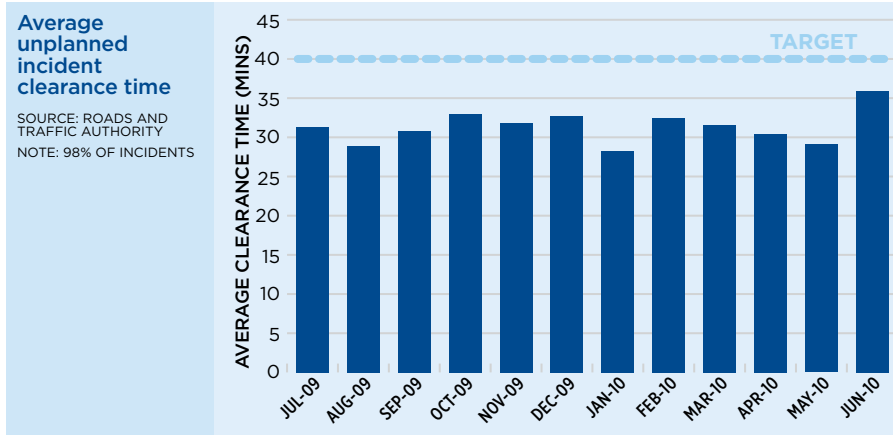
## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I am confident that the RTA is endeavouring to produce unbiased estimates of their progress against State Plan targets, in a way that is consistent over time.

TIM RAIMOND, BUREAU OF TRANSPORT STATISTICS

## INCIDENT CLEARANCE TIME

Traffic incidents were cleared within 31.5 minutes on average, well below the target of 40 minutes. Traffic incident clearance times improved by 9% over 2009-10. Increased coordination between government agencies and enhanced technology has allowed for improved incident response times, despite a 13% increase in the volume of incidents to almost 4,000 in 2009-10.



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 TIM RAIMOND, BUREAU OF TRANSPORT STATISTICS

## FREIGHT

The proportion of freight transported by rail decreased from 19.8% in 2008-09 to 18.8% in 2009-10. This was despite an increase in the volumes transported. In 2009-10, rail volumes increased to 317,000 TEU<sup>2</sup> from 305,000 TEU in 2008-09.

Rail Freight Mode Share	2005-06	2006-07	2007-08	2008-09	2009-10
<small>SOURCE: NSW TRANSPORT AND INFRASTRUCTURE</small>	21%	19.8%	19.1%	19.8%	18.8%

While the target of moving 40% of container freight by rail by 2016 is ambitious, modelling shows that the completion of intermodal terminals at Enfield, Moorebank and potentially Eastern Creek, together with the Southern Sydney Freight Line, will assist towards meeting this goal over the longer term.

### INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I am confident that the Sydney Ports is endeavouring to produce unbiased estimates of their progress against State Plan targets, in a way that is consistent over time.  
 TIM RAIMOND, BUREAU OF TRANSPORT STATISTICS

2. TEU = TWENTY FOOT EQUIVALENT UNIT

# Maintain road infrastructure

The quality of our roads continues to improve with 89% of roads in NSW meeting national standards. The NSW Government maintains 18,000 kilometres of State Roads, over 5,000 road bridges and 230 kilometres of bus lanes and T-ways.

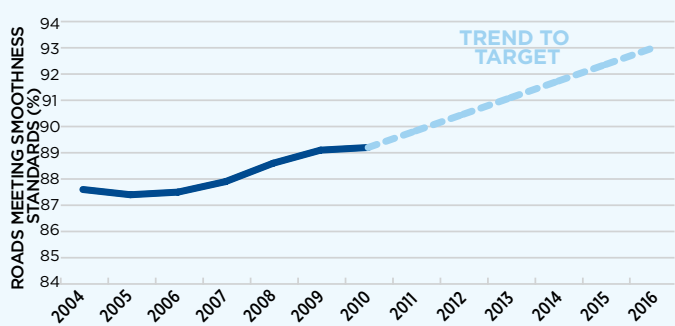
## OUR TARGET

Improve the quality (smoothness) of urban and rural State roads, so that 93% of roads meet the national standards by 2016

## RESULTS

Percentage of State roads that meet national road smoothness standards

SOURCE: ROADS AND TRAFFIC AUTHORITY



In 2010, 89.2% of NSW roads met the national standards for road quality including 87.2% of urban roads and 92.5% rural roads.

## KEY ACHIEVEMENTS

- During 2009-10, the RTA carried out significant works on the State road network that contribute to improved road quality. This included:
  - delivery of 284 kms of new roads
  - rebuilding or upgrading of 223 kms of existing roads
  - 180 kms of asphalt resurfacing.
- The NSW Government spends around \$1 billion on road maintenance each year which includes \$175 million in grants to councils for improving urban and rural secondary roads. In addition to grants, the NSW Government provided \$68 million to councils in 2009-10 for the repair of flood damaged roads and bridges associated with declared natural disasters.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

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# Improve road safety

Roads in NSW are getting safer through improved road infrastructure, safer vehicles and actions to reduce speeding. While there has been a significant drop in road fatalities over the past decade, the number of fatalities increased over the past two years.

## OUR TARGET

Reduce fatalities to 4.9 per 100,000 population by 2016

## RESULTS

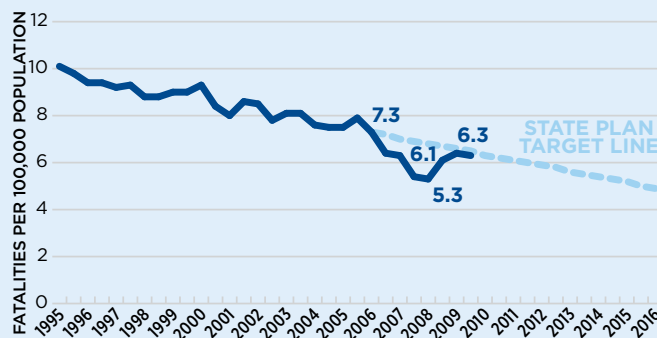
There were 456 fatalities (provisional number) reported on NSW roads in the 12 months to June 2010. This equates to an estimated 6.3 road fatalities per 100,000 population, up slightly from 6.1 for the same period ending June 2009.

There were 71 fatalities from P Plate driver crashes for the 12 months ending June 2010, 9% more fatalities than for the 12 months ending June 2009.

Speeding was the major contributing factor in 41% of road fatalities in 2009-10.

### Road fatalities rate by population, NSW

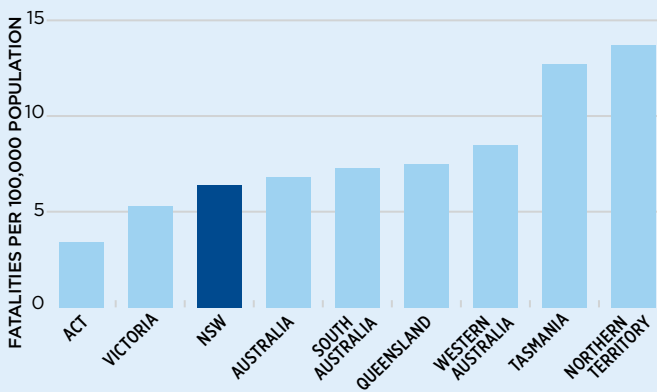
SOURCE: ROADS AND TRAFFIC AUTHORITY



NSW has the third lowest road fatality rate in Australia, behind the ACT and Victoria. The continued investment in road infrastructure, safer vehicles and actions to reduce speeding are responsible for the strong result.

### Fatalities per 100,000 population, state comparison (2009)

SOURCE: RTA, ROAD TRAFFIC CRASHES IN NEW SOUTH WALES 2009



## KEY ACHIEVEMENTS

- In March 2010, the Government announced a \$170 million Road Toll Response Package of measures to address the key factors behind the recent increases. The package includes: Outsourced mobile speed camera program; safety cameras; highway reviews; wire rope barriers; audio tactile centre lines and road widening on curves; safety works on local council managed roads; pedestrian fencing at critical locations; Investigate development of a five star heavy vehicle accreditation scheme and pilot an electronic work diaries scheme (fatigue management).
- The first two lengths of point to point camera enforcement were installed for the Pacific and Great Western Highways.
- The awareness campaign for the Mobile Speed Camera Program was launched in late June 2010.
- Improved school zone visibility with the rollout of fluoro signage at school zones, 'dragons teeth' delivered at over 1300 schools and flashing lights now installed at 416 school zones.
- NSW Police conducted 28,604 roadside drug tests in 2009-10 with 505 drivers in NSW confirmed as testing positive.
- Heavy Vehicle Roadworthiness survey and detailed analysis completed. This important preventative safety program inspects heavy vehicles to analyse maintenance and safety of heavy vehicles travelling on NSW roads.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

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# Increase walking and cycling

More people are walking and cycling on major Sydney routes. To support the significant growth in cycling the *NSW Bike Plan* was released in June 2010 and includes the largest program of bicycle construction projects and encouragement actions ever prepared for NSW.

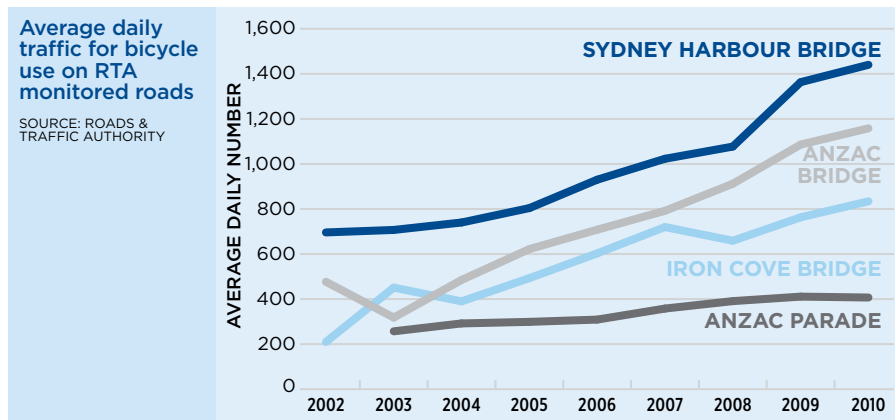
## OUR TARGET

Increase the mode share of bicycle trips made in the Greater Sydney region, at a local and district level, to 5% by 2016

## RESULTS

More people are walking and cycling. The most recent Household Travel Survey found that bicycles were used for 1.1% of journeys up to 10 km in distance across the Greater Sydney region. For 22.4% of journeys people walked. Walking was the preferred method for two thirds of all trips up to 1km.

Bicycle usage on major Sydney routes is also monitored by the RTA. On these routes there was an increase of nearly 20% during 2009. Figures for the first half of 2010 shows further weekday increases in the 5-15% range for each of the major cycling entry points to Sydney CBD that have RTA counters.



## KEY ACHIEVEMENTS

- The NSW Bike Plan was released in June 2010 and is a state-wide strategy to achieve significant growth in active transport in the State. In 2009-10, \$12.7 million was spent on bicycle initiatives.
- Next year \$23.5 million will be spent on cycling infrastructure including \$7.2 million dollar-for-dollar funding for 74 local councils to deliver 102 local bicycle projects, and \$16.3 million new funding for high-priority Greater Sydney regional bike routes.



## JOBS CLOSER TO HOME—SUB REGIONS

% of population with access to a City, Major or Specialised Centre within 30 minutes by public transport	SUBREGION	2005	2009-10
	SYDNEY CITY	100%	100%
EAST	94%	97%	
INNER NORTH	95%	93%	
INNER WEST	96%	98%	
NORTH	80%	74%	
NORTH EAST	64%	66%	
NORTH WEST	51%	60%	
SOUTH	78%	75%	
SOUTH WEST	60%	58%	
WEST CENTRAL	81%	86%	
<b>SYDNEY (10 SUBREGIONS)</b>	<b>75%</b>	<b>77%</b>	
CENTRAL COAST	30%	31%	
<b>SYDNEY STATISTICAL DIVISION</b>	<b>67%</b>	<b>74%</b>	

SOURCE: BUREAU OF TRANSPORT STATISTICS OCTOBER 2010

- 80,000 passengers per week on Chatswood to Bondi Metrobus, the fourth of the Metrobuses to be rolled out.

- Rail initiatives include:
  - progress being made on construction of South West Rail Link
  - Sydney's first greenway beside the light rail line
  - plans unveiled for Fairfield Interchange
  - \$195 million Central Coast rail upgrade to 150 km of track
  - full integration of the Epping to Chatswood Rail Link into the CityRail network in October 2009 providing rail access to the employment hub of the Macquarie Park area.
- The Commuter Car Park Program, originally delivering 7000 spaces, was expanded to include the provision of additional commuter car parks and interchanges across the CityRail network. Eight car parks under the program were completed and opened to the public in the past year.
- The Metropolitan Development Program monitors dwelling approvals and construction. As of July 2009, zoned stock exceeded 65,000 lots and zoned and serviced with trunk infrastructure exceeded 55,000 lots.
- Local Environmental Plans have been completed for Lane Cove, Bondi Junction, Ryde and Hunters Hill.
- Planning proposals for North Sydney, Burwood, Randwick, Rockdale and Strathfield have been 'fast tracked' to deliver additional opportunities for both jobs and new dwellings, and allow people to live and work closer to home.
- State Environmental Planning Policy (Western Sydney Employment Area) 2009 has been gazetted, which expanded the existing employment areas located in proximity of the M4 and M7 to provide a total of 2,200 hectares of employment land in the Penrith, Blacktown and Fairfield local government areas. The 826 hectares of new employment lands has the potential to create up to 16,500 jobs.
- Seven State significant sites have been gazetted. Sites include Sydney Olympic Park, Macquarie University and the Rise Estate at Terranorra on the Tweed Coast. The gazetted sites could provide for more than 8,000 new dwellings, student accommodation and provide employment for potentially 40,000 people.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The rationale for this goal is clear. Improved public transport links to major centres can reduce travelling times for commuters and increase their choice of jobs that are closer to home. The performance material is reported accurately.

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# Grow cities and centres as functional and attractive places to live, work and visit

Sydney ranks in the top 10 of 215 cities in international quality of life surveys. We are growing all our cities and centres as functional and attractive places.

## OUR TARGET

Maintain or improve the ranking of our cities and regional towns in 'quality of life' surveys

## RESULTS

Mercer's 2010 international 'quality of life' survey placed Sydney 10th in a comparison of 215 cities around the world. While Sydney has been placed 10th in 2008 and 2009, the 2010 Quality of Living Index score of 106.3 has increased in the last two years.

The Mercer survey provides an objective and independent comparison of the quality of life in cities around the world.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

Quality of life surveys are generally regarded as a useful measure of the attractiveness of cities and centres as places to live, work and visit. The results of the annual Mercer Survey are reported accurately here.

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# Improve housing affordability

The NSW Government will continue to help provide a supply of housing in new and existing areas to improve the level of housing affordability for both buyers and renters. We are also delivering initiatives to grow supply for low income households.

## OUR TARGETS

Increase the supply of affordable housing for low and moderate income households

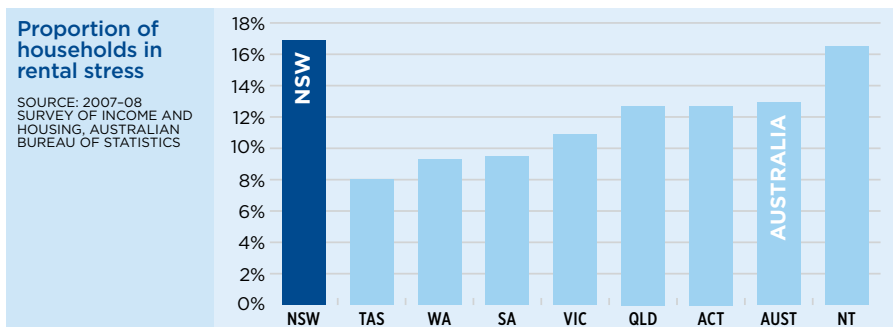
In the Sydney Metropolitan Region and the Central Coast, provide capacity for 640,000 new dwellings between 2004 and 2031 including 445,000 in existing urban areas and the remaining 195,000 in greenfield locations

In the Sydney Metropolitan Region and the Central Coast, achieve stocks of land zoned and serviced with trunk infrastructure with potential for development of 55,000 dwellings

In regional areas, provide at least 300,000 new dwellings over the next 25 years, with an increased rate of infill development

## RESULTS

### HOUSING AFFORDABILITY



In NSW, 16.9% or just under 180,000 low income households (households in the bottom two income quintiles) are spending more than 30% of their income on rent. This is the highest rate in Australia. In Sydney, 18.3% of low income households are spending more than 30% of their income on rent.

Over 770 properties, funded through the National Rental Affordability Scheme, have been delivered providing lower income families with accommodation for at least 20% below the market rate. The NSW and Australian Governments have allocated funding for 2,500 dwellings and the NSW Government has offered funding for an additional 1,300 dwellings under the current funding rounds.

NSW has allocated \$130.4 million through the Social Housing National Partnership Agreement with the Australian Government to deliver over 680 new social and affordable housing properties. To date, over 410 of these units have been completed and all are expected to be complete in 2011<sup>3</sup>.

3. PLEASE NOTE THAT THERE IS OVERLAP WITH THESE 410 UNITS AND THE 770 UNITS AVAILABLE UNDER NRAS, AND THESE TWO NUMBERS CANNOT BE ADDED

## KEY ACHIEVEMENTS

### MORE AFFORDABLE HOUSING

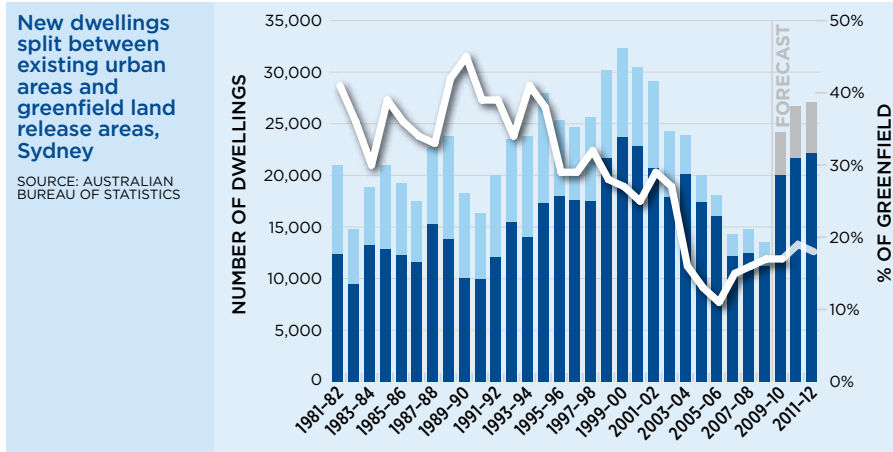
- The Department of Human Services, Housing NSW was allocated over \$43 million through the Australian Government's Housing Affordability Fund to support urban renewal and regeneration projects in 10 strategic locations. This funding has helped Housing NSW to deliver critical infrastructure and support the delivery of affordable housing for rent and to purchase in mixed communities, through sales of over 590 units or land lots at discounted rates to low and moderate income households.
- The NSW Government introduced the Affordable Rental Housing State Environmental Planning Policy to encourage developers and not-for-profit organisations to deliver affordable housing in high need areas. The Policy provides incentives for developers of affordable housing accommodation and facilitates the development of low cost accommodation such as boarding houses, group homes and granny flats.

### NEW LAND RELEASES

- Oran Park Town opened in March 2010 and is one of the largest residential developments in Sydney in the last decade. The precinct will include 7,540 homes accommodating 22,000 people as well as capacity for 4,120 jobs within 18 hectares of employment land.
- Riverstone, Alex Avenue and Riverstone West Precincts within the North West Growth Centre were rezoned and will provide capacity for more than 15,000 dwellings accommodating 45,000 people. The

## NEW HOUSING SUPPLY

To achieve the target of 640,000 dwellings by 2031, we need an average of 24,000 new dwellings in the Sydney metropolitan area per year. The annual supply in the last 10 years has ranged from over 32,000 dwellings per year to under 15,000. In 2008–09, the figure was 13,520. The majority, 11,155 (83%) were in established urban areas and 2,365 (17%) were in greenfield areas. The supply of housing in Sydney is influenced by population growth, changing household sizes and economic conditions.



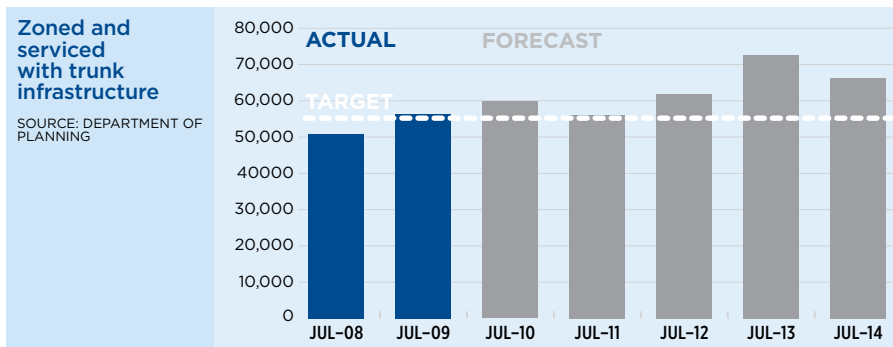
Riverstone West Precinct will provide capacity for over 12,000 jobs.

- Precincts in Austral, Leppington North, Schofields, Box Hill and Box Hill Industrial Precinct were released within the North West and South West Growth Centres in October 2009. These five precincts will provide for around 35,000 new dwellings, provide over 200 hectares of employment land and include the future Leppington Major Centre in Leppington North Precinct.

## INCREASED CAPACITY IN EXISTING URBAN AREAS

- Six new local environmental plans were gazetted in 2009–10 in Burwood (Town Centre), Hunters Hill Village, Ku-ring-gai Town Centres, Lane Cove, Ryde and Waverley (Bondi Junction).
- As at July 2008, Major Sites (redevelopment sites with potential to supply over 50 dwellings) have a combined potential for over 125,000 dwellings.
- The Affordable Rental Housing State and Environmental Planning Policy was gazetted in August 2009 to boost the construction of new homes.

## LAND SUPPLY IN SYDNEY



The targets for greenfield land supply benchmarks are being achieved. At July 2009, the Metropolitan Development Program report noted that there is potential for 131,057 dwellings. Of these, zoned stock had potential for 68,636 dwellings while zoned land serviced with trunk infrastructure had potential for 56,342 dwellings.

## INCREASED CAPACITY IN REGIONAL NSW

- Six new comprehensive local environmental plans were gazetted in 2009–10 in Gloucester, Greater Taree, Temora, Tumbarumba, Wingecarribee and Wollongong to identify new housing opportunities in these regions.
- Land was released in West Dapto in Wollongong providing 6,900 dwellings and in Googong in Queanbeyan providing 5,700 dwellings.
- The Tweed City Centre Plan was exhibited from January to April 2010 and will guide the future growth and development in the Tweed city centre providing for an additional 3,000 jobs and 7,000 residents in the next 25 years.
- New urban release areas have been rezoned at a number of locations including South West Rocks (Kempsey), Wauchope (Port Macquarie–Hastings) West Yamba (Clarence Valley), Timbertown (Port Macquarie–Hastings), Saltwater (Kempsey), Morisset (Lake Macquarie), Gillieston Heights (Maitland), Googong (Queanbeyan), Estella (Wagga Wagga) and Moss Vale (Wingecarribee).

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

Housing affordability is linked to the supply of new houses. The State Government's plans for development lots and new dwellings in Sydney and regional areas are accurately reported.

UNIVERSITY OF TECHNOLOGY SYDNEY, INSTITUTE OF SUSTAINABLE FUTURES

# NSW STATE PLAN PERFORMANCE REPORT NOVEMBER 2010



## SUPPORTING BUSINESS AND JOBS

The NSW economy has continued to grow despite the global economic downturn. Economic growth in NSW has been fuelled by increased business investment and a record \$16.3 billion investment in infrastructure by the NSW Government. The fast and effective delivery in NSW of \$3.9 billion worth of stimulus construction projects has been critical in managing the economic recovery over the 16 months to the end of 2009-10.

We are supporting business in NSW by speeding up planning approvals, providing reliable electricity supplies and cutting red tape. Already we have implemented reforms that will cut red tape for businesses and the community by \$400 million.

We are supporting jobs in NSW by increasing apprenticeships and boosting training for our young people and those out of work. Employment continues to increase, with 74,000 additional people finding work in NSW during 2009-10.

# Maintain and invest in infrastructure

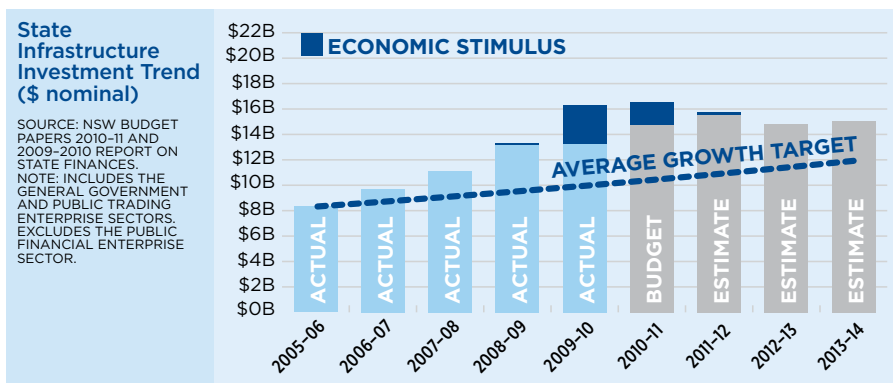
During 2009-10 the NSW Government invested \$16.3 billion in infrastructure, upgrading and building new schools, hospitals, housing and roads. The record \$62.2 billion infrastructure investment over the next four years will sustain up to 155,000 full time equivalent jobs each year.

## OUR TARGET

Maintain our average annual capital expenditure growth of 4.6% nominal from 2005-06 to 2015-16

## RESULTS

The average annual growth rate for the State's infrastructure investment program is 18.4%, significantly higher than the target to maintain annual growth of 4.6%.



Transport infrastructure projects completed in 2009-10 included:

- new road dual carriageways on the Pacific Highway between Karuah and Bulahdelah and on the Southern Hume Highway
- 628 new buses for the STA and private operators
- duplication of the Cronulla rail line
- new maintenance facility in Auburn for the new Waratah trains.

Hospital infrastructure projects completed in 2009-10 included:

- Royal Prince Alfred Hospital Stage 2
- Royal North Shore Hospital Research and Education Building
- additional works at Calvary Mater Hospital Newcastle
- a Patient Administration ICT project.

## KEY ACHIEVEMENTS

In February 2010 the NSW Government released the Metropolitan Transport Plan, a \$50.2 billion, 10 year transport investment program. The NSW Government sought views on the proposals in the Plan that will set the strategic outlook for transport infrastructure investment for the Sydney metropolitan area and deliver benefits for the Illawarra, Central Coast and Hunter areas.

NSW is well ahead of other states in delivering \$7 billion worth of stimulus projects over four years.

Education infrastructure projects completed in 2009-10 included:

- 17 TAFE projects such as the major upgrades at Coffs Harbour, Ultimo and Nirimba
- 15 school projects including a new high school at Kariong
- upgraded and refurbished teaching and learning facilities
- new halls, gyms and trade training facilities
- major upgrades at Tweed River High School, Carlton Public School and Bullimbal School.

Other infrastructure projects completed in 2009-10 included:

- the Sydney Desalination Plant, which will provide water security for the Sydney region
- more social housing providing over 2,000 new homes
- a 667 megawatt gas turbine power station at Colongra.

SOURCE: NSW BUDGET PAPERS 2010-11

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of infrastructure investment data for the years 2005-06 to 2013-14 against source documentation.

# Increase business investment and support jobs

Private business investment in NSW increased to over \$52 billion in 2009-10, well above the investment in other States.

While we are on track to meet our targets to increase tourism in NSW with expenditure increasing to \$18.2 billion in 2009-10 and strong growth in international visits to NSW, the rising Australian dollar is expected to have some impact on inbound tourism.

Employment in NSW increased over the year with an additional 74,000 jobs. Unemployment levels fell to a low 5.2% in June 2010.

## OUR TARGETS

Double new business investment from around \$40 billion in 2006 to around \$80 billion a year by 2016

Increase tourism in NSW to 160.6 million visitor nights and increase expenditure to \$19.2 billion by 2015-16

Support jobs during the economic downturn

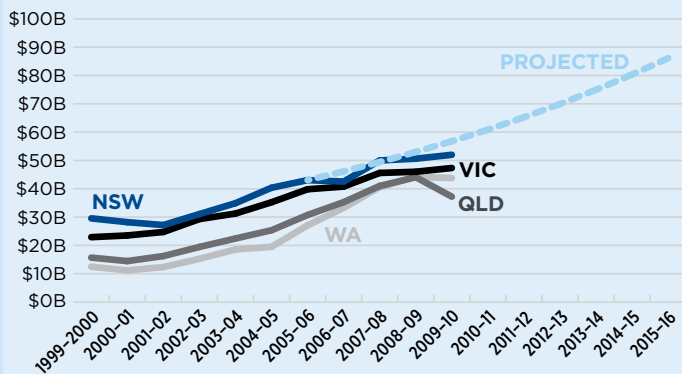
## RESULTS

### PRIVATE BUSINESS INVESTMENT

Private business investment in NSW increased 2.7% over the year to \$52 billion.

Private business investment, actual and projected, chain volume measures

SOURCE: ABS 5206.0, JUNE 2010



## KEY ACHIEVEMENTS

To support business and jobs over 2009-10, the NSW Government has:

- Assisted businesses to bring more than 380 private sector projects to NSW. The projects have led to new investment of \$2.5 billion and supported over 11,000 jobs in NSW. Of these, 286 projects were based in regional NSW with a total investment of \$1.4 billion supporting over 5,300 jobs.
- Secured the \$40 million redevelopment and expansion of the Sydney Fish Market precinct. The project will create 275 new operational jobs and generate a 30% increase in tourist visits to the area.
- Assisted businesses through the Western Sydney Business Employment Fund to establish or expand their operations, creating 164 jobs and generating over \$61 million investment in Western Sydney.
- Supported businesses under the Regional Business Employment Fund to create 532 jobs and invest over \$47 million in regional NSW.
- Increased the Illawarra and Hunter Advantage Funds to support local business investment. Over the past year this has supported:
  - \$15 million in business investment and 617 jobs across the Illawarra region, and
  - \$535 million in business investment and 3,700 jobs in the Hunter.
- Supported new infrastructure projects worth \$32 million through the Local Infrastructure Support Fund. The new infrastructure enables

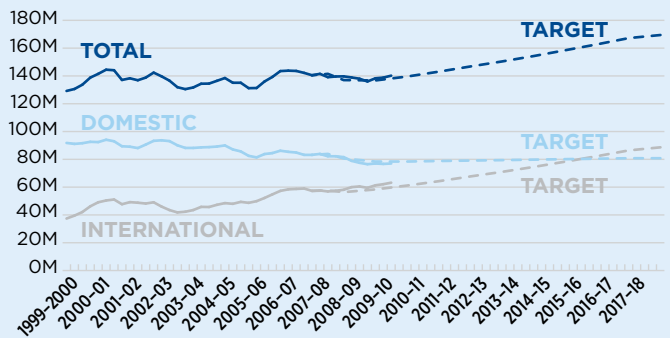
## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of private business investment data for NSW for the years 1998-99 to 2009-10 against source documentation.

## TOURISM

### Visitor nights to NSW, actual versus target, rolling annual

SOURCE: NATIONAL VISITOR SURVEY AND INTERNATIONAL VISITOR SURVEY



In 2009-10 visitors spent 140 million nights in NSW. International tourist visitor nights increased 5% over the year keeping us on track to meet our State Plan targets.

Expenditure by overnight visitors increased to \$18.2 billion in 2009-10, including \$5.8 billion spent by international overnight visitors (similar to 2008-09) and \$12.4 billion by domestic overnight visitors (up by 4.2% from 2008-09).

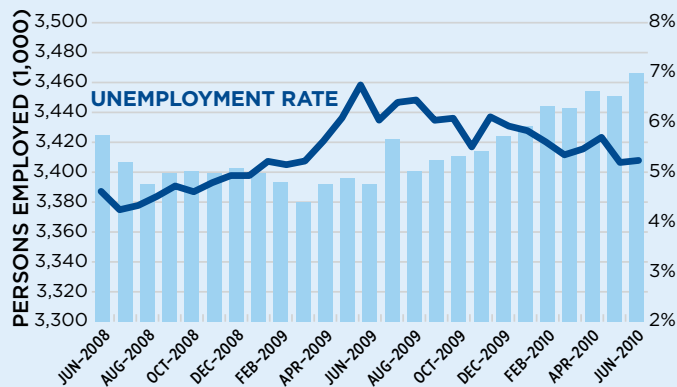
### INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of tourist visitor night and expenditure data for the years 2003-04 to 2009-10 against source documentation.

## SUPPORT JOBS

### Employment and unemployment, NSW

SOURCE: AUSTRALIAN BUREAU OF STATISTICS, CAT NO 6202.0



Employment strengthened in 2009-10 with additional jobs for 74,000 people. The average unemployment rate in 2009-10 was 5.7%, with a low of 5.2% in June 2010. The most recent unemployment figures contrast to the high reached in 2009, when unemployment peaked in March at 6.8%.

Unemployment for young people in NSW has been slower to improve following the global financial crisis. The unemployment rate in NSW for young people (15-24 year olds) was 12.5% in 2009-10.

### INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of total employed persons data and the unemployment rate data for the months July 2008 to June 2010 against source documentation.

- the establishment or expansion of a range of businesses involving capital investment of \$331 million and leading to the creation of over 1,500 jobs in these firms and in the construction of local infrastructure.
- Grown tourism in regional and rural areas in NSW by sponsoring 20 events under the Regional Flagships Events Program
- Grown tourism in NSW by investing in international and domestic advertising campaigns valued at around \$22 million with industry investment.

The NSW Government has worked with business leaders and the NSW Innovation Council to develop a plan that positions NSW for business growth and competitiveness over the next decade. The *NSW Business Sector Growth Plan* outlines actions to:

- grow the NSW economy by more than 30% by 2020
- drive growth in highly skilled, high value-added industries
- build an industry base that is highly productive, knowledge intense and carbon efficient
- enhance competitiveness through innovation and creativity.

# Speed up planning decisions

The NSW Government is on track to meet new targets set to speed up planning approvals providing greater certainty for business and leading to increased investment in NSW.

## OUR TARGET

Meet planning benchmarks for timely processing of major project determinations and planning proposals

## RESULTS

Reporting against the new planning benchmarks for timely processing of major project applications commenced in April 2009. For 2009–10:

- 71% of major project determinations were completed within three months (target is 85%)
- 90% of major project determinations were completed within five months (target is 95%)
- 100% of major project determinations were completed within eight months (target is 100%).

In the same period 162 planning proposals were received by the Department of Planning of which 147 were determined. Of the planning proposals determined, the average time taken by the Department of Planning to process the proposals were:

- 21 working days from receipt to Gateway determination
- 126 working days from receipt to gazettal.

In the first year of operation, the Joint Regional Planning Panels determined 102 applications, with 86 approved representing \$1.02 billion of investment across NSW. The average determination time for development applications (DAs) by Regional Panels during 2009–10 was 134 days. This compares favourably with the 2008–09 state-wide average for council determinations of 249 days for all DAs over \$5 million.

## KEY ACHIEVEMENTS

- Introduction of the Joint Regional Planning Panels which are speeding up planning approvals and providing a more transparent and robust decision making process. This initiative has reduced holding costs for businesses by around \$21.5 million each year.
- Introduction of a state-wide Complying Development Code to speed up approval for low risk and low impact projects which is resulting in significant time and cost savings for home owners and business. Under the Complying Development Code, a new home can be approved within 10 days.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of data relating to the percentage and time to process major project determinations for the period April 2009 to June 2010 against source documentation.

# Drive innovation to grow productivity

The NSW Government is working with our Innovation Council to grow a NSW industry base that is internationally recognised for its innovation, productivity, knowledge intensity and carbon efficiency.

Already 37% of businesses in NSW are considered innovative.

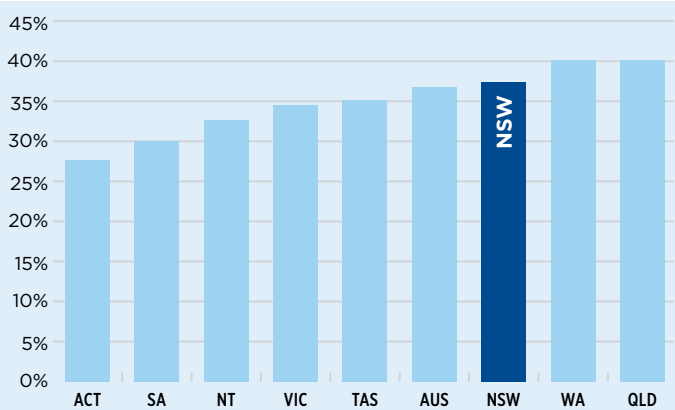
## OUR TARGET

Grow the proportion of innovative NSW businesses by 25% by 2016

## RESULTS

% of businesses that engage in innovative practices

SOURCE: ABS CAT NO. 8158.0, 2006-2007



In 2006-07, 37% of NSW businesses engaged in innovative practices to increase productivity. NSW businesses are among the strongest performers in Australia for innovation activity.

## KEY ACHIEVEMENTS

- The NSW Government launched the Innovation Pathways Program to accelerate the sales and job creation outcomes of innovative NSW technology organisations and companies through an integrated program of seminars, diagnostics, workshops and grants. To date over 500 researchers and CEOs have attended information seminars and another 50 individual researchers and companies have attended the workshops and diagnostics sessions. The 30 companies which have received offers of grant assistance are forecasting the creation of 570 jobs.
- The TechVouchers program aims to drive innovation and encourage collaboration between industry and universities. Nine business development managers have been appointed and we are proving grants of up to \$15,000 for NSW small-to-medium enterprises to access public sector research equipment and technical expertise.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of the proportion of innovative businesses for 2006-07 against source documentation.

# Cut red tape

The NSW Government has implemented reforms that have contributed \$400 million towards the \$500 million red tape reduction target. These reforms save time and money for both business and the community.

## OUR TARGET

Reduce red tape by \$500 million by June 2011

## RESULTS

Reforms implemented between April 2009 and June 2010 have contributed \$400 million towards the red tape reduction target.

## KEY ACHIEVEMENTS

In 2009–10, 167 red tape reforms were implemented across the NSW Government. Examples include:

- Streamlining the planning system: a 10 day approval process has been introduced for proposed changes that comply with set standards, saving commercial and retail businesses an estimated \$72 million each year
- Construction workers are no longer required to obtain a certificate of competency for certain functions, bringing NSW into line with arrangements in other jurisdictions. This has an estimated saving of \$4.2 million a year for businesses
- Liquor licensees may now lodge annual returns using an online facility.

In 2009–10, the Better Regulation Office completed four targeted reviews into specific industry sectors. The reviews were:

- Promoting economic growth and competition through the NSW planning system
- Review of NSW electricity network contestable services
- Consistent basic financial reporting in the not-for-profit sector
- Review of the taxi licensing system.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of the dollar value of red tape reduction and reforms data for the period April 2009 to June 2010 against source documentation.

# Maintain AAA credit rating

NSW has maintained the highest level credit rating through the global economic downturn, unlike many states and provinces around the world. In 2009-10 NSW balanced the immediate need to stimulate the economy and protect jobs while retaining the AAA credit rating which provides confidence to investors that the State's finances are being well managed.

## OUR TARGET

Maintain a AAA credit rating

## RESULTS

Standard and Poor's reaffirmed the AAA rating on 16 June 2009 and they revised the outlook for the rating from negative to stable as a result of measures adopted in the 2008 Mini-Budget and the 2009-10 Budget. Following the 2010-11 State Budget, Standard & Poor's said that the Budget was consistent with the State's AAA credit rating with a stable outlook. Moody's also indicated that the outlook on the State's AAA rating was likely to remain stable.

The NSW 2010-11 Budget estimates that NSW economic growth accelerated from 0.2% in 2008-09 to 2.5% in 2009-10. The Budget forecasts GSP growth of 3% in 2010-11 and 3.5% in 2011-12. It reports the budget result returned to surplus in 2009-10 and estimates it will remain in surplus during the four years to 2013-14.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of the State's AAA credit rating for 2009-10 with the credit rating agencies.

# Ensure a reliable electricity supply

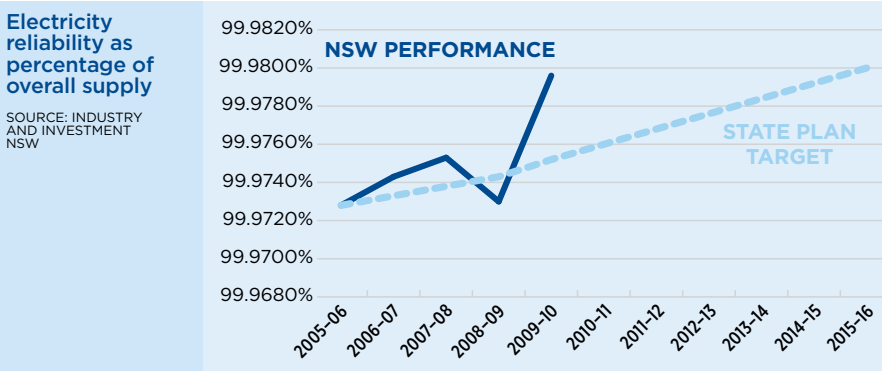
To maintain current levels of reliability and meet continuing growth in demand for electricity, NSW is investing a record \$18 billion in electricity network infrastructure.

## OUR TARGET

Achieve average electricity reliability for NSW of 99.98% by 2016

## RESULTS

In 2009–10, capital spending was in excess of \$3.2 billion. To maintain current levels of reliability and meet continuing growth in demand for electricity, NSW is investing in the largest energy infrastructure program in the State's history.



The reliability of electricity in NSW is measured by the total number of minutes, on average, a customer is without electricity each year.

The average reliability in 2009–10 was 99.98%, or 107 minutes without supply per customer for the year. This represents a substantial improvement over the 99.973% average reliability, or 142 minutes, achieved in 2008–09, when disruptions in EnergyAustralia's urban network were experienced in the first half of 2009.

## KEY ACHIEVEMENTS

- On 1 July 2010, new laws protecting both vital electricity cables and gas pipelines came into force following extensive consultation and development with industry. In NSW, network operators need to be members of the Dial Before You Dig service which provides plans of where electricity, water, gas and telecommunications cables and pipes are located so operators know whether it is safe to dig.
- EnergyAustralia is rolling out its City Grid project to maintain a safe and reliable power supply to the CBD.
- The \$18 billion state-wide investment in electricity network infrastructure over five years is well underway with more than \$3.2 billion spent in 2009–10.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Auditor-General has verified the accuracy of the electricity reliability data for the years 2005–06 to 2009–10 against source documentation.

# NSW STATE PLAN PERFORMANCE REPORT NOVEMBER 2010



## CLEVER STATE

NSW schools, TAFE colleges and universities are some of the best in the world. NSW school students are performing better than the national average in literacy and numeracy, and topping the nation in spelling.

The NSW community is highly qualified, with 55% of people trained at Certificate III level or above and the NSW Government is providing over 1,000 apprenticeships and 500 cadetships annually within the public service.

NSW remains the leader in expenditure on research and development in Australia with increases in investment in research and development to enhance our competitive position.

# Make sure children have the skills for learning by school entry

The majority of children in NSW are ready for school when they start kindergarten. In 2010, the new Best Start test assessed the majority of children as ready for school, with particularly strong results for numeracy.

## OUR TARGET

Increase the proportion of children ready for school (as measured by the Best Start literacy and numeracy assessment when children start school)

## RESULTS

	LITERACY	NUMERACY
MALE	79%	94%
FEMALE	84%	96%
ABORIGINAL	69%	90%
NON-ENGLISH SPEAKING BACKGROUND	68%	91%
<b>TOTAL</b>	<b>81%</b>	<b>95%</b>

Kindergarten students assessed as 'ready for school' in 2010 Best Start assessment program (Government schools)

Best Start was trialled in 2009 and was introduced in 1,753 Government primary and central schools in 2010 with over 63,000 kindergarten students assessed.

In 2010, 95% of all kindergarten students were assessed as ready for school using the Best Start Numeracy Assessment. 90% of Aboriginal students and 91% of children from non-English speaking backgrounds were assessed as ready for school.

In literacy, 81% of all kindergarten students, 69% of Aboriginal children and 68% of children from non-English speaking backgrounds were assessed as ready for school.

## KEY ACHIEVEMENTS

Implementation of the Best Start Literacy and Numeracy Leaders Initiative in 2010 has included:

- Expert literacy and numeracy teachers working with schools and teachers to increase expertise in literacy and numeracy teaching strategies
- Expanded targeted numeracy, literacy and reading programs to train kindergarten teachers working with students who recorded extremely low scores on the Best Start Assessment
- The launch of the Gifted and Talented Kindergarten project to identify gifted and talented kindergarten students and provide them with extra learning opportunities. This includes a professional learning program for 40 teachers of students identified through the 2010 Best Start Kindergarten Assessment process
- Implementation of the 2010 Best Start Lighthouse Project in 49 schools. This initiative recognises and connects schools that are making significant and sustained progress in student achievement
- The Positive Parenting Program (Triple P) which helps parents to develop positive attitudes and behaviours in children. As at 30 June 2010, 900 practitioners from across NSW have been trained as Triple P practitioners. Plans are underway to train a further 250 practitioners by December 2010.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note that NSW children are performing very well.  
PROFESSOR MARY O'KANE, NSW CHIEF SCIENTIST

# Support students to reach their full potential at school

NSW students have again achieved outstanding results in the national literacy and numeracy tests. The proportion of NSW students in the top two bands for reading and numeracy has been above the national average for the past two years. NSW students have the best average spelling scores in all year levels tested.

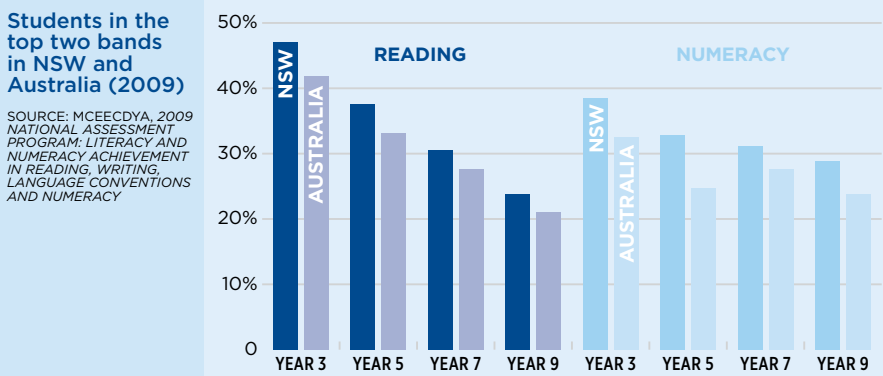
## OUR TARGETS

A 12% lift in the proportion of Year 3, 5, 7 & 9 students achieving at the highest national standards in literacy and numeracy by 2016

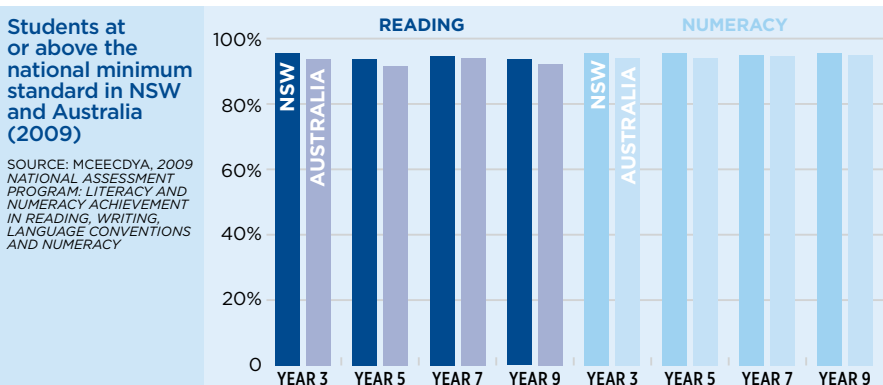
A 20% reduction in the proportion of Year 3, 5, 7 & 9 students achieving at or below the minimum standard by 2016

## RESULTS

The proportion of NSW students in the top two bands for reading and numeracy was well above the national average in 2008 and 2009. In 2009, NSW had the highest proportion of students in the top two bands for numeracy in Years 5 and 7.



NSW was above the national average in Years 3, 5, 7 & 9 for reading and numeracy, with at least 93% of students meeting or exceeding the national minimum standards.



## KEY ACHIEVEMENTS

- Additional funding for schools with significant numbers of students achieving low levels of literacy and numeracy. The additional funding is being used to employ extra teachers and provide high quality support to students.
- The Highly Accomplished Teachers program was introduced to strengthen the literacy and numeracy teaching skills of teachers working with the lowest performing students.
- Introduction of Transition to School programs to help support children as they move into primary school. Programs include early childhood consultants in schools, mentoring programs and sharing good practice and research between schools.
- Professional development for 3,700 Kindergarten to Year 2 teachers to improve the use of assessment data to enhance quality teaching and learning.
- 150 new Reading Recovery teachers and six additional Reading Recovery tutors to work with schools with significant numbers of Year 1 students with poor literacy skills. The extra teachers will enable an additional 1,500 Year 1 students to participate in the program in 2010.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the NAPLAN information for this priority and note that NSW students are performing well, but that it may take a few more years before trends in progress can be established. PROFESSOR MARY O'KANE, NSW CHIEF SCIENTIST

# Engage students in learning for longer

Our young people are well educated and highly skilled. More NSW students are completing Year 12 or recognised vocational training, taking advantage of school based apprenticeships and training. Over 86% of 20–24 year olds in NSW have completed Year 12 or attained a qualification at Certificate Level II or above.

## OUR TARGETS

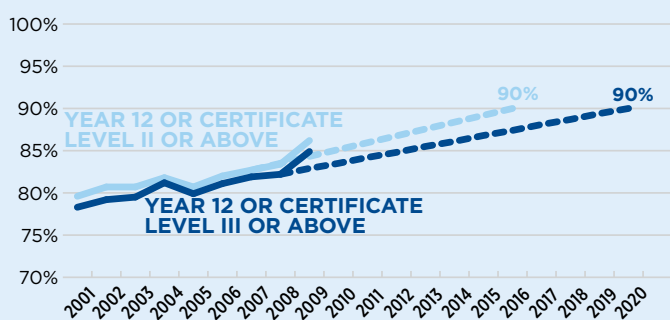
By 2015, 90% of 20–24 year olds in NSW will have achieved Year 12 or a qualification at Certificate II or above

By 2020, 90% if 20–24 year olds in NSW will have achieved Year 12 or a qualification at Certificate III or above

## RESULTS

20–24 year olds with a Year 12 or a Certificate II or Certificate III qualification or above, 2009

SOURCE: ABS, SURVEY OF EDUCATION AND WORK



In 2009, over 86% of 20–24 year olds in NSW had attained Year 12 or a qualification at Certificate II or above, up from 83% in 2008. We are on track to meet the State Plan target of 90% by 2015.

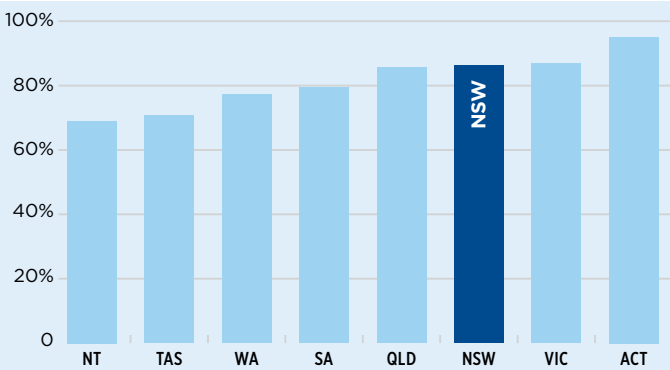
In 2009, nearly 85% of 20–24 year olds had attained Year 12 or a Certificate III level qualification or above, up from 82% in 2008 and on track to meet the State Plan target of 90% by 2020.

There was a substantial increase in the number of TAFE NSW qualifications completed by 20–24 year olds in 2009:

- Certificate II level and above: up from 16,279 in 2005 to 21,070 in 2009, an increase of 29.4%
- Certificate III level and above: up from 14,299 in 2005 to 18,895 in 2009, an increase of 32.1%.

20–24 year olds with a Year 12 or a Certificate II qualification or above, 2009

SOURCE: ABS, SURVEY OF EDUCATION AND WORK



NSW continues to perform well compared to the other states and territories.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the ABS information for this priority and note that NSW is showing very strong results, which are on track to achieve these nationally set targets. PROFESSOR MARY O'KANE, NSW CHIEF SCIENTIST

## KEY ACHIEVEMENTS

- TAFE NSW met all annual targets under the Learning Guarantee to provide training places for young people up to 18 years who do not have Year 12 or a job. TAFE NSW is on track to exceed the overall target of 5,850 places by June 2011.
- The roll-out of Trade Schools continued, with a further seven opened at the beginning of the 2010 academic year at Brisbane Water Secondary College, Canobolas Rural Technology High School, Hunter River High School, Maitland TAFE, Meadowbank TAFE, Randwick TAFE and Wollongong TAFE. Wetherill Park Trade School will open in Term 3, 2010
- Expansion of accredited VET courses to students in Years 9 and 10. In 2009, over 1,000 students in Years 9 and 10 in 49 schools across the state participated in VET courses delivered by TAFE NSW.
- The Transition Adviser initiative was established, which has equipped approximately 120 teachers across the state to work with students at risk of leaving school early. As a result of the success of this program, the Government has allocated some \$3.9 million in 2011 to fund Employment Advisers to work in schools.

# Improve access to jobs and training

The NSW population is a highly educated and qualified workforce with the highest attainment rate in skills and training of any state. Over the past two years NSW Government provided over 2,200 apprenticeships.

## OUR TARGETS

A 50% drop in 20–64 year olds without a Certificate III or above qualification between 2009 and 2020

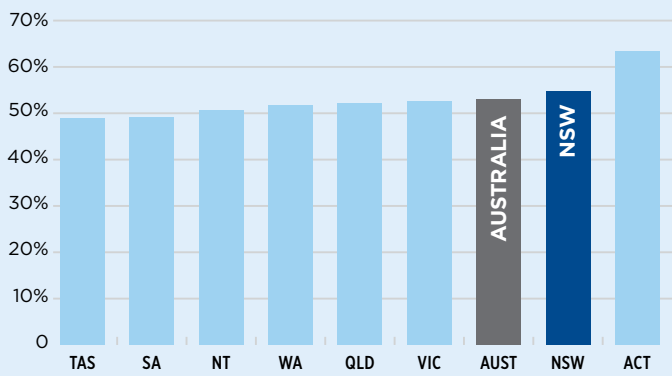
A 100% increase in people achieving Diploma and Advanced Diploma qualifications between 2009 and 2020

4,000 new apprenticeships and 2,000 new cadetships by 2013

## RESULTS

### 20–64 year olds with a Certificate III qualification or above, 2009

SOURCE: ABS, SURVEY OF EDUCATION AND WORK

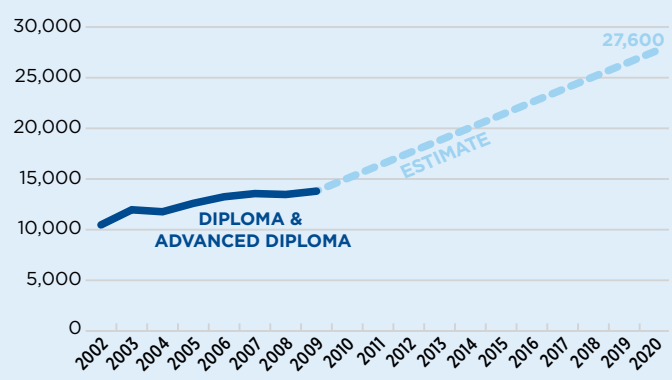


The proportion of 20–64 year olds in NSW with a qualification at Certificate III level or above increased to nearly 55% in 2009, second only to the ACT. The total number of qualifications completed at Certificate III level and above by TAFE NSW students aged 20–64 years increased from 42,392 in 2005 to 58,799 in 2009.

In 2009 the number of Aboriginal graduates from TAFE NSW with qualifications at Certificate III level and above increased to 1,692 from 1,016 in 2005, a growth of 66.5%.

### Number of qualifications completed, diploma & advanced diploma

SOURCE: NCVET, VET PROVIDER COLLECTION.



Preliminary estimates show that the number of qualifications completed at Diploma and Advanced Diploma level increased to 13,800 in 2009. This represents close to a 4% increase since 2006.

## KEY ACHIEVEMENTS

- Under the Productivity Places Program, \$670 million will be invested over four years to provide an extra 175,000 training places for jobseekers and existing workers. At 30 June 2010, there were 23,159 jobseeker enrolments and 13,112 existing worker enrolments (a total of 36,271 enrolments).
- In 2009–2010 the Strategic Skills Program allocated \$24.2 million to provide training places for 10,937 people across NSW with almost 7,000 of the places in rural and regional areas.
- The Apprentices Placement Service continued to assist retrenched apprentices and trainees find a new employer. Over 400 employers offered positions through the service.
- TAFE NSW continues to develop customised workplace training programs and flexible training options to meet the changing needs of industry and employers
  - In 2009, TAFE NSW delivered six million hours of training through recognition of prior learning, an increase of 33.3% or 4.5 million hours since 2008
  - TAFE NSW increased workplace delivery by 45.3%, from 9.5 million hours in 2008 to 13.8 million hours in 2009.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

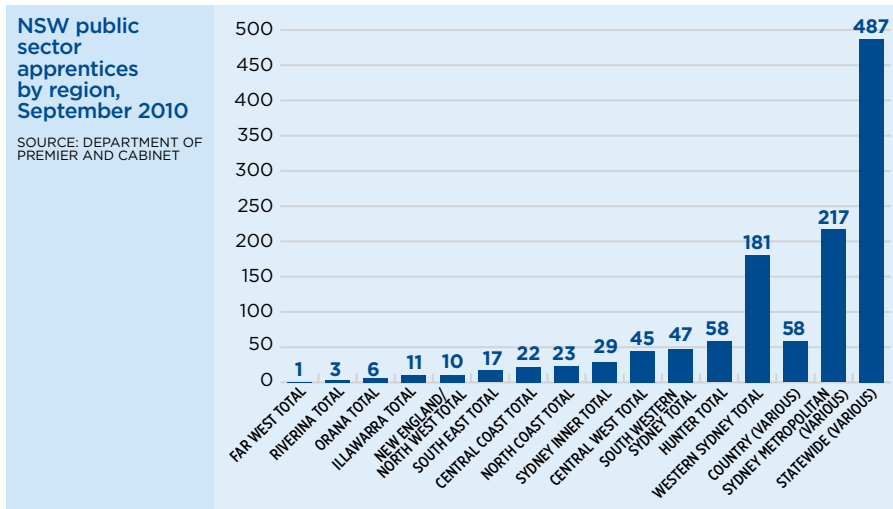
I have reviewed the information for this priority and it is clear that NSW is highly qualified across the board from our schools, TAFE's and universities. PROFESSOR MARY O'KANE, NSW CHIEF SCIENTIST

## APPRENTICES AND CADETSHIPS

The NSW Government is funding 4,000 apprenticeships and 2,000 cadetships within the public sector over four years.

To date, the NSW Government has employed 592 cadets, on track to reach the target of 2,000 cadetships by 2013. Cadets have taken up positions in areas of IT, business administration, environmental operations, accounting and community services.

In 2009 there were 1,083 apprenticeships provided and in 2010 another 1,215 (as at September), well above the required 1,000 apprenticeships per annum. Apprentices have been employed across all regions of NSW in 2010 as indicated below.



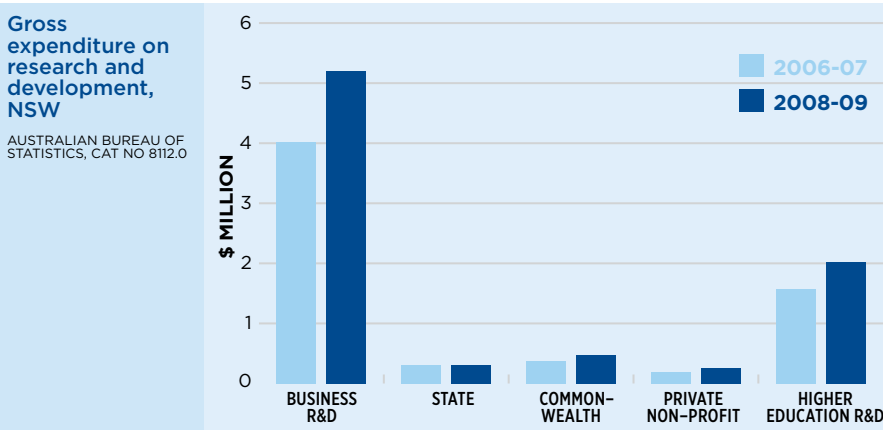
# Increase access to knowledge and skills in partnership with Universities

NSW remains the leader in expenditure on research and development in Australia with increases in investment in research and development to enhance our competitive position.

## OUR TARGET

Facilitate an increase in expenditure on research and development in NSW by at least 12% on average per annum until 2016

## RESULTS



In 2008-09 over \$8.2 billion was invested into research and development an increase of 27.8% since 2006-07, which is slightly above the investment target of 12% per annum.

The investment consisted of \$5.2 billion in business investment (up 29%), \$2 billion in Higher Education investment (up 29%), \$780 million in Australian and State investment (up 15%) and \$260 million in private non-profit sector investment (up 33%).

## KEY ACHIEVEMENTS

- The \$38 million Science Leveraging Fund has resulted in \$268 million in funding from the Australian Government and further funding and in-kind investment from partners in excess of \$466 million.
- Released the NSW Knowledge Statement, of an overarching vision for building the knowledge, skill and innovation capacities of the State. It reflects the Government's desire to put in place a knowledge platform that includes research, learning and creativity as drivers of innovation, stimulating economic development and productivity growth.
- The NSW Knowledge Fund allows universities to use the value of their state owned land to leverage additional funding from the Australian Government.
- Received four awards in the third round of the NSW Life Sciences Research Awards.
- The TechVouchers program aims to drive innovation and encourage collaboration between industry and universities. Nine business development managers have been appointed and we are proving grants of up to \$15,000 for NSW small-to-medium enterprises to access public sector research equipment and technical expertise.
- Attracted world class researchers to NSW through the NSW Life Sciences Research Awards, which provide matched funding of \$200,000 and help our research organisations to target the best and the brightest. Four awards were given in the third round of this program.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the ABS information for this priority and note that research and development is increasing above the target rate. Also, NSW has achieved very good results in the amount of funds leveraged from the Australian Government.

PROFESSOR MARY O'KANE, NSW CHIEF SCIENTIST

# NSW STATE PLAN PERFORMANCE REPORT NOVEMBER 2010



## HEALTHY COMMUNITIES

NSW has the best performing emergency departments in Australia. The *2010 State of Our Public Hospitals Report* found that NSW emergency departments see more people than any other states' emergency departments and have the highest proportion seen within national benchmarks. The percentage of potentially preventable hospital admissions in NSW is below the national target of 8.5% of total admissions.

NSW has the highest cancer survival rates of any state, and is comparable with the world's best. Over the last 10 years, fewer people in NSW have been smoking, risk drinking or using illicit drugs. Obesity is increasing among children. Between 2007 and 2008, 29% of children and young people were overweight or obese.

# Improve and maintain access to quality healthcare in the face of increasing demand

NSW hospitals are providing timely access to quality health care. Last year 2.44 million people attended emergency departments in NSW. Overall performance remains stable with four of the five national triage targets met or exceeded. There were over 260,000 surgery procedures performed in NSW public hospitals. The percentage of elective surgery patients seen in recommended time has remained stable. Rates of staphylococcus aureas bloodstream infections (Staph) in NSW public hospitals remain well below the national target.

## OUR TARGETS

Meet and maintain national benchmarks for timely access to emergency departments and surgical treatment

Reduce the incidence of infections (Staph) in NSW public hospitals

## RESULTS

### EMERGENCY DEPARTMENTS

	NATIONAL BENCHMARK TRIAGE TIME	JUL-SEP 09	OCT-DEC 09	JAN-MAR 10	APR-JUN 10	ANNUAL
TRIAGE 1	100% in 2 minutes	100%*	100%*	100%	100%	100%*
TRIAGE 2	80% in 10 minutes	79%	84%	84%	84%	83%
TRIAGE 3	75% in 30 minutes	66%	73%	73%	74%	71%
TRIAGE 4	70% in 60 minutes	69%	75%	74%	75%	73%
TRIAGE 5	70% in 2 hours	87%	89%	89%	89%	88%

#### Percentage of emergency department patients seen within clinically recommended time

SOURCE: BUREAU OF HEALTH INFORMATION  
\*ALL PATIENTS RECEIVED CARE WITHIN TWO MINUTES OF BEING TRIAGED; HOWEVER DUE TO A SMALL NUMBER OF DATA ENTRY ERRORS, RESULTS WERE RECORDED AS 99%

Triage time is the time from when the patient is initially assessed in the emergency department to the time treatment commences.

Four of five national triage waiting time benchmarks were met. The only category below the benchmark was triage three which averaged 71% with a national benchmark of 75%.

The Australian Institute of Health and Welfare's *State of Our Public Hospitals Report 2010*, found that NSW had the highest percentage of people seen within recommended waiting times (75%) and was equal with Victoria in having the lowest average waiting time of 20 minutes in 2008-09 (most recent national comparative data available).

## KEY ACHIEVEMENTS

- Increased number of Medical Assessment Units (MAU) provide alternative care options for patients presenting for treatment in emergency departments. 28 MAUs are operating across NSW.
- The Predictable Surgery Program has improved the way resources are allocated to manage elective surgery waiting times.
- The Surgery Access Line is providing information about waiting times and surgery options to patients and GPs.
- Emergency Surgery Guidelines are being implemented over the next two years, to improve emergency surgery management and reduce the elective surgery cancellation rates.
- Bloodstream infections have been reduced through improved clinical practices, improved education and information, and adherence to contact precautions and intensive care unit guidelines.
- Launch of the 'Your Health Service' website providing practical, easy-to-access information about the NSW public hospitals for patients and their families.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The interpretation of emergency department and elective surgery data in the State Plan Annual Report has been independently reviewed by the Bureau of Health Information and I support the conclusions.

DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

## ELECTIVE SURGERY

CLINICAL URGENCY CATEGORY	CLINICALLY RECOMMENDED TIMES	2009-10				2009-10
		JUL-SEP 09	OCT-DEC 09	JAN-MAR 10	APR-JUN 10	ANNUAL RATE
URGENT	Admission within 30 days desirable	91%	93%	93%	91%	92%
NON-URGENT	Admission within 365 days desirable	92%	89%	88%	86%	89%

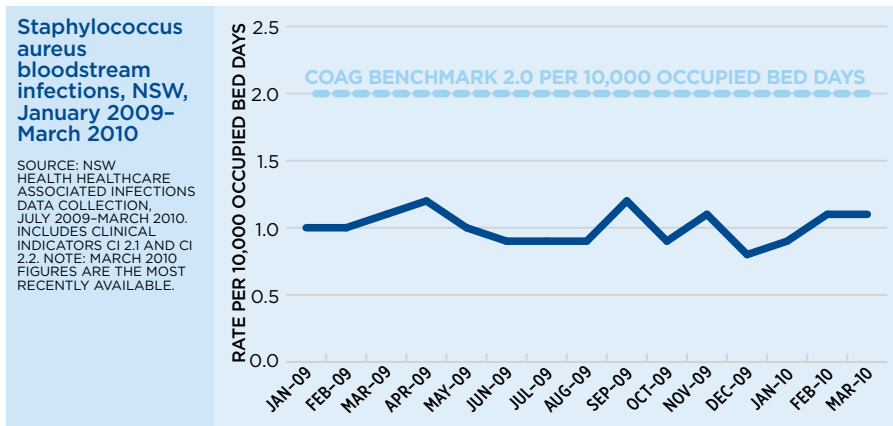
### Percentage of elective surgery patients seen within clinically recommended time

SOURCE: NSW HEALTH WAITING LIST COLLECTION ONLINE SYSTEM

In 2009-10, 92% of urgent category patients were seen within the 30 day benchmark (93% in 2008-09). The median wait time for urgent category patients who received elective surgery in April to June 2010 was 11 days.

In 2009-10, 89% of non-urgent category patients were seen within the one year benchmark. The median wait time for non-urgent category patients who received elective surgery in April to June 2010 was 205 days.

## SAFETY AND QUALITY



The above chart measures the cases of bloodstream infections such as Staph. The rate of Staph infections across NSW public hospitals remained low in 2009 and in the first quarter in 2010 and are below the national benchmark.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have independently reviewed the interpretation of infection rate data submitted by the Department of Health and support the conclusions in the State Plan Annual Performance Report.

DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

# Improve survival rates and quality of life for people with potentially fatal or chronic illness

Prevention and treatment of chronic disease and high quality healthcare have contributed to improving survival rates. We are on track to meet our State Plan target.

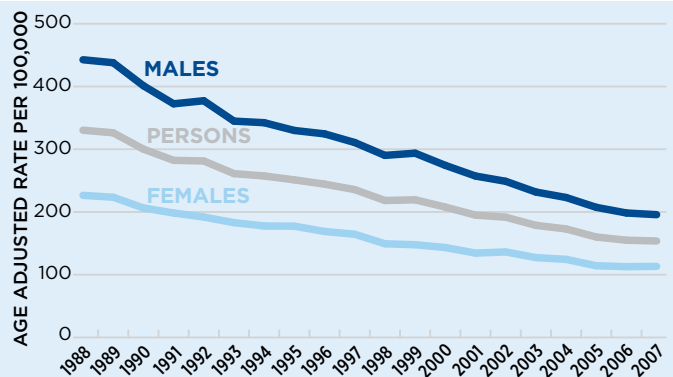
## OUR TARGET

Reduce the number of avoidable deaths for people under 75 to 150 per 100,000 population by 2016

## RESULTS

Potentially avoidable deaths, persons ages under 75 years, by sex, NSW 1988 to 2007

SOURCE: POPULATION HEALTH DIVISION, UPDATED FROM THE HEALTH OF THE PEOPLE OF NEW SOUTH WALES—REPORT OF THE CHIEF HEALTH OFFICER, SYDNEY; NSW DEPARTMENT OF HEALTH.



Potentially avoidable deaths are those that could be avoided through healthier lifestyles, better healthcare and improved medical treatments. Around two-thirds of all deaths (under 75 years) are potentially avoidable.

Potentially avoidable deaths have continued to decrease. In 2007, potentially avoidable deaths for males under 75 years was 196 per 100,000 population and for females was 113 per 100,000 population (latest data possible).

## KEY ACHIEVEMENTS

### PREVENTING AND TREATING CHRONIC DISEASE

- The reduction in smoking has contributed to reducing the incidence of, and subsequent death from, cardiovascular disease and lung cancer.
- A Diabetes Prevention Program is being trialled in South West Sydney with people aged 50–65 years who are at high risk of developing type 2 diabetes.
- The Severe Chronic Disease Management Program is helping patients who have complex, chronic diseases to better manage their conditions through coordinated care and health coaching. The program targets people aged over 65 years and Aboriginal people aged 45 years.
- The Chronic Care for Aboriginal People Program is providing follow up care for Aboriginal people who have chronic conditions such as cardiovascular disease, diabetes, chronic renal and respiratory diseases.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have independently reviewed the interpretation of potentially avoidable death data submitted by the Department of Health and support the conclusions in the State Plan Annual Performance Report.

DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

# Promote healthy lifestyles

The average life expectancy in NSW is among the highest in the world, yet there has been a rise in some chronic health conditions which are related to unhealthy lifestyles.

NSW has the lowest levels of overall illicit drug use in Australia. Strong progress has been made to reduce smoking, but there is still a need to decrease the percentage of adults who engage in risk drinking and tackle the issue of unhealthy body weights among children.

## OUR TARGETS

Reduce the percentage of children who are overweight or obese to 25% by 2010, and to 22% by 2016

Reduce total risk drinking to below 25% of the adult population by 2012

Keep illicit drug use in the community below 15% of the population

Continue to reduce smoking rates by 1% per year from 2006 to 2010, then by 0.5% per year to 2016

## RESULTS

### REDUCE THE PERCENTAGE OF CHILDREN WHO ARE OVERWEIGHT OR OBESE

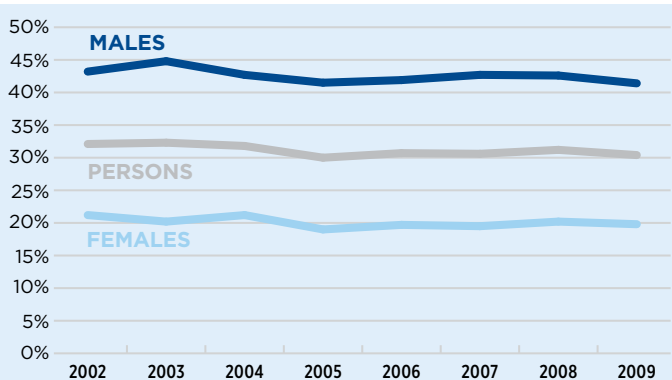
In 1985, 12% of girls and 11% of boys were above a healthy weight. In 2004, 23.3% of girls and 25% of boys in NSW were either overweight or obese.

The Schools Physical Activity and Nutrition Survey (SPANS) measures trends in childhood overweight and obesity rates in NSW. SPANS data is collected every seven years and provides a comparison over time. New data will be available early next year.

### REDUCE RISK DRINKING

Percentage of the population aged 16 and over who consumed more than 2 standard drinks on a day when drinking alcohol, 2002 to 2009

SOURCE: NEW SOUTH WALES POPULATION HEALTH SURVEY 2009. CONSUMING MORE THAN TWO STANDARD DRINKS ON A DAY WHEN DRINKING ALCOHOL WAS DEFINED AS RISK ALCOHOL DRINKING ACCORDING TO THE AUSTRALIAN GUIDELINES TO REDUCE HEALTH RISKS FROM DRINKING ALCOHOL (2009).

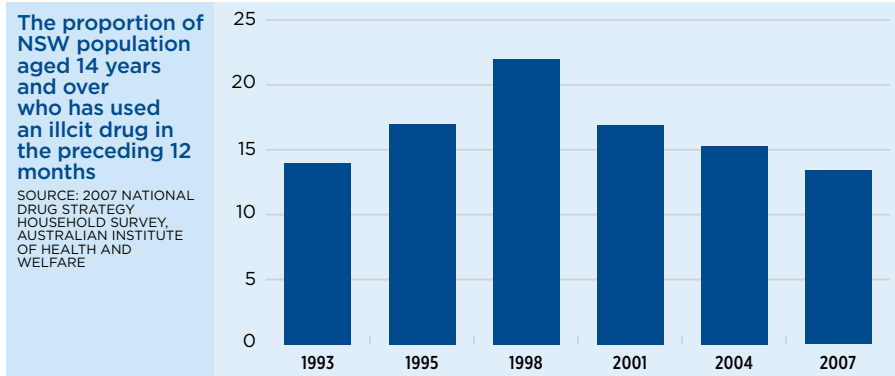


Since 2002 there has been no significant change in the percentage of adults who drink more than two standard drinks on a day when they drink alcohol. Males have higher rates than females although there has been a decrease in risk drinking by men in urban areas (30.7% to 28.2%).

## KEY ACHIEVEMENTS

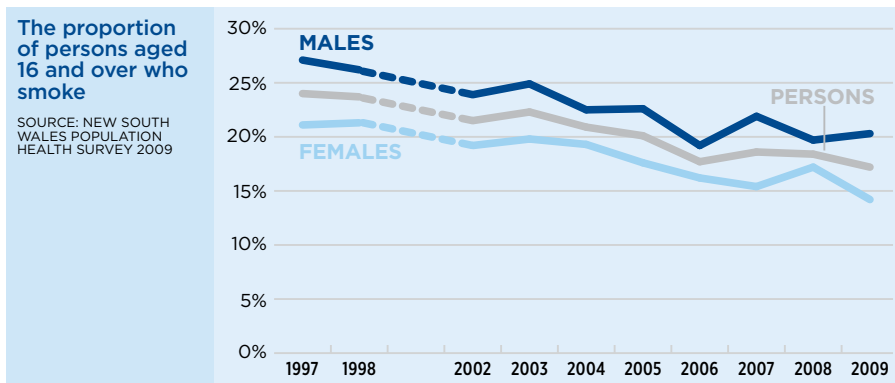
- Ongoing implementation of programs to prevent and reduce obesity including the *Go4Fun*<sup>®</sup> program for children aged 7 to 13 years who are overweight or obese. The program encourages children and their parents to work together to increase physical activity and make informed, healthy food choices. The program will be expanded in 2010–11.
- The *Get Healthy Information and Coaching Service*<sup>®</sup> provides a telephone-based service providing information and coaching about healthy eating, physical activity and achieving and maintaining a healthy weight. Since the launch in February 2009, there have been over 10,300 calls to the Service.
- Quitline received over 26,000 calls in 2009–10 and NSW has maintained investment in social marketing campaigns to reduce smoking through the Cancer Institute NSW.
- To help reduce the number of Aboriginal people who smoke, more Aboriginal health workers have received training to help Aboriginal clients stop smoking and a new *Quit for New Life* program targeting pregnant Aboriginal women is now operating.
- Social marketing campaigns like *What are you doing to yourself?* are targeting public drunkenness and the risks associated with binge drinking.
- A variety of legislative reforms are also assisting in reducing the incidence of smoking in the community.

## REDUCE ILLICIT DRUG USE



In 2007, 12.1% of the NSW population aged 14 years old or over had used illicit drugs in the last 12 months down from 14.6% in 2004. This is below the national average of 13.4% and below the State Plan target. The next National Drug Household Survey, collecting data for the 2010 year, is due for release in May 2011.

## REDUCE SMOKING



Since 1997 there has been a significant decrease in the proportion of adults who were current smokers (24% to 17.2%). The decrease has been significant in males and females, in urban and rural health areas, and in all age groups except 45–54 and 55–64 years.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have independently reviewed the interpretation of lifestyle data submitted by the Department of Health and support the conclusions in the State Plan Annual Performance Report.

DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

# Reduce preventable hospital admissions

Reducing preventable hospital admissions through early intervention and prevention will lead to improved health outcomes and enable better management of hospital resources. Potentially preventable hospitalisations in NSW are below the national target of 8.5%.

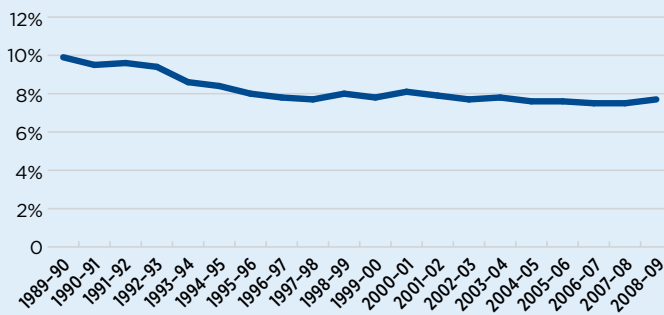
## OUR TARGET

By 2014-15 reduce the proportion of preventable hospital admissions by 7.6% over the 2006-07 baseline to 8.5% of total hospital admissions

## RESULTS

### Potentially preventable hospitalisations as a proportion of total hospital admissions 1989-90 to 2008-09

SOURCE: ADMITTED PATIENT DATA COLLECTION (SOURCE: HOIST, CENTRE FOR EPIDEMIOLOGY AND RESEARCH, NSW DEPARTMENT OF HEALTH).



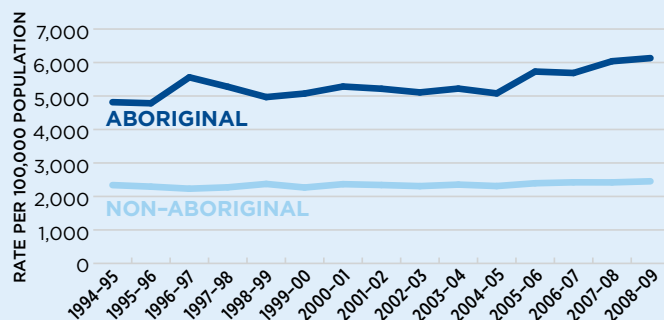
In 2008-09, there were 187,176 hospitalisations in NSW which were considered to be potentially preventable through preventive care and early disease management. Potentially preventable hospitalisations were 7.7% of total hospital admissions, which is below the national target of 8.5%.

The conditions associated with hospitalisations that fall within the scope of potentially preventable hospital admissions include:

- vaccine preventable conditions such as tetanus, measles, mumps and rubella;
- acute conditions such as urinary tract infections and cellulitis;
- chronic conditions such as congestive heart failure and chronic obstructive pulmonary disease.

### Potentially preventable hospital admissions Aboriginal and non-Aboriginal

SOURCE: POPULATION HEALTH DIVISION, UPDATED FROM THE HEALTH OF THE PEOPLE OF NEW SOUTH WALES—REPORT OF THE CHIEF HEALTH OFFICER, SYDNEY; NSW DEPARTMENT OF HEALTH.



Potentially preventable hospital admissions for Aboriginal people in NSW were 2.4 times higher than non-Aboriginal people in 2008-09. Rates among Aboriginal people are increasing. Between 2004-05 and 2008-09 total potentially preventable hospital admissions for Aboriginal people grew by 19% (vaccine-preventable rose by 16%, chronic conditions rose by 18% and acute conditions rose by 21% in this period).

## KEY ACHIEVEMENTS

### CHRONIC DISEASE MANAGEMENT

- The trial of the Chronic Care for Aboriginal People (Walgan Tilly) project to improve access and use of chronic care services by Aboriginal people finished in June 2010. A new model based on the Walgan Tilly project has been developed and is ready for implementation in 2010-11.

### IMPROVING ORAL HEALTH

- The Tooth Smart program has been successful in improving oral health care for high risk families in South West Sydney. The program is being expanded to other Area Health Services.
- Six additional councils implemented water fluoridation (Coffs Harbour, Country Water in Menindee, Shoalhaven in Kangaroo Valley, Berrigan Shire, Peralang Shire, and Murray Shire) providing 95.6% of the NSW population with access to fluoridated water.

### IMMUNISATION

- NSW Health implemented a targeted communication strategy to increase vaccinations to prevent Pertussis (whooping cough). 450,000 free doses of the vaccine were distributed and the number of new notifications of whooping cough in NSW has declined significantly since March 2009.
- NSW Health has expanded its high school-based vaccination program. In 2009 NSW recorded high coverage rates in Year 7 for HPV vaccine to prevent cervical cancer, hepatitis B vaccine and diphtheria-tetanus-pertussis vaccines for Year 10 students.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have independently reviewed the interpretation of preventable hospitalisation data submitted by the Department of Health and support the conclusions in the State Plan Annual Performance Report.

DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

# Improve outcomes in mental health

The re-admission rate to mental health units in NSW has remained stable over the last eight years. The NSW Government is providing more community care and early intervention so that mental health problems are identified and managed at an earlier stage.

## OUR TARGET

Reduce re-admissions within 28 days to any facility

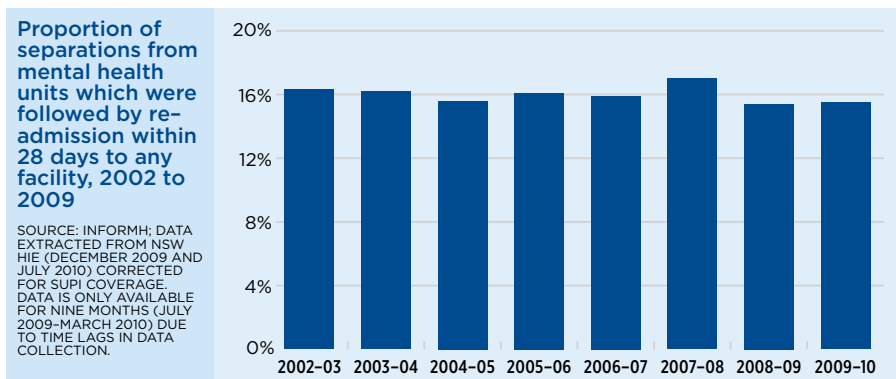
Increase the rate of community follow-up within seven days of a discharge from a NSW public mental health unit

Increase the employment of public mental health services clients

## RESULTS

### REDUCE RE-ADMISSIONS

In 2009-10, 15.5% of patients with mental health conditions were re-admitted to a mental health unit within 28 days of discharge from a NSW public hospital. This percentage has remained stable in NSW over the last eight years with minor fluctuations.



### INCREASE THE RATE OF COMMUNITY FOLLOW-UP

There has been an increase in the percentage of patients who receive community follow up within seven days of discharge from a NSW public mental health unit from 36% in 2008-09 to 43% in 2009-10.

The community follow up data for 2009-10 is for nine months (July 2009-March 2010) due to time lags in data collection. The percentage of patients who receive community follow up for the full 2009-10 year will be reported in the next Annual Performance Report.

### INCREASE THE EMPLOYMENT OF PUBLIC MENTAL HEALTH SERVICES CLIENTS

23% of public mental health patients reported that they were employed in 2009-10.

As this is the first time the indicator has been measured, annual trends will be reported in the next Annual Performance Report.

## KEY ACHIEVEMENTS

- The Housing and Accommodation Support Initiative (HASI) for people with a mental illness has been expanded to 1,076 places including 240 HASI in the Home places. HASI has been successful in improving health, education and employment outcomes for participants.
- The Vocational Education, Training and Employment (VETE) program, has been successful in helping people with mental health problems find employment and/or continue to study. The program is operating in each Area Health Service.
- The Youth Mental Health Service has been expanded to provide more 14-24 year olds primary health care and support in a youth-friendly environment.
- The new *NSW Multicultural Mental Health Plan 2008-2012* was launched in November 2009.
- At 30 June 2009 there were 2,491 funded mental health beds in NSW (latest data available).
- There are nine Psychiatric Emergency Care Centres (PECCs) operating across Sydney and Newcastle with interim PECC services also provided at Wollongong and Prince of Wales Hospitals.
- The Rural Mental Health Emergency and Critical Care Program: tele-psychiatry and video conferencing services are now provided at 62 rural and remote hospitals in the Greater Western and Greater Southern Area Health Services, with over 1,300 video mental health emergency assessments completed.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have independently reviewed the interpretation of mental health data submitted by the Department of Health and support the conclusions in the State Plan Annual Performance Report. DR DIANE WATSON, CHIEF EXECUTIVE BUREAU OF HEALTH INFORMATION

# NSW STATE PLAN PERFORMANCE REPORT NOVEMBER 2010



## GREEN STATE

The NSW Government is tackling climate change and developing a clean energy future for the State. Energy innovation and energy efficiency are a source of employment and investment vital to our economic future.

Potable water quality continues to be of a high standard and water recycling is increasing across NSW.

NSW Government's native vegetation reforms have increased revegetation and reduced clearing, with clearing levels in 2009 effectively half those approved in 2007. The volume of water recovered for the environment continues to rise, bringing relief to our most stressed rivers and wetlands.

Air quality is generally good but 2009 was affected by severe drought related dust storms, and levels of ozone in Sydney and particles in some regional areas remain a challenge.

Waste avoidance and greater recycling helps preserve the natural environment. We are recycling more waste than ever before and reducing waste disposal to landfill.

# Tackle climate change

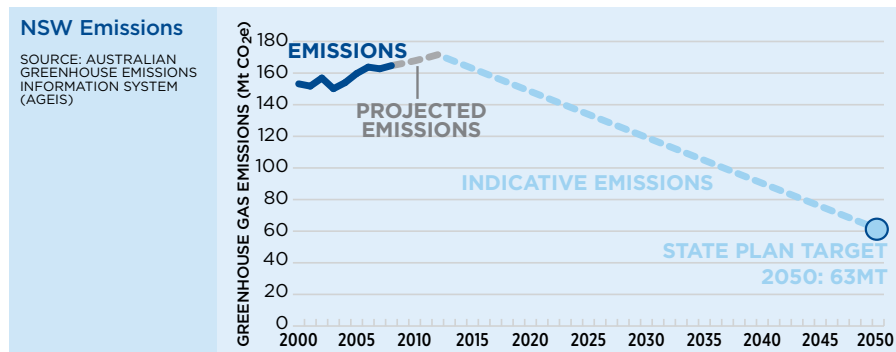
The NSW Government is addressing climate change and delivering a low carbon future for NSW. We are developing a Clean Energy Strategy as part of our climate action program to drive change in the energy sector so that our future power supply is cleaner, affordable and reliable.

## OUR TARGET

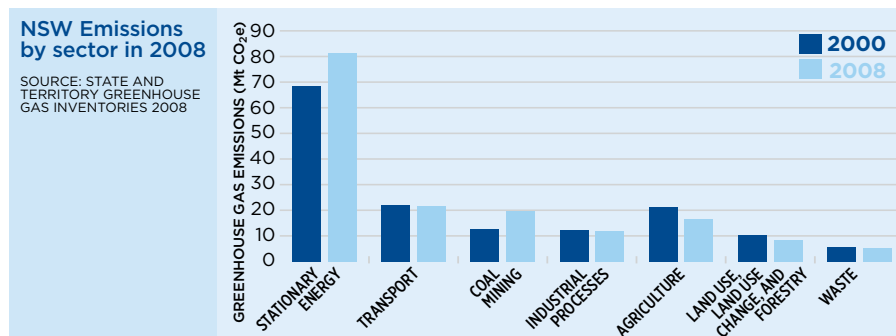
Achieve a 60% cut in greenhouse gas emissions by 2050 in line with the Federal Government targets

## RESULTS

NSW greenhouse gas emissions per capita have broadly remained steady since 2000, which is the target's benchmark year, at around 24 tonnes of CO<sub>2</sub> per person. Overall, greenhouse gas emissions have increased from 156 million tonnes CO<sub>2</sub> in 2000 to 165 million tonnes CO<sub>2</sub> in 2008. However, the most recent Greenhouse Indicator Annual Report 2009, which was prepared by the Climate Group, highlighted that for coal-fired electricity, "In NSW, emissions from coal fell by 6.3%, a reduction of around 4.2 million tonnes compared with the previous year, the single biggest emissions reduction of any fuel type across the states"



Agriculture emissions have declined 22% since 2000. The stationary energy sector has increased by 4% from 2006 to 2008. The stationary sector continues to be responsible for around half of our greenhouse gas emissions as our economy and population grows. Fugitive emissions from coal mining is the other growing source of emissions.



Emissions from industrial processes and waste have been steady from 2000 to 2008.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note that the data provides a good overview of performance against the greenhouse gas target. MARY O'KANE, NSW CHIEF SCIENTIST

## KEY ACHIEVEMENTS

- Released the Sea Level Rise Policy Statement and associated guidelines in November 2009.
- Introduced new coastal protection legislation and provide over \$14 million in coastal estuary and floodplain management grants.
- The \$700 million Climate Change Fund supported a range of programs to help families, businesses and communities reduce greenhouse gas emissions and help reduce their electricity use. From 2007 to 2010, projects and rebates under the Fund have resulted in 795,000 tonnes of carbon pollution saved per year.
- Introduced the Energy Savings Scheme to reduce the consumption of electricity by encouraging energy savings activities. The Scheme's legislated targets will save the equivalent of 8.5 million tonnes of carbon dioxide in its first four years.
- Implemented measures to increase the State's share of renewable energy generation, including the Renewable Energy Development Program; six Renewable Energy Precincts; pledging to provide up to \$120 million to support NSW bids under the Australian Government's Solar Flagships Program (announced in May 2010).
- Broadened climate change information by publishing the NSW Climate Impact Profile and launching the Eastern Seaboard Climate Change Initiative with \$750,000 of seed funding.

# Develop a clean energy future

The NSW Government is supporting clean energy and the low carbon jobs needed to deliver climate change solutions. We are supporting new technologies and the development of lower carbon fuels to ensure our future power supply is cleaner. We are on track to meet our electricity savings target.

## OUR TARGETS

Achieve 20% renewable energy consumption by 2020 in light of the Federal Government's expanded Renewable Energy Targets

Implement 4,000 GWh of annual electricity savings through NSW energy efficiency programs by 2014

Increase training for clean energy and other green jobs:  
—Increase participation in green skills training (TAFE NSW and other publicly funded training) to 5% by 2013

## RESULTS

### RENEWABLE ENERGY

In 2009, energy consumed in NSW from renewable energy sources reached 7%, an increase of 1.1% since 2008. Renewable energy generation from solar and wind power has increased almost five fold in the last eight years.

In 2009, renewable energy sources other than the Snowy Hydro Scheme accounted for around 5% of consumption up from 1% in 2001.

GreenPower, a national voluntary program established by the NSW Government, continues to grow strongly with a 9% increase in consumption from this program. At the end of 2009, more than 187,000 homes and more than 6,100 businesses were voluntarily purchasing Green Power in NSW.

SOURCE: DEPARTMENT OF INDUSTRY AND INVESTMENT

### ELECTRICITY SAVINGS

The projected 2010 electricity saving in NSW from the implementation of Mandatory Energy Performance Standards is 3,050 GWh, well on the way to the 4,000 GWh target by 2014.

NSW Government programs to boost energy savings are already creating savings for NSW residents. The NSW Climate Change Fund has allocated funding to 763 projects and 278,000 home rebates with resulting annual electricity savings of 610 GWh and 113 GWh of clean energy generation.

The NSW Energy Saving Scheme, has resulted in an estimated energy saving of 130 GWh in its first six months to 31 December 2009 with 278,176 Energy Savings Certificates registered. The NSW Energy Saving Scheme is a NSW-based mandatory energy efficiency scheme that works by establishing a market for tradable Energy Savings Certificates.

Electricity savings for new dwellings resulting from the building sustainability requirements of BASIX also contribute to this target.

SOURCE: DEPARTMENT OF ENVIRONMENT AND CLIMATE CHANGE AND WATER AND DEPARTMENT OF INDUSTRY AND INVESTMENT NSW

## KEY ACHIEVEMENTS

- Six renewable energy precincts have been established across NSW to promote renewable energy and to streamline the planning and approval processes for new renewable energy developments.
- The Solar Bonus Scheme, which commenced on 1 January 2010, has led to more households consuming electricity generated by solar panels on their own roof.
- Five new energy efficiency programs have continued, targeting community awareness, low income households, small business, medium-to-large business and energy efficiency training. The programs will run until 2014.
- In 2009, GreenPower was responsible for around \$43 million of investment in the renewable energy industry in NSW and \$174 million in Australia. Since GreenPower commenced, over 10 million MWh of renewable energy has been sold, preventing around 10 million tonnes of greenhouse gas emissions from electricity generation. Participation in the scheme has grown significantly in the past three years, showing our growing commitment to the environment and renewable energy. Across Australia, GreenPower now has over 840,000 customers.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note this report is a reasonable representation of the highlights of this area. There is evidence to show that we are heading in the right direction for our renewable energy target and that we will achieve both our energy savings and green skills targets. MARY O'KANE, NSW CHIEF SCIENTIST

## GREEN SKILLS TRAINING

Green skills training provides practical job skills for individuals to support them in protecting or improving the environment in a work context. In 2010 over 7% of TAFE NSW students were participating in green skills training. This is above the 5% target set for 2013.

The NSW Government has worked with the National Centre for Sustainability, at Swinburne University to develop the *Vocational Graduate Certificate—Education and Training for Sustainability*, the first sustainability qualification in Australia. This was accredited in 2010.

## GREEN SKILLS ACHIEVEMENT

- In 2009, the \$20 million Energy Efficiency Training Program supported vocational training for over 2500 workers and funded 18 industry partnership projects to develop and customise energy efficiency training in key sectors such as construction, manufacturing and hospitality. Support was also provided to the University of New South Wales and University of Wollongong for the development of 22 new energy efficiency engineering courses.
- TAFE NSW developed new programs to help build green skills in industry, including:
  - G Smart, a new green skills program for the tourism and hospitality industry, to provide businesses with skills in environmental sustainability (Hunter Institute)
  - Sustainability Solutions, for staff at Bunnings Hardware to improve the range and accuracy of environmental advice provided to customers and increase the use of water and energy efficiency products (North Sydney Institute)
  - Y Green program, delivered to young Aboriginal people, qualifying them to conduct home sustainability assessments (North Coast Institute)
  - Green Trade Skills Strategy, to provide green skills training for electrical and power generation teachers (Western Institute in partnership with the Clean Energy Council)
  - Certificate II in Renewable Energy delivered to approximately 150 contractors to provide businesses with skills in environmental sustainability (New England Institute).

# Secure sustainable supplies of water and use our water more wisely

The NSW Government is securing water supplies for water users in Sydney and regional towns across NSW. Water recycling and savings mean we are currently using the same amount of water in Sydney as in the early 1970s, despite an extra 1.4 million people. Water quality continues to be of a high standard across NSW.

## OUR TARGETS

Increase water recycling from 15 billion litres per year in 2005 to 70 billion litres per year by 2015

Save 145 billion litres of water per year by 2015, representing almost a 25% reduction from Sydney's projected water demand in that year

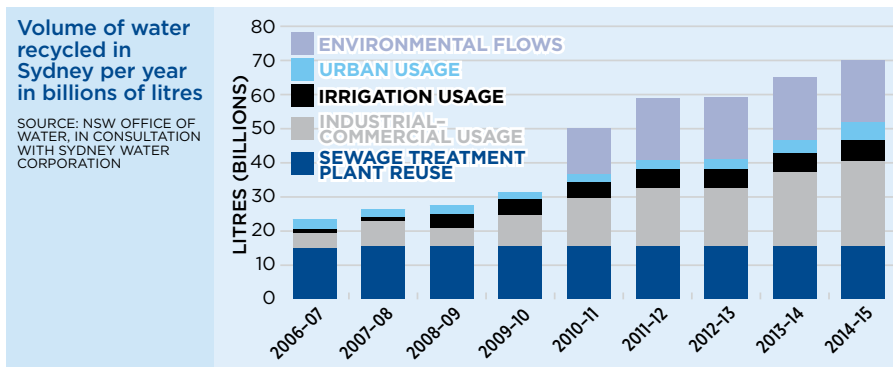
Commission Sydney's desalination plant to provide up to 90 billion litres of water per year by 2010

Meet reliability performance standards for water continuity and quality

## RESULTS

### RECYCLED WATER

In 2009-10 the volume of recycled water in the Sydney Metropolitan region increased to almost 33 billion litres a year. The volume of recycled water will increase by about 23 billion litres with the addition of major recycling initiatives in Western Sydney and the Replacement Flows Project at St Marys in 2010-11.



In and around Sydney, we are using about two billion litres of water harvested through 70 stormwater reuse projects.

Recycling has also continued to grow across NSW. We recycle more than 39 billion litres per year, which is 23% of the total volume of sewage collected by the local water utilities. Recycling is carried out by 79% of the utilities.

### WATER SAVINGS

In 2009-10, it is estimated that Sydney saved over 100 billion litres of water through water efficiency measures.

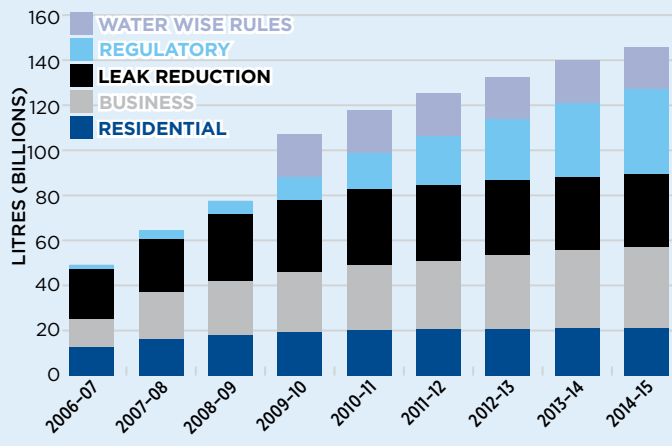
In non-metropolitan NSW, 110 billion litres of water is saved annually, with the volume of water consumed per house falling by 47% over the last 18 years from 330,000 to 175,000 litres per year.

## KEY ACHIEVEMENTS

- To help the public monitor progress towards the recycling target, interactive maps showing recycling and stormwater reuse projects across greater Sydney are on the Water for Life website.
- The number of licences issued to private companies for operation of water recycling schemes under the *Water Industry Competition Act 2006* was approximately doubled during the year. Public consultation on the exemptions regime under the Act was undertaken.
- Delivered a broad range of water efficiency programs across government and for households and business. Sydney reached the milestone of saving an estimated 100 billion litres of water through water efficiency measures. In non-metropolitan NSW, 110 billion litres of water is saved annually.
- Sydney's desalination plant was delivered on time and under budget and successfully commissioned to deliver the targeted quantity of non-rainfall dependent water per year. The desalination plant project has won a number of national awards for excellence in government partnership, environmental and project management, as well as the use of innovative technologies and techniques.

### Volume of water saved in Sydney per year in billions of litres

SOURCE: SYDNEY WATER CORPORATION



### DESALINATED WATER SUPPLY

The desalination plant at Kurnell is an important element in the mix of measures that secure Sydney’s water supplies. When operating at full capacity, the plant can produce 90 billion litres of water per year, enough water to supply up to 15% of Greater Sydney’s current water needs.

Water produced by the plant was introduced into Sydney’s water supply in January 2010 and by February was producing up to 125 million litres a day. To the end of June 2010, approximately 20.3 billion litres of water had been delivered into the system from the plant. The plant commissioning process was completed in June 2010.

SOURCE: SYDNEY WATER CORPORATION IN CONSULTATION WITH SYDNEY DESALINATION PTY. LTD

### WATER CONTINUITY AND QUALITY

In 2009-10 all water continuity targets were met and over 99% of the urban population received water that complied with national drinking water guidelines.

SOURCE: SYDNEY WATER, HUNTER WATER, NSW OFFICE OF WATER

### INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note the positive trends in moving towards our recycling and savings targets, however they remain challenging targets to meet. The desalination plant is operational and our water quality is high.  
MARY O’KANE, NSW CHIEF SCIENTIST

# Protect our native vegetation, biodiversity, land, rivers and coastal waterways

The NSW Government is repairing and restoring the State's natural resources. We have stopped broad scale land clearing, one of the greatest threats to our landscapes.

## OUR TARGET

Meet our statewide targets for natural resource management to improve biodiversity and native vegetation, sensitive riverine and coastal ecosystems, soil condition and socio-economic wellbeing

## RESULTS

TARGETS	RESOURCE CONDITION AND TREND
NATIVE VEGETATION EXTENT AND CONDITION	↔
NO. SUSTAINABLE POPULATIONS—NATIVE FAUNA	↓
RECOVERY THREATENED SPECIES AND ECO COMMUNITIES*	↓
INVASIVE SPECIES STATUS* **	↓
CONDITIONS OF RIVERINE ECOSYSTEMS	↔
GROUNDWATER SYSTEMS AND DEPENDENT ECOSYSTEMS*	↓
CONDITION OF MARINE WATER AND ECOSYSTEMS	↔
CONDITION AND EXTENT OF IMPORTANT WETLANDS*	↔
CONDITION—ESTUARIES AND COASTAL LAKE ECOSYSTEMS*	↔
SOIL CONDITION	↔
LAND MANAGED WITHIN ITS CAPABILITY	↔
ECONOMIC SUSTAINABILITY AND WELLBEING	↑
CAPACITY OF NATURAL RESOURCE MANAGERS*	↔

**KEY:** ● Good condition  
 ● Fair condition  
 ● Poor condition

↑ Condition improving  
 ↓ Condition deteriorating  
 ↔ Condition remaining the same

\*THE TRENDS FOR TARGETS ARE DETERMINED BY SCIENTISTS WITHIN AGENCIES THAT MANAGE NATURAL RESOURCES AFTER CONSULTATION WITH SCIENTIFIC EXPERTS WORKING IN THE RELEVANT FIELD. THE TRENDS ARE BASED ON AVAILABLE DATA, MODELLING AND THE EXPERT OPINION OF THESE SCIENTISTS. FOR SOME TARGETS\* THE DATA ARE LIMITED AND THE CONFIDENCE IN THE ACCURACY OF THIS TREND ANALYSIS IS LOW AT THIS STAGE. \*\* FOR THE INVASIVE SPECIES TARGET THE ASSESSMENT INDICATES AN INCREASE IN THE TREND IN IMPACTS OF INVASIVE SPECIES WHICH, UNLIKE FOR ALL OTHER INDICATORS, DENOTES A DETERIORATION IN RESOURCE CONDITION, AS INDICATED ABOVE.

Eight of the 13 natural resource management targets are in fair condition and, while it is recognised that these aspirational targets will be challenging to achieve by 2015, strong efforts to achieve them are being made. It is harder to reverse the historical decline in key areas like flora and fauna but we have invested in core programs and passed strong legislation like the Native Vegetation Act to achieve the necessary turnaround.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Natural Resources Commission can verify that the data and expert judgements reported on the extent of native vegetation are consistent with our independent Report on Native Vegetation Extent and Condition 2009.

DR JOHN WILLIAMS, COMMISSIONER, NATURAL RESOURCES COMMISSION

## KEY ACHIEVEMENTS

- 1,824 Property Vegetation Plans (PVPs) have been approved since the Native Vegetation Act commenced, that is about 1 in every 25 farmers has a PVP. These PVPs provide for:
  - 7,791 hectares of clearing
  - 27,760 hectares of offsets
  - 2,506 hectares of thinning (no offsets required)
  - 2,197,936 hectares of Invasive Native Scrub management (no offsets required)
  - 470,000 hectares of native vegetation conserved or managed under 1,270 incentive PVPs.
- Over 123,000 megalitres of environmental water was targeted to NSW rivers and wetlands in the 2009–10 watering season, inundating more than 53,000 hectares of wetlands. Over 60% of this water (75,000 megalitres) was from licensed entitlement held by NSW or the Commonwealth, with the remainder being environmental water allocations provided for in water sharing plans. In 2009–10 NSW RiverBank and the Commonwealth funded Rivers Environmental Restoration Program invested \$19.6 million in purchasing 20,945 megalitres of water entitlement.
- In May 2010, BioBanking registered its first agreement to protect 80 hectares of critically endangered Cumberland Plain Woodland in Sydney's south west known as St Marys Towers. The BioBanking approach meant that the cost of protecting this vegetation was 30% less than the purchase cost of this type of land and also includes the total future cost of land management. This represents a significant saving for biodiversity conservation in Western Sydney, meaning much more conservation of threatened ecosystems and species can be achieved.

# Improve air quality

Air quality in NSW has improved in the last 10 years but was significantly affected by severe drought related dust storms and bushfires in 2009. NSW is the first state to introduce lower petrol volatility and vapour recovery at metropolitan petrol stations and is piloting a rural particle reduction program for regional NSW.

## OUR TARGET

Meet national air quality goals as specified in the National Environment Protection Measure for Ambient Air Quality (ANEPM)

The ANEPM sets goals for six pollutants, nitrogen dioxide, sulfur dioxide, carbon monoxide, ozone, particles under 10 microns in size (PM10) and lead.

The goal for each pollutant specified a maximum number of days on which exceedences of the relevant standard (a specified concentration of pollutant) are allowed each year.

## RESULTS

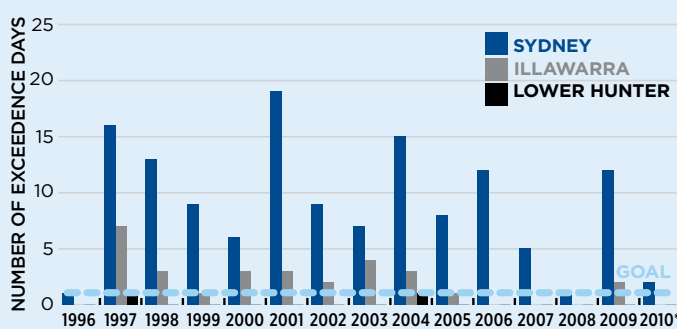
NSW continues to consistently meet the national air quality goals for nitrogen dioxide, sulfur dioxide, carbon monoxide and lead.

### OZONE

Ozone in Sydney remains a challenge. Ozone pollution is formed when nitrogen oxides (NOx) and volatile organic compounds (VOCs) are emitted and react with sunlight to form a white haze. The ANEPM goal for ozone allows one exceedence day each calendar year. In 2009-10, there were six days on which the one-hour standard was exceeded and 10 days when the four-hour standard was exceeded in Sydney. In 2009-10 there was one day in which the four-hour standard was exceeded in Illawarra. There were no exceedence days in the Lower Hunter.

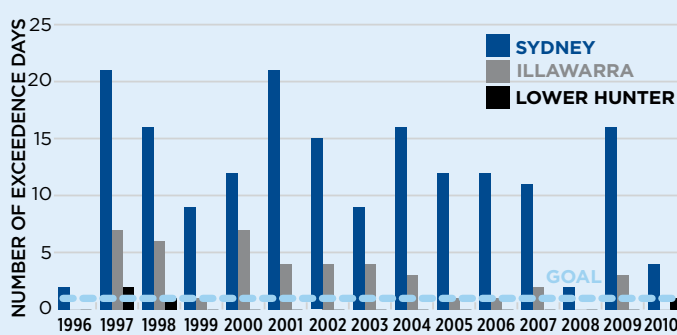
#### Exceedences of the 1 hour ozone standard

SOURCE: DEPARTMENT OF ENVIRONMENT, CLIMATE CHANGE AND WATER.  
\*2010 DATA IS ONLY FOR THE FIRST 6 MONTHS OF THE YEAR



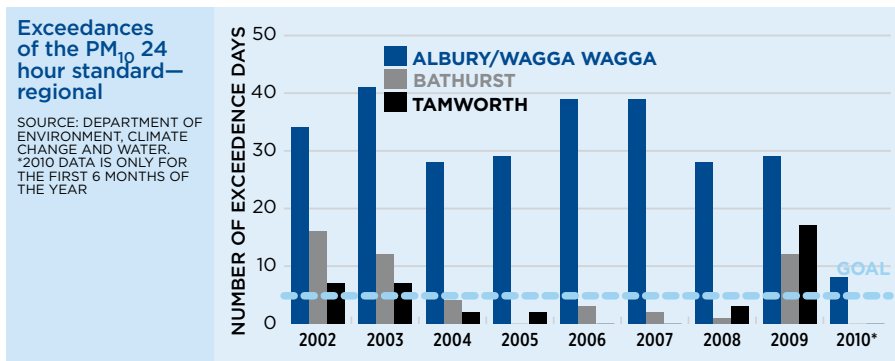
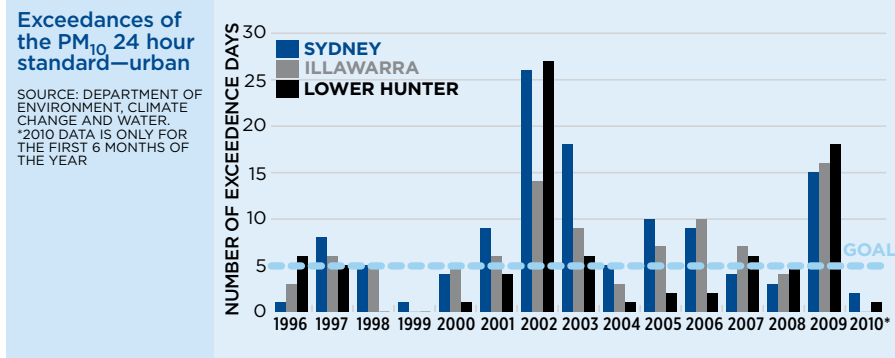
#### Exceedences of the 4 hour ozone standard

SOURCE: DEPARTMENT OF ENVIRONMENT, CLIMATE CHANGE AND WATER.  
\*2010 DATA IS ONLY FOR THE FIRST 6 MONTHS OF THE YEAR



## PARTICLES

The particle goal was exceeded in 2009 mainly due to drought conditions. Some regional areas such as Albury and Wagga Wagga regularly do not meet national particle goals. Particles are emitted by wood heaters, agricultural burn-offs, mining, diesel vehicles, dust storms, wildfires and hazard reduction burning.



## KEY ACHIEVEMENTS

- The NSW Government's 25-year air quality management plan, Action for Air, aims to reduce emissions from transport, industry, businesses and homes in urban and regional areas. The latest update of the Plan was released in November 2009 and the public three-yearly Clean Air Forum was held in August 2010.
- In November 2009, NSW became the first State in Australia to make petrol vapour recovery from cars refuelling in the Greater Sydney Region mandatory by 2017. This technology captures and recycles the vapours that would otherwise escape to the atmosphere from a car's petrol tank during refuelling at the petrol pump. Once fully implemented this will eliminate over 5,000 tonnes of volatile organic compound emissions per year.
- Subsidies of the modification of heavy diesel vehicles to reduce emissions have continued in 2009-10. By June 2010, over 460 diesel vehicles from 70 fleets had been retrofitted, resulting in over four tonnes of particle emissions avoided each year.
- The Air Education Support Program, a public education, awareness and behaviour change program, launched the Clear the Air website in November 2009, produced an Air Education Resource Kit and administered Air Education Grants to local councils to support local and regional air education projects.
- In September 2009 a memorandum of understanding was signed by the coal mining and power companies to establish and fund a 14 station air quality monitoring network in the Upper Hunter.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note that performance has improved over the long term, but ozone in the city and particles in the South East still present issues.

MARY O'KANE, NSW CHIEF SCIENTIST

# Reduce waste

NSW is now recycling almost 60% of the waste we generate. This is the equivalent of an additional 4.2 million tonnes of material being recycled since 2002-03.

## OUR TARGET

Meet the 2014 NSW waste recycling targets (as specified in the NSW Waste Avoidance and Resource Recovery Strategy)

## RESULTS

NSW recycled 59% of its total waste in 2008-09, up from 52% in 2006-07. The recycling rate has increased from 45% of total waste created in 2002-03 to 59% of total waste created in 2008-09.

Sydneysiders have increased the amount of waste they recycle from an estimated 38% in 2000 to 62% in 2008-09.

In Sydney, 77% of construction and demolition waste is being recycled, which is already above the 2014 target of 76% for this waste stream.

SOURCE: DEPARTMENT OF ENVIRONMENT, CLIMATE CHANGE AND WATER

## KEY ACHIEVEMENTS

- More than \$1.5 million was provided to support Voluntary Regional Waste Groups to help deliver local waste reduction and recycling programs in regional NSW.
- In 2009-10, more than 1,100,000 kilogram of unwanted household chemicals were collected for safe disposal or recycling.
- Development of best practice systems for council recycling, including collecting garden 'organic' waste, continues to drive recycling performance and reduce waste to landfill.
- Market development work for recycled organic material has contributed to the markets increasing by nearly 145% in five years.
- The Love Food Hate Waste education program was launched in May 2010 to help households reduce food waste and save money.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the information for this priority and note there has been considerable progress in our waste recycling particularly in construction.

MARY O'KANE, NSW CHIEF SCIENTIST



## STRONGER COMMUNITIES

The NSW Government is building stronger, more sustainable and inclusive communities by helping vulnerable people and communities fully participate in NSW economic and social life.

Improving child wellbeing, health and safety is critical to establishing strong foundations for adult life. Implementation of *Keep Them Safe* reforms to re-shape services so that children, young people and families receive support and services before problems escalate is well underway.

Many Aboriginal people and communities are among the most disadvantaged in our State. Through coordinated government action under the *Two Ways Together* plan, there have been measurable improvements in infant mortality rates, an increase in the number of Aboriginal children enrolled in preschool and improved performance in national literacy and numeracy tests.

Initiatives to increase employment and community participation for people with disabilities also progressed, with the NSW Government providing record funding of an extra \$1.3 billion over five years from 2006–2011 to support people with a disability to participate in work, education and community life.

The launch of the NSW Homelessness Action Plan provides a shift in focus from crisis intervention to providing long-term housing and support, which will deliver better outcomes for homeless people and continue to reduce the number of people who are homeless in NSW.

Participation is increasing in local communities across NSW with more people volunteering, visiting parks and taking part in regular sport and arts and cultural activities.

# Improve child wellbeing, health and safety

Implementation of our child protection reforms and action plan *Keep Them Safe: A Shared Approach to Child Wellbeing* is well underway. *Keep Them Safe* is a five-year plan to fundamentally change the way children and families in NSW are supported and protected. This includes \$750 million to enhance prevention and early intervention services, improve services for Aboriginal children and young people, enhance acute services, significantly reform the child protection system and services, and provide better out-of-home care.

## OUR TARGETS

Increase the proportion of children who have a safe and healthy start to life

Increase the proportion of NSW children and young people with age appropriate life and learning skills

Children and young people in NSW, along with their families, have access to appropriate and responsive services when needed

## RESULTS

*Keep Them Safe* reforms will enhance prevention and early intervention services, services for Aboriginal children and young people, enhance acute services, reform the child protection system and services, and provide out-of-home care.

Performance measures to assess the effectiveness of *Keep Them Safe* are being developed, with reporting expected to commence in 2011.

## KEY ACHIEVEMENTS

- In January 2010, the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009* was proclaimed, a major milestone towards a better child protection system.
- Child Wellbeing Units (CWUs) have been established in four Government departments to ensure children and young people at risk of significant harm are reported to the Child Protection Helpline. Where risks are not so significant but vulnerable families and children would benefit from support, CWUs assist in identifying alternative services.
- Family Case Management services, which provide integrated case management to families with a child or young person at risk of harm, have commenced in locations across NSW including South Western Sydney, South Eastern NSW and Western NSW.
- The Brighter Futures Program provides tailored support for vulnerable families. An Evaluation Report, released in March, indicated that there had been a significant reduction in the number of child protection reports for families involved in the program. Families interviewed as part of the evaluation process were highly satisfied with the support and services they received through Brighter Futures.
- The NSW Government has initiatives in place aimed at supporting families to have healthy children:
  - factors such as a mother's decision to smoke during pregnancy can impact on her ability to carry the pregnancy to full term and on the health of the baby. Between 2005 and 2008, smoking during pregnancy declined by 1.5% to 12.8% of all pregnant women
  - a program offering free vision screening for pre-schoolers is operating in NSW. As at May 2010, more than 100,000 children had been offered a free vision screening and almost 8,000 children had been referred to a health professional for a full vision assessment and treatment.

# Strengthen Aboriginal communities

While there remains a large disadvantage gap between Aboriginal people and the total NSW population, there are measureable improvements in areas. The Aboriginal infant mortality rate has fallen by 35% since 1998, an increased number of Aboriginal children are enrolled in preschool, and student performance in national literacy and numeracy tests is improving.

The NSW Interagency Plan to Tackle Child Sexual Assault in Aboriginal Communities, including the targeted Safe Families program, delivered local responses to family violence and child sexual assault. Work continued with 40 Partnership Communities to develop community governance bodies and Aboriginal employment and business opportunities were strengthened through Government purchasing and construction programs. Water and sewerage infrastructure upgrades commenced in over 60 Aboriginal communities with work completed in 24 communities during the year.

## OUR TARGETS

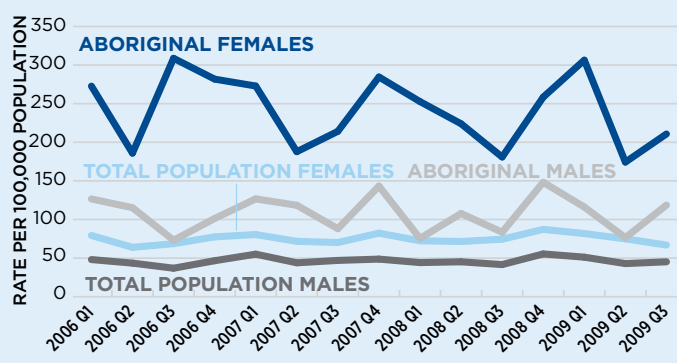
- Reduce the level of domestic violence for Aboriginal children and young people
- Ensure all Aboriginal four year olds in remote communities have access to quality early childhood education within five years
- Close the gap for Aboriginal students in literacy and numeracy within a decade
- At least halve the gap for Aboriginal students in Year 12 attainment or equivalent attainment rates by 2020
- Close the Aboriginal life expectancy gap within a generation
- Halve the gap in mortality rates for Aboriginal children under five within a decade
- Provide all Aboriginal communities with equitable access to water and sewerage infrastructure by 2015
- Halve the gap in Aboriginal employment outcomes within a decade
- Increase effective partnerships with Aboriginal communities by 2011

## RESULTS

### DOMESTIC VIOLENCE

Victims aged 0 to 17 years of domestic violence related assault and sexual assault by gender and Indigenous status

SOURCE: NSW BUREAU OF CRIME STATISTICS & RESEARCH. REF: KG10-8991



The rate of domestic violence related assault and sexual assault for Aboriginal children is over 2.5 times the rate for all NSW children.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the performance data and analysis of the above target and can confirm that it is true and accurate.  
DR DON WEATHERBURN, DIRECTOR, NSW BUREAU OF CRIME STATISTICS AND RESEARCH

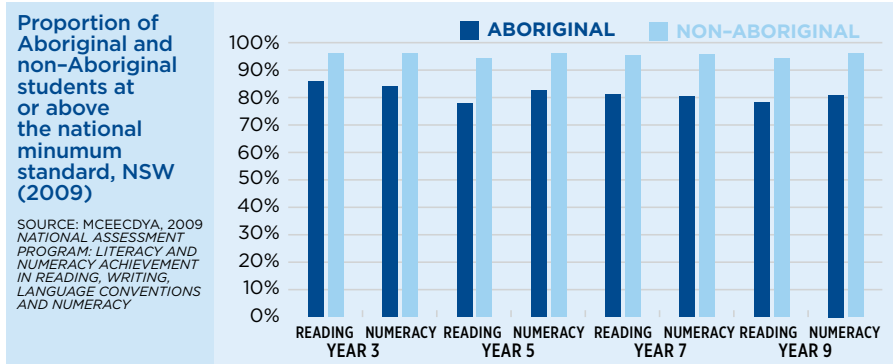
## EDUCATION

### Early Childhood Education

In 2009, 88.2% of Aboriginal children were enrolled in an early childhood program in NSW compared with 81.1% for all children in NSW.

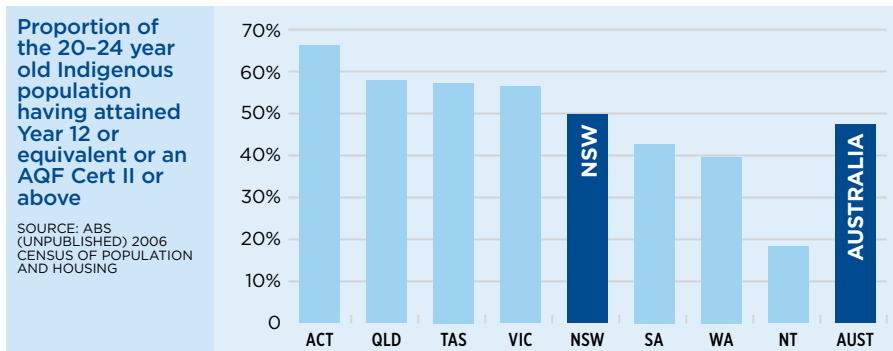
SOURCE: BILATERAL AGREEMENT ON ACHIEVING UNIVERSAL ACCESS TO EARLY CHILDHOOD EDUCATION

### Literacy and Numeracy



Literacy and numeracy results are improving. The gap between Aboriginal and non-Aboriginal students in NAPLAN results for 2009 ranged from 10 to 16 percentage points. Aboriginal students in NSW are consistently above the national average. This is particularly significant given the large number of Aboriginal children and young people in NSW.

### Year 12 Attainment



Approximately 50% of Aboriginal young people aged 20–24 years have achieved Year 12 or equivalent or Certificate II Level or above. This compares with approximately 84% of non-Aboriginal young people in the same age group. The rate is higher in major cities than in regional areas, and higher in regional areas than remote areas for both Aboriginal and non-Aboriginal populations. Lower attainment is most marked for Aboriginal young people in remote areas (37%) and very remote areas (20%).

## HEALTH

### Life Expectancy at Birth

Life expectancy at birth is improving. Aboriginal people in NSW have a better life expectancy rate than Aboriginal people in the rest of Australia, at 69.9 years compared to 67.2 years for men and 75 years compared to 72.9 years for women<sup>1</sup>. However, life expectancy at birth for Aboriginal males in NSW is estimated to be 8.8 years fewer than life expectancy for non-Aboriginal males (based on 2005–07 Australian Bureau of Statistics data). Life expectancy for Aboriginal females is estimated to be 7.5 years fewer than life expectancy for non-Aboriginal females (82.5 years).

SOURCE: ABS 3302.0.55.003 TABLE 1.1, MAY 2009

## KEY ACHIEVEMENTS

- Implementing the *Keep Them Safe* reforms to improve outcomes for Aboriginal families and reduce the number of children and young people entering care.
- As at 31 December 2009, 24% of families and 26% of children participating in Brighter Futures were of Aboriginal or Torres Strait Islander background.
- The Safe Families project is operating in five nominated communities in Far Western NSW to reduce Aboriginal child sexual assault. Safe Families is part of the NSW Government's response to the Aboriginal Child Sexual Assault Taskforce.
- An educational resource, *Speak Up*, was trialled in two Aboriginal communities to empower Aboriginal community members to recognise and report sexual abuse.
- We have increased employment and business opportunities through Government purchasing and construction programs. Last year, 222 apprentices were employed on Government-funded construction activities and contract work was awarded to 11 Aboriginal owned and operated construction companies.
- 11 Job Compacts have been established across NSW to work with the private sector to increase employment opportunities for Aboriginal people.

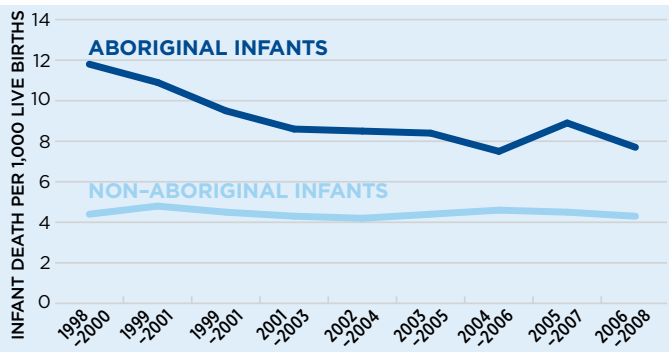
1. OVERCOMING INDIGENOUS DISADVANTAGE KEY INDICATORS 2009 REPORT (SEE TABLE 4.1.1–SECTION 4.7)

## Infant Mortality

### Infant mortality rate, NSW

SOURCE: AUSTRALIAN BUREAU OF STATISTICS DEATHS AUSTRALIA 2008, 35020D0017.

NOTE: AN INFANT DEATH IS THE DEATH OF A LIVE-BORN CHILD WHO DIES BEFORE REACHING HIS/HER FIRST BIRTHDAY. SOME 85% OF CHILD DEATHS AGED 0-4 YEARS OCCUR IN INFANTS AGED 0-1 YEAR.



The Aboriginal infant mortality rate has fallen by 35% since 1998-2000. During the same period the mortality rate for non Aboriginal infants was steady. Over 2006-2008 Aboriginal infant mortality in NSW was 7.7 per 1,000 live births, compared to 4.3 for non-Aboriginal infants.

## WATER AND SEWERAGE

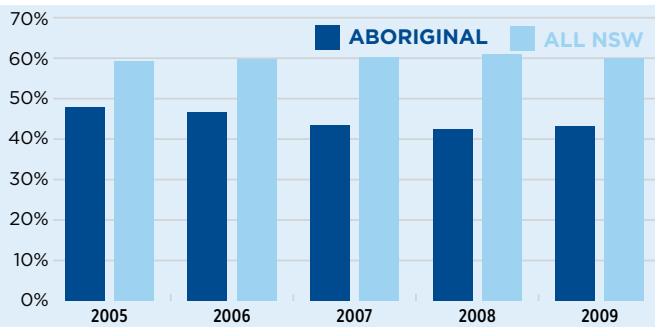
The NSW Government is working with the NSW Aboriginal Land Council and local communities to fix and upgrade water and sewerage infrastructure in over 60 Aboriginal communities.

Work has been completed in 24 communities (with a total population of more than 2,400 people). A further 21 communities have interim agreements in place with a local council or local water utility for the maintenance and repair of water and sewerage infrastructure. Two communities have a five-year Service Agreement in place. Backlog repairs and emergency maintenance have been completed or approved for over 20 communities and capital works have been approved for six communities.

## EMPLOYMENT

### Employment to working age population ratio Aboriginal and non-Aboriginal, NSW

SOURCE: ABS 62870—LABOUR FORCE CHARACTERISTICS OF ABORIGINAL AND TORRES STRAIT ISLANDER AUSTRALIANS. ADDITIONAL DATA IS AVAILABLE FOR 2008 AND 2009 AS WELL AS UPDATED DATA FOR PREVIOUS YEARS. THESE DATA ARE SUPPLIED IN THE SEPARATE COMMENTARY DOCUMENT. NOTE: STATE PLAN TARGET IS EXPRESSED IN TERMS OF EMPLOYMENT TO WORKING AGE POPULATION RATIO



The percentage of working age Aboriginal people who are employed has fallen from 47.9% in 2005 to 43.1% in 2009. During the same period the percentage of working age people in NSW who are employed has increased from 59.2% to 60%.

The representation of Aboriginal people in the NSW public service was 2.1% in 2008 (or an estimated 6,800 people employed). The new public service Aboriginal employment target is 2.6%, or an additional 2,229 people, by 2015.

## COMMUNITY WELLBEING

The Department of Human Services—Aboriginal Affairs NSW is working with 40 Partnership Communities to develop community governance bodies. All of the 40 Partnership Communities are establishing recognised community governance bodies.

To date, six community governance bodies have been recognised to lead the development of Community Action Plans that will form the basis of working in partnership with government.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Australian Bureau of Statistics (ABS) has checked that the ABS data used in the report accords with ABS published data.  
AUSTRALIAN BUREAU OF STATISTICS

# Increase employment and community participation for people with disabilities

Increased NSW Government investment over the past five years has resulted in 10,000 more families receiving support and 13,000 people with a disability receiving ongoing skill development and support to participate in the community.

## OUR TARGETS

Close the gap in the unemployment rate between people with a disability and the overall community by 50% by 2016

Increase the out-of-home participation rate of people with a severe or profound disability to at least 85%

## RESULTS

According to the most recent Australian Bureau of Statistics (ABS) survey, in 2003, 9% of people with a disability in NSW were unemployed, compared with a general unemployment rate of 6%. Nearly 82% of people with a disability participated in an activity away from home, less than the State Plan target of 85%.

The results of the next ABS survey results will be available in late 2010.

New day programs are providing adults with a disability who are not able to enter the workforce with more opportunities for community access. The Transition to Work program assists young people to develop skills that will help them enter the workforce or undertake study.

Currently 1,225 school leavers participate in the Transition to Work Program. Over 50% of people engaged in this program exit to employment and educational opportunities. A record 1,176 school leavers applied to enter a post school program in 2010, with 1,121 accepted into programs.

Since 2006 the number of young people engaged in the Community Participation Program has increased by more than 1,000.

## KEY ACHIEVEMENTS

- In December 2009, the NSW Government amended the Public Sector Management (Goods and Services) Regulation to enable all Government departments to purchase goods and services directly from registered businesses that mainly employ people with a disability, without the need for an open public tender.
- In March 2010 the peak body for disability employers, National Disability Services was granted \$440,000 to promote opportunities available under the new legislation over the next three years.
- The NSW Companion Card was introduced in 2009 to enable people with a significant and permanent disability, who require attendant care for the rest of their lives, to bring their carer with them free on public transport and to community activities and events that require paid admission. The NSW Companion Card enables over 6,000 people with significant and permanent disabilities to access public transport and many pay-for-entry events in the community with their carers.

# Reduce the number of NSW people who are homeless

Over 27,000 people in NSW are homeless. The NSW Government and Federal Government are increasing the provision of social housing by 6,330 homes over the next two years. This is an additional 3,000 homes that the NSW Government has funded, making this the largest single investment in social housing since World War II.

## OUR TARGETS

A 7% reduction in the overall level of homelessness in NSW by 2013

A 25% reduction in the number of people sleeping rough in NSW by 2013

A 33% reduction in the number of Aboriginal people that are homeless in NSW by 2013

## RESULTS

Rates of homelessness in NSW remained steady between 2001 and 2006. Data from the 2006 Census indicates that:

- Over 27,000 people in NSW are homeless or 42 people per 10,000
- 13% of these people were 'rough sleepers' or living in makeshift dwellings
- 7.2% of homeless people were Aboriginal or Torres Strait Islanders, compared to 2.2% of the total NSW population.

## KEY ACHIEVEMENTS

- The NSW Homelessness Action Plan was launched in August 2009. The Plan outlines the NSW Government's commitment to achieving a sustainable reduction in the rate of homelessness across NSW and identifies a significant number of initiatives designed to help deliver these reductions over a five year period. This includes projects funded under the National Partnership Agreement on Homelessness.
- In partnership with the Australian Government, NSW has committed to a substantial new investment into social housing. This is a critical component in the implementation of the Homelessness Action Plan. A key component of the NSW—Federal Government partnership has been the Nation Building Economic Stimulus Plan which resulted in the completion of 850 new social housing dwellings across NSW in 2009–10.
- Ten Regional Homelessness Action Plans have been developed across NSW, in consultation with regional communities. These will deliver the Homelessness Action Plan at a local level including a number of new initiatives to respond to agreed regional priorities.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

The Australian Bureau of Statistics (ABS) has checked that the ABS data used in the report accords with ABS published data.  
AUSTRALIAN BUREAU OF STATISTICS

# Increase volunteering

Almost a third of people in NSW are involved in formal volunteering with community and voluntary organisations. In each community, our volunteers run emergency services, support the vulnerable, and organise sporting, cultural and recreation activities, events and clubs.

## OUR TARGET

Increase the proportion of the total community involved in volunteering by 10% by 2016

## RESULTS

Almost 1.7 million people in NSW engage in formal volunteering with community and voluntary organisations. At least another million people are involved in informal volunteering helping out friends, relatives, neighbours and other members of the community.

It is estimated that volunteers contribute in excess of \$2.4 billion to the NSW economy through the 241 million hours of voluntary work.

The Australian Bureau of Statistics Volunteer Work Survey is conducted every five years. The next survey is due in 2011.

## KEY ACHIEVEMENTS

- Developed a NSW Volunteer Strategy that supports volunteers and increases voluntary participation across generations and communities.
- The *NSW Premier's Student Volunteering Awards* program encourages Year 9 and 10 students to volunteer. 300 schools have registered.
- The new Government Volunteering Web Portal, is linking regionally based volunteer centres, non-government organisations and government agencies making it easier to locate and recruit volunteers.
- Introduced a new award category 'Engaging with the Community', into the Premier's Public Sector Awards in 2009 to recognise the efforts of public servants who volunteer.

# Promote our parks

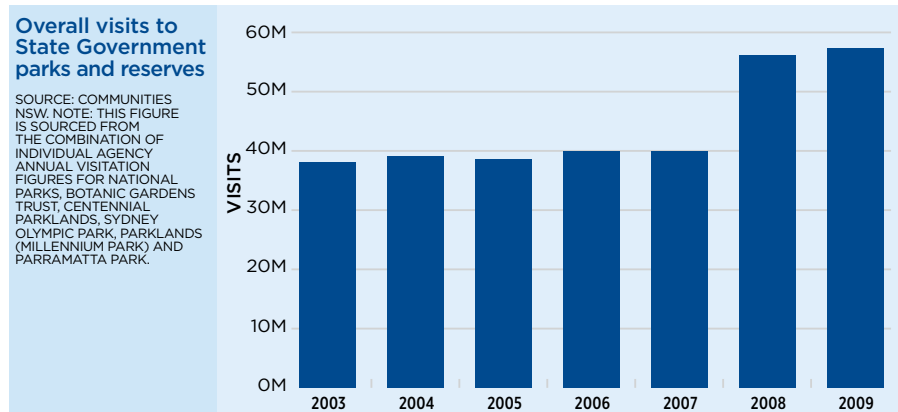
Last year more than 57 million visits were made to State, national and urban parklands. Demand for access to and use of urban parklands is strong and growing.

## OUR TARGET

Increase the number of visits to State Government parks by 20% by 2016

## RESULTS

In 2009 over 57 million people visited State, national and urban parks such as the Botanic Gardens, Centennial Park, Parramatta Park and Western Sydney Parklands. Over 640,000 patrons enjoyed major events hosted by parks and reserves agencies in the third quarter of the year alone. Improved visitor infrastructure, visitor programs, events and an expanded promotional program have led to significant increases in visitation to NSW national parks.



## KEY ACHIEVEMENTS

- Improved facilities and upgrades of Centennial Park and Parramatta Park.
- Greater use of Western Parklands as spaces for major recreation, cultural events, exercise and cultural learning.
- Improved facilities and upgrades of Western Sydney Parklands including new bicycle and pedestrian tracks and new recreation areas at Shale Hills and Bungarribee.
- Improved access to parks and reserves to facilitate more exhibitions, festivals, cultural and recreational events across NSW.
- Upgraded the system of walking tracks in Sydney Harbour, the Blue Mountains and Royal National Parks.
- Involved the community in revising the Sydney Harbour National Park Plan of Management to improve public access and enjoyment of the Harbour.
- Developed a five-year Marketing and Communication Plan for National Parks to guide marketing activity.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

Analysis of supplied non-ABS data and investigation of non-ABS published data sources were undertaken where appropriate to improve timeliness and alignment of data with published indicators and targets. In some cases, where data were supplied by individual departments, it was not possible to verify the data. AUSTRALIAN BUREAU OF STATISTICS

# Increase participation in recreational and sporting activities

Involvement in recreational and sporting activities is important for physical health, fitness and quality of life. We are on track to achieve our State Plan target with more than 2.6 million people participating in sport or physical activity three times a week.

## OUR TARGET

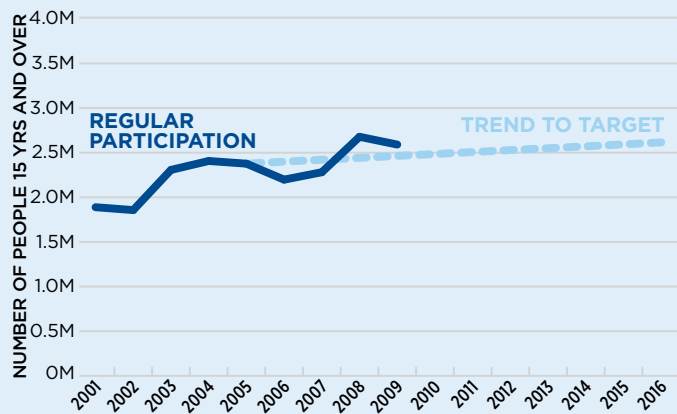
Increase the number of people participating in sporting activities and physical activity by 10% by 2016

## RESULTS

The State Plan includes a measure of regular participation in sport or physical activity. This measure has an increased focus on the health benefits for the community.

### Regular participation (three times a week) in sport and physical activity

SOURCE: EXERCISE, RECREATION AND SPORT SURVEY (ERASS), NEWSPOLL



- Expanded the role of Sport and Recreation Centres to allow for greater community participation.
- Increased the involvement of Aboriginal people in sport and recreation as participants, volunteers, coaches and officials by working with State sporting organisations, local communities, non-government organisations and local government.
- Supported increased participation and engagement of at risk, marginalised and under-represented groups in the community.
- Improved access to our waterways through the Better Boating funding.

In 2009, 2.6 million people aged 15 years and over participated regularly (three times per week) in a sport or physical activity down from 2.7 million in 2008. The trend for regular participation is good and we are on track to achieve our 2016 target.

## KEY ACHIEVEMENTS

- In 2009-10, 411 grants were provided to local government authorities and not-for-profit organisations to fund local sporting and recreational facilities across NSW.
- The NSW Government has supported participation in recreation and sporting activities by:
  - developed sport at the community level through Sport Accords with local councils and Clubs NSW
  - increased opportunities to share recreational resources with schools, local government, clubs and other bodies
  - attracted and retained volunteers in sport and recreation, including programs for committee members on good corporate governance, and accreditation for coaches and officials
  - increased the involvement of Aboriginal people in sport and recreation as participants, volunteers, coaches and officials by working with state sporting organisations, local communities, non-government organisations and local government
  - supported the increased participation and engagement of at risk, marginalised and under-represented groups in the community.

# Increase participation in the arts and cultural activity

Participation in the arts and cultural activity is another important aspect of quality of life for communities throughout the State. At least 83% of people attend cultural events and venues each year.

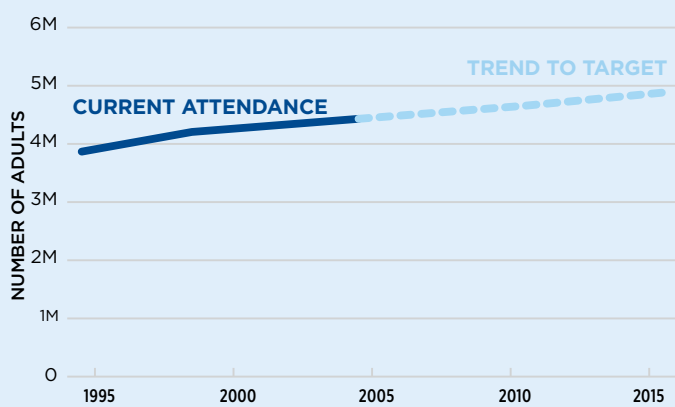
## OUR TARGET

Increase visitation and participation in arts and cultural activity by 10% by 2016

## RESULTS

### Attendance at cultural events in NSW

SOURCE: ATTENDANCE AT SELECTED CULTURAL VENUES AND EVENTS (ABS CAT. NO. 4114.0)



There has been a steady increase in attendance at cultural events in NSW between 1995 and 2006. Overall, 83% of people aged 15 years and over attended cultural events and venues during 2005-06. This data is based on an Australian Bureau of Statistics survey which is undertaken every four years. The next survey results are due in late 2010.

## KEY ACHIEVEMENTS

- Invested in our cultural institutions including better online access to collections and services and more exhibition partnerships with regional galleries and museums.
- Extended opportunities for disadvantaged students and schools in regional and urban NSW through the ConnectEd Arts partnership.
- Supported locally initiated arts and community partnerships. In 2010 over 300 arts organisations and individuals, with more than 460 projects across NSW, were supported through \$49 million of the Arts Funding Program.
- Invested in local film production to support the creation of high quality films, television and other screen activities.
- Arts NSW developed a NSW Aboriginal Arts and Cultural Strategy to strengthen the NSW Government's support for Aboriginal arts and culture. The Strategy is due to be released late 2010.
- Worked with our museums, galleries and theatres to give more children access to the broadest range of high quality creative experiences. In 2007-08 445,885 students attended organised activities at the State's cultural institutions.

## CARING FOR CHILDREN AND YOUNG PEOPLE

### We are supporting young people in NSW to succeed.

NSW school students are performing above the national average in literacy and numeracy. Over 86% of our young people are staying on in school to get their year 12 or an equivalent qualification to give them the best start to their adult life.

We are improving access to jobs and training for young people with unemployment rates falling to 10.7% in September 2010 from the high of 15.2% in March 2009. In the public sector alone 2,300 new apprenticeships were filled in 2009 and 2010 and almost 600 cadetships.

## DEVELOPING OPPORTUNITIES FOR WOMEN

### We are supporting women's participation in all aspects of economic and social life and implementing strategies to improve their safety.

A new NSW Women's Plan is being finalised which sets out our commitment to achieving justice and equality for women in NSW in relation to:

- education, work and care
- representation in public life
- violence prevention
- health.

Other recent actions include our initiatives to support women's participation in leadership positions, and our pay equity audit of the NSW public service.

These initiatives will ensure that men and women have equal opportunities to participate in public life, and that NSW is able to benefit from the full range of talent offered by our community.

## PLANNING FOR AN AGEING POPULATION

### We are supporting individuals, business and the community to actively plan and prepare for population change.

To create a prosperous and productive future for NSW we have:

- considered demographic change and the ageing population in all of our future planning, such as our Business Sector Growth Plan
- developed a strategy within the NSW Public Sector Workforce to respond to emerging skills shortages and the impact of an ageing workforce
- increased accessible public transport, including upgrading railway stations, and buses so there is easy/wheelchair access
- created new Medical Assessment Units, wards where specialist doctors, nurses and allied health professionals design and lead the care of older patients with chronic illnesses
- enhanced the wellbeing of older people and improved their participation in the community through Positive Ageing Grants Program.

## SUPPORTING PEOPLE OF ALL BACKGROUNDS

### NSW is proudly the most culturally diverse state in Australia.

Our diversity contributes to making NSW an exciting and vibrant place to live. We are working to provide opportunities for people with culturally and linguistically different backgrounds to participate fully with their communities, including:

- encouraging ethnic communities to participate in public life and decision making, for example the Premier's Roundtable with leaders of migrant communities and the 10 Regional Advisory Councils
- promoting co-operation and harmony with ethnic communities and between community groups with events such as the 2010 Youth Harmony Festival
- expanding the translating and interpreting service using modern technology to improve access to services
- increasing the number of multicultural case workers to welcome and integrate new migrants.



## KEEPING PEOPLE SAFE

NSW is getting safer. Record numbers of police officers and the targeting of crime 'hot spots' have seen the level of crime in NSW fall.

NSW is on track to meet our crime reduction targets with incidences of property crime falling by 18% since the target was set in 2006. Alcohol-related crime fell for the second consecutive year, reversing a significant trend of previous years.

To build safer communities, the NSW Government has targeted antisocial behaviour, including problems caused by graffiti, vandalism and dangerous or noisy drivers. Re-offending also remains a focus area with the rate of adult re-offending stable and the rate of juvenile re-offending increasing.

NSW Courts continue to perform efficiently, with NSW Local Courts outperforming the nation by maintaining the lowest backlog of criminal cases over the last five years.

# Reduce rates of crime, particularly violent crime

We are on track to meet our targets to reduce crime in NSW. Property crime in NSW has reduced by 18% and personal crime has reduced by 3% since the targets were set in 2006. Alcohol related crime has also fallen for the second consecutive year with an 11% reduction in the number assaults on licensed premises since 2008-09.

## OUR TARGETS

Reduce property crime by 15% by 2016

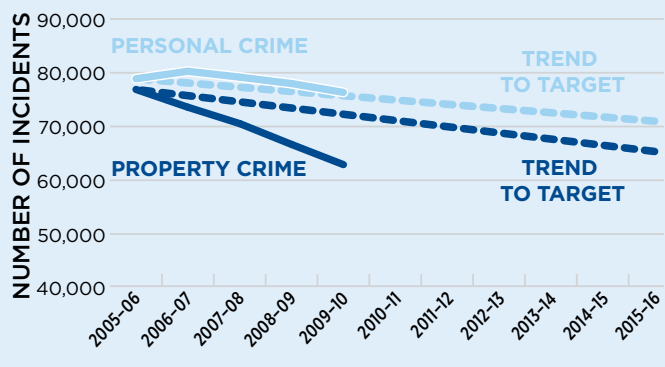
Reduce personal crime, particularly violent crime by 10% by 2016

Reduce alcohol related crime.

## RESULTS

### Personal and property crime, NSW

SOURCE: NSW BUREAU OF CRIME STATISTICS AND RESEARCH (JF10-9307)

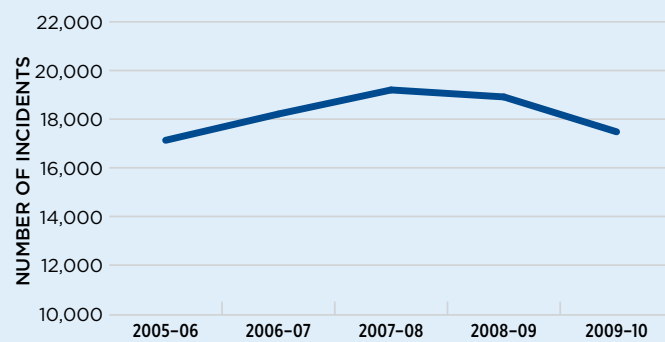


The target to reduce property crime in NSW by 15% by 2016 has already been met. Over the last year there have been 3,754 fewer incidents of property crime which includes 'break and enter' and motor vehicle theft.

Personal crime includes domestic violence, assault, sexual assault and robbery. During 2009-10 there were 1,651 fewer incidents of personal crime in NSW than in the previous year.

### Alcohol-related (non-domestic violence) assaults, NSW

SOURCE: NSW BUREAU OF CRIME STATISTICS AND RESEARCH (JF09-8389)



We are on track to meet our target to reduce alcohol-related crime with the number of assaults decreasing by 1,434 incidents over the last year. Over the last two years there has been an 11% fall in the number of assaults occurring on licensed premises in NSW.

## KEY ACHIEVEMENTS

- The NSW Police have worked with local communities through Crime Prevention Partnerships and Community Safety Precinct Committees to target hotspots and reduce local crime.
- Police targeted alcohol-related crime, street level drug activity, hoon driving and traffic offences through high visibility policing operations. Over the year these operations resulted in 14,249 arrests, and the issue of 43,323 infringement notices.
- To help enforce the responsible service of alcohol the number of inspections of 'at risk' licensed premises increased from 136,338 in 2008-09 to 145,367 in 2009-10.
- Support for victims of domestic violence has been improved with a new Code of Practice for the NSW Police to improve investigation of a domestic and family violence.
- Established an expert panel chaired by the State Coroner to review incidences of domestic violence related deaths. The panel makes recommendations about improvements to help prevent domestic violence.
- Released of the \$50 million NSW Domestic and Family Violence Action Plan—Stop the Violence, End the Silence.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the performance data and analysis of the above priority and can confirm that it is true and accurate.  
DR DON WEATHERBURN, DIRECTOR OF THE BUREAU OF CRIME STATISTICS AND RESEARCH

# Reduce levels of antisocial behaviour

The perceived problem with graffiti and other antisocial behaviour—dangerous driving, gangs and public drunkenness—has stabilised over the last year.

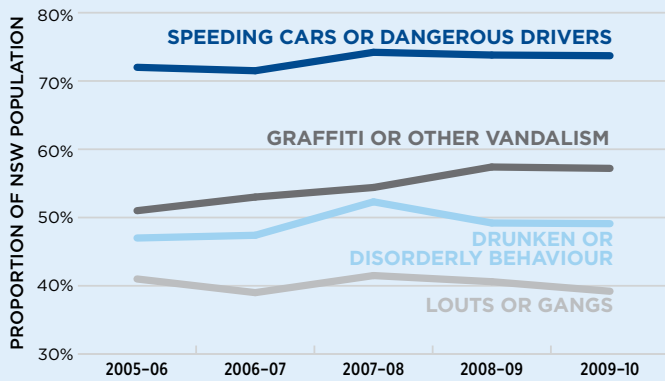
## OUR TARGET

Reduce the proportion of the NSW population who perceive problems with louts, public drunkenness, noisy neighbours, vandalism and hoon driving.

## RESULTS

### Perceived problems with antisocial behaviour, NSW

SOURCE: NATIONAL SURVEY OF COMMUNITY SATISFACTION WITH POLICING



Perceived problems with antisocial behaviour have remained stable between 2008-09 and 2009-10, with 57% of the NSW community found to perceive problems with graffiti or other vandalism.

## KEY ACHIEVEMENTS

- High visibility policing operations were conducted throughout the state targeting antisocial behaviour, graffiti and vandalism.
- Demonstrable improvements in patron behaviour at large coordinated events following Police enforcement of the sale, supply and consumption of alcohol across NSW.
- Special operations to reduce antisocial behaviour at transport interchanges and new secure taxi ranks at Parramatta Station and George St, Sydney.
- NSW Police conducted 15 State-wide traffic enforcement operations during 2009-10 targeting impaired driving, excessive speed and fatigue. Collectively, these operations resulted in 1,359,511 breath tests and legal action being taken in 4,192 instances. 112,016 penalty notices were issued.
- Random drug testing operations resulted in 28,705 drug tests and 510 positive results returned at the roadside.

# Reduce re-offending

The rate of adult re-offending has remained stable since 2004-05. The rate of juvenile re-offending has increased and remains a focus area for action.

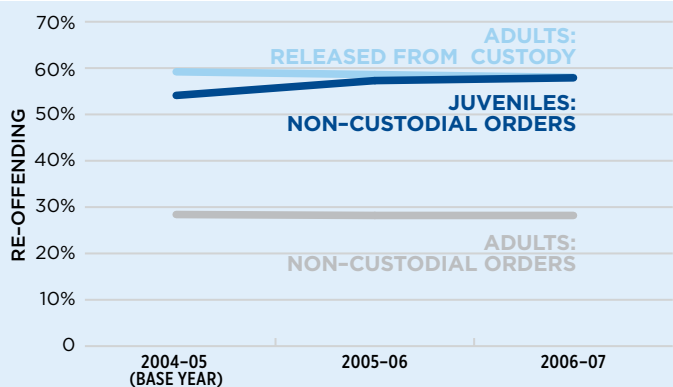
## OUR TARGET

Reduce the proportion of offenders who re-offend within 24 months by 10% by 2016

## RESULTS

### Re-offending within 24 months, NSW, 2006-2007

SOURCE: NSW BUREAU OF CRIME STATISTICS AND RESEARCH (MA110-8569)



The rate of adult re-offending has remained steady for both custodial and non-custodial orders.

The Bureau of Crime Statistics and Research uses a predictive model, GRAM, to determine the effectiveness of programs to reduce re-offending. A predicted rate of re-offending is determined based on the characteristics of the offenders and this is then compared with the actual or observed rate of re-offending.

For adults the rate predicted rate of re-offending for 2006-07 is very close to the observed rate. In the case of juveniles, re-offending has increased with the observed rate of re-offending 3.3 percentage points higher than the predicted rate.

## KEY ACHIEVEMENTS

Programs to reduce adult re-offending:

- 274 people were referred to the Court Referral of Eligible Defendants into Treatment (CREDIT) program. The trial program aims to reduce re-offending by referring defendants to available services and programs to address factors that are directly as well as indirectly related to their offending behaviour. This includes referral to drug treatment, education, training or accommodation.
- The Connections Project, which provides pre-release assessment and care planning and post-release support to adults in custody in NSW who have a history of drug use, is showing early positive results. A follow-up of participants in the program who were released from custody in 2008-09 found that 80% of those who remained in the community at 12 months had not returned to custody at 24 months.

- Finding stable accommodation can be a significant factor affecting re-offending. Community Offender Support Program Centres provide interim accommodation and case management for up to six months for offenders. As at June 2010, there were six centres which had provided support for 492 offenders. Capacity will be increased next year with new centres planned for Dubbo, Wagga Wagga and Broken Hill.

Programs to reduce juvenile re-offending:

- The Intensive Supervision Program has been proven to significantly reduce the severity and frequency of juvenile re-offending behaviour. Juvenile Justice is delivering the Intensive Supervision Program to families in Western Sydney and Newcastle. As part of the program, teams of professionals look at the factors associated with juvenile re-offending, including substance abuse, unstable housing, community disadvantage, family conflict, negative peer pressure and financial instability. As at 30 June, 95 percent of families participating in the program had completed it successfully.
- The Joint Tenancy Assistance Program (JTAP) is an 11 year partnership between Government and community housing providers, where young people aged 16 to 18 years old are placed into accommodation and supported to live independently. JTAP has seen 45 young people progress through the program.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have reviewed the performance data and analysis of the above priority and can confirm that it is true and accurate.  
DR DON WEATHERBURN, DIRECTOR OF THE BUREAU OF CRIME STATISTICS AND RESEARCH

# Improve the efficiency of the courts system

NSW Local Courts, which handle more than 90% of the state's court cases, have maintained the lowest backlog of criminal cases over six months old in Australia for five consecutive years.

## OUR TARGETS

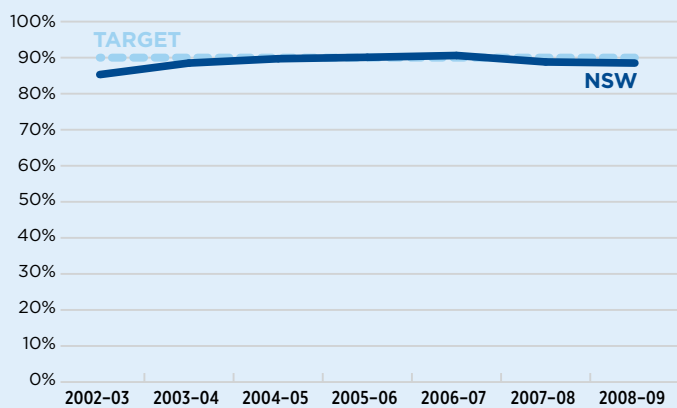
In the Local Court: 90% of pending criminal matters will be less than six months old

In the District Court: 75% of pending civil matters will be less than 12 months old

## RESULTS

Proportion of pending criminal cases in the local court that are less than 6 months old

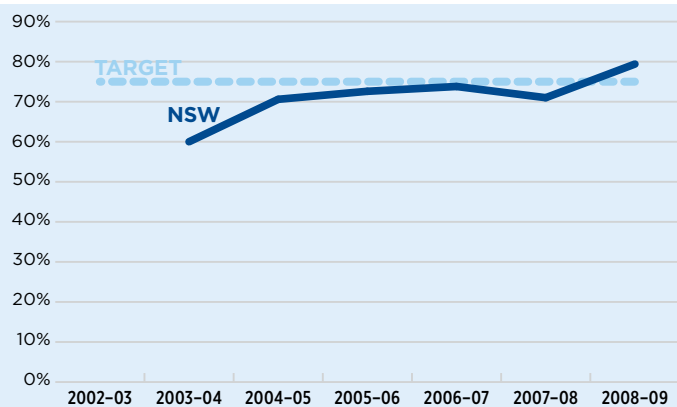
SOURCE: REPORT ON GOVERNMENT SERVICES 2008 AND 2010



In 2008-09 88.5% of pending criminal cases were less than six months old, the best performance in Australia and just below the 90% target.

Proportion of pending district cases that are less than 12 months old

SOURCE: REPORT ON GOVERNMENT SERVICES 2008 AND 2010



In 2008-09, 79% of pending civil cases were less than 12 months old, up from 71% last year and above the 75% target.

## KEY ACHIEVEMENTS

- NSW Community Justice Centres provide free mediation and conflict management services to help people resolve disputes outside of court. In 2009-10, these centres handled almost 5000 disputes (up from 3000 last year) and conducted a total of 1725 mediations (up from 1612 year). In 2009-10 81% of mediation ended in agreement (up from 79% in 2008-09).
- Video conferencing has been installed at over 200 courts, prisons, juvenile justice centres and Legal Aid offices across the state. In 2009-10 there were over 56,000 court sessions using the technology, an over 100% increase in the last five years.
- In April 2010 the NSW Government established the *Victims Access Line*. Victims of crime can call the Access Line and receive confidential advice and support from trained officers who specialise in working with victims.
- JusticeLink is one of the first integrated, multi-jurisdictional case management systems in the common law world. JusticeLink was rolled out to all NSW courts for criminal matters in November 2009. The rollout for civil matters in the Supreme, District and Local Courts was completed in June 2010.
- JusticeLink is also being used by law firms to 'e-file' motions and evidence, enabling parties in litigation to access information more easily. The e-filing system became available in the District and Local Courts in May 2010.

## INDEPENDENT VERIFICATION OF PERFORMANCE DATA

I have confirmed that the data presented in this target is consistent with published data.

DR DON WEATHERBURN, DIRECTOR OF THE BUREAU OF CRIME STATISTICS AND RESEARCH