



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

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

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

The ACT is in a stronger position following the 2010-11 Budget than following the 2009-10 Budget thanks to our careful economic management. The ACT Labor Government has had to make some tough decisions, but despite this the ACT continues to make progress where it matters – the Government's focus is on building a sustainable city – one that provides for its people, protects our place and creates prosperity – now and into the future.

*The Canberra Plan – Towards Our Second Century* revolves around seven key themes, and in the past year we have made achievements against each of them.

The themes are:

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





*Quality Health Care*

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

## Health reform

Community demand for health services is projected to increase rapidly over the next 15 years, and beyond. By 2022, the ACT's public hospital admissions are projected to increase by 77% and overnight hospital admissions will increase by 49%. The ACT can not effectively manage this increased level of demand alone. In April 2010 the ACT, along with other members of the Council of Australian Governments (COAG) (with the exception of Western Australia), agreed to a new National Health and Hospitals Network Agreement.

This agreement sets out the shared intention of the Commonwealth and State and Territory governments to implement a national health and hospitals reform, with the objective of improving health outcomes for all Australians while also improving the sustainability of the Australian health system. From 2014-15 to 2019-20, the reforms are estimated to provide at least \$248 million in benefits to the ACT. Over the next four years, the ACT health system will be enhanced through Commonwealth investment of around \$90 million. This funding will be of direct benefit to the users of the ACT's health care system.

### *The Capital Asset Development Plan*

The ACT Government has additionally committed \$300 million over 4 years in the 2008-09 Budget, a further \$148million in the 2009-2010 Budget and a further \$33.1 million in the 2010-11 Budget for the implementation of the ACT Health *Capital Asset Development Plan*. The ACT also received a further \$27.9 million from the Commonwealth for phase 1 of the ACT's Capital Region Cancer Centre.

The *Capital Asset Development Plan* (CADP) is a

comprehensive and structured response to the pressures of an ageing population, changing technology, and provider and consumer expectations – all of which contribute to a significant increase in demand for health services in the ACT.

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

The CADP also incorporates the infrastructure to support these new approaches. This covers all public sector health services infrastructure including hospitals and community health centres. Under CADP:

- The Canberra Hospital (TCH) will be transformed with new buildings and refurbishments to provide additional beds, a new Women and Children's Hospital, the ACT's Capital Region Cancer Centre, additional operating theatres and a Skills Development Centre.
- Calvary Public Hospital capacity will be enhanced by increased numbers of Intensive Care/High Dependency Unit/Coronary Care Unit beds, increased operating theatres, additional ambulatory and Emergency Department treatment areas, and an increase in hospital beds.
- Mental Health infrastructure will be improved including a new adult inpatient unit to replace the existing Psychiatric Services Unit and a Mental Health Assessment Unit at TCH, in addition to a Secure Unit and an adolescent and young adult unit.
- New community health centres will be built in

Gungahlin and Belconnen and the functionality of existing community health centres enhanced so that they can provide a broader range of health services.

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

- The completion of two additional operating theatres at the Canberra Hospital;
- 43 additional beds at the Canberra Hospital Campus have been funded;
- The completion and opening for operation of the new six bed Mental Health Assessment Unit;
- The completion and operation of the interim Walk-In-Centre at the Canberra Hospital;
- Construction is well advanced on a new neurosurgery suite at Canberra Hospital which will be among the most sophisticated neurosurgical operating environments in Australia;
- Construction is progressing well on the new Surgical Assessment and Planning Unit;
- The Construction Project Manager for the new Women's and Children's Hospital has been appointed, and the early enabling and infrastructure work for the new hospital has commenced;
- The design for the new Adult Acute Mental Health Inpatient Unit is complete;
- The construction of the new Southern Multi-Storey Carpark at the Canberra Hospital is underway;
- The construction of the new 16 bed ICU/HDU/CCU at Calvary Hospital is well underway with Stage 1 of the project opening on 11 June 2010.

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

## Access to Health services

*access health*, launched in August 2007, sets the overall direction for public health services in the ACT and states that the Government's top priority is timely access to care, based on clinical priority. Performance against *access health's* key performance indicators has again been strong in the last year. Of particular note:

- The occupancy rate of overnight hospital beds in the ACT has decreased from 97% in 2005-06 to 85% for the first nine months of the 2009-10 financial year; and
- For the first nine months of 2009-10, 96% of the most urgent elective surgery patients were admitted for surgery within the standard 30 day maximum waiting time. This figure is on target and among the best in the nation. Improvements are anticipated in waiting times for other categories of patients during 2010-11, thanks to additional funding provided by the ACT and Commonwealth Governments that will allow an extra 800 people to access surgery.

Since the launch of *The Canberra Plan: Towards Our Second Century* ACT Health has continued to implement the *Workforce Plan 2005-2010*, and has commenced a project to produce the next iteration of the plan. Importantly, the scope of the new workforce plan has been widened to incorporate the whole of the ACT Health workforce as well as health workers in other key roles within the ACT.

We continue to work on our need for more GPs, and the General Practice Marketing and Support Officer, established in partnership with the ACT Division of General Practice, has succeeded in attracting 18 new GPs to Canberra, with a further 14 currently going through the registration and assessment process.

## Mental Health

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

Implementation of the 2020 Vision will require community, public and private sector providers, mental health consumers and carers, other government agencies and other community interest groups to work collaboratively to plan and monitor the development process over time. It will be important to map the developing network of service interrelationships, and to advise on the design of the various service delivery components. The Plan commits to establishing several new services including a new access and information service, mental health assessment services at the Emergency Departments of the Canberra Hospital and Calvary Hospital and the building of new acute inpatient facilities for young persons and adults, including a secure care unit. In addition, the range of step-up, step-down services in the community will be enhanced under the Plan. Crisis services will be more flexible with home based and day treatment options available. These are just some of the commitments under the Plan, and through it we look forward to improving the mental health services offered in the ACT.

## Smoking

ACT Health has been involved in a number of efforts to reduce the percentage of people who smoke. Reduced visibility of cigarettes and smoking behaviour, particularly around children, was achieved through legislation prohibiting general tobacconist point-of-sale displays (in effect from 1 January 2010).

Additionally, all ACT Health facilities, including grounds and car parks, were included in an extended smoke-free policy from 1 May 2009. Smoking is now only permitted in approved designated outdoor smoking areas.





*A fair and Safe Community*

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

### The *Canberra Social Plan*

The *Canberra Social Plan* was launched in 2004 to articulate the Government's social platform with the vision that Canberra become a place where all people reach their potential, make a contribution and share the benefits of the community.

The 2004 *Canberra Social Plan* is being updated within the context of *The Canberra Plan: Towards Our Second Century* planning framework. The update process has included the release of the *2009 Progress Report* in November 2009 as part of the Government's commitment to biennial reporting against key actions and long term targets. The refreshed *Canberra Social Plan* is expected to be released in 2010.

### Human Rights

The *ACT Human Rights Act 2004* (the Act) came into force on 1 July 2004. In accordance with the requirements of the Act, the Attorney General tabled a report in the Legislative Assembly on 18 August 2009 reviewing five years of operation of the Act. The Report indicated that implementation of the Act has generally advanced the Act's objectives and that, since the commencement of the Act there has clearly been an improvement in the quality of law-making in the Territory to ensure that human rights concerns are given due consideration in the framing of new legislation and policy. The Report recommends, among other things, measures that will build on this success. The Department of Justice and Community Safety received public submissions on the Report from a

wide range of organisations and individuals, and is currently considering them in conjunction with the Report's recommendations.

### Children and Families

The ACT's Child and Family Centres continue to provide a one-stop shop for families in the Gungahlin and Tuggeranong Communities. The Australian Government via the Indigenous Early Childhood Development National Partnership is providing just over \$8.0 million over five years to the ACT for a Child and Family Centre targeting Aboriginal and Torres Strait Islander families. This comprises capital funding of \$4.2 million for the Centre, which is to be built in west Belconnen, and operational funding of \$3.9 million over four years.

In addition the ACT is contributing the land, \$250,000 for forward design of the Centre and project management for the construction of the facility. The ACT Government will also contribute \$200,000 for recurrent staffing in 2011-2012.

Construction of the West Belconnen Child and Family Centre has commenced with an anticipated completion date of late December 2010.

The 2010-11 Budget provides \$379,000 for staffing to implement the ACT's commitments to the *Indigenous Early Childhood Development National Partnership* and the *National Quality Agenda Partnership Agreement*. Two staff will be placed at the West Belconnen Child and Family Centre to further develop and enhance the continuum of services available to improve outcomes for children. Coordinated services and intensive case management will be provided for vulnerable families and will divert them from the statutory care and protection system. A third staff member will lead the implementation for the *National Quality Agenda for Early Childhood Education and Care*.



The *ParentLink* program continues to provide an information and referral service for families. Parenting Tip Sheets are located in over 150 locations across the ACT and the successful *ParentLink* website features a wide range of information, publications and links for parents looking for information to support them in their role as parents.

In 2009, the *ACT Children's Plan* was reviewed. This involved extensive review of the latest evidence, research and reports, consultation with children and their families, mapping of achievements and a formal review of the draft plan. From this review we have developed a refreshed *ACT Children's Plan*, which includes:

- The vision and building blocks for a child friendly city;
- A review of the achievements and changes since 2004; and,
- An emphasis on listening to children through a consultation process for a child friendly city.

This refreshed plan was launched on 18 June 2010.

As part of the response to the *ACT Government Policy Framework for Children and Young People with a Disability and their Families*, endorsed by Government in May 2009, Disability ACT has piloted a model of out of home care for children and young people with a disability. The model, developed in partnership with the Office for Children, Youth and Family Support, provides an alternative for families who are unable to sustain their caring role, without the need for them to enter the statutory system. The pilot program is currently producing positive outcomes and has the potential to be expanded into a range of models, including shared care and respite.

## Support for Young People

Reflective of the theme of Fair and Safe Communities for all Canberrans, the 2010-11 Budget provided \$25,000 per year from 2010 to 2013 to support young people, particularly refugees, asylum seekers and humanitarian entrants. The funding will be utilised to investigate ways to increase participation in education and employment, as well as improving access to health and well being services.

## Support for Women

The ACT Labor Government will increase support for women who are victims of domestic violence or sexual assault by providing \$2.0 million in new funding over four years.

The funding will ensure that victims of family violence or sexual assault receive timely and appropriate specialist support and advocacy and that early intervention occurs in families where violence is escalating.

As part of the 2010-11 Budget, the ACT Government also announced \$100,000 in recurrent funding to the Women's Legal Centre to support the Indigenous Women's Law Project. The funding will support Indigenous women in seeking access to legal services.

The Legal Aid Commission has also been provided with \$46,000 in recurrent funding to employ a part-time Indigenous Liaison Officer.

## *ACT Strategic Plan for Positive Ageing*

In partnership with the ACT Ministerial Advisory Council on Ageing, the ACT Government has developed a whole-of-government *ACT Strategic Plan for Positive Ageing 2010-2014* to support healthy and meaningful ageing, decrease social isolation and help people adapt to retirement.

The Strategic Plan has been developed within a framework of social inclusion and is consistent with the UN Principles for Older Persons - independence, participation, care, self-fulfilment and dignity. The *ACT Strategic Plan for Positive Ageing 2010-2014* was released in December 2009.

## *Future Directions: Towards Challenge 2014*

In September 2009 the ACT Government released *Future Directions: Towards Challenge 2014* which is a policy framework to improve outcomes and opportunities for Canberrans who have a disability. The framework, developed by the Strategic Governance Group, guides priority areas for disability policy and service delivery through to 2014.



The updated framework builds on the work of the previous ACT disability framework, *Future Directions: A Framework for the ACT 2004-2008* (extended to 2009) as well as assisting in achieving goals outlined in *Challenge 2014 – A ten year vision for disability in the ACT*.

Six strategic priorities underpin the policy framework. The priorities are:

- 'I want the right support, right time, right place';
- 'I want to contribute to the community';
- 'I want to socialise and engage in the community';
- 'I want to know what I need to know';
- 'I want to tell my story once'; and,
- 'I want a quality service system.'

Disability ACT has lead responsibility for implementing this Framework in collaboration with individuals and their families and carers, stakeholders, services providers, other ACT Government agencies and the community. A 12 month implementation plan has been developed by Disability ACT with information from earlier consultations and in collaboration with ACT Government agencies.

## Support for Carers

The important work of Canberra's carers has been recognised in the most recent ACT Budget with \$424,000 over four years provided to establish the Carers Advocacy Service.

Carers will now be able to get financial and legal assistance, and information about respite care; as well as education, employment and community activities that they may be eligible to access from one central point. This will simplify referral pathways and service access for all Canberran carers.

## Recognising volunteers

The annual "thanks" awards program recognises the valuable contribution of sport and recreation volunteers in the Canberra community.

2010 marks the 10th anniversary of the "thanks" awards initiative. In October 2009, a total of 14 people from nine sport and recreation organisations were recognised. The awards will again be celebrated in October 2010 and will recognise up to 20 industry representatives who have made an outstanding contribution to the sport and recreation community. To date more than 210 volunteers representing 50 local sport and recreation organisations have been acknowledged for their significant contribution to the industry.



## Emergency Services

Our emergency services have also been boosted with the ACT Fire Brigade introducing an additional six Community Fire Units in the 2009-10 financial year. It is anticipated a further six Community Fire Units will be established in the 2010-11 financial year. This adds significantly to the capacity of our fire services.

The new emergency services headquarters at Fairbairn, being constructed by Capital Airport Group, is expected to be ready for occupation by October 2010.

In addition, the ACT State Emergency Service is establishing a Community Education Team early in the new financial year. This team will be made up of volunteers and will be responsible for developing and delivering community education programs across interest groups. They will work with other elements of the ACT Emergency Services Agency to ensure that community education messages are appropriate and consistent.

In the 2010-11 Budget, funding was provided for 11 further positions in the ACT Ambulance Service. These positions enhance the capacity of ACT Ambulance Service to respond to increased demand. Programs will include:

- improving clinical governance and triage of ambulance 000 calls;
- training and performance management of communications centre staff; and,
- introducing additional call taker positions.

In a further investment in our emergency services the 2010-11 Budget provided over \$4.0 million over four years to ACT Policing for the introduction of the Recognition and Analysis of Plates Identified (RAPID) system. The system has the potential to not only identify stolen and unregistered vehicles and those known to not have compulsory third party insurance, but also those suspected to be driven by disqualified or unlicensed drivers, or drivers who have warrants outstanding against them. The dedicated team will have six members.



Excellent Education,  
Quality Teaching and  
Skills Development

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

As the ACT's population continues to grow, we are providing for the education needs of our residents through a number of capital works programs. Three new schools are currently under construction. These are:

- Gungahlin College which is due to open at the start of the 2011 school year;
- Kambah P-10 School where Stage 1, being Pre-school to Year 8, is to open at the start of the 2011 school year and Stage 2, the remaining Year 9 to Year 10 facilities to open in mid 2011; and
- Harrison Secondary School which is scheduled to open at the start of the 2012 school year.

Additionally, upgrades of both Red Hill and Torrens Primary Schools are scheduled for 2010-11, and additional classrooms at Ngunnawal Primary School will be provided.

Keeping the needs of residents in our developing suburbs in mind, funding has been allocated in the 2010-11 Budget to prepare the design documentation for the following new schools:

- Bonner Primary School;
- Franklin Early Childhood School; and
- Molonglo Primary School.

The ACT Government is committed to a comprehensive education reform agenda. To facilitate this agenda the ACT has agreed to National Partnership initiatives that will see up to \$107.0 million in Australian Government funding go to ACT early childhood education, schools and vocational programs in 2010-11.

## Early Childhood Education

To start children on a positive educational journey, the ACT Library and Information Service (ACTLIS) has developed a series of parental education programs in relation to literacy, healthy eating and

other issues. The Service also presents story time for preschool aged children and has introduced *Giggle and Wiggle* which is a program for parents and babies aimed at introducing parents to the importance of reading, song and rhyme to early literacy. ACTLIS has conducted early childhood programs with more than 18,000 participants together with a parent education program with more than 60 participants in 2009-10.

The ACT Labor Government is committed to providing Canberra's children with the best start in education. In addition to the opening of the Early Childhood Schools at Narrabundah, Isabella Plains and Southern Cross in 2009, the official opening of Lyons Early Childhood School was held on 1 May 2010 (though it had also commenced operation in 2009). The centres are regional hubs providing integrated services for children ranging in age from birth to eight years of age and their families. The 2010-11 Budget also allocated funds to prepare the design documentation for a new early childhood school in Franklin.

In 2009 the ACT implemented 15 hours of preschool education in five early childhood schools, including those noted above. The staged extension to 15 hours in public preschool facilities continued in 2010 with an additional eight schools offering 15 hours of preschool education. The Hall Preschool also commenced the implementation of 15 hours of preschool education in 2010.

## Quality Teaching

Research has shown that it is the quality of the teaching in classrooms that has the greatest impact on student learning. The 2010-11 Budget provided \$3.9 million over four years for the establishment of the Teacher Quality Institute. This initiative is part of the ACT's implementation of the National Partnership Agreement on Improving



Teacher Quality, which was established to drive and reward systemic reforms to improve the quality of teaching and leadership in Australian schools.

The 2008-09 Budget initiative, *Quality Teaching for better outcomes*, funded a three year initiative to introduce and implement the Quality Teaching pedagogical model in ACT public schools. The highly researched and expertly designed model was licensed from the NSW Department of Education and Training in 2008 and slightly adapted for ACT schools. A survey across all public schools, where every teacher had been introduced to the model, at the end of 2009 indicated overwhelming support for the model. The survey results also indicated that many teachers had made progress using the model as a guide for planning high quality units of work and courses as well as for reflection on their teaching and assessment practices.

The budget initiative comes to an end in June 2011. A forward plan to sustain implementation of the Quality Teaching model has been developed including:

- a Quality Teaching Toolkit, to enable schools to continue the professional learning of their staff, has been positively received and is being used to continue to build the capacity of teachers to identify and plan for quality teaching. The toolkits contain: background material, information, implementation ideas and other resources, to enable schools to continue the professional learning of their staff;
- ongoing professional learning will continue to be available for teachers new to the ACT or for those needing support in effectively using the model. Professional learning tailored to the needs of individual schools is being initiated and delivered by the three Quality Teaching consultants;
- a joint research project with the University of Newcastle aims to evaluate the impact of the initiative across public schools in the ACT.

Funding of \$70,000 for a Teacher Professional Learning Fund project will be used to train the Quality Teaching consultants in a 'rounds approach' to using the Quality Teaching model. The training will be done by Newcastle University. The consultants will develop the approach firstly across three clusters of schools, and then in clusters of schools across the four networks, each consultant aiming to complete two rounds by the end of 2010, and further rounds in first semester 2011.

## Sustainability

Educating our children in environmental sustainability is of great importance to this Government, and in the ACT is supported by the *Australian Sustainable Schools Initiative*. At present 72 public schools are participating in the program. In partnership with the Department of Education, the *Australian Sustainable Schools Initiative* has developed a suite of 20 units covering water, biodiversity, waste, energy and climate change to support environmental sustainability education in years P-10. A further eight units on urban wetlands and Aboriginal natural resource management are currently in preparation. As part of the environmental sustainability education program, projects commenced in 2009-10 to install photovoltaic power generation systems and rain water tanks at all schools.

## School Based Apprenticeships

In 2009 the ACT Government put in place several new initiatives to support students in school. Included in this was the *Australian School Based Apprenticeships* initiative which provided \$350,000 in 2009-10 to employ 100 young Canberrans in schools through established group training arrangements. Students have the opportunity to achieve a nationally recognised vocational qualification by combining paid work and training as part of their education program and contributing towards their year 12 certificate. In 2010 an overwhelming success rate was achieved, with 56 ACT public schools hosting all 100 apprentices.



*A Strong, Dynamic Economy*

The ACT Government is committed to ensuring that the ACT has a strong and dynamic economy. A number of factors, including the world economic downturn have had an impact on the ACT economy. However, we have worked hard, through carefully targeted measures, to minimise that impact, and the ACT has fared better than most. Although the 2009-10 Budget and Forward Estimates moved into deficit the Territory developed a seven year plan to return to surplus. The plan was updated in the 2010-11 Budget and the return to surplus target date has been advanced by two years to 2013-14.

The ACT economy has continued growing despite the global economic downturn. Gross State Product increased by 1.4 per cent in 2008-09 and is expected to increase in 2009-10. The trend unemployment rate for the ACT in May 2010 declined to 3.3% - the second lowest of all Australian jurisdictions and comparing very favourably to the national unemployment rate of 5.2%. The adult average weekly ordinary time earnings in the ACT in the February 2010 quarter was \$1,443 – which is more than 16% higher than the national average of \$1,243. In the year to the September quarter 2009, the ACT experienced strong population growth of 1.9%. The fiscal stimulus measures of the Commonwealth and local initiatives by the ACT Government helped sustain economic growth and minimise job losses in the Territory during the global economic downturn.

The ACT continues to enjoy a triple-A credit rating. Standard and Poor's affirmed the ACT's triple-A credit rating on 9 October 2009 based on the ACT's strong balance sheet, and the rating outlook is stable.

### *Seamless National Economy National Partnership Agreement*

The ACT responded in the 2010-11 Budget to an acknowledgement made by all jurisdictions, through the Council of Australian Governments (COAG), that without change Australia's future

living standards would be compromised, the competitiveness of the economy reduced and Australia's ability to meet the challenges posed by an ageing population diminished.

In the 2010-11 Budget, the Government allocated \$5.3 million over four years to implement the COAG *Seamless National Economy National Partnership Agreement*. This adds to the nearly \$1.5 million in the Treasury Budget for 2010-11. The Agreement covers a broad range of economically important reforms under 27 deregulation priority areas for regulatory reform and eight competition reforms areas. Initiatives undertaken under the Agreement include streamlining development and environmental assessment and approval processes, implementing national licensing of tradespeople, and developing a National Construction Code. Implementing these national reforms in the ACT will improve the business environment by reducing Australia's overlapping and inconsistent regulations which impede productivity growth.

### Sustainability in the ACT

The ACT Labor Government is ensuring that developments in the ACT incorporate a range of sustainability initiatives. The Land Development Agency estates of Coombs and Wright in Molonglo will feature a range of sustainability initiatives, including the use of Water Sensitive Urban Design principles through the use of swales, bioretention basins, water quality control ponds, tree pits and rain gardens for street trees. Non-potable water will be used to irrigate public open space. In addition, new homes will be required to save water through the use of rainwater tanks or grey-water recycling, consistent with the Territory Plan. Higher density developments will also occur close to major transport routes, which include dedicated public transport and cycle lanes.

The 2010 version of the Building Code of Australia (BCA) with amendments including 6-star energy efficiency for new homes, has been adopted through legislation. The ACT has committed to

national consistency in building standards and continues to advocate for continual improvement on benchmarks, where appropriate, through its representation on the Australian Building Codes Board and the Building Ministers' Forum.

## Tourism

Tourism plays a major part in the ACT economy and the past year has been a busy one for our tourism industry. Recognising the importance of tourism, the ACT Government has provided an additional \$2.2 million over four years in the 2010-11 Budget to ensure the future delivery of *Floriade* and *Floriade NightFest* and a concept design for the development and improvement of Commonwealth Park to support the operational and safety requirements of *Floriade* over the short to medium term.

A number of tourism campaigns were run to attract visitors to Canberra. These included the *Culture Shock* campaign, *Wrapt in winter*, a *Floriade/Spring* Campaign, and the broad-reaching *See yourself in the Nation's Capital* campaign.

The ACT's greatest success story in tourism for 2009-10 was the hosting of the landmark post-impressionism *Masterpieces from Paris* exhibition from the Musée D'Orsay from 3 December 2009 to 18 April 2010. The ACT Government committed \$500,000 to the National Gallery of Australia (NGA) to host the exhibition. The exhibition's total visitation was 473,201 with 80% of visitors being from interstate, with an estimated economic benefit to the ACT of \$95.2m.





*A Vibrant City and Great  
Neighbourhoods*



The ACT Government considers that investment in the arts is an important part of ensuring a vibrant city and great neighbourhoods in the ACT. A review on the arts in Canberra was undertaken in 2009-10 which included discussion of facilities and precincts. \$150,000 has been allocated to Chief Minister's Department in the 2010-11 Budget to develop a *Kingston Arts Precinct Strategy*. The Strategy will identify opportunities to expand and enhance creative arts activity at the Kingston Foreshore. A staged approach will be developed to provide for a range of uses that will complement activity already occurring at the Kingston Bus Depot Markets and the Canberra Glassworks.

In May 2010 a landmark glass tower that symbolises the heritage of Canberra's oldest public building, the Kingston Power House, was unveiled on the Kingston Foreshore. *Touching Lightly*, by internationally-recognised Australian artist Warren Langley, is a 25 metre high internally-lit tower that shimmers during the day and glows with blue lights at night, powered by green energy. The artwork was designed to evoke the Power House's previous 35 metre-high steel chimney and is a vibrant and striking addition to the Kingston Arts Precinct.



The refurbishment of the Albert Hall is on track for completion by 30 June 2011. The majority of the refurbishment work, for which \$3.2 million was allocated, will have been completed by 30 June 2010.

The 2010 Canberra Festival saw the pilot test of a new city based arts event: *Flipart*. This three day event brought street and physical theatre to Canberra's city streets.

## Canberra's Centenary

The above activities are important as we approach our Centenary. Ms Robyn Archer, AO was engaged as the Centenary of Canberra Creative Director in September 2009. Ms Archer is working with the ACT Government to curate a meaningful and memorable program of celebration for 2013.

\$100,000 has been allocated to the Centenary of Canberra in the 2010-2011 Budget to commission an Australian composer to write a symphony for the Centenary of Canberra to be performed by the Canberra Symphony Orchestra in 2013.

## Community Facilities

The ACT received \$2.8 million under the Regional, Local and Community Infrastructure component of the Nation Building Economic Stimulus Plan. To date a state of the art skate park and youth plaza has been completed at Eddison Park and a stage and shade structure completed at Glebe Park. Work will commence in the near future on the upgrading of facilities such as shade structures, picnic shelters,

barbeques, access paths and landscaping at John Knight Memorial Park and Western Foreshore Park at Lake Ginninderra. A further \$2.0 million was provided by the Commonwealth under the Plan towards the \$4.2 million investment in a new skate park near the Eastern Valley Way Inlet in Belconnen and upgrades to the adjacent foreshore.

Improvements to the Look and Feel of the City centre continued with active support from Canberra CBD Limited. The West Row Park upgrade was completed in 2009-10 for \$700,000 with majority partnership funding from CCBD Ltd and \$100,000 from the ACT Government towards the project. 2009-10 infrastructure investments included completion of the street furniture replacement program in the City centre. The new draft *Greater Canberra City Area Co-ordinated Action Plan 2010-2016* will guide the upgrading of the City centre over the next four years.

Beyond the City centre other investments have been made in shopping centres at a cost of between \$1.6 and \$1.1 million each, including the Garran, Deakin and Ainslie shops upgrades and forward designs for the Waramanga, Farrer, and Lyons, Red Hill and Scullin Shopping Centres. Centres already refurbished include Holder, Griffith, Mawson, Higgins and Holt. The Eddison Park upgrade will contribute to the revitalisation of Woden Town Centre area.





*A Sustainable Future*

The Government is committed to bringing forward development of *Weathering the Change Action Plan 2*, previously scheduled for 2012-16, with work underway to release the plan in 2010. This Plan will incorporate interim targets, strategies and further actions that transition the ACT towards the zero net emissions goal.

On 17 November 2009, the Government announced a target of carbon neutrality by the year 2060, with a peak in per capita greenhouse gas emissions by 2013. This formed part of the Government's response to the ACT Legislative Assembly Inquiry's interim report into Greenhouse Gas Reduction Targets for the Territory. The Government also agreed in full or in principle to 29 of the committee's 31 recommendations, reflecting the alignment of the Committee's recommendations with goals already being pursued by the Government. This reflects the Government's aim to assume a position of leadership on the issue of reducing gas emissions for our community, as a model for other cities to follow, and to meet the expectations of our community.

The *Sustainable Future Program* is part of an ACT Government commitment to building resilience to climate change through both mitigation and adaptation measures. This three-year program focuses on reviewing planning policy and identifying strategies and measures that complement the ACT Government's policies. Its underlying aim is to create a planning policy framework for more sustainable living.

The *Canberra Tune Up Project*, for improving the energy and water efficiency of commercial office buildings 1500m<sup>2</sup> or larger, is underway. Round 1 applications are to be assessed before the end of the 2009-10 financial year, with Round 2 scheduled for spring 2010.

## Housing Affordability

The ACT Government's housing affordability initiatives continue to improve prospects for prospective homeowners and private renters. Progress against key objectives under Phase 1 of the *Affordable Housing Action Plan* include:

- 247 homes delivered under the affordable threshold of \$300,000;
- over 220 homes in the land rent scheme; and,
- an accelerated land release program that will result in the release of 4,061 dwelling sites this financial year, which is an increase of 1,047 from the original target set for 2009-10.

Under Phase 2, progress in 2009-10 includes:

- the establishment of a central intake service for the homeless;
- accommodation options for people exiting institutions;
- emergency or crisis accommodation; and,
- the first meeting of the Interdepartmental Committee to ensure a whole of government response to homelessness.

In the area of providing housing for aged Canberrans, key initiatives implemented include the construction of public and community housing properties appropriate to the needs of the aged and a review of policies relating to habitable sites and relocatable units as part of the broader review of the Territory Plan.

## Water resources

The *Where will we play* vision commits that by 2013 no outdoor sports facility will rely on potable water for its operation. TAMS continued pursuit of this vision in 2009-10 with planning and design continuing for major stormwater pilot projects in

North Canberra, Tuggeranong and North Weston. Many strategic drought-proofing projects funded in previous years were completed in 2009-10, including redevelopment of Hawker Enclosed Oval to install a synthetic grass surface with match play lighting. Turf conversion to couch grass and replacement of targeted irrigation systems is also contributing to a reduction in the use of potable water for sportsground irrigation.

## Transport for Canberra

A new action plan, *Transport for Canberra*, is currently in development. This plan will draw together transport policies and programs, including the *Transport Infrastructure Plan*, the next stage of the *Sustainable Transport Plan*, originally released in 2004, and provide a further commitment to the objectives of the *Canberra Plan*. The 2010-11 ACT Budget dedicated \$97 million over four years to *Transport for Canberra*, including \$6.1 million to deliver enhanced ACTION public transport services and \$1.0 million for enhanced road safety awareness campaigns. This also includes \$70m of capital funding over four years for a range of initiatives including real time passenger information, *Park and Ride* and *Bike and Ride* facilities, major bus stations, bus priority measures and cycling infrastructure.

*Transport for Canberra* will align with other government policies on land use and the environment.

In 2009-10 ACTION's fleet replacement program saw the delivery of 46 wheelchair accessible, Euro Standard buses, including eight high capacity "steer tag" buses, as part of the bus replacement program for which the Government provided \$49.5m in the 2008-09 Budget over the four years to 2011-12. In the same budget, the Government also made provision for \$13m in 2012-13 to continue the replacement program. Since that time, the Government has provided a further \$13.3m for bus



replacement in the 2013-14 financial year. Forty-four wheelchair-accessible, Euro Standard replacement buses are scheduled for delivery in 2010-11.

In the context of *Transport for Canberra*, in November 2009 ACTION commenced the trial of Rapid Express Direct, or REDEX, a new, high frequency service from Gungahlin, through the City and Kingston to the Railway Station. Under the trial, the service was to operate every 15 minutes between 7am and 7pm, Monday to Friday until 30 June 2010. The success of the trial led to a decision by Government to adopt it as part of the main network and it will be extended to the Direct Factory Outlet in Fyshwick in late 2010.

## Urban Tree Management

Urban tree management attracts a high level of public interest. As an example, over 50 people attended Corroboree Park public meetings in early 2010 concerned about maintaining the beauty and heritage of Corroboree Park. Work continued to remove dead and hazardous trees across Canberra. In all cases tree removal is the last option and pruning or corrective tree surgery work is undertaken if possible. New measures were introduced to improve community consultation and to reassure the public that tree removal is justified. Requests for replacement trees from residents living adjacent to removed trees are received favourably, particularly if they are willing to assist with watering, in line with the Government's *Give a Tree a Drink* campaign. Large-scale tree plantings of 6,250 trees and shrubs planted as a part of the *One Million Trees* initiative commenced in Autumn 2010 to continue replacing gaps in our streets and parks landscape. The investigation being conducted by the Commissioner for Sustainability and the Environment into the Government's tree management practices will influence future tree management programs.

## The Canberra International Arboretum

The Canberra International Arboretum continues to develop and will become one of the great tourist attractions of the national capital, a place for important research, and a place of uplifting beauty for Canberrans and tourists. Between 2005 and November 2009 approximately 22,600 trees have been planted at the Arboretum, which is a significant achievement. A further 26 forests will be planted in 2010 with the majority of the plants being propagated at Yarralumla Nursery. The first major sponsorship for this iconic project was also announced in May of this year, with the Village Building Company generously contributing \$1.5 million towards new facilities and events at the National Arboretum.





*High Quality Services*

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

## A High Quality Public Service

Central to the delivery of high-quality services in the ACT is the staff we employ in the ACT Public Service. In September 2008 the *ACT Public Service Attraction and Retention Framework* was launched. The main objectives of the Framework are:

- to improve the capability of all ACT Public Service employees;
- to retain employees through professional development and targeted retention strategies; and,
- to attract new employees.

Key initiatives implemented through the Framework in 2009-10 include enhancement of the ACT government recruitment website, including the development of an online application facility for the ACT public service graduate program.

In a further new initiative for 2010-11, the Attraction and Retention Framework team will focus on the enhancement of attraction and retention initiatives to support the employment of representatives of identified employment groups. Priority groups identified by the Commissioner for Public Administration and endorsed by the Chief Minister for 2010 are people of Aboriginal and Torres Strait Islander background, and people who identify as having a disability. Work is currently underway on the development of specific

employment strategies for these groups. The first initiative, targeting those who identify as having a disability, is a pilot traineeship scheme for people with an intellectual disability. On offer will be five or more administrative traineeships for people with an intellectual disability, providing participants with the opportunity to gain both work experience in an administrative environment, and a nationally recognised qualification in business and administrative skills.

## Community Engagement

The ACT Government recognises the involvement of the community in Government decision-making and have committed to community engagement in Government decision-making. Engaging the community in big picture issues facing Canberra will form part of the Government's ongoing commitment to engage citizens in decision making. *Canberra Community Conversations* will provide opportunities for broad ranging community discussions on how we achieve a sustainable urban form in the ACT. This will integrate discussion across social, economic, environmental and spatial planning and strategy. These conversations will seek to engage a broad cross-section of the community, especially those groups who are frequently not involved in discussions with government in questions affecting their future, including young people.

A new *Community Engagement Guide* will include core principles underpinning community engagement, moving beyond consultation to a more collaborative engagement approaches. The *Community Engagement Guide* will provide ACT Government officials with strategies to ensure a consistent approach to engagement, a sound understanding of community engagement principles, the 'rules', and traditional and online engagement practices. The Guide will also include strategies to engage with the hard to reach and practical case studies drawn from agencies.