Recognising individual and organisational excellence in public service
MESSAGE FROM THE PRESIDENT

I am delighted to welcome you to the Institute of Public Administration Australia WA 2017 Achievement Awards.

Established in 2012, the Achievement Awards recognise and reward excellence, celebrate the achievements and share in the successes of public administrators throughout Western Australia.

The Awards recognise both individual and organisational achievement, across a number of areas. This year, we received many strong nominations across the award categories. I continue to be impressed by the great work being done by dedicated public servants right across our State.

The judging process has been rigorous and like our W.S. Lonnie Awards for Excellence in Annual Reports, these Awards have now become an annual event to which many in the public service aspire. I encourage you to nominate suitable individuals and organisations for the Awards in 2018 and wish you and your organisation every success.

Sven Bluemmel
President, IPAA WA
Chair Judging Panel
Mr Sven Bluemmel, IPAA WA President - Welcome and Judges’ Overview
Eureka Quartet - Performance

Main Course

Presentation of Achievement Awards

Award for Best Practice in Collaboration Between Government and Non-Government Organisations
Award for Best Practice in Collaboration Across Government Agencies
Leader of the Year Working within a Division/ Team / Organisation
Department of Fisheries Award Policy Practitioner of the Year
Information Technology Practitioner of the Year
Human Resource Management Practitioner of the Year
Department of Health Award Best Practice in Health and Wellbeing
Business News Award Innovation in the Not-for-Profit Sector
IPAA National Fellowship (FIPAA) Presentation

Dessert

Presentation of Achievement Awards

Department of Finance Award Finance Practitioner of the Year
Young Leader of the Year
Hyatt Regency Perth Award Leader of the Year in the Not-for-Profit Sector
Murdoch University Award Leader of the Year in State or Federal Government
IPAA WA Patron’s Award
**Individual Awards**

**IPAA WA Patron’s Award**
The highest accolade in public administration in WA awarded to an individual who has made a significant contribution to the State.

**Leader of The Year (5 Awards)**
The winners of these awards will have clearly demonstrated leadership qualities. They will be respected and demonstrate excellence in leading a team to meet designated objectives and outcomes in the interests of public service.

**Murdoch University Leader of the Year Working in State or Federal Government**

**Hyatt Regency Perth Leader of the Year Working in the Not-for-Profit Sector**

**Leader of the Year working within a Division / Team / Organisation**

**Leader of the Year in Local Government**

**Young Leader of the Year**
The winner of this award will have emerging leadership qualities, a thirst for knowledge and a commitment to learning. Making a difference by demonstrating best practice in the public service.
**Best Practitioner in the Public Service (4 Awards)**
The winner of each of these awards will be working at manager level or higher. They will be a respected practitioner and demonstrate excellence in high achievement in their field of expertise.

**Human Resource Management Practitioner of the Year**

*Sponsorship Available*

**Department of Fisheries, Policy Practitioner of the Year**

![Government of Western Australia Department of Fisheries](image)

**Information Technology Practitioner of the Year**

*Sponsorship Available*

**Department of Finance, Finance Practitioner of the Year**

![Government of Western Australia Department of Finance](image)

Support the achievements of the public sector by sponsoring an IPAA WA Achievement Award - Ph 9360 1400 for more information.
Ms Carolyn Anti  
*Office of the Auditor General for WA*

We believe that Carolyn’s work on the PPMP project and the negotiations she has concluded will advantage any other public sector entity choosing Aurion as their HRMS provider.

Ms Philippa Beamish-Burton  
*Department for Child Protection and Family Support*

Philippa was appointed as a graduate accountant in October 2005. Her exceptional capabilities, along with her technical financial management and budgetary expertise saw her quickly promoted through the ranks, culminating in her appointment to Chief Finance Officer for the Department in July 2014. From graduate accountant to CFO in less than 10 years is a remarkable achievement for any accountant. Child protection is one of the most complex and challenging areas of work in the human services industry and the public sector and Philippa’s work has positioned the Department to continue to deliver effective services that enable children and young people to have better life outcomes. Philippa’s dedication, expertise and utmost professionalism is outstanding in all that she does.

Mr Richard Bean  
*Department of Local Government and Communities*

Richard Bean is Manager ICT Business Systems in the Department of Local Government and Communities, an agency with seven different portfolio responsibilities and hundreds of thousands of clients throughout the State. Richard has been instrumental in leading the department’s transition into a client-focussed digital services environment. He has been responsible for the department’s adoption of Agile software development and use of DevOps tools to enhance its provision of information to the public and to streamline its internal business processes. Richard co-led the development of the Premier’s Award-winning MyCouncil website that has facilitated greater local government transparency and accountability. He is leading the department’s adoption of Sharepoint-based collaborative work practices and migration from paper-based to fully online administrative processes. Richard was also instrumental in developing a new community funding management system and a new WA Seniors Card online portal, and has been proactive in sharing the department’s work with other agencies.

Ms Nicole Bennett  
*North Metropolitan Health Service*

Nicole has over 25 years’ experience in the public sector, of which 18 years have been in leadership and management, setting the foundation for her extensive knowledge and understanding of WA Health, both the Department of Health and Health Service Providers. Over the last five years, Nicole has delivered key state-wide projects to improve public administration within WA Health. Between 2015
and 2016, in her role Director, Reform Office Purchasing and System Performance, she lead a team of 10 to develop the revised Outcome Based Management Framework, the Cost Centre Framework and ensured excellent committee governance and secretariat for 13 Reform Project Executive Committees within seven of 15 WA Health Reform Program state-wide projects. Altogether, these projects will improve the transparency and accountability of how WA Health describes, budgets, funds and reports performance of service delivery to improve safe and quality healthcare for Western Australians.

**Ms Sandra Eckert**
*Department of Lands*

Sandra was appointed as General Counsel of the Department of Lands in 2010 having now had a legal career spanning 30 years in private practice and in house Government legal positions. Sandra, in her role as General Counsel is responsible for managing a Legal Services division comprising 9 lawyers and one legal secretary. She is currently working almost exclusively leading the Department’s extensive legislative program in amending the Land Administration Act 1997 as well as undertaking high level strategic policy initiatives for the Department. Sandra’s expertise is sought internally and externally within Government to provide high level legal and policy guidance in relation to tenure for major State government proposals such as the Heads of Agreement she drafted for Anzac House recently. As a member of the Department’s Strategic Policy Corporate Executive her ability to strategically consider and provide solutions is greatly appreciated by the Director General and colleagues.

**Mr David Etherton**
*VenuesWest*

David acts with clarity of purpose, consistency and transparency. As a result, VenuesWest’s clear strategic direction and intent can be felt in its interactions and stakeholders have provided overwhelming feedback to this effect. David embodies the characteristics of an adaptive leader, his capacity to mobilise people to tackle tough challenges and thrive has been demonstrated numerous times during his tenure as CEO. His capacity to look at long term solutions, rather than quick fixes has ensured that strategic growth and change has been embraced by customers and employees alike. David’s leadership style ensures that he builds trust with those he is working with. Evidence of this has been the significant growth of the portfolio from four venues to thirteen venues during his tenure as CEO and multiple transitions of complex business including the management of catering, Perth Motorplex and nib Stadium, ensuring continuity of operations for stakeholders and customers.
Dr Dan Gaughan  
*Department of Fisheries*

The Western Australian government’s Marine Stewardship Council (MSC) certification initiative aimed to independently check the sustainability credentials of WA fisheries. Initial preparation for pre-assessment of all the state’s fisheries against the MSC standard for sustainable fisheries made it clear why the MSC standard is recognized as the gold standard in certification; the assessment criteria were found to be onerous and highly detailed – it became apparent that this initiative was even more ambitious than anticipated. Preparation for MSC assessments of target fish stocks and the complex array of other elements that form marine ecosystems was therefore extremely challenging, and to many quite frightening. Dr Dan Gaughan’s lead role in encouraging and empowering his Departmental colleagues and industry members to actively participate in the challenge to address the MSC criteria and to recognize the potential benefits has been a critical part of the success of this groundbreaking initiative.

Mr Luke Gibson  
*City of Gosnells*

There are currently many challenges facing those working in the planning profession. These include facilitating infill development, delivering transit oriented development and establishing the framework for affordable housing to name but three. Luke Gibson has worked to address these challenges with enthusiasm and competence. He consistently demonstrates innovation and creativity in his approach to planning within the City of Gosnells. His outstanding leadership and management style encourages further innovation from his team members and together they have overcome problems which have allowed quality development to progress within the City. Luke is an excellent advocate for the City whose outstanding communication and negotiation skills have enhanced the City’s relationship with its stakeholders, in particular with State Government agencies and developers.

Ms Rebecca Hamilton  
*Department of Corrective Services*

Rebecca Hamilton has led the strategic policy of the corrections reform agenda within WA Corrective Services for the past three years. During this time Rebecca has consistently advocated for the offender, in an environment where they are often the most silent, and the demand for tough justice prevails. Reform across Government is not easy and requires a certain type of leader to drive change. Rebecca has been at the centre of this reform agenda. Within this context Rebecca implemented changes that focused on the rehabilitation of the offender while achieving public value in services delivered.

Mr Terry Hill  
*Pilbara Development Commission*

The Commission staff from Directors, Project Officers, to administration collectively nominate Terry Hill, CEO of the Commission as Leader of the Year in State or Federal Government, for the excellent results he has achieved for the agency, as well as for the Pilbara under his effective and authentic leadership.
Ms Susan Hunt PSM  
_Zoological Parks Authority_  
Susan has been the CEO of Perth Zoo since 2004. During this time, the Zoo has experienced strong growth in commercial revenue and achieved and maintained its highest public approval levels. Susan has been the driving force behind the transformation of the Zoo from a ‘recreation facility’ to that of a wildlife conservation organisation. Her passion for wildlife conservation has extended to the regional sphere through her membership of the committees and the Board of the Zoo and Aquarium Zoo Association (ZAA Australasia), and to the global sphere through her membership of the committees and the Board of the World Association of Zoos and Aquariums (WAZA). Since October 2015, Susan has been the President of WAZA.

Ms Fiona Knobel  
_Department of Transport_  
Fiona Knobel has used her strategic leadership and thinking to transform her directorate, People and Organisational Development (POD), beyond the traditional HR role and into a strategic business partner for DoT Business Units and Directorates. Fiona has set clear direction for our people and our broader organisation, set clear standards around conduct and ethics and communicates those using fresh approaches. She has engaged our people to bring them on the cultural development journey, has a genuine interest and care for the wellbeing of our people and delivers a flexible working environment that meets the governance requirement of Government. Fiona actively collaborates across the portfolio and WA State Government on strategic HR matters, sharing best practice knowledge and expertise.

Ms Kerry Laszig  
_Department of Environment Regulation_  
Kerry leads the Department of Environment Regulation’s Environmental Sciences area and has displayed excellence in her leadership of the development of State-level response to the emerging contaminants Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS), both within the Department and in collaboration with other State and Commonwealth government departments. Kerry is also leading regulation of PFAS-contaminated sites (in Western Australian State jurisdiction) under relevant legislation, ensuring an appropriate yet cost effective response to this emerging contaminant. Importantly, whilst other Australian jurisdictions were generally without published guidance on PFAS contamination, Western Australia has maintained a proportionate and responsive leadership position and provided increased confidence to the community, industry and Government.

Ms Dominique Mecoy  
_Metropolitan Cemeteries Board_  
With over 20 years working for both Federal and State Government agencies, Dominique has a diverse range of experience spanning elite sport, science, food industry development, zoos and the cemetery industry. She has consistently generated excellent results in building relationships with government, industry, non-government organisations and individuals to deliver value to the community. She
has achieved positive commercial outcomes within government frameworks, delivering the highest standards of customer service. Having operated successfully at senior levels in both policy focused and operational agencies, she has a strong commitment to ensuring that decisions made at the strategic level are made with informed consideration of the impact upon service delivery. Her strong communication skills make her a persuasive negotiator, engaging advocate with a demonstrated ability to build strong relationships. She is a passionate public servant with a demonstrated commitment to creating a positive and enduring impact upon the WA Community.

Mrs Georgie Monkhouse  
*City of Wanneroo*

Georgie started work at the City in February 2013 and was immediately faced with the challenges of a growing organisation. As the HR Manager in one of the fastest growing local governments Georgie has played a leading role in supporting the Chief Executive Officer with a systematic transition from semirural Council to a vibrant professional local authority by employing a series of interlinking projects and initiatives. With her enthusiasm, professional empathy and determination she gradually rebuilt her HR team, developed contemporary policies & systems, improved the organisations culture, developed leadership programs and industrial strategies. Her perseverance has seen the organisation finalise 4 Enterprise Agreements. Georgie is always professional, enthusiastic, passionate HR provider and is a trusted advisor to the Chief Executive Officer, Executives and Managers at the City.

Mr Michael Pascoe  
*Department of Education*

The Department of Education has implemented reform and innovation in the following areas;
- Independent Public Schools Initiative
- Student-centred Funding model – linking funding with student need
The key to a successful reform is supporting innovation and improvement. The nominee has been responsible for leading the implementation of enterprise application including a business intelligence (BI) platform and enterprise performance management (EPM).

Ms Angie Paskevicius  
*Holyoake*

Angie Paskevicius is an inspiring, visionary and dynamic leader. Everything she does is driven by her desire to improve services to empower people in the community. Among the many examples of Angie’s visionary leadership is the transformation of DRUMBEAT® into a globally successful social enterprise. This innovative program which was developed by Holyoake in Western Australia is now achieving positive outcomes around the world. Independent research, evaluations and peer reviewed journal studies have highlighted the immense power of this program. Angie’s philosophy on leading and managing people is based on an
orchestra. Much like the conductor, she has chosen a team carefully and brings the best out of each person to create a harmony that delivers effective outcomes to individuals and the community. As a result of her astute leadership, Holyoake’s annual turnover has increased by over 300%, is financially sustainable and achieves better social outcomes.

**Mr Warren Pearce**  
*Local Government Professionals WA*

Warren has been the Chief Executive Officer of Local Government Managers Australia WA for the last three years. In this time he has demonstrated excellence in a wide range of areas, driving forward our Association, increasing the range of services to members, and providing excellent representation for local government officers. He has also demonstrated his ability to develop policy for our members and for the local government sector and has made numerous well researched and high quality representative submissions to Government on behalf of members. Warren is determined to help local governments improve their performance and to promote best practice in the sector.

**Ms Caroline Preuss**  
*The Perth Mint*

Caroline has been an invaluable asset to our organisation throughout the previous 12 months. Caroline brings a unique perspective and diversity of thought to the opportunities and challenges we face as the State’s only for profit government trading enterprise. Caroline is a role model for other up and coming female leaders within the Corporation, demonstrating an ability to tackle complex issues and projects that will make a significant difference to our business going forward, and enable us to achieve our vision of being a global leader in the precious metals business.

**Ms Carol Pulford**  
*WA Police*

Carol Pulford is an extremely motivated and driven individual. Her work with Operation Blue Santa knows no bounds and her tireless efforts to support victims of domestic violence and work within the community is something to be admired.

**Mr Tony Richman**  
*Department of Lands*

Tony has many qualities that define him as a highly respected policy practitioner. First among them is his dedication to finding solutions to issues and his strong commitment to both his direct team and colleagues in developing and implementation those solutions. His ethos is collaboration and the optimum benefit for all parties, always seeking the best outcome for the State.

**Ms Karen Roberts**  
*Department of Fire and Emergency Services*

Appointed to the DFES senior executive service role of Director Human Resources in February 2010, Karen Roberts is responsible for the delivery and ongoing strategic management of DFES’ HR functions. Karen’s role is critical in ensuring HR services
are available and delivered to approximately 29,000 volunteers, 1,200 career firefighters and 300 corporate and technical staff across all corners of WA who support and provide critical fire and emergency services on a 24/7 basis.

Karen’s record of achievements include (but is not limited to) innovation in recruitment and diversity through the Aboriginal firefighter cadetship program; implementation of reforms in DFES’ workers compensation and injury management (WCIM) systems; development of a 10 year volunteer sustainability strategy; and the elevation of mental health training and awareness as an important organisation-wide initiative. She inspires a sense of purpose and direction among her peers and colleagues in a complex environment. Karen is highly regarded by the DFES leadership team as well as her peers for not only her innovative approach to addressing complex and challenging workforce issues but her capacity and willingness to share her knowledge for the benefit of the community. Ms Karen Roberts was shortlisted for two Awards.

Mr Andrew Sanders
Department of Fire and Emergency Services (Office of Emergency Management)

Andrew Sanders is a fourth generation Western Australian. He is married with two young children. Originally a geologist, Andrew changed career in the early 2000’s to become CEO of one of Singapore’s largest national sports federations.

He joined the Office of Emergency Management in 2012 and has been the driving force behind delivering on the agency’s strategic goals. His current position is Director - Risk, Capability and Regional Services. We (his staff) wanted to interview Andrew to find out more about his management philosophy. Hence what is described in this application is not only a reflection of what his staff thinks of him, but also on how he himself describes his leadership style. Unfortunately this meant we were unable to keep this nomination a secret from him! Andrew has amazing attributes as a leader and human being. His team thinks the whole WA community should know about it!

Ms Tanya Steinbeck
Housing Authority of WA

When Tanya Steinbeck joined the Housing Authority in 2014, she brought not only a wealth of relevant experience from senior roles in the private property sector, but also a varied and dedicated background as an executive coach and trainer. At the Authority, Tanya has risen in seniority from her first role as Manager, Strategic Communications to her present role of Director, Social Housing Investment Package (SHIP). Tanya and her team are responsible for delivering SHIP, a $564 million investment in housing for vulnerable members of our community. SHIP is on track to reaching its targets through a strategic mix of construction, acquisition and leasing. Tanya has also led a campaign to shape positive community attitudes toward social housing and those who use it. Passionate about coaching and mentoring, she participates in a formal mentoring program at Housing. Tanya also incorporates informal mentoring into her everyday working life.
Mr Arun Thavasi
Pilbara Ports Authority
Arun Thavasi is the Information and Communications Technology (ICT) Manager at Pilbara Ports Authority. Arun was responsible for leading the preparation and execution of the successful integration of ICT infrastructure, systems and technologies of two of the world’s largest bulk export ports, Dampier and Port Hedland in the Pilbara region.

Mr Christian Thompson
Department of Transport
As the Executive Director for the Business Information and Systems (BIS), Christian Thompson has provided strategic leadership, direction and technical advice to critical areas of the Department of Transport (DOT). He has focused IT resources to enable the organisation to develop customer focused systems and services and provide more choice, flexibility and security to enhance our customers’ experience when interacting with DoT. He has repositioned his directorate to become a strategic business partner to DoT’s disparate business units, the Transport portfolio and across WA to ensure key information technology related business outcomes are achieved. Christian has also developed processes that ensure good Governance and prioritisation that is consistent with Government objectives. He is a value driven person and a team player who builds trust and is always working to ensure better outcome for WA citizens.

Mr Ross Wortham
Youth Affairs Council of Western Australia
Ross Wortham is currently the CEO of the Youth Affairs Council of Western Australia (YACWA), which is WA’s peak body representing young people and the sector that supports young people in WA. Ross is well known in the youth sector and throughout many government departments for being a strong advocate, fighting for human rights, equality and social justice for all young people. Ross has been nominated as Leader of the Year for his significant impact across the government and non-profit sector. Ross has been instrumental in leading initiatives to support at-risk communities, and has actively worked to change the story around some of the state’s most vulnerable and voiceless children and young people.

*All above text supplied by nominator in Award submissions.*
Organisational Awards

Best Practice in Collaboration (2 Awards)
The award will go to a project or an ongoing practice that demonstrates high level collaboration and coordination across organisations to meet a priority objective in the delivery of service to the community.

Best Practice in Collaboration Between Government and Non-Government Organisations

Best Practice in Collaboration Across Government Agencies

Business News Innovation in the Not-for-Profit Sector
The winning organisation of this award will demonstrate the implementation and use of innovative practices and approaches to meet community and public service objectives.

Organisation Demonstrating Best Practice (2 Awards)
Excellence in demonstration and delivery of programs, policies and approaches in public values in corporate citizenry, social responsibility and welfare of staff are the two foci of these two awards. Organisations must demonstrate ongoing delivery and commitment in these areas.

Department of Health Best Practice in Health and Wellbeing

Best Practice in Corporate Social Values

Support the achievements of the public sector by sponsoring an award. Ph 9360 1400
Organisational Awards Shortlist

City of Cockburn; Curtin University

Cockburn Health & Community

The Cockburn Health & Community (CHC) complex was built to help address a major public health issue in the Cockburn area of Perth’s southwest metropolitan region. Here, rising levels of obesity and a lack of effective intervention programs were an increasing concern for health-care professionals and the community. Led by the City of Cockburn, the CHC project was accomplished through the implementation of a tailored partnership model and the formation of exemplary strategic partnerships. The keystone of CHC is Cockburn Integrated Health and its comprehensive range of medical and health services. CHC also hosts several support organisations, including a Multicultural Centre, a new regional library, and Medicare and Centrelink Human Services agencies. Overall, the success of the CHC development is enabling the City of Cockburn to help meet the health and support services needs of its local community, and facilitate an improvement in community health and wellbeing.

City of Rockingham


The City of Rockingham has launched a new, secure online portal to make it quicker and easier for community members and organisations to keep in touch with the City. Called Rock Port®, the portal will enable residents and ratepayers to connect and engage with the City anywhere, anytime using any PC, tablet or mobile device. The City is leading the way in local government with Rock Port®, a community portal that is fully integrated with the City’s information systems network. Rock Port® also introduces the Happiness Index - designed in-house to measure how happy community members are with living in Rockingham. This innovative tool is a first for local government. Rock Port® provides the user with a simple, yet very effective way of connecting with the City, securely, anywhere, any place and any time - new technology that will pave the way for other local governments to follow.

Department of Agriculture and Food, WA

Exercise APOLLO

In May 2016, the Department of Agriculture and Food, Western Australia (DAFWA) hosted Exercise APOLLO – the largest cross-agency biosecurity emergency preparedness exercise ever held in WA. APOLLO involved about 180 participants from industry, government and the community from across Australia converging on Bunbury and working together over three days on a simulated outbreak of foot and mouth disease (FMD) in WA. The aim was to improve industry and government collaborative preparedness to respond to an emergency animal or plant pest or disease incursion, and in turn protect the state’s multi-billion dollar agriculture and food sector and Western Australian community. Exercise APOLLO was 12 months in the planning with close collaboration between DAFWA, industry, national and state agencies and community partners. The exercise was recognised nationally as a success, providing DAFWA, industry and other agencies with a platform to further build and enhance their emergency response capability, capacity and preparedness.
Department of Commerce, Energy Safety Division

*eNotice*

Each year in WA, gasfitters and electrical contractors submit more than 400,000 compliance Notices to gas suppliers, network operators and customers to certify that gas and electrical installation work is complete, safe and ready for connection to the energy supply. For years, this process has been largely paper based and very labour-intensive for all parties. EnergySafety has recently launched a web-based application (‘eNotice’) to enable electronic submission of Notices to streamline processes and reduce industry compliance costs. Industry working groups comprising gasfitters, gas suppliers, network operators and electrical contractors were used to assist with the development and testing of the online system. The gas and electricity versions of eNotice were launched in August 2016 and November 2016 respectively. Industry’s take-up of eNotice has exceeded expectations. Feedback from users is very positive with consistent reports of time and cost savings compared with paper-based processes.

Department of Corrective Services

*Rehabilitation and reintegration services procurement process*

Nous Group is pleased to nominate the Department of Corrective Services (WA) in the category of Best Practice in Collaboration Between Government and Non-Government Organisations for their engagement and collaboration with the NGO sector in designing the service system and specifications for the procurement of adult rehabilitation and reintegration services. The project involved an extensive stakeholder engagement process between August and November 2016 including five workshops with representatives from 71 non-government service providers to collaboratively design an outcomes based procurement strategy for the Department’s rehabilitation and reintegration contracts. The final Request for Quotations (RFQ) was released in January 2017, embodying a new integrated approach to rehabilitation and reintegration services and representing best practice in implementing the Delivering Community Services in Partnership Policy.

Department of Fire and Emergency Services

*DFES Mental Health First Aid (MHFA) Training*

DFES is committed to build an emergency services community that recognises and understands the importance of positive mental health in the workplace. DFES strongly values the contribution of its employees and volunteers and for this reason, it offers a variety of services and programs to help enhance and support the psychological and emotional resilience of its personnel including the implementation of Mental Health First Aid (MHFA) training. DFES’ MHFA course is a two day, nationally accredited, evidence-based education program. The course teaches people how to help a person who may be developing a mental health problem, experiencing a worsening of a mental health problem or in a mental health crisis. Mental health issues covered in the course include depression, anxiety, psychosis and substance use problems. Understanding mental illness and its impact is crucial when creating and maintaining a mentally healthy workplace.
Department of Fire and Emergency Services

EmergencyWA

In October 2016, the Department of Fire and Emergency Services in partnership with multiple Government agencies launched EmergencyWA. EmergencyWA is an emergency notification system which delivers faster, clearer, more accessible and consolidated life-saving information to the WA community. The EmergencyWA website is the most publicly visible facet of a sophisticated system. The website provides real-time, map based information direct from Triple-Zero dispatch systems to keep the public informed with the most authoritative and timely information. The easily accessible site scales dynamically to any device and is working towards AA Accessibility Compliance certification to ensure everyone has access regardless of ability. Already in WA, 2.4 million people have visited the website and generated 5.8 million page views with a 33% increase in new visitor traffic. EmergencyWA is a valuable asset that reflects innovation and collaborative effort which improves the delivery of public information to the community during emergencies.

Department of Fire and Emergency Services; Mercedes College

Building resilience to natural disasters

The Department of Fire and Emergency Services (DFES) Education & Heritage Centre have partnered with staff & students at Mercedes College to create a valued partnership with beneficial outcomes for both parties. The Centre is a fire station museum and education centre which relies on a small team of dedicated volunteers. In searching for opportunities to engage younger volunteers, an opportunity to partner with Mercedes College arose. A thriving and effective partnership developed and as a result both organisations have benefitted. Volunteers have seen improved community experience of visitors to the Education and Heritage Centre while at the same time, Mercedes College students have gained unique experiences in community engagement giving them the opportunity to improve their self-confidence and develop their interpersonal skills. This ‘first of a kind’ partnership for DFES will continue to grow with both organisations committed to the collaboration.

Department of Health WA

Funding Initiative for Mosquito Management in WA (FIMMWA)

This application showcases the Funding Initiative for Mosquito Management in Western Australia (FIMMWA). Whilst the initiative was established in 2013, key FIMMWA funded projects designed to reinforce the partnership between WA Health and Local Government (LG) stakeholders emerged within the past 12 months, demonstrating best practice in collaboration across Government agencies. FIMMWA was founded following the provision of an additional $1 million per year for 4 years by the (then) Minister for Health to enhance mosquito management across WA. Recognising the importance of building capacity at both a local and State level, funding was split annually between 3 programs: (i) Funding to directly support LG; (ii) Capacity building projects; and (iii) a Competitive research grant scheme. This three pronged approach provided access to evidence-based research, contemporary surveillance and control measures and funding to meet the current and future challenges associated with mosquito management.
Department of Health WA, Disability Services Commission
Disability Health Network

The Disability Health Network is an innovative approach towards achieving better health outcomes for people with disability that is underpinned by a partnership between the Department of Health and the Disability Services Commission. Established in 2012 in response to continuing demand from a range of sources for the voice of people with disability to be heard by clinicians, and increasing evidence of significant health disparities experienced by this population, the Directors General committed personnel and resources to this initiative. The Network operates using a model of influence, where people with disability, their family and carers are at the centre of all activities, including the Executive Advisory Group, which determines priorities, reviews outcomes, shares information and fosters collaborative networks, Working Groups that progress agreed work plans, consultations to inform policy development and presentations to share, connect and improve. The Network has produced valuable resources that are being used to change practice.

Department of Health WA; Kidsafe WA, et al.
Western Australian Consumer Product Advocacy Network

The Western Australian Consumer Product Advocacy Network (WA CPAN) is a multi-agency/NGO initiative with senior representation, formed to achieve child safety and injury prevention outcomes in Western Australia with the aim of reducing child injury mortality and morbidity. WA CPAN monitors ongoing and emerging injury risk issues associated with unsafe consumer products and ensures risks are identified and minimised, with a focus on products used by children. The network consists of representatives from government and non-government organisations who are involved in the regulation, safe use, injury prevention, treatment and sale of products for use by consumers. Membership includes:
- Department of Health WA
- Australian Competition and Consumer Commission WA (ACCC)
- Burns Injury Research Unit; University of Western Australia
- Department of Commerce
- Goodstart Early Learning
- Kidsafe WA

The collaboration between government and non-government WA CPAN members has led to excellent outcomes for the WA community.

Department of Mines and Petroleum
Working on Wellness (WoW) program

In 2013 the WoW program was awarded the IPAA award for Best Practice in Health and Wellbeing. In the nomination we demonstrated a strategic focus that was aligned with DMP’s Safety Management System (SMS). Since then, the WoW program has continued to focus on present health concerns of staff, the community, workforce data and evidence based research. Some of the new innovative WoW strategies and events introduced in the 2016 calendar were:
- Onsite gym.
- Fitness assessments by an exercise physiologist.
- Healthy weight loss program.
• Focus on mental health initiatives.
• Targeted strategies for the departments ageing workforce.
• Healthy cooking demonstrations by local chefs.
• Partnering with health professionals to develop presentations on emerging trends. The WoW program demonstrates excellence in public administration and management with executive leadership, allocated resources, good planning process and governance and it has been continuously improved.

Department of the Attorney General

Open Days

The Department’s mission statement is to provide high quality and accessible justice, legal, registry, guardianship and trustee services to the Western Australian community and Government. One of the Department’s programs which best demonstrates innovation and best practice in the delivery of these services, particularly in terms of accessible justice and registry services, is the Department’s Open Days program. The Open Days program is designed to take vital services to Aboriginal people, particularly in the most regional and remote parts of the State, who otherwise would not be able to access them. This includes the Department’s Registry of Births, Deaths and Marriages helping clients access birth certificates and register past births, which then allows the client to access Federal Government services such as Centrelink and Medicare, often for the first time.

Eastern Metropolitan Regional Council

Eastern Region Catchment Management Program

The Eastern Region Catchment Management Program is a successful partnership between the Shires of Kalamunda and Mundaring, City of Swan, Department of Parks and Wildlife and the EMRC. The program is one of the EMRC’s most innovative initiatives, demonstrating the benefits of regional collaboration and reaping the success of state and federal government funding. New and innovative projects are regularly introduced and long standing programs are streamlined to deliver the best outcomes for the community, catchment and ‘friends of’ groups and partner organisations. Highlight projects include Bush Skills for the Hills, Bush Skills 4 Youth, Healthy Wildlife Healthy Lives, Marri App, Greenpage Newsletter, Community Capabilities and revegetation initiatives.

Financial Counselling Network

Financial Counselling Network

The Financial Counselling Network (Network) is a partnership of nine community service organisations and local government providing integrated expert financial counselling services in 14 locations across the metropolitan area. The Network formed out of a collaborative response to the loss of funding in 2015, with the partial re-instatement of funding being awarded to the Network in late 2015. The member organisations of AnglicareWA, Blue Sky Community Group, City of Cockburn, Gosnells Community Legal Centre, Midlas, Mission Australia, Southcare, The Spiers Centre and UnitingCare West have committed to work together to:
• support a new approach to the governance, design and delivery of financial
counselling in the metropolitan area;
• deliver a local and integrated network of high quality financial counselling services that deliver excellent outcomes for people; and
• provide immediate support to people experiencing financial crises as well as working with people to limit the likelihood of future crises.

The Financial Counselling Network were shortlisted for two awards

Health Networks - WA Department of Health in collaboration with South Metropolitan Health Service, and 360 Health and Community

Diabetes Collaborative Complex Care Program

The Diabetes Collaborative Complex Care program (DCCC) is the first initiative in Western Australia to provide specialist care for complex type 2 diabetes patients through ‘Advanced Skill General Practitioners’, thereby reducing the need for care in a tertiary hospital outpatient clinics. The success of the DCCC is due to the strong collaboration between the Department of Health, South Metropolitan Health Service, and not-for-profit organisation 360 Health and Community. Patients referred to the DCCC are seen by a specialist within two weeks, whereas those on public waiting lists can wait for an extended period of time. In the past 12 months, the two pilot clinics in Kwinana and Cockburn have diverted 327 complex diabetes patients off hospital waiting lists, and provided more than 1400 occasions of service. The DCCC has the potential to become the preferred model for managing complex diabetic patients in a primary care setting in WA.

Housing Authority

Social Housing Investment Package Assisted Rental Pathways Pilot

The Assisted Rental Pathways Pilot is part of the Housing Authority’s Social Housing Investment Package (SHIP). SHIP aimed to deliver 1000 social houses and halve the number of priority waitlisted seniors and families by 30 June 2017. Through the Pilot, Housing partnered with four community services organisations to trial an innovative form of assistance to help social housing applicants and tenants’ transition to private rentals. For up to four years, 200 households will be supported in private rentals, with tiered rental subsidies and individualised assistance, to build personal capacity and financial self-sufficiency. The Pilot seeks to ease the social housing waiting list and reduce costs to Government. With many housing solutions being capital intensive to deliver, the trial takes advantage of current rental market conditions and offers investors guaranteed rental income. To date, 117 participants have registered to participate in the Pilot and 90 had been successfully housed.

Insurance Commission of Western Australia

Lifetime care for people catastrophically injured in motor vehicle crashes

Motor injury insurance in Western Australia expanded on 1 July 2016 to provide lifetime care and support for people catastrophically injured (spinal cord, acquired brain, multiple amputations, burns and blindness) in motor vehicle crashes. Prior to the introduction of the expanded insurance cover, only around half the people catastrophically injured on WA roads were covered for their treatment, care and
support costs via the existing compulsory third party insurance. The introduction of the Catastrophic Injuries Support Scheme provides assurance to everyone in WA, that they will be able to receive lifetime care if they are catastrophically injured in a crash. The Scheme was implemented by the Insurance Commission of Western Australia after an extensive public consultation and engagement process with non-government organisations in the health and disability sector, as well as motorists, which ensured stakeholders understood the changes to the cost and scope of insurance cover.

Landgate

Landgate’s location and innovation hub SPUR is driving Western Australia’s economy by successfully collaborating with start-ups, businesses, government agencies and researchers. Since its launch in April 2016, SPUR has been assisting start-ups and fledgling businesses access multiple government datasets to develop ideas and accelerate their innovative location-based solutions to market. SPUR brings people and organisations together to work on shared goals through networking events like HackED and provides seed funding for business development through the SPURonWA grant program. SPUR is a recognised leader in public sector innovation and is mentoring government and non-government organisations looking to implement their own innovation programs.

MercyCare

Alternatives to Suicide Showcase

MercyCare is a Catholic social services organisation whose mission includes breaking cycles of significant disadvantage. Although MercyCare is not a direct provider in suicide prevention and intervention, it supports a number of Aboriginal groups to submit applications for funding of suicide prevention and intervention initiatives within the Aboriginal community. MercyCare has heard the concerns of key stakeholders who are saying that very little seems to be working. MercyCare considered the Alternatives to Suicide peer support approach as a radical departure from traditional thinking but recognised the potential to assist in the WA response. There was sufficient interest from government and non-government stakeholders for MercyCare to bring two of the trainers from Boston to Perth to showcase the approach without making any commitments. The response has been extremely positive with there being considerable interest in further developing this approach in WA as it is also considered to be culturally safe.

Office of Multicultural Interests

Redevelopment of the Community Languages Program

The Community Language Program (CLP) provides support to not-for-profit community organisations to teach languages other than English and cultural maintenance programs. It was administered by the Department of Education until 2014 when it was transferred to the Office of Multicultural Interests (OMI). Since its transfer in 2014, OMI has undertaken substantial redevelopment of the program through a staged process:

1. Review of the program
2. Research and consultation
5. Formative evaluation of the pilot.

Key features have included partnerships and collaboration, user-centredness, an inter-connected approach, a focus on enhancing processes and the empowerment of users and communities. At its transfer to OMI, the CLP funded 28 schools teaching around 3300 students 19 languages. It has expanded to now fund or otherwise support 103 organisations involved in the teaching of 58 languages to around 6000 students.

Shire of Yalgoo

An Enterprise Resource Planning solution for local government.

The Shire of Yalgoo in collaboration with Datacom have developed a leading practice, integrated enterprise resource planning solution for local government. The program is the first of its kind to be delivered in Australia and it has been purposely built for local government administration and management.

The Royal Life Saving Society WA

Multicultural Swimming and Water Safety Strategy

The Royal Life Saving Society seeks to empower the WA community to be safe when in or on the water and to lead efforts to reduce the impact of drowning. Culturally and linguistically diverse (CaLD) communities are over represented in drowning statistics and many new arrivals to Western Australia have poor or non-existent swimming and water safety skills. Last year, 24.3% of drowning deaths were born overseas. Of these, two thirds were from non-English speaking backgrounds. Royal Life Saving started with the motive of addressing this concerning drowning statistic. They ended up delivering a range of activities and programs that not only achieved personal safety outcomes but also broader social outcomes in terms of inclusion, education, health and fitness.

Transport Portfolio

Transport @ 3.5 million: Perth and Peel Transport Plan for 3.5 million people and beyond

In February 2017, the final Transport @ 3.5 Million: Perth and Peel Transport Plan for 3.5 Million People and Beyond was publicly released. This plan identifies the ‘big bones’ of the future transport network, to serve the metropolitan area until mid-century. It is the culmination of the combined efforts of officers from across the Transport Portfolio (Department of Transport, Public Transport Authority and Main Roads WA), working closely with other government departments and universities. Transport @ 3.5 Million takes an innovative, best practice approach and is the first WA transport plan in two decades to include all major modes of transport – i.e. public transport, active transport, roads, and freight – in one integrated plan. The plan integrates with the WAPC’s draft Perth and Peel @ 3.5 Million land use plan and informs the draft Green Growth Plan to 3.5 Million being coordinated by the Department of Premier and Cabinet.
Western Australian Museum

Yurlmun: Mokare Mia Boodja

Yurlmun: Mokare Mia Boodja (Returning to Mokare’s Home Country) was a small, yet powerful, exhibition that centred upon fourteen rare, significant objects that originated from the Menang Nyoongar people, the traditional inhabitants of Western Australia’s Albany area. These objects were traded or gifted to Europeans in the 1800s and are now held by the British Museum (BM). Through a core partnership between the Albany Heritage Reference Group Aboriginal Corporation (AHRGAC), the Western Australian Museum (WAM) and the BM, the Yurlmun project sought to reconnect the Menang community with the objects, facilitating interpretation, community engagement, personal response and the sharing of cultural knowledge. This project is unprecedented in Australia, in that it is the first time that the BM has worked with a museum and community in Australia to lend a full collection back to its place of origin, and with Traditional Owners so deeply involved in the loan.

Western Australian Museum

Dirk Hartog 1616 Project

In 2016, the Western Australian Museum led cross-government initiatives commemorating the 400th anniversary of the first known European contact with Western Australia. These included: an interpretive trail at Cape Inscription including a monument on the site of the landing; an interpretive hub in Denham highlighting the maritime history of Shark Bay; a contemporary and engaging public art piece on the Denham foreshore; an innovative interactive multimedia experience in the Shark Bay World Heritage Discovery Centre covering 400 years of European voyages to the southern oceans; a new website commemorating the landing and presenting the story of early European involvement in Australia including contact with Indigenous peoples; a travelling exhibition Accidental Encounters about early European maritime contacts with Western Australia; and a temporary exhibition Travellers and Traders in the Indian Ocean World, featuring significant objects including the Hartog dish, which was opened by King Willem-Alexander and Queen Maxima of the Netherlands.

*All above text supplied by nominator in Award submissions.

IPAA WA is very grateful to all the sponsors of the Achievement Awards and members who have nominated. Without their commitment to public administration, these awards would not be possible.