

## Queensland – New South Wales Statement of Principles and Priorities for Cross-Border Collaboration

### 2018-19 Annual Work List

Key Focus Area 1 – Economic Development			
Project Title	Opportunities and Issues	Actions	Lead Agency
1.1 Undertaking a systematic approach to addressing the issues in approved urban and regional developments in cross-border communities, with an initial focus on the Cobaki development	The Cobaki development has been approved by the NSW Government. Due to the proximity to the Queensland border, a joint approach to service and infrastructure delivery is required.	<p>a. Continue the development of a cross-border service and infrastructure delivery plan for Cobaki development utilising the agreed cross-border infrastructure and service delivery model and protocol.</p> <p>b. Continue to develop a cross-border infrastructure and service delivery model and agreed protocol to assess future developments in border locations.</p>	<p>NSW:</p> <p>DPE</p> <p>DPC - Regional NSW</p> <p>CBC</p> <p>North NSW LHD where appropriate</p> <p>QLD:</p> <p>DSDMIP, with support from QHealth and DTMR (action a)</p> <p>DSDMIP, QHealth and DTMR (action b)</p> <p>GCHHS where appropriate</p>
1.2 Joint advocacy for major infrastructure projects	There are significant opportunities to work collaboratively to advocate for major infrastructure projects as opportunities arise.	<p>a. Identify, prioritise and advocate for key infrastructure that supports economic development and social outcomes in NSW and Queensland.</p> <p>b. Progress funding principles and a framework for cross-border infrastructure investment.</p> <p>c. Examine opportunities to align strategic activity to support freight and export opportunities, through activities such as providing input into the National Freight and Supply Chain Strategy and by enabling infrastructure, data sharing and network development.</p>	<p>NSW: DPC - Regional NSW and CBC</p> <p>QLD:</p> <p>DTMR and DPC, with support from DSDMIP</p>

		<p>d. Continue sharing information relevant to effectively supporting the network.</p> <p>e. Include employment and skill development targets that apply on the NSW side for the Infrastructure Skills Legacy Program to incorporate into cross-border infrastructure.</p>	
1.3 Identifying infrastructure constraints and public domain improvements to encourage investment in cross-border regions	There are opportunities to work collaboratively to identify and address infrastructure constraints and public domain improvements.	<p>a. Continue work to identify, prioritise and advocate for key infrastructure that supports economic development of both states, including through the NSW Cross-Border Commissioner's Infrastructure Fund.</p>	<p>NSW: DPC – Regional NSW and CBC</p> <p>QLD: DSDMIP, DPC and DLGRMA</p>
1.4 Tourism opportunities and industry development	Opportunities for joint tourism development between NSW and Queensland NSW are boosted by renewed interest in regional tourism.	<p>a. Examine opportunities for collaboration between DestinationNSW (Destination Outback NSW and Destination North Coast NSW) and TEQ.</p> <p>b. Examine the potential for development of a program of quality events, including cultural tourism activity to attract more visitors to regional destinations.</p> <p>c. Support the development of cross-border tourism initiatives, including joint promotion and industry development activities.</p> <p>d. Examine opportunities to utilise a broader range of regional metrics to measure the performance of the visitor economy.</p> <p>e. Consider formalising the current Christmas Creek Track in the south-west of Lamington National Park, from Christmas Creek to the historic Stinson plane crash site and reconnecting to the Border Track to the south of Lamington National Park.</p>	<p>NSW: DestinationNSW</p> <p>QLD: TEQ (action a, b, c, d) DES (action e)</p>

## Key Focus Area 2 – Aligning Services and Sharing Information

Project Title	Project Description	Actions	Lead Agency Queensland / NSW
2.1 The protection of children	There are opportunities to enhance the protection of children through the sharing of information and the alignment of services in some areas, including potential changes to legislation.	<p>a. Continue work to align information sharing legislation, policies and procedures in relation to the protection of children and victims of family and domestic violence.</p> <p>b. Deliver training and communication on information policies, legislation and procedures.</p> <p>c. Continue work to develop a national online interjurisdictional information sharing system to better protect Australia's children.</p>	<p>NSW: FACS, DPC, NSW Police</p> <p>QLD: DCSYW (action a) QHealth (actions a, b) DCSYW (action c)</p>
2.2 A person-centred approach to the access and delivery of health care services	With many patients accessing both Queensland and NSW health services, there is a need for streamlined procedures between respective health services.	<p>a. Finalise agreed clinical pathways to improve access to health services and reduce delays in priority areas, as identified by the Cross-Border Service and Coordination Committee. Initial emphasis is to include the monitoring of access and demand, and elective surgery flow.</p> <p>b. Improve sexual assault medical and forensic responses and support, with an initial emphasis on the Toomelah/Boggabilla/Goondiwindi area.</p>	<p>NSW: NNSWLHD (with support from HNEH and Far West LHD)</p> <p>QLD: QHealth</p>
2.3 A person-centred approach to the access and delivery of health care services upon discharge	Queensland and NSW patients, particularly patients being discharged from hospital to home or residential aged care facility, may experience difficulties in accessing suitable ongoing health care.	<p>a. Improve patient discharge and handover processes, including examination of automated forwarding of Admission and Discharge notifications to General Practitioners.</p> <p>b. Improve linkages with Primary Health Networks for pre and post hospital episodes of care.</p> <p>c. Improve transfer and return of critically ill and/or injured patients through collaborative development of Referral</p>	<p>NSW: NNSWLHD (with support from HNEH and Far West LHD)</p> <p>QLD: QHealth</p>

		and Return Pathways (clinical pathways) for tertiary services available at Gold Coast University Hospital. d. Improve access to postnatal care through development of agreed cross-border protocols.	
2.4 Enhancing access to health services – school students	Schools and school communities may find it difficult to access interstate health services for students.	a. Continue the development of networks between health care services and schools to support delivery of health care in cross-border communities.	NSW: NNSWLHD QLD: QHealth and DoE
2.5 Enhancing access to health services – ambulance services	Residents working or travelling in border regions may experience difficulty in accessing suitable ambulance cover.	a. Address ambulance cover for NSW students when travelling into Queensland for school related activities. b. Enhance cross-border medical retrieval, including for Non-Emergency Patient Transport services for journeys that cross state borders. c. Resolve issues associated with the payment and invoicing systems for interstate ambulance treatment and transport through development of a Memorandum of Understanding. d. Discuss and review interstate reciprocal arrangements for ambulance service charges.	NSW: DOE and NSW Ambulance QLD: QHealth (action a) QHealth (action b) QHealth (action c) QHealth (action d)
2.6 Keeping communities safe - emergency management	There are opportunities to share information and coordinate activity during emergency situations, with a focus on floods, storms, biosecurity and public health cross-border arrangements.	a. Establish enhanced principles for Cross-Border Collaboration (All Hazards Approach), including: <ul style="list-style-type: none"> <li>– Alignment of prevention, preparedness, response and recovery systems and activities</li> <li>– Enhanced major incident exercise testing between agencies (outside of bushfire),</li> <li>– Planning between agencies.</li> <li>– Operational capability and communications</li> </ul>	NSW: DOJ, Police and Combat Agencies, RMS QLD: QFES and QPS (action a)

		<ul style="list-style-type: none"> <li>- Technical rescue capability between Fire and Rescue NSW/Queensland, and NSW SES (for swift water and vertical/rope rescue)</li> <li>- Continue development of appropriate combat agency and functional area Memoranda of Understanding and Mutual Aid Agreements, aligned to endorsed plans and arrangements.</li> </ul> <p>b. Integrate emergency services and emergency response and recovery plans for the South East Queensland District and North Coast NSW Emergency Management Region, driven by analysis of lessons learned from previous events including major flooding, Tropical Cyclone Debbie and the Commonwealth Games.</p> <p>c. Finalise development of list of Memoranda of Understanding, Mutual Aid Agreements, and response and recovery plans between Queensland and NSW Government emergency service organisations and agencies.</p> <p>d. Increase online incident management across agencies to share timely information and intelligence during major response operations by implementing the Inter-CAD Electronic Messaging System (ICEMS).</p> <p>e. Develop systems to support the sharing of specialist resources, including large animal, swift water, technical rope/vertical and road crash rescue.</p> <p>f. Continue work through the Interconnection and Interoperability Initiative to enhance public and government communications networks, including continued integration of GWN/GRN.</p> <p>g. Finalise the after-action review of Exercise Border Bridge and implement actions to address identified issues.</p>	<p>QFES (action b)</p> <p>QFES (action c)</p> <p>QFES and QPS (action d)</p> <p>QFES and QPS (action e)</p> <p>QFES, QPS and DHPW (action f)</p> <p>DAF (action g)</p>

2.7 Keeping communities safe - emergency information	There is an opportunity to improve the availability of information to the public during emergencies	<p>a. Align emergency information availability, including through online platforms and smartphone applications.</p> <p>b. Further examine opportunities to share weather information and align warnings between NSW and Queensland Bureau of Meteorology offices.</p> <p>c. Finalise the Cross-Border Emergency Management Communications and Media Plan and associated protocols, covering the Southern Gold Coast and far North Coast of NSW, and Southwest Queensland and Northwest NSW.</p> <p>d. Continue work to share road condition and status information, including via online platforms and smartphone applications.</p>	<p>NSW: DOJ – Office of Emergency Management NSW SES NSW Rural Fire Service FRNSW</p> <p>QLD: QFES and QPS (action a) QFES (action b) QFES and QPS (action c) DTMR (action d)</p>
2.8 Keeping communities safe – anti-social behaviour	There are opportunities for Queensland and NSW to align provisions and regulations concerning anti-social behaviour.	<p>a. Finalise update of the NSW/Queensland Memorandum of Understanding on the management of Forensic patients.</p> <p>b. Examine options for communication and collaboration between Queensland and NSW liquor venues operating close to the border, concerning anti-social behaviour.</p> <p>c. Examine opportunities to enhance cross-border retrieval and transport of mental health patients at Mungindi, including for acute and non-emergency mental health patients.</p>	<p>NSW: MOH Liquor and Gaming NSW NSW Police</p> <p>QLD: QHealth and DCDSS (action a) DJAG (action b) QHealth (action c)</p>
2.9 Keeping Communities safe – policing	NSW and Queensland Police work closely to combat crime and support communities in border areas.	a. Continue the Cross-Border Police Working Group with an emphasis on rural crime, policing in remote areas, information sharing and access to services and facilities.	<p>NSW: NSW Police</p> <p>QLD: QPS</p>

2.10 Enhancing the sharing of information between agencies to support service planning and delivery - education	There are opportunities to enhance information sharing to enable equal access to education and care for students.	<p>a. Work collaboratively to contribute to the development of a national information sharing scheme in alignment with jurisdictional responses to the Final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse including:</p> <p>i. Establishing an agreement and guidelines for information sharing between agencies and across borders to improve education service delivery.</p> <p>ii. Improving flexibility, support and outcomes for students with disability through consultation between local education services teams.</p> <p>iii. Developing options consistent with a national approach to facilitate more effective inter-jurisdictional information sharing for student information and for children at risk.</p>	<p>NSW: DOE</p> <p>QLD: DoE</p>
2.11 Enhancing the sharing of information between agencies to support service planning and delivery - homelessness	There are opportunities to enhance the coordination and collaboration between homelessness service providers.	a. Continue work to enhance local governance mechanisms, such as Homelessness Interagency Groups (DHIGs), to improve service delivery and client outcomes, particularly for young people, and to increase the proportion of clients exiting specialist homelessness services into long-term accommodation.	<p>NSW: FACS</p> <p>QLD: DHPW</p>
2.12 Planning and delivery of education and training services	Pre-school, school and VET students in the cross-border region are able to access both Queensland and NSW facilities, subject to meeting the respective enrolment and eligibility requirements.	<p>a. Work to establish a cross-border education network to allow for the identification and resolution of priority cross-border issues.</p> <p>b. Examine the development of an agreement for information sharing between agencies outside of the Interstate Student Data Transfer Note review process to</p>	<p>NSW:</p> <p>DOE (action a)</p> <p>PEA/TSNSW (action d)</p> <p>TAFE (actions d, e, f, g)</p>

		<p>improve student outcomes, and education and training service delivery.</p> <p>c. Ensure consistency of advice regarding school and transport options for students with disability.</p> <p>d. Continue work to enhance the efficacy of the Student Data Transfer Note.</p> <p>e. Explore opportunities to create greater alignment of Vocational Education and Training related matters, including access to training and work placement arrangements.</p> <p>f. Refresh agreements between TAFE NSW and TAFE Queensland.</p>	<p>QLD</p> <p>DoE (action a)</p> <p>DoE (action b)</p> <p>DoE and DTMR (action c) (DTMR will continue to administer the scheme on behalf of DoE, which provides transport assistance to students with disability until the scheme transitions to NDIS. This includes the provision of consistent advice regarding the policy for transport services for students with disabilities)</p> <p>DoE (action d)</p> <p>DESBT (action e)</p> <p>DESBT (TAFE Q) (action f)</p>
2.13 Better Regulation	Consider options to enhance the interface between Government and constituents and reduce the regulatory burden for business.	<p>a. Examine opportunities to enhance interoperability of, and access to, ICT platforms to access government services and report business information.</p> <p>b. Collaborate on projects supporting regulatory reform initiatives such as the Commonwealth Government's National Business Simplification Initiative.</p> <p>c. Examine opportunities for iCare to collaborate with Queensland Government agencies.</p> <p>d. Align activity to facilitate the recognition of digital licences, with an initial emphasis on Responsible Service of Alcohol, Responsible Conduct of Gambling, driving, fishing and boating.</p> <p>e. Finalise work to align policy and simplify regulation of macropod harvesting and related industries.</p>	<p>NSW:</p> <p>Service NSW</p> <p>OSBC</p> <p>iCare</p> <p>DFSI</p> <p>OEH</p> <p>QLD:</p> <p>DHPW (action a)</p> <p>DITID and DESBT (action b)</p> <p>DITID (action c)</p>



			DTMR (action d)
2.14 Guardian and Trustee	Guardians and Trustees across the Commonwealth have identified areas where the development, recognition and execution of a range legal instruments are misaligned	a. Further examine opportunities to support the automatic recognition of NSW and Queensland orders and instruments, including powers of attorney.	NSW: TAG  QLD: DJAG
2.15 Information and knowledge sharing	There are opportunities to enhance the exchange of data and other forms of information, and to share lessons learned to allow for the development of best practice in government service delivery.	a. Examine opportunities to enhance data sharing between NSW and Queensland Government agencies.  b. Examine opportunities to enhance cross-border agency collaboration to support the development of best practice government service delivery, such as the NSW FACS Childstory program.	NSW: Data Analytics Centre NSW DPC – Regional NSW  QLD: DPC
2.16 Border Rivers Commission	There are opportunities to align/enhance the activities of the Border Rivers Commission	a. Examine opportunities to enhance the operation of the Border Rivers Commission by reviewing governance arrangements and coordinating activities of relevant NSW and Queensland agencies during flood events.	NSW: Border Rivers Commission NSW Office of Water DNRM  QLD: DNRME

Key Focus Area 3 – Local Transport			
Project Title	Project Description	Actions	Lead Agency Queensland / NSW
3.1 Greater efficiencies in delivering flexible border transport solutions	There are opportunities to improve accessibility to and connectivity of, public transport for residents living in the cross-border region, in particular late-night transport options from Coolangatta entertainment precinct to NSW, and point to point / personalised transport (multiple service options, including taxis, hire cars and rideshare).	a. Continue work to enhance the operation of point to point transport services (e.g. rideshare, hire cars/limousines and taxis) in border communities.	NSW: Point to Point Commissioner QLD: DTMR
3.2 Integrating border bus services	There is an opportunity to improve the integration of timetabled cross-border bus services.	a. Continue work to improve the customer experience on cross-border timetabled bus services, including consideration of fares, routes, timetabling and concessions. b. Further investigate alignment of the Queensland and NSW assisted student travel schemes for students with disability. c. Renegotiate the cross-border agreement and arrangements for the carriage of school students.	NSW: TfNSW DOE  QLD: DTMR (action a) DTMR, with support from DoE (action b) DTMR (action c)
3.3 Alignment of priority border road projects	There are opportunities to share transport infrastructure planning considerations and priorities to ensure connectivity and alignment.	a. Conduct a needs assessment and develop an action plan for aligning priority border road projects. b. Examine opportunities to share information on road network performance. c. Develop opportunities to enhance information sharing with state road agencies and local governments.	NSW: TfNSW and RMS  QLD: DTMR

		d. Support the conduct of the Tweed Transport Study and development of the Tweed Transport Network Plan.	
3.4 Freight opportunities	Considerable opportunities exist to enhance the efficiency of interstate freight networks.	a. Examine opportunities to enhance freight network efficiencies in border areas.	NSW: TfNSW and RMS QLD: DTMR
3.5 Emerging technologies	A variety of emerging technologies could benefit cross-border transport.	a. Continue work to align activity relating to planning for roads and transport infrastructure, services and regulatory models which provide for emerging technologies and vehicles including connected, automated, electric and shared vehicles, as well as Cooperative Intelligent Transport Systems.	NSW: TfNSW QLD: DTMR

Key Focus Area 4 – Issues of National Significance			
Project Title	Project Description	Actions	Lead Agency Queensland / NSW
4.1 Consistent action on waste management	There are opportunities to improve and align the legislative framework and waste regulations.	<p>a. Continue alignment of container deposit schemes across the Queensland and NSW border, ensuring export credit system between NSW and Queensland allows for smooth cross-border flows of beverage company and first supplier contributions to the correct scheme.</p> <p>b. Consider options to better align the legislative framework to allow for consistent service delivery for waste management services to border communities (including rural communities).</p> <p>c. Establish opportunities to align activity to address key waste issues, including levies, cross-border dumping, contamination education and responses to the China National Sword Policy.</p>	<p>NSW: EPA</p> <p>QLD: DES</p>
4.2 Expansion of mutual recognition arrangements	Consider options to expand automatic mutual recognition (AMR) for holders of certain categories of occupational licences to work on both sides of the NSW-Queensland border, while only needing to hold a licence from one jurisdiction (NSW or Queensland).	a. Continue work to negotiate, implement and update (where applicable) Ministerial Declarations to achieve equivalency in identified occupations.	<p>NSW: DFSI</p> <p>QLD: Treasury and DHPW (building and construction industry licences only)</p>
4.3 The protection and well-being of victims of domestic and family violence	Queensland and NSW have enacted laws that facilitate mutual automatic recognition and enforcement of DVOs between courts and police across Australia. Through the Council of Australian Governments (COAG), Queensland and NSW are working to improve information sharing arrangements.	<p>a. Work to align services and enhance accessibility to housing and support programs for victims of family and domestic violence.</p> <p>b. Examine opportunities to deliver and collect evidence on collaborative perpetrator interventions in border</p>	<p>NSW: DPC</p> <p>QLD: DCSYW and DHPW (action a) DCSYW (action b) DPC (action c)</p>

		<p>communities, including men's behaviour change programs.</p> <p>c. Continue to work through the Council of Australian Governments to improve information sharing and cooperation.</p>	
4.4 Harmonising heavy vehicle regulations, noting the National Heavy Vehicle Regulator has responsibility for this at the National level	<p>The National Heavy Vehicle Regulator has primary carriage of regulations related to heavy vehicles.</p> <p>There are opportunities to consider bilateral negotiations.</p>	a. Where appropriate, Queensland and NSW consider bilateral negotiations or trials.	<p>NSW: TfNSW</p> <p>QLD: DTMR</p>
4.5 Sharing information to advance negotiations occurring through COAG	There are opportunities to use information sharing to advance negotiations through COAG.	a. Queensland and NSW will share information to advance negotiations through COAG.	<p>NSW: DPC</p> <p>QLD: DPC</p>
4.6 Inland Rail	The Inland Rail project connects the Port of Melbourne and the Port of Brisbane via central western NSW and Toowoomba. Interstate coordination is essential to maximise cross-border freight opportunities and efficiencies.	<p>a. Identify and develop opportunities to align activities and collaborate on the Inland Rail project.</p> <p>b. Examine opportunities to share freight related information and data.</p>	<p>NSW: TfNSW</p> <p>QLD: DTMR</p>

<b>Queensland Agency List</b>	<b>NSW Agency List</b>
DCDSS – Department of Communities, Disability Services and Seniors	CBC – NSW Cross-Border Commissioner
DAF – Department of Agriculture and Fisheries	DFSI – Department of Finance, Services and Innovation
DES – Department of Environment and Science	DOI – Department of Industry
DESBT – Department of Employment, Small Business and Training	DOE – Department of Education
DoE – Department of Education	DOJ – Department of Justice
DHPW – Department of Housing and Public Works	DPC – Department of Premier and Cabinet
DJAG – Department of Justice and Attorney-General	DPE – Department of Planning and Environment
DPC – Department of the Premier and Cabinet	EPA - NSW Environment Protection Authority
DSDMIP – Department State Development, Manufacturing, Infrastructure and Planning	FACS – Department of Family and Community Services
DTMR – Department of Transport and Main Roads	MOH – Ministry of Health
GCHHS – Gold Coast Hospital and Health Service	OEM – Office of Emergency Management
HHS – Hospital and Health Service	NNSW LHD – Northern NSW Local Health District
QFES – Queensland Fire and Emergency Services	TfNSW – Transport for NSW
QHealth – Queensland Health	OEH – Office of Environment and Heritage
QPS – Queensland Police	NSW TAG – NSW Trustee and Guardian
Treasury – Queensland Treasury	NSW DAC – NSW Data Analytics Centre
TEQ – Tourism and Events Queensland	RMS – NSW Roads and Maritime Services
DNRME – Department of Natural Resources, Mines and Energy	
DLGRMA – Department of Local Government, Racing and Multicultural Affairs	