



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

Reference: SKNOLL16914

Hon Kyam Maher MLC  
Parliament House  
North Terrace  
ADELAIDE SA 5000

Dear Mr Maher

**NOTICE OF DETERMINATION – REQUEST FOR ACCESS TO DOCUMENTS  
UNDER THE FREEDOM OF INFORMATION ACT 1991**

I refer to your application to the Office of the Minister for Transport, Infrastructure and Local Government, Minister for Planning made under the *Freedom of Information Act 1991* (the Act) which was received 22 October 2018.

You have requested access to:

*“Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letters, diary entries and any other correspondence) to the Member for Adelaide, Rachel Sanderson MP.”*

The legislative prescribed timeframe to determine this application has expired and the agency is now deemed to have refused you access to all documents relevant to your application by section 19(2)(b) of the Act. However, I have determined to process the request as if the statutory time frame has been met.

A search of documents held by the Office of the Minister for Transport, Infrastructure and Local Government, Minister for Planning was undertaken. I wish to advise that 14 documents have been identified within the scope of your request.

Please refer to the attached schedule that describes each document and sets out my determination and reasons in summary form.

Documents to which full access is granted

I have determined to grant full access to documents 001, 008 and 009.

Documents to which partial access is granted

I have determined to grant partial access to documents 002 to 007 and 010 to 014 and have removed the personal contact details within those documents that I have determined are exempt, in accordance with clause 6 (1) of the Act which states:

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au



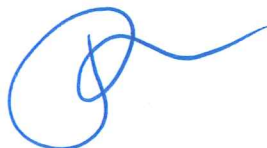
**6-Documents affecting personal affairs**

*(1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead.)*

Attached is an explanation of the provisions of the Act which details your rights to review and appeal this determination, and the process to be followed.

If you have any questions in relation to the matter, please contact Rachel Stone, Freedom of Information Officer on telephone (08) 7109 8419 or via email at [rachel.stone@sa.gov.au](mailto:rachel.stone@sa.gov.au)

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized 'J' followed by a horizontal line that curves upwards and then downwards.

**Jenna Phillips-Wilkinson**

**Accredited FOI Officer**

Office of the Minister for Transport, Infrastructure and Local Government  
Minister for Planning

28 February 2019

Encl

**FREEDOM OF INFORMATION ACT 1991**  
**YOUR RIGHTS TO REVIEW**

### **INTERNAL REVIEW**

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you must write a letter addressed to the Principal Officer or lodge an Internal Review application form with the Principal Officer of this Agency. The legislated application fee must accompany all applications, unless the fee was waived in the original Freedom of Information application, in which case there would be no fee payable for the application. The application must be lodged within 30 days after being notified of the decision.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or SACAT.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

### **EXTERNAL REVIEW BY THE OMBUDSMAN**

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

### **REVIEW BY THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)**

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)  
Phone: 1800 723 767 Email: [sacat@sacat.sa.gov.au](mailto:sacat@sacat.sa.gov.au)

**SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER**

**SKNOLL167914**

Document Number	Description of Document	Date of Document	Author	Determination		Schedule Clause Applied
				Release / Partial Release / Refuse Access		
001	Letter	8/05/2018	Minister's Office	Release		
002	Email	19/06/2018, 9.10am	Minister's Office	Partial Release	6(1)	
003	Email	25/06/2018, 6.08pm	Minster's Office	Partial Release	6(1)	
004	Email	26/06/2018, 9.05am	Minister's Office	Partial Release	6(1)	
005	Letter	11/08/2018	Minister's Office	Partial Release	6(1)	
006	Letter	11/08/2018	Minister's Office	Partial Release	6(1)	
007	Email with 1 attachment	15/08/2018, 1.33pm	Minister's Office	Partial Release	6(1)	
008	Letter	23/08/2018	Minister's Office	Release		
009	Letter	31/08/2018	Minister's Office	Release		
010	Letter	2/09/2018	Minister's Office	Partial Release	6(1)	
011	Email	5/09/2018, 12.33pm	Minister's Office	Partial Release	6(1)	
012	Email	16/10/2018, 6.22pm	Minister's Office	Partial Release	6(1)	
013	Email with 1 attachment	18/10/2018, 11.00am	Minister's Office	Partial Release	6(1)	
014	Email	18/10/2018, 6.03pm	Minister's Office	Partial Release	6(1)	

18MPL0066



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

Hon Rachel Sanderson MP  
State Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

*Rachel*

Dear Ms Sanderson

Thank you for your correspondence dated 27 April 2018, regarding noise reducing barriers for Ovingham and the Scotties Corner upgrade, and associated traffic management issues for Harvey Street and Main North Road.

As you are aware, the installation of a noise reducing barrier wall at Park Terrace is an Election Commitment and I look forward to delivering this for the residents of Ovingham, to assist with the noise and pollution issues they have been experiencing.

With regards to the Scotties Corner upgrade, this will be considered in the future as part of other funding priorities.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to be "Stephan Knoll", written over the typed name "Yours sincerely".

Hon Stephan Knoll MP  
**MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT**  
**MINISTER FOR PLANNING**

8 May 2018



**Stone, Rachel (DPTI)**

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**From:** Nourse, Courtney (DPTI)  
**Sent:** Tuesday, 19 June 2018 9:10 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED] Adelaide EO  
**Subject:** RE: Meeting - Ministers Sanderson and Knoll

Hi [REDACTED]

Thank you for this.

Can your office please confirm of the invited list who they are representing or if they are a North Adelaide resident.

Kind regards,  
Courtney

**Courtney Nourse**

Ministerial Adviser & A/Executive Assistant to the Hon Stephan Knoll MP  
Minister for Transport, Infrastructure and Local Government  
Minister for Planning

T 08 7109 8430 • E [REDACTED]  
136 North Terrace Adelaide SA 5000 • GPO Box 1533 Adelaide SA 5000 • DX171 • [www.dpti.sa.gov.au](http://www.dpti.sa.gov.au)



collaboration . honesty . excellence . enjoyment . respect

*We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditional lands and waters; and they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance; We pay our respects to their ancestors and to their Elders.*

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**From:** [REDACTED]  
**Sent:** Friday, 15 June 2018 3:24 PM  
**To:** Nourse, Courtney (DPTI)  
**Cc:** [REDACTED] Adelaide EO  
**Subject:** Meeting - Ministers Sanderson and Knoll

Attention: Courtney and [REDACTED]

**Re: NORTH ADELAIDE HERITAGE ISSUES**

Representation of North Adelaide residents has been requesting a meeting with both Minister Stephan Knoll and Rachel (State Member for Adelaide) since late April

Possible date/time (following action below)  
**Thursday 21 June, 4 – 5pm, PH Meeting room**

[REDACTED]

[REDACTED]

[REDACTED]

If further detail/clarification required – I have active file – contact report and copies of documents relating to above

Thanks

[REDACTED]

[REDACTED]

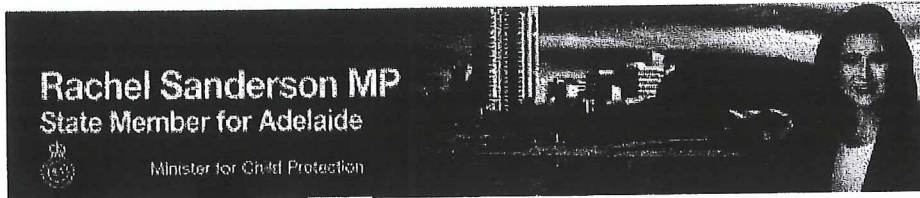


**Office of Rachel Sanderson MP**  
*State Member for Adelaide*  
*Minister for Child Protection*

84 Prospect Road PROSPECT SA 5082

Ph: (08) 8269 1838 | Fax: (08) 8269 4233

Email: [adelaide@parliament.sa.gov.au](mailto:adelaide@parliament.sa.gov.au)  
Web: [www.rachelsanderson.com.au](http://www.rachelsanderson.com.au)



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**Stone, Rachel (DPTI)**

---

**From:** Nourse, Courtney (DPTI)  
**Sent:** Monday, 25 June 2018 6:08 PM  
**To:** Adelaide EO  
**Subject:** RE: Southern Expressway

Hi [REDACTED]

Sorry for the tardy response, I think in this case the best thing to do is refer him to our ministerial office.

He can write to us or email us with his suggestions or options.

Thanks,  
Courtney

---

**From:** Adelaide EO [<mailto:Adelaide@parliament.sa.gov.au>]  
**Sent:** Wednesday, 20 June 2018 3:32 PM  
**To:** Nourse, Courtney (DPTI)  
**Subject:** Southern Expressway

Hi Courtney

Sorry to trouble you but am hoping you can refer this enquiry to the right person please.

We had a visit from [REDACTED] but who has been a concreter most of his life. He was mainly involved in civil works and built many of the larger bridges in the State, including the O'bahn; worked a lot with Boulderstones on civil projects. He is very experienced with major construction projects and said the most effective and also the cheapest solution to fixing the rocks at the base of the Southern Expressway bridges is just to spray them with concrete via a concrete pump. It is quick, easy and effective. A much better alternative than encasing the rocks in wire cages.

He left his number in case someone wants to give him a call to discuss further - [REDACTED]

Are you able to pass this on to someone in the minister's department please?

Thanks  
[REDACTED]  
[REDACTED]

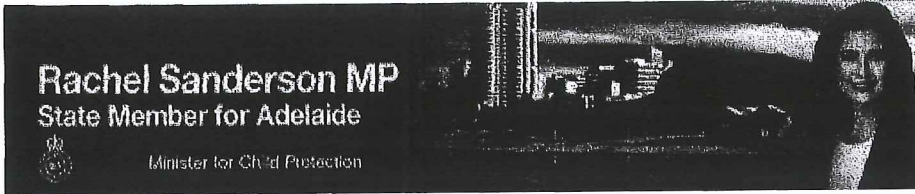



**Office of Rachel Sanderson MP**

*State Member for Adelaide  
Minister for Child Protection*

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**Stone, Rachel (DPTI)**

---

**From:** Nourse, Courtney (DPTI)  
**Sent:** Tuesday, 26 June 2018 9:05 AM  
**To:** Adelaide EO  
**Subject:** RE: Southern Expressway

Hi [REDACTED]

Should you wish to forward anything on, please use [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au).

Kind regards,  
Courtney

---

**From:** Adelaide EO [<mailto:Adelaide@parliament.sa.gov.au>]  
**Sent:** Tuesday, 26 June 2018 9:04 AM  
**To:** Nourse, Courtney (DPTI)  
**Subject:** RE: Southern Expressway

Thanks Courtney – I was asking if you could forward it on.  
It will probably be too late by the time it goes through a formal correspondence process – using his suggestion the rocks could already have been secured by now.

Thanks  
[REDACTED]

---

**From:** Nourse, Courtney (DPTI) [<mailto:Courtney.Nourse@sa.gov.au>]  
**Sent:** Monday, 25 June 2018 6:08 PM  
**To:** Adelaide EO <[Adelaide@parliament.sa.gov.au](mailto:Adelaide@parliament.sa.gov.au)>  
**Subject:** RE: Southern Expressway

Hi [REDACTED]

Sorry for the tardy response, I think in this case the best thing to do is refer him to our ministerial office.

He can write to us or email us with his suggestions or options.

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Courtney

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to spray them with concrete via a concrete pump. It is quick, easy and effective. A much better alternative than encasing the rocks in wire cages.

He left his number in case someone wants to give him a call to discuss further - [REDACTED]

Are you able to pass this on to someone in the minister's department please?

Thanks  
[REDACTED]

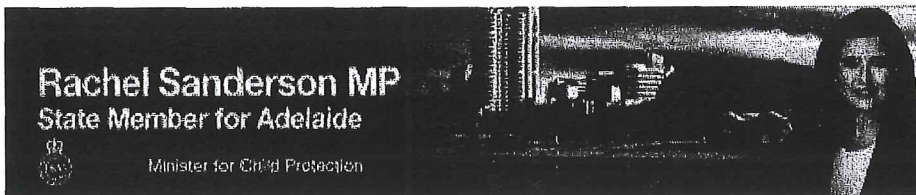


## Office of Rachel Sanderson MP

State Member for Adelaide  
Minister for Child Protection

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Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL0902

Hon Rachel Sanderson MP  
Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

Dear Ms Sanderson

Thank you for your letter on behalf of [REDACTED], regarding 83 Sturt Street, Adelaide.

I am pleased to advise [REDACTED] email address has been added to a list of property owners, developers and leasing agents, who are notified when the Department of Planning, Transport and Infrastructure is conducting a public market call, for additional accommodation for the State Government. This will ensure Agile Investments directly receives details of all future government market calls.

Public market calls are also published on the SA Tenders and Contracts website, which allows all property owners and developers to submit proposals. This process ensures transparency and commercial probity.

I trust this information is of assistance and will enable you to respond to [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to be "Stephan Knoll", written over the typed name.

HON STEPHAN KNOLL MP  
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT  
MINISTER FOR PLANNING

1 August 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au





Government of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL0905

Hon Rachel Sanderson MP  
State Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

Dear <sup>Rachel</sup> Minister

Thank you for your letter on behalf of [redacted] located at the [redacted] on the corner of [redacted] and [redacted].

As you have noted, [redacted] previously contacted the O-Bahn City Access Project's main works contractor, McConnell Dowell to request external steam cleaning of the building.

I am advised by the Department of Planning, Transport and Infrastructure (DPTI) that on 12 February 2018, McConnell Dowell provided a response to [redacted] advising the reasons why [redacted] request could not be accommodated.

Following receipt of your correspondence, DPTI raised this matter again with the contractor. McConnell Dowell have reiterated their advice of 12 February 2018, to [redacted], that the request was not consistent with the project scope, or the zone of influence of the construction works. I understand [redacted] was also advised of the measures put in place by the contractor to ensure everything reasonably practicable was implemented to mitigate dust arising from the works, and that dust levels were monitored within the site.

I appreciate that for large scale infrastructure projects such as the O-Bahn City Access Project, there will be some impacts. I am sorry that I am unable to assist [redacted] in this matter, as he may have wished.

I trust this information is of assistance and will enable you to respond to [redacted]

Yours sincerely

HON STEPHAN KNOLL MP  
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT  
MINISTER FOR PLANNING

11 August 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au



**Stone, Rachel (DPTI)**

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**From:** [REDACTED] on behalf of DPTI:Minister Knoll No Reply  
**Sent:** Wednesday, 15 August 2018 1:33 PM  
**To:** adelaide@parliament.sa.gov.au  
**Subject:** 18MTIL1063 - Hon Rachel Sanderson MP/[REDACTED] - Dislodged Stormwater Drain, Prospect  
**Attachments:** 18MTIL1063 - Ministerial Letter of Response - Hon Rachel Sanderson M [REDACTED].pdf

Dear Ms Sanderson,

Please find attached a Ministerial letter of response to your correspondence.

Kind regards,

**Office of the  
Minister for Transport, Infrastructure and Local Government  
Minister for Planning**



18MTIL1063



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

Hon Rachel Sanderson MP  
Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

Dear Ms Sanderson

Thank you for your letter, on behalf of [REDACTED] regarding a dislodged stormwater drain cover on the corner of Pultford and Prospect Roads at Prospect.

[REDACTED] call to the Traffic Management Centre was processed and the site was attended to on 20 April 2018 to reinstate the drainage lid. Maintenance teams attended this site on several further occasions to replace the lid. I am pleased to advise that on 7 June 2018 the framing was upgraded and a heavy duty lid replaced in order to resolve the safety concern.

[REDACTED] comments about poor communication with the department is appreciated and plays an important role in improving processes.

Thank you for taking the time to contact me regarding this matter and I trust the information will enable you to respond to [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to be 'S Knoll', written over the typed name.

HON STEPHAN KNOLL MP  
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT  
MINISTER FOR PLANNING

8 August 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au







Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL1167

Hon Rachel Sanderson MP  
Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

*Rachel*  
Dear Ms Sanderson

Thank you for raising a number of issues with me, on behalf of your constituents, regarding public transport services in Adelaide.

The Currie/Grenfell Street corridor is the primary bus corridor through the city and due to the presence of the bus priority lanes, a number of bus routes have been rerouted from other roads to make use of these lanes

To provide consistency and avoid confusion it was considered appropriate that the bus lanes operate between 7am to 7pm. The initiative improved the bus passenger experience for over 40 000 passengers each weekday, through considerable improvements in bus arrival times and reliability. Restricting the hours to peak periods only does not reflect the high number of buses that continue to use the lanes during this time and would likely result in increased congestion and delays for passengers.

The Department of Planning, Transport and Infrastructure (DPTI) will investigate the capacity issues regarding Route G10 and make any changes necessary as part of the next service change.

In relation to your request for an additional train carriage at Mawson Lakes, DPTI advises that all available train carriages are in service during peak periods and as such an additional carriage cannot be added at this time without impacting other services.

In regards to the condition of the road, Currie and Grenfell Streets are under the care, control and maintenance of the City of Adelaide. Subsequently any proposed works relating to the road condition would fall under Council's responsibility.

I trust this information is of assistance and will enable you to respond to your constituents.

Yours sincerely

A handwritten signature in black ink, appearing to be "Stephan Knoll", written over the "Yours sincerely" text.

HON STEPHAN KNOLL MP  
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT  
MINISTER FOR PLANNING

23 August 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House, Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au)





Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL1062

Hon Rachel Sanderson MP  
Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

Dear Ms <sup>Rachel</sup> Sanderson.

Thank you for your letter, on behalf of your constituents regarding changes to clearways and bicycle lane operating times along North East Road in the vicinity of Rutherglen Avenue, Edwin Avenue and Galway Avenue, Collinswood.

The clearway and bicycle lane operating time extension initiative is about moving people and goods safely and efficiently, to meet the community's transport, economic and social needs.

Prior to implementation of the new clearway and bicycle lane operating times on North East Road, a parking survey was conducted. Results of the survey in the Rutherglen, Edwin and Galway Avenues vicinity suggest that it is unlikely the extension of the clearway and cycle lane operating times will increase the volume of vehicles parked on the associated streets.

The notification and fact sheet distributed to the local community advising of the new operating times along North East Road, contains advice regarding parking alternatives for all roads that have received changes in operating hours to date.

I am advised that the City of Prospect did not raise any concerns when this project was brought to their attention prior to implementation by the Department of Planning, Transport and Infrastructure. However, should the City of Prospect need to raise any further issues, I would encourage them to do so via [DPTI.metroletters@sa.gov.au](mailto:DPTI.metroletters@sa.gov.au).

I trust this information is of assistance and will enable you to respond to your constituents.

Yours sincerely

  
HON STEPHAN KNOLL MP  
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT  
MINISTER FOR PLANNING

21 August 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au)





Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL1160

Hon Rachel Sanderson MP  
Member for Adelaide  
84 Prospect Road  
PROSPECT SA 5082

Dear Ms <sup>Rachel</sup> Sanderson

Thank you for your letter dated 15 June 2018, on behalf of your constituent, [REDACTED] regarding increasing run-off into stormwater drains after heavy rains and the resultant flood hazard.

The State Planning Commission (the Commission) is responsible for developing and implementing a number of key elements of South Australia's new planning system under the *Planning, Development and Infrastructure Act 2016*. A key instrument under the new Act is the state-wide Planning and Design Code (the Code).

The Code will comprise the single planning policy instrument for assessing all new development in South Australia and will replace the 72 Development Plans that are currently in operation. A key aspect of the transition to the Code involves identifying contemporary policy that works well and can therefore be consolidated and transitioned to the Code, as well as identifying gaps or areas for policy improvement within the existing.

Over the next two months, the Commission will be releasing four policy discussion papers, covering a range of key policy topics. Details on how and when the Code might respond to them will also be provided.

A Natural Resources and Environment Resources discussion paper is currently open for consultation. This paper highlights a range of key environmental policy matters and includes discussion around stormwater and flooding. This has been identified as an ongoing policy improvement, particularly in relation to infill development and the impact of increased run-off.

This paper can be accessed at the State Planning Commission, SA Planning Portal, under Planning Reforms. The address is [www.saplanningportal.sa.gov.au](http://www.saplanningportal.sa.gov.au).

Minister for Transport, Infrastructure and Local Government  
Minister for Planning

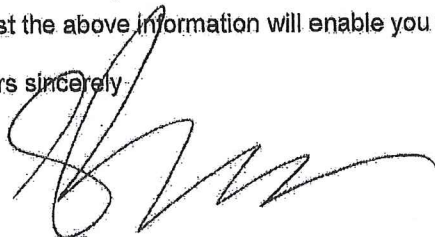
Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email: [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au)



Another issue identified by the Commission for policy reform is the Water Sensitive Urban Design and Green Infrastructure policy. These topics often go hand in hand with better stormwater management.

I trust the above information will enable you to respond to [REDACTED]

Yours sincerely



**HON STEPHAN KNOLL MP**  
**MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT**  
**MINISTER FOR PLANNING**

2 September 2018

**Stone, Rachel (DPTI)**

**From:** Nourse, Courtney (DPTI)  
**Sent:** Wednesday, 5 September 2018 12:33 PM  
**To:** '██████████ Adelaide EO'; ██████████  
**Cc:** ██████████  
**Subject:** Service SA - additional information from Minister Knoll

Hi all,

Please see below some additional information regarding the closure of a Service SA in your electorate or nearby to assist you with enquiries.

There are no closure dates at this point in time. Local communities will be notified.

Approximately 82% of services undertaken at metropolitan Customer Service Centres (CSCs), could already alternately be done online.

LOCATION	Alternate CSC
Mitcham	Marion (10.6km), CBD (6.2km)
Prospect	Regency Park (5.1km), CBD (6.6km)
Modbury	Reg. Pk (13.1km), Tranmere (10.1km)

Please do not hesitate to call me on ██████████

Kind regards,  
 Courtney

**Courtney Nourse**

Ministerial Adviser to the Hon Stephan Knoll MP  
 Minister for Transport, Infrastructure and Local Government  
 Minister for Planning

T 08 ██████████ • E ██████████

136 North Terrace Adelaide SA 5000 • GPO Box 1533 Adelaide SA 5000 • DX171 • [www.dpti.sa.gov.au](http://www.dpti.sa.gov.au)



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*We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditional lands and waters; and they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance; We pay our respects to their ancestors and to their Elders.*

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**Stone, Rachel (DPTI)**

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**From:** Nourse, Courtney (DPTI)  
**Sent:** Tuesday, 16 October 2018 6:22 PM  
**To:** 'Adelaide EO'  
**Subject:** Prospect SSA 17/18

Hi Adelaide EO,

FYI, please see below 2017/18 statistics for the Prospect Service SA centre.

FTE	Customers Served	Ave. Wait time (Mins)	Transactions Completed
12.5	105,103	09:34	277,266

Kind regards,  
 Courtney

**Courtney Nourse**

Ministerial Adviser to the Hon Stephan Knoll MP  
 Minister for Transport, Infrastructure and Local Government  
 Minister for Planning

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**Stone, Rachel (DPTI)**

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**From:** [REDACTED] on behalf of DPTI:Minister Knoll No Reply  
**Sent:** Thursday, 18 October 2018 11:00 AM  
**To:** adelaide@parliament.sa.gov.au  
**Subject:** 18MTIL2927 - Hon Rachel Sanderson MP - Letter of Acknowledgement - Keep Clear on Churchill Road  
**Attachments:** 18MTIL2927 - Hon Rachel Sanderson MP - Letter of Acknowledgement.pdf

Good morning Ms Sanderson,

Please find attached letter of acknowledgement confirming that we have received the correspondence for this matter

Office of the  
Minister for Transport, Infrastructure and Local Government  
Minister for Planning

T [REDACTED] • E [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au)  
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18MTIL2927



**Government  
of South Australia**

**The Hon Stephan Knoll MP  
Member for Schubert**

Hon Rachel Sanderson MP  
State Member for Adelaide  
84 Prospect road  
PROSPECT SA 5082

Dear Mrs Sanderson

Thank you for your correspondence dated 10 October 2018, on behalf of your constituents, to the Hon Stephan Knoll MP, Minister for Transport, Infrastructure and Local Government regarding your request for a "Keep Clear" to be painted on Churchill Road.

Your correspondence is currently under consideration and a response will be provided in due course.

Yours sincerely

A handwritten signature in black ink, appearing to be the initials "SK" followed by a flourish.

*Office Manager to the*  
**Minister for Transport, Infrastructure and Local Government**  
**Minister for Planning**

17 / 10 / 2018

Minister for Transport, Infrastructure and Local Government  
Minister for Planning  
Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171  
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au





**Stone, Rachel (DPTI)**

**From:** Nourse, Courtney (DPTI)  
**Sent:** Thursday, 18 October 2018 6:03 PM  
**To:** [REDACTED]; 'Adelaide EO'; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** SSA update

Hi all,

Please see below a Service SA update as discussed.

Location	FTE	Customers Serviced	Transaction Completed	Ave. Wait Time (Mins)	Alternate Locations
Mitcham	10.3	83,182	231,913	12.37	Marion (10.6km), CBD (6.2km)
Prospect	12.5	105,103	277,266	09.34	Regency Park (5.1km), CBD (6.6km)
Modbury	11.3	104,519	254,616	07.56	Regency Park (13.1km), Tranmere (10.1km)

#### Talking Points

- This was a difficult decision made by the Government. With finite resources available, decisions have had to be made about where best to direct available resources to allow the most equitable access to services across the state.
- Mitcham, Prospect and Modbury Service SA centres were identified given their close proximity to an alternate customer service centre and the fact they do not have attached call centre operations.
- We (DPTI) are undertaking a review of business practices with a view to identifying an alternate operating model – this may well be increasing Service SA offerings with Australia Post or collaborating with alternate partners.
- Central to this operations reform is enhancing our online presence and improving online accessibility. Recognising that not everyone has access to online services, migrating those who do will improve customer service outcomes for those who still need to attend a Service SA centre.
- At present, 82% of all transactions can be conducted online, while others can also be undertaken via telephone or through service and commissioned agents, including Australia Post (ie taking a new driver's photo licence).
- Closure dates at these locations are not yet confirmed, however we will ensure a sufficient alternate operating model is in place before we do so.
- Excluding merchant fees, it costs approximately \$17 to complete a face-to-face transaction, \$12.90 for a postal transaction, \$6.60 for a telephone transaction and \$0.40 cents for an online transaction (Deloitte Access Economic Report 2015)

As always, please do not hesitate to contact me.

Kind regards,  
 Courtney  
**Courtney Nourse**  
 Ministerial Adviser to the Hon Stephan Knoll MP  
 Minister for Transport, Infrastructure and Local Government

Minister for Planning

T [REDACTED] • E [REDACTED]

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