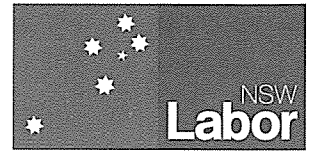


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16 March 2011

Ms Eileen Baldry  
President  
Council of Social Services NSW NCOSS  
66 Albion Street  
Surry Hills NSW 2010  
info@ncoss.org.au

Dear Ms Baldry

Thank you for your pre-election policy document from the Council of Social Services New South Wales NCOSS.

Please find attached the response from the NSW Labor Party.

I look forward to working with NCOSS in the future.

Yours sincerely



Sam Dastyari  
**GENERAL SECRETARY**

- ***NSW Government, in consultation with the Aboriginal and Torres Strait Islander community members, workers and Departments to work together to develop and implement a timetabled and fully funded plan towards autonomous Aboriginal services***
- ***NSW to ensure that Aboriginal input and participation is built in at all levels of planning and is appropriately resourced.***

The Keneally Government provides funding to numerous Aboriginal services throughout the State and encourages Aboriginal workforce development.

The NSW Aboriginal Affairs Plan, Two Ways Together - Partnership Community Program is NSW's key vehicle to engage local Aboriginal communities with government agencies and to enhance Aboriginal community governance skills. Partnership Community Project Officers (PCPOs) have been funded to work in 40 Partnership Communities, which represent approximately 45% of the Aboriginal population in NSW. The PCPOs work with each community to assist them to establish, or gain recognition for, a community governance body. Following this, the PCPOs, the community governance body and other agencies work together to develop a community action plan.

- ***Implementation of KTS or an alternative plan that is line with the recommendations of the Special Commission of Inquiry Report***

The Keneally Government has committed \$750 m (\$765 m with escalation) over five years to implement Keep Them Safe. Key reforms are in place, including:

- Necessary legislative changes
- Establishment of Child Wellbeing Units in DET, Health, Police and DHS
- Rollout of Family Referral Services, initially in Mt Druitt, Western NSW (Dubbo) and Hunter/Central Coast (New Castle)
- Rollout of integrated family case management pilots
- Establishment of 11 KTS Regional Project Manager positions across the State
- Development of common assessment framework for use by mandatory reporters
- Reforms to the Community Services Grants Program to align services with KTS
- Establishment of KTS Implementation Unit within DPC to oversee implementation
- ***Increase the funding for existing services and provide additional Family Support and Early Intervention Services for families in NSW.***

The Keneally Government has increased the funding to Family Support Services and Prevention/Early Intervention through the Keep Them Safe plan.

- ***Subsidise early childhood education and care for children from disadvantaged and low income families (in possession of a health care card or pensioner concession card) such that fees for these families can be set to zero for at least 15 hours per week for 40 weeks per year in the year prior to school.***

Through the National Plan on Early Childhood Education, the Keneally Government is working to ensure that all 4 year olds have access to 15 hours a week of early childhood education 'at a cost that does not present a barrier to access'. This involves significant subsidies for disadvantaged children, particularly Aboriginal children who receive a subsidy of \$3300 per child meaning that preschool costs around \$10 a day. Aboriginal children attending DET (Government) preschools pay no fees.

- ***Self directed support funding to be increased and implementation accelerated to enable more tailored and responsive supports.***

The Keneally Government has provided its proposals in this area in its 'Fairness For People with disabilities and their carers' policy, available at <http://www.nswalp.com/policies/disabilities-policy/> .

In addition, the Government's Stronger Together 2 package -\$2 billion over five years – contains provision for further 'person-centred approaches' to care which will enable a greater number of people with a disability to tailor services to meet their individual needs.

- Self directed support – people with disability and their families to be given greater control over the resources targeted at their support including:
  - the extension of self managed options in all program areas;
  - Streamlining all individualised funding programs into one system of Individualised Planning and Support with a single set of guidelines and processes (as happened in Victoria).
- **Consider the development of a Supported Living Fund (like the Community Living Fund of WA) that enables men and women with disability to live in their own homes in their local community.**

The Keneally Government has provided its proposals in this area in its 'Fairness For People with disabilities and their carers' policy, available at <http://www.nswalp.com/policies/disabilities-policy/> .

- **At least 4,000 new supported accommodation places over the second stage of *Stronger Together* with an emphasis on evidence based approaches and the relocation of people out of large residential centres to live in the community.**

Supported accommodation will increase by a further 1,800 places over the five years of Stronger Together in addition to 1,000 extra places in ST1.

- **Disability friendly environments or liveable and wheelable communities including planning, development and building regimes that are enabling not prohibitive to people with disability.**

The Keneally Government has provided its proposals in this area in its 'Fairness For People with disabilities and their carers' policy, available at <http://www.nswalp.com/policies/disabilities-policy/> .

- **Accelerating transport accessibility by increasing railway accessibility upgrades to at least ten stations per year.**

There were five additional disability upgrades to stations between July 2009 and June 2010. Between 2004/5 and 2008-09 there were an additional 35 stations upgraded for disability access. Last year Keneally govt allocated an additional \$50m to easy access as part of the budget. We have also announced several easy access projects during the campaign – robertson's office can provide number fo EA upgrades promised

- **Increase the funding of PADP to around \$100m per annum on a staged basis.**
- **Convert PADP to an entitlement based program.**
- **Abolish the prohibitive co-payment, especially for people with a disability reliant on income support from the Commonwealth Government.**

The Keneally Government has provided its proposals in this area in its 'Fairness For People with disabilities and their carers' policy, available at <http://www.nswalp.com/policies/disabilities-policy/> .

- ***Accelerated growth in funding to address the significant unmet needs for home support services to older people, people with disability and carers.***

The future arrangements for the *Home and Community Care (HACC) program* are linked to the new National Agreement on Health and Hospitals. The plan is for the Commonwealth to be responsible for all services for people aged 65 years and above and the States and territories responsible for those below the age of 65 years. There are no plans to accelerate growth in funding beyond that currently provided in the HACC and new health Agreements.

- ***Improved services to Aboriginal and Torres Strait Islander communities and people from culturally and linguistically diverse backgrounds as well as people in rural and remote areas.***

The Keneally Government has provided its proposals in this area in its policy 'Education, jobs and a better tomorrow: Labor's Indigenous Affairs Policy,' available at <http://www.nswalp.com/policies> .

- **Extend ComPacks to all metropolitan and regional/rural hospitals and increase the number of ComPacks**

The ComPacks Program provides case management and short term care to support people being discharged from NSW public hospitals. In 2008-09, 7,941 referrals were made to the program for clients aged 75 years and over. During the period June 2009 to June 2010, referrals increased to 15,428. Hospital to Home (H2H) packages targeting people aged 75 and older are based on the ComPacks model implemented in 2007. In 2009-10, NSW Health provided H2H packages for 8,257 people aged 75 years and over.

The ComPacks program includes expansion of the number of support packages to people older than 75 years through the Hospital-to-Home packages of time-limited support and services to help older people return home more quickly from hospital.

These services will ensure older people get the best possible care in hospital and in the community.

The Keneally Government is also delivering on our \$80 million commitment to the Severe Chronic Disease Management Program which will deliver more effective health care for elderly people over 65 years and Aboriginal people over 45 years with chronic diseases such as diabetes, congestive heart failure, coronary heart disease, chronic obstructive pulmonary disease and hypertension is also a priority.

The program will provide improved care and support for the chronically ill through a shared care plan and aims to provide more care at home and to prevent inappropriate hospitalisation. Division of General Practice are working in partnership with health services to develop a multidisciplinary approach to providing the best care for patients. Telephone coaching for patients and home visits will be a key part of the program

The program aims to ensure a more coordinated approach to care planning - GPs and other members of the team will quickly receive clinical information such as outpatient reviews, discharge summaries, diabetes information and cardiac rehabilitation reports which will substantially improve patient care. Most importantly, the patient care plan will be shared by the team of health professionals providing care.

Older people are considered in planning processes, possibly through mandatory reporting in Seniors Impact Statements.

In December 2010, the Keneally Government released its updated Metropolitan Strategy for Sydney to 2031 entitled *City of Cities: A plan for Sydney's Future*. The strategy provides a framework for the government's response to issues related to population growth and demographic change. The metro Strategy addresses issues such as walkability and liveability of neighbourhoods and aims to improve integration of transport with housing and employment.

- **Enhance the Taxi Transport Subsidy Scheme to provide wider access to older people and people with disability for whom other forms of transport are not easily or readily accessible.**

The Taxi Transport Subsidy Scheme is available to people who are unable to use mass transit public transport and rely on wheelchair accessible taxis because of a severe and permanent disability. The Government will consider any proposals from NCOSS for expansion that are put forward.

- **Extend the public and community transport network and improve the safety and suitability of access for older people. In particular, railway accessibility upgrades should be increased to ten stations per year.**

During the 2009-10 financial year, five Cityrail stations were made wheelchair accessible, bringing the total to 120. In the same period, 473 new wheelchair accessible buses were funded in the outer and metropolitan bus system contracts.

- **Increase funding of Community Builders and neighbourhood centres and other strengthening organisations in NSW.**

An additional \$10 million was provided for these services in the current Budget. This was the first enhancement, beyond indexation, in over 10 years.

- **Children and Young People who are granted bail but remain on remand due to a lack of accommodation options should have access to a "Residential Bail Support Service."**

The Keneally Government is currently trialling a Bail Assistance Line in four locations. This service assists young people being held by police to find accommodation and meet other bail conditions, so as to avoid entry into remand. Juvenile Justice also operates a Bail Supervision Program which funds NGOs to provide accommodation for young people on bail.

- **Conduct a service audit to map existing resources to identify gaps in service delivery, models of care and gaps along the continuum of care.**

The NSW Domestic and Family Violence Action Plan *Stop the Violence, End the Silence* was developed over a period of two years. The process of development included a discussion paper which attracted 68 submissions, 51 from non-government

organisations, and 30 consultations with key government and non-government stakeholders, including from rural and regional NSW. The Action Plan responds to issues raised by stakeholders including the need for better coordination across government agencies and between government and non-government providers.

- **Increase the level of priority given to women escaping domestic and family violence when applying for public housing. Increased amount of social housing, coupled with a percentage of public housing quarantined for women and children and ongoing social, emotional and financial support...Improved resources for “Staying Home Leaving Violence” program.**

Under the NSW Domestic and Family Violence Action Plan *Stop the Violence, End the Silence*, the NSW Government is committed to reviewing the current ranking and allocation system for priority housing to enable better identification of those most vulnerable or at greatest risk of homelessness such as women and children who are leaving violent homes.

The Action Plan also commits the NSW Government to providing long-term accommodation and support for women and children experiencing domestic and family violence and to providing integrated services to assist women escaping domestic violence to maintain private tenancies, access social housing and link with appropriate services.

Specific initiatives include:

- expanding the Staying Home Leaving Violence program to 18 locations;
- the state-wide roll out the *Start Safely* rental subsidy for women escaping domestic and family violence commenced on 1 July 2010; and

the funding of three new domestic violence services in Western Sydney, the Illawarra and the Hunter under the NSW Homelessness Action Plan.

- **Improved capacity to respond to the needs of people experiencing domestic violence and sexual assault through:**
  - **providing targeted capacity building for existing dv and sexual assault services to address ongoing long term under resourcing;**
  - **improve resourcing for new services where projects are evaluated as being successful or where service gaps are identified;**
  - **Improved research on ‘what has reduced violence in the community’.**

Under the NSW Domestic and Family Violence Action Plan *Stop the Violence End the Silence*, the NSW Government is committed to ensuring that the delivery of domestic and family violence services is included in the NSW Government’s five-year plan for NGO capacity building and workforce development being rolled out under the *Keep*

*Them Safe Workforce* and NGO Capacity Building Plan. In particular, the Government will build on existing training packages for Aboriginal workers and community members working in domestic and family violence and related areas, in collaboration with Aboriginal communities.

The Department of Human Service – Community Services is coordinating and delivering eight domestic violence training courses for Community Services caseworkers, other government and non-government staff.

Through the Domestic and Family Violence Grants program, the NSW Government provides \$2.9 million in funding to support community organisations with projects that prevent or minimise the impact of domestic and family violence. In 2010/11, the Government encouraged applications for projects with a focus on awareness raising and community education in Aboriginal communities, culturally and linguistically diverse communities and for women with disabilities. One hundred and eleven applications were received from across the state. A total of 38 projects from non-government organisations across NSW have been funded in 2010/11; of these, eight are for projects that target family violence in Aboriginal communities.

The Keneally Government has commissioned the Bureau of Crime Statistics and Research (BOCSAR) to deliver regular, comprehensive overviews on domestic and family violence in NSW. The Government is also supporting research into restorative justice programs for Aboriginal people to assess the effectiveness of such programs in the context of domestic violence offences, and research into breaking intergenerational transmission of violence.

- **Increase the funding for Community Legal Centres.**

CLCs are independent community-based organisations that provide free legal advice, information, casework and education to disadvantaged people. CLCs are supported in their work by Community Legal Centres NSW (CLC NSW), the peak body for CLCs in NSW.

CLCs are funded from a variety of Commonwealth and State Government Departments, the NSW Public Purpose Fund, other philanthropic organisations and donations. The NSW Government provided \$4.7 million in 2010-11 to Community Legal Centres in NSW.

- **Introduce alternative court processes, based on the WA Disability Diversionary Court Model, for people with specific needs.**

In NSW, there is a Community and Court Liaison Service run by NSW Health. This service provides specialist mental health advice to NSW Local Courts to assist the courts in identifying the mentally ill or disordered charged with minor offences and diverting them to treatment in lieu of incarceration.

- **Strategies to improve the expertise of Legal Aid and Community Legal Centre lawyers in areas such as intellectual disability and mental illness**

The NSW Government provided \$103.3 million in recurrent funding to Legal Aid NSW in 2010-11.

This is a net increase of \$8.5 million, or 9%, over the 2009-10 allocation.

Legal Aid NSW is an independent organisation that sets its own priorities. It should be noted that Legal Aid, in 2010-11:

- Developed a Criminal Lawyers Kit to assist criminal lawyers build their skills in working with clients who have an intellectual disability or mental health issues
- Signed a service agreement with the Intellectual Disability Rights Service to develop a tool kit for lawyers to assist criminal law clients who may require diversion under the *Mental Health (Forensic Provisions) Act 2007* (NSW).

**Approved a new social worker position to assist with treatment plans under section 32 of the *Mental Health (Forensic Provisions) Act 2007* (NSW).**

**Increase investment in social crime prevention eg problem solving courts and diversionary schemes such as the Drug Court, MERIT etc**

Investment in court initiatives such as court rehabilitation and diversionary programs to tackle the causes of crime and increase victim participation in the justice process increased by \$3.1 million to \$26.7 million in 2010. These programs seek to engage offenders in treatment for problems relating to health, education, disability, welfare and housing.

MERIT: MERIT is a special program based in Local Courts that provides the opportunity for adult defendants with drug problems to work, on a voluntary basis, towards rehabilitation as part of the bail process. The MERIT program operates in 64 Local Courts, and was expanded in 2009/10 to include rehabilitation of defendants with alcohol problems. The MERIT program is distinguished from Drug Court as the defendant is not required to enter a plea of guilty in order to participate in the program.

The Drug Court: The NSW Drug Court targets more serious drug offenders facing a custodial sentence. The Drug Court is a specialist court that deals with offenders who are dependent on drugs, and has been very successful in deterring reoffending. The Drug Court is located in Parramatta with the Government recently committing an additional \$4 million to expand the Court to the Hunter region.

The Youth Drug and Alcohol Court: The Youth Drug and Alcohol Court operates across most of the Sydney metropolitan region and likewise aims to reduce re-offending by young people with alcohol and/or drug programs who have become entrenched in the criminal justice system.

CREDIT: In August 2009 a two-year trial of the Court Referral of Eligible Defendants into Treatment (CREDIT) program commenced at Tamworth and Burwood Local

Courts. CREDIT is a key initiative of the NSW Government to reduce re-offending rates. The program targets adult defendants at local courts who are motivated to address issues that relate either directly or indirectly to their offending behaviour. Participants are offered facilitated access and support to a broad range of available services providing education or training, treatment, rehabilitation or other social welfare assistance.

Traffic Offender Intervention Program: Working with the NSW RTA, this Local Court program targets offenders who have pleaded guilty to, or been found guilty of, a traffic offence. The program provides offenders with the information and skills necessary to develop positive attitudes towards driving and develop safer driving behaviours.

Domestic Violence Intervention Court Model: A program piloted in Local Courts as an integrated criminal justice and community social welfare response to domestic violence. The DVICM commenced in Wagga Wagga and Campbelltown, and in 2009/10 increased its coverage to Junee and Temora Local Courts.

- **Better utilisation and expansion of alternative options to prison such as community service orders, circle sentencing, forum sentencing.**

Community Service Orders: Instead of imposing a sentence of imprisonment on an offender, a court may make a community service order directing the offender to perform community service work for a specified number of hours (up to 500). A court will not impose a CSO unless satisfied that a CSO is an appropriate sentence according to established sentencing principles and the offender has been assessed as being suitable for community service work.

#### Intensive Correction Orders

In October 2010 the Government introduced a new sentencing option, the Intensive Correction Order ('ICO'), at a cost of \$14.5 million for the first year of operation. An Intensive Correction Order is a sentence of imprisonment of up to two years that is ordered to be served in the community, where offenders are subject to a range of stringent conditions including 24 hour monitoring, regular community work and a combination of tailored educational and rehabilitative activities. The aim is to allow offenders who would otherwise have received a full time custodial sentence to address factors associated with their re-offending. In the first ten weeks of operation, 48 individuals had been sentenced to an ICO instead of imprisonment.

Forum Sentencing: The NSW Government is providing \$5.5 million to fund the Forum Sentencing Program, which gives victims a say in sentencing. During the forum the victim can help create a plan for the offender that aims to repair the harm to the victim and community and reduce the offender's likelihood of re-offending. Forum Sentencing currently operates at selected NSW Local Courts and will be rolled out to an additional five locations over the next year.

Circle Sentencing: Circle Sentencing is an alternative sentencing court for adult Aboriginal offenders. It directly involves local Aboriginal people in the process of sentencing offenders, and empowers Aboriginal people to address criminal behaviour

within their local communities. The program is being expanded to seven additional communities to increase access to the program.

Care Circles: Care Circles is a program where Aboriginal people ("Community representatives") in the Shoalhaven area help the Children's Court make some decisions about Aboriginal children. The decisions are about matters such as where children should live, who they see, or services the family may need to help them care for their children.

Crime Prevention: In 2010/11 the Government will provide more than \$2.6 million to fund local crime prevention projects.

- **Increase funding for post release services under the Community Funding Program.**

The Community Funding Program (CFP) allocates funding to community-based non profit organisations that provide support services to offenders, former inmates and their families. This financial year, \$3.8 million will be provided to a range of agencies for the provision of the following transition and support services:

- family transport service to correctional centres;
- supported accommodation for recently released male and female offenders;
- residential rehabilitation programs for male Aboriginal offenders with alcohol or drug dependence in the north coast region;
- supported visits of children to incarcerated parents, and
- financial services and property minding for offenders in custody.

Corrective Services NSW (CSNSW) has developed a number of partnerships with Commonwealth and State agencies to improve provision of services to offenders and ex-offenders in the community. In addition, CSNSW has significantly invested in supported accommodation facilities for offenders who are at risk of homelessness in the immediate post-release period. Six such facilities are now in operation.

- **Culturally appropriate programs and a variety of programs aimed at the different needs of men and women.**

A range of initiatives are available across the state – including in rural and regional areas – to support the needs of diverse groups within the NSW community. A large number of programs have been developed specifically for Aboriginal people, some of the more significant including Circle Sentencing and the Care Circles program. A network of Aboriginal Community Justice Groups has been established across the state to facilitate consultation with Aboriginal communities about justice issues and drive the Government's approach to Aboriginal justice. The Department of Justice and Attorney General has also completed its *Culturally Diverse Communities Access Plan 2009-2012*

in consultation with CALD communities, service providers and staff, and interpreting services have been expanded. In addition to violence against women initiatives described in 6.2-6.4 above, justice programs tailored to the needs of women include the Mothers and Children Program run by Corrective Services NSW to support female prisoners who wish to have an active parenting role for their children while incarcerated.

**Increased funding for inmate rehabilitation programs to reverse recent falling participation rates.**

Advice from CSNSW notes that participation rates in rehabilitation programs are not falling. CSNSW has developed a thorough assessment and referral process for program interventions to ensure that those most in need of rehabilitation programs are properly identified.

CSNSW advice notes that in 2009-10, 9,616 inmates participated in at least one of the programs developed by CSNSW, which vary from residential therapeutic programs to weekly maintenance sessions (this has increased from 9,435 in 2007-08, although there was a drop to 9,014 in 2008-09). The programs cover areas such as:

- Aggression and violence
- Alcohol, drugs and addictions
- Cognitive skills
- Community engagement
- Health promotion
- Sex offending
- Parenting
- Managing money (including fines and debts).

In the same year, 10,278 offenders enrolled in at least one education or vocational training course, which was an increase from 9,300 in 2008-09.

- **Regular evaluations of programs to ensure that they are meeting prisoner needs and are assisting prisoners with integration and participation back into the general community.**

The Corporate Research, Evaluation and Statistics (CRES) branch of CSNSW undertakes regular and ongoing evaluations of rehabilitation programs. The correctional and community programs currently undergoing evaluation and examination of outcomes are:

- The Drug Summit – a correctional-based treatment program being funded by the Co-existing Disorders Interagency Collaboration Project.

- The Drug and Alcohol Awareness Program and the Relapse Prevention Program – aimed at assisting offenders with drug and/or alcohol issues to integrate into the larger community.
- The Mothering at a Distance Program - Phase 2 - which seeks to improve the parenting skills of incarcerated Aboriginal mothers.
- The Community Offender Support Program - a community based support service which offers support to successfully integrate individuals into the larger community.
- The Ngura Nura Program - a correctional-based drug and/or alcohol treatment program
- The Balund-a Program – an innovative diversionary program in Northern NSW developed for Aboriginal offenders.
- 'Out of the Dark'- a program for women who have experienced domestic violence.

Additional evaluations through partnership arrangements with relevant university departments and research organisations are in the planning stage.

- **Construction of all 6,300 new community and public housing dwellings in NSW under the Commonwealth's Stimulus Package completed by June 2011.**

In December 2010 the Minister for Housing announced that NSW had become the first State to meet the Commonwealth's target of completion of 75% of homes by the end of 2010 (4400 homes). 5,946 homes are targeted for completion in NSW by 30 June 2012.

3,000 extra community and public housing dwellings to be built by the NSW Government, in conjunction with the Commonwealth and community housing providers, over the four year period 2011-2012 to 2014-2015.

In June 2009 the Minister for Housing announced that NSW would transfer ownership of around 7,000 properties to community housing providers by June 2012. The properties comprise up to 6,500 homes built under the NBESP NP and up to 500 existing Housing NSW properties. Community housing providers are required to borrow against the transferred assets in order to grow their housing stock. DPC understands that an increase of 3,000 dwellings is not expected to be achieved by 2014-15.

- **Sufficient State subsidies and in kind assistance such as land to ensure that NSW receives its fair share of additional subsidies under NRAS.**

As at December 2010 over 17,000 NRAS incentives had been approved across Australia. NSW had received 2,138 incentives or 12% of the national total (compared to a notional per capita share of 33%). It is understood that in November 2010 Budget

Committee declined the Minister's request for \$330 million over 10 years from the Consolidated Fund to allow NSW to meet its matching obligations against its full notional per capita share. In January 2011 the Commonwealth announced that the total number of NRAS incentives would be reduced from 50,000 to 35,000 nationally, and that unallocated incentives would be targeted towards Queensland.

- **Build on the outcomes of the trials under the Housing and Human Services Accord to improve access to housing by clients with complex needs and to put in place the support they need to sustain their tenancies.**

With Commonwealth funding under the Homelessness National Plan a range of new initiatives is being established across NSW to support client with complex needs. This includes the continuation of a number of the Accord trials.

The establishment of the Department of Human Services is expected to provide opportunities to improve services to clients with complex needs. In September 2010 Budget ERC approved actions from the Boston Consulting Group review including developing a consolidated DHS approach to common clients.

- **Termination of the Joint Guarantee of Service and develop instead ... a new agreement under the Accord to coordinate and deliver effective assistance to clients with mental health issues who need support to access and sustain tenancy in social housing.**

Housing NSW is currently working with NSW Health to develop a new Housing and Mental Health Agreement that will replace the existing JGOS.

- **Develop a comprehensive strategy to ensure that men and women leaving prison are not discharged into homelessness... expand the provision of transitional and long term housing, linked to support where necessary and managed by NGOs.**

The NSW Homelessness Action Plan, released in August 2009, includes a number of actions under its *Priority Transition and maintain people exiting statutory care/correctional and health facilities into appropriate long-term accommodation*. These include initiatives on targeted housing support for ex-prisoners (\$3.8 million to 2013) and sustaining tenancies for ex-prisoners in far west NSW (\$692 million to 2013).

- **Develop clear pathways into long term housing, with support where necessary, for young people leaving out of home care and juveniles detention centres.**

The NSW Homelessness Action Plan, released in August 2009, includes a number of actions under its Priority *Transition and maintain people exiting statutory care/correctional and health facilities into appropriate long-term accommodation*. These include initiatives on assisting Aboriginal young people leaving care (\$1.2 million to 2013) and young people leaving care –North Coast (\$2.2 million to 2013).

**Expand the provision of assertive street outreach and street to home programs for rough sleepers in priority locations outside inner Sydney and Newcastle.**

Under the NSW Homelessness Action Plan, the Priority *Streamline access to crisis accommodation and specialist homelessness services* includes Statewide actions such as improving coordination between specialist homelessness services and Housing NSW's Temporary Accommodation program. The HAP contains specific funded assertive outreach initiative in inner Sydney and Newcastle.

**The introduction of a system of occupancy agreements for residents of boarding houses (like in the ACT).**

Ageing, Disability and Home Care is currently conducting targeted consultation on options for reform of the boarding house sector. This includes examination of the ACT's occupancy agreements.

**Targeted financial assistance to be provided by Housing NSW to boarding house operators to deliver essential fire safety works and to NGO providers to expand the supply of appropriate boarding house beds.**

In November 2010 the Minister for Housing announced an extension of the Boarding Housing Financial Assistance Program to support delivery of over 230 new boarding house rooms over the next five years. DPC understands that the existing fire safety funding has been taken up by most operators who are eligible.

**Expansion of support services and individual advocacy assistance for boarding house residents to be provided by suitable NGOs.**

Under the NSW Homelessness Action Plan, the Priority *Provide models of accommodation with support that are suitable for different target groups* includes the initiative Boarding house outreach project (\$987 million to 2013).

**The maintenance of the AHO as an autonomous planning and funding body that is accountable to an all Aboriginal board.**

The role of the Aboriginal Housing Office was considered during the BCG review of DHS. The Government will consider any proposals for change that NCOSS wishes to put forward.

## **Remove abortion from the Crimes Act**

In NSW an abortion must be performed by a doctor in order for it to be lawful. Long-standing NSW common law allows abortions for women who meet the required criteria in certain circumstances. These circumstances have been confirmed in various cases including *R v Wald* (1972) which forms the basis of the common law on abortion in NSW. They require that the termination must be necessary to prevent serious danger to the woman's life or to her physical or mental health. It is for the jury to decide what constitutes a serious danger to the woman's health upon consideration of any economic, social or medical grounds that existed at the time. That's a statement of fact rather than an answer.

## **Funding for a five year strategy for comprehensive work initiatives.**

NSW Labor's 2011 dental health policy can be accessed at <http://www.nswalp.com/policies/dental-health/>

## **Substantial reframing of the NSW health system to position community health services at the centre of the health care system, consistent with Option 4 of the NSW Community Health Review Report.**

The NSW Government is focused on keeping communities healthy, particularly as we face the challenges of an ageing population.

Our record since 2005 includes investing:

- \$13 million in 2009/10 for anti-obesity initiatives.
- \$6.5 million over four years for childhood obesity prevention programs *Live Life Well@School* and *Munch and Move*.
- \$4 million for the new Get Healthy Information and Coaching Service, providing free lifestyle coaching for adults in NSW on 1300 806 258.
- \$2.2 million for the Fresh Tastes @ School – NSW Healthy School Canteen Strategy.
- \$5 million towards a range of chronic disease prevention programs in schools, local councils, and child care centres.
- \$20 million over four years to the Australian Better Health Initiative, including:
  - \$6 million towards the National "Measure Up" Campaign and supportive local activities; and
  - \$4.5 million towards the Live Life Well Prevent Diabetes Program being trialled in Sydney South West Area Health Service.
- \$1.1 million for the Go4Fun program encouraging parents of young children to take a whole-of-family approach to exercise and healthy dietary choices.
- The NSW Quitline telephone counselling service with extensive callback and referral facilities.

- 

### **Access to specialised health services**

- Planning for health services which includes access issues, particularly for people in regional and remote areas and Aboriginal communities
- Transport to be considered a key priority in planning any health services. This includes adequate discharge planning procedures that consider transport issues, such as ensuring that patients have transport home
- Where services are centralised or relocated, adequate funding is to be made available for health related travel and associated expenses
- Private services to be purchased on behalf of public patients in those areas where the only available service is a private service.

In 2010/11 the NSW Government's budget for the Transport for Health program is \$20 million – enough funding to provide around 60,000 trips and transport subsidies for patients across NSW.

The Transport for Health budget is allocated across Area Health Services to deliver transport services and undertake initiatives to improve patient access to health services.

The NSW Government acknowledges that people living in rural and remote areas of NSW often need to travel substantial distances to access specialist health services.

Transport for Health integrates all non-emergency health-related transport into one program including:

- the Health-related Transport Program
- Statewide Infant Screening - Hearing Travel
- Inter-facility transport services, and
- the Isolated Patients Travel and Accommodation Assistance Scheme (known as IPTAAS)

IPTAAS operates as a subsidy scheme.

It is designed to provide eligible patients with a financial subsidy to assist them with meeting the costs of travel and accommodation for specialist medical treatment not available to them locally. It assists people who have to travel at least 200km return to access specialist medical care.

From 1 January 2011 patients who need to travel regularly to access renal dialysis and who travel a cumulative distance of 200 kilometres or more per week will be eligible for IPTAAS financial subsidies.

In addition to this NSW Health is undertaking a comprehensive review of the Transport for Health Policy in 2011. This review will involve input and discussion with stakeholders across the State.

This upcoming review of the Transport for health policy follows improvements that this government has made over the past 3 years.

A change to IPTAAS from 1 July 2009 means that eligible pensioners and health care card holders no longer need to contribute to the cost of assistance provided under this scheme.

**The NSW Government to work with its Federal counterparts to establish a sustainable system for the delivery of affordable nicotine replacement therapy to low income and disadvantaged groups in NSW. All persons eligible for a Commonwealth health care card should be able to access free or low cost NRT. Funding for this measure can be provided by an increase in Commonwealth excise on tobacco products.**

The NSW Government is leading the way nationally and internationally in protecting children and young people from tobacco-related harm.

In late 2008 the Government introduced world class legislation to ban the display of cigarettes in shops and other retail outlets with the aim of de-normalising tobacco products to children and young people.

The legislation also provides for on-the-spot fines for people smoking in a car with a child inside so enforcing a decrease in children's exposure to environmental tobacco smoke.

These new laws also include a negative-licensing scheme for tobacco retailers, banning tobacco products from store shopper loyalty programs and increasing penalties by up to ten-fold for offences such as selling cigarettes to children.

These new laws commenced on 1 July 2009 with some phase-in periods applying to enable businesses to plan for compliance.

We are also rolling out *NSW SmokeCheck Project*, a partnership between NSW Health, the Cancer Institute of NSW and the University of Sydney.

SmokeCheck aims to improve the health of Aboriginal people in NSW by reducing their exposure to tobacco in all its forms by increasing the proportion of:

- Aboriginal Health Workers and other healthcare personnel with Aboriginal clients who have been trained in the SmokeCheck brief smoking cessation intervention;

- SmokeCheck trained health services personnel putting the SmokeCheck brief intervention into routine practice;
- Aboriginal Health Workers and other healthcare personnel with Aboriginal clients engaged in the SmokeCheck Project making personal quit smoking attempts;
- health services managers and other healthcare service leaders partnering with the SmokeCheck Project in efforts to improve the integration of brief interventions in routine practice;
- healthcare services engaged in the SmokeCheck Project whose organisational systems support the integration of the SmokeCheck brief intervention or other evidence-based smoking cessation intervention into routine practice; and

**Aboriginal Health Workers and other health workers increasing their awareness and providing effective strategies to minimise exposure to environmental tobacco smoke (ETS) within Aboriginal communities.**

Funding is provided for an additional, full-time smoking cessation trainer to work with staff of government and non-government services to low income and disadvantaged people.

**The extension of energy rebates to low income households in addition to pensioners. This can be achieved by extending the energy rebates (currently \$130 per annum) to households with low income including all households reliant on Centrelink allowances and the 145,000 to 150,000 people entitled to low income Health Care Cards. As there should be only one rebate per household not all Health Care Card holders and Centrelink allowance recipients will be eligible for the rebate. The additional cost to the NSW Government will be around \$50m per annum.**

On 18 March 2010, the NSW Government announced a \$48 million expansion of the Energy Rebate program, which included:

- increasing the \$130 Energy Rebate to \$145 from 1 July 2010, to be increased annually in line with the regulated energy price increases (i.e. to reach \$161 per year from 1 July 2011);
- extending the Energy Rebate to eligible households who hold a Commonwealth Health Care Card; and
- establishing an Energy Price Comparison website (which commenced operation on 30 September 2010).

As part of its 'Fairness for Families' package, the Government has announced that, if elected at the March 2011 election, it will increase the Energy Rebate to \$250 per year and eligibility will be expanded to all households with a combined income of under \$150,000.

The rebate for Commonwealth Healthcare Card holders would be increased (to \$250 per year) from July 2011, and the rebate for households with a combined income of under \$150,000 would commence from July 2012.

The establishment of Government Concessions working to create a simpler framework for concessions. This will enable the introduction of integrated ticketing and can be measured for performance against the Government's social policy objectives.

The Keneally Government offers generous concession arrangements to ensure that all members of the community have access to affordable transport options.

From 4 January 2009, private bus services in rural and regional areas moved on to new contractual arrangements that deliver greatly improved concession arrangements, in line with earlier changes in the metropolitan and outer metropolitan areas.

This completed the NSW-wide bus reform process, bringing rural and regional bus services on to the standard set of concession arrangements available on metropolitan/outer metropolitan bus, rail and government ferry services.

Passengers using private bus services now enjoy the same concession arrangements as passengers using State Transit services, including access to the \$2.50 Pensioner Excursion Ticket.

#### **A simplified two-type concession structure:**

**- Access fare – one concession fare, equal to the Pensioner Excursion Ticket, for all**

**pensioners, under 16s and eligible job seekers including Newstart and Youth Allowance recipients**

**- Half-fare concession – for over 16s students, trainees, apprentices and Health Care Card holders (below an income threshold)**

The NSW Government provides subsidised or concession travel to a wide range of people within specified target groups. These include: school and tertiary students, jobseekers, apprentices, trainees, people with disabilities, certain ex-members of the Defence Forces, pensioners, NSW Seniors Card holders and war widow/widowers.

**All Centrelink eligible transport concessions to have the same income threshold cut-offs that the benefit itself has.**

The NSW Government provides subsidised or concession travel to a wide range of people within specified target groups. These include: school and tertiary students, jobseekers, apprentices, trainees, people with disabilities, certain ex-members of the Defence Forces, pensioners, NSW Seniors Card holders and war widow/widowers.

#### **Parity between rural, regional and urban areas for all concessions.**

The new \$2.50 Regional Excursion Daily ticket is now available for pensioners and seniors using bus services in rural and regional NSW.

**An integrated ticketing system which works for all public transport users in NSW. This will provide:**

- a variety of ticket products including zone/time based integrated-fare ticket products as well as multi-trip tickets;**
- non-metropolitan passengers with the same fare structure and tickets available to them as metropolitan passengers.**

The NSW Government is committed to deliver an electronic integrated ticketing system for the metropolitan public transport network by 2014. The system will be comparable to London's *Oyster* card. The system will be fully tested and operational across government and select private bus services, government ferries and trains. Further, the Government expects light rail to be part of the new system and discussions between the privately owned light rail operator and Transport NSW have begun.

**A passenger information system such as the 131500 information service is extended and made available to rural passengers.**

Information on CountryLink rail and bus services can be accessed at [www.countrylink.info](http://www.countrylink.info) or by calling 13 22 32.

**For the incoming Government to match the 2009 Opposition Coalition announcement of increasing Community Transport Program funding via the Ministry of Transport, over four years, to \$12m.**

For those unable to use mainstream public transport, Transport NSW administers Home and Community Care Program funded transport services which provide transport assistance to the frail aged, younger people with disabilities and their carers. In 2009/10 that amounted to \$43.665M recurrent and non-recurrent HACC funds.

Transport NSW also administers the Community Transport Program which aims to address transport disadvantage at the local level by promoting more efficient use of existing transport resources.

**For CTP funding to be extended to all NSW Community Transport providers to enable transport services to support people with transport disadvantage who are not eligible for HACC services.**

Transport NSW commenced a Transport Coordination Program covering Regional and Metropolitan areas to address the needs of people facing transport disadvantage. This followed recommendations made by the Ministerial reports into Sustainable Public Transport and the Bus Industry.

In NSW, there are 13 Transport Coordinators - 2 Sydney Metropolitan Coordinators and 11 in rural and regional areas. They aim to reduce the negative effects of transport disadvantage through improved coordination with community stakeholders, transport operators and other agencies.

Further, Transport NSW, through the Local and Community Transport Branch is trialling the funding of group transport that will enable Aboriginal people in NSW to attend events that have a cultural significance to them and their community. Funding may be provided for transport to events such as funerals.

**Testing a range of models, not limited to an arbitrary 70:30 private/public mix, to develop more mixed tenure income communities in specified large scale public housing estates.**

The Sydney Metropolitan Plan sets a target of at least 70 per cent infill development. This allows for sufficient flexibility in the housing targets to meet current and (likely) future demand for both greenfield and infill. Having a well designed mix of medium density development around centres and transport hubs will improve urban amenity and stimulate local economies.

It is also an aim of the Metropolitan Plan to:

- develop more low-rise, medium-density properties to better suit the ageing population;
- improve housing affordability;
- facilitate urban renewal (with renewal precincts to have social housing targets);  
and
- promote equity, social inclusion and liveability.

Under the NBESP NP, NSW agreed to a range of reforms including reducing concentrations of disadvantage through appropriate redevelopment to create mixed communities that improve social inclusion. In their July 2010 progress report to CoAG, Housing Ministers advised that in 2009 they had agreed that each jurisdiction would develop a high level strategy in 2010 to reduce concentrations of disadvantage.

In September 2010 Budget ERC agreed that DHS should bring forward proposals by May 2011 on deconcentrating areas of disadvantage concentrated in public housing estates as part of broader work on the development of a long-term Housing Strategy and an urban renewal agenda.

**Developing a formal protocol, based on the Bonnyrigg experience, to outline an agreed process of engagement by Housing NSW with tenants, NGOs and councils in the process of redeveloping social housing areas.**

Under the Government's *Building Stronger Communities 2007-10*, each priority location was to receive: a regeneration plan developed with the community setting out broad objectives and key performance indicators; a regeneration manager to coordinate the strategy, bringing together partners to the strategy including job network providers; and a neighbourhood management structure, through which tenants and other stakeholders can get involved in making decisions about how to improve their community.

**Partner with relevant Commonwealth and State education and training authorities to deliver measurable improvements in training and employment opportunities for households living in social housing, including those relocated off estates as part of redevelopment projects.**

Under the Government's *Building Stronger Communities 2007-10*, each priority location was to receive a Learning and Employment Coordinator to facilitate activities and projects on estates to work with the community, employers, providers of education and training and other stakeholders to set up tenant training and employment initiatives and increase employment outcomes.

More broadly, the Keneally Government supports improving workforce participation for disadvantaged groups and those out of the workforce. Under the National Partnership Agreement on Youth Attainment and Transitions, 15-19 year olds are entitled to access a government subsidised training place, and 20-24 year olds are entitled to access a course that increases their level of qualification.

In addition, any person receiving a government benefit such as Newstart or Youth Allowance can attend a TAFE course for a concession price of \$51 per year.

**A mandatory requirement that at least 10% of all new multi-unit residential developments is *adaptable*, meaning that it is designed to be easily modified to be accessible to both residents and visitors with disability or progressive frailties.**

The Metropolitan Plan commits the Government to adopting a program for examining how to achieve the Federal Government's target for disability-friendly housing.

The State Environmental Planning Policy (Housing for Seniors or People with a Disability) aims to increase the supply of homes tailored to meet the needs of seniors and people with a disability.

LEPs must allow for appropriately located and sufficient housing for seniors and people with a disability. Councils are also encouraged to ensure new housing and public buildings are more accessible. Councils are advised that new LEPs should aim to deliver:

- at least 10 per cent of all new multi-unit residential development to be adaptable for use by people with a disability; and
- new multi-unit housing to have wheelchair accessible entry and paths of travel.

### **Land use planning and public transport**

- **Review and update the 2005 Metropolitan Strategy and draft sub-regional strategies after firm decisions on rail expansion plans for Sydney are taken by the NSW and Commonwealth governments**
- **Defer further development, beyond those precincts already released for housing, in Sydney's Growth Centre where there are no firm timetables for the provision of new rail services**
- **Ensure that any rail expansion plans outside the designated Growth Centres are accompanied by plans to incorporate higher density residential development near new railway stations, including provision for affordable/intermediate housing.**

The Metropolitan Plan was updated in December 2010 and incorporates land use and transport planning into the one document. This document supports maintaining the boundaries of Sydney's current urban foot print with a strong focus on urban renewal and infill construction in existing areas which are already connected to services and transport links.

Some new greenfield development is anticipated by the Plan and will mostly be located in designated Growth Centres, which will allow for the better targeting of transport infrastructure and services. The Urban Development SEPP will help the Government to deliver urban density around transport hubs and centres.

### **Land use planning and human services**

- **Maintain the capacity of councils to require developers to meet the capital cost of agreed community facilities in new development or redevelopment areas.**
- **Require relevant State and Federal human services agencies to work with the Department of Planning to develop forward plans for the expansion of services in line with agreed population growth targets as set out in relevant Regional Strategies (for areas outside Sydney) and Sub-Regional Plans (under the Metropolitan Strategy for Sydney)**

The caps on local development contributions seek to balance the needs of councils to deliver infrastructure and services and the need to provide affordable housing. The Government has established a \$50 million local infrastructure fund to help councils meet shortfalls that result from the new cap. Additionally, councils may apply to the IPART for special dispensation to increase development contribution above the set cap for a particular development.

The Metropolitan Plan and Regional planning documents set population and employment targets for each region across NSW. These targets are used by Human Services agencies and Treasury to plan for the future investment of services to ensure they are in line with changing community needs.

### **Healthy urban design**

- **Require that a formal, and public, health impact assessment based on healthy urban design principles is incorporated into the concept planning process for new suburbs and for major redevelopment proposals.**

The Metropolitan Plan promotes healthy urban design through a number of measures such as:

- the release of the updated *Recreation and Open Space Planning guidelines for Local Government* which requires councils to provide multi-use recreational spaces;
- the provision and protection of regional open spaces such as National Parks by the National Parks and Wildlife Service;
- requiring parks and recreational spaces be appropriately accessible and located; and
- promote the use of alternative transport modes such as walking and cycling through the provision of appropriate infrastructure such as cycle tracks.

Urban design quality is most commonly addressed through Development Control Plans (DCPs) that accompany LEPs. DCPs should reflect the principles set out in the Metropolitan Plan. Additionally, social impact assessments that measure a project's affects and benefits upon a community will be conducted as part of some urban renewal projects.

#### **Food security**

- **Develop a comprehensive whole-of-government food policy to guide decision making on all aspects of the food system, from farm to plate and beyond.**

The Metropolitan Plan states that the Government will consider developing an Agriculture Policy for Sydney.

Industry and Investment NSW (I&I NSW) organised the Food Security and Productivity Symposium in October 2010, highlighting future food security as a key issue. The *Research for Action: Productivity and Food Security* statement was released in October 2009.

I&I NSW delivers a range of research and development activities focussing on food production, including programs in the development of more efficient production systems (using both conventional and biotechnological approaches), market access and production chain management, disease and pest management and food with enhanced quality and nutrition.

#### **Climate change mitigation**

- **Improve the energy and water efficiency of all social housing dwellings, and private housing occupied by low income households, through an expanded refit program**

**- Fund an expansion of the no interest loan scheme (NILS) to include solar hot water, solar panels and rainwater tanks.**

The \$63 million Home Power Savings Program (currently scheduled to end 30 June 2013) will provide 220,000 low income households with a free power savings kit and a free home power savings assessment by an energy expert, who will develop a personal power savings action plan. By using the savings kit and following through on the power savings action plan, it is estimated that households will reduce their energy use by at least 20%. Eligible households include recognised utility hardship customers, or any household where at least one person holds a Centrelink Pensioner Concession Card , Centrelink Low Income Health Care Card , Department of Veterans' Affairs Pensioner Concession Card , Department of Veterans' Affairs (Gold) Repatriation Health Card , or Department of Veterans' Affairs (White) Repatriation Health Card.

The Home Saver Rebates (note these are due to end on 30 June 2011) provides the following rebates, up to a maximum of \$1500 per property:

- \$300 for solar, heat pump and gas hot water systems replacing electric systems
- \$35 for removal of an old working second fridge (only available in Sydney, Wollongong, Blue Mountains, Shellharbour, Shoalhaven and Central Coast areas)
- \$200 for replacement of single-flush toilets with new 4 star dual flush toilets
- \$150 for installation of a hot water circulation unit for instantaneous gas hot water heaters
- up to \$1500 for the installation of rainwater tanks;

As of 31 December 2010, more than 309,000 rebates (including Fridge Buyback collections) have already been provided, with estimated savings of \$34.5 million a year on NSW households' energy and water bills.

The Energy Savings Scheme encourages electricity retailers to help improve energy efficiency in residences and businesses by requiring all electricity retailers to meet energy savings targets (rising from 0.4% of sales in July 2009 to 4% of sales by 2014).

**A common funding policy and practice, negotiated with and informed by the Sector, across all NSW Government human service funding agencies.**

An overarching framework is being developed by DHS in consultation with stakeholders, including NCOSS.

The funding to develop and implement a state wide industry plan for the sector.

This is underway. NCOSS has been funded to undertake this work.

A mature, documented and resourced working relationship/partnership between the NSW Government and the Sector, resulting in better outcomes across social policy, service implementation and social impact.

*Working Together in NSW*, a compact between the NSW Government and NGO peak bodies, was signed in 2006. There are annual meetings between senior executives of human service agencies and peak NGOs to oversight implementation of this compact