



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

FOI Ref: SKNOLL182067

Ms Nat Cook MP  
Member for Hurtle Vale  
PO Box 158  
WOODCROFT SA 5162

Dear Ms Cook

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 15 February 2020.

You have requested access to:

“All correspondence (including but not limited to, letter, briefings, emails etc) relating to the South Australian Taxi Subsidy Scheme (SATSS) between the Minister for Transport and any State or Federal Minister or State or Federal Government department”.

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 8 documents have been identified within the scope of your request.

I have determined to grant access to document 3 and 8.

I have determined to grant partial access to documents 1, 2 and 6.

I 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:

**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).

I have determined to refuse access to documents 4, 5 and 7 in accordance with clause 9(1) of the Act which states:

**9—Internal working documents**

(1) *A document is an exempt document if it contains matter—*

(a) *that relates to—*

(i) *any opinion, advice or recommendation that has been obtained, prepared or recorded; or*

(ii) *any consultation or deliberation that has taken place, in the course of, or for the purpose of, the decision-making functions of the Government, a Minister or an agency; and*

(b) *the disclosure of which would, on balance, be contrary to the public interest.*

Documents 4 and 5 contain matters that relate to advice and /or recommendations prepared for the purpose of decision-making. In considering the grounds for exemption of information under clause 9, I have considered the public interest in disclosure or non-disclosure:

Factors in favour of disclosure:

- Openness and accountability of government agencies; and
- Enhance the scrutiny of government decision making.

Factors against disclosure:

- Encouraging the free exchange of ideas during deliberative processes;
- Ensuring effective conduct of government functions; and
- The need for some confidentiality to allow the agency to operate efficiently.

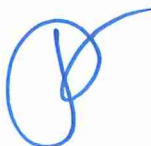
Upon weighing these factors, I consider the disclosure of the information would, on balance, be contrary to the public interest.

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.

In accordance with Premier and Cabinet Circular PC045, if you are given access to documents as a result of this FOI application, details of your application, and the documents to which access is given, will be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you have any objection to this publication, please contact us within 30 days of receiving this determination.

If you have any questions in relation to the matter, please contact myself on telephone (08) 7109 4830 or via email at [ministerknoll@sa.gov.au](mailto:ministerknoll@sa.gov.au).

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized letter 'P' with a loop at the top and a tail that curves to the right.

**Jenna Phillips-Wilkinson**

**Accredited FOI Officer**

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

24 / 2 / 2020

Encl:

Your rights to review and appeal this determination  
Schedule of documents

SCHEDULE OF DOCUMENTS – FREEDOM OF INFORMATION APPLICATION NUMBER –  
SKNOLL182067

| Document Number | Description            | Date       | Release Determination | Schedule Clause |
|-----------------|------------------------|------------|-----------------------|-----------------|
| 1               | Letter with attachment | 16/11/2018 | Partial               | 6(1)            |
| 2               | Letter                 | 10/01/2019 | Partial               | 6(1)            |
| 3               | Letter                 | 10/01/2019 | Release               |                 |
| 4               | Draft Briefing         | April 2019 | Refuse                | 9(1)(a)(i)      |
| 5               | Briefing               | 30/04/2019 | Refuse                | 9(1)(a)(i)      |
| 6               | Letter                 | 17/05/2019 | Partial Release       | 6(1)            |
| 7               | Briefing               | 17/07/2019 | Refuse                | 9(1)(a)(i)      |
| 8               | Minute                 | 28/09/2019 | Release               |                 |



**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)



**VICKIE CHAPMAN MP**  
MEMBER FOR BRAGG



Document 1

16 November 2018



Hon Stephan Knoll  
Minister for Transport  
Level 12, Roma Mitchell House  
136 North Tce  
ADELAIDE SA 5000

Dear Minister,

I write on behalf of my constituent, [6(1)] regarding her eligibility for the South Australian Transport Subsidy Scheme (SATTS).

The Transport Assistance Assessment Officer considered [6(1)] application and supporting information and found that she is currently not eligible for SATSS.

[6(1)] is displeased with her assessment. She explained that it is difficult for her to use busses and she has been injured while doing so in the past.

I attach a copy of [6(1)] correspondence for your reference.

I ask that you investigate my constituents matter and provide any information that will assist me in responding to [6(1)]

Thank you for your assistance.

Yours sincerely

**HON VICKIE CHAPMAN MP**  
Member for Bragg  
Deputy Premier  
Attorney-General

## Bragg EO

---

**From:** [REDACTED] 6(1) [REDACTED]@hotmail.com  
**Sent:** Monday, 5 November 2018 1:00 PM  
**To:** Bragg EO  
**Subject:** ?  
**Categories:** Natalia

Dear Vicki,

I paid \$19.95 for identification photos and applied to use access cabs.

My application was refused.

I think that that decision was wrong for the following reasons.

1. I am getting older now and I find it difficult to get onto and off buses because buses rarely pull over next to the kerb.
2. Recently I fell over while getting into a bus and gashed my leg which bled from 7am until 8.20 am when it was looked at. I could not get a doctor's appointment until about 5 days later when it was too late to have the needed stitches.
3. Then on May 30th 2018 I fell while trying to catch a bus. I went to emergency at the RAH due to the severe pain. I had an anaesthetic to put the right shoulder back into place. I had torn 2 tendons and fractured my arm in 4 places. I therefore stayed in hospital and then a nursing home for 2 months because of the injury.
4. Another point to consider is the fact that there is too much distance between bus stops in the city now. The new timetables are also not good enough for my bus gets me into town and then I need to wait for nearly 15 minutes for the connecting bus due to mine arriving too early and the other one later.

I feel that I should be able to have access to access cabs to go to appointments etc.

I wonder if you could enable this to happen. Thanks for your anticipated help. Kind regards,

6(1)

My application number is 6(1) and the address to contact the organization is  
South Australian Transport Subsidy Scheme,  
GPO Box 2830  
Adelaide SA 5001.





Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

18MTIL3576

Hon Vickie Chapman MP  
Member for Bragg  
357 Greenhill Road  
TOORAK GARDENS SA 5065

*Vickie*  
Dear Deputy Premier

Thank you for your letter on behalf of [REDACTED] 6(1), regarding eligibility for the South Australian Transport Subsidy Scheme (SATSS).

Firstly, I was sorry to hear about [REDACTED] 6(1) recent experiences with using public transport and hope she has recovered well.

I am advised by the Department of Planning, Transport and Infrastructure (DPTI) that SATSS is to assist people with permanent mobility issues who cannot use public transport, either independently or with the aid of a companion/carer.

While I sympathise with [REDACTED] 6(1) circumstances and appreciate that it may be easier for her to access taxi services, her application for assistance through SATSS was assessed as not eligible, as her treating doctor indicated that she is capable of using public transport and has no mobility issues. In addition, SATSS eligibility criteria does not consider:

- availability or proximity to public transport
- length of journey or timetable problems, such as having to catch two or more buses or inconvenient timetables
- ability to drive or ownership of a motor vehicle; or
- financial constraints.

However, if [REDACTED] 6(1) circumstances change in the future, I encourage her to reapply at that time.

[REDACTED] 6(1) may also be interested to know that the State Government is seeking to introduce a fully accessible bus fleet as soon as it is financially and operationally possible. Currently the Adelaide Metro bus fleet is 92% accessible.

While drivers are instructed to be alert for customers who may require assistance when boarding and alighting the bus, should [REDACTED] 6(1) feel that the bus is too far away from the kerb, she may ask the driver to lower the front of the bus or deploy the ramp. Drivers who fail to lower buses or deploy ramps on request may be subject to counselling.

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



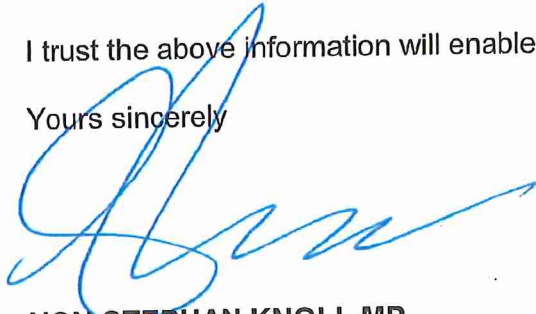


Nonetheless, DPTI apologises for any inconvenience or distress caused to **6(1)** **6(1)** on the occasions where she has had difficulty boarding or alighting the bus.

I also encourage **6(1)** to access the real-time passenger information which is available at [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au). The information includes over 7650 bus stops, tram stops and train stations and shows not only how far away a specific bus is to your stop, but also if that bus is accessible. In addition, using this website will enable **6(1)** to use the Journey Planner, to ensure she is aware of the best public transport options, and make an informed decision about her travel arrangements to reduce any wait times at bus stops. Alternatively, **6(1)** can contact the Adelaide Metro InfoLine on telephone number 1300 311 108 and speak with a Customer Service Officer.

I trust the above information will enable you to respond to **6(1)**

Yours sincerely



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

10 January 2019

18MTIL3993



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

Hon Tim Whetstone MP  
Member for Chaffey  
PO Box 959  
BERRI SA 5343

Dear Minister

Thank you for your email, on behalf of your constituents and local Aged Care providers, regarding wheelchair accessible transport services in the Riverland Region and the South Australian Transport Subsidy Scheme (SATSS).

I am advised by the Department of Planning, Transport and Infrastructure (DPTI) that the terms and conditions for accepting SATSS vouchers have not changed and the Government continues to support those in our communities who are unable to utilise the public transport system.

All country taxis must accept SATSS vouchers as per regulations 3 and 150A (1) of the Passenger Transport Regulations under the Passenger Transport Act 1994.

Should any taxi driver not accept SATSS vouchers, they will be in breach of their conditions of operator accreditation.

If you receive any further complaints from your constituents, please advise them to call the taxi customer feedback line on 1300 311 108 or the South Australian Transport Subsidy Scheme 1300 360 840. These reports assist DPTI in its investigations and ensure that those in need are receiving the assistance made available by this scheme.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Stephan Knoll', written over a large blue scribble.

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

10 January 2019

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)



19MT11450



Government  
of South Australia

The Hon Stephan Knoll MP  
Member for Schubert

Mr David Basham MP  
Member for Finniss  
71 Victoria Street  
VICTOR HARBOR SA 5211

*David*  
Dear Mr Basham

Thank you for your letter on behalf of [REDACTED] 6(1), regarding the South Australian Taxi Subsidy Scheme (SATSS).

I am advised by the Department of Planning, Transport and Infrastructure that for SATSS members who are not eligible for the National Disability Insurance Scheme (NDIS), nothing will change as a consequence of the implementation of the NDIS. Transport support will continue to be provided according to the current 'Conditions of Use' for SATSS members.

For SATSS members who are also members of the NDIS, a transitional arrangement in relation to SATSS support is being implemented while the National Disability Insurance Agency develops its transport policy and the State Government considers its long term position in relation to SATSS support.

Under this transitional arrangement, SATSS members who have transitioned to the NDIS will be issued one further book of 80 SATSS vouchers when they re-order voucher books before 30 June 2019. These vouchers will remain valid after this date.

Should [REDACTED] 6(1) require any further information, I encourage her to contact SATSS on telephone 1300 360 840 between 9am and 5pm, Monday to Friday.

I trust this information is of assistance and will enable you to respond to [REDACTED] 6(1).

Yours sincerely

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

*17/5* /2019

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)



**Heinemann, Katelyn (DPTI)**

---

**From:** DTF:Treasurer  
**Sent:** Wednesday, 2 October 2019 3:19 PM  
**To:** DPTI:Minister Knoll  
**Subject:** TRS19D1804 - Final  
**Attachments:** TRS19D1804 - Final - Min. Knoll.pdf

Good afternoon

Please find attached TRS19D1804 correspondence from the Treasurer, the Hon Rob Lucas MLC.

Kind regards,

The Correspondence Team to the  
Hon Rob Lucas MLC  
Treasurer

Ph: 8226 1866  
Department of Treasury & Finance  
PO Box 2264 | ADELAIDE SA 5001



Information contained in this e-mail message may be confidential and may also be the subject of legal professional privilege or public interest immunity. If you are not the intended recipient, any use, disclosure or copying of this document is unauthorised.





Government  
of South Australia

Office of the  
Treasurer  
Level 8  
State Administration Centre  
200 Victoria Square  
Adelaide SA 5000  
GPO Box 2264  
Adelaide SA 5001  
DX 56203 Victoria Square  
Tel 08 8226 1866  
treasurer.dtf@sa.gov.au

MINUTES *forming* ENCLOSURE to:

Physical ID: TRS19D1804  
19MTI71122

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

---

**RE: NATIONAL DISABILITY INSURANCE AGENCY AND THE SOUTH AUSTRALIAN  
TRANSPORT SUBSIDY SCHEME**

I refer to your minute of 17 July 2019 seeking reinstatement to the Department of Planning Transport and Infrastructure (DPTI) of the South Australian Transport Subsidy Scheme (SATSS) budget that was transferred to the Department of Human Services to meet the state's National Disability Insurance Scheme (NDIS) contribution.

The transfer of budget (\$1.8 million per annum from 2019-20, indexed) recognises that the National Disability Insurance Agency (NDIA) is expected to assume responsibility for transport subsidies or similar transport services for those SATSS clients that have transferred to the NDIS, and is consistent with the principles to determine the responsibilities of the NDIS and other service systems, as agreed by the Council of Australian Governments (COAG principles).

I understand that the NDIS is currently not meeting the level of transport support expected through the agreed COAG principles. Accordingly, to ensure that people with disabilities are not disadvantaged in the transition to the NDIS, the government has publicly committed to extend the scheme for all current members until the end of 2019. Reflecting this publicly announced position, I propose that the associated funding implications for the Department of Planning, Transport and Infrastructure (DPTI) will be resolved as part of the 2019-20 Mid-Year Budget Review.

In the meantime, state and territory disability ministers are continuing to work with the National Disability Insurance Agency to resolve this issue. I encourage DPTI to continue to advise individuals to seek an NDIS assessment in order to receive appropriate transport supports in their NDIS plan in the future.

**Hon Rob Lucas MLC**  
Treasurer

28 September 2019