Activity Report 2007-08

A report on the Department’s activities from 1 June 2007 to 30 June 2008.
Output Group 1
Support for Executive Decision Making

The objective of this Output Group is to provide services to assist the Premier and Cabinet to make informed decisions, and to progress high-priority whole-of-government initiatives.

This Output Group is delivered through the Policy Division, the Social Inclusion Unit and the Tasmanian Climate Change Office.

This group’s outputs are:

1.1 Strategic Policy and Advice
1.2 Climate Change
1.3 Social Inclusion
Output: 1.1 Strategic Policy and Advice

Overview

The objective of this output is to provide services to assist the Premier and Cabinet to make informed decisions. The primary services include:

- research, advice and policy development on issues relevant to the Government’s overall policy framework and agenda
- reviewing and coordinating policy proposals from other Government agencies
- intergovernmental liaison and coordination
- monitoring the impact of the Government’s policies and programs.

Major achievements

Coordinating whole-of-government work on strategic policy issues

The Department coordinated work on a number of whole-of-government strategic policy issues during 2007-08 by undertaking its own research and policy analysis, and by working with other State Government agencies in relation to issues that affect them. The key matters the Department addressed were:

- climate change including consideration of, and response to, carbon emissions trading, the Garnaut Review and the House of Representatives Inquiry into Climate Change and Environmental Impacts on Coastal Communities
- coordination of key partnership agreements with the University of Tasmania and Volunteering Tasmania
- publication of the Concessions Booklet
- housing policy
- literacy
- coordination of the Review of State Policies including the Coastal Policy and the Protection of Agricultural Land Policy.

Progressing Aboriginal reconciliation

The Department continued to progress the Government’s Aboriginal reconciliation program in collaboration with other State agencies and the Aboriginal community. This included providing policy support for the implementation of the Stolen Generations program, under which ex-gratia payments totalling $5 million were made to 106 eligible members of the Stolen Generations of Aboriginals and their children.

As part of the completion of the Aboriginal land program, the Department assisted in finalising the Government’s commitment under a memorandum of understanding with
the Flinders Council to provide $2 million towards infrastructure projects within the municipal area.

The Department also worked closely with Commonwealth and state agencies and local government to refocus the COAG Family Violence Trial as a statewide initiative, with the aim of developing practical and positive partnerships to address core issues associated with family violence in the Aboriginal community.

Other significant Aboriginal policy work included reviewing subordinate legislation under the *Aboriginal Lands Act 1995* and contributing to the development of new Aboriginal heritage legislation.

**Improving intergovernmental coordination**

The Department has a leading role in providing advice and support to the Premier and members of Cabinet on issues that are being considered by the Australian Government and other state and territory governments.

The Department ensures that policy advice is considered from a whole-of-government perspective and that Tasmania’s position at national and international forums progresses the State’s priority outcomes and interests.

A procedures manual that documents the process for *Managing and coordinating Intergovernmental Relations in Tasmania* was developed in November 2007 for use by departmental staff.

The manual specifies procedures relating to COAG and the Council for the Australian Federation (CAF) meetings, specifically the Department’s role in preparing whole-of-government and cross-agency advice. It provides staff with an overview of the policy context and maps business processes at the State and inter-jurisdictional level.

**Supporting the COAG and CAF national agenda**

**Council of Australian Governments**

The COAG agenda was revised following the change in government at the federal level in November 2007. During 2007-08, COAG met in December 2007 and March 2008. Seven major policy areas were identified for the 2008 work program:

- health and ageing
- the productivity agenda – including education, skills, training and early childhood
- climate change and water
- infrastructure
- business regulation and competition
- housing
- Indigenous reform.

The Department participated directly in a number of COAG working groups leading up to each meeting, and coordinated input from other agencies for the preparation of briefing documentation for all COAG meetings. The Secretary of the Department also participates in COAG Senior Officials meetings.
Council for the Australian Federation

The Council for the Australian Federation (CAF) was formed in October 2006 to support and promote federalism in Australia and to promote constructive dialogue between states, territories and the Commonwealth. CAF is a forum for the states and territories to consider and make decisions on national issues of joint interest to the states and territories and to develop views on issues to be discussed by COAG.

During 2007-08, CAF meetings were held in February 2008 and April 2008. CAF adopted both a strategic and practical focus and led consideration of a number of key national issues including responding to climate change, policy innovation in education and improving inter-jurisdictional exchange of information relating to individuals and families.

The Department coordinated input from other agencies for the preparation of briefing documentation for all CAF meetings.

Coordinating the implementation of Tasmania Together within the Government

The Department continued to support the Tasmania Together process. This included providing leadership and executive support to coordination processes across agencies, including the Tasmania Together Interdepartmental Committee, regular meetings with the Tasmania Together Progress Board and supporting the Secretary’s participation as a member of the Progress Board.

The Department has led the process by which priority benchmarks for Government have been identified as well as developing implementation strategies and opportunities for collaborative action across agencies, and is now developing a whole-of-government communications strategy. This has been informed by the completion of a review of the priority benchmark cluster process.

The Department also contributed up-to-date benchmark data to facilitate the development of the Progress Board’s new online benchmark reporting system.

Participating in the development and implementation of the whole-of-government Early Years Strategic Plan

The Department is represented on the Early Years Strategy Interdepartmental Committee (IDC). The Committee continued to monitor the implementation of key strategies in the following areas:

- leadership and collaboration including joint training
- screening for intervention and support including family assessment and community mapping
- intervention programs including sustained home nurse visiting, parenting education and literacy programs
- monitoring and reporting.

In addition, the IDC shared information about agency work as part of COAG’s early childhood development reform agenda.

The Department and the Department of Education are working together to ensure that the COAG Productivity Agenda: Early Childhood Development aligns with Tasmania’s Early Years Strategic Plan.
Coordinating cross-agency involvement in the proposed pulp mill development assessment process

The *Pulp Mill Assessment Act 2007* required statutory regulators to undertake an assessment of the Gunns proposal for a pulp mill in Northern Tasmania and recommended conditions to the Minister for Planning for inclusion in the Pulp Mill Permit.

The Department provided coordination and secretariat support to this process. The Pulp Mill Permit was approved by both Houses of Parliament in the week commencing 27 August 2007.

Tasmanian Community Forest Agreement

During 2007-08, responsibility for the implementation of the Tasmania Community Forest Agreement transferred to the Department of Infrastructure, Energy and Resources.

World Heritage Committee visit to Tasmania

The Department worked closely with the Department of Infrastructure, Energy and Resources to facilitate a visit by three delegates of the World Heritage Committee to the Tasmania Wilderness World Heritage Area in March 2008. The delegates met extensively with government land managers and key stakeholder groups, including non-government conservation organisations, industry representatives, Aboriginal land managers, and other social and economic interest groups. They also inspected a wide range of sites inside the World Heritage Area and adjacent lands.

Submissions to treaties and inquiries

The Department coordinated the preparation of submissions to a number of international treaties and national inquiries by Standing Committees of the Senate and the House of Assembly and the National Youth Commission.

### Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
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<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final advisories delivered to Cabinet Office by deadline</td>
<td>%</td>
<td>94</td>
<td>96</td>
<td>95</td>
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</tbody>
</table>
Output 1.2: Climate Change

Overview

This output coordinates the development and implementation of government policy and initiatives relating to the Government’s efforts to respond to the challenges of climate change.

Key objectives for this output include:

- empowering Tasmanians to reduce greenhouse gas emissions and adapt to changes in climate
- making a successful transition to a low carbon economy
- capturing new opportunities associated with climate change
- contributing to national and global climate change solutions.

Major achievements

Establishing the Tasmanian Climate Change Office

A key achievement for this output was the establishment of the Tasmanian Climate Change Office in early 2008. The Tasmanian Climate Change Office has primary responsibility for delivering the Government’s climate change agenda and coordinating climate change action across Government.

Climate Change (State Action) Bill 2008

The Government has developed the Climate Change (State Action) Bill 2008 to set legislated greenhouse gas emissions targets for the State. The Bill sets a 2050 emissions reduction target for the State of 60 per cent below 1990 levels and provides for the setting of interim and sector-based targets. It also establishes the Tasmanian Climate Action Council, an independent body to provide climate change advice to Government.

The Bill was released for public consultation in June 2008 and tabled in Parliament on 1 July 2008. The Bill will be debated in Parliament during August and September 2008.
Tasmanian Framework for Action on Climate Change

The Tasmanian Framework for Action on Climate Change was developed to provide a ‘living document’ for the Government’s approach to climate change. The Framework outlines the Government’s key climate change priorities:

- government leadership
- renewable energy
- planning for future changes
- protecting Tasmanian’s natural carbon stores
- improving Tasmania’s transport system
- innovations in agriculture
- being energy smart
- resilient and adaptive communities.

The Framework sets out the Government’s key climate change initiatives to develop and implement over the coming year. The Framework was launched by the Premier in July 2008 and work is underway on a number of new initiatives including:

- conducting a major analysis of the Tasmanian economy to identify emission reduction opportunities
- developing a Passenger Transport Strategy
- extending the Climate Futures for Tasmania project to include infrastructure
- establishing a Local Government Partnership Agreement on Climate Change
- incorporating climate change considerations in Regional Planning Initiatives
- funding a trial program for energy efficiency in low-income housing
- developing a discussion paper on feed-in tariffs for solar panels
- introducing Climate Change Impact Statements for relevant Cabinet papers.


On 12 March 2008, the Government released its Framework for Reducing the Tasmanian Government’s Greenhouse Gas Emissions. This document outlines a number of key initiatives currently being undertaken across Government to demonstrate leadership on climate change.

Emissions inventory of Government operations and buildings

Consultants Parsons Brinkerhoff have been engaged to develop an emissions inventory for the Government’s operations, suggest emissions reduction targets and develop new emissions monitoring and reporting system for Government agencies.

Energy efficiency in Government buildings

Parsons Brinkerhoff has undertaken energy efficiency audits for 25 of the Government’s key buildings. The report will make recommendations on actions to improve building efficiency.
**Emission reduction plans and 'Climate Champions’**

As part of the Framework, Government agencies are required to develop emissions reduction plans. The Tasmanian Climate Change Office has delivered a program of Climate Champion workshops to assist staff across Government to develop these reduction plans.

**Climate-friendly vehicle fleet**

The Government has introduced minimum greenhouse ratings for new fleet vehicles. All passenger vehicles purchased will now meet a minimum Australian Government Green Vehicle Guide greenhouse rating of 5.5, and all light commercial and 4WD vehicles will meet a minimum rating of 3.5.

**Earn Your Stars campaign**

The Department has developed a community awareness campaign to increase community understanding about climate change and what individuals, businesses and governments can do to tackle the climate change problem. The first stage of the Earn Your Stars campaign consists of a television advertising and website.

The Premier launched the campaign in July 2008.

**Coordinating climate change advice and policy responses across government and the community**

Communication across government and within the wider community is critical for an improved understanding of climate change and an improved understanding of the challenges and opportunities it brings. Since its establishment in 2008, the Tasmanian Climate Change Office has delivered more than 200 presentations on the Tasmanian Government’s response to climate change.

The Government has also taken a coordinated and informed approach to providing input to the development of national climate policy through the Council of Australian Governments and the Garnaut Climate Change Review.

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<th>2008-09</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>The percentage of the population reached directly and indirectly with information on climate change</td>
<td>%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>60</td>
<td></td>
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</table>

**Tasmania Together benchmark**

The release of the State and Territory Greenhouse Gas Inventories in June 2008 revised Tasmania’s emissions figures to 8.5 megatonnes of carbon-dioxide equivalent (Mt CO2-e) for 2006. As a result, the Tasmania Together indicator 4.1 Levels of greenhouse gas emissions (megatonnes) for 2010 (8.6 Mt CO2-e) has been achieved ahead of time.
Output: 1.3 Social Inclusion

Overview

This output facilitates activities that develop solutions to social disadvantage which deliver practical results in the Tasmanian community. The primary services include undertaking research, analysing data, facilitating cross-agency and cross-sectoral cooperation, and leading community engagement and consultation to develop evidence based policy. The Unit works to create whole-of-community responses to complex social issues.

Major achievements

Establishing the Social Inclusion Unit

The establishment of a Social Inclusion Unit was announced in March 2008, and the Unit was fully staffed by mid June 2008. The role of the Unit is to work with all spheres of government, and the not-for-profit and business sectors to promote inclusive communities where all people are valued and connected and can participate in the social, civic and economic life of Tasmania.

Two key first references were issued to the Unit, to improve standards of literacy and numeracy and address homelessness in the State. The Unit is also responsible for developing a social inclusion strategy for Tasmania in consultation with the community.

Stronger Communities Taskforce

The Stronger Communities Taskforce was established by the then Minister for Community Development, Michelle O’Byrne MP in July 2007 to advise on the state of our communities strategies to strengthen Tasmanian communities, and promotion of community development goals.

The Stronger Communities Taskforce’s The State of Our Community Report 2007: Starting the conversation was tabled in Parliament in March 2008. The Taskforce’s report profiles successful community development programs operating in the community, business and government sectors.

The Taskforce is now an expert community reference group working with the Unit to continue the conversation with a range of Tasmanian community groups around the findings of its report. The report and the Taskforce are informing the work of the Unit in developing a social inclusion strategy for Tasmania. The report provides advice on advancing social inclusion in Tasmania through effective partnerships and coordination across all sectors to address social disadvantage in communities of interest and geographic communities of need.
Establishing a benchmark for primary homelessness in Tasmania

The Department coordinated the development of a benchmark figure for primary homelessness (‘rough sleeping’) in Tasmania as part of the Tasmanian Government’s commitment to halve the number of people sleeping rough in Tasmania by the end of 2010.

A working group with representatives from the Department, the Australian Bureau of Statistics (ABS), Housing Tasmania, Shelter Tasmania and the University of Tasmania’s Housing and Community Research Unit was established to determine the benchmark figure. The working group reviewed existing data and research on homelessness, consulted with all spheres of government and service providers, and conducted a survey of homelessness service providers to determine a method for establishing the benchmark figure. The working group found that the ABS census provided the most robust and comprehensive estimate of primary homelessness for Tasmania.

The working group used preliminary data from the 2006 Census to establish the benchmark figure. This figure was subsequently revised down on advice from the ABS following further analysis of the 2006 Census data by researchers Chamberlain and MacKenzie. The revised figure of 376 people in the primary homeless category was released in the report by Chamberlain and MacKenzie on 4 September 2008.

Rosanne Haggerty Report

The Tasmanian Government invited Rosanne Haggerty, an international authority on homelessness, to visit Tasmania in March 2008 where she toured emergency housing facilities and met with people who work to help homeless Tasmanians.

Ms Haggerty’s report on her visit, Ending Homelessness in Tasmania, commends the work already occurring in the government and community sectors to reduce homelessness in Tasmania. The report notes Tasmania’s successful incorporation of services for people who are homeless into individual neighbourhoods, and describes existing facilities and service providers as respectful, caring and professional.

The report highlights the need to create a range of public housing opportunities. The report’s recommendations provide a solid basis to halve primary homelessness in Tasmanian by the end of 2010. The report will be used to develop Tasmanian solutions to homelessness and will develop a Tasmanian Homelessness Plan, in consultation with all spheres of government, the business and community sectors.

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</tr>
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<tbody>
<tr>
<td>Percentage of key components of the Social Inclusion Strategy developed on time</td>
<td>%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>100</td>
</tr>
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</table>
Output Group 2
Government Processes and Services

This Output Group supports Government processes and services. It includes six outputs:

2.1 Management of Executive Government Processes
2.2 Principal and Subordinate Legislation
2.3 Tasmanian Government Courier
2.4 Corporate Support to Ministerial and Parliamentary Offices and the Office of the Governor
2.5 Representation in Canberra
2.6 Support for the Stolen Generations Assessor.
Output 2.1: Management of Executive Government Processes

Overview

Management of executive government processes includes administrative support for executive government bodies such as Cabinet and the Executive Council, coordination of State protocol, security, communications and other matters. The output also provides executive support to the Secretary of the Department and acts as the primary link between the Department and the Office of the Premier and the offices of the other Ministers to whom the Department has a portfolio relationship (at the time of publication, the Minister for Local Government).

The services provided include preparation, scrutiny and processing of documents, advice to the Governor, Ministers and departments on procedures and administrative policy (including whole-of-government communications), management of official visits, State receptions and functions, coordination of the honours and award nomination processes and participation in national counter-terrorism processes. Communications and marketing support is also provided to all departmental offices.

Major achievements

Cabinet Office

The Cabinet Office provided support for 45 Cabinet meetings, processed 443 submissions and recorded 431 decisions. All meetings of Cabinet were held in Hobart.

Executive Council

The Executive Council met 30 times and dealt with 312 matters.

Official visits

The State hosted 13 visits this financial year. In chronological order the visits were:

- His Excellency Dr John Peter Larkindale, High Commissioner for New Zealand accompanied by Mrs Philippa Larkindale
- Her Excellency Mrs Martha Ortiz De Rosas, Ambassador of Mexico accompanied by Mr Jorge Carvajal
- His Excellency Dr Peter Prochacka, Ambassador of Slovakia accompanied by Mrs Olga Prochackova
- His Excellency Mr Martin Lutz, Ambassador of Germany accompanied by Mrs Gerda Lutz and Mrs Dianne Bye, Honorary Consul for Germany
- His Excellency Mr Chang Beom Cho, Ambassador of the Republic of Korea accompanied by Mrs Cho, Mr Jung-Ill Lee, First Secretary of the Embassy of the Republic of Korea and Mr Damon Thomas, Honorary Consul for the Republic of Korea
• His Excellency Mr Glen Lindholm, Ambassador of Finland accompanied by Mrs Tuovi Lindholm and Mr Andrew Kemp AM, Honorary Consul for Finland
• Her Excellency Mrs Susanne Wagner Hoffmann Shine, Ambassador of Denmark accompanied by Mr Tony Shine and Mr Robert Clifford AO, Honorary Consul for Denmark
• His Excellency Mr Murat N. Ersavci, Ambassador of Turkey accompanied by Mrs Zeynep Ersavci
• Mr Jürg Casserini, Consul General of Switzerland accompanied by Professor Margaret Otlowski PhD, Honorary Consul for Switzerland
• His Excellency Mr Jose Balmaceda, Ambassador of Chile accompanied by Mrs Loreto Balmaceda and Mr Michael Kent AO, Honorary Consul for Chile
• His Excellency Mr Máirtín Ó Fainín, Ambassador of Ireland
• Delegation led by Mr Dai Sung Yang, Chairman of the Council of Jeju, Special Self-Governing Province, Republic of Korea
• His Excellency Mr Antonio Cosano, Ambassador of Spain accompanied by Mrs Marisol Nuño.

In addition to these official visits, assistance was given in organising several unofficial visits to the State and support provided for Tasmania’s two Beijing Olympic Torch Relay participants, Louise Padgett and Eddie Thomas.

Visitors are provided with extensive briefings on the State’s primary and secondary industries, and appropriate calls are included in itineraries with both government and private enterprise. Every effort is made to ensure that the State and its economy benefit from official visits by diplomats and members of the consular corps.

Frank MacDonald Memorial Prize Trip

The Frank MacDonald Memorial Prize is an annual essay competition open to Tasmanian students in Year Nine. In 2007, students were required to write an essay or prepare an audio-visual presentation in response to one of two questions: (a) In what ways has the ANZAC experience impacted on Australia, in particular Tasmania, since 1915; and (b) “We will remember them”. How and why have Tasmanians commemorated the ANZAC experience?

Six students and two teachers were chosen to travel to Turkey, Belgium and France during April and May 2008. They joined the Hon. Allison Ritchie MLC, the then Parliamentary Secretary to the Treasurer; her partner Mr David Cowle; Ms Sharni Quarrell; three representatives from the Returned and Services League (RSL); and the tour leader, Jane Patten.

The Frank MacDonald Memorial Prize travellers were part of the official delegation attending commemorations and events on the Gallipoli Peninsula on Anzac Day. The delegation included The Hon. Joel Fitzgibbon AM MP, Minister for Defence; Geoff Shepherd AO, Chief of the Australian Air Force; the Rt Hon. Winston Peters, New Zealand’s Minister for Foreign Affairs; Admiral Sir Jonathon Band, the British Chief of Naval staff; and the Australian Ambassador to Turkey, His Excellency Mr Peter Doyle.

The itinerary for Anzac Day included the Dawn Service at Anzac Cove, the Lone Pine commemorations, the New Zealand commemoration at Chunuk Bair and the Turkish
57th Regiment celebrations. Allison Ritchie and all three RSL members participated in official wreath laying ceremonies during the day. The party then travelled through Belgium and France visiting many significant battle sites on the Western Front.

The Memorial Prize travellers established a high profile, with Mr Fitzgibbon and the British First Sea Lord, Sir Jonathon, both spending time with the students. Other officials offered very positive feedback about the students and the prize in general.

Official functions

The State Protocol Office organised 12 functions associated with a variety of events and special occasions. Assistance and advice was also provided to Government and external agencies arranging other events that required support.

The official functions included:

- Youth Parliament luncheon
- Solicitor General Bill Bales’ farewell dinner
- Children’s Week morning tea
- cocktail reception to celebrate Anne Steele’s successful English Channel swim
- cocktail reception to celebrate the Year of the Life Saver
- Hobart Cup cocktail reception
- Police Commissioner Richard McCreadie’s farewell dinner
- dinner for Rosanne Haggerty’s visit to Tasmania (homelessness and innovative housing opportunities)
- cocktail reception to farewell His Excellency the Governor of Tasmania
- morning tea for the Tasmanian participants of the Australia 2020 Summit
- cocktail reception to welcome the USS Tarawa
- cocktail reception to farewell the Governor-General of Australia.
Communications and marketing

There have been a number of significant achievements during the year. Of particular note has been the:

- redevelopment of the Department’s intranet and internet sites and whole-of-government Communications website
- commencement of a community engagement strategy for the newly established Tasmanian Climate Change Office
- establishment of a new marketing services provider panel.

New marketing services panel

Following an open tender process, a panel of seven Tasmanian providers has been appointed to provide marketing services to the Department of Premier and Cabinet. The appointment of this panel follows the success of a pilot panel of three local companies which ran from 2006 to 2008.

This year, another four companies have been added to the panel, and the Department of Health and Human Services has joined DPAC as a client able to use the panel. The panel will run for two years with the option to extend.

The new panel is made up of four full-services agencies – Red Jelly, Corporate Communications, Gray Matters Advertising and Clemenger Tasmania – along with three graphic designers – Blue Box, Futago and Helen Bryen: Designer.

As many campaigns have tight timeframes, the panel allows marketing projects to be conducted within the required procurement guidelines. Having a panel in place has resulted in more effective management of the Department’s marketing, including improved quality control and value for money. It also provides a wide range of skills and services for the departments to choose from according to the needs required.

Communication policies

Several new departmental policies were approved and released during the year to assist departmental offices adopt a consistent approach to communications and marketing. These included:

- Media Policy
- Publications Policy
- Advertising Policy
- Print Production Guidelines.
Website redevelopments

A six-month project to update the DPAC internet site with a new look, updated content and new features was completed in June 2008.

The site has been designed to make information more accessible to the Department’s client groups, which include community groups, service providers, other government agencies and local government. Special attention has been paid to ensuring the communication needs of non-English speaking users, seniors and people with disabilities are met.

The use of the MySource Matrix Content Management System allows the DPAC site to integrate seamlessly with other MySource Matrix websites, such as the Tasmanian Climate Change Office’s ‘Earn Your Stars’ website and the Tasmanian Early Years Foundation website.

The Department also redeveloped its intranet using the content management system to more effectively deliver information to staff.

The Whole-of-government Communications website was also rebuilt to improve access to information on the Whole-of-Government Communications Policy and the related toolkit of resources provided to assist in the implementation of the policy across Government.

Climate change community engagement

The first phase of a climate change community engagement strategy was developed and launched in conjunction with the Tasmanian Climate Change Office and Information Systems Branch. This included the development of the ‘Earn Your Stars’ television marketing campaign and website, which aim to show Tasmanians how they can make small changes in their own lives to reduce their carbon footprint. Phase two of the campaign will see the ‘Earn Your Stars’ message delivered through the Government’s agricultural show exhibit.

Portfolio Services

The Portfolio Services Unit had a challenging year dealing with the several changes in portfolio responsibilities that occurred during 2007-08. These changes required the administration support processes to be reviewed to deal with:

- creation and subsequent withdrawal of a separate Minister for Community Development portfolio
- establishment of a role of Parliamentary Secretary to the Premier
- changes resulting from having a Minister for Local Government, rather than a Minister assisting the Premier on Local Government.

Several key documents during the year have been prepared and/or updated including:

- a revised signing policy (clearly articulating delegated authorisations for the signing-off of various documents)
- a style manual to assist staff with the preparation of written material
Office of Security and Emergency Management

During 2007-08, through the Tasmanian Pandemic Influenza Project, the Office of Security and Emergency Management has been proactive in planning and preparing for a pandemic.

The office led a taskforce of officials from across Government to complete the State’s Human Influenza Pandemic Manual. The Manual is a comprehensive guide to the State’s approach to preparing for and responding to the threat of a pandemic across all areas of government, industry and the community.

The Department provided leadership to the development of key security and emergency management priorities for the Government. This includes leading the development of key priorities such as:

- strengthening the relationship between Tasmania’s emergency services and members of culturally and linguistically diverse communities
- the Tasmanian Relief and Recovery Arrangements (TRRA) that will formalise the Government’s assistance that may be provided to the community following an emergency
- a Tasmanian Emergency Information Service (TEIS) that will provide a single point of contact for government information during, and following, an emergency.

The Department continued to support Tasmania’s representatives on the National Counter-Terrorism Committee and Australian Emergency Management Committee and ensured that Tasmania effectively contributed to the development and implementation of national counter-terrorism and emergency management arrangements.

The Department also continued to work in partnership with the State Security Unit, the State Emergency Service and other agencies to identify and implement national and state priorities. During 2007-08, this included the reform of explosives regulation, review of the Tasmanian Emergency Management Plan and input into the Council of Australian Governments Review of Hazardous materials.

A key achievement during the year was assisting the Department of Justice to progress the Security Sensitive Dangerous Substances Amendment Bill 2008. The Bill represents a significant step forward for the management of high consequence explosives in Tasmania by introducing a single permit system for users of explosives that is supported by a comprehensive background checking and security planning regime.
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</tr>
</thead>
<tbody>
<tr>
<td>Number of meetings of Cabinet supported</td>
<td>No.</td>
<td>35</td>
<td>42</td>
<td>45</td>
<td>40</td>
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<tr>
<td>Number of meetings of Executive Council supported</td>
<td>No.</td>
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<td>29</td>
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<tr>
<td>Number of official visits to Tasmania managed</td>
<td>No.</td>
<td>14</td>
<td>13</td>
<td>13</td>
<td>15</td>
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<tr>
<td>Number of official functions organised</td>
<td>No.</td>
<td>10</td>
<td>9</td>
<td>12</td>
<td>8</td>
</tr>
</tbody>
</table>
Output 2.2 Principal and Subordinate Legislation

Overview

The Office of Parliamentary Counsel:

- provides a service to the Government for drafting new legislation and amendments to existing legislation
- provides advice in relation to legislative matters
- maintains an up-to-date electronic database of Tasmanian legislation
- manages the contracts for the printing of legislation and the *Tasmanian Government Gazette*.

Achievements

Twenty-two pieces of legislation were passed or notified in the Gazette during the year these included:

- *Government Prices Oversight Amendment Act 2007*
- *Sentencing Amendment Act 2007*
- *Legal Profession Act 2007*
- *Rail Infrastructure Act 2007*
- *Police Offences Amendment Act 2007*
- *Genetically Modified Organisms Control Amendment Act 2007*
- *Environmental Management and Pollution Control Amendment (Contaminated Sites) Act 2007*
- *Tasmanian Qualifications Authority Amendment Act 2007*
- *Water and Sewerage Corporations Act 2008*
- *Water and Sewerage Industry Act 2008*
- *Payroll Tax Act 2008*
- *Marine and Safety (Pilotage and Navigation) Regulations 2007*
- *Marine and Safety (Safety Manning) Regulations 2007*
- *Pollution of Waters by Oil and Noxious Substances Regulations 2007*
- *Marine and Safety (Maritime Incidents) Regulations 2007*
- *Environmental Management and Pollution Control (General Fees) Regulations 2007*
- *Fisheries (Scallop) Amendment Rules 2008*
- *Threatened Species Protection Order 2008*
- Petroleum (Submerged Lands)(Diving Safety) Regulations 2008
- Petroleum (Submerged Lands)(Management of Safety on Offshore Facilities) Regulations 2008
- Petroleum (Submerged Lands)(Occupational Health and Safety) Regulations 2008

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</tr>
</thead>
<tbody>
<tr>
<td>Number of hits per year on the Tasmanian legislation website (EnAct)</td>
<td>No. Million</td>
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<td>14</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>
Output 2.3: Tasmanian Government Courier

Overview

The Government Courier Service supports all Government agencies, some Government business enterprises (GBEs) and other Government offices, by:

- collecting and sorting incoming and outgoing mail
- delivering mail and small parcels
- liaising with Australia Post as required
- managing contracts for Government mail delivery to and from the North and North-West of the State.

Major achievements

The service continued to provide an efficient and timely delivery of Government mail.

Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of regular delivery/collection points.</td>
<td>No.</td>
<td>322</td>
<td>328</td>
<td>325</td>
<td>325</td>
</tr>
</tbody>
</table>
Output 2.4: Corporate Support to Ministerial and Parliamentary Offices and the Office of the Governor

Overview

The Corporate Services Division provides the following support services to the Ministerial and Parliamentary offices, and to the Office of the Governor:

- financial management
- human resources management
- information systems management
- records management
- asset management
- facilitation of the corporate planning programs of the Department
- provision of advice to the Secretary on corporate matters.

Achievements and highlights for this Output are described under the section Corporate Services on page 92.
Output 2.5: Representation in Canberra

Overview

The Tasmanian Government Office (TGO) in Canberra operates on behalf of all State agencies to contribute to the achievement of policy and funding outcomes for the State by:

- promoting improved awareness and understanding of the Tasmanian Government’s interests and priorities in Canberra, including among Australian Government departments, ministerial offices, national industry associations, and diplomatic missions
- enhancing knowledge across State agencies of new and emerging Australian Government policy and funding initiatives, particularly those impacting Tasmania
- identifying Australian Government grant programs and other funding possibilities, and notifying interested Tasmanians of these opportunities through the Funding Alert Service.

Major achievements

The TGO consulted with a range of Australian Government officials and other stakeholders in Canberra to promote specific Tasmanian Government interests, including:

- forestry
- climate change
- infrastructure
- industry policy
- World Heritage issues
- natural resource management (NRM)
- agribusiness
- biosecurity
- local government
- Aboriginal issues
- water resources
- health policy
- migrants and refugees
- trade policy
- tourism.
Written and/or oral reports on all advocacy activities carried out by the TGO in Canberra were provided to relevant senior contacts across State agencies and/or ministerial offices, with consistently positive feedback received on the value and timeliness of these reports.

In addition, the TGO represented the Tasmanian Government at Commonwealth-State Officials meetings in Canberra, including the Standing Committee on Treaties.

Providing early advice on new and emerging Australian Government policies and initiatives

Through its email advisory service, the TGO provided Tasmanian State agencies and ministerial offices with details of new and emerging Australian Government policies and initiatives across a wide range of policy issues. Key topics covered included Aboriginal issues, aged care, agribusiness, Antarctic issues, arts, biosecurity, broadband, climate change, education, forestry, health, heritage, housing, industry policy, infrastructure, local government, mining, natural resource management, refugees, renewable energy, small business, social inclusion, telecommunications, tourism, trade, transportation and water resources.

TGO staff attended a range of public debates and discussions in Canberra on issues of interest to the Tasmanian Government, particularly federal-state relations and climate change. Reports were provided to relevant officers across State agencies, and ministerial offices.

Information forwarded to State agencies and ministerial offices by the TGO ensured that the Premier and Ministers were fully briefed on emerging national and Commonwealth-State issues.

Providing State agencies with details of Canberra media reporting relevant to Tasmanian Government interests

The TGO closely monitored the Canberra-based media, with copies of reporting relevant to Tasmanian Government interests forwarded to the Government Communications Unit and/or relevant State agencies. During the lead up to the Federal Election in November 2007, there was significant reporting in the Canberra media on the Commonwealth’s takeover of the Mersey Hospital and the proposed pulp mill project in Northern Tasmania. The TGO ensured that reporting, editorials and commentary were promptly forwarded to relevant agencies and ministerial offices.

The TGO also ensured that the Tasmanian Climate Change Office was kept closely informed of the growing amount of reporting, analysis, and commentary on this issue from Canberra media sources. Other Tasmanian Government interests which generated media coverage in Canberra included Antarctica, GMOs and renewable energy. In addition, the TGO forwarded regular media opinion and commentary on current trends in federal-state relations to the DPAC Policy Division.

Promoting the Tasmanian Government’s international interests in Canberra

Meetings with the Ambassadors of Mexico, Denmark, Turkey, Chile and Ireland in advance of their official visits to Tasmania were held in order to discuss program arrangements and to brief them on current political, economic and social developments
in the State. These discussions ensured that heads of mission were well prepared for their visits to Tasmania, and that State agencies received advance notice of any proposals put forward by heads of mission.

Representatives from the TGO also met with delegates from the Canadian High Commission to discuss emerging trends in federalism in Australia and Canada, ahead of a meeting of the Council for the Australian Federation where the Premier and Chief Ministers hosted their Canadian counterparts.

Maintaining a Funding Alert Service

The TGO continued its Funding Alert Service that provides early notification of Australian Government grants programs to Tasmanian subscribers, although there were relatively fewer funding alerts forwarded than in previous years, due to the 2007 Federal Election and the change of government in Canberra. The service ensured that interested Tasmanian businesses, non-government organisations, local government, and individuals were able to take full advantage of the available time to prepare and lodge applications for grants programs. Subscription to the Funding Alert Service occurs through the TGO website.

### Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of reports to State agencies on TGO activities relating to Tasmanian Government interests and priorities in Canberra.</td>
<td>No.</td>
<td>50</td>
<td>86</td>
<td>106</td>
<td>100</td>
</tr>
<tr>
<td>Number of information advices forwarded to State agencies on Australian Government policies and initiatives.</td>
<td>No.</td>
<td>3326</td>
<td>3776</td>
<td>3915</td>
<td>4000</td>
</tr>
<tr>
<td>Number of subscriptions by Tasmanian organisations and individuals to the TGO's Funding Alert Service.</td>
<td>No.</td>
<td>732</td>
<td>1478</td>
<td>2297</td>
<td>2500</td>
</tr>
</tbody>
</table>

### Other data

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding Alerts forwarded to subscribers to the Funding Alert Service.</td>
<td>38</td>
</tr>
<tr>
<td>Briefings to Ambassadors and High Commissioners in advance of official visits to Tasmania.</td>
<td>5</td>
</tr>
<tr>
<td>Average visits to the TGO website per month.</td>
<td>500-600</td>
</tr>
<tr>
<td>Average number of enquiries on tourism and other issues responded to per month.</td>
<td>20</td>
</tr>
</tbody>
</table>
Output 2.6: Support for the Stolen Generations Assessor

Overview

The Office of the Stolen Generations Assessor was established to oversee the implementation of the Stolen Generations of Aboriginal Children Act 2006. The Act makes provision for the establishment of a $5 million fund to provide ex-gratia payments to eligible members of the Stolen Generations of Aboriginals and their children. The Act became operational on 15 January 2007.

The Office is responsible for:

- promoting awareness of the Act in the Aboriginal community
- establishing business processes to enable a thorough and objective assessment of applications
- implementing cross-agency procedures to enable the provision of timely and expert advice to the Assessor
- assessing applications, including the identification of additional information requirements where appropriate
- developing advice for the Premier and relevant Minister on the implementation of the legislation.

Major achievements


The Act enabled the State Government to provide ex-gratia payments to Aboriginals who were forcibly removed from their families as children, due to the direct intervention of previous State Government policies and practices. A total of 151 applications were received.

As Stolen Generations Assessor, former Premier Ray Groom completed his assessment of applications under the Act within the one-year timeframe established by the Act (to January 2008). Payments were made to successful applicants in February 2008.

The Assessor made a recommendation that 106 applicants met the criteria under the Act and were eligible for payment. Twenty-two of these applicants were children of deceased members of the Stolen Generations. These applicants shared in a total of $100,000 in payments. They each received a payment of between $4,000-5,000 each.

Eighty-four applicants were found to meet the criteria as living members of the Stolen Generations. Each of these applicants received a payment of $58,333.33. This was an equal share in the balance of the $5 million Stolen Generations Fund after the children of deceased members had been paid.
Of the 44 applicants who were not eligible, no Tasmanian State agency intervention could be established for 11 applicants, Aboriginality could not be confirmed for 17 applicants, 10 applicants were removed after 1975 and six were not removed from their family for a period exceeding 12 months. All applicants considered ineligible by the Assessor were given extensive opportunity to substantiate their claim and a thorough investigation of information available to the Assessor was undertaken.

In cases where Aboriginality was unable to be substantiated, the Assessor and his team, in conjunction with the Archives Office of Tasmania, undertook extensive family history tracing.

Through this legislation, the Government has taken an important step towards reconciliation with the Aboriginal community. For many applicants the process provided a chance to tell their stories for the first time. For some it was an opportunity to finally understand what happened to them as children.

The actions taken by the State Government were echoed by the apology given by the Australian Government on 13 February 2008. Several members of Tasmania’s Stolen Generations attended the event.

<table>
<thead>
<tr>
<th>Measuring Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Measure</td>
</tr>
<tr>
<td>Percentage of decisions made within the timeframes specified in the Stolen Generations of Aboriginal Children Act 2006.</td>
</tr>
</tbody>
</table>
Output Group 3
Electronic Services for Government Agencies and the Community

This Output Group provides electronic services for government agencies and the community. It includes four outputs:

3.1 ICT Policy Development and Implementation

3.2 Management and Ongoing Development of Service Tasmania

3.3 Management of TASINET and Networking Tasmania

3.4 Information Systems Management.
Output 3.1: ICT Policy Development and Implementation

Overview

The Inter Agency Policy and Projects Unit (IAPPU) operates under the direction of the Inter Agency Steering Committee. The Unit is responsible for coordinating the development and implementation of whole-of-government information systems, telecommunications and information management strategies and policies aimed at improving and modernising the operations of government in Tasmania.

The Unit manages a number of cross-government and whole-of-government projects, provides support to Government agencies by developing appropriate methodologies, guidelines and standards, maintains a high-quality project management framework and offers project management advisory and review services to other Government agencies.

Major achievements

Support for the Inter Agency Steering Committee (IASC)

The Department supported the operations of the IASC in its role of providing corporate leadership and governance for whole-of-government policies, strategies and projects in information management, information systems and project management.

Support was provided for a number of whole-of-government sub-committees of the IASC.

Identity Security Program

Through the Identity Security Program, the Department worked to ensure the consistency and security of processes for the collection, use and transfer of electronic and non-electronic identity information for both employees and clients of the Tasmanian Government, with particular reference to the requirements of the National Identity Security Strategy.

As part of the program, the Department developed a draft Identity and Access Management Toolkit, worked with the Department of Justice to support the implementation of the Certificate Verification Service, and worked with the Department of Health and Human Services to support the implementation of an identity and access management solution for staff.

Client Update Service

The Department progressed the development of the Client Update Service to make it easier for existing clients of the Tasmanian Government to notify changes to their personal details.

During the year, the business and technical specifications for the service were developed, and the Department liaised with the Department of Primary Industries and Water regarding the establishment of a whole-of-government address validation service.
Interoperability Program

The Department continued to progress the improvement of whole-of-government business, information, and technology interoperability through the ongoing activities of the Interoperability Program.

The IASC approved standards for bill payment numbering, bar coding, email and usernames, and the interchange of client information. Standards were also progressed for web services, and revenue/receipt documentation.

Procuring information and communications technology (ICT) goods and services

An ICT Procurement Strategy was finalised and the Department liaised with the Department of Treasury and Finance with regard to implementation.

The Department undertook a project to examine the benefits of aggregating at a whole-of-government level the software licensing arrangements associated with the use of Microsoft products.

Tasmanian Government Information Security Framework

The Department produced a revised and significantly updated version of the Tasmanian Government Information Security Framework and provided support for its implementation. The Department also assessed the requirements for information and classification standards and the need for cross agency information security incident management and reporting.

Tasmanian Government Web Publishing Framework

The Department continued to provide support for the implementation of the Tasmanian Government Web Publishing Framework, which outlines the standards and practices for web publishing in the areas of design and navigation, usability and accessibility, discoverability and information management.

During 2007-08, an updated version of the Tasmanian Government Website Standards was produced.

Tasmanian Government Project Management Framework

The Department continued to promote, develop and support the utilisation of the Tasmanian Government Project Management Framework and associated project management tools. A fee-based advisory and review service for project management within the Tasmanian Government was provided during the year.

The Department updated and revised a number of the components of the Tasmanian Government Project Management Guidelines. The Department also conducted a number of activities associated with issues related to benefits realisation and the management of complex projects.

Better Practice Program

Through the Better Practice Program, the Department continued to identify and support whole-of-government better practice activities and the sharing of knowledge, particularly in those areas related to the current agenda of the IASC.
The program conducted 10 Better Practice seminars. The program managed the contract for the whole-of-government provision of best practice ICT research from an external service provider.

Supporting whole-of-government projects and intergovernmental relations for eGovernment, information management and ICT

The 2008-09 Budget provided funding to the Department for an IT Transformation Project to achieve improvements in ICT use across Government to enhance productivity and customer service delivery.

The Department collaborated with other areas of the Tasmanian Government in the examination of a range of whole-of-government issues, such as the online authentication of staff and the management of spatial information.

IAPPU provided direct support and assistance to a number of the activities of the Motor Registry Project within the Department of Infrastructure, Energy and Resources.

IAPPU managed inter-governmental relations with other jurisdictions and participated in relevant working groups, in particular those relevant to the Commonwealth/State Online and Communications Council.

Other achievements

Through IAPPU, the Department also:

- provided policy advice and support to the development of a number of responses by the Tasmanian Government to Australian Government reviews and initiatives related to the provision of telecommunications services
- produced a number of better practice guides to improve the management of documents and records in an electronic environment.

### Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of unique visits to eGovernment website¹.</td>
<td>No.</td>
<td>N/A</td>
<td>N/A</td>
<td>95 630</td>
<td>100 000</td>
</tr>
<tr>
<td>Average number of attendees per information seminar.</td>
<td>No.</td>
<td>74</td>
<td>88</td>
<td>70</td>
<td>85</td>
</tr>
</tbody>
</table>

Note

1. The target for 2007-08 was originally set at 180 000 based upon 15 000 unique visits per month on the new website launched in March 2007. This has stabilised over the past the months at about 8 000 visits per month, and the target for 2008-09 has been revised.
Output 3.2: Management and Ongoing Development of Service Tasmania

Overview

Service Tasmania is a customer-focused approach to delivering government services over the counter, online and over the phone. It aims to make it easier for Tasmanians, especially in rural and regional areas, to do their everyday business with government.

The Service Tasmania Unit, develops services to be delivered by the three lead agencies responsible for shops, phone services and Service Tasmania Online. The Unit works closely with all State Government agencies to identify new services and also forms partnerships with Australian Government and local government organisations to deliver their services through the three Service Tasmania channels.

The Unit provides executive support to the Service Tasmania Board. The charter of the Service Tasmania Board is to manage the provision of consistent, high-quality customer service, to identify and implement new service delivery opportunities, to undertake marketing activities and to ensure there is appropriate financial and budget control.

Major achievements

Ten years of Service Tasmania

January 2008 marked the 10th anniversary of the launch of Service Tasmania and a series of celebratory activities were held to mark this milestone. Staff members who have worked with Service Tasmania since the launch were presented with framed 10-year service certificates, and a celebratory staff day was held in early February, with staff members and other invited guests attending from all regions of the State. Show bags were also handed out to customers in all Service Tasmania shops in late January.

Implementing a new funding model

A new funding model for Service Tasmania shops, which has been under development since 2006-07, was implemented during 2007-08. This funding model reflects new financial arrangements for the delivery of services in Service Tasmania shops and the development and implementation process has involved all Tasmanian Government agencies.

Arrangements and agreements with Tasmanian Government ‘client’ agencies, as well as local and Australian Government partnerships, have been monitored and, where possible, developed to include new and/or enhanced services. Discussions with client agencies in relation to formulating new service level agreements (which will apply for a three-year period) also commenced in 2007-08.

Work continued with the overall aim of increasing the number of customer services available through Service Tasmania’s three service delivery channels (over the counter, over the phone and over the internet).
As a result of the Whole-of-Government Banking Tender, responsibility for the provision of phone and online bill payment services was transferred from Telstra to Westpac and Australia Post in late 2007. The transition was seamless and there were no interruptions to services from a customer perspective.

Channel Shift Project

The Service Tasmania Channel Shift Project was implemented and completed. The aim of this project was to place a greater focus on encouraging customers’ use of online and telephone-based service delivery options. Over the course of the project there was an increase in the proportion of government bills being paid by customers over the phone and over the internet.

New Kingston shop

Monitoring of the most recently-established Service Tasmania shop at Kingston (which opened in May 2007 in accordance with an election commitment) has been ongoing. Since its opening, the shop has operated smoothly, there have been no interruptions to services, and transaction levels have been in accordance with expectations.

Improving service delivery

Collaboration has been ongoing with staff from other agencies in relation to a number of projects across the Government that aim to improve service delivery to all Tasmanians through the implementation of enhanced processes, systems and technologies. Examples include the Motor Registry Project (Department of Infrastructure, Energy and Resources); the Monetary Penalties Enforcement Project (Department of Justice); the Rental Deposits Authority Project (Department of Justice) and the Personal Information Card Program (Department of Premier and Cabinet).

Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of services provided over the counter by Service Tasmania.</td>
<td>No.</td>
<td>500</td>
<td>500</td>
<td>550</td>
<td>550</td>
</tr>
<tr>
<td>Number of bill payment services provided over the phone by Service Tasmania.</td>
<td>No.</td>
<td>70</td>
<td>70</td>
<td>37 ¹</td>
<td>N/A ²</td>
</tr>
<tr>
<td>Number of bill payment services provided over the internet by Service Tasmania.</td>
<td>No.</td>
<td>70</td>
<td>70</td>
<td>37 ¹</td>
<td>N/A ²</td>
</tr>
</tbody>
</table>

Notes:
1. Telephone and internet bill payment options reduced in number during 2007-08 due to the decision of several Local Councils to seek alternative service providers. Tasmanian Government bill payment options were not affected.
2. The methodology for counting the number of bill payments is likely to change in 2008-09. The performance indicator will need to change, but a process will occur to ensure comparisons between 2007-08 and 2008-09 can be maintained.
Output 3.3: Management of TASINET and Networking Tasmania

Overview

This output, provided by TMD, is responsible for the management of the Government’s fixed and mobile telephone services (TASINET) and the outsourced Government wide-area data services contract known as Networking Tasmania (NT). The primary focus for both areas is ensuring agencies receive Australian best practice services in both voice (TASINET) and data (Networking Tasmania) networks and facilities.

Both groups provide strategic advice to Government on how future services might be supplied and managed and are responsible for the preparation and evaluation of tenders for service provision.

Major achievements

Reviewing the supply arrangements for State Government mobile telephone services

The Tasmanian Government currently uses 8,000 mobile telephony devices with an annual cost exceeding $4 million. In September 2007, TMD initiated a public tender for the future supply of these services. The Government has created a supplier panel which will ensure supplier choice for agencies when procuring mobile telephony services, and to encourage competitive offerings from suppliers in the future. Mobile telephony is an increasingly important element of Government communications as it is crucial in supporting staff in remote locations, staff with a particular need for mobility in their workplace and staff or agencies requiring access to mobile data technologies such as wireless modems or data telemetry devices.

SingTel Optus Pty Ltd and Telstra Corporate Ltd are the members of the new supplier panel.

Implementing the NT II supply arrangements

Networking Tasmania II (NTII) has been fully implemented. NTII is the Tasmanian Government WAN (Wide Area Network). The Tasmanian Government spends in excess of $10 million annually on the provision of data services. In 2006, a public tender was released for provision of these services and in June 2007 a panel of suppliers was selected to provide core network services and network connection services. The supplier panel for NTII comprises:

- Telstra Corporation Limited (supplier of core network services and connection services)
- Aurora Energy Limited (supplier of connection services)
- Broadband Wireless Limited (supplier of connection services).

The operational mechanics of initiating these new suppliers has been completed and Government agencies are able to source services from all three vendors with technical and operational support provided by TMD.
Relocating TMD offices to new premises

In July 2007, TMD relocated to new premises at 2 Salamanca Square. In addition to providing improved office accommodation this site has allowed TMD to enhance its services to Government in the following ways:

Data centre space

A substantial server room has been built in the TMD premises to provide (at capacity) for a total of 40 server racks. This data centre space has been linked to the TMD data centre at the Tasmania Police Building (30-32 Bathurst Street) via optic fibre. As well as providing additional server space for agencies, the geographic separation of the two data centres allows for the provision of better disaster recovery services for critical Government IT systems.

Training facilities / meeting rooms

The new TMD premises has a number of meeting and training rooms which are available for agencies to use for specialist computer training as well as general meetings and conferences.

Unified communications

Unified communications is a generic term used to describe the amalgamation of various communications mechanisms onto a single software platform. Such amalgamation brings together the components of a communications system such as:

- voice (fixed and mobile)
- email / messaging
- web applications
- presence
- collaboration
- video conferencing.

At present, most employees use a variety of software and physical devices to communicate with each other, creating replication and inefficiencies due to incompatible devices and software.

TMD views unified communications as a critical element in the Government workspace of the future. TMD, in conjunction with the Department of Economic Development and Tourism, is conducting a multi-agency trial of the Microsoft unified communications system – ‘Office Communications Server’.
## Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average charged by TMD per fixed phone service per year (management, rental and calls).</td>
<td>$</td>
<td>590</td>
<td>518</td>
<td>600</td>
<td>550</td>
</tr>
<tr>
<td>Average charged by TMD per mobile phone service per year (management, rental and calls).</td>
<td>$</td>
<td>N/A</td>
<td>N/A</td>
<td>350</td>
<td>400</td>
</tr>
<tr>
<td>Percentage of calls from the public answered by the Government Contact Centre within 20 seconds.</td>
<td>%</td>
<td>N/A</td>
<td>N/A</td>
<td>80</td>
<td>80</td>
</tr>
</tbody>
</table>
Output 3.4: Information Systems Management

Overview

The services associated with this output are provided by the Computing and Human Resources (HR) Systems business units of TMD and include:

- managing computing infrastructure on behalf of most Government agencies
- managing business computer applications including HR systems on behalf of most Government agencies
- managing applications systems for agencies
- business continuity services
- consultancy in infrastructure planning
- providing payroll and personnel services to agencies.

Major achievements

Maintaining and upgrading of Government human resources (HR) systems

The HR Systems division of TMD provides whole-of-government administration and support for the Empower HR system and has continued to upgrade the service during 2007-08. In particular, a new Empower module for training and development has been added and end-user training is planned.

Proposed changes to the structure under the Public Sector Unions Wages Agreement 2008 and implementation of Australian New Zealand Standard Classification of Occupation Codes will result in a significant amount of work being undertaken within the Empower system during 2008-09.

Promoting and implementing new services across agencies

TMD conducted a public tender for virtualisation software in the 2007-08 year. VMWare Australia Pty Ltd, in association with Alphawest Services Pty Ltd, was the successful respondent to the tender. Server virtualisation allows software to replace physical servers and for existing server infrastructure to be used more effectively. The total value of the tender is $1.2 million over three years.
Consolidating computers and data storage across Government

Computer and data storage across Government is now consolidated in the TMD Data Centre at the Department of Police and Emergency Management site at 30-32 Bathurst Street in Hobart. This site has been connected via optic fibre circuits to TMD’s new premises at Salamanca Square which provides for enhanced services, particularly in business continuity and disaster recovery.

TMD has also actively reviewed a number of potential sites for the location of an equivalent facility in the north of the State.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of computer servers managed by TMD for other Government departments.</td>
<td>No.</td>
<td>196</td>
<td>172</td>
<td>200</td>
<td>200</td>
</tr>
</tbody>
</table>
Output Group 4
State Service Management

This Output Group supports agencies in managing employment and industrial relations in the State Service and supports the State Service Commissioner. It includes two outputs:

4.1 State Service Employment and Management

4.2 Support for the State Service Commissioner.
Output 4.1: State Service Employment and Management

Overview

The Minister administering the State Service Act 2000 is the employer of State Service employees. This output, delivered by the Public Sector Management Office (PSMO), includes the services provided to the Minister in that role, including policy and program development and implementation and advice on a wide range of employment and industrial relations issues and training programs co-ordinated and managed by The Training Consortium.

State Service agencies are provided with assistance in relation to employment policy and programs, industrial relations and training and development programs.

Major achievements

Industrial relations

Significant progress was made during 2007-08 on a number of wages agreements. A summary of the wages policies addressed during the year is provided below:

- Nurses Agreement registered in January 2008-2010
- Police Agreement registered in March 2008-2010
- Fire Fighters Agreement registered 1 December 2007-2010
- Ambulance Officers Interim agreement registered in December 2007 with expiry in December 2008
- Teachers Agreement registered in March 2008-10
- Engineers Agreement registered in March 2008-10

Other Industrial Agreements where there has been participation includes TAFE Teachers, Radiation Therapists, and Visiting Medical Officers. These will be finalised early in the new financial year.
People Directions for the Future Framework

The Peoples’ Direction for the Future Framework is a long-term, strategic action plan that identifies and provides integrated solutions and approaches for common issues faced across the State Service workforce.

Following consultations with agencies and other partners and jurisdictions, the common themes identified and agreed by agencies are:

- values and identity (knowing who we are, what we do, why we do it and how we do it)
- attracting and retaining the right people
- developing and recognising our people capability
- shaping our workforce and performance
- leading and managing for the future.

An evaluation model has been developed and performance indicators are being considered for each of the themes.

State Service Workforce Profile – Demographic Analysis

A project has commenced to produce a workforce profile for the State Service using employment data provided by all agencies. The profile will form the analytical basis for determining workforce management priorities, particularly initiatives for workforce renewal. It is anticipated the profile will facilitate more active workforce planning in agencies.

Mentoring

The Public Sector Management Office (PSMO) has introduced the Keeping the Skills in the Workplace Mentoring Program.

Given that Tasmania now has the oldest workforce in Australia, the program is viewed as a high priority to assist in the transfer of knowledge and skills in the workplace. Initially this program will be targeted in the State sector workforce. The approach to mentoring has been developed with the objectives of ensuring transfer of knowledge and skills (particularly in specialised/critical occupational groups and positions) through:

- development of HR capabilities
- development of people management capabilities
- targeting employees in pre-retirement age group
- targeting employees in specialist occupations requiring succession planning
- targeting employees who require personal or professional development to meet their current and future aspirations.

Pilot programs were held during the year, and a web capability site trial was progressed.
The Training Consortium

The Training Consortium (TTC) brokered training and development services that provided a wide range of professional development programs and events for its member organisations. TTC operated on a cost recovery basis for all direct costs, salaries and salary on-costs being recovered through course fees.

Particular successes for the past 12 months include:

- Public Sector Management Program which received strong interest levels
- Managing Policy Program which attracted high quality guest presenters and high quality participant projects
- Driver Education Program which continues to have strong interest levels
- Getting To and Getting Through the Interview continues to draw a strong number of participants
- computing courses for most common applications.

TTC continues to provide significant levels of advice and operational support to member organisations and individuals, for example:

- DPIW – Leadership development (program continues through 2008)
- DEPHA – Leadership development (significant operational support to be provided during 2008)
- DPIW – Compliance training (assistance with development and delivery of programs to departmental authorised officers through 2008)
- DHHS – Contract management training (Hobart and Launceston workshops)
- DHHS – Writing for government and other specialised writing programs
- DIER – Developing negotiation and influencing capacity workshops.

Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of leadership development programs delivered by The Training Consortium (TT Goal 3).</td>
<td>Number</td>
<td>23</td>
<td>29</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Proportion of State Service employees with access to flexible leave options (TT Goal 9.2.1).</td>
<td>%</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Proportion of project milestones met on time.</td>
<td>%</td>
<td>N/A</td>
<td>N/A</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
Output 4.2: Support for the State Service Commissioner

Overview

This output supports the State Service Commissioner, whose functions as an independent statutory officer include:

- reviewing employment decisions
- evaluating employment practices and procedures of State Service agencies
- establishing procedures for the investigation and determination of alleged breaches of the Code of Conduct and inability
- statutory functions under the State Service Act 2000.

Major achievements

Activities within this output assist the State Service Commissioner to perform his statutory obligations and functions as specified in the State Service Act 2000. Consistent with the Commissioner’s statutory obligations, further evaluations of employment practices within State Service agencies will be conducted during 2009. Details on each activity will be available in the State Service Commissioner’s Annual Report http://www.ossc.tas.gov.au/
Output Group 5
Support for the Tasmania Together Progress Board

This Output Group encapsulates the executive support provided by the Department of Premier and Cabinet to the Tasmania Together Progress Board.

The output of this group is:

5.1 Support for the Tasmania Together Progress Board.
Output 5.1: Support for the Tasmania Together Progress Board

Overview

This output provides support to enable the Tasmania Together Progress Board to fulfil its legislative responsibilities and requirements and to:

- monitor and report publicly on progress towards achieving the Tasmania Together goals and benchmarks
- carry out research and collect data relating to the goals and benchmarks
- coordinate the development, refinement and revision of the goals and benchmarks
- promote the goals and benchmarks in the broader community
- develop coalitions of interest within and between various sectors of the community with respect to Tasmania Together.

The Board has established an online benchmark reporting system that provides up-to-date information on Tasmania Together benchmarks. The Board also publishes biennial progress reports to Parliament and releases an annual snapshot of progress. It reviews existing benchmarks and develops targets to complete benchmarks. The Board also enters into partnerships with community and business organisations that agree to work towards achieving the benchmarks.

Major achievements

Developing new benchmarks

A number of incomplete benchmarks were included in the revised Tasmania Together document when it was endorsed by Parliament in late 2006. Most of those benchmarks have now been completed following the development of baseline data and targets by the Board. The benchmarks are yet to be considered by Parliament.

Initial work has begun on developing reliable and robust data sources for the 34 post-Five Year Review tasks identified in the revised Tasmania Together document.

Widely distributing and raising public awareness of the revised Tasmania Together document following the Five Year Review

The revised Tasmania Together document was officially launched by the Chair of the Board, Bob Campbell, in May 2007. The launch was accompanied by a major promotional campaign involving TV, radio and newspaper advertisements. Over 3,000 copies were distributed throughout Tasmania in Service Tasmania outlets, Online Access Centres and State Library branches. Copies were also provided to State agencies and community and business groups throughout the State. Copies of the new document continue to be distributed throughout the community as well as being available on the Tasmania Together website.
Extending the Tasmania Together Partners Program with community and business organisations

The focus of the Partners Program has been to update all partnership agreements following Parliamentary approval of the revised Tasmania Together document. With new goals and benchmarks, all agreements had to be revised and updated. Most partnerships have either been finalised or are close to being completed.

The Progress Board also developed a set of criteria for the consideration of future partnerships with interested organisations.

Increasing levels of cooperative and collaborative activity in the community

Throughout 2007-08, the Board identified 18 priority benchmarks for further action. The priority benchmarks are poorly performing measures of progress where there is a high degree of public support as identified through the first Five Year Review. The Board wrote to a range of business and community organisations, as well as coalitions of interest, seeking feedback on their contribution to progress the priority benchmarks and their willingness to participate in a coalition of interest if one was to be established. The feedback will be collated and considered by the Board and provided to the Government for further consideration.

Promoting Tasmania Together

A range of activities was undertaken in 2007-08 to increase community awareness of Tasmania Together. The 2007 Snapshot of Progress was delivered to most Tasmanian homes and heavily promoted through TV, radio and newspaper advertising. The annual snapshot was also distributed through Service Tasmania shops, Online Access Centres and State Library branches.

The Board also held the inaugural Tasmania Together Youth Challenge. With additional funding provided in 2007-08, the Board was in a position to take a more active role in promoting Tasmania Together throughout Tasmanian schools. The Youth Challenge was officially launched in April 2008 with the aim of encouraging students from kindergarten to year 12 to think about the sort of future they wanted and how it related to Tasmania Together. Students were encouraged to express their views in a range of formats, including art, writing, research and multimedia.

A major promotional campaign around the theme 'Take - Ctrl - Alt - the Future' was implemented using TV and newspaper advertising, as well as postcards and posters in schools. Over 200 entrants registered on the custom-made website with over 150 entries submitted for consideration. The number and quality of the entries underlines the success of the Youth Challenge.

Developing an online data management system for Tasmania Together

Throughout 2007-08, substantial resources and staff hours were devoted to developing an online data reporting system for Tasmania Together. Finalised in June, the Online Benchmark Reports provide up-to-date information on all of Tasmania Together’s benchmarks as soon as each becomes available. The online reports measure progress against targets, and include graphs, explanations of measures, sources and comments from the Board.
A promotional campaign has been implemented targeting specific stakeholder groups, such as tertiary education institutions, Tasmania Together partners and other business and community organisations, State agencies, the media and local government. The support of the Australian Bureau of Statistics and DPAC’s Information Systems Branch has been crucial to the success of the Online Benchmark Reports.

**Progressing the Curriculum Links project to encourage student involvement in Tasmania Together**

A Student and Teacher Guide to Tasmania Together was developed jointly with the Department of Education. The guide provides ideas and curriculum material for students and teachers to encourage engagement with the State plan. The guide is available on the Tasmania Together and Department of Education websites.

**Publishing the first headline indicator report**

Following the first Five Year Review of Tasmania Together, the Board identified 12 high level headline indicators to report progress on the 12 goals in Tasmania Together, on an annual basis. The annual reporting on this select number of high level benchmarks is designed to complement the more detailed biennial progress reports.

The *Snapshot of Progress for 2007* was launched in November 2007 and received significant media coverage. The launch was accompanied by radio, television and newspaper advertising campaigns, and more than 140,000 flyers were distributed to Tasmanian households.

**Other initiatives**

Other initiatives undertaken during the year included:

- **Local government** – A strategic focus of the Board is to encourage greater local engagement in Tasmania Together. The Local Government Engagement Project identified and targeted all councils currently in the process of reviewing their five-year strategic plans, encouraging them to make direct linkages to the goals and benchmarks in Tasmania Together. The positive response from local government will help raise awareness and engagement with Tasmania Together at the community level.

- **Local Level Data Project** – In keeping with the local engagement focus, the Board contracted the Australian Bureau of Statistics to undertake a detailed analysis of the availability of sub-state level data for all of the benchmarks in Tasmania Together as well as identify related data for goals one and five. The resultant report will be used to develop a specific package on local level data for councils throughout Tasmania.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of community awareness of Tasmania Together as a percentage.</td>
<td>%</td>
<td>53</td>
<td>41</td>
<td>47</td>
<td>55</td>
</tr>
<tr>
<td>Number of partnerships between the Progress Board and non-government organisations.</td>
<td>No.</td>
<td>29</td>
<td>29</td>
<td>27</td>
<td>32</td>
</tr>
<tr>
<td>Number of new benchmarks developed.</td>
<td>No.</td>
<td>N/A</td>
<td>26</td>
<td>15</td>
<td>15</td>
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</table>
Output Group 6
Community Development

The Community Development Output Group brings together a number of interrelated outputs that have a particular focus on improving the quality of life of all Tasmanians, building community capacity, addressing social disadvantage and increasing social inclusion.

The Community Development Division outputs support: women; people with disabilities; seniors; Aborigines; migrants and refugees; and children and young people. As a whole, the Division aims to build the capacity of Tasmanians to work together in addressing common interests.

This Community Development Division is comprised of the following outputs in a policy advice and community service capacity:

6.1 Women Tasmania – Policy Advice and Community Services
6.2 Disability Bureau – Policy Advice and Community Services
6.3 Seniors Bureau – Policy Advice and Community Services
6.4 Aboriginal Affairs – Policy Advice and Community Services
6.5 Multicultural Tasmania – Policy Advice and Community Services
6.6 Children and Youth Affairs – Policy Advice and Community Services
Output Group 6: Community Development

Overview

This output group is delivered by the Community Development Division. The Community Development Division builds community capacity, addresses social disadvantages and increases social inclusion by:

- strengthening community connections and connectedness
- consulting and engaging with community
- developing networks
- promoting community self-help and capacity building
- supporting proactive people and organisations
- assisting leadership and skills development within community groups
- building communities through partnerships.

Major Achievements

The major achievements for the Community Development Division for 2007-08 are:

- Hosting the 2007 Commonwealth, State, Territory and New Zealand Ministers’ Conference on the Status of Women
- Facilitating the implementation of the Disability Framework for Action 2005-2010, and assisting Government Department’s to develop Disability Action Plans
- Enabling Metro’s affiliation with the Companion Card Program in March 2008
- Releasing the Time to be Living Well: Tasmanian Plan for Positive Ageing – Second Five-Year Plan in August 2007
- Providing critical and culturally appropriate support for compensation of applicants in addition to advice to the Office of the Stolen Generations Assessor
- Initiating the Tasmanian Multicultural Youth Project to give a voice to young people from diverse backgrounds
- Releasing the third triennial State of Our Youth Report
- Reviewing and extending the Youth Policy Framework for the State Government to include children and young people in the context of community development.

Details about these and other achievements for the year are provided on the following pages.
Major responsibilities

Policy and legislative frameworks
The Community Development Division is responsible for coordinating State policies and legislation including the:

- Tasmanian Government Disability Framework for Action
- Tasmanian Plan for Positive Ageing - Second Five Year Plan
- Tasmanian Multicultural Policy
- Aboriginal Lands Act 1995
- Tasmanian Early Years Foundation Act 2005

The Division is responsible for, or has representatives on, a number of a whole-of-government inter-departmental committees and working groups, and provides support and advice to the Premier’s Disability Advisory Council, chaired by the Premier.

The Division represents the Tasmanian Government on a number of Australian councils and standing committees including:

- Council of Australian Government’s Working Group on Indigenous Reform
- Ministerial Council for Aboriginal and Torres Strait Islander Affairs (MCATSIA), the Standing Committee and MCATSIA working parties
- Ministerial Council for Immigration and Multicultural Affairs and the standing committee for Immigration and Multicultural Affairs and working parties
- Ministerial Council on Status of Women and working parties, and the Women Advisers Meeting

The Division is responsible for statutory bodies that include the Tasmanian Early Years Foundation and the Jim Bacon Foundation.

Consultative committees and peak community bodies
The Division is responsible for a number of consultative committees that provide advice to Government and provides funding to peak community bodies that give a voice to community groups in Tasmania, including:

- Positive Ageing Consultative Committee and the Council on the Ageing (COTA)
- Tasmanian Advisory Council on Multicultural Affairs and the Multicultural Council of Tasmania
- Youth Network of Tasmania (YNOT) and the Tasmanian Youth Forum (TYF)
- Tasmanian Women’s Council.
Programs and projects

The Division delivers the following grant programs:

- Positive Ageing Small Grants Program
- Multicultural Small Grants and Festival Grants
- Women’s Development Small Grants Program
- National Youth Week Grants Program, Youth Advisory Services Funding Program and the Local Government Seed Funding Grants Program.

The Division administers card programs to assist the inclusion and participation of people in the Tasmanian community, including the Companion Card and Seniors Card and Directory.

A number of programs and projects are implemented across the Division to increase Tasmanian community capacity and social inclusion, and to improve inter-governmental relations and relationships with the community. These include:

- employment, micro-credit and financial literacy, work placement, mentoring and regional migration programs
- coordination of the Seniors Week Program and Tasmanian National Youth Week activities
- information programs and initiatives.
Output 6.1: Women Tasmania

Overview

Women Tasmania works across areas of policy including women and work; leadership and decision-making; women and safety; information services, and Women’s Development Program outreach services to regional, rural and remote areas of Tasmania.

Major achievements

Hosting the 2007 Commonwealth, State, Territory and New Zealand Ministers’ Conference on the Status of Women

The former Minister for Community Development, Michelle O’Byrne MP, hosted the Commonwealth, State, Territory and New Zealand Ministers’ Conference on the Status of Women in Hobart, in August 2007. Ministers valued the opportunity to meet with delegates from the 2007 National Aboriginal and Torres Strait Islander Women’s Gathering (NATSIWG) and acknowledged the vital leadership roles women play in their communities. Agenda items related to women’s economic status, women and leadership, women and safety and indigenous women’s issues.

NATSIWG 2008 was held in May at the Hobart Conference and Function Centre. Aboriginal women delegates from the Australian Government and other states and territories discussed issues of importance to Aboriginal women, and formulated recommendations on these matters for consideration by Ministers.

The discussion focussed on closing the gap on indigenous early childhood disadvantage, safety and wellbeing, housing and homelessness, and future models for the provision of policy advice to government by Aboriginal and Torres Strait Islander women. An enjoyable and inspirational cultural showcasing of Aboriginal Tasmanian arts and products was also organised as part of the proceedings.

Promoting and reviewing the Women in Business Micro-credit Program

Twenty-six new businesses were established in 2007-08 through assistance from the Women in Business Micro-credit Program. These include: fresh pasta manufacture, gardening, plant nursery, mobile photography, childcare, graphic design, handmade truffles and fudge, cleaning and clothing design. Just over half of the successful applicants are participating in or have completed the New Enterprise Initiative Scheme, and two-thirds are living in regional areas of Tasmania, with about 30 per cent from the North, South and North-West regions. Around half of successful program applicants have dependent children.

Four regional networks were funded under the 2008 funding round of the Women’s Development Small Grants Program to provide support and training to women micro-entrepreneurs.

Women Tasmania has contributed $14,000 over two financial years to cover loan administration costs, and the Department of Economic Development and Tourism contributed an additional $20,000 to the loan pool.
Tasmania was successful at the 2007 MINCO (Ministerial Council) in securing combined state and Commonwealth funding of $20,000. This funding will enable Tasmania to undertake an Australia-wide research study in 2009 on models of integrated business support, and loans programs for low-income women micro-entrepreneurs. Tasmania will take the lead on this research project.

Facilitating an electronic register of women interested in appointments to boards

Women Tasmania maintains and promotes the online Women’s Register for women interested in appointment to government boards. Membership is via online registration and members are able to update their details online at their convenience. There are 331 women listed on the database.

In October 2007, Women Tasmania partnered with TAFE Tasmania and SED Consulting to offer four regional training programs for women interested in appointment to government boards. The four governance courses were attended by 53 women.

In May 2008, Tasmania hosted a national workshop with the Australian Government Office for Women and other state and territories on strategies to increase women’s representation on boards, including government, community, business, and rural sector boards. The outcome of the workshop will contribute to the development of a National Strategic Action Plan for increasing women’s representation on boards. The plan will be presented to the 2008 MINCO.

Promoting the Tasmanian Honour Roll of Women

The Tasmanian Honour Roll of Women recognises outstanding accomplishments and contributions of women to the Tasmanian community. Twenty-seven women were inducted onto the Honour Roll in July 2007 at a presentation event held in Launceston. A searchable database of the Honour Roll is available on the Women Tasmania website at www.women.tas.gov.au Nominations for the Honour Roll are considered through an annual nomination process announced in public notice advertisements each year.

Providing information and resources for women

Women Tasmania maintains a dynamic website with an online directory of services, upcoming events and information on many topics of interest to women of all ages. In 2007-08, three new information sheets for potential women candidates for local government were produced in consultation with DPAC’s Local Government Division and the Tasmanian branch of the Australian Local Government Women’s Association (ALGWA) and published online.

In partnership with a registered training organisation, Women Tasmania delivered a work and study introductory program with the aim of preparing participants for entering the workforce or continued study. Fifty per cent of the graduating participants either obtained employment or enrolled in further study at TAFE. Women Tasmania also organised a number of regional training events on a range of topics including governance, computer training for seniors, grant writing, career planning and personal goal setting.

In recognition that women from regional, rural and isolated Tasmania have great difficulty in accessing up-to-date information on services relevant to women, Women
Tasmania has developed a statewide Women’s Information Network (WIN), through the establishment of 29 information and online rooms in community settings. The locations of these rooms can be found at www.women.tas.gov.au

**Coordinating mentoring programs**

Through the Cradle Coast Authority Guaranteeing Futures Project, Women Tasmania piloted a mentoring program for 21 Parklands High School girls and 11 young women. Women Tasmania worked with the Cradle Coast Authority, the Cradle Coast Young Professionals Group and the University of Tasmania’s Cradle Coast Campus, to establish the *Just Us Girls* Mentoring Program. The project involves 15 year nine and 10 girls who are matched with young women in areas of common interest which may be work or leisure-related. The program aims to enhance confidence, to broaden horizons and to encourage leadership amongst the girls who have applied to join the program.

The successful *Girls in Real Life* (GIRL) Mentoring Program was offered again at Claremont College and New Norfolk High School. The aim of the GIRL Mentoring Program is to raise female students’ aspirations and awareness of life and career choices.

**Promoting women’s safety**

The Women’s Safety Award is presented as part of the Crime Prevention and Community Safety Council Awards, in recognition of an outstanding contribution by an individual or group to a crime prevention or community safety initiative that aims to increase women’s safety in the community. The 2007 award was won by the Annie Kenney Young Women’s Refuge (a shelter for young women aged 13-20 based in Hobart’s northern suburbs) for its program aimed at assisting young women to develop new social and life skills.

Women Tasmania administers a contract with the No Interest Loans Scheme (NILS) Inc to assist women escaping family violence situations by providing interest-free loans to assist with furniture storage and removal costs and security expenses. The loans are administered by NILS Inc in conjunction with Women’s refuges.

Grants were awarded to eight organisations to directly promote women’s safety in the 2007-08 round of the Women’s Development Small Grants Program.

Women Tasmania joined with Tasmania Police and the Sexual Assault Support Service to organise a White Ribbon Day team of men to compete in the 2007 Point to Pinnacle race. White Ribbon Day is an opportunity for men to publicly speak out against violence against women. Newly recruited White Ribbon Day Ambassador and media personality Andy Muirhead was a part of the team.

**Assisting the Aboriginal community in economic development projects in association with key stakeholders**

Women Tasmania and the Australian Government’s Department of Families, Community Services and Indigenous Affairs worked with Aboriginal artists and community-based organisation Arts Alive Inc to produce a second set of cards featuring the work of Tasmanian Aboriginal artists. The pack features traditional and modern works in a variety of mediums, including a collective work by school children on Cape Barren Island. The product was launched during NAIDOC week in Launceston where the original works were exhibited. An on-line exhibition of works may be viewed at
The cards will be distributed and sold throughout Tasmania and interstate. The project was jointly funded by the Australian and Tasmanian Governments.

International Women’s Day

This year, for the first time, Women Tasmania organised economic development events in Queenstown, Burnie, Stanley and Ulverstone in recognition of the importance of women’s social and economic participation in the North-West. The events were sponsored by business enterprise centres. More than 100 women from regional communities attended. A support network for regional women in business, funded through the Women’s Development Small Grants Program, was launched at these events.

In the North, a new partnership was formed between Women Tasmania and the Clifford Craig Medical Research Trust to celebrate International Women’s Day and raise money for medical research. Two hundred people attended the event. In the South, 100 people attended the International Women’s Day Breakfast organised by Women Tasmania and the Royal Hobart Hospital Research Foundation.

Material Girl 2008, Women Tasmania’s International Women’s Day art competition, was held at the Burnie Regional Art Gallery in April 2008 - the first time the full exhibition has been held in a regional location since its inception in 2002. Material Girl provides an opportunity to showcase Tasmania’s female artists and 101 women responded by entering the competition this year. A selection of 30 works from the Burnie exhibition will tour with Tasmanian Regional Arts to 10 rural and regional locations until November 2008.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Representation of women on government boards and committees as a percentage.</td>
<td>%</td>
<td>35</td>
<td>36</td>
<td>37</td>
<td>38</td>
</tr>
<tr>
<td>Number of people using Women Tasmania resource centres.</td>
<td>No.</td>
<td>19 199</td>
<td>19 736</td>
<td>19 610</td>
<td>19 500</td>
</tr>
<tr>
<td>Number of visits to Women Tasmania website pages.</td>
<td>No.</td>
<td>284 806</td>
<td>265 438</td>
<td>278 828</td>
<td>300 000</td>
</tr>
</tbody>
</table>
Output 6.2: Disability Bureau

Overview

The Disability Bureau’s major purpose is to provide leadership and advice to Government around the implementation of the Government’s Disability Framework for Action 2005-2010. The Bureau promotes whole-of-government approaches and works to ensure that all Government agencies are addressing their responsibilities to people with disability in accordance with the principles and intent of the Disability Framework for Action 2005-2010.

Major achievements

Promoting the Disability Framework for Action 2005-2010

The Disability Framework for Action 2005-2010 was promoted throughout the year. The Disability Bureau used conference presentations, speeches and participation at forums and consultations with individuals and organisations in the disability sector and wider community to promote the vision of the Framework.

All Government agencies have either completed or are close to completing their disability action plans as required under the Disability Framework for Action 2005-2010.

Through the Disability Bureau, the Division worked with all Government agencies to develop their plans. Quarterly inter-departmental disability policy meetings were organised by the Bureau to assist in progressing the implementation of the Disability Framework for Action 2005-2010 within Government.

To ensure that agency disability action plans are relevant, a focus was given to the importance of involving people with disability at the preparation and review stages of planning. Representatives of the disability sector were invited to meet and share information with this inter-departmental committee. These introductions have been helpful in connecting people with disability with Government.

The Disability Bureau participated in the development of the Department of Premier and Cabinet’s Disability Action Plan.

Supporting the functions of the Premier’s Disability Advisory Council

The Premier’s Disability Advisory Council (PDAC) provides advice to Government on general issues impacting on Tasmanians with disability. The Minister’s Disability Advisory Committee, a subcommittee of the Premier’s council, focuses on specialist disability services. Two full meetings of the PDAC were held as well as a number of out of session working group meetings. Projects completed were:

- a report on the availability of assistive technology and options to improve access to modern equipment and technology
- a report on access to information
- three workshops across the State on future planning for people with cognitive disability.
The Council will contribute to and support the Government’s social inclusion agenda through its work program for 2008-09.

Implementing the Companion Card program

The Companion Card is for people who due to their disability require life-long attendant care to participate at most community facilities and events. Cardholders present their card when purchasing a ticket at participating organisations, which enables them to receive a ticket for their companion carer at no extra charge.

The Companion Card was introduced in 2006 as part of the Government’s *Disability Framework for Action 2005-2010*, and is now well established. The Disability Bureau delivers the program.

As at the end of June 2008, there were 767 registered cardholders and 95 affiliated businesses, including Government business enterprises and local government. The private sector continues to generously support the program.

Metro became an affiliate to the Companion Card Program in March 2008. Catching a bus to the pool, to the movies and many other events and activities is an important way for cardholders to participate in Tasmanian community life.

Improved public policy in relation to Tasmanians with disability

Through the Inter-departmental Policy Committee, the Disability Bureau facilitated the sharing of initiatives and strategies in support of improved policy and practice. The Disability Bureau organised a forum on the Disability Standard - ‘Access to Premises’ at which most Government agencies were represented.

Working with local government

Local government plays an important role in achieving positive outcomes for Tasmanians with disability. The Bureau supported the Local Government Partnership Agreement Program, in particular through contact with a number of local council access committees. During the year, the Bureau met with and made a presentation to access committees from around the State.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Companion Cards issued.</td>
<td>No.</td>
<td>N/A</td>
<td>474</td>
<td>767</td>
<td>1,100</td>
</tr>
<tr>
<td>Total number of affiliates registered.</td>
<td>No.</td>
<td>N/A</td>
<td>70</td>
<td>95</td>
<td>110</td>
</tr>
<tr>
<td>Number of agency plans supported.</td>
<td>No.</td>
<td>N/A</td>
<td>N/A</td>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>
Output 6.3: Seniors Bureau

Overview

The Seniors Bureau develops policy and strategic plans to promote the improved health and wellbeing of older Tasmanians. This involves promoting positive ageing, providing advice on issues that affect the quality of life of older Tasmanians and supporting consultative mechanisms that ensure the participation of older people in developing relevant Government policy.

Major achievements

Tasmanian Plan for Positive Ageing

The Time to be Living Well: Tasmanian Plan for Positive Ageing – Second Five-Year Plan was released in August 2007 and outlines more than 100 State Government initiatives and strategies that support and enhance the quality of life of older Tasmanians. These initiatives cover a range of relevant issues including:

- transport
- infrastructure and design
- personal wellbeing and community life including valuing seniors, community engagement, lifelong learning, volunteering and recreation
- housing
- safety and security
- health care
- employment and working life.

To support the Plan, the Bureau produced the Time to be Living Well brochure which listed a range of ideas to assist seniors to remain healthy, happy and to retain their independence. This brochure is mailed to all new Seniors Card applicants and was widely distributed through the Positive Ageing Consultative Committee and relevant organisations and community groups.

A second brochure, Helping Tasmanians Live Well, explores how non-government organisations, local government and businesses can empower seniors to remain involved in the community and support positive ageing.

The initiatives in this Plan complement and support other whole-of-government and whole-of-community responses to social inclusion, positive ageing and demographic change.

Government agencies are required to report annually on progress of their initiatives. Early in 2008, information was collected from agencies for the annual review report. The report is due to be released in the second half of 2008.
Positive Ageing Small Grants Program

The annual Positive Ageing Small Grants Program contributes to the goals of the second *Tasmanian Plan for Positive Ageing*. The program is designed to empower communities to help individuals stay healthy, active and connected to their communities.

Through the development of both the first and second *Tasmanian Plan for Positive Ageing*, a wide range of suggestions for community-based initiatives were identified which promoted or supported positive ageing. The grants program gives local government, community organisations and groups a chance to trial these, or their own, initiatives.

Twenty-two community based initiatives were funded in the 2007 round of the program. Details of the grants made during 2007-08 are on page 150.

Providing advice to Government on issues that affect the quality of life of older Tasmanians

There has been ongoing participation in working groups for the *Tripartite Partnership Agreement for Population Ageing in Tasmania* between the Commonwealth Government, the State Government and local government.

The Seniors Bureau has participated in a Department of Infrastructure, Energy and Resources working group on reforms to the community transport sector. These reforms will provide a safer environment for older Tasmanians accessing transport services provided by government and non-government service providers.

The Seniors Bureau continues to work with the Department of Premier and Cabinet’s Policy Division on the development of a whole-of-government Elder Abuse Strategy.

The Seniors Bureau continued support of the Council on the Ageing (Tasmania) in its role as the peak organisation representing the needs and interests of senior Tasmanians and the non-government aged sector. The Bureau has entered into negotiations with Council on the Ageing (Tasmania) for a further three-year funding agreement to provide peak body services.

The Seniors Bureau also continued to provide financial resourcing to Ministerial Council of Aboriginal and Torres Strait Islanders Affairs (MCATSIA) and executive support for the Positive Ageing Consultative Committee (PACC). PACC provides advice to the Tasmanian Government on positive ageing issues. This year PACC provided comments to the Demographic Change Advisory Council and the Tasmania Together Board.

Supporting local government in developing positive ageing strategies and initiatives

The Seniors Bureau continued to work closely with local government on the development of positive ageing strategies and initiatives. Thirteen councils currently have positive ageing strategies in place, an increase of three on the previous years.

The Seniors Bureau recognises the resource issues of some smaller councils in developing their own positive ageing strategic plans. As a result, the Bureau has continued to work with these councils to identify strategies from the *Time to be Living Well: Tasmanian Plan for Positive Ageing – Second Five Years Plan* that are viable and relevant for their communities.
Councils organised 22 events during Seniors Week 2007 that supported positive ageing in their communities.

**Seniors Card Program**

The Seniors Bureau promoted the Seniors Card Program by running a highly visible campaign during May and June 2008. This campaign, which targeted cardholders and business partners, covered print, radio and bus back media around the state. There has been a noticeable increase in Seniors Card holder applications received since the commencement of this campaign. The campaign also resulted in 10 new businesses joining the program.

The Seniors Bureau commenced work on the *2009-2010 Seniors Card Directory of Savings* in May 2008. To support the development of the directory and increase the number of business partners to the Seniors Card Program, in June 2008 the Seniors Bureau contracted e3i Pty Ltd to undertake the Tasmanian Seniors Card Program Business Recruitment Campaign. It is expected that this 14-week campaign will recruit at least 100 new businesses to the Seniors Card Program.

It is anticipated that the directory will be mailed out to more than 56,000 Tasmanian Seniors Card holder households in early January 2009. The *2009-2010 Seniors Card Directory of Savings* is produced as a biennial publication listing the business and government discounts available to Seniors Card holders.

The Seniors Bureau is working closely with the Department of Infrastructure, Energy and Resources and the DPAC Policy Unit to progress the Australian Government’s proposal for national reciprocal transport arrangements for Seniors Card holders.

The first stage of the Seniors Bureau database was completed in January 2008, allowing customer service delivery to Seniors Card Program existing cardholders and business partners by the Tasmanian Government’s Telecommunications Management Division (TMD). The Bureau is currently working on the second stage of the project with relevant parties to further enhance service provision by enabling customer service delivery to new applicants to the Seniors Card Program and existing cardholders through all Service Tasmania Shops. It is expected that the bulk of future Seniors Card applications will be processed by Service Tasmania, improving access for applicants.

**Seniors Week 2007**

Approximately 20,000 people participated in Seniors Week 2007. There were 449 registered events, an increase of 100 from 2006. Sixty-four of these events were held in rural and remote communities. A greater diversity of events was achieved by encouraging new organisations to register events.

Local government involvement in Seniors Week continues to increase. The number of councils participating increased to 13 in 2007, with 22 events organised. Many councils also organised Seniors Week activities in partnership with other organisations or assisted by providing venues for community groups hosting events.

The participation of Government in Seniors Week also continues to be strong with agencies organising 96 activities and Government Business Enterprises organising 15 activities.
Measuring Performance

In 2008, approximately 6,000 Tasmanians are expected to turn 60 years of age. Tasmania’s population is ageing faster than the rest of Australia. The national median age is 37 years while it is 39.1 years in Tasmania. The 2006 Census found that 20.4 per cent of Tasmania’s population was 60 years or older.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of local governments that commit to development of a positive ageing strategy as a Partnership Agreement schedule.</td>
<td>No.</td>
<td>10</td>
<td>9</td>
<td>13</td>
<td>15</td>
</tr>
<tr>
<td>Number of new Seniors Cards issued.</td>
<td>No.</td>
<td>4 009</td>
<td>4 807</td>
<td>4 637</td>
<td>6 000</td>
</tr>
<tr>
<td>Number of new businesses registered with the Seniors Card Program.</td>
<td>No.</td>
<td>44</td>
<td>73</td>
<td>16</td>
<td>30</td>
</tr>
<tr>
<td>Number of local governments and State Government departments, units, branches and GBEs coordinating or holding Seniors Week activities.</td>
<td>No.</td>
<td>59</td>
<td>50</td>
<td>54</td>
<td>65</td>
</tr>
</tbody>
</table>
Output 6.4: Office of Aboriginal Affairs

Overview

The Office of Aboriginal Affairs (OAA) advances Aboriginal affairs across the State. The office undertakes its role by being the primary resource for advice to the Government on policy issues affecting Tasmania’s Aboriginal and Torres Strait Islander population.

OAA is responsible for high-level consultation with Tasmania’s Aboriginal and Torres Strait Islander population. It provides advice on the community view to Government on the efficient, effective management of policies, legislation and programs that affect Tasmania’s Aboriginal and Torres Strait Islander population.

The Office also seeks to assist Tasmania’s Aboriginal and Torres Strait Islander population to achieve social, cultural and economic outcomes and promote greater understanding and acceptance of Aboriginal culture.

OAA is responsible for administering the Aboriginal Lands Act 1995.

Major achievements

Reconciliation

OAA has progressed reconciliation with the Aboriginal community predominately through practical measures such as the realisation of compensation to the Stolen Generations through the Stolen Generations of Aboriginal Children Act 2006. OAA continues to progress reconciliation at both the State and national level.

OAA provided critical and culturally appropriate support for compensation of applicants in addition to advice to the Office of the Stolen Generations Assessor. For more information about the Act, refer to the Office of the Stolen Generations Assessor on page 38.

Employment

OAA plays an important role in Aboriginal employment and career development by supporting the recruitment, retention and career development of Aboriginal and Torres Strait Islander employees in the Tasmanian State Service.

In 2007-08, OAA assisted in the employment of 15 Aboriginal people in the Tasmanian State Government. Nine Aboriginal people secured permanent full-time positions within the State Service in 2007-08. Six Aboriginal people secured contract or short-term employment from the Aboriginal and Torres Strait Islander Fixed-Term Employment Register.

A further six Aboriginal identified positions were approved by the State Service Commissioner in 2007-08. These positions can only be filled by Aboriginal or Torres Strait Islander people.

Three young Aboriginal people commenced two-year traineeships as field officers with the Tasmanian Parks and Wildlife Service in 2007-08. All five of the previous Aboriginal
field officer trainees are currently employed – four within the Tasmanian Parks and Wildlife Service and one with the Australian Government.

OAA also facilitated the recruitment of nine young Aboriginal men for the second Indigenous Green Corps Team, hosted by the Tasmanian Aboriginal Land and Sea Council.

Aboriginal family violence

Addressing Aboriginal family violence remains a priority of the Tasmanian Government. Tasmania’s emphasis has been on addressing the underlying causes of social dislocation and community despair that lead to family violence. In this regard, mechanisms such as land hand-back, sustainable land management and addressing compensation for the Stolen Generations with the Aboriginal community are crucial.

The 2002 *ya pulingina kani Good To See You Talk* report has been the foundation of government and community commitment to addressing the issue of family violence. Work continues in this area through a whole-of-government approach encompassing *ya pulingina kani*, Safe at Home and Tasmania’s COAG Indigenous Partnerships Project.

The emphasis is on developing partnerships to achieve better outcomes for the Aboriginal community on family violence and creating new ways in which the three tiers of government can work together with the Aboriginal community to more effectively deliver services.

Indigenous reform

The OAA plays a leading role in the National Reform Agenda.

The Indigenous Generational Reform Working Group was superseded by the establishment of the Working Group on Indigenous Reform by COAG in December 2007. The working group has set six priority targets aimed at closing the gap in life outcomes between indigenous and non-indigenous Australians:

- close the life expectancy gap within a generation
- halve the gap in mortality rates for indigenous children under five within a decade
- halve the gap in employment outcomes between indigenous and non-indigenous Australians within a decade
- halve the gap for indigenous students in reading, writing and numeracy within a decade
- all four-year olds, including those in remote communities, have access to early childhood education within five years
- at least halve the gap for indigenous students in year 12 attainment or equivalent attainment rates by 2020.

In order to meet these targets, the working group developed a reform model comprising seven building blocks: early childhood development; schooling; health; economic participation; healthy homes; safe communities; and governance and leadership.
All jurisdictions are participating in this advancement to closing the gap on indigenous disadvantage. It is an integral part of the National Reform Agenda.

OAA has continued to promote the use of the 2007 Overcoming Indigenous Disadvantage: Key Indicators Report as a driver of policy change.

Eligibility for Aboriginal and Torres Strait Islander programs and services

Implementation of the whole-of-government Policy on the Eligibility for Aboriginal and Torres Strait Islander Specific Programs and Services delivered by the Tasmanian Government commenced on 1 July 2006. The policy clarifies the definition of Aboriginality and the process to establish eligibility for access to Aboriginal and Torres Strait Islander Specific programs and services.

OAA continues to provide advice and assistance to Government agencies regarding eligibility of clients accessing these programs and services, with 514 assessments completed during 2007-08.

Aboriginal heritage and cultural rights

OAA continues to facilitate the issuing of permits under the relevant pieces of legislation for Aboriginal cultural activities. Permits are issued for mutton birding, fishing activities, gathering of swan and mutton bird eggs and the collection of echidna quills from dead echidnas.

OAA continues to provide advice and assistance in relation to Aboriginal heritage protection processes and cultural practices.

Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Aboriginal people practising cultural activities including hunting, fishing and gathering (TT Goal 7).</td>
<td>No.</td>
<td>148</td>
<td>148</td>
<td>153</td>
<td>160</td>
</tr>
<tr>
<td>Number of Aboriginal identified positions in the State Service that are filled by Aboriginal people or Torres Strait Islanders (TT Benchmark 7.2.1).</td>
<td>No.</td>
<td>61</td>
<td>60</td>
<td>68</td>
<td>60</td>
</tr>
</tbody>
</table>
Output 6.5: Multicultural Tasmania

Overview
Multicultural Tasmania plays a vital role by:

- providing policy advice to the Government on issues related to multicultural affairs and immigration
- increasing community awareness and appreciation of the different cultures in Tasmania and the benefits they bring to the community
- encouraging the existing community to be open and accepting of new arrivals to the State.

Major achievements
Multicultural Tasmania’s major achievements for 2007-08 include:

- initiating the Tasmanian Multicultural Youth Project to give a voice to young people from diverse backgrounds
- working in partnership with DPAC’s Public Sector Management Office to offer work experience to humanitarian entrants and other migrants through the Work Placement Program
- providing $38,000 in grants to migrant communities and other organisations to undertake projects that increase community awareness and appreciation of the different cultures in Tasmania, and the benefits they bring to the community
- working in partnership with local government and other State Government agencies to provide better support and services to migrants through the Partnership Agreements and the Multicultural Liaison Officer Network
- increasing awareness of the different cultural events in Tasmania through the publication of the Multicultural Tasmania Calendar
- providing secretariat support to the Tasmanian Advisory Council on Multicultural Affairs
- assisting the economic development of Tasmania through its role as the Regional Certifying Body by providing certification for employers to sponsor skilled migrants to the State (this role has been transferred to the Department of Economic Development and Tourism as of 21 May 2008).

Supporting Multicultural events and advocacy
Multicultural Tasmania provided $38,000 in grant funding to support multicultural events in Tasmania. Details of the grants are on page 148.

Multicultural Council of Tasmania received $40,000 in funding to support its work:

- representing and advocating on behalf of culturally diverse communities to all levels of government
- promoting the benefits of cultural diversity.
Tasmanian Multicultural Youth Project

The Tasmanian Multicultural Youth project has four partners:

- Tasmanian Government
- Australian Government
- a community organisation (the International Wall of Friendship Committee that manages the International Wall of Friendship)
- a private company (Bellala, which owns the site on which the International Wall of Friendship is located).

Multicultural Tasmania initiated the Tasmanian Multicultural Youth (TMCY) project in January 2008. The project is expected to be completed in December 2008. The strategic objectives of the TMCY project are to:

- acquit Tasmania’s obligations under the National Action Plan to Build Social Cohesion, Harmony and Security (the NAP), an initiative of the Council of Australian Government’s Special Meeting on Counter Terrorism, held on 27 September 2005.
- give a voice to young people from diverse backgrounds and religions.
- provide an opportunity for young people to enhance their leadership skills through involvement with older migrants in the management of the International Wall of Friendship (IWF), a physical wall (containing stones from all the communities that have migrated to Hobart) located at the Sunken Garden at 188 Collins Street, Hobart.

Through the NAP, the Department of Immigration and Citizenship contributed $10,000 in cash to the Tasmanian Multicultural Youth project. Multicultural Tasmania’s contribution is $10,000 in-kind through project management responsibilities.

### Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of active Multicultural Liaison Officers in State Government agencies and</td>
<td>No.</td>
<td>N/A</td>
<td>N/A</td>
<td>37</td>
<td>41</td>
</tr>
<tr>
<td>local councils.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of partnership agreements with local councils that include actions relevant</td>
<td>No.</td>
<td>N/A</td>
<td>N/A</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>to the culturally and linguistically diverse community.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Output 6.6: Office of Children and Youth Affairs

Overview

The Office of Children and Youth Affairs (OCYA) supports children and young people (age zero to 25) in Tasmania by:

- being a resource for and adviser to the Government on policy issues and practices affecting Tasmania’s children and young people
- assisting with information about programs, services and issues
- working to improve access by young people to government decision making.

Major achievements

Tasmanian Early Years Foundation (TEYF)

OCYA provides administrative support to the TEYF to assist in the implementation and management of its annual grant program, and learning and development and research programs. The Foundation undertook its inaugural grant program, providing 40 grants of up to $20,000 each to help local communities improve the learning and developmental outcomes of Tasmanian children.

The Foundation’s grant program targeted seven priority project areas for funding:

- building communities that support families
- providing opportunities for an integrated and collaborative approach to health, early education and family support services
- supporting adolescent decision making about pregnancy and parenting
- supporting parents who are expecting a new baby
- supporting parents who are caring for a new baby or young children
- providing opportunities for early literacy, quality day care and education
- learning and professional development within any of these areas.

Initiatives funded included projects to engage children in early literacy and numeracy support for geographically and isolated families and nutrition awareness to assist parents caring for young children.

COAG reform agenda and Tasmania’s Early Childhood and Child Care Action Plan

The Tasmanian Early Years Foundation, supported by OCYA, has worked towards meeting the objectives of the COAG Reform Agenda and Tasmania’s Early Childhood and Child Care Action Plan by implementing several strategies including:

- Coordinating an inaugural grants program for government, non-government and community organisations (e.g. schools, childcare services, neighbourhood houses, professional associations) to support early learning and development.
Establishing a research committee to undertake the Building the Evidence - An Outcomes Based Framework project to provide a strong evidence base for the early years that will assist in the effective targeting of resources to ensure improved outcomes for children age zero to six.

Establishing a website and a statewide launch of the Tasmanian Early Years Foundation in November 2007 that included a cross-sectoral forum for community, non government and government service providers to raise public awareness of the importance of the early years.

Establishing a Learning and Development Committee and three keynote speaker forums to support and provide professional learning and development opportunities related to the early years.


Supporting the review and one-year pilot of the Government’s youth participation mechanism (formerly the Tasmanian Youth Consultative Committee)

The Tasmanian Youth Forum (TYF) pilot was officially launched on 28 September 2007 in Launceston. As the primary advisory mechanism for State Government on youth issues, TYF builds on and extends the positive work of the former Tasmanian Youth Consultative Committee (TYCC).

The TYF pilot has worked to increase its representation of young Tasmanians and its organisational partnerships. Membership has been offered to local government youth committees and other eligible youth organisations to enable the TYF to provide a collective voice for youth participation groups in Tasmania. This will ensure that the new model supports community consultation and strengthens community connections, as well as assisting leadership and skill development for young people and youth participation groups. The TYF pilot has already included the development of a TYF Organising Committee and issues groups.

The TYF pilot has been extended to December 2008.

Reviewing and extending the Youth Policy Framework for the State Government to include children and young people in the context of community development

The positive outcomes that can be generated for children and youth in the context of community development have remained a strong focus for OCYA.

Recognising the continuum of a child’s life into adulthood, preliminary research has been undertaken into the importance of involving children in decision making and community consultation, including effective models to encourage their participation.

This research, together with the work of the Stronger Communities Taskforce, the Social Inclusion Unit and Tasmania Together Progress Board, will inform the development of children and youth strategies that will more accurately reflect the needs of children, young people and the community.
Working with local government

OCYA has worked with DPAC’s Local Government Division to inform the development or review of partnership agreements between the State Government and 12 councils.

Let’s Get On Board: A Handbook Encouraging Young People to Join Committees and Boards was released in 2007-08. The handbook was developed by OCYA in partnership with local councils, Youth Network of Tasmania (YNOT) and TYCC.

The Local Government Youth Services Survey for 2005-06 and 2006-07 periods was distributed to councils in 2007. In response, 22 of the 29 councils submitted their surveys and reported information about the services, programs and facilities they provided in their local government area. The survey also asked councils to report the current and emerging issues that affect young people in their municipality. The Local Government Youth Services Survey Report was published in May 2008 and provides a valuable tool to assist policy and planning for councils and for the State Government.

Of 29 councils, 23 have youth policies/strategies. The remaining six councils plan to develop a policy or strategy in 2008.

State of Our Youth Report

The third triennial State of Our Youth Report was released in December 2007. This report was the result of an extensive consultation process that sought the views and experiences of young people with disability across Tasmania. The report provided an overview of Government programs and policies for young people with disability and accompanied the 2006 consultation report Want to Know What I Think?: Views and Perceptions of Young People with a Disability Living in Tasmania.

The State of Our Youth Report was informed by a total of 155 young people, experiencing a range of disabilities including physical, intellectual, hearing and vision impairments, mobility issues, mental health issues, learning difficulties and medical issues. These young people demonstrated an incredible level of resilience and welcomed the opportunity to talk about their lives and experiences.

The State of Our Youth Report highlights that young people with disability want to be active members of the community through study, work, education and other outlets that provide a chance to contribute to and be involved in society.

Promoting the Linkzone web portal

Linkzone, the youth web portal that enables young people to find links to information on youth issues and services for young Tasmanians in their local areas, is undergoing a redevelopment. Consultation was conducted with youth service providers and young people around the state regarding the functionality of the site and its look and feel. A new graphic icon was also developed, again through consultation with young people. Linkzone will continue to concentrate on Tasmanian sites and services for young people and also link to other Australian and international sites. The sites cover topics such as health, legal issues, housing, recreation, education, employment and entertainment. To access Linkzone, go to www.linkzone.tas.gov.au
Undertaking the Young People in Tasmania 2006 Census data analysis

The development of an online resource about children and young people in Tasmania (CAYPIT) resulted from the review of the Young People in Tasmania (YPIT) Report. The previous YPIT hard-copy report provided a statistical and demographic profile of young people in Tasmania. The CAYPIT online resource improves the format and content by providing up-to-date links to relevant statistical and qualitative data and reports in an easily accessible format. It has been designed to inform a cross section of audiences, including youth, policy makers, program planners and service providers at a state, regional and local level.

The CAYPIT online resource covers a broad range of topics including education, health and wellbeing and population demographics. This resource will continue to benefit from feedback provided from organisations in the community and children and youth sectors.

The CAYPIT online resource accomplishes one of OCYA’s key objectives to facilitate information illustrating the profile of children and young people in the Tasmanian community and the issues that affect them. The CAYPIT resource is available at www.dpac.tas.gov.au/divisions/cdd/ocya/children_and_young_people_in_tasmania_snaps hot

YMCA Youth Parliament

The YMCA Youth Parliament is part of a national youth development program that provides young Tasmanians with a forum for expressing ideas, concerns and expectations regarding the future of the State. This event has been held annually for approximately 17 years and is the second longest running Youth Parliament in Australia. It represents a key forum for youth participation in Tasmania.

The YMCA Youth Taskforce delivered the 2007 YMCA Youth Parliament Program and facilitated the development and debate of a range of bills for the 43 young people who participated in the event. To ensure the continuing success of the YMCA Youth Parliament, OCYA has negotiated a partnership agreement between YMCA Australia and the Tasmanian Youth Government Association (TYGA) to deliver the 2008 Youth Parliament.

Grant programs

Grants were paid during the year to support National Youth Week and youth advisory services. Funding is also provided to local government under the Local Government Seed Funding Program.

The Youth Advisory Services (YAS) Funding Program provides grants of up to $5,000 to fund initiatives that improve or provide information to young people between 12 and 25 years of age. Each year, the YAS Program allocates $10,000 to promote and manage Linkzone.

National Youth Week 2008 featured over 102 events and 328 activities undertaken by 76 organisations. Over 26,000 people from around Tasmania participated, including 13,700 young people.

Eleven councils were funded through Local Government Seed Funding for 2007-08. The majority of councils now have youth advisory mechanisms and youth policies in place to assist them with youth participation and development. The six councils that do...
not have a youth policy or strategy have advised of plans to develop a policy or strategy in 2008.

OCYA commenced a review of its grant programs in the context of community development including preliminary research into effective models of participatory mechanisms for children from ages six to 12. The grant program review will also inform the development of criteria that will continue to support youth participation by taking into account research and learning and development opportunities for young people that will enhance effective and innovative models of youth participation.

Details of grants paid is on page 144.

**Measuring Performance**

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of local governments with youth advisory committees.</td>
<td>%</td>
<td>76</td>
<td>79</td>
<td>89</td>
<td>85</td>
</tr>
<tr>
<td>Percentage of local governments attending the Local Government Youth Forum.</td>
<td>%</td>
<td>65.5</td>
<td>72.5</td>
<td>69</td>
<td>60</td>
</tr>
<tr>
<td>Number of early childhood initiatives funded by the Tasmanian Early Years Foundation.</td>
<td>Number</td>
<td>na</td>
<td>na</td>
<td>40</td>
<td>20</td>
</tr>
</tbody>
</table>
Output Group 7
Development of Local Government

This Output Group coordinates the activities of the Local Government Division. The Division’s role is to build a robust local government sector and a strong partnership between the State Government and local government. To this end, the Division develops and maintains a policy and legislative framework for matters relevant to local government. It provides executive support to the Premier’s Local Government Council and the Local Government Board and manages key programs such as the Partnership Agreements Program.

This Output Group is comprised of one output:

7.1 Development of local government.
Output 7.1: Development of Local Government

Overview

This output is delivered by the Local Government Division and aims to improve the economic, social and environmental wellbeing of Tasmanian communities by building a robust local government sector and fostering a strong partnership between the State Government and local government.

The key programs delivered by this output are:

- developing and implementing a clear policy and legislative framework for local government in Tasmania
- developing programs and policies that support best-practice service delivery by local government, including in partnership with the State Government
- managing the Partnership Agreements Program, and developing, monitoring and reviewing bilateral, regional, statewide and tripartite partnership agreements
- providing policy advice and executive support to the Premier’s Local Government Council and the Local Government Board
- providing policy advice to the Premier and the Minister for Local Government on local government matters
- contributing to national policy on local government
- facilitating professional development services for elected members and council staff.

Major achievements

Sustainable councils

The Department worked with the Premier’s Local Government Council (PLGC) to develop the Stronger Councils, Better Services project, which was launched in late 2007-08. This is a joint State Government and local government initiative to further improve and enhance council performance and service delivery to local communities by focusing on:

- sustainable business
- better services
- good governance
- Local Government Board – A New Role.

The Department also commenced the development of a full set of individual council profiles based on the Australian Bureau of Statistics Census and a variety of State Government-collected data, and participated in the national agenda to improve the financial management and sustainability of local government.
Partnership with local government

The Partnership Agreements Program is an effective way for the State Government and local government to build better communities around the State.

The Premier’s Local Government Council continues to provide the high-level forum for communication and discussion of broad issues of mutual interest and to oversee statewide partnership agreements and projects.

Through bilateral and regional agreements, councils and State agencies work together on a very wide range of issues including economic development, community safety, roads and transport, sport and recreation, community development in relation to positive ageing, disability, youth, Aboriginal and multicultural issues, arts and culture, land management, natural resource management, tourism, education, health and community services.

The Australian Government is also now involved through the Tripartite Partnership Agreement for Population Ageing in Tasmania.

Through these arrangements, improved communication occurs; effective working relationships develop and lead to other positive outcomes; decision-making is better informed and services see significant improvement.

During 2007-08, the Department also began the first comprehensive evaluation of the Partnership Agreements Program since the program’s commencement in 1998.

Statewide partnership agreements

All four statewide partnership agreements that have been negotiated so far have been fully implemented and concluded. The very successful statewide Partnership Agreement on Communication and Consultation between the State Government and local government is being redeveloped as an ongoing agreement. It will be finalised during 2008.

Bilateral partnership agreements

A new bilateral agreement was signed in 2007-08 with the Latrobe Council. Bilateral partnership agreements were being implemented with 10 Tasmanian councils.

Regional agreements

The three regional bodies - Cradle Coast Authority, Southern Tasmanian Councils Authority and Northern Tasmania Development - have completed three-year regional agreements with the State Government and are at varying stages in developing new agreements.

Dog control legislation

The Department is developing a package of legislative reforms to improve dog control in consultation with Local Government Association of Tasmania (LGAT) and other key stakeholders. The proposed legislation to be introduced into Parliament in 2008-09 includes restricted breed provisions, stronger controls on dangerous dogs and compulsory micro-chipping of dogs.
Measuring council performance


Main Street Makeover Program

The Main Street Makeover Program builds on our strategic approach to tourism by helping the development of unique and marketable images for our towns with improvements in the visual appeal to tourists and locals alike. During 2007-08, eight Main Street Makeover projects worth more than $1.5 million were approved. Among the projects completed during the year:

- King Island Council enhanced the main street of the island’s business centre which is a starting point for the King Island Way touring route.
- Latrobe Council completed a makeover in Latrobe.

Since the program’s commencement in 2005-06, the State Government has committed $6 million to the program, sponsoring 31 individual projects. The grants made under this program are detailed on page 155.

Premier’s Local Government Council

The Division provides secretariat functions for the PLGC and the associated officials committee, which met four times during the year. The support provided to the Council enabled the following major achievements:

- agreement to implement structural reform of the water and sewerage sector
- commencing the development of a statewide Partnership Agreement on Climate Change which will provide a framework for State Government and local government collaboration
- endorsing the framework for the *Stronger Councils, Better Services* initiative
- agreement to work together to address housing affordability in Tasmania.

The PLGC also oversaw the commencement of the review of the operations and functions of the Local Government Board.

Local Government Board

The Local Government Division provides the Local Government Board with executive and administrative support. During 2007-08, the Division supported the completion of a full round of general reviews of Tasmania’s 29 councils.

Support and expert advice was also provided to the Board to facilitate the reviews of the following five joint authorities:

- Copping Refuse Disposal Site Joint Authority
• Dulverton Regional Waste Management Authority
• Southern Tasmanian Councils Authority
• Southern Waste Strategy Authority
• Cradle Coast Authority.

The board releases an annual report which is available at www.dpac.tas.gov.au/divisions/lgd/local_government_board

Water and sewerage reform

A special meeting of the Premier’s Local Government Council on 4 February 2008 resolved that the State Government and local government would work together to implement structural reform of the water and sewerage sector by:

• establishing a steering committee to oversee and coordinate the transitional phase of the establishment of the new structural arrangements, using as the foundation the Water and Sewerage Working Group
• developing a detailed implementation plan within the existing overall reform timetable, in order to assist a smooth transition to the new structural and regulatory arrangements, which are to commence in early 2009.

The State Government has committed $5 million in transitional funding to assist local government in the implementation of the structural reforms.

The Local Government Division provided ongoing advice and support to the Treasury water and sewerage project team.

Other achievements

In addition to these major achievements, the Local Government Division:

• provided advice and information to assist the divestment of the Southern Regional Cemetery Trust
• prepared advice on amendments to the electoral provisions of the Local Government Act 1993
• assisted the Board of Inquiry review of councillor allowances
• made changes to the Local Government (General) Amendment Regulations 2007 to enable local government to compulsorily acquire land for flood protection and control
• oversaw the implementation of the Australian Government-initiated Intergovernmental Agreement on Local Government Relations which stipulates that local government ought to be consulted and its comments taken into account prior to a function or a responsibility being devolved to it
• commenced a limited review of local government meeting and general regulations in consultation with LGAT
• managed compliance with the Local Government Act 1993 and associated regulations.
### Measuring Performance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Unit of Measure</th>
<th>2005-06 Actual</th>
<th>2006-07 Actual</th>
<th>2007-08 Actual</th>
<th>2008-09 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of new bilateral, regional and statewide partnership agreements signed. ¹</td>
<td>No.</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Number of partnership agreements being implemented. ²</td>
<td>No.</td>
<td>21</td>
<td>19</td>
<td>11</td>
<td>16</td>
</tr>
<tr>
<td>Number of Local Government Board reviews completed.</td>
<td>No.</td>
<td>N/A</td>
<td>N/A</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

Notes:

1. The original target was for seven agreements to be signed during 2007-08. All have been progressed; however issues around water and sewerage delayed finalisation of the agreements.

2. This performance measure has been revised to measure the number of active agreements in the year. By 2007-08 there were 11 active agreements and ongoing negotiations were conducted with the remainder of councils to develop new agreements.
All Output Groups
Corporate Services

This Output Group provides corporate support and services to all Output Groups of the Department including the Office of the Governor, and Ministerial and Parliamentary offices.
Corporate Services

Overview
Services delivered by Corporate Services include:

- financial management
- human resources management
- information systems management
- records management
- asset management
- facilitation of the corporate planning programs of the Department
- provision of advice to the Secretary on corporate matters.

Major achievements
The following priorities were set for Corporate Services Division for 2007-08:

Improving communication
Two major initiatives were undertaken during the year to improve the way the Division communicates with the business units of the Department.

In collaboration with the Executive Division, a redesigned intranet site was launched in May 2008. The new site is the primary source for disseminating current and comprehensive corporate information to all staff. As well as a new look and feel which promotes key departmental messages, Corporate Services is also reviewing the site content so the information is relevant and easy to find.

A Corporate Services communication strategy was developed which identified a range of new mechanisms and processes for communicating across the agency. These included regular meetings with directors, increased promotion of new initiatives and services, a Corporate Services email address and templates for developing communication strategies for projects.

Improving and automating business processes
Continual improvement of Corporate Services business processes is important to ensure they are efficient, effective and comply with relevant legislation and instructions. It is also important that processes are clearly documented, well understood and easily used by the Department.

A review of the Department’s procurement processes commenced during the year. The aim of the review is to achieve both efficiency and effectiveness in procurement of a range of goods and services including travel, office supplies, mobile phone devices and IT equipment. Final recommendations from the review will be considered for implementation in the first half of 2008-09. The procurement review follows on from a review undertaken in the first half of 2007-08 of the process for procuring photocopier
devices. The new process of a contracted single supplier is already providing cost savings and improved service delivery.

Initial work has been undertaken to upgrade the main human resources and finance systems to improve their functionality and efficiency. The upgrade will be completed by the end of 2008-09.

Improving the management of the Department’s information

An information management strategy is being developed to improve the way information is stored and accessed. The initial focus has been on moving the Department’s record system to an electronic environment. A pilot of an electronic document management system was successfully implemented in the Policy Division. The system is now being rolled out across the Department, with the intent that by the end of 2008-09 all business units will be using the electronic document management system.

Human Resource Management Strategy

A review of the performance management and development (PMD) system was undertaken early in 2008. As part of the review, business continuity planning was incorporated into the PMD process, and greater emphasis placed on managers providing continual and effective feedback to staff.

The Division also began investigating the business risks presented by the Department’s ageing workforce and undertook research on approaches for workforce planning. As part of this, the Department is participating in the Public Sector Management Office Mentoring Program to encourage the transfer of knowledge from experienced staff, and to help develop the potential of future senior managers.

Improving Corporate Services planning and allocation of corporate resources

The Corporate Services Division began an annual planning process, including holding a planning day, to identify the Division’s priorities for the coming 12 months. The plan is supported by branch and divisional plans and budgets. A review of the structure and resources within Corporate Services was undertaken and, as a result, changes to the existing structure are currently being implemented.

Other key achievements for the year include:

- revising processes within Finance to significantly improve the processing time of creditor payments
- developing a DPAC Carbon Emission Reduction Plan, and implementing a waste management (co-mingle) option at the 15 Murray Street and 144 Macquarie Street offices in Hobart
- rolling out Microsoft Office 2007 to all desktops, and providing training to DPAC staff
- undertaking preparatory work for the trial of Microsoft Office Communications Service (OCS) software with TMD
- progressing the Department’s Managing Diversity Strategy
• progressing a comprehensive review and rewrite of the Department’s Finance Manual, which was officially signed off in August 2008
• reviewing and implementing new financial delegations
• undertaking an assessment of the Department’s business risks
• appointing an internal auditor and developing a three-year internal audit plan
• reviewing the Department’s influenza pandemic action plan, developing business continuity plans for the essential services to be maintained during a pandemic, developing internal organisational arrangements for managing business continuity during a pandemic, setting up an internal minimising coughs and the flu website and providing each work site with a pandemic kit including gloves, masks, wipes and tissues
• undertaking an assessment of disabled access to departmental offices
• developing a revised departmental corporate planning framework.
Supporting Whole-of-Government Corporate Initiatives

DPAC proactively develops implements a range of initiatives and plans to support whole of Government priorities. The followings pages detail the Department’s activities to support:

- Tasmania Together
- Disability Action Plan
- Carbon Emission Reduction Plan.
Tasmania Together

As of June 2008, the Department of Premier and Cabinet had the Lead Agency responsibility for those Tasmania Together benchmarks listed below and is an active contributor to a range of other benchmarks.

The Department’s activities to further advance Tasmania towards achieving these benchmarks is detailed below. A complete list of the benchmarks which this Department has lead agency responsibility follows.

<table>
<thead>
<tr>
<th>Goal</th>
<th>1</th>
<th>A reasonable lifestyle and standard of living for all Tasmanians.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator(s)</td>
<td>1.1.1</td>
<td>The cost of food, electricity, housing, transport and health as a percentage of income for low-income earners.</td>
</tr>
<tr>
<td></td>
<td>1.1.2</td>
<td>Proportion of households where primary source of income is government pensions or allowances.</td>
</tr>
<tr>
<td></td>
<td>1.1.3</td>
<td>Proportion of persons living in households that could not obtain $2,000 within a week for something important.</td>
</tr>
</tbody>
</table>

Contribution towards the benchmarks

The Department provided advice to the Premier and Cabinet to inform their responses to initiatives and programs being developed and implemented across all jurisdictions. The Council of Australian Governments and the Council of the Australian Federation are two forums that are developing and implementing policy strategies to address the cost of living for Australians.

The Department also coordinated the State Government’s response to inquiries held by Standing Committees of the House of Representatives and the Senate. During 2007-08, the Government submitted responses to the Senate Inquiry into Affordable Housing and the National Youth Commission’s Inquiry into Youth Homelessness.

The achievement of progress against benchmarks under Goal 1 has been affected by factors largely outside the control of the State Government including the price of fuel, the impact of the drought and the impact of the downturn in international economies. They are issues that are being considered at a national level and by all states and territories.

<table>
<thead>
<tr>
<th>Goal</th>
<th>5</th>
<th>Vibrant, inclusive and growing communities where people feel valued and connected.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator(s)</td>
<td>5.3.1</td>
<td>Per capita voluntary participation in community and service activities in a 12-month period.</td>
</tr>
<tr>
<td></td>
<td>5.5.3</td>
<td>Participation of young people in community groups.</td>
</tr>
</tbody>
</table>

Contribution towards the benchmarks

Through the Office of Children and Youth Affairs, the Department supported a University of Tasmanian School of Government Undergraduate Intern to undertake preliminary research into a Children’s Participation Strategy within the context of community development. The Department also released whole-of-government guidelines for volunteering to support participation of volunteers in the workplace, and continued to support the partnership agreement with Volunteering Tasmania.
**Goal 6**  
Dynamic, creative and internationally recognised arts community and culture.

**Indicator(s)** 6.3.1 Number of multicultural events in Tasmania.

**Contribution towards the benchmarks**
Through the Community Development Division, multicultural events were supported by providing $38,000 of grants to migrant communities and other organisations. This enabled projects to be undertaken that increase awareness and appreciation of the different cultures in Tasmania and the benefits they bring to the community. The publication of the *Multicultural Tasmania Calendar* assisted in increasing awareness of the different cultural events in Tasmania.

**Goal 7**  
Acknowledgement of the right of Aboriginal people to own and preserve their culture, and share with non-Aboriginal people the richness and value of that culture.

**Indicator(s)** 7.2.1 Number of Aboriginal identified positions in the State Service that are filled by Aboriginal people or Torres Straight Islanders.  
7.3.1 Hectares of land owned or managed by the Aboriginal community.  
7.4.1 Percentage of Tasmanian Aboriginal cultural property collections repatriated.

**Contribution towards the benchmarks**
The Department continued to provide advice and support to preserve the Aboriginal culture. In 2007-08, from the Aboriginal and Torres Strait Islander Fixed-term Employment Register, 15 Aboriginal people secured positions in the State Government: nine on a permanent full time basis, and six on contract or short term employment. A further six Aboriginal identified positions were approved by the State Service Commissioner.

**Goal 8**  
Open and accountable government that listens and plans for a shared future.

**Indicator(s)** 8.1.1 Proportion of people who think there are opportunities to have a real say on important issues.  
8.1.2 Proportion of people participating in a decision making process.  
8.1.3 Proportion participating in local government elections.  
8.1.4 Involvement in community action to improve or protect local services or activities.  
8.2.1 Percentage of councils with young advisory committees.

**Contribution towards the benchmarks**
The Local Government Seed Funding Program continued to assist increasing youth participation and planning in councils by developing youth policies and youth participatory structures. The Department released the *Let’s Get On Board: Handbook for Committees and Boards* in partnership with councils, YNOT and the TYCC to encourage the participation of young people.
Goal 8 Open and accountable government that listens and plans for a shared future.

Indicator(s) 8.3.1 Number of State Government Regional Community Forums.
8.3.2 Ministerial and agency review through the parliamentary process.

Contribution towards the benchmarks
The Premier announced in late 2007-08 a new program of regional forums. The forums will complement the sitting of Parliament scheduled for the North and North-West.

Indicator(s) 8.4.1 Level of satisfaction with Government services provided through Service Tasmania.
8.4.2 Number of Service Tasmania over the counter, over the phone and online government services provided to local communities.
8.4.3 People who feel comfortable contacting someone in government for information.
8.4.4 Proportion of people who have difficulty accessing government services.

Contribution towards the benchmarks
Service Tasmanian continues to provide a full range of government services to the community. Service Tasmanian regularly gauges customer satisfaction and perception in the Tasmanian community. Surveys have previously been conducted in 1999, 2000, 2003 and 2006, and have included respondents from face-to-face, telephone and online channels. Results to date have been very high, with overall customer satisfaction consistently measuring above 93 per cent. The most recent customer survey was conducted in June 2008 and preliminary results indicate an ongoing, very high rate of customer satisfaction. The 2008 customer survey report will be finalised during 2008-09.

Service Tasmanian is committed to the continuation of its three-channel service delivery model. Customers continue to have a choice in the way they interact with government via Service Tasmanian, and can utilise the phone channel, the shop network or the internet to complete transactions, pay bills, or to obtain information and documentation. It is the ongoing aim of Service Tasmanian to work with agencies to continually increase the range of services which are available online and over the phone, particularly for those customers who are unable or unwilling to attend a Service Tasmanian shop.

Service Tasmanian has also been actively involved in developing an Access and Equity Strategy and the Government’s Disability Action Plan. These initiatives will assist Service Tasmanian in contributing to the Government’s social inclusion agenda.
### Goal 12
Sustainable management of our natural resources.

#### Indicator(s)

12.4.1 Levels of greenhouse gas emissions (megatonnes) for 2010 (8.6 Mt CO2-e).

12.4.2 Number of Tasmanian businesses participating in the AGO’s Greenhouse Challenge Plus greenhouse gas abatement program

### Contribution towards the benchmarks

The release of the State and Territory Greenhouse Gas Inventories in June 2008 revised Tasmanians emissions figures to 8.5 megatonnes of carbon-dioxide equivalent (Mt CO2-e) for 2006. As a result Tasmania Together indicator 12.4.1 Levels of greenhouse gas emissions (megatonnes) for 2010 (8.6 Mt CO2-e) has been achieved ahead of time.

The major activities during the year were:

- Developed the *Climate Change (State Action) Bill 2008* which has been tabled in the House of Assembly.

- Prepared and released the *Tasmanian Framework for Action on Climate Change* and commenced implementing new initiatives.

- Launched the Earn Your Stars community engagement campaign.

- Developed a new interactive website, www.climatechange.tas.gov.au

- Ensured Tasmania is taking a coordinated and informed approach to the development of national climate policy under COAG and the Garnaut Review.
## Tasmania Together – Lead Agency Responsibility

<table>
<thead>
<tr>
<th>Goal</th>
<th>Standard</th>
<th>Indicator(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A reasonable lifestyle and standard of living for all Tasmanians.</td>
<td>1.1 Ensure that all Tasmanians have the economic capacity to enjoy a reasonable standard of living and access to basic services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.1 The cost of food, electricity, housing, transport and health as a percentage of income for low-income earners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.2 Proportion of households where primary source of income is government pensions or allowances.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1.3 Proportion of persons living in households that could not obtain $2,000 within a week for something important.</td>
</tr>
<tr>
<td>5</td>
<td>Vibrant, inclusive and growing communities where people feel valued and connected.</td>
<td>5.3 Recognise and value the many contributions that volunteers and unpaid workers can, and do, make to their community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.3.1 Per capita voluntary participation in community and service activities in a 12-month period.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.5 Participation of young people in community groups</td>
</tr>
<tr>
<td>6</td>
<td>Dynamic, creative and internationally recognised arts community and culture.</td>
<td>6.3 Promote awareness of Tasmania’s multicultural past and present.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.3.1 Number of multicultural events in Tasmania.</td>
</tr>
<tr>
<td>7</td>
<td>Acknowledgement of the right of Aboriginal people to own and preserve their culture, and share with non-Aboriginal people the richness and value of that culture.</td>
<td>7.2 Enhance participation of Aboriginal people in decision-making to meet the needs of the Aboriginal community and respect the rights of Aboriginal people to self-determination.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.2.1 Number of Aboriginal identified positions in the State Service that are filled by Aboriginal people or Torres Strait Islanders.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.3 Empower the Aboriginal community by increasing land in Aboriginal community ownership or management.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.3.1 Hectares of land owned or managed by the Aboriginal community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.4 Ensure the protection and conservation of Aboriginal culture and heritage.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.4.1 Percentage of Tasmanian Aboriginal cultural property collections repatriated.</td>
</tr>
<tr>
<td>Goal</td>
<td>8</td>
<td>Open and accountable government that listens and plans for a shared future.</td>
</tr>
<tr>
<td>------</td>
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<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Standard</td>
<td>8.1</td>
<td>Provide an opportunity for all Tasmanians to participate in decisions that affect their lives.</td>
</tr>
<tr>
<td>Indicator(s)</td>
<td>8.1.1</td>
<td>Proportion of people who think there are opportunities to have a real say on important issues.</td>
</tr>
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<td></td>
<td>8.1.2</td>
<td>Proportion of people participating in a decision making process.</td>
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<td>8.1.3</td>
<td>Proportion participating in local government elections</td>
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<tr>
<td></td>
<td>8.1.4</td>
<td>Involvement in community action to improve or protect local services or activities.</td>
</tr>
<tr>
<td>Standard</td>
<td>8.2</td>
<td>Support the participation of young people in decision-making.</td>
</tr>
<tr>
<td>Indicator(s)</td>
<td>8.2.1</td>
<td>Percentage of councils with young advisory committees.</td>
</tr>
<tr>
<td>Standard</td>
<td>8.3</td>
<td>All levels of government are accountable.</td>
</tr>
<tr>
<td>Indicator(s)</td>
<td>8.3.1</td>
<td>Number of State Government Regional Community Forums.</td>
</tr>
<tr>
<td></td>
<td>8.3.2</td>
<td>Ministerial and agency review through the parliamentary process</td>
</tr>
<tr>
<td>Standard</td>
<td>8.4</td>
<td>Government services are accessible and responsive and information is available.</td>
</tr>
<tr>
<td>Indicator(s)</td>
<td>8.4.1</td>
<td>Level of satisfaction with Government services provided through Service Tasmania.</td>
</tr>
<tr>
<td></td>
<td>8.4.2</td>
<td>Number of Service Tasmania over the counter, over the phone and online government services provided to local communities.</td>
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<td>8.4.4</td>
<td>Proportion of people who have difficulty accessing government services.</td>
</tr>
<tr>
<td>Goal</td>
<td>12</td>
<td>Sustainable management of our natural resources.</td>
</tr>
<tr>
<td>Standard</td>
<td>12.4</td>
<td>Mitigate the effects of greenhouse gases and, where possible, reduce their emissions.</td>
</tr>
<tr>
<td>Indicator(s)</td>
<td>12.4.1</td>
<td>Levels of greenhouse gas emissions (megatonnes) for 2010 (8.6 Mt CO2-e).</td>
</tr>
<tr>
<td></td>
<td>12.4.2</td>
<td>Number of Tasmanian businesses participating in the AGO's Greenhouse Challenge Plus greenhouse gas abatement program.</td>
</tr>
</tbody>
</table>
Disability Action Plan

Disability Framework for Action 2005-2010

The Tasmanian Government’s Disability Framework for Action 2005-2010 is a whole-of-government approach to policy and planning, service delivery and evaluation that seeks to remove barriers and enable people with disability to enjoy the same rights and opportunities as other Tasmanians. The Framework includes a comprehensive range of Government actions to promote the rights of Tasmanians with disability.

Each Government agency is required, as part of their strategic and business planning, to prepare a disability action plan that documents the way in which the commitments specified in the Disability Framework for Action 2005-2010 will be met. The Department of Premier and Cabinet’s Disability Action Plan 2007-08 identifies specific and measurable priorities, including targets and benchmarks where appropriate, to give effect to the initiatives outlined in the plan.

DPAC Disability Action Plan 2007-08

The Department is committed to promoting the human rights of all people and to eliminating barriers that restrict access to social and economic opportunities. It contributes to this by recognising and advancing the needs of people with disability within the Tasmanian State Service and the Tasmanian community in general.

The Department’s Disability Action Plan 2007-08 was developed in consultation with a number of disability organisations prior to being endorsed by the Corporate Management Group and approved by the Secretary. Relevant actions are being incorporated into divisional business plans, and a local disability organisation and accredited access auditor completed an audit of the physical access and working environment of the Department’s 33 buildings. The Corporate Management Group will receive regular updates and monitor achievements.

The DPAC Disability Action Plan 2007-08 received the Government Department Action Award from National Disability Services and the DPAC Disability Bureau was also recognised for its implementation of the Companion Card Program and its work promoting disability action planning across government.
DPAC’s Carbon Emission Reduction Plan

During 2007-08, DPAC demonstrated a high degree of commitment to actively reducing its carbon emissions. In March 2008, the Department participated in Earth Hour by turning off the lights in all DPAC buildings. The Department is also:

- participating in, and provided support in setting up the first round of the energy emissions audits for Government buildings
- piloting video conferencing facilities as an alternative to travel
- ensuring all new fleet vehicles have a greenhouse rating of 5.5 or greater
- recycling electronic waste like keyboards and fax machines
- rolling out electronic records management
- including green IT as an item on all TMD Board reports.

The Department’s newest offices at Salamanca also achieved a green star rating.

In May 2008 DPAC, in collaboration with its Tasmanian Climate Change Office held a workshop that saw a group of departmental staff discuss what could be done to help reduce the Department’s carbon footprint. These ideas formed the basis of the DPAC Carbon Emission Reduction Plan which was released in early July 2008.

The initiatives in the plan aim to reduce the Department’s carbon footprint by:

- travelling smarter
- reducing waste
- using less energy
- raising awareness and commitment to reducing emissions.

A team of climate change champions is being set up to lead the implementation of the plan and to encourage staff in their areas to adopt carbon reduction practices. This will complement a number of green teams and climate change action plans that divisions have already set up.

The DPAC Carbon Emissions Reduction Plan will be reviewed in 2009-10.