

2023 Finalists

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Anthea Kerr Award

Alexandra Rumore

Senior Outreach Solicitor, Disaster Response Legal Service, Legal Aid NSW

Alex is a warm and generous leader, with social justice and public sector values at the heart of everything she does.

When widespread flooding devastated communities across NSW in 2022, Alex was there on the ground. In this emergency, Legal Aid NSW provided over 5,700 legal services. As a senior outreach lawyer with the Disaster Response Legal Service, Alex rolled up her sleeves to ensure overwhelmed communities had their legal needs met. For months, Alex worked long days and weekends, travelling thousands of kilometres, delivering trauma-informed legal help where it was needed most.

Gisella Velasco

Manager Place and Public Life, Transport for NSW



Gisella is a champion for creating a culture of creativity and imagination in the public sector and strives to improve the lives of all people in NSW.

Gisella has fostered an open and collaborative team environment, where everyone feels heard and valued. This is evident in her leadership of her team's work on the Safer Cities program. In the past 9 months, the program has engaged in extensive community consultation to develop tools and guides to improve safety in public spaces, reduce harassment and deliver infrastructure improvements.

Grace Scott

**Acting General Manager, Balmain Hospital,
Sydney Local Health District**

Grace is an outstanding emerging leader – supportive, passionate and resilient.

Grace started her public health career in February 2015, as a Sydney Local Health District Graduate Health Management Trainee. From 2021 to 2023, Grace was the Director, Corporate and Clinical Support at Concord Repatriation General Hospital. During this time, Grace led the management of the whole-of-hospital cleaning, procurement, engineering, sterilisation, portering, food, linen, security, and outpatient departments. She is currently the Acting General Manager at Balmain Hospital in Sydney Local Health District.



Lexie Dealehr

Manager Public Spaces, Place and Public Life, Transport for NSW



Lexie is a dedicated young leader who actively contributes to the creation of exceptional community spaces. Through her exemplary approach to best practice placemaking and collaboration, Lexie has successfully strengthened the capabilities of state agencies, local governments, industry partners, and the broader community.

Lexie's work has been instrumental to Cities Revitalisation and Place Branch delivering successful programs. This has included leading innovative partnerships through the Places to Love program, and the Walks Near Me platform with the Department of Customer Service. Her projects are multi-award winning, globally acclaimed and cited in best practice placemaking courses.



Sarah Groat

**Farms of the Future Development Officer,
Department of Primary Industries and
Regional Development**

Sarah has excelled at managing people and rising to the challenge of servicing over 2-million hectares in the Farms of the Future Grants Program. She has successfully trained and supported over 200 farmers in agtech adoption and helped improve mental health outcomes for farmers through this work. Sarah has also installed and taken the lead on a significant piece of agtech in the Carrathool local government area that will also be shared with the Moree/Narrabri local

government areas.

Sheena Pham

Associate Director, Strategy and Delivery Unit, NSW Treasury



Sheena provides a calm measured approach and leadership in the most challenging and high-pressure circumstances. This was demonstrated exceptionally during the delivery of 10 key state-wide programs to support the community during the COVID-19 pandemic. Sheena is a kind and empathetic leader who is quiet but powerful in her ability to build and inspire teams.

Sheena is a passionate advocate for culturally and linguistically diverse colleagues and is deeply committed to creating opportunities for them to thrive in the public sector. She brings this passion to her work every day by advocating for services that are accessible, equitable, and designed with thorough community engagement and consideration.



NSW Public Servant of the Year



Brad Fisher

Senior Project Manager, Electrical, NSW Public Works, Department of Primary Industries and Regional Development

As the NSW Public Works Technical Electrical Advisor on the Cooler Classrooms Program, Brad was responsible for delivering air-conditioning systems, solar PV cells and electrical upgrades to approximately 1,200 schools. His determination, ability under pressure, willingness to go above and beyond and ability to think differently enabled the program to extend to approximately 100 additional schools than originally forecast.

Brad won the 'Think Differently (Individual) Award' at the NSW Public Works Staff Awards 2022 and the 'Regional NSW

Individual Award' 2023 for this work.

Clint Nittolo

Project Manager, Temporary Housing, NSW Public Works, Department of Primary Industries and Regional Development

Clint is a dedicated member of the Temporary Housing Team in the Northern Rivers. His commitment and drive to deliver program outcomes demonstrated his outstanding leadership and exemplary work.

Each of the sites Clint managed were complex, but his unwavering commitment and exemplary work ensured there were solutions and pathways through, and the community and stakeholder needs were met. As a result, temporary accommodation villages were able to be provided for up to 641 flood impacted residents.

Dr. Jayanthi Ramanathan

Staff Specialist, General & Acute Medicine/Ambulatory Care/Clinical Pharmacology/Toxicology/Lipids, South Western Sydney Local Health District



Jayanthi is a staff specialist physician at both Liverpool and Royal Prince Alfred Hospitals. He provides clinical services in Acute and General Medicine, Hospital in the Home, Toxicology, and Disorders of Lipid Metabolism. He is renowned for his energy and collaborative work in the areas of patient safety and the safe use of medicines.

Jay's work and dedication has significantly contributed to enhancing patient safety across the community. He was awarded the 2021 South Western Sydney Local Health District Patient Safety Champion award due to his excellent leadership and communication skills and his passion for a safe culture that improves the quality of patient care.



Jessica Warren

Assistant Director, Psychological and Specialist Services, Department of Communities and Justice

Jessica is an inspiring psychologist and leader who has shown an unwavering commitment to supporting the delivery of an evidenced based intervention to children, parents and carers in NSW.

This has changed the lives of hundreds of children and made the Department of Communities and Justice one of the leading providers of Parent Child Interaction Therapy in Australia. In completing her PhD, Jessica has contributed to the international literature

and evidence base for this valuable intervention.

Nick James

Maritime Policy Officer, Transport for NSW



Nick developed a Social Assistance Information Guide providing information for on water officers dealing with people living on the waterways who have no other accommodation options. He enables NSW Maritime staff to ensure people in this position are cared for and can find alternative accommodation.

Nick has worked to ensure the Protocol for Homeless People in Public Spaces is embedded in maritime practice so that NSW can respond to and support homelessness in all its forms.

Dr. Rummana Afreen

**Staff Specialist, Rehabilitation Medicine,
Western Sydney Local Health District**

Rummana is an exemplary leader who has demonstrated exceptional commitment and dedication to improving the healthcare services for adults with complex disabilities.

Rummana proactively engaged with a multidisciplinary team to establish comprehensive care service at Westmead Hospital. This approach has allowed patients to receive treatment without unnecessary pain and discomfort, allowing comprehensive care over an extended period. She has improved access to high-quality healthcare and fostered a sense of compassion and support within the healthcare community





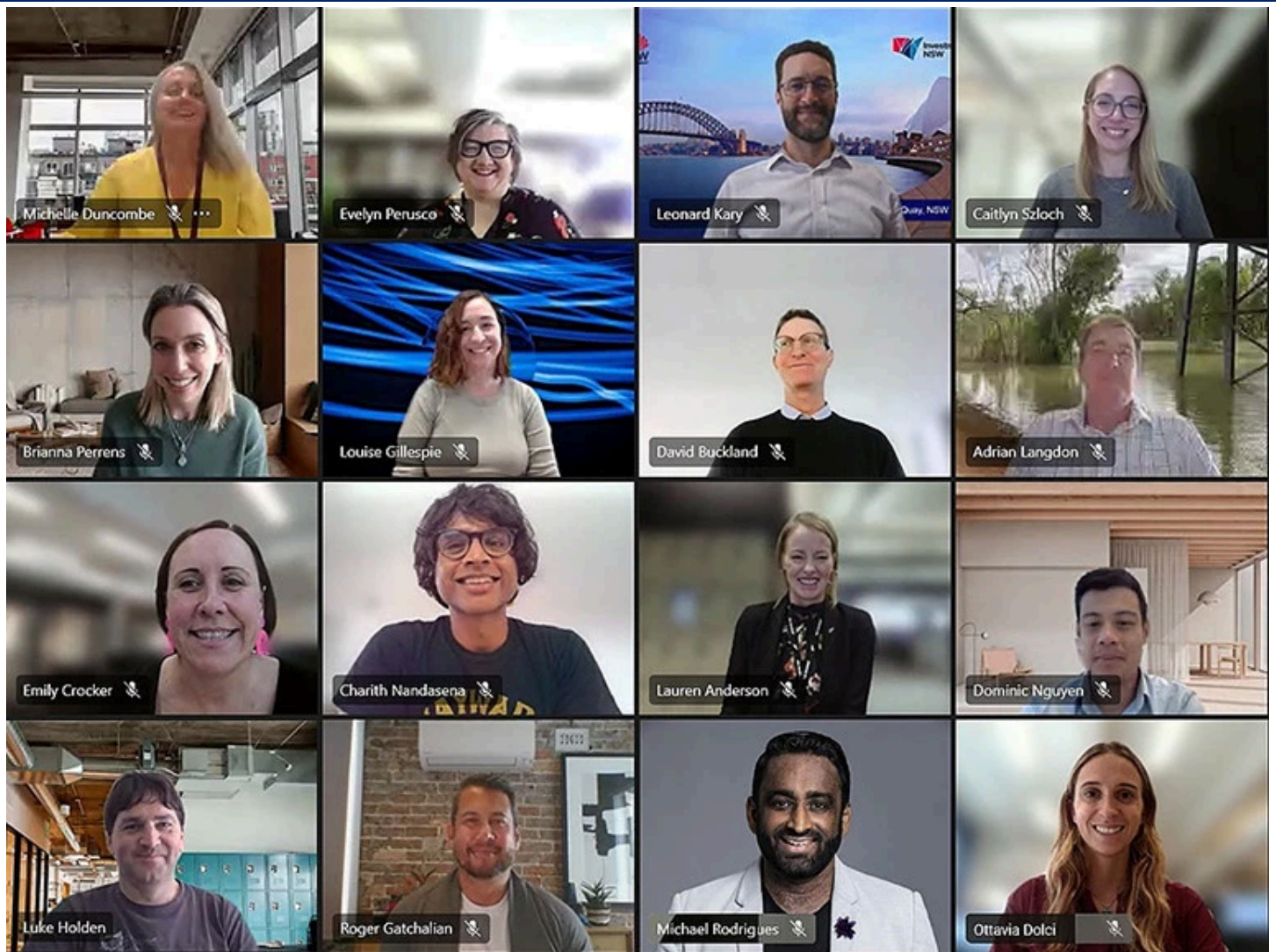
Building a resilient economy

CBD revitalisation program

Office of the 24-Hour Economy Commissioner, Department of Enterprise, Investment and Trade

The small Office of the 24-Hour Economy Commissioner team delivered a program to accelerate the economic and social recovery of CBDs following COVID-19. They worked with colleagues in Investment NSW to design targeted support for events and activation activities across hospitality, retail, entertainment, sport, arts and culture.

The program distributed \$49 million to 67 projects between late 2021 and October 2022 – attracting 5.6 million visits to funded events.



DCS licensing program

Digital NSW and Better Regulation, Department of Customer Service

Digital NSW and Better Regulation have transformed the licensing experience through Licence.NSW, a new platform that streamlines how people and entities apply for, renew, and use their licences.

Over the past 2 years, the Licence.NSW platform has reduced waiting time for licences and added an additional 270,000 workdays to the economy. This has provided significant economic opportunities for industries including construction, real estate and security.



Infrastructure support services partnership and sustainability action plans

Infrastructure and Assets, Department of Communities and Justice

The Department of Communities and Justice's Infrastructure & Assets leadership team worked to improve asset management capabilities and embed economic and social outcomes through an Infrastructure Support Services contract.

Results have included employment pathways for vulnerable and disadvantaged people and sustained regional economic stimulus through working with Aboriginal owned businesses and regional experts.

Partners: BGIS Pty Ltd



Innovation project – podular construction

Aboriginal Housing Office, Department of Planning and Environment

The Innovation Project was developed to position the Aboriginal Housing Office with the most robust and efficient end-to-end process for delivering new residential buildings to Aboriginal clients in regional communities.

The team partnered with Corrective Services Industries and the University of Technology Sydney to design and deliver the 'Podular' construction system, enabling a reduction in building time and costs, increased tenant satisfaction, and more Aboriginal employment opportunities. Outcomes have informed the creation of procurement and design guidelines for the Aboriginal Housing Office.



NSW Government response to the Coal Market Price Emergency

Office of Energy & Climate Change, NSW Treasury

To shield consumers from the worst impacts of global energy price shocks, the Commonwealth Government announced the Energy Price Relief Plan in 2022. The NSW Government supported the plan by implementing a cap on the price of coal for NSW power stations.

The Office of Energy & Climate Change team navigated a complex legal, commercial, and policy landscape to provide critical advice and instruct on legislation and directions to coal suppliers and power stations to safeguard electricity affordability for NSW energy consumers.

Partners: Department of Planning and Environment



WestConnex – Sustainability and Environment

Infrastructure & Place, Transport for NSW

WestConnex Stage 3a links the M4 and M8 motorways to create an underground western bypass of the Sydney CBD.

The project set aggressive sustainability benchmarks through the Infrastructure Sustainability Council of Australia (ISCA) process. The project included a range of sustainable achievements as well as working with local artists to connect the project to Country, greatly exceeding the sustainability target with the highest benchmark for a road tunnel at the time.



Connecting communities



sleepers have been housed with a 95% tenancy success rate.

Partners: NSW Health, Social Futures, Momentum Collective

Assertive outreach program – Tweed Heads

**Housing Services, Department of
Communities and Justice**

The Assertive Outreach program reduced the number of rough sleepers within the Tweed Shire by creating a multi-agency response and strengthening partnerships between services to better support those experiencing homelessness.

The program supports rough sleepers into accommodation and assists in tenancy retention. The result has been that 140 rough



Construct NSW program

Better Regulation, Department of Customer Service

The Construct NSW team, in collaboration with the Office of the Building Commissioner, have made a significant contribution in fostering a transparent, efficient and consumer-centric building and construction industry.

The program has enhanced the NSW Planning Portal and licensing system, established an e-learning platform in partnership with TAFE NSW to accelerate priority learning areas and developed a Certifiers Practice Standard to promote high standards.

Over 230 pre-occupation audits have been conducted, resulting in over \$400 million repair costs carried out by developers and builders before customers moved into buildings.

Partners: Office of the Building Commissioner



Murrumbidgee Emergency to Community initiative

Murrumbidgee Local Health District

The Emergency to Community initiative aims to reduce the number of avoidable Emergency Department presentations for vulnerable patients.

A small team of highly skilled and experienced nurses work closely with patients to improve their treatment, self-management plans and quality of life in the community.

Case management of the patients and their needs has enabled successful interventions and connected patients with appropriate support networks and external stakeholders, resulting in significant improvement on the number of emergency department presentations and on the quality of life for patients engaged in the initiative.

Reducing social isolation for seniors

Strategy, Policy and Commissioning, Department of Communities and Justice

The Reducing Social Isolation for Seniors program has partnered with close to 90 organisations to deliver local opportunities for meaningful connections for older people. Introduced to address the increased risk of social isolation for older people due to COVID-19, the program engaged over 20,000 older people, reached over 67 local government areas in NSW and improved results for senior's health and emotional wellbeing.

Partners: Local councils and non-government organisations



Team Screen

Department of Primary Industries and Regional Development

Team Screen is a group of passionate, dedicated and determined staff from NSW Department of Primary Industries Fisheries, working across research and management.

The team have developed and implemented innovative fish-protection screens to prevent native fish becoming trapped in irrigation systems. This supports improved quality of life, real employment opportunities, better recreational fishing and other social benefits such as connection to country and mental health.

The outcomes delivered by Team Screen directly enhance local economies, support well-connected communities with quality local environments, and strengthen the recovery and resilience capacity of regional NSW.



Wilba – new flexible, shared transport service in Bourke

Regional and Outer Metropolitan, Transport for NSW

Bourke, in Far West NSW, continually faces challenges and difficulties in accessing services, accentuated by isolation and having no taxi service in the community.

The team collaborated with community and existing service providers to create a transport model tailored to community needs.

This joint effort culminated in the launch of the Bourke Flexible, Shared transport service in February 2023. The community enthusiastically welcomed the service, which is expanding access to employment, health care, social services, educational opportunities, and most importantly allows those who have no other

access to transport to socialise within community.

Driving public sector diversity

Elevate and Advocate – CALD sponsorship program

Public Service Commission

Elevate & Advocate is a new sponsorship program developed to remove barriers and improve pathways into senior leadership for culturally and linguistically diverse employees in the NSW public sector.

Pairing culturally and linguistically diverse employees with senior executives, the program takes an innovative and bold approach, moving beyond mentorship to sponsorship. It follows a rigorous matching process resulting in strong partnerships. The program has already accelerated opportunities for career progression and has created a cohort of allies and advocates for inclusion.



Engaging culturally and linguistically diverse patients in clinical trials to improve health outcomes

Western Sydney Local Health District

This project set out to enable patients from culturally and linguistically diverse backgrounds to be considered and empowered to participate in clinical trials within Western Sydney Local Health District. Previously participants who did not speak English were excluded from consideration for clinical trials.

Through a collaborative approach between the Clinical Research Support Unit and Health Care Interpreter Service, a new system has been established for a priority booking service. This has led to a dramatic increase in the number of patients enrolling in potentially lifesaving or life extending clinical trials across the health district.



Googong Public School

Schools Infrastructure NSW, Department of Education

Building the new Googong public school, the team sought to establish meaningful connections with the traditional custodians and incorporate their knowledge and practices into the school's design.

In establishing this connection within the school site, the life and culture of the Ngunnawal and Ngambri people can be acknowledged and celebrated. By respecting Aboriginal perspectives and incorporating Aboriginal knowledge in the school design, the new environment supports a diverse and inclusive workforce and shapes students to be culturally competent future leaders.

Partners: Aunty Dr Matilda House-Williams, Savills, Pedavoli Architects, North Projects, Hansen Yuncken



Hunter Local Land Services – Aboriginal communities program

Local Land Services, Department of Primary Industries and Regional Development

The Aboriginal Communities Program was designed to empower Aboriginal Knowledge holders and Elders to share their cultural knowledge with their community, engage their young people in cultural education and land management on their own country, and see Traditional Fire Knowledge return to the Hunter region.

The program launched the first qualified cultural burn course in Australia and provides career pathways for Indigenous people and the capacity for Aboriginal communities to reinstate traditional practices.

Partners: Firestick Alliance, Tocal College, Local Aboriginal Land Councils, Traditional Owner groups, Aboriginal community representatives, Aboriginal employment groups

Legal career pathways program

Legal Aid NSW

Legal Aid NSW, TAFE NSW and Macquarie University worked together to implement and evaluate employment, credentials and careers for Aboriginal people in legal services. The Legal Career Pathways Program commenced in 2022 and will run over 4 years.

The program recruits Aboriginal people and supports them to complete qualifications in legal services. This creates cohorts of scholars employed by Legal Aid NSW who support each other's success in vocational education and career development.

Partners: TAFE NSW, Macquarie University



Quiet Hour

Service NSW, Department of Customer Service NSW

One in 5 Australians live with disability, with 80% not obvious to others. Almost a third of those with disability aged over 15 avoid situations that are uncomfortable. Service NSW Centres were found to have barriers that make it difficult for these customers.

To assist customers living with a range of hidden disabilities, including Autism and hearing or vision sensitivities, Service NSW

launched Quiet Hour. It works by reducing noise, lighting and other distractions, where possible, allowing customers to complete transactions in a less heightened sensory environment.

Excellence in service delivery



Digitising of vehicle inspections (R-Safety App)

Safety, Environment & Regulation, Transport for NSW

Every year in NSW, approximately 5 million vehicle owners are required to take their vehicle for a routine inspection through an authorised examiner to ensure that the vehicle meets set standards for safety and roadworthiness. This typically requires an average around 90 minutes of travel time for the vehicle owner.

The digitising of mobile vehicle inspections facilitates authorised examiners to conduct vehicle inspections at a location nominated by the vehicle owner via an app. This is particularly beneficial for people with

vehicles such as trailers and caravans, which are challenging to transport for an inspection.

It has been estimated that a 15% take up of mobile inspections will realise \$43 million in economic value per year in travel time savings alone for people in NSW.

Districts use virtual intensive care to keep critically ill patients close to home

Sydney Local Health District

Sydney and Far West Local Health Districts recognised the need for additional support for staff and critically unstable patients at Broken Hill Hospital. They aimed to design a patient-focused system of specialised care which could, where clinically safe, keep patients on country and in community at Broken Hill.

Partnering to deliver the virtual Intensive Care system, the team have connected critically ill patients in Broken Hill with specialised clinicians from the Royal Prince Alfred Hospital in Sydney.

The system successfully provides additional support and specialised care to critically unstable patients, as well as providing mutual educational opportunities for both the Broken Hill and Royal Prince Alfred Hospital intensive care units.



Partners: Far West Local Health District

Expansion of Staying Home Leaving Violence

**Strategy, Policy and Commissioning,
Department of Communities and Justice**

Staying Home Leaving Violence supports women and their children to remain safe in their home after leaving a violent relationship. An intensive case management service, it includes safety and risk assessments, security upgrades, financial assistance, legal help and employment support.

The Department of Communities and Justice successfully led the largest expansion of the program, growing the service from 33 to 84 locations across NSW. Now supporting more than 6,400 women and children each year to stay safe, Staying Home Leaving Violence operates across NSW, with 70% of providers located regionally.



Hidden Disabilities Sunflower Program

Transport for NSW

The Hidden Disabilities Sunflower Program is a global program across 39 countries that promotes recognition, support, and kindness to customers with hidden disabilities who travel on transport modes including air and rail and visit public spaces.

Initially implemented in Sydney Trains, the program was extended into NSW TrainLink to ensure a consistent level of service and care for customers as they travel across rail networks throughout NSW.

Partners: Sydney Trains, NSW TrainLink



Service NSW supports community recovery from crisis and disaster through grants and customer care

Service NSW, Department of Customer Service

Between March 2022 and June 2023, NSW experienced unprecedented floods from the Northern Rivers, down the east to Albury, and as far west as Broken Hill.

Service NSW collaborated with agencies to support disaster-affected communities in their recovery. Over a 16-month period they developed more than 20 new financial products for individuals, businesses, and commercial landlords, enhancing systems and service delivery to get money to communities as quickly and efficiently as possible. They assessed close to 100,000 grant applications and helped distribute more than \$700 million in grants for small businesses, home repairs and rental relief.



WSLHD Catch Up School Vaccination project 2022

Western Sydney Local Health District

The Catch-Up School Vaccination Project 2022 addressed the drop in vaccination uptake through the School Vaccination Program owing to the COVID-19 pandemic.

The SVP team collaborated with school staff for clinic bookings, facilitating the consent process and safe operation. 326 school visits were scheduled, with most schools visiting 3 times. As a result, a total of 13,145 vaccines were administered through the program.

Partners: NSW Immunisation Program, high schools within the Western Sydney Local Health District



Highest quality healthcare



First statewide service for new parents with severe mental illness

Sydney Local Health District

Naamuru Parent and Baby Unit is the first public mental health unit in NSW to offer joint parent-baby admissions for parents experiencing acute mental illness during the perinatal period and the first in the world to offer non-gender specific care and treatment.

Care is delivered to parents experiencing moderate and severe mental illness who would have previously otherwise received treatment in acute mental health units, separated from their baby and supports.



Health and development check uplift in child and family health services

**Customer Delivery and Transformation,
Department of Customer Service**

Health and development checks are an important intervention to ensure children are

developmentally ready, when starting school.

The Ministry of Health and Illawarra Shoalhaven Local Health District partnered with the Customer Experience Unit and the Behavioural Insights Unit to research, design and pilot solutions to increase the number of children completing checks in Child and Family Health Centres across NSW.

The 6-month pilot delivered a 24% increase in bookings and attendance for health and development checks, saw a significant increase in families accessing information and resources via the website and 97% positive feedback from nurses and engagement with families.

Partners: Illawarra Shoalhaven Local Health District, NSW Health



inTouch Residential Aged Care Facility Pathway

Western Sydney Local Health District

Across Western Sydney Local Health District there are approximately 4,300 emergency department presentations each year of older people living in Residential Aged Care Facilities.

A new pathway of care was developed to connect older people at risk of an emergency

department presentation or hospitalisation to community care options in an easily accessible way. As a result, emergency department attendance was reduced by 30% over 12 months.

Partners: NSW Ambulance, Primary Care Network, residential aged care facilities

Multidisciplinary concussion service

Northern Sydney Local Health District



Royal North Shore Hospital staff identified a need for education and specialised care for concussion as it can result in missed schooling, worsening symptoms, anxiety, depression, and readmission if not managed appropriately

The team engaged with local schools, GPs and internal stakeholders to address the need for educational resources and a new care pathway.

An Australia-first Concussion Clinic has now been established at Royal North Shore

Hospital to improve outcomes for patients with post-concussion symptoms and the educational video the team produced is being used by the NSW Education Department and New Zealand schools.



SWAP IT – a highly scalable digital lunchbox program to improve child nutrition

Hunter New England Local Health District

Everyday across NSW, over 850,000 children consume approximately 3.5 serves of unhealthy food in their school lunchbox, increasing risks of obesity and Type 2 diabetes.

The team co-designed an innovative healthy school lunchbox program called SWAP-IT

helping improve the nutritional health of nearly a million children in NSW each day. This approach has provided world first critical evidence to guide service provision and improve local and global health outcomes.

Partners: NSW Health, EduTech Group

Testing donors for emerging infectious diseases

NSW Health Pathology

The ability to screen donor organs for infectious diseases and compatibility in just a few hours means the difference between life and death for patients awaiting transplant.



With a shortage of organs, the NSW Organ and Tissue Donation Service and the TGA-licensed NSW Health Pathology Nucleic Acid Testing Laboratory at Prince of Wales Hospital Sydney are a team of dedicated clinical pathologists, laboratory scientists and donation specialists working a 24/7 roster to respond whenever a donor organ becomes available.

The Murrumbidgee Model

Murrumbidgee Local Health District

The Murrumbidgee Rural Generalist Training Pathway is an innovative workforce strategy developed to address the chronic shortage of General Practitioners (GPs) in regional NSW.

The pathway has been successful in attracting, training and retaining junior doctors providing regional communities with access to highly trained GPs who understand their unique needs. The trainees are enabled to work across general practice and local hospitals while learning advanced skills such as emergency medicine.

Partners: University of New South Wales

World class education and training

Aboriginal oral health recruitment & training strategy

South Eastern Sydney Local Health District



In preparation for a new Aboriginal dental clinic in La Perouse, the Oral Health Service implemented an Aboriginal access program to foster cultural safety and community collaboration and created an Aboriginal Trainee program.

Trainees are employed for 12 months and supported to complete formal qualifications in dental assisting or administration. Entry level traineeships are an effective way of growing the Aboriginal workforce and bridging the gap in cultural competence of health employees.



Assessment for complex learners project

Centre for Education Statistics and Evaluation, Department of Education

For thousands of young people in NSW, particularly those with the most complex learning needs, conventional teaching support and assessment are inaccessible.

The Assessment for Complex Learners developed a suite of tools to help special educators know where their students are in their learning journey, aligned with national literacy progressions.

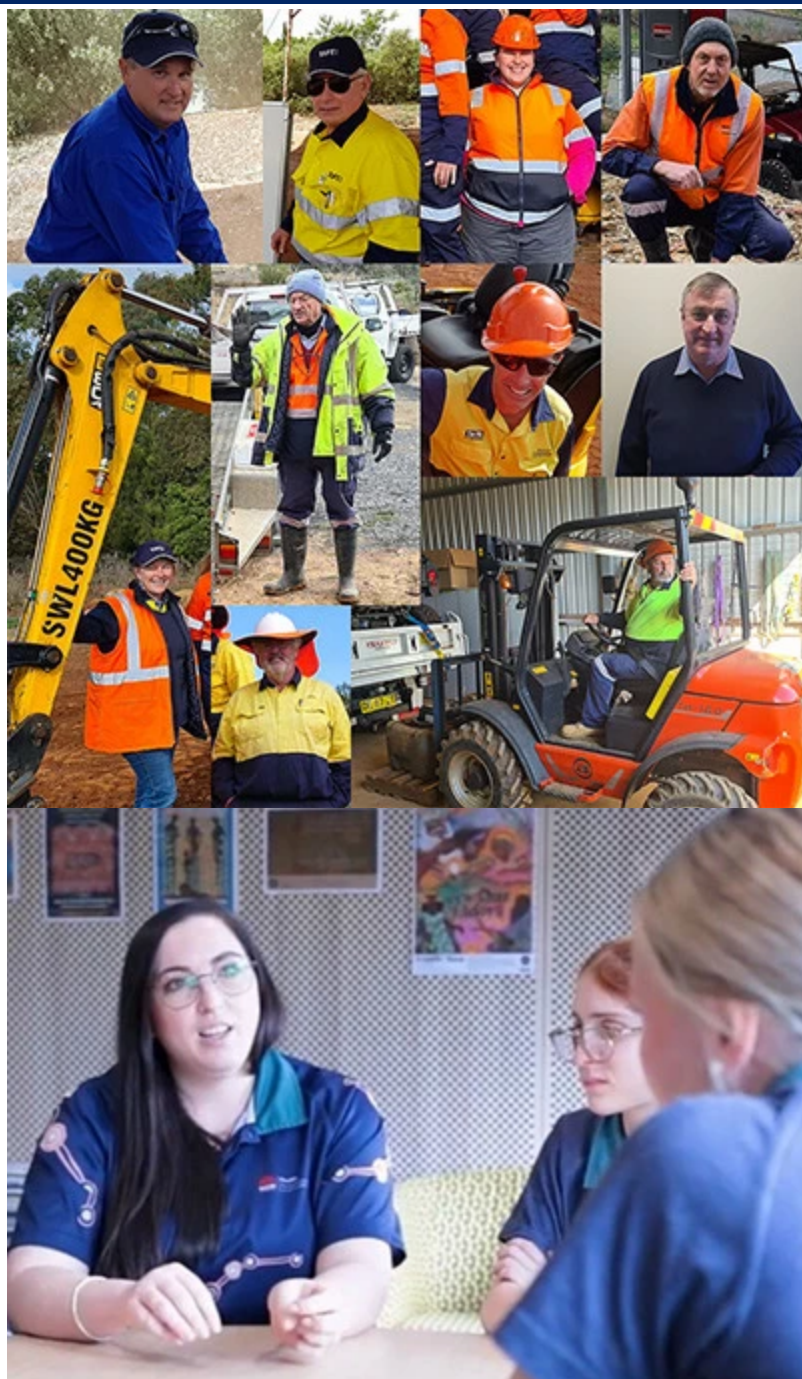
Every single student in the NSW public school system can now be seen on a single literacy and numeracy continuum. This is a first in NSW, Australia and globally.

Going the extra mile for civil construction training

TAFE NSW

TAFE NSW's civil construction team created a mobile delivery model that brings high quality education and training to students in remote NSW.

The team partners with local businesses and delivers tailored programs for First Nations' communities, people with disability, people with low literacy levels and other disadvantaged groups.



The initiative is helping to develop the next generation of industry experts by supporting more than 90 apprentices state-wide. Overall, it has helped more than 1,900 students access vocational training and support.

Murrumbidgee Growing Our Own

Murrumbidgee Local Health District

The Murrumbidgee School Based Traineeship program provides a career pathway from school to work for Aboriginal and non-Aboriginal students interested in health careers. The traineeship helps students attain a nationally recognised Vocational Education and Training qualification and their Higher School Certificate while gaining valuable work skills and experience through paid employment.

Over the past 4 years this program has achieved overwhelming success with 3 students gaining entry into university to study medicine and 19 students gaining employment with Murrumbidgee Local Health District.

Partners: Training Services, NSW, NSW TAFE

Reconnecting the Warren community to learning

TAFE NSW

To re-engage the community in education, the TAFE NSW Warren team developed a 'taster' program of short courses that included construction, agriculture, and Aboriginal language, culture and art.

Recognising that interest in learning the local Wayilwan language was high, the team partnered with local Elders to deliver a Certificate I in Aboriginal Languages course focusing on Wayilwan. The initiative has helped TAFE NSW Warren forge stronger links with the local Aboriginal community and increased training participation rates. It has also helped ensure Wayilwan's survival as a living language.



Taronga veterinary professional training in wildlife treatment and care

Taronga Zoo

Thousands of wildlife cases present in veterinary clinics each year requiring specialist veterinary training to provide appropriate treatment.

To improve conservation and welfare outcomes, the Taronga Professional Veterinary Training in Wildlife Treatment and Care course was developed as a nationally accredited training course. The initiative funded by the NSW Government Koala Strategy, educates veterinary professionals on the clinical treatment and care of wildlife. Since 2020, 1,465 veterinary professionals have successfully completed the course.

Partners: NSW Koala Program, Conservation Policy and Strategy, Department of Planning, industry and Environment