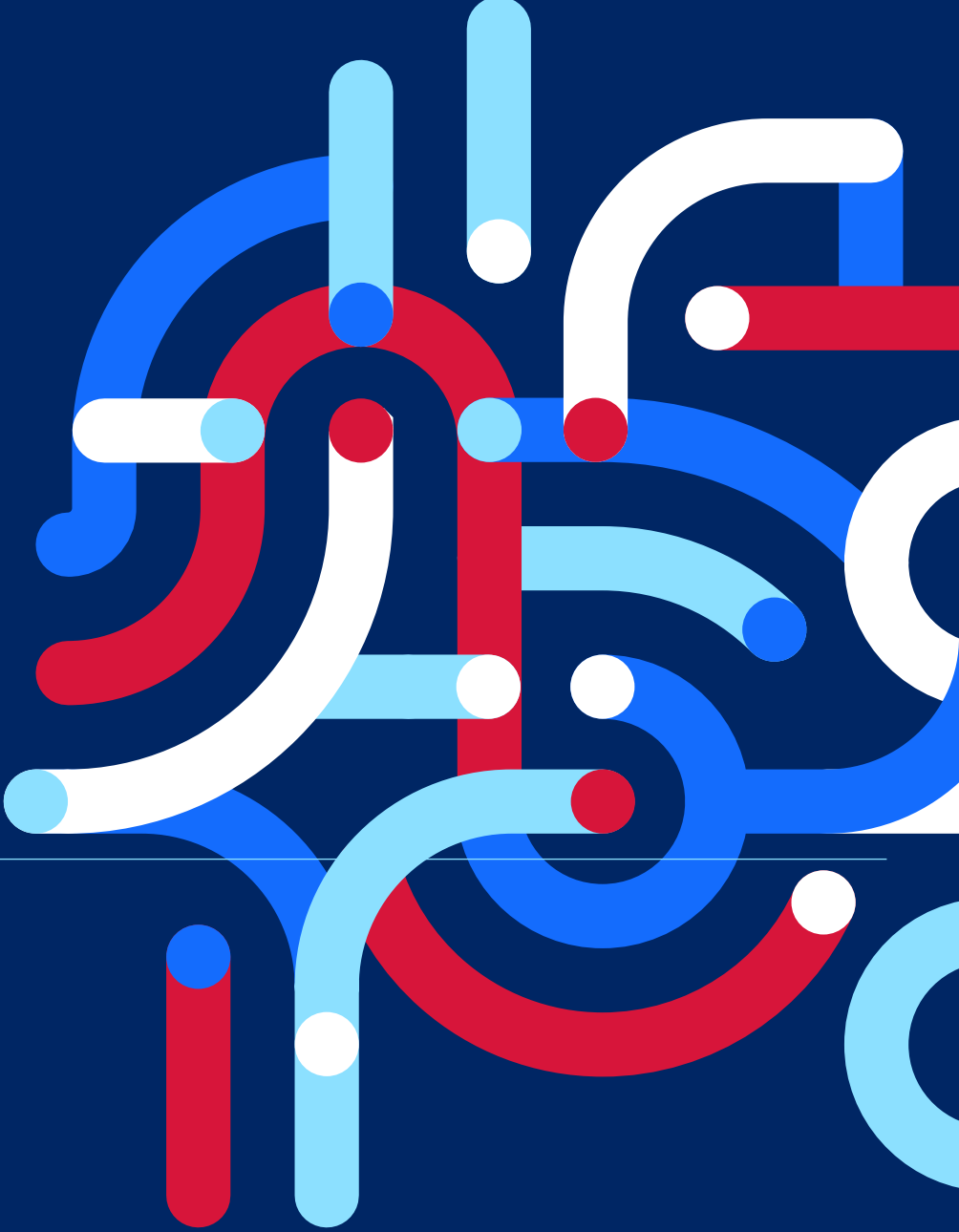


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# Digital Restart Fund

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Success stories  
2022/23



## Acknowledgement of Country

The Department of Customer Service Acknowledges, respects and values Aboriginal peoples as the Traditional Custodians of the lands on which live, walk and work. We pay our respects to Elders past, present and future. We recognise and remain committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships, and continuing connection to their lands, waters and seas. We acknowledge their history here on these lands and their rich contribution to our society.

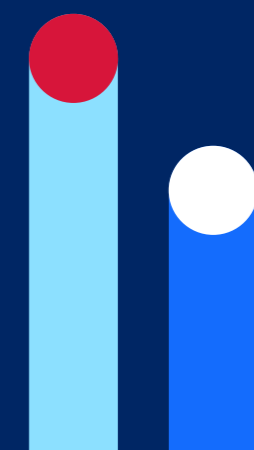
We also acknowledge our Aboriginal employees who are an integral part of our diverse workforce and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and cultures.

The Connecting Communities artwork used here is by Alison Williams, a proud Gumbaynggirr woman.



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Since 2019, the Digital Restart Fund (DRF) has successfully driven an ambitious agenda: accelerating digital transformation across NSW Government.

Founded in agile approaches to designing and developing digital products and services, the \$2.2 billion Digital Restart Fund has invested in almost 300 digital transformation projects across NSW Government Portfolio of Agencies.

The DRF's funding model is proving effective, too. On average, return on project investment is near three times project cost.

The potential benefits of six major projects with \$794 million committed through the DRF are estimated to be \$2.1 billion by 2033. Analysis shows that the benefits are shared equally between citizens, businesses, and government.

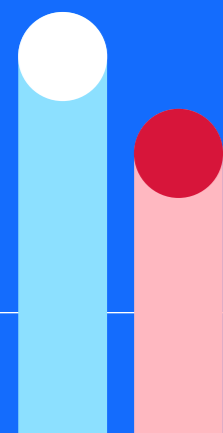
New South Wales is a leader in digital government.

According to figures in the 2022-23 NSW Budget Papers, the state's 9.8/10 rating on the Digital Government Readiness Indicator index is the highest in the country and better than the previous year (by 0.2 points).

# 1

## Digital inclusion

Work, socialisation, political participation, and government services continue to shift online. It's more important than ever that all NSW citizens have equal access to digital. Digital Restart Fund projects are helping advance digital inclusion by making digital services more accessible for vulnerable communities. This includes culturally and racially marginalised (CARM) individuals, people who speak a Language Other than English (LOTE) at home and those living with a disability.



## Accessibility NSW

### Leading the way for accessibility in NSW

Accessibility NSW is leading the way in Australia in ensuring that everyone, regardless of their ability, situation, or background, can use ICT and digital products and services.

The team's achievements illustrate their commitment to equipping NSW Government staff with the tools and knowledge needed for accessibility.

Since the launch of the latest version of the Digital Accessibility Toolkit, it has received over 14,000 page visits, showcasing its widespread use. They've advised over 40 government teams on accessibility and conducted accessibility audits for six critical digital products.

They've also established a network of Accessibility Ambassadors across all of NSW Government dedicated to promoting accessibility training and initiatives. In October 2023, they rolled out the "Fundamentals of Digital Accessibility," a learning module available to all government employees through MyCareer and have additional modules in development.

A key goal for Accessibility NSW is to establish clear accessibility guidelines integrated into procurement, design, and communication processes. The team have engaged with over 200 participants, including buyers, suppliers, procurement experts, and people with disability, seeking input to set policies for the upcoming 2023-24 financial year.



14,000+

Page visits



40+

Government teams advised on accessibility



## Rural Access Gap

**Bridging the digital divide for tomorrow's generations**

The Rural Access Gap (RAG) program is closing the equity gap in digital education and opportunities for rural, regional, and remote NSW schools. Led by the NSW Department of Education, this program invests in the digital maturity of rural NSW communities for generations to come.

Through new technology and expert digital support and training in 1,064 schools, this direct intervention package has positively impacted 22,000 teaching staff, 218,000 students and 6,500 administration support staff.

The program is also building more robust, responsive, and reliable distance education platforms and online tools with quality and accessible teaching resources to help reduce administrative burden and save time.

With six months remaining, the program has already completed the installation of interactive displays at 1,050 schools and delivered 100% of teacher devices, enabling digital classrooms for 17,891 teachers. The program has also achieved 93% of student device deliveries, improving the device-to-student ratio from 1:6 to 1:4 at 1,013 schools.



**1,064**

**Schools benefited from new technology and expert digital support**

## Transforming Language Services

**Effective communication technology for community and first responders**

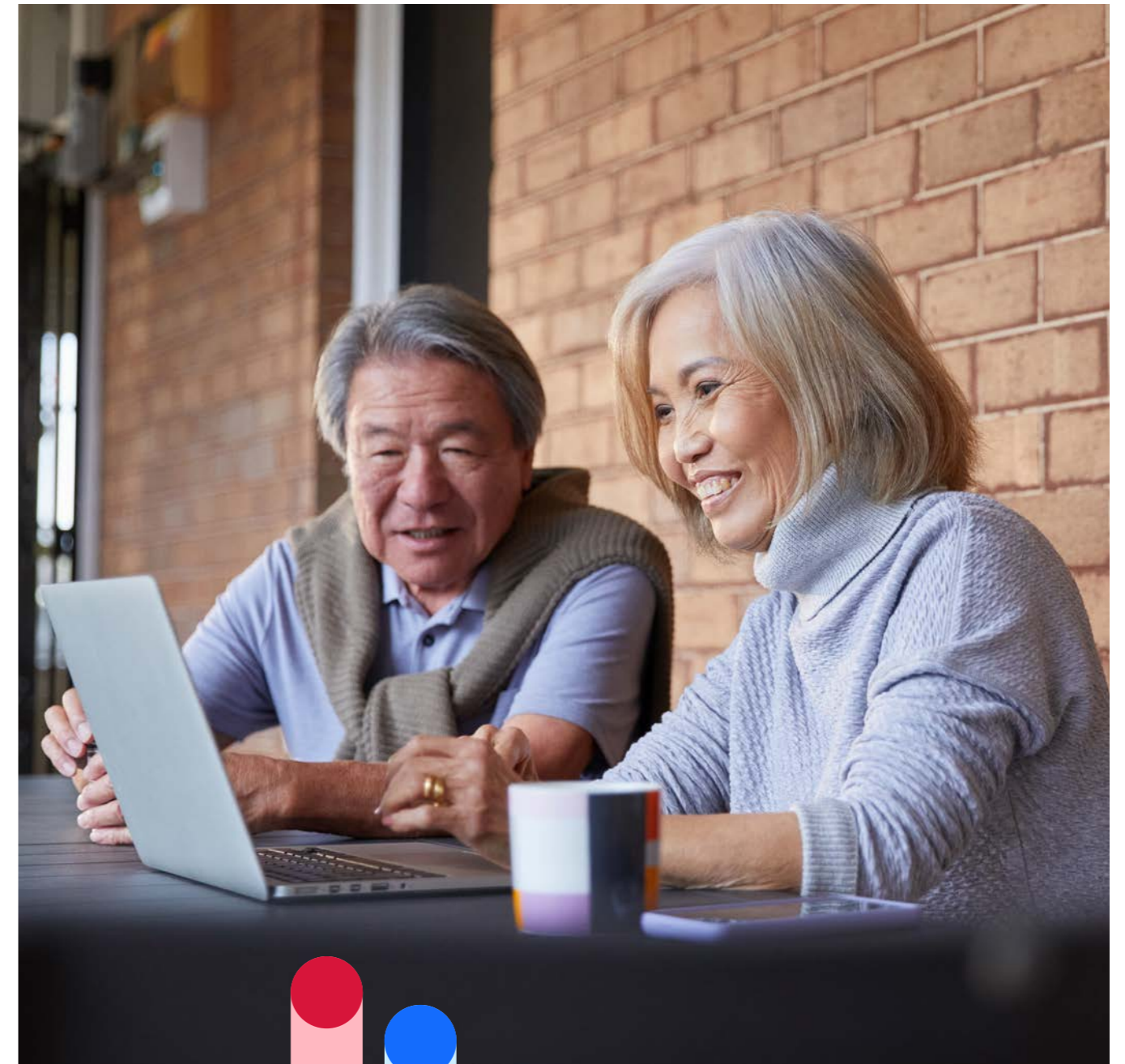
The Transforming Multicultural NSW Language Services project will improve the availability and efficiency of language assistance to the communities of NSW when dealing with Police and other essential services in metropolitan Sydney and regional NSW. By delivering interpreter services through an application, the project aims to enable effective communication and create better connections between the public and front-line, NSW Government personnel.

Within 12 months from the completion of the project, clients from a multicultural background will have access to an interpreter across key government services and programs. The program is on track to deliver a 25% increase over six months in access to an interpreter, a 50% increase within six months of app downloads and a 100% increase in available languages.



**100%**

**Increase in available languages**



# Spatial Aboriginal Land Claim Register

Improving land title claims access and data

The Spatial Aboriginal Land Claim Register (SALCR) project is researching and developing a unified spatial system to enable the online lodgement and management of land title claims accessible by Aboriginal Land Councils, Crown Lands and the Registrar.

Led by the office of the registrar, supported by the Premier's Department in partnership with NSWALC and Crown Lands, the project aims to deliver a user-centred system that makes

geographical views for land claims and direct access to titles available for key stakeholders. Its projected productivity benefits include a 20-50% time reduction in claim lodgement and search processes. The Spatial Aboriginal Land Claim Register project will enable cleansed, accurate and trusted Aboriginal Land Claim data by eliminating manual processes and reducing data duplication and error risks.



Up to  
**50%**

**Projected reduction in time for search and claim lodgement process**



Stockton Bight, Port Stephens, where 10.6 hectares of land was returned to the Worimi Local Aboriginal Land Council.



## Aboriginal Heritage Information Management System (AHIMS)

Empowering Aboriginal communities with their cultural data

The Aboriginal Heritage Information Management System (AHIMS) holds essential information on over 100,000 Aboriginal site and object recordings and over 14,000 Aboriginal archaeological and cultural heritage reports compiled over 45 years. However, Aboriginal communities need to manage the data in this system.

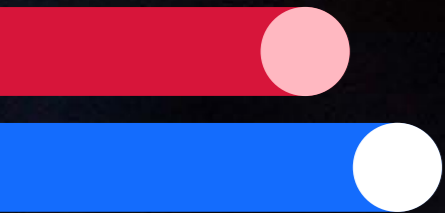
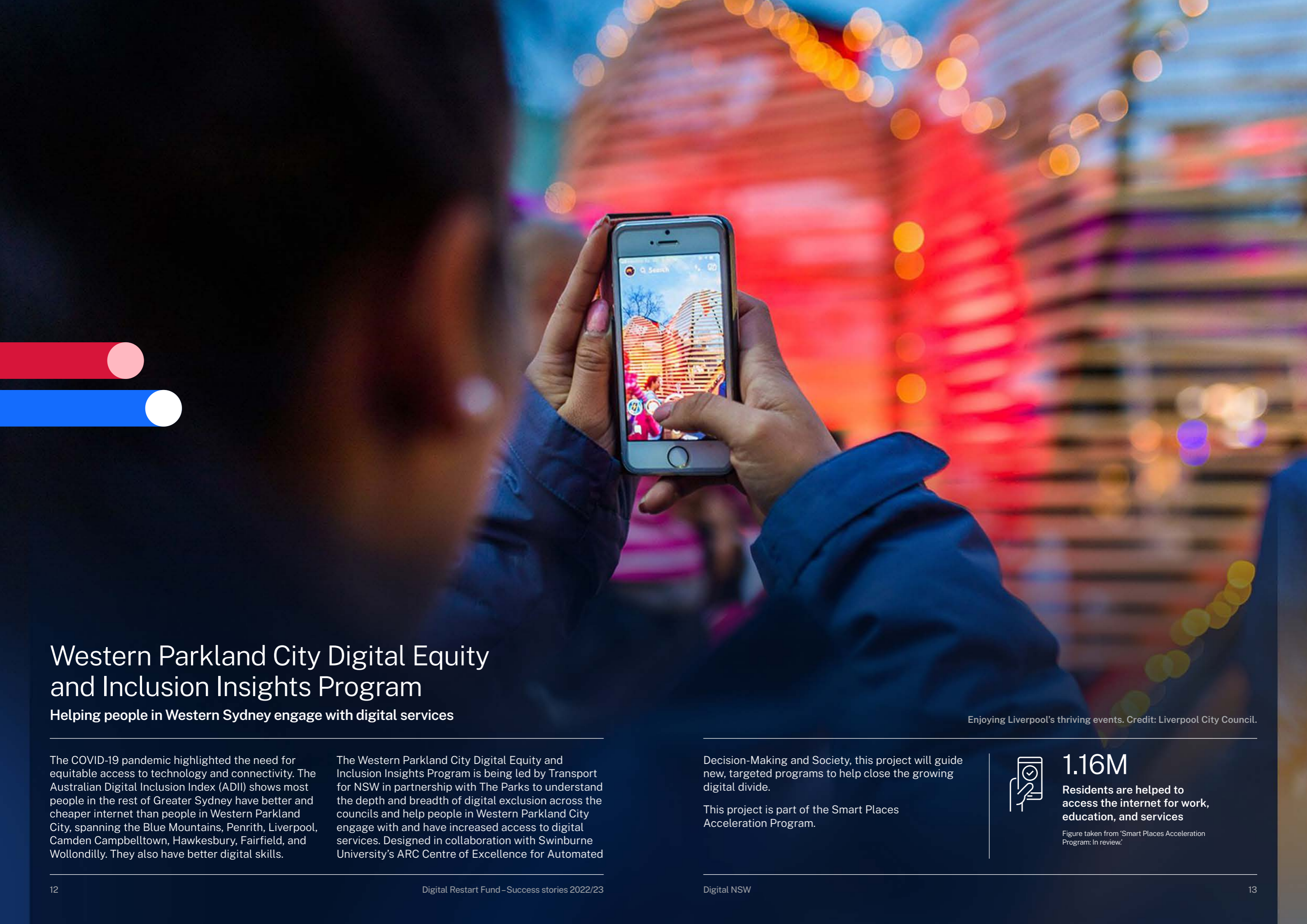
An initial \$500,000 DRF investment enabled the team within Heritage NSW and Aboriginal Affairs to work with thirteen Aboriginal groups to

identify their requirements, agree on critical concepts for culturally centric recordings of Aboriginal cultural heritage information, and test early prototypes. The findings from this project are shaping a detailed funding request to deliver a new, future project titled Aboriginal Cultural Heritage Information System (ACHIS). The ACHIS project will provide a digital solution that enables the Aboriginal community to protect and manage their cultural information relating to Country.



**100,000+**

**Aboriginal site and object recordings**



# Western Parkland City Digital Equity and Inclusion Insights Program

Helping people in Western Sydney engage with digital services

The COVID-19 pandemic highlighted the need for equitable access to technology and connectivity. The Australian Digital Inclusion Index (ADII) shows most people in the rest of Greater Sydney have better and cheaper internet than people in Western Parkland City, spanning the Blue Mountains, Penrith, Liverpool, Camden Campbelltown, Hawkesbury, Fairfield, and Wollondilly. They also have better digital skills.

The Western Parkland City Digital Equity and Inclusion Insights Program is being led by Transport for NSW in partnership with The Parks to understand the depth and breadth of digital exclusion across the councils and help people in Western Parkland City engage with and have increased access to digital services. Designed in collaboration with Swinburne University's ARC Centre of Excellence for Automated

Enjoying Liverpool's thriving events. Credit: Liverpool City Council.

Decision-Making and Society, this project will guide new, targeted programs to help close the growing digital divide.

This project is part of the Smart Places Acceleration Program.



## 1.16M

Residents are helped to access the internet for work, education, and services

Figure taken from 'Smart Places Acceleration Program: In review.'

# Smart Regional Spaces: Ready, Set, Go!

Bridging the digital-skills gap between urban and regional NSW

Smart Regional Spaces: Ready, Set, Go! is building digital capacity and capability in regional NSW councils to harness smart infrastructure and data solutions to improve the liveability and sustainability of NSW towns and communities.

Smart Regional Spaces: Ready, Set, Go! Includes 12 Start Smart Online Learning Modules, 21 Smart Precedent Projects case studies, Smart Readiness Tool and

Guides, Smart Place Strategy and Guide Digital Templates.

Led by Department of Regional NSW in partnership with The University of Sydney and University of NSW, the toolkit was designed in consultation with Armidale, Lithgow and Parkes councils.

This project is part of the Smart Places Acceleration Program.



91

**Regional councils across NSW will benefit from these resources**

Figure taken from 'Smart Places Acceleration Program: In review.'

View of Armidale

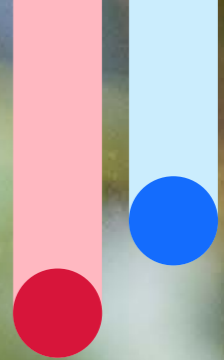


# 2

## Environment and biodiversity

The DRF is supporting projects that realise the power of digital to support environment and biodiversity conservation management in NSW. From identifying waste causing inefficiencies, resource managements improvements, to energy use reduction, multiple DRF funded initiatives are committed to environmental benefits.





# NSW Wildlife Drone Hub

## Surveying biodiversity from above

The Science, Economics and Insights Division, within the NSW Department of Planning and Environment, has created the NSW Wildlife Drone Hub. The Drone Hub supports land managers in surveying biodiversity using drones, helping to make biodiversity surveys more efficient. The Drone Hub also provides specialised drone pilot training to detect wildlife. The Drone Hub manages the

data collected by drones, including digital tools and advanced artificial intelligence (AI) analytics. A real-time Drone Hub digital dashboard shows where surveys have occurred, and the animals detected.

The Drone Hub has completed 4,369 drone flights (over 19,038 km), and 16,368 animals have been found, including 981 koalas. The AI model (Yolov8)

that detects koalas from drone imagery is done in a similar way to a human drone pilot operating in the field. Drone Data Pipeline architecture design has been approved by the Digital Information Office (DIO) and the koala drone survey methods are published.



**4,369**

Drone flights completed  
– over 19,038km



**16,368**

Animals found  
including 981 koalas

# OPENAIR

## Opening the path for cleaner air

The OPENAIR initiative aims to provide local governments with the latest technology and information on low-cost air quality sensors.

Better air quality results in healthier communities throughout NSW and helps with challenges such as summer heat waves, urban heat islands and air pollution. Led by the NSW Department of Planning and Environment and the NSW Smart Sensing Network, this project will establish a best-practice

methodology for all aspects of council-led air quality monitoring.

Of the 128 local governments in NSW, only a small number can currently effectively plan for, deploy and use environmental sensors to collect data on and address air quality issues. OPENAIR will create a blueprint for local government, incorporating best practice standards, policies and globally significant case studies.



# 860,000

**Asthmatics in NSW now enjoying improved air quality**

Asthma Australia 2018; ABS 2022b. Figure taken from 'Smart Places Acceleration Program: In review.'



# Smart Irrigation Management for Parks and Cool Towns (SIMPACT)

A new approach to using and conserving water

Smart Irrigation Management for Parks and Cool Towns (SIMPACT) is a revolutionary new approach to using and conserving water in the urban environment. It tackles three of the biggest challenges facing our communities this century: urban heat, water scarcity and the need to provide quality green public space.

SIMPACT covers 42ha in Bicentennial Park, uses 50 low-cost air temperature and humidity sensing devices, 13 weather stations and over 200 soil moisture probes and generates commands for 193 individual irrigation zones. A digital platform including digital twinning, scenario modelling and machine

learning works with the sensors to create the SIMPaCT system.

The SIMPaCT system 'learns' and optimises the watering regime to create a cool, green environment for the park and surrounding residences. Information on the coolest and warmest parts of the park is available to the community on a mobile app.

Western Sydney University invented the project, governed by the Sydney Olympic Park Authority and co-financed through Sydney Water. Ten research institutions and industry providers partnered to deliver this project.



# 61,000ha+

**Of public green space across the state could benefit from smart irrigation systems**

Figure taken from 'Smart Places Acceleration Program: In review.'

# Smarter, Cleaner Sydney Harbour

## Healthier waterways using AI and sensor technologies

Smarter, Cleaner Sydney Harbour seeks to improve the health of our waterways using artificial intelligence (AI) and sensor technologies. This project harnesses sensors fitted to litter traps on stormwater assets that signal authorities to empty them, preventing the traps from overflowing and releasing litter into the harbour.

The project also uses AI-enabled cameras, which identify and record litter in open stormwater channels.

The insights generated will inform local government cleaning schedules and education and enforcement activities, reducing waste in our waterways.

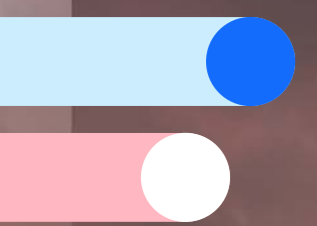
Based on world-leading technology provided through Australia's national science agency, CSIRO, Smarter, Cleaner Sydney Harbour is a collaboration between Sydney Coastal Councils Group, Sydney Olympic Park Authority, Parramatta River Catchment Group and five local councils.



### 3,500m<sup>3</sup>

Of litter is collected from Sydney Harbour every year

Figure taken from 'Smart Places Acceleration Program: In review.'



## Smart Places – Water Insights

### Machine learning saving water

Sydney Water, Australia's largest water utility provider, is using data insights from high-granularity digital meters and machine learning principles to support customer education campaigns and inform water demand forecasting, all to contribute to the goal of saving 49GL of potable water a year by 2040 in alignment with the Greater Sydney Water Strategy.

The project installed digital meters and loggers to record flow every 10 seconds at 250 households, some with water tanks and recycled water service, and with a combination of uses and appliances such as toilets, washing

machines, dishwashers, and outdoor taps. The devices detect volumes as low as 14mL, and flow characteristics were analysed to establish how water is used in the sample households.

This project is being delivered in partnership with the Department of Planning and Environment and will help the government engage with communities, empowering them to make Greater Sydney more resilient and water-wise. DPE is also exploring opportunities to support the rollout of sensitive smart water meters in other locations. This project is part of the Smart Places Acceleration Program.



### 49GL

Amount of potable water aimed to be saved by 2040

# 3

## Regulatory reform

Increasing government process productivity to create seamless customer journeys are a cornerstone of digital transformation. Through safe data collation, NSW citizens no longer must repeat information when requesting government support, improving efficiency and customer satisfaction. Initiatives that reduce the regulatory burden on citizens and businesses when using NSW Government services are central to DRF investment.



## NSW Digital Identity

Verifying identity in a convenient and secure way

NSW Digital Identity will allow the communities of NSW to verify their identity conveniently and securely while also controlling what personal information they share with organisations. It will take the hassle out of tasks such as accessing government services, applying for a license or grant, opening a new bank account, and changing utility providers.

NSW Digital ID will also provide greater accessibility, particularly in communities with disabilities and those that are time-poor or live in rural or regional areas. The Department of Customer Service has piloted a beta version with small community groups, and Licence NSW, and digital identity legislation is being developed in NSW to strengthen community protections.

# eRegulation

## Secure regulatory experiences for NSW

The NSW eRegulation strategy sets out to create easy and secure digital licensing and regulatory experiences for NSW customers and businesses under its two programs: the Licensing Program and the Complaints, Compliance and Enforcement (CCE) Program.

The DRF has supported the eRegulation strategy and subsequent projects through investment for over four years. When delivered in full, the Licensing Program is estimated to deliver over \$600 million in benefits to customers largely through time savings.

### Licensing project achievements

Did you know that digitising licensing processes can protect workers and communities across our state? So far, the Licensing Program has delivered various innovative products, including digital trade licences for contractors, high-risk work, and white cards. Details include:

- Licence NSW launched, digitising licence application and renewal processes
- 14 product releases for customers, with 23 internal regulator product releases
- 41 integrated services created for Licence NSW to enable quicker, easier transactions.
- more than 89,960 digital trade licence downloads onto customers' phones
- >29,000 Service NSW Centre visits avoided
- >227,000 days contributed to the NSW economy through time savings in licence processes
- >\$51 million of benefits were realised in 2022-23.

### CCE project achievements

The Complaints, Compliance and Enforcement (CCE) Program supports the NSW Government's objective to deliver an all of NSW Government digital regulatory solution that creates a connected and seamless experience for businesses, regulators and the government. Benefits include:

- Regulation NSW launched for Fair Trading automotive complaints and enquiries, enabling NSW regulators with current, proactive, risk-based regulatory practices.
- supported front-line resourcing through reducing manual processes.
- saved 8,529 licences in the Licence Manager tool of the Service NSW Business Profile
- 78,000 licences have been searched on the platform since launch.



**\$600M+**

In benefits when the Licensing Program is fully delivered



**\$51M+**

In benefits to customers were realised in 2022-23 through the Licensing Program



**8,529**

Licences saved in the Licence Manager tool, through CCE



**78,000**

Licence searches since the launch of CCE





## eConstruction

### Restoring consumer confidence in high-rise apartment living

eConstruction is building digital platforms to ensure NSW produces trustworthy residential apartment buildings for our customers to live in. By capturing information critical to industry accountability and regulation standards, eConstruction will support the delivery of end-to-end quality assurance for consumers, suppliers, and builders. The digital platforms delivered by eConstruction aim to restore confidence in the NSW building industry and move towards information symmetry.

The project has reduced impact of defects on strata owners and tenants, resulting in a potential saving of \$42,400 per apartment from proactive audits of buildings prior to occupation. Over \$1.82 million in levies has been collected from 136 eligible developments after legislation went live on 4 July 2022.

The introduction of the Design and Building Practitioners audit of designs before the start of the building work has led to rework cost savings to the industry that will be measured and realised as part of the ongoing work of the NSW Building Commission.



# \$42,400

Potential amount saved per apartment

## NSW Planning Portal

### A better view of the property and housing sector

The NSW Planning Portal and the related digital services, provided by the Department of Planning and Environment (DPE) has created a common operating model for councils, certifiers and State agencies to share information and contribute to data-driven insights into the planning and property industry.

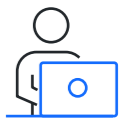
The NSW Planning Portal hosts over 337,059 registered users, including all 128 councils and over 2,500 private certifiers.

The Department of Planning and Environment has achieved integration of data insights into a larger segment of the property sector to support the government and industry to form a better view of the property and housing sector,

in addition to bringing awareness to new industry challenges and opportunities.

Since 1 July 2022, more than 116,662 Development Applications (DAs) and Modification Development Applications have been submitted digitally with an estimated total cost of development of \$30,324 billion through the online digital service. The NSW Planning Portal hosts products such as Office of the Building Commissioner (eConstruction), Pre-assessment Farm tool (DPI), myHome Planning (DCS) and NSW Land Subdivision Pipeline spatial layer (DCS).

Since 1 July 2022, the NSW Planning Portal has received more than 13 million unique page views.



# 13M+

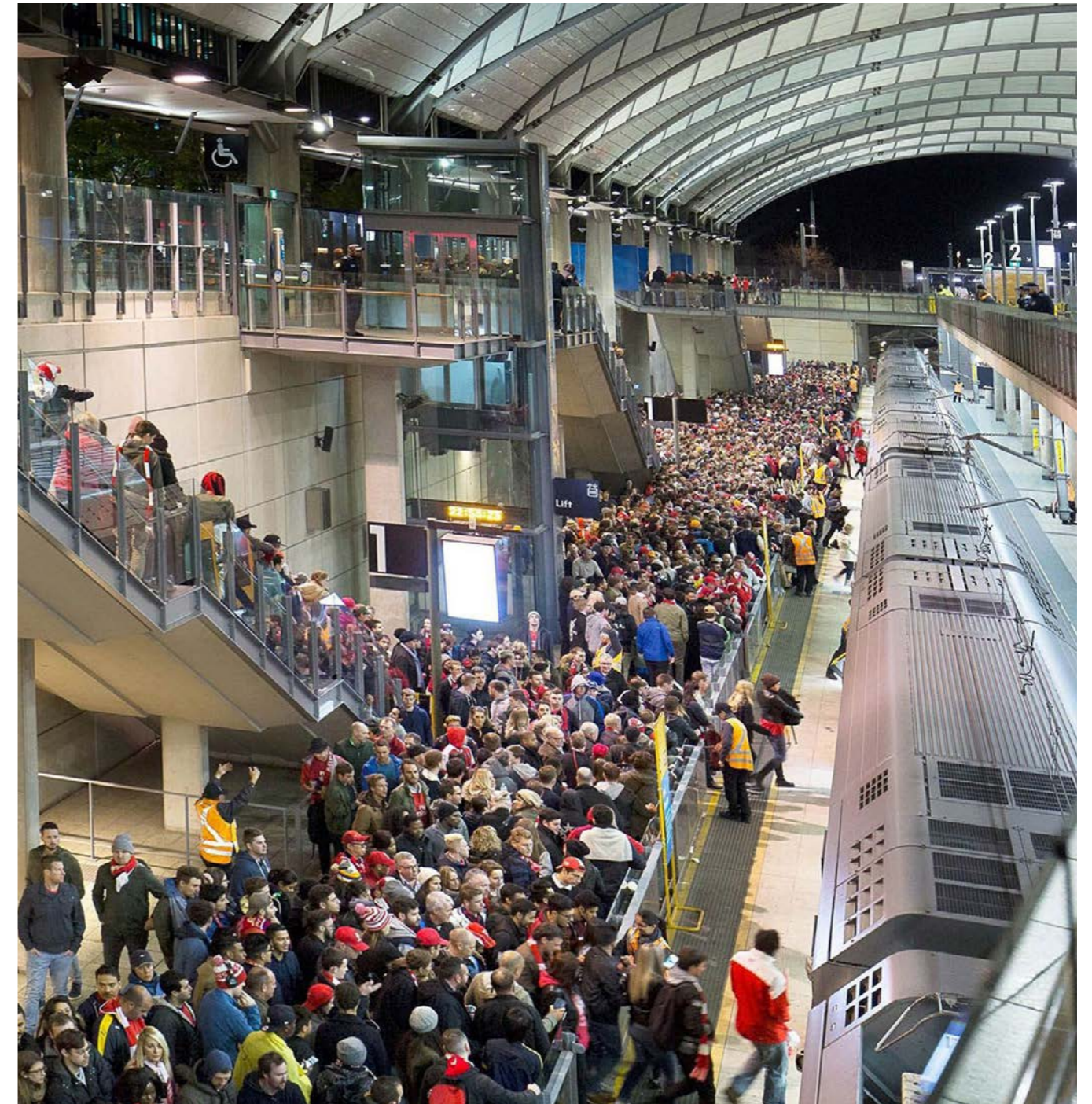
Unique views of the NSW Planning Portal since July 2022



# 4

## Improved decision-making

Data is central to risk and bias reduction, efficiency measurement, and change adaptation in decision-making. Accurate and efficient data-driven decisions rely on quality data. Explore digital initiatives the DRF supports to improve government and private sector organisations' decision-making potential.



## Creating Safer Crowded Places

### Improving crowd safety at Sydney Olympic Park

The Creating Safer Crowded Places initiative uses advanced analytics technologies to improve crowd safety during significant events at Sydney Olympic Park. The operations team receives real-time insights on changes in crowd mood and movement generated using de-identified

security camera footage with environment and social media data. By incorporating privacy-enhancing safety measures, this program helps to keep people attending events at Sydney Olympic Park safe and improves their extensive event experience while protecting their privacy.



**10M+**

**Visitors to Sydney Olympic Park kept safe annually**

Figure taken from 'Smart Places Acceleration Program: In review.'



## Asset AI

### Creating safer roads and communities through AI

According to the Bureau of Infrastructure and Transport Research Economics 2022, Australian governments spend more than \$8 billion annually maintaining and renewing roads. The Asset AI project has the potential to help councils across NSW and the NSW Government streamline road maintenance by using near-real-time data on the condition of roads. Using artificial intelligence (AI), Asset AI aims to revolutionise road maintenance and operations, making roads safer for our communities.

Asset AI involves fixing sensors and cameras to public transport and council

vehicles to generate data on roads incidentally. The data is then analysed using AI, which helps identify and track road defects (such as potholes and cracks) earlier so the council can repair them sooner. This trial by Transport for NSW is also expected to identify triggers for road defects, improving preventative maintenance scheduling. The project targets an efficiency gain of 10% in managing public assets, measured as a reduction of maintenance backlog after 12 months of using Asset AI.

This project is part of the Smart Places Acceleration Program.



**\$8B+**

**Amount spent by the Australian government maintaining and renewing the road estate every year**

## Live NSW

### An ecosystem of data, platforms and governance

Live NSW is a key enabler of the NSW digital economy and digital society, and is the pathway to Smart Precincts, Smart Cities and Smart NSW. Live NSW provides access to data from across NSW Government including emergency services, transport, schools, health services, utilities, environmental information and more.

It's expected to generate \$948M of benefits across the State's economy by 2031 by enabling efficient planning and faster delivery of infrastructure. It will also facilitate better emergency planning, response and recovery by providing access to critical spatial data where and when it's needed.



**\$948M**

**Benefits to the State's economy by 2031**





# Tell Your Story Once

## Efficient government for disaster effected communities

People affected by disasters must repeat personal information at multiple stages of evacuation and recovery. Recounting this information during significant emotional and financial distress is disheartening. The Tell Your Story Once project is a crucial initiative of Service NSW in partnership with various NSW Government agencies and Non-Government Organisations.

The project enables a more coordinated disaster recovery approach by securely sharing customer registration information with consent across NSW Government agencies, reducing the number of times people need to repeat their information when applying for help.

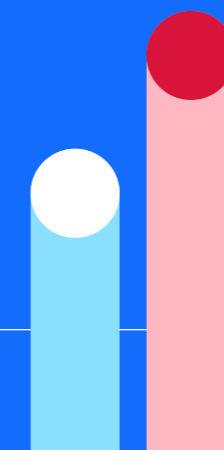
DRF funding to date has allowed for a successful partnership with the Reconstruction Authority NSW (formerly Resilience NSW) and the Department of Communities and Justice. This cross-agency multi-disciplinary team have improved information accessibility for applicants, increased customer satisfaction and set the foundation for a recovery journey. They've reduced time taken for customers to register with and be referred to support providers and the administration time by streamlining data pathways that consolidate relevant customer information.



# 5

## Engagement and trust

Trust in government can improve the success of public policies, leading to greater regulations compliance, public health responses, and the tax system. In the long term, trust assists the government in tackling large-scale societal challenges such as climate change, ageing populations, and changing labour markets. Uplifting government digital services is fundamental to building trust in government.



# OneCX

## Information structured on user need

The OneCX Program is transforming the digital experience of the NSW Government by building nsw.gov.au as the single location for customers to find information, complete a task or provide feedback. The customer experience has been improved by migrating 22 websites to nsw.gov.au, with focus areas of Health, Regional NSW, Education,

Regulation and Life Events. 1,767 outdated and duplicated pages were removed from individual agency websites, helping to build one single source of truth and increase trust in government.

In 2022-23, over 2.6 million people visited nsw.gov.au each month. The OneCX program has helped make

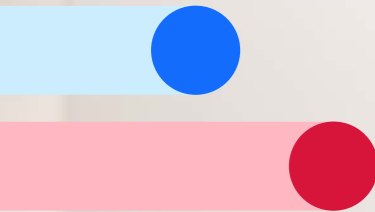
government content more inclusive by improving content accessibility by 20% when migrating content to nsw.gov.au. As well as this, 480 staff across government have received training to enhance their digital capabilities and manage

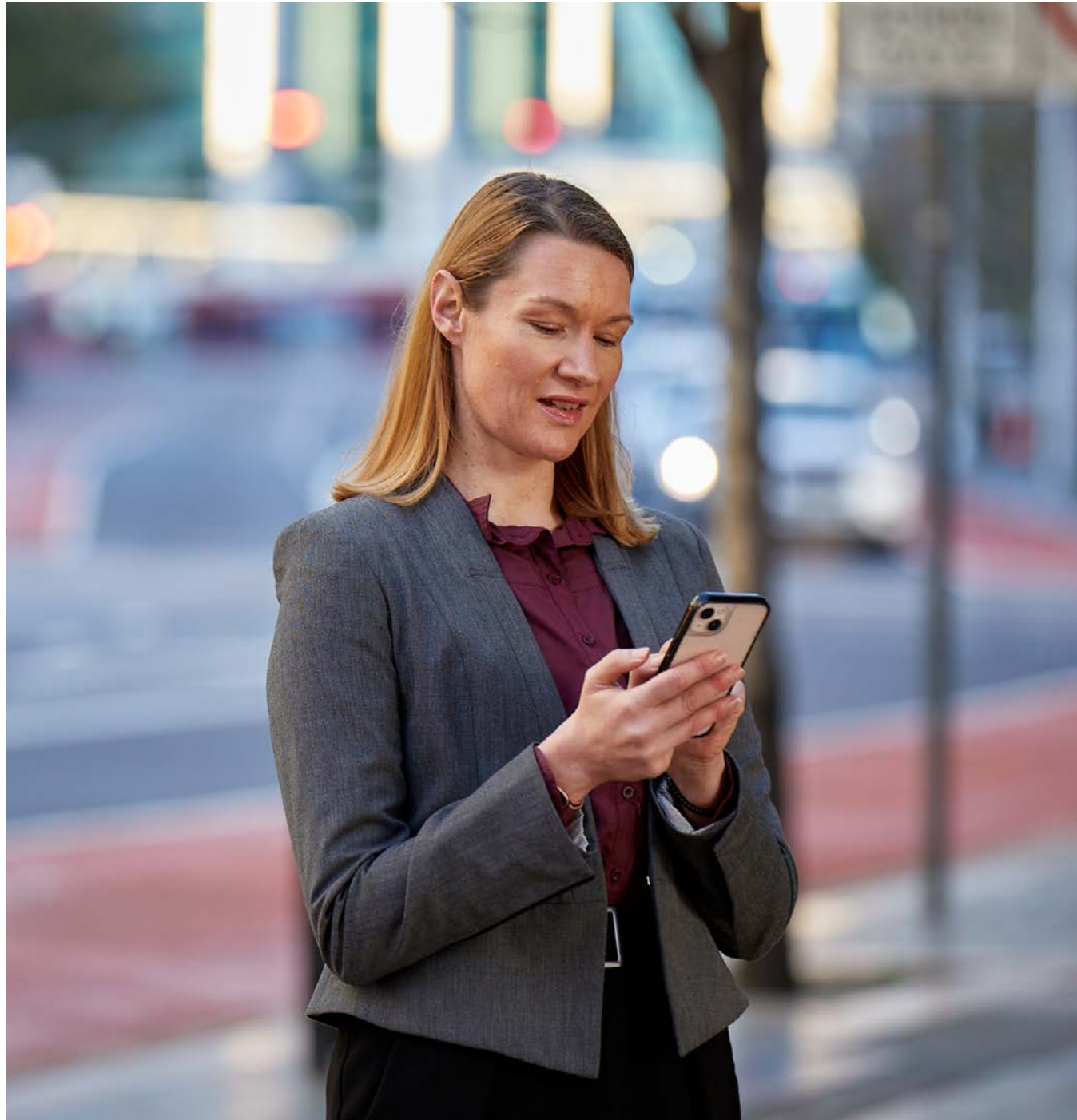
their pages autonomously. The OneCX Program has won several awards, including the Customer Transformation Project of the Year at the 2022 Customer Service Institute of Australia Awards.



**2.6M**

People visited  
nsw.gov.au in 2022-23





## Digital Birth Certificate

### Digitising Australia's cornerstone identity document

The NSW Government is making it more secure and convenient for Australians to access and use their birth certificates via a Digital Birth Certificate app. This will speed up interactions with government and unlock access to critical public services such as getting a passport or driver's license, voting, or opening a bank account. The project, led by NSW Registry of Births, Deaths and Marriages (BDM) is in a pilot phase, which includes a limited trial with the

Department of Customer Service team and members of the public.

NSW-born citizens will be the first to access their digital birth certificates in 2024 with a nationwide launch to follow. Benefits include improved privacy protection and data security, productivity gains for BDM registries with less costly production and distribution, and a more seamless, fully online customer experience.

# 6

## Health, wellbeing and safety

COVID-19 showed NSW how government can use digital technology to track and manage public health threats. Digital solutions can collate and analyse public health data, revealing key insights that protect citizen wellbeing and help frontline workers across the health sector engage efficiently with communities. Protecting citizens and bolstering NSW frontline workers' capacity is at the heart of many DRF initiatives.



## Cyber Uplift Program

Building cyber security resilience in NSW

The Cyber Uplift Program aims to improve cyber security resilience across the NSW Government through a total of 48 funded projects. The program has enabled many agencies to improve their security processes and controls. It has also highlighted the need to deal with evolving cyber threats through available skilled resources.

As one example, the Department of Communities and Justice, which was funded for \$30m over three years through.

The Cyber Uplift Program has delivered many benefits. These include increased cyber maturity, lifting specific capabilities in multifactor authentication, data loss prevention and improved vulnerability management. Investment in the security stack has increased the detection rate and reduced response time, which has lessened the overall requirement of investigative personnel. These reduced risks means that DCJ is avoiding costs associated with data breaches.



**48**  
Projects funded

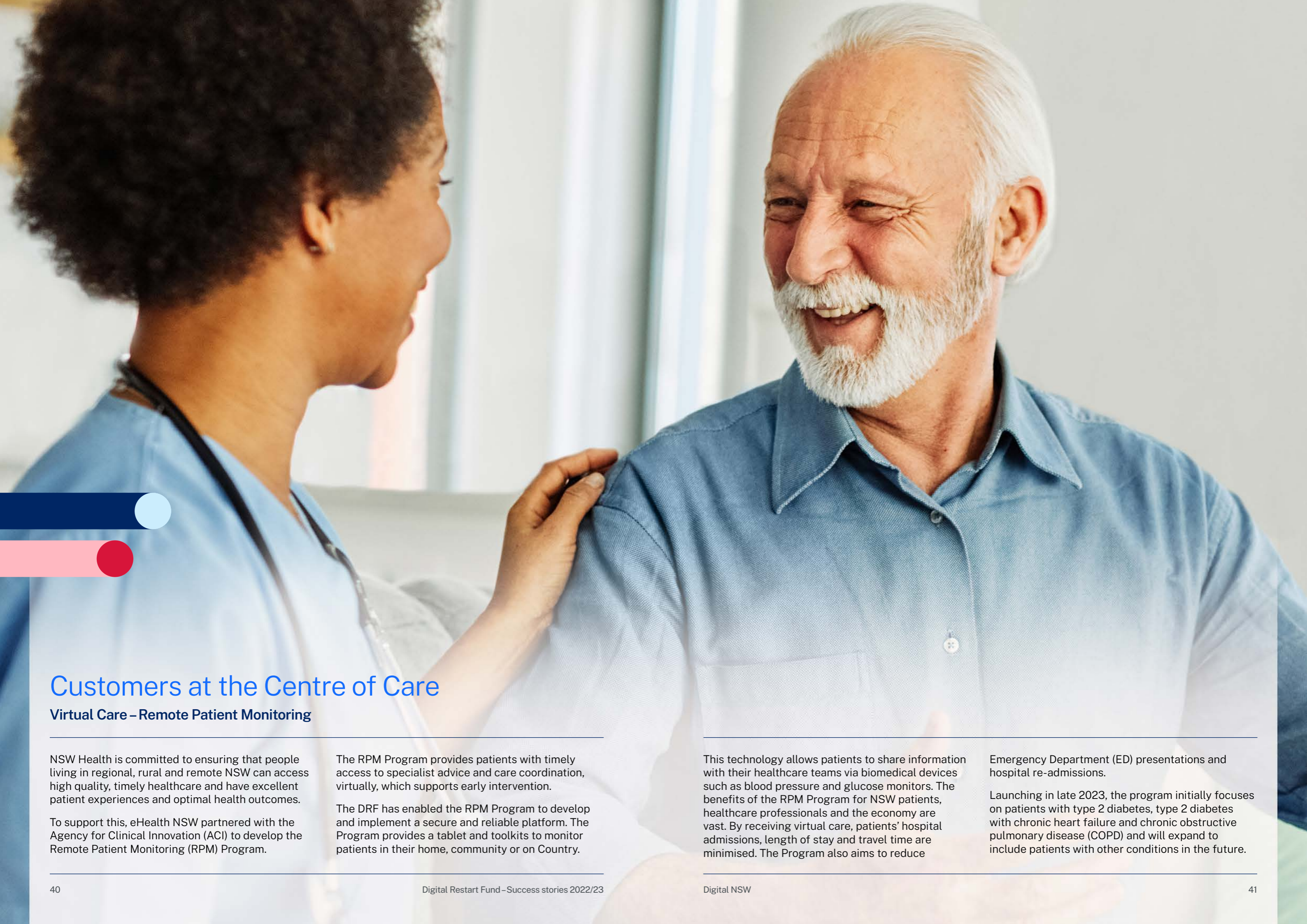
## NSW Digital Baby Book

Digital access to your child's health information

The NSW Digital Baby Book is led by eHealth NSW and aims to provide parents and carers with the ability to store and access key child health information that will support lifetime-improved health outcomes. The NSW Digital Baby Book will provide a digital option for the existing paper based My Personal Health Record (Blue Book).

The NSW Digital Baby Book aims to support clinical decision-making, help parents track when their child's health and development checks and vaccinations are due, and empower parents to be partners in their children's care with their healthcare providers.





## Customers at the Centre of Care

### Virtual Care – Remote Patient Monitoring

NSW Health is committed to ensuring that people living in regional, rural and remote NSW can access high quality, timely healthcare and have excellent patient experiences and optimal health outcomes.

To support this, eHealth NSW partnered with the Agency for Clinical Innovation (ACI) to develop the Remote Patient Monitoring (RPM) Program.

The RPM Program provides patients with timely access to specialist advice and care coordination, virtually, which supports early intervention.

The DRF has enabled the RPM Program to develop and implement a secure and reliable platform. The Program provides a tablet and toolkits to monitor patients in their home, community or on Country.

This technology allows patients to share information with their healthcare teams via biomedical devices such as blood pressure and glucose monitors. The benefits of the RPM Program for NSW patients, healthcare professionals and the economy are vast. By receiving virtual care, patients' hospital admissions, length of stay and travel time are minimised. The Program also aims to reduce

Emergency Department (ED) presentations and hospital re-admissions.

Launching in late 2023, the program initially focuses on patients with type 2 diabetes, type 2 diabetes with chronic heart failure and chronic obstructive pulmonary disease (COPD) and will expand to include patients with other conditions in the future.



## Level Crossing Technology Trial

Cost-effective, off-grid technologies for safer crossings

From 2001 to 2021, there were 164 crashes at level crossings between trains and vehicles in NSW, resulting in 16 fatalities and 26 serious injuries.

NSW has more than 1,300 level crossings on public roads. Almost 860 level crossings are controlled by a stop or give way sign and most are in regional, rural, and remote locations.

The Level Crossing Technology Trial is designed to improve safety at railway level crossings by improving driver awareness of the level crossing

and its risk, tackling a worldwide safety problem using cost-effective, off-grid technologies. The trial has been rolled out at three regional locations and includes radar-activated LED stop signs and warning signs. Led by Transport for NSW, this project is part of the Smart Places Acceleration Program.

Transport for NSW acknowledges the collaboration and support from ARTC, Narromine Shire Council, Weddin Shire Council, Sage Automation, ONRSR, RISSB and other stakeholders.

