

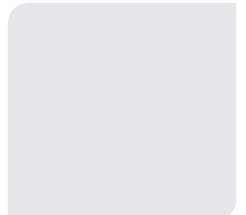
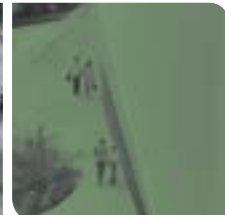
DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

ANNUAL REPORT 2012-13



Government of South Australia

Department of Planning,
Transport and Infrastructure



Prepared by the Department of Planning, Transport and Infrastructure, September 2013.

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The Honourable John Rau MP
Minister for Planning

The Honourable Tom Koutsantonis MP
Minister for Transport and Infrastructure
Minister for Housing and Urban Development

The Honourable Michael O'Brien MP
Minister for Road Safety

The Honourable Chloë Fox MP
Minister for Transport Services

The Honourable Leon Bignell MP
Minister for Recreation and Sport

Dear Ministers

I am pleased to present the Annual Report of the Department of Planning, Transport and Infrastructure (the department) for the year ending 30 June 2013.

The report is a submission to Parliament and complies with the requirements of the *Public Sector Act 2009*, *Public Finance and Audit Act 1987* and other relevant Acts.

The Commissioner of Highways report under the provisions of the *Highways Act 1926* and the Rail Commissioner report under the provisions of the *Rail Commissioner Act 2009* are also incorporated into this report.

Yours sincerely



Rod Hook
CHIEF EXECUTIVE
DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

27 September 2013

Commissioner of Highways Statement

As Commissioner of Highways I am charged with the duty of carrying the *Highways Act 1926* (the Act) into effect. Pursuant to section 28 of the Act the Commissioner has powers to make further and better provision for the construction and maintenance of roads and other works. In discharging these requirements under the Act, the Commissioner has the obligation to report on the operation of the Act.

Under my direction, the department continues to meet the requirements of the Act and to meet the policy objectives of the government. The requirements of the Act and the role, responsibilities and objectives of the department are intrinsically linked. Accordingly, I am pleased to provide the following report of the department as a report satisfying the requirements of the Act. Financial matters relating to the Highways Fund have been incorporated into the Financial Statements of the department and the notes to and forming part of the statements.



Rod Hook

COMMISSIONER OF HIGHWAYS

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Rod Hook
CHIEF EXECUTIVE
September 2013

FOREWORD

I always take great pride in our organisation's capacity to deliver for the people of South Australia and so in presenting the *Department of Planning, Transport and Infrastructure 2012-13 Annual Report* I present an agency that has built strongly on that legacy in the last 12 months.

Like any other financial year, this one has presented no shortage of challenges but through the collective efforts of more than 3500 people the Department of Planning, Transport and Infrastructure (DPTI) has risen to each and every one of them.

Nowhere is that better exemplified than in the work the department has done to save lives on our State's roads.

It is work that I am extremely pleased to report culminated in South Australia recording the lowest annual road toll in its history in 2012.

While we have had somewhat sobering results in 2013, to think that the endeavour of our people right across the department - be they in road safety policy, road maintenance, road planning or regulation and enforcement - has saved someone's life is genuinely rewarding and satisfying.

It is a sense of collaboration that I am pleased to report is typical of the approach we are taking to delivering the State Government's planning, transport and infrastructure agenda.

As a result we find ourselves at a genuinely exciting point in time where we can watch the fruits of our labour materialise as a host of once in a generation projects, programs and reforms come on line.

Many are changing the way we live, work and do business forever.

This year the department has continued to deliver the largest investment in public infrastructure South Australia has ever seen.

The full rebuild of Adelaide's rail network has reached its final stages

and we will see the city's first electric rail service operating early in 2014.

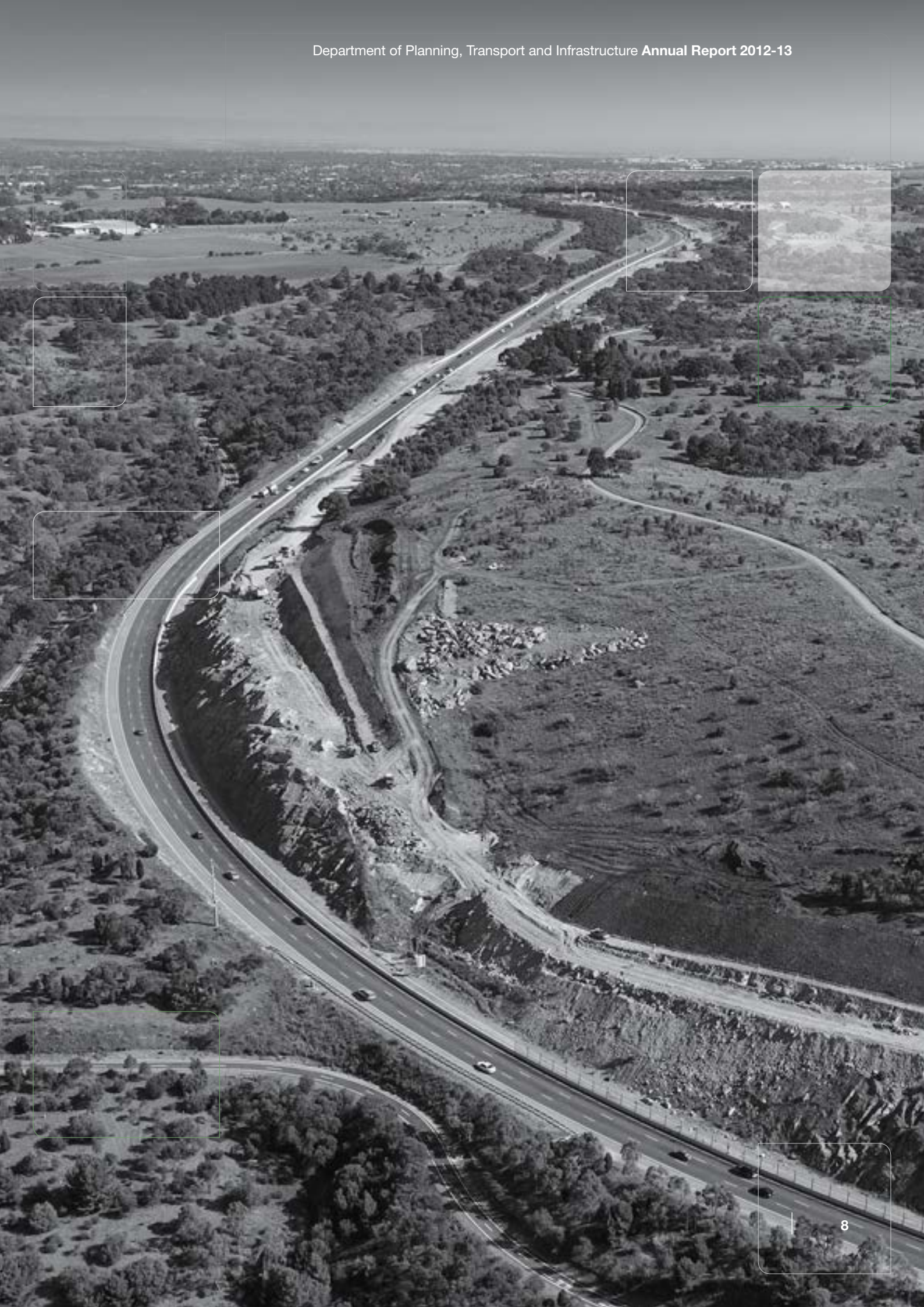
Our brand new fleet of trains will be bringing people to a much more vibrant city centre and into the heart of the Riverbank Precinct soon to be Adelaide's new postcard destination and home to Australia's most modern sport and entertainment precinct.

The big build going on right around South Australia highlights the positive outcomes that have been driven by the integration of the State's transport, planning and infrastructure resources under the department some 18 months ago.

And I am pleased to report the agency's fundamental role in setting strategic directions for the State has been strengthened further with the addition of the Office for Design and Architecture in the last year.

South Australians already live safe in the knowledge their city and State is among the very best places in the world to live, and I am equally certain that the work the department is doing will make it even better.

In delivering this annual report I would like to acknowledge the leadership and support provided by our Ministers: the Honourable John Rau MP, Minister for Planning; the Honourable Tom Koutsantonis MP, Minister for Transport and Infrastructure and for Housing and Urban Development; the Honourable Michael O'Brien MP, Minister for Road Safety; the Honourable Chloe Fox MP, Minister for Transport Services; and the Honourable Leon Bignell MP, Minister for Recreation and Sport.



HIGHLIGHTS FOR 2012-13

VIBRANT CITY INITIATIVES

Planning reforms introduced in March 2012 are supporting development and sending a positive message to investors that Adelaide is 'open for business'. The reform package includes case management for development projects over the value of \$10 million within the City of Adelaide. These reforms are supporting over **\$2.9 billion** worth of potential investment in the city, including:

- > 19 projects approved by the Development Assessment Commission (DAC) to the value of \$690 million
- > 2 projects currently being considered by DAC to the value of \$84 million
- > 28 case managed projects to the value of \$1.57 billion, including:
 - 13 mixed use projects which include residential, retail, office and/or hotel uses (\$1.38 billion)
 - 3 residential apartment projects (\$123 million)
 - 3 interior and/or exterior refurbishments (\$76 million)
 - 9 potential projects with a value of \$550 million.

Through its case management service the department continues to support small licensed venues to set up and grow or existing venues to relocate or expand through securing planning and building approvals.

Leigh and Bank Streets Demonstration Projects form links in the proposed pedestrian and cycle-friendly route from South Terrace to North Terrace and beyond via the Riverbank Precinct and Riverbank Bridge to Adelaide Oval.

These demonstration projects were delivered by the department in partnership with Adelaide City Council. In the case of Bank Street independent evaluation indicated a 50 per cent increase in the use of the street by cyclists and strong street trader and user support.

THE PLAYFORD GROWTH AREA STRUCTURE PLAN

The urban growth areas of Angle Vale, Virginia and Playford North, together with significant employment land at Edinburgh, will play an important role in the future growth of Greater Adelaide over the next 30 years.

The Structure Plan unveiled this year incorporates improved provision for road infrastructure, new housing, expansion of schools, sports fields, extended public transport, and drainage and sewerage.

This is the most detailed and comprehensive planning process ever undertaken in South Australia to implement *The 30-Year Plan for Greater Adelaide*.

The Structure Plan will be progressively implemented to provide for an additional 38 000 houses and 100 000 people over 30 years.

IMPLEMENTING THE ROAD SAFETY ACTION PLAN

In 2012 South Australia recorded its lowest road toll (94) since record keeping began in 1967. Serious injuries were also at a record low (761).

Road Safety Minister Jennifer Rankine released a discussion paper outlining six proposals aimed at reducing the over-representation of motorcycle deaths and serious injuries.

The Road Rules Refresher was launched on 27 December 2012 and has been embraced by drivers keen to ensure their road rules knowledge is up to date.

NORTH-SOUTH CORRIDOR

The development of the north-south corridor continued from Gawler to Old Noarlunga to support economic growth in SA. The project will provide free-flowing road links connecting expanding industrial and residential growth areas in the north and the south.

In 2012-13 significant progress was made on construction of the South Road Superway between the Port River Expressway and Regency Road. The \$842 million project is the biggest single investment in a South Australian road project and the state's most complex engineering road construction project to date. The project is on track to be open to traffic by the end of 2013.

The department is also well on the way to delivering the \$407.5 million duplication of the Southern Expressway by mid 2014. The duplication of the 18.5 km new carriageway on the western side of the existing road will convert the expressway into a two-way connection between Bedford Park and Old Noarlunga.

Further federal funding to build on recently completed projects along the corridor, including the Northern Expressway, Gallipoli Underpass and the Glenelg Tram Overpass, will be made available.

RAIL SAFETY REGULATOR

The department progressed the establishment of the Office of the National Rail Safety Regulator (ONRSR) under the *Rail Safety National Law (South Australia) Act 2012*, with rail safety regulation transferring from the department on 20 January 2013.

The ONRSR has responsibility for regulatory oversight of rail safety law in the jurisdictions of South Australia, New South Wales, Tasmania and the Northern Territory.

The introduction of the single national regulator is part of the move to a national system of regulation across road, marine and rail. Reform will deliver a national transport system that is safe, secure, efficient, reliable and integrated and that supports national social, economic and environmental prosperity.

Subject to the passage of applied or mirror legislation, it is expected that Victoria, Queensland, the Australian Capital Territory and Western Australia will also be regulated by the ONRSR during 2013-14.

MCLAREN VALE OVERPASS

Construction of the \$18 million Victor Harbor Road overpass at Main Road in McLaren Vale was completed in 2012-13, transforming the T-junction into a free-flowing roadway and reducing the potential for major crashes.

The project included construction of a bridge to take Main Road traffic over Victor Harbor Road, deviation of two local roads, relocation of a portion of the Coast to Vines Rail Trail, relocation of some property accesses, land acquisition and landscaping work.

The project was delivered on schedule and under budget, receiving positive feedback from the community and winning the Civil Contractors Federation's (SA) 2013 Earth Award for Excellence.

MARINE FACILITIES WORKS

In 2012-13 the department substantially completed the refurbishment of the Port Bonython jetty walkways and mooring structures.

Approximately \$12 million has been spent over the past two years undertaking predominately steel refurbishment work on the jetty, which is critical in ensuring continued safe and efficient operation.

Other marine works undertaken in 2012-13 included:

- > refurbishment of the Southend jetty
- > reconstruction of the Anxious Bay boat ramp
- > dredging of the North Haven entrance channel
- > installation of new aids to navigate in the Franklin Harbour channel
- > commencement of the Vivonne Bay jetty refurbishment
- > installation of a breasting dolphin at the Cape Jervis ferry terminal.

ROAD SHOULDER SEALING, REHABILITATION AND RESURFACING

The department rehabilitated or resurfaced approximately 720 lane kilometres of road across South Australia in 2012-13.

The department also sealed approximately 180 lane kilometres of shoulders.

DEDICATED BUS LANES

Priority bus lanes were installed along Grenfell Street, Currie Street and East Terrace in the city and along West Terrace and ANZAC Highway. These dedicated lanes operate between 7 am and 7 pm, Monday to Friday and can be used by buses, taxis, cyclists and emergency vehicles.

A post implementation study has demonstrated that the dedicated lanes improve bus reliability. The provision of bus lanes reflects the State Government's vision to create a more vibrant city and is in line with the Adelaide City Council's Smart Move Strategy, which supports bus movement priority.

PEDESTRIAN COUNTDOWN TIMERS

Pedestrian countdown timers were installed on North Terrace, King William Street, Port Road, The Parade and Henley Beach Road. The timers provide information to pedestrians about the time remaining to cross the road and align with the State Government's vision to create a vibrant city.

Further countdown timers are proposed for high pedestrian activity areas in the metropolitan area.

METROCARD

The new Adelaide Metro smartcard ticketing system was successfully launched in November 2012. Uptake of the Metrocard has exceeded targets with over 250,000 Metrocards sold and over 25 million validations accounting for 80 per cent of all validations as at 30 June 2013.

RAIL REVITALISATION

Major work on the 550-metre underpass that forms the centrepiece of the \$110 million Goodwood Junction upgrade was undertaken during 2013 and new track is now being laid through the underpass.

Major construction of a new station at Wayville started in April 2013. The new station will provide canopied platforms servicing both the Belair and the Seaford (formerly Noarlunga) lines. The project also involves construction of a new pedestrian footbridge over the rail lines and station platforms. The pedestrian footbridge will include a lift for easy access to station platforms.

Construction of St Clair station, located approximately 8.7 km from Adelaide on the Outer Harbor line, also commenced in May 2013. The new station includes architecturally designed shelters, seating, wind break screens, improved lighting, CCTV surveillance and emergency telephones.

Electrification of the Adelaide to Noarlunga line and the Seaford Rail Extension continued, with electric passenger services scheduled to commence in early 2014.

Track upgrade works between Oaklands and the city, and the Belair line between Goodwood and the city has been completed.

Track upgrades on the Adelaide rail network have spanned more than four years and so far has comprised:

- > new track - 166 km
- > concrete sleepers - 240 000
- > tonnes of ballast - 720 000
- > volume of excavations - 1 400 000 tonnes
- > timber sleepers removed - 220 000

Platforms 1-4 of the Adelaide Yard were prepared for electrification, involving a month long closure starting in January 2013.

BUILDING MANAGEMENT

In 2013 Building Management progressed the transition of the Department for Health and Ageing and the South Australia Fire and Emergency Commission assets into the \$210 million per annum Across Government Facilities Management Arrangements.

The group managed a \$2 billion program of more than 400 building construction projects including Flinders Medical Centre, Port Augusta Prison, Gawler Birth to Year 12 School, Cavan Youth Training Centre and Adelaide Botanic Gardens First Creek Wetland.

OFFICE FOR RECREATION AND SPORT

Funding and design for the development of the Port Augusta Community Sports Hub was approved in February 2013. The State Government has provided \$5 million towards the total project cost of \$15 million. The project, to be completed by March 2014, will see the refurbishment of the existing oval and construction of a multi-purpose club room, an 11-court outdoor floodlit netball facility, a new multi-use indoor sports stadium, canteen, spectator viewing areas and a members and function space.

The State Government announced \$28.7 million for the redevelopment of The Parks Community Centre. The Office for Recreation and Sport provided input into design requirements for improved recreation and sport facilities, including a new 25-metre pool, indoor children's pool, refurbished indoor courts and fitness centre and new soccer fields. A tender and procurement process is underway with the aim of securing an operator for the facility ahead of the opening in December 2013.

THE BIG BUILD

There is a growing sense that Adelaide is on the cusp of change that will make it one of the world's great small cities.

It's frequently listed among the top cities in the world and the most liveable in Australia.

It's a place that is becoming more vibrant and attractive with more people choosing to live, work, invest and spend time here.

The cranes on the skyline are more than just a sign of building activity; they're showcasing a city that is literally growing upwards.

The city is projecting the values of our state – creativity and openness to the world – with Adelaide becoming the business and tourism gateway for investors, students and visitors.

The already world renowned Adelaide Oval will soon become one of Australia's premier sporting and entertainment venues and a catalyst for a resurgence in city activity.

An elegant footbridge over the River Torrens will link the oval with the rapidly evolving riverbank precinct, emerging laneways and major public transport hubs.

Investment, both public and private, is bringing the best in apartment living, culinary delights, hospitality and retail to Adelaide.

The most progressive planning rules in Australia are encouraging development across the city and along major roads in the suburbs, spurred on by upgrades to Rundle Mall and Victoria Square.

Major works to deliver a modern passenger rail network and a strategic north-south transport corridor continue around the CBD, enabling quicker and more efficient travel around the city.

The completion of the South Road Superway and a dual carriageway on the Southern Expressway will bolster our road network, drive economic activity and improve liveability even further.

The new Royal Adelaide Hospital will be Australia's most modern hospital, providing world class medical services in walking distance of transport, research facilities, universities and the Park Lands.

A focus on cycling, walking and public transport investment will make it easier for all South Australians to live a sustainable and active lifestyle.





ABOUT THE DEPARTMENT

WORKING TOGETHER TO CONNECT THE PEOPLE AND PLACES OF SOUTH AUSTRALIA

The department works as part of our community to deliver effective planning policy, efficient transport and social and economic infrastructure.

We are committed to harnessing the diversity of our purposes and our people to improve the lifestyle of all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

GUIDING PRINCIPLES

Our philosophy is for the department workforce to be





ORGANISATIONAL CHART

The following structure of the Department of Planning, Transport and Infrastructure was in place at 30 June 2013.

Ministers

Hon JOHN RAU MP
Minister for Planning

Hon TOM KOUTSANTONIS MP
Minister for Transport and
Infrastructure
Minister for Housing and Urban
Development

Hon MICHAEL O'BRIEN MP
Minister for Road Safety

Hon CHLOË FOX MP
Minister for Transport Services

Hon LEON BIGNELL MP
Minister for Recreation and Sport

Groups

Office of the Chief Executive
Rod Hook
Chief Executive
Commissioner of Highways

Planning
John Hanlon
Deputy Chief Executive

Transport Services
Andy Milazzo
Deputy Chief Executive

Public Transport
Emma Thomas
Deputy Chief Executive

Business Services
Lino Di Lernia
Deputy Chief Executive



GROUP OPERATIONS

OFFICE OF THE CHIEF EXECUTIVE

The Office of the Chief Executive provides timely and high level support to the Chief Executive, including strategic planning, people and culture, governance and organisational management. It also encompasses the department's strategic projects focus, communication and community relations functions and the Kangaroo Island Futures Authority (KIFA).

PLANNING

The Planning Division is responsible for land use, transport and infrastructure planning for the state and provides leadership and strategic advice on design, architecture and urban design to the South Australian Government. It also oversees vehicle registration and licensing, statutory land services, the Office of Cycling and Walking, and the department's road safety functions. In addition, it is the lead agency in delivering the state government's strategic priority of creating a vibrant city.

BUSINESS SERVICES

Business Services provides across-government building and property management services, corporate services within the department, and policy and services related to recreation, sport and racing.

PUBLIC TRANSPORT SERVICES

Public Transport Services is responsible for the operation and regulation of the passenger transport network, including bus, train and tram services and the regulation of the state's taxi industry. This includes supporting the provision of regional and community passenger transport networks. The focus is on managing the delivery of the significant capital investment in public transport, including electrification of rail and initiatives to provide a safe, effective and customer-focused public transport network for all South Australians.

TRANSPORT SERVICES

Transport Services is responsible for maintenance, upgrading and operation of the state's arterial and outback road network and regulation of heavy vehicles. It also maintains and upgrades State controlled marine facilities and regulates maritime safety.



SOUTH AUSTRALIA'S STRATEGIC PLAN TARGETS

ACHIEVING THE OBJECTIVES OF SOUTH AUSTRALIA'S STRATEGIC PLAN

South Australia's Strategic Plan guides individuals, community organisations, governments and businesses to secure the wellbeing of all South Australians. The department has lead responsibility for or contributes to the targets related to:

- > our community
- > our prosperity
- > our environment
- > our health
- > our education
- > our ideas.

OUR COMMUNITY

TARGET 1: URBAN SPACES

Increase the use of public spaces by the community.

The department provides significant investment in strategic State Government projects and grants to support the increase in open space and public realm across South Australia. These include:

- > social infrastructure projects such as the First Creek Wetland at the Adelaide Botanic Gardens
- > upgrade of the Adelaide Railway Station to enable easier public access and a safer environment
- > new developer requirements intended to stimulate more activity and vibrant places for people in the City of Adelaide and around the Park Lands, with new assessment processes to support better designed public realm
- > the 5000+ project, which involved the community in discussions about how public space is used and developed through its Integrated Design Strategy for Inner Adelaide, Place Shaping Framework and Collaborative City Exhibition
- > the Leigh and Bank Streets Demonstration Projects, which showed how city side streets can be transformed into more attractive and safer environments for pedestrians and cyclists with minimum expenditure and traffic impacts
- > the *Streets for People Compendium for South Australian Practice*, which details the best in global design for innovative pedestrian/cycling friendly streets to meet national standards and regulations
- > Places for People and Open Space grants.

TARGET 2: CYCLING

Double the number of people cycling in South Australia by 2020.

The State Government progressed its four-year, \$12 million program to construct dedicated cycling and walking routes, known as greenways, across Adelaide to make cycling safer and more attractive.

Highlights include:

- > construction of the final sections of the Adelaide to Marino Rocks Greenway and early works on the Adelaide to Outer Harbor Greenway
- > improvements to bicycle safety and access to and within the City of Adelaide, including more green bicycle lanes
- > stage 3 of the Amy Gillett Bikeway and maintenance of Riesling, Mawson and Kidman trails and Eagle Mountain Bike Park
- > 10 community grants to support more cycling for transport
- > Way2Go Bike Ed in schools delivered to about 3000 students
- > support for Adelaide's successful bid to host the 2014 Velo-city Global conference and development of the conference program.

TARGET 4: TOURISM INDUSTRY

Increase visitor expenditure in South Australia's total tourism industry to \$8 billion and on Kangaroo Island to \$180 million by 2020.

The Kangaroo Island Futures Authority has been working with Tourism Kangaroo Island, the South Australia Tourism Commission and Tourism Australia to build and attract investment for a sustainable tourism industry.

Highlights include:

- > destination marketing activities
- > promotion of opportunities for funding tourism infrastructure such as accommodation
- > assistance to the Kangaroo Island Council to develop a funding proposal for the upgrade of the Kingscote Airport and present it to the federal government
- > support for a multi-day walks project showcasing local landscapes, produce, flora and fauna
- > research into opportunities for branding, business development and collaboration with tourism operators and local food, wine and arts groups.

TARGET 6: ABORIGINAL WELLBEING

Improve the overall wellbeing of Aboriginal South Australians.

The department's initiatives included support for:

- > community events such as NAIDOC, Reconciliation Week and the Kari Munaintya Tram
- > the Walpaara Anpa Awards to Year 10 Aboriginal students to assist with education and encourage future learning
- > the integration of economic infrastructure projects with planning for social programs and related building projects in remote indigenous communities
- > the Indigenous Sport Program, which supported more than 3000 Aboriginal and Torres Strait Islander people taking part in recreation and sport and 49 training as coaches, volunteers and officials
- > training and education programs to address the over-representation of Aboriginal people in serious vehicle crashes and inform parents and service providers in remote Aboriginal communities about the importance of child restraints in cars
- > the Aboriginal Driver Licensing Program, driver education activities and proposals to remove licensing barriers to remote Aboriginal communities
- > internal Aboriginal employment through Yurangka Kari cadetships, Aboriginal Clerical Traineeships and the Workforce Participation in Construction framework, as well as the engagement of local Aboriginal people on projects in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands
- > programs designed to increase staff understanding of South Australian history and the issues faced by Aboriginal South Australians in order to build stronger relationships in the workplace and community.

TARGET 13: WORK-LIFE BALANCE

Improve the quality of life of all South Australians through maintenance of a healthy work-life balance.

The department continued to deliver on its commitment to provide a work environment that is stimulating and interesting, safe and responsive to employee needs and responsibilities, and soundly based on departmental and public sector values and standards.

Highlights include:

- > providing access to flexible working arrangements
- > piloting of Family Rooms at two worksites
- > facilitating employee wellbeing programs, including health assessments
- > introduction of the Culture Ignition program to create a positive work environment and encourage collaboration and high performance.

TARGET 21: GREATER SAFETY AT WORK

Achieve a 40 per cent reduction in injury by 2012 and a further 50 per cent reduction by 2022.

The department introduced:

- > the Fleetminder satellite monitoring system to help manage the health, safety and welfare of staff working in remote areas
- > asbestos awareness sessions and new guide notes for asbestos management in government buildings, updated to align with the *Work, Health & Safety Act 2012* and associated regulations and prepared in consultation with SafeWork SA
- > new safeworking rules and procedures for the Adelaide Metropolitan Rail Network to align with national guidelines and contemporary safeworking arrangements and clarify responsibilities on and around the network.

TARGET 22: ROAD SAFETY

Reduce road fatalities and serious injuries by at least 30 per cent by 2020.

South Australia achieved its lowest road toll in 2012 (94) since official record keeping began in 1967. Serious injuries were also at a record low (761).

Other highlights include:

- > development of six proposals aimed at reducing the over-representation of motorcycle-related deaths and serious injuries
- > implementation of a Road Rules Refresher campaign
- > assistance to Aboriginal people in the APY Lands and other remote regions to obtain drivers licences
- > education, training and provision of child restraints in remote Aboriginal communities
- > introduction of new speeding penalties that better reflect the associated road safety risks
- > public consultation on reforms to the Graduated Licensing Scheme for novice drivers
- > continued delivery of the Way2Go program to more than 100 schools with a primary enrolment and expansion to 14 additional schools
- > provision of 45 community grants in partnership with the Motor Accident Commission.

TARGET 24: VOLUNTEERING

Maintain a high level of formal and informal volunteering in South Australia at 70 per cent participation rate or higher.

The department:

- > worked with volunteer group Friends of the One and All Sailing Ship Inc to increase their involvement in coordinating sailing and shore-based educational and community activities associated with the sail training vessel
- > undertook repairs on the historic tall ship *Falke* to allow volunteers to continue to maintain the vessel in a safe museum-standard condition and ensure access by the community
- > developed the online tool V-Star – Find Them, Keep Them, Back Them to help sport and recreation clubs better manage their volunteers by assessing their current management, developing action plans and downloading information and templates
- > provided free public transport to volunteers, including: St John's volunteers working at major events such as the Christmas Pageant, Clipsal 500 and the Royal Adelaide Show; African Women's Federation and Coast FM community radio volunteers working at the Show; and financially disadvantaged volunteers working at public hospitals.

TARGET 30: BOARDS AND COMMITTEES

Increase the number of women on all State Government boards and committees to 50 per cent on average by 2014, and maintain thereafter by ensuring that 50 per cent of women are appointed, on average, each quarter.

At 30 June 2013 the department was responsible for 21 government boards and committees. Of the total 183 members, 31 per cent were women, an increase of 2 per cent on the previous year.

TARGET 31: CHAIRS OF BOARDS AND COMMITTEES

Increase the number of women chairing State Government boards and committees to 50 per cent by 2014.

Of the 21 government boards and committees the department was responsible for, three have a rotating chair with both male and female representation. Of the remaining 18 government boards and committees, 24 per cent were chaired by women, an increase of 0.5 per cent on the previous year.

TARGET 32: CUSTOMER AND CLIENT SATISFACTION WITH GOVERNMENT SERVICES

Increase the satisfaction of South Australians with government services by 10 per cent by 2014, maintaining or exceeding that level of satisfaction thereafter.

Milestones include:

- > a 3.9 per cent increase, from 87.2 per cent to 91.1 per cent, in the satisfaction rating for in-government facilities management services
- > a reduction in public transport-related complaints
- > a reduction in taxi-related complaints

- > implementation of a disaster recovery system for the Registration and Licensing IT system to ensure protection of revenue and continuation of business services to the public
- > introduction of new technology to support more efficient production of drivers licences, firearms licences, SafeWork and high risk work licences.

TARGET 33: GOVERNMENT PLANNING DECISIONS

South Australia leads the nation in timely decisions of development applications through to 2020.

Milestones include:

- > appointment of the first female Valuer-General for South Australia to manage and modernise the State Valuation Office
- > appointment of a new Surveyor-General to oversee and reform state survey infrastructure
- > reform of South Australia's land-use planning system to simplify and standardise policies and allow for more efficient assessment of development applications
- > implementation of a pre-lodgement service to streamline assessments for development projects with a value of more than \$10 million in the City of Adelaide
- > 26 applications for building rules consent assessments completed within statutory timeframes
- > 553 development assessment applications lodged with 359 (65 per cent) processed within statutory timeframes
- > 408 Crown development applications lodged with 367 (90 per cent) processed within statutory timeframes
- > 2854 land divisions lodged with 1798 (63 per cent) processed within statutory timeframes.

OUR PROSPERITY

TARGET 44: ABORIGINAL LANDS – NATIVE TITLE

Resolve 80 per cent of native title claims by 2020.

The department continued to carry out land tenure searches to facilitate native title determination in South Australia by the Attorney-General's Department. This involves accessing historic records in the Land Register and associated mapping records, as well as the use of Geographic Information System tools.

TARGET 50: PEOPLE WITH DISABILITY

Increase by 10 per cent the number of people with a disability employed in South Australia by 2020.

At 30 June 2013 1.3 per cent of the department's employees identified themselves as having an ongoing disability, as defined under the *Disability Discrimination Act 1992*, compared with the baseline of 1.9 per cent at 30 June 2009.

TARGET 52: WOMEN

Have women comprising half of the public sector employees in the executive levels (including Chief Executives) by 2014 and maintain thereafter.

At 30 June 2013 women made up 23.9 per cent of the department's executives.

TARGET 53: ABORIGINAL EMPLOYEES

Increase the participation of Aboriginal people in the South Australian public sector, spread across all classifications and agencies, to 2 per cent by 2014 and maintain or better those levels through to 2020.

At 30 June 2013 Aboriginal people made up 1.6 per cent of the department's workforce.

TARGET 56: STRATEGIC INFRASTRUCTURE

Ensure that the provision of key economic and social infrastructure accommodates population growth.

The department delivered the following infrastructure works:

- > the Adelaide Oval redevelopment, including preparations for construction of the Southern Stand for the 2013 Ashes Test
- > stage 1 of the Adelaide Convention Centre redevelopment
- > foundations for the River Torrens pedestrian bridge
- > improvements to the Park and Ride network, including additional parking at Seaford and Seaford Meadows, the Entertainment Centre and Klemzig Interchange, and construction of the Tea Tree Plaza O-Bahn Commuter Car Park, a 700-space, multi-deck car park with metrocard payment
- > the final stages of the Glengowrie Tram Depot upgrade
- > redevelopment of the Parks Community Centre into a sport and community hub

- > the Remote Airstrip Upgrade Program to improve access for remote communities to emergency services, including the Royal Flying Doctor Service; typical projects include sealing of aircraft pavements, lighting and fencing
- > more than 400 major building projects valued at over \$2 billion undertaken for other government agencies, including: redevelopments at Flinders Medical Centre, Port Augusta Prison, Gawler Birth to Year 12 School and Reynella East CPC to Year 12 School; construction of Cavan Youth Training Centre, Adelaide Botanic Gardens First Creek Wetland, Adelaide Entertainment Centre multi-deck carpark addition, Anangu Pitjantjatjara Yankunytjatjara Lands Police Station; and an upgrade to the Adelaide Railway Station
- > development of the Port Augusta Community Sports Hub
- > staged approval of the Port Spencer major development project, comprising port and associated infrastructure on the west coast, to assist in the export of minerals and other bulk commodities
- > major development status conferred to the Port Pirie Transformation Project to improve community health outcomes (through a reduction in lead emissions) and retain an important employment centre and value-adding industry in regional South Australia.

In addition, the department managed its 57 commercial buildings and 361 leases in private sector buildings to accommodate 510 government tenant groups state-wide and administered the Government Employee Residential Properties program to house about 1570 employees in regional sites.

OUR ENVIRONMENT

TARGET 59: GREENHOUSE GAS EMISSIONS REDUCTION

Achieve the Kyoto target by limiting the state's greenhouse gas emissions to 108 per cent of 1990 levels during 2008-2012, as a first step towards reducing emissions by 60 per cent (to 40 per cent of 1990 levels) by 2050.

Highlights were:

- > initial installation of LED lanterns at eight metropolitan traffic signal sites, resulting in an annual energy saving of \$6000 and a reduction in greenhouse gas emissions of 26 tonnes per year
- > energy efficiency improvements at various sites, including work at 136 North Terrace to achieve a 4.5 star energy rating and other initiatives to reduce environmental impacts and energy use
- > projects that have contributed to the reduction of environmental impacts and energy use, such as the National Solar Schools Program, 2009 Green Schools Funding, 2009-10 Green School Grant and the LED lighting trial at Port Augusta TAFE
- > *South Australia's Low Emissions Vehicle Strategy 2012-2016*, which aims to reduce or mitigate barriers to low emission vehicles and accelerate their uptake in the State, resulting in the SA target for greenhouse gas emissions per kilometre for new light vehicles exceeding the national average reduction rate
- > a higher improvement (4.05 per cent) in the reduction in greenhouse gas emissions per kilometre by combined state and local government light vehicle fleets, compared to the national average improvement (3.5 per cent), despite the higher production of emissions per kilometre by the SA fleets
- > provision of grants to support electric vehicle recharging stations at seven sites around Adelaide

- > improvements to the public transport network aimed at increasing passenger use in Metropolitan Adelaide and thereby reducing greenhouse gas emissions and fuel consumption associated with private car use; notably the Electrification Project, involving the introduction of electric railcars and significant track upgrades
- > continued purchase of Euro 5 Environmentally Enhanced Vehicles, a standard above the minimum requirement, for the Adelaide Metro fleet and introduction of a new diesel electric hybrid bus into the City Free service.

TARGET 60: ENERGY EFFICIENCY – DWELLINGS

Improve the energy efficiency of dwellings by 15 per cent by 2020; milestone of 10 per cent by 2014.

The department purchased 15 newly constructed residential properties to accommodate government employees in regional South Australia; all properties have energy efficient fixtures and fittings and are six star rated.

TARGET 61: ENERGY EFFICIENCY – GOVERNMENT BUILDINGS

Improve the energy efficiency of government buildings by 30 per cent by 2020; milestone of 25 per cent by 2014.

The department contributed to the reduction of environmental impacts and energy use by making building energy efficiency improvements at various sites, including the installation of a Climate Wizard air conditioning system, air conditioning upgrades, gas boiler replacement, T5 lighting upgrades and solar panels.

TARGET 63: USE OF PUBLIC TRANSPORT

Increase the use of public transport to 10 per cent of metropolitan weekday passenger vehicle kilometres travelled by 2018.

The estimated metropolitan public transport patronage in 2011-12 was 6.9 per cent of total weekday passenger vehicle kilometres (source ABS), down from previous years due to major service disruptions on the train network related to improvement works and major changes to six Adelaide metropolitan bus service areas.

Patronage is expected to increase following improvements to the north-south bus corridor, re-opening of the Noarlunga line and opening of the extended and electrified Seaford line in early 2014. Plans to increase public transport patronage to major events at Adelaide Oval are likely to have a positive impact.

To support this increase the department:

- > created dedicated bus lanes along Grenfell and Currie streets and West Terrace, in partnership with Adelaide City Council, to facilitate more efficient movement and reliability of buses
- > undertook improvements to the Park and Ride network, including additional parking at Seaford and Seaford Meadows, the Entertainment Centre and Klemzig Interchange and a new multi-storey carpark at the Tea Tree Plaza Interchange.

TARGET 67: ZERO WASTE

Reduce waste to landfill by 35 per cent by 2020; milestone of 25 per cent by 2014.

Waste from a number of department-managed sites has been diverted from landfill to various recycle streams since 2002-03, with 90 per cent of waste from Netley Commercial Park, the Conservatory, South Australian Police City Watch House and Arts SA (Hindley St) now recycled. Work continues with agencies to convert other sites.

TARGET 68: URBAN DEVELOPMENT

By 2036, 70 per cent of all new housing in metropolitan Adelaide will be being built in established areas.

State significant project assessment

Achievements included:

- > finalisation of the Planning Minister's audit and streamlining of major development processes
- > approval of residential, commercial, institutional and educational developments to a value of \$400 million in the City of Adelaide
- > progression of suburban and regional Crown developments, including the Tonsley, Northgate and Bowden regeneration projects, to contribute to the urban consolidation objectives of *The 30-Year Plan for Greater Adelaide*.

Barossa Valley and McLaren Vale character preservation

The department worked in collaboration with councils to define the 'special character' of the Barossa Valley and McLaren Vale (following the passage of new character preservation legislation in January 2013) and to revise the related development plan amendment.

Significant developments in the City of Adelaide

Planning reforms to unlock development potential and revitalise the City of Adelaide as a more vibrant, liveable place attracted over \$2.9 billion worth of potential investment:

- > 19 projects approved by the Development Assessment Commission (DAC) with a total value of \$690 million
- > 2 projects under consideration by DAC with a total value of \$84 million
- > 28 case managed projects with a total value of \$1.57 billion, including 13 mixed residential and commercial use projects (\$1.38 billion), 3 residential apartment projects (\$123 million), 3 interior/exterior refurbishments (\$76 million) and 9 other potential projects (\$550 million).

The reforms also led to several initiatives to support the city's future population growth and liveability:

- > a case management service for development proposals with a value of over \$10 million in the City of Adelaide to work collaboratively with proponents to achieve positive outcomes for the projects and the community
- > a voluntary design review process led by the South Australian Government Architect whereby significant development proposals are reviewed by specialist panels with expertise in building and public realm design

- > the Capital City Design Review Panel, a statutory referral body that supports the South Australian Government Architect in providing comments to DAC on the design quality of development applications.

Control of external sound

Planning and building policies for the control of external sound were developed to protect occupants of residential buildings from the effects of noise and air pollution generated by major transport corridors and activities in mixed-use zones. The policies respond to a commitment in *The 30-Year Plan for Greater Adelaide* to develop a Model Design Code for improving community health and wellbeing.

Maps identifying sources of noise and air pollution were progressively incorporated into council development plans. At July 2013, the new rules applied in: Bowden development in the City of Charles Sturt; Two Wells in the District Council of Mallala; and Lightsview in the City of Port Adelaide Enfield.

Playford Growth Area Structure Plan

This structure plan – the result of a three-year planning, investigation and consultation process with Playford Council, residents and stakeholders - was developed to guide future land use to accommodate projected population and employment growth in the City of Playford.

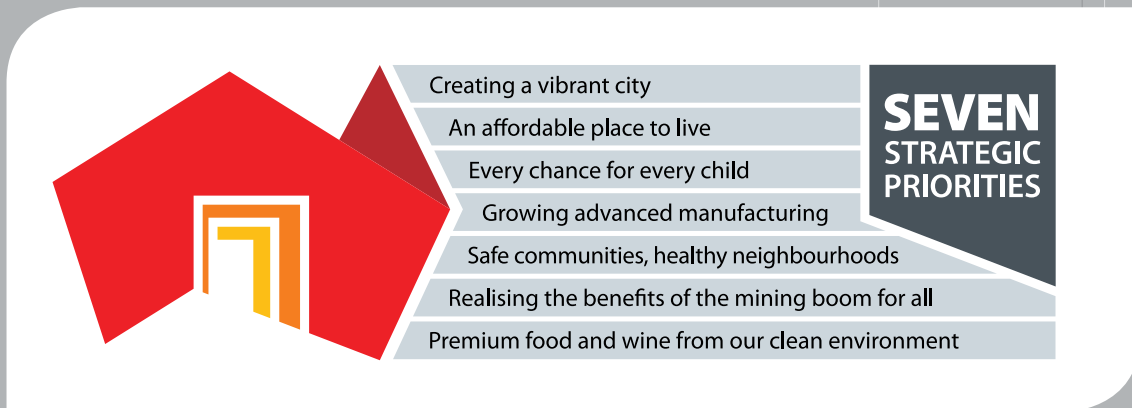
OUR HEALTH

TARGET 83: SPORT AND RECREATION

Increase the proportion of South Australians participating in sport or physical recreation at least once per week to 50 per cent by 2020.

The department:

- > offered 122 training and development opportunities, including the Elite Coaching Seminar, for the sport and recreation industry
- > managed 127 community participation programs, including Sport Bites
- > provided \$17.25 million in grants to 1029 community recipients through nine different funding programs
- > through SASI, provided more than 300 athlete scholarships and support services to elite, emerging and country athletes in Olympic, Paralympic or Commonwealth Games sports
- > provided \$2.5 million to Hockey SA to upgrade the State Hockey Centre to international standard
- > provided design input to the \$28.7 million redevelopment of The Parks Community Centre and new facilities that include: a 25 metre pool and indoor children's pool; refurbished indoor courts and fitness centre; soccer fields and open space; refurbished theatres; public areas; and a refurbished children's centre
- > through the Safe Communities Healthy Neighbourhoods Taskforce, identified land in the former Ross Smith and Kilburn school sites as More Space for Communities
- > provided \$3 million to the City of Campbelltown to develop a community sporting hub
- > supported the City of Port Augusta Central Oval redevelopment
- > contributed to the development of a master plan and business case for the Southern Sports Complex at Noarlunga.



SEVEN STRATEGIC PRIORITIES

The state government has developed seven priorities for South Australia's future. These priorities are areas where we can make the most difference to the lives of everyday working people and the future prosperity of our state. These priorities are about:

- > giving our children every chance to achieve their potential in life
- > keeping our communities safe and our citizens healthy
- > building our reputation for premium food and wine
- > growing advanced manufacturing as the way for the future
- > realising the benefits of the mining boom for all
- > creating a vibrant city that energises and excites
- > keeping our high quality of life affordable for everyone.

These priorities recognise that South Australia works best when we have strong government working with strong business and a strong community behind us.

Through the priorities, the business of government will become characterised by:

- > innovation and enterprise
- > solutions that are economically, socially and ecologically sustainable
- > a respectful relationship between government and citizens with shared responsibility to the broader community.

The department makes a significant contribution to five of the strategic priorities.

PRIORITY 1: CREATING A VIBRANT CITY

The department has lead responsibility for this priority.

In partnership with Minister Rau and other agencies, the department implements a range of initiatives to encourage more people to live, work, visit, invest and spend time in the city:

- > Riverbank projects such as Adelaide Oval and Convention Centre redevelopments and construction of the footbridge
- > the Adelaide Railway Station upgrade, including improved facilities and electrification of the railway lines
- > planning reforms, major transport infrastructure investments and improvements in public transport
- > the Integrated Transport and Land Use Strategy and planning reforms, which have influenced the Bowden Development and Leigh and Bank Street revitalisations
- > the Office for Design and Architecture SA (ODASA) to work with government agencies and the design community to encourage a thriving creative future for the state.

Projects and initiatives that contribute to this priority include:

- > a new entrepreneurial hub in the city to foster innovation and help grow small businesses
- > dedicated bus lanes along Grenfell Street, Currie Street and East Terrace in the city

- > pedestrian countdown timers on North Terrace, King William Street, Port Road, The Parade and Henley Beach Road
- > transformation of Leigh and Bank streets into more inviting places to meet and connect as part of a wider strategy to revitalise the city and provide a pedestrian and cycling friendly link from the Riverbank Precinct to the Adelaide Central Market
- > free city tram services
- > frequent public transport services
- > work with other agencies to deliver innovative projects to help make Adelaide a vibrant city
- > a new policy framework for pre-lodgement services for development proposals over \$10 million to stimulate investment and new housing, improve infrastructure, generate jobs and attract more people to the city.

PRIORITY 2: SAFE COMMUNITIES, HEALTHY NEIGHBOURHOODS

In partnership with other agencies, the department makes a significant contribution to this priority. This includes:

- > designing neighbourhoods that make it easy for people to exercise regularly, walk or cycle to local services, catch buses, trains or trams to larger centres, and travel safely on the road
- > working with SAPOL and other statutory bodies to reduce road trauma
- > passing the Housing and Urban Development (Administrative Arrangements) (Urban Renewal) Amendment Bill 2013 to establish a key urban renewal planning process, critical in ensuring the vision for future urban growth as set out in *The 30-Year Plan for Greater Adelaide*

- > contributing to the State Government's \$28.7 million redevelopment of The Parks Community Centre
- > identifying land in the former Ross Smith and Kilburn school sites as More Space for Communities by the Safe Communities Healthy Neighbourhoods Taskforce
- > implementing public transport services during inter-peak and night time periods to assist people with mobility issues and support greater safety in our communities
- > facilitating the design of innovative pedestrian and cycling friendly streets which meet the requirements of national standards and regulations through *The Streets for People Compendium for South Australian Practice*, jointly developed by the department, Renewal SA, SA Health and the Heart Foundation.

Other projects and initiatives that contribute to this priority include:

- > implementing the *Road Safety Action Plan 2013-2016*
- > working with SAPOL to improve safety on public transport services and for extensive black spot programs
- > delivering new facilities and associated operating models such as The Parks Community Centre
- > managing the State's grant program to focus on supporting grass root sports and facility enhancement
- > ensuring the provision of recreational facilities and open space in new developments through the planning system
- > delivering Travel Smart programs
- > planning and delivering greenways (dedicated walking and cycling routes following public transport corridors and linear open space)
- > investigating the feasibility of upgrading existing or providing new sporting infrastructure.

PRIORITY 3: AN AFFORDABLE PLACE TO LIVE

The department assists in reducing the cost of living and improving general well being through the planning of our neighbourhoods and design of our homes.

Projects and initiatives that contribute to this priority include:

- > continuing to provide accessible, reliable and efficient public transport services
- > providing public transport subsidies
- > supporting the provision of affordable housing via the planning system.

PRIORITY 4: EVERY CHANCE FOR EVERY CHILD

The department is committed to supporting the delivery of education and health infrastructure.

Projects and initiatives that contribute to this priority include:

- > Construction Management Services for new State Government buildings, refurbishments and fit outs.

PRIORITY 7: PREMIUM FOOD AND WINE FROM OUR CLEAN ENVIRONMENT

The department works to recognise and preserve South Australia's pristine foods and wine regions.

Projects and initiatives that contribute to this priority include:

- > preservation of the Barossa Valley and McLaren Vale from urban sprawl through the implementation the *Character Preservation (Barossa Valley) Act 2012* and the *Character Preservation (McLaren Vale) Act 2012*
- > a revised development plan amendment to recognise the 'special character' of the preservation districts.



FUTURE DIRECTIONS

The department's 2013-14 program of work will focus on strategic projects and activities to meet the targets set out in South Australia's Strategic Plan and the South Australian Planning Strategy.

DELIVER A MODERN, SAFE, ACCESSIBLE AND RELIABLE PUBLIC TRANSPORT NETWORK

- > connect customers to public transport information in real time
- > continue the program to provide new bus shelters, with a particular focus on improving facilities for the elderly and people with disabilities
- > continue the bus replacement program to replace ageing buses in the fleet with brand new fully accessible, air-conditioned buses
- > complete construction of the Tea Tree Plaza commuter car park
- > introduce extra peak services to accommodate new Park and Ride facilities at Mount Barker and along the O-Bahn at the three interchanges of Klemzig, Paradise and Tea Tree Plaza
- > commence detailed planning for the introduction of regular public transport services on Kangaroo Island
- > enhance rail infrastructure and services through the completion of electrification of the Adelaide to Seaford line including the delivery of Adelaide's first electric trains which are expected to commence operation of passenger services in early 2014
- > commence work on the next stage of the electrification of the Gawler line
- > commence work on a major upgrade to the public transport infrastructure in and around Tonsley.

MAKE ADELAIDE A MORE VIBRANT CITY WITH A CONTINUED FOCUS ON CYCLING AND WALKING

- > complete the redevelopment of Adelaide Oval
- > progress construction of Stage 1 of the Adelaide Convention Centre redevelopment
- > complete construction of the Riverbank foot bridge
- > develop a partnership with ArtsSA and the Adelaide City Council to commission an Arts sector
- > support staging of the Velo-City Global 2014 Conference and leverage its legacy to create a cycling friendly city.

MAINTAIN THE TRANSPORT NETWORK AND ENSURE IT MEETS THE NEEDS OF ALL USERS

- > commence direct debit as a payment channel for vehicle registration, which links in with South Australia as an affordable place to live
- > implement Compulsory Third Party (CTP) reforms to introduce the lifetime care levy in support of 'no-fault' CTP, which links to the 'affordable place to live' strategy
- > transform the Britannia roundabout to two central islands to improve road safety and traffic flow

- > support the finalisation of South Australian legislation relating to the operations of the National Heavy Vehicle Regulator
- > plan and start a significant (\$106 million) upgrade of the 210 kilometre main access road for the Anangu Pitjanjatjara Yankunytjatjara (APY) Lands between the Stuart Highway and Pukatja, and upgrade access roads to five airstrips and the Umuwa power station
- > improve air access to emergency services for remote communities and people travelling in remote areas, including services provided by the Royal Flying Doctor Service, through the Remote Airstrip Upgrade Program
- > complete the upgrade of the Saltfleet Street Bridge to strengthen the structure, prevent deterioration and bring it up to current traffic safety standards
- > complete the transition to the National Heavy Vehicle Regulator and marine regulator as part of the reform approved under the Council of Australian Governments (COAG) National Partnership Agreement to Deliver a Seamless National Economy
- > commence intersection upgrades at North East and Sudholz roads, Magill and Glynburn roads and Golden Grove and Grenfell (East) roads to improve the safety and efficiency of the intersections.

- > extend the bus lane concept to roads in the metropolitan area outside the Adelaide City Council area to improve morning and evening peak period bus operations

- > complete safety upgrade works on the Dukes Highway, including 5 to 10 km of wide centreline treatment between Tintinara and Bordertown and 18 km of wire-rope

- > install truck parking bays on Sturt Highway (four), Eyre Highway (one) and Stuart Highway (two) to meet fatigue management and operational needs of heavy vehicle operators

- > continue safety works under the road safety programs that address road locations with a history or heightened risk of crashes
- > expand Safe-T-Cam operations for detection of heavy vehicle driving offences and unregistered and uninsured vehicles
- > Install additional pedestrian countdown timers in high pedestrian activity areas in the metropolitan area

PROVIDE THE INFRASTRUCTURE TO HELP REGIONAL SOUTH AUSTRALIA REACH ITS SOCIAL AND ECONOMIC POTENTIAL

- > complete Regional Mining and Infrastructure Plans for South Australia
- > develop SA Port Directions to focus on ensuring policy settings are in place to facilitate private sector development and operation of the state's network of ports in response to the 2011 National Ports Strategy
- > develop SA Freight Directions to establish strategies across all modes to address the efficiency of the freight and logistics sector
- > commence replacement of two of the River Murray timber hulled ferries with metal hulled ferries
- > commence preconstruction activities to improve traffic and pedestrian access and safety in conjunction with the new Penneshaw ferry passenger terminal.

CONTINUE CONSTRUCTION OF A NON-STOP CORRIDOR FROM GAWLER TO OLD NOARLUNGA TO SUPPORT ECONOMIC DEVELOPMENT

- > progress the South Road Upgrade for the section from Torrens Road to River Torrens, with \$20 million brought forward to commence the project in 2013-14
- > complete construction of the South Road Superway to provide a high-speed, free-flowing link connecting industry to Port Adelaide via the Port River Expressway and intermodal sites at Islington, Dry Creek and Port Flat
- > complete duplication of the Southern Expressway, resulting in a multi-lane, two-way expressway.

WORK WITH SA POLICE TO DELIVER SAFER ROADS WITH CONSISTENT SPEED LIMITS AND CHANGE RISKY BEHAVIOURS THROUGH BETTER INFORMATION AND ENFORCEMENT

- > release the *Road Safety Action Plan 2013-2016*, the next chapter towards achieving the targets outlined in *South Australia's Road Safety Strategy 2020*
- > introduce legislative reforms to make licensing changes to further protect novice drivers, including passenger and night-time driving restrictions for P1 drivers.

PROVIDE STRATEGIC LAND USE AND TRANSPORT PLANNING AND DEVELOPMENT FUNCTIONS SUPPORTING GOVERNMENT POLICY AND STRATEGIC OBJECTIVES

- > continue preparation of an Integrated Transport and Land Use Strategy designed to guide private, federal, state and local government decisions about improving, managing and sustaining the transport system for the next 30 years
- > oversee the Royal Adelaide Hospital site design-led engagement process to unlock visionary design proposals for the future redevelopment of the site
- > publish a series of best practice guides to support embedding design principles across the public and private entities in South Australia
- > deliver the Yorke and Mid-North volume of the Planning Strategy for South Australia
- > work collaboratively with local government to facilitate urban growth opportunities along key transit corridors overlooking the city's Parklands and along some key routes linking the CBD and adjacent inner councils
- > recognise the special character of the Barossa Valley and McLaren Vale in keeping with legislation passed in January 2013
- > complete the customisation of the South Australian Integrated Land Information System (SAILIS) to be ready for implementation in 2014-15
- > enact the Electronic Conveyancing National Law (South Australia) Bill 2013.

SUPPORT SPORT AND RECREATION THROUGH THE DEVELOPMENT OF POLICY, PROGRAMS AND RESOURCES AND THE PROMOTION OF PHYSICAL ACTIVITY

- > complete the redevelopment of The Parks Community Centre, including new pools, theatre, children's centre and soccer pitches and finalise appointment of an operator
- > prepare SASI athletes to win medals at international benchmark events in four to six sports
- > complete the upgrade of the State Hockey Centre to international standard through the delivery of a second hockey pitch and lighting upgrades
- > implement a performance based investment strategy and a 360 degree leadership review for funded State sport organisations
- > deliver a Womens Sport Network training program for current and emerging female leaders in sport
- > deliver the More Spaces for Communities initiative.

PROVIDE EFFICIENT AND EFFECTIVE CORPORATE AND ACROSS GOVERNMENT SERVICES

- > complete the transition of Department for Health and Ageing and South Australian Fire and Emergency Commission assets to the Across Government Facilities Management Arrangements to achieve savings targets, and commence the procurement of new service provider contracts for post June 2015
- > progress the significant accommodation initiatives of the Courts Precinct and Port Centre proposals in accordance with Government Office Accommodation Committee strategic directions
- > complete zone risk assessments for earthquake hazards in the state's 11 zones
- > complete the strategic plan for government employee housing and determine the appropriate business model for the Government Employee Residential Properties program
- > complete construction of around 70 projects, including the South Australian Health and Medical Research Institute, Adelaide Oval, The Parks Redevelopment and the Glenside Campus Health Facilities.





APPENDICES

LEGISLATION

As at 30 June 2013 the department was responsible for administering the following legislation:

Minister for Transport and Infrastructure

- > *Adelaide Oval Redevelopment and Management Act 2011*
- > *Adelaide Railway Station Development Act 1984*
- > *Aerodrome Fees Act 1998*
- > *Air Navigation Act 1937*
- > *Air Transport (Route Licensing—Passenger Services) Act 2002*
- > *AustralAsia Railway (Third Party Access) Act 1999*
- > *Civil Aviation (Carriers' Liability) Act 1962*
- > *Commissioner of Public Works Incorporation Act 1917*
- > *General Tramways Act 1884*
- > *Geographical Names Act 1991*
- > *Golden Grove (Indenture Ratification) Act 1984*
- > *Goods Securities Act 1986*
- > *Harbors and Navigation Act 1993*
- > *Highways Act 1926*
- > *Maritime Services (Access) Act 2000*
- > *Metropolitan Adelaide Road Widening Plan Act 1972*
- > *Mile End Underpass Act 2005*
- > *Mobil Lubricating Oil Refinery (Indenture) Act 1976*
- > **Morphett Street Bridge Act 1964*
- > *Motor Vehicles Act 1959*
- > *National Soldiers Memorial Act 1949*
- > *Non-Metropolitan Railways (Transfer) Act 1997*
- > *North Haven Development Act 1972*
- > *North Haven (Miscellaneous Provisions) Act 1986*
- > *Oil Refinery (Hundred of Noarlunga) Indenture Act 1958*
- > *Proof of Sunrise and Sunset Act 1923*
- > *Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987*
- > *Public Employees Housing Act 1987*
- > *Rail Commissioner Act 2009*

- > *Rail Safety National Law (South Australia) Act 2012*
- > *Rail Transport Facilitation Fund Act 2001*
- > *Railways (Operations and Access) Act 1997*
- > *Railways (Transfer Agreement) Act 1975*
- > *Roads (Opening and Closing) Act 1991*
- > *Road Traffic Act 1961*
- > *South Australian Ports (Bulk Handling Facilities) Act 1996*
- > *South Australian Ports (Disposal of Maritime Assets) Act 2000*
- > **Steamtown Peterborough (Vesting of Property) Act 1986*
- > *Survey Act 1992*
- > **Tarcoola to Alice Springs Railway Agreement Act 1974*
- > *Terrorism (Surface Transport Security) Act 2011*
- > *Valuation of Land Act 1971*
- > *Victoria Square Act 2005*
- > *West Lakes Development Act 1969*

** Denotes Act of limited application*

Minister for Transport Services

- > *Passenger Transport Act 1994*

Minister for Planning

- > *Character Preservation (Barossa Valley) Act 2012*
- > *Character Preservation (McLaren Vale) Act 2012*
- > *Development Act 1993*
- > *Linear Parks Act 2006*
- > *West Beach Recreation Reserve Act 1987*

Minister for Recreation and Sport

- > *Boxing and Martial Arts Act 2000*
- > *Racing (Proprietary Business Licensing) Act 2000*
- > *Recreational Greenways Act 2000*
- > *Recreation Grounds (Joint Schemes) Act 1947*
- > *Recreation Grounds Rates and Taxes Exemption Act 1981*
- > *Sports Drug Testing Act 2000*

Minister for Housing and Urban Development

- > *Architectural Practice Act 2009*
- > *Housing and Urban Development (Administrative Arrangements) Act 1995*

Attorney-General – Administered by the department

- > *Bills of Sale Act 1886*
- > *Community Titles Act 1996*
- > *Liens on Fruit Act 1923*
- > *Real Property Act 1886*
- > *Real Property (Registration of Titles) Act 1945*
- > *Registration of Deeds Act 1935*
- > *Stock Mortgages and Wool Liens Act 1924*
- > *Strata Titles Act 1988*
- > *Workers Liens Act 1893*

Minister for Road Safety

Nil

BOARDS AND COMMITTEES

As at 30 June 2013 the department provided administrative support to the following:

Minister for Transport and Infrastructure

- > Accident Towing Roster Review Committee
- > Boating Facility Advisory Committee
- > Government Office Accommodation Committee
- > *Motor Vehicles Act 1959* Review Committee
- > Port Adelaide Container Terminal Monitoring Panel
- > Public Employees Housing Advisory Committee
- > State Crewing Committee
- > Survey Advisory Committee

Minister for Planning

- > Building Advisory Committee
- > Building Fire Safety Committee
- > Building Rules Assessment Committee
- > Capital City Development Assessment Committee
- > Development Assessment Commission
- > Development Policy Advisory Committee
- > Expert Panel on Planning Reform
- > Local Heritage Advisory Committee

Minister for Transport Services

- > Passenger Transport Standards Committee
- > Premier's Taxi Council

Minister for Recreation and Sport

- > Boxing and Martial Arts Advisory Committee

Minister for Road Safety

- > State Level Crossing Strategy Advisory Committee

Deputy Premier

- > Kangaroo Island Futures Authority Advisory Committee

FRAUD

There were 47 instances of fraud confirmed during the year. All instances involved fraudulent South Australian Transport Subsidy Scheme (SATSS) claims.

This is a significant decrease on previous years which can be attributed to an increased industry awareness of the department's continued focus on identifying misuse and the penalties as communicated by the Taxi Council of SA (TCSA) and through SAPOL media releases.

As a part of increased compliance measures and the review of controls and processes, the department continues to undertake data interrogation, matching drivers to vouchers and GPS records.

The department's fraud control framework strategies for fraud prevention, detection, investigation, awareness, training and reporting are based on the *Australian Standard 8001-2008 Fraud and Corruption Control* providing a rigorous internal control environment. The framework is embedded into the department's governance and decision making processes.

WHISTLEBLOWERS PROTECTION ACT 1993

The Department of Planning, Transport and Infrastructure has appointed a responsible officer for the purposes of the *Whistleblowers Protection Act 1993* (WPA) pursuant to section 7 of the *Public Sector Act 2009*.

There have been no disclosures of public interest information to the responsible officer of the department under the WPA.

MANAGEMENT OF HUMAN RESOURCES

The department's human resource management is built upon a principle based framework which is supported by policies and comprehensive intranet based operational procedures, Managing Our People, strategies, programs and initiatives.

Continuous improvement of the framework occurred during 2012-13 to reflect legislative and Machinery of Government changes to meet the needs of the department.

EMPLOYEE NUMBERS, GENDER AND STATUS

Total number of employees		
Persons		3 584
FTEs		3 446.9
Gender	% Persons	% FTEs
Male	69.1	70.6
Female	30.9	29.4
Number of persons during the 2012-13 financial year		
Separated from the agency		367
Recruited to the agency		358
Number of persons at 30 June 2013		
On leave without pay		72

NUMBER OF EMPLOYEES BY SALARY BRACKET

Salary bracket	Male	Female	Total
\$0 - \$53 199	496	248	744
\$53 200 - \$67 699	794	394	1 188
\$67 700 - \$86 599	778	312	1 090
\$86 600 - \$109 299	355	134	489
\$109 300 +	55	18	73
Total	2 478	1 106	3 584

Note: Salary details relate to pre-tax income excluding superannuation and FBT. Non-executive employees on salary sacrifice arrangements are shown as pre-sacrifice values. Executive employees are shown according to the value of the financial benefits component of their Total Remuneration Package Value excluding superannuation. Non-financial benefits and allowances are excluded for all employees. The salary brackets have been constructed as an approximation for the level of responsibility, and are based on the current remuneration structures of the PS Act Administrative Services Stream with consideration of the Operational, Professional, Technical and Executive Streams.

The following tables refer only to employees who were 'active' or on leave with pay (including executive level employees) as at the end of the last pay period in the 2012-13 financial year.

STATUS OF EMPLOYEES IN CURRENT POSITION

FTEs	Ongoing	Short-term contract	Long-term contract	Other (Casual)	Total
Male	2 167.2	105.9	145.4	13.3	2 431.8
Female	865.2	88.7	52.4	8.8	1 015.1
Total	3 032.4	194.6	197.8	22.1	3 446.9
Persons	Ongoing	Short-term contract	Long-term contract	Other (Casual)	Total
Male	2 178	107	146	47	2 478
Female	940	91	54	21	1 106
Total	3 118	198	200	68	3 584

EXECUTIVES BY GENDER, CLASSIFICATION AND STATUS

Classification	Ongoing		Tenured contract		Untenured contract		Other (Casual)		Total	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
EXEC	0	0	0	0	1	1	0	0	1	1
SAES	0	0	0	0	50	15	0	0	50	15
Total	0	0	0	0	51	16	0	0	51	16

AVERAGE LEAVE IN DAYS PER FULL-TIME EQUIVALENT EMPLOYEE

Leave type	2009-10	2010-11	2011-12	2012-13
Sick leave	7.2	8.6	8.0	8.8
Family Carer's leave	0.9	1.1	1.0	1.2
Miscellaneous Special leave	0.8	0.6	0.6	0.5

NUMBER OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER EMPLOYEES BY SALARY BRACKET

Salary bracket	Aboriginal employees	Total employees	% Aboriginal employees	% Target*
\$0 - \$53 199	40	744	5.4	2.0
\$53 200 - \$67 699	10	1188	0.8	2.0
\$67 700 - \$86 599	7	1090	0.6	2.0
\$86 600 - \$109 299	2	489	0.4	2.0
\$109 300 +	0	73	0.0	2.0
Total	59	3584	1.6	2.0

* Target from South Australia's Strategic Plan

Note: An Aboriginal and/or Torres Strait Islander is someone who:

- > is of Australian Aboriginal and/or Torres Strait Islander descent
- > identifies as an Aboriginal and/or Torres Strait Islander
- > is accepted as such by the community in which they live or have lived.

NUMBER OF EMPLOYEES BY AGE BRACKET AND GENDER

Age bracket	Male	Female	Total	% of Total	SA 2012 Workforce Average* %
15-19	1	9	10	0.3	6.2
20-24	65	60	125	3.5	9.7
25-29	164	114	278	7.8	10.9
30-34	192	157	349	9.7	9.8
35-39	221	154	375	10.5	10.1
40-44	267	144	411	11.5	11.8
45-49	335	137	472	13.2	11.2
50-54	425	139	564	15.7	11.3
55-59	451	123	574	16	9.0
60-64	259	52	311	8.7	6.1
65+	98	17	115	3.2	3.7
Total	2 478	1 106	3 584		

* Source: Australian Bureau of Statistics Australian Demographic Statistics, Catalogue No 6291.0.55.001, Labour Force (ST LM8) by sex, age, state, marital status – employed – total from Feb78 Supertable, South Australia at Feb 2013.

Note: Percentages may not add up to exactly 100 per cent due to rounding.

CULTURAL AND LINGUISTIC DIVERSITY

	Male	Female	Total	% of agency	% SA Community*
Number of employees born overseas	397	153	550	15.3	22.1
Number of employees who speak language(s) other than English at home	210	98	308	8.6	14.4

* Benchmarks from ABS Publication Basic Community Profile (SA) Catalogue No. 2001.0, 2011 census.

NOTE: Employees self identify and therefore not all employees with cultural or linguistic diversity may be reflected.

NUMBER OF EMPLOYEES WITH DISABILITIES (ACCORDING TO COMMONWEALTH DDA DEFINITION)

Male	Female	Total	% of agency
33	15	48	1.3

NOTE: Employees self identify and therefore not all employees with a disability may be reflected.

TYPES OF DISABILITY (WHERE SPECIFIED)

Disability	Male	Female	Total	% of agency
Disability requiring workplace adaptation	33	15	48	1.3
Physical	18	9	27	0.8
Intellectual	4	3	7	0.2
Sensory	7	5	12	0.3
Psychological/psychiatric	3	4	7	0.2

NOTE: An employee may report more than one type of disability.

VOLUNTARY FLEXIBLE WORKING ARRANGEMENTS BY GENDER

	Male	Female	Total
Purchased leave	10	20	30
Flexitime	1 477	930	2 407
Compressed weeks	59	3	62
Part-time	92	259	351
Job share	0	12	12
Working from home	43	44	87

Note: An employee may be utilising more than one flexible working arrangement at the same time.

PERFORMANCE MANAGEMENT

Employees with a documented review of performance	% total workforce
Within the 12 months as at 30 June 2012	80.5
Older than 12 months	13.2
No review	6.4

LEADERSHIP AND MANAGEMENT DEVELOPMENT EXPENDITURE IN 2012-13

Training and Development	Total expenditure \$	% of Total salary expenditure
Total training and development	10 399 712	3.2
Total leadership and management development	1 410 140	0.4

ACCREDITED TRAINING PACKAGES BY CLASSIFICATION

The following table refers to employees enrolled in an accredited training package or who have attained a qualification or statement of attainment during 2012-13 and who were 'active' or on leave with pay with the agency as at the end of last pay period in 2012-13.

Classification	Number achieving a qualification linked to an Accredited Training Package
ASO1	6
ASO2	75
ASO3	40
ASO4	38
ASO5	40
ASO6	32
ASO7	18
ASO8	8
GEL11	9
GEL14	2
GEM11	8
INF1	1
INF2	8

INF4	14
INF5	11
INF6	6
IWS1	4
IWS2	11
IWS3	8
IWS4	23
IWS5	27
IWS6	15
IWS7	17
LE01	5
MAS3	5
NOS1	5
OCQ1	5
OPS1	1
OPS2	11
OPS3	15
OPS4	20
OPS5	8
OPS6	2
PO1	48
PO2	35
PO3	24
PO4	21
PO5	9
PS01	3
PS0S	4
PSE03	4
PSE10	48
PSE12	3
PSE13	11
PSM12	1
SAES	7
SHC1	4
SNT0	2
STID1	7
STT1	13
TAL5	2
TCO1	1
TGO0	1
TGO1	3
TGO2	15
TGO3	13
TGO4	11
TGO5	10
TOMS	13
TRA	4
WME	31
WMM	1
WTB	1

EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

The department employed people through the following public sector wide equal employment opportunity programs during 2012-13:

- > SA Government Youth Training Scheme and the Trainee Employment Register
- > SA Public Sector Aboriginal Recruitment and Development Strategy and the Aboriginal Employment Register
- > strategy for employment of people with disabilities (which includes the Disability Employment Register).

WORK HEALTH AND SAFETY AND INJURY MANAGEMENT

The *Safety and Wellbeing in the Public Sector 2010-2015 Strategy* embeds the Premier's Zero Harm Vision and underpins the SASP Target 21: Greater Safety at Work.

A key principle of the department is the priority we place on the safety and welfare of our workers. The department is committed to continuously improving its Work Health and Safety and Injury Management (WHS) system through communication, training and involvement with workers, regular monitoring of performance, scheduled audits and annual reviews of the system.

With the introduction of the *Work Health and Safety Act 2012 (WHS Act)* in South Australia from 1 January 2013, the department embarked on a program of communication, education of managers and workers, of refining responsibilities, and of reviewing and amending policies and procedures. In the six months since the introduction of the legislation, over 237 people have attended departmental courses entitled *An Introduction to the Work Health and Safety Act 2012*. A specific course was run for the executives of the department who are defined as Officers under the WHS Act. A key area of focus has been on the requirements in the construction industry and in managing contractors.

The Chief Executive and Deputy Chief Executives monitor and review the department's WHS system through regular monthly reports and discussions. The department has commenced a program of looking at improvements to the safety culture, and defining behaviours and values required to ensure the departmental safety performance continues to improve.

The department has continued to focus on improving the clarity around, and understanding of, the requirements for identifying hazards and managing safety risks, and in managing injured workers. Audits of the key risk and hazard management, and accident and incident reporting policies assisted in improving these policies, and training courses were developed and implemented to strengthen knowledge of managers and workers in these areas.

Throughout the year, work was conducted with the entities which had recently transferred into the department to familiarise them with the departmental WHS system of policies, procedures and reporting requirements and to ensure they had a sound grounding in managing safety and wellbeing.

Regular consultation and communication on WHS continued through quarterly meetings of the whole-of-department Work, Health Safety and Welfare (WHS&W) Consultation and Communication Committee and the departmental Consultative Forum, which includes members from employee representative organisations. The departmental Intranet website continues to provide information about WHS&W and reporting tools for hazards and incidents. Regular WHS&W news updates are disseminated throughout the department at least once per month.

During 2012-13, the department underwent an evaluation by WorkCover against the WorkCover Performance Standards for Self Insurers. WorkCover commented that the department continued to demonstrate commitment to effective management of safety and injury management. As a result, the department was rated as performing on all of the performance standards.

WORK, HEALTH AND SAFETY PROSECUTIONS, NOTICES AND CORRECTIVE ACTION TAKEN

Number of notifiable incidents pursuant to WHS Act Part 3 and OHS&W Regulations Pt 7 Div6	17
Number of notices served pursuant to WHS Act Section 90, Section 191 and Section 195 (Provisional improvement, improvement and prohibition notices)	1

During 2012-13 a number of incidents were notified to SafeWork SA pursuant to Part 3 of the *Work Health and Safety Act 2012* and the previous clauses in the *Occupational Health Safety and Welfare Act 1986* which was in force until 1 January 2013.

Of the incidents reported, only eight incidents (including two involving contractors) at departmental worksites required further investigation by the department to improve safety compliance.

Of the other nine incidents, three were dangerous occurrences with no injuries; three involved external parties; and three were personal illnesses. One improvement notice was served as a result of an incident at an external party's site. All incidents and notices were investigated and closed out through remedial actions.

**AGENCY GROSS WORKERS' COMPENSATION EXPENDITURE* FOR 2012-13
 COMPARED WITH 2011-12**

EXPENDITURE	2012-13 (\$m)	2011-12 (\$m)	Variation (\$m) + (-)	% Change + (-)
Income Maintenance	\$0.98	\$0.69	+ \$0.29	+ 42.03%
Lump Sum Settlements Redemptions - Sect.42	\$0.44	\$0.11	+ \$0.13	+ 118.18%
Lump Sum Settlements Permanent Disability – Sect. 43	\$0.40	\$0.07	+ \$0.54	+ 771.43%
Medical/Hospital Costs Combined	\$0.80	\$0.78	+ \$0.02	+ 2.56%
Other	\$0.20	\$0.23	- \$0.03	- 13.1%
Total Claims Expenditure	\$2.82	\$1.88	+ \$0.95	+ 50.53%

* Before third party recoveries.

Gross workers' compensation expenditure in 2012-13 significantly increased from the previous year, mainly due to an increase in lump sum settlements. The increase in income maintenance payments reflects an increase in body stressing injuries which have required significant amounts of time off work.

MEETING SAFETY PERFORMANCE TARGETS

During 2012-13 the department reported and monitored performance against targets in the *Safety and Wellbeing in the Public Sector 2010-2015 Strategy*. The following data is based on the entities which are part of the department as at 30 June 2013.

PERFORMANCE AGAINST SAFETY AND WELLBEING IN THE PUBLIC SECTOR STRATEGY TARGETS (INCLUDING RAIL COMMISSIONER)

	Base: 2009-10	Performance: 12 months to end of June 2013 *			Final Target
	Numbers or %	Actual	Notional Quarterly Target**	Variation	Numbers or %
1. Workplace Fatalities	0	0	0	0	0
2. New Workplace Injury Claims	165	119	140	-21	124
3. New Workplace Injury Claims Frequency Rate	29.33%	20.82%	24.93%	-4.11%	22.00%
4. Lost Time Injury Frequency Rate ***	12.44%	9.80%	10.58%	-0.78%	9.33%
5. New Psychological Injury Claims Frequency Rate	4.14%	3.52%	3.52%	0.00%	3.10%
6. Rehabilitation and Return to Work					
a. Early Assessment within 2 days	60.61%	76.47%	80.00%	-3.53%	80.00%
b. Early Intervention within 5 days	88.89%	100.00%	90.00%	10.00%	90.00%
c. LTI have 10 business days or less lost time	68.06%	54.39%	60.00%	-5.61%	60.00%
7. Claim Determination					
a. New claims not yet determined, assessed for provisional liability in 7 days	5.48%	92.65%	100.00%	-7.35%	100.00%
b. Claims determined in 10 business days	75.30%	42.31%	75.00%	-32.69%	75.00%
c. Claims still to be determined after 3 months	10.84%	30.00%	3.00%	27.00%	3.00%
8. Income Maintenance Payments for Recent Injuries					
a. 2010-11 Injuries (at 24 months development)		\$488 761	\$313 925	\$174 836	Below previous 2 years average
b. 2011-12 Injuries (at 12 months development)		\$279 692	\$191 484	\$ 88 208	Below previous 2 years average

* Except for Target 8, which is YTD. For Targets 5, 6c, 7b and 7c, performance is measured up to the previous quarter to allow reporting lag.

** Based on cumulative reduction from base at a constant quarterly figure.

*** Lost Time Injury Frequency Rate is the injury frequency rate for new lost-time injury/disease for each one million hours worked. This frequency rate is calculated for benchmarking and is used by the WorkCover Corporation.

CONTRACTUAL ARRANGEMENTS

The contractual arrangements entered into by the department during 2012-13 that exceed \$4 million and continue beyond one year, including ongoing contracts are as follows:

Project description	Successful tender(s)	Year of completion
Supply of Safety Cameras	Redflex Traffic Systems	2013
Port Bonython Jetty Walkway & Mooring Structure Refurbishment	Boulderstone Pty Ltd	2013
Supply, Removal & Installation of Steel Beam Safety Barrier	<ul style="list-style-type: none"> > Mike Mason Fencing Pty Ltd > SA Guardrailers > Safety Barrier Services > Safety Barrier Solutions 	2013
Bituminous Surfacing & Pavement Marking of Various Roads in SA	Downer EDI Works	2013
Security Services	Wilson Security	2013
Provision of design & construction verification services for the South Road Superway Project	AECOM Australia Pty Ltd	2013
Design and Construction of the South Road Superway	John Holland/Leed Engineering/MacMahon	2013
Provision of Services for a Major Study for Planning, Environmental Impact Assessment and Concept Design for South Road	Kellog Brown & Root Pty Ltd	2013
Removal, Supply & Installation of Wire Rope Safety Barrier on RN7800 Dukes Highway	SA Guardrailers	2013
Delivery of Footy Express Services	SANFL, Adelaide Football Club, Port Adelaide Football Club	2013
Intelligent Print Imaging	Salmat	2013
Pavement Rehabilitation of various roads within Metropolitan Region Contract No.4 2011-2012	Topcoat Asphalt	2013
Design and construction of the Traction Power System for the Electrification Infrastructure Project for the AMPRN	Siemens Ltd / John Holland Pty Ltd	2013
Provision of Transport Services for the City of Whyalla	Des's Transport	2014
Supply and Installation of Wire Rope Safety Barrier on RN 7800 Dukes Hwy in South Australia	Associated Services Enterprise Pty Ltd	2014
Design of the Riverbank Precinct Pedestrian Bridge	Aurecon Australia Pty Ltd	2014
Design and construction of the signalling and communications systems for the AMPRN	Westinghouse Rail Systems Aust (Invensys)	2014
Construction of the Riverbank Precinct Pedestrian Bridge	McConnell Dowell Constructors (Aust) Pty Ltd	2014
Bituminous Surfacing (Crumb Rubber) and Pavement Marking of various roads in South Australia (2 Year) Contract No.2 2012-2014	Fulton Hogan Pty Ltd	2014
Pavement rehabilitation of various roads in the Metropolitan Region of SA Contract No.1 2012-2013	Bitumax Pty Ltd t/as Boral Asphalt SA	2014

Bituminous Surfacing and Pavement Marking of various roads in Northern & Western and Eastern Regions	Downer EDI Works	2014
Provision of Cash Collection/Management Services	Linfox Armaguard Pty Ltd	2014
Design and Construction of the Southern Expressway Duplication	Baulderstone ABI Group Joint Venture	2014
Manufacture, delivery, testing & commissioning of 25kV Electric Multiple Units (EMU's)	Bombardier Transportation Aust Pty Ltd	2014
Across Government Facilities Management Arrangements (AGFMA)	Spotless Facilities Services Pty Ltd	2015
Sale of Advertising Rights on Tram and Train Fleet	APN Outdoor (Trading) Pty Ltd	2015
Rail Maintenance Agreement (DMU's)	Bombardier Transportation Australia	2015
System Assurance Engineer	Mott MacDonald Australia Pty Ltd	2015
Design and Construction of Electrification Infrastructure for the Adelaide Metropolitan Passenger Rail Network (Major Works) (remainder of network)	Laing O'Rourke Australia Construction Pty Ltd	2015
Supply and Installation of Fencing at Various Locations on the Rail Corridor	<ul style="list-style-type: none"> > Bluedog Fences Australia Pty Ltd > Broadview Fencing Pty Ltd > Coleman's Fencing (Australia) Pty Ltd 	2015
Sale of Advertising Rights on Tram and Train Fleet	APN Outdoor (Trading) Pty Ltd	2015
Maintenance and Operation of the State Aquatic Centre	YMCA Aquatic and Events Services Ltd, Victoria YMCA	2016
Provision of Transport Services for the City of Mt Gambier	McCormick's Bus Service	2016
Routine Maintenance of Roads in the Metropolitan North Region	Fulton Hogan Construction Pty Ltd	2016
Manufacture and supply of number plates	Licensys Pty Ltd	2017
Pavement Marking of Roads within Eastern Region of SA	Workforce Road Services	2017
Pavement Marking of Roads within the Metro Region of SA	Workforce Road Services	2017
Pavement Marking of Roads within N & W Region of SA	Workforce Road Services	2017
Rust Rectification of the Adelaide Metro Bus Fleet (Panel Agreement)	All Transport Industries / North East Bus Repair	2017
Operation of the Vehicular Ferry Crossing the River Murray at Mannum	Radell Services Pty Ltd	2017
Bus Replacement Contract	Scania	2018
Routine Maintenance of Sealed Roads in the Eyre Flinders Area	Downer EDI Works	2018
Routine Maintenance of Sealed Roads in the Riverland Mallee Area	Downer EDI Works	2018
Routine Maintenance of Sealed Roads in the Mid North Area	Downer EDI Works	2018

Provision of Bus Passenger Transport Services for the Adelaide Metro Network	> Australian Transit Enterprises > Transfield Services > Transit Systems Pty Ltd	2019
Provision of a Land Administration System	Salmat	2019
Rail Maintenance Agreement (EMUs)	Bombardier Transportation Australia	2024
Smartcard Fare Collection System for Adelaide metro public transport	Affiliated Computer Services Solutions	2024

CONSULTANCIES

The following tables display the department's use of consultants and the nature of work undertaken during 2012-13.

Consultancies below \$10 000

Provider	Description of work	\$ Amount paid
Various	Various	21 260
Subtotal	3	21 260

Consultancies between \$10 000 and \$50 000

Provider	Description of work	\$ Amount paid
Deloitte	Review service provider fee adjustment and materials markup - Across Government Facilities Management Arrangements	11 640
Deloitte	KI Independent Economic Analysis	12 875
Ernst & Young	Contract Management Review of the Public Transport Services Division	15 450
BDO Australia Limited	Advice on DPTI requirements for contract management role on the new Royal Adelaide Hospital	21 500
Minter Ellison Lawyers	Update sporting club constitution template on Office of Recreation, Sport and Racing website	25 317
BDO Australia Limited	Building Management Accommodation and Property Services Organisational Review	34 082
Deloitte	Develop FM fee model for regional SA - Across Government Facilities Management Arrangements	38 700
Moto Projects	GC21 Managing Contractor Model Review	40 000
Ernst & Young	SA Health due diligence and savings calculations – Across Government Facilities Management Arrangements	45 732
Sub total	9	245 296

Consultancies above \$50 000

Provider	Description of work	\$ Amount paid
Ernst & Young	Develop benefits realisation measurement framework for SA Health transfer - Across Government Facilities Services Arrangements	57 400
Rider Levett Bucknall	Development of contractor charges model for Country FAMIS – Across Government Facilities Management Arrangements	73 140
Mott MacDonald Aust Pty Ltd	Design documentation and tender	85 047
KPMG	Venues Review	87 447
CYRUS Pty Ltd	Southern Sports Complex Business Case	106 546
Ernst & Young	Development of customer experience framework and team culture in change environment with new rail	140 909
Mott MacDonald Aust Pty Ltd	Develop business case for South Australia Sports Institute redevelopment	170 000
Sub total	7	720 488
Total	19	987 044

OVERSEAS TRAVEL

Information on overseas travel involving the Department of Planning, Transport and Infrastructure staff for 2012-13 is presented below.

Total cost to the department includes flight cost, accommodation, conference fees, salary and on-costs etc.

Number of Employees	Destination/s	Reasons for travel	Total cost to Agency \$ (in whole dollars)
2	Austria	Attendance: Velo-city Conference	30 554
1	Belgium and Azerbaijan	Attendance: Coach, international competition National Sporting team funded by Cycling Australia	2 036
1	Brunei	Attendance: International Conference funded by Brunei Government	2 195
1	Canada	Attendance: Coach, international competition National Sporting team funded by Diving Australia	5 398
1	China	Promote SA Brand awareness	11 171
1	China	Attendance: Coach, international competition National Sporting team funded by Volleyball Australia	4 539
1	China	Attendance: Coach, international competition National Sporting team funded by Hockey Australia	2 712
1	China	Site Visit: New electric trains – gangway and bellows destructive testing	4 737
1	France	Attendance: MetroCard, Atlas Care Conference and Real Time Meeting	6 197
2	Germany	Site Visit: Siemens switchgear factory - factory acceptance testing of 25Kv traction system switchgear	22 773
1	Germany	Site Visit: Factory acceptance tests of control system for statcom (SVC) for AMPRN Traction Power System	8 208
2	Germany and Czech Republic	Attendance: Property Council of Australian Urban Development Tour 2012	60 235
1	Holland, Turkey and Cyprus	Attendance: Coach, international competition National Sporting team funded by Volleyball Australia	3 841
2	Hong Kong, Italy, UK and France	Attendance: Overseas Study Tour and Australian Paralympic Games.	45 189
1	Italy	Professional development and talent identification: European Training Centre	1 535
1	Italy	Attendance: Italian Diving Grand Prix	406

1	Italy and China	Attendance: Coach, international competition National Sporting team funded by Volleyball Australia	986
1	Italy and UK	Attendance: Coach, international competition National Sporting team funded by Cycling Australia	10 178
1	Japan	Attendance: World Road Association Technical Risk Management meeting partially funded by Austroads	5 728
1	Mexico	Attendance: Coach international competition National Sporting team funded by Cycling Australia	2 850
1	Romania	Attendance: World Road Association Technical Committee	5 724
1	Russia	Attendance: Coach, Australian University Rowing Team - World University Championships	6 454
1	Slovenia	Attendance: World Road Association meetings (partially funded by AustRoads)	5 690
1	Spain	Attendance: World Road Association Technical Risk Management meeting (partially funded by Austroads)	5 800
1	Sweden	Attendance: World Road Association meeting	7 038
1	Switzerland, Italy, Germany and UK	Attendance: Coach, international competition National Sporting team funded by Rowing Australia	13 542
1	Thailand	Attendance: Coach international competition National Sporting team funded by Volleyball Australia	3 142
2	Turkey	Attendance: Asian Racing Conference	35 104
1	UK	Attendance: Coach, international competition National Sporting team funded by UK Strength and Conditioning Association	2 328
1	UK and Austria	Attendance: Coach, international competition National Sporting team funded by Volleyball Australia	6 900
1	UK and Italy	Attendance: Coach, international competition National Sporting team funded by Rowing Australia	3 869
1	USA	Attendance: Intelligent Transport Systems Conference	7 100
1	USA	Attendance: World Road Association meetings (partially funded by AustRoads)	6 926
1	USA and Canada	Study Tour: Urban Development Institute of Australia (UDIA)	20 573
Total			361 658

ACCOUNT PAYMENT PERFORMANCE 2012-13

Treasurer's Instruction 11 *Payment of Creditor's Accounts* requires public authorities to report to the Minister on the extent to which creditor's accounts are paid by the due date on a monthly basis.

The following table provides this information for 2012-13.

Particulars	Number of Accounts Paid	Percentage of Accounts Paid (by number)	Value in \$A of Accounts Paid	Percentage of Accounts Paid (by value)
Paid by Due Date*	237 344	93.6%	\$3 518 408 552	96.8%
Paid late but paid within 30 days of the due date	12 062	4.7%	\$97 683 860	2.7%
Paid more than 30 days from the due date	4 285	1.7%	\$19 254 042	0.5%

* Note: the due date is defined under section 11.7 of Treasurer's Instruction 11 'Payment of Creditor's Accounts'

URBAN DESIGN CHARTER

The *South Australian Urban Design Charter* commits government agencies to achieve good urban design and foster liveable, efficient, creative, sustainable and socially inclusive environments through the design of public places and their interaction with private buildings. It applies to urban areas, including metropolitan Adelaide, regional centres and country towns.

The department directly contributed to the enhancement of South Australia's public realm in 2012-13 through the following initiatives:

SOUTH AUSTRALIAN GOVERNMENT ARCHITECT AND ODASA

The Office for Design and Architecture SA (ODASA) and the South Australian Government Architect joined the department in March 2013. This has consolidated the department's role as the lead agency influencing public realm outcomes for South Australians, from design, promotion, construction and delivery.

ODASA supports the Government Architect's role as advocate for design excellence in the built environment. In promoting the value of excellent and effective design, the Government Architect provides strategic advice to the South Australian Government on design, planning and development of major projects, policy and processes. The Riverbank Precinct, the Bowden redevelopment and the Tonsley master plan were the most significant state projects in 2012-13 that were guided by the Government Architect's advice on design generally and public realm specifically.

The most direct influence of ODASA and the Government Architect is through the Design Review Process offered as part of the Capital City Design Review Panel (CCDRP). Design Review offers independent and impartial advice on the design quality of proposed construction projects and supports design excellence in our state.

The CCDRP supports the Government Architect, as a statutory referral body, in forming advice to the Development Assessment Commission (DAC) on the design merit of proposals assessed by the Commission. The CCDRP is an essential part of the pre-lodgement process for development proposals over \$10 million, and forms part of the new policy framework for development in the City of Adelaide. It is the only statutory referral regarding design excellence in Australia, and illustrates the 'line of sight' concept outlined in the National Urban Design Protocol for linking policy directly to project delivery.

THE 30-YEAR PLAN FOR GREATER ADELAIDE

The 30-Year Plan for Greater Adelaide (the Plan) outlines the need for significant change during the next 30 years and is being used to guide state and local government decisions about managing growth and change, providing a leading approach to liveability, competitiveness, sustainability and climate change resilience.

The Plan aims to deliver the following urban design principles:

- > Maximise and increase the amount and quality of public open space in areas expecting a significant increase in population and development intensity, as well as integrating this space with private open space.
- > Ensure active street edges in and around activity centres, mixed-use environments and transit-oriented developments.
- > Create good connectivity to encourage walking and cycling and promote the use of public transport.
- > Strengthen local character to maintain neighbourhood and township identity.
- > Create good connectivity between major open space corridors.

PLACES FOR PEOPLE GRANTS

The Places for People funding program is aimed at revitalising or creating public spaces that are important to the social, cultural and economic life of their communities.

The program also aims to foster a culture of strategic urban design in councils and establish practices that will benefit future public realm projects. In 2012-13 grants totalling \$2.6 million were provided to councils to undertake eleven public realm projects across the state.

Since 2002 about \$27.4 million has been made available for 232 Places for People projects, many of which have received professional and industry awards.

CAPITAL INVESTMENT PROGRAM

The department works in partnership with government agencies and private sector professional service contractors to plan, design and deliver building projects that meet service delivery needs, reflect good urban design practice and achieve positive outcomes for government and the community.

The key principles of the Urban Design Charter are an integral part of the planning and design process for building construction projects undertaken by the department on behalf of other government agencies.

Building construction projects currently being designed, and recently completed, incorporate good design principles including specific attention to government policy for environmentally sustainable development, art in public places and safe work practices. Projects include attention to community consultation, as well as collaboration, cooperation and alliances with local government and the private sector to better meet government's strategic priorities and community needs.

Our Buildings, Our Communities developed by the department continues to articulate the objectives and principles for public building construction procurement. It complements the Urban Design Charter by drawing attention to the importance of good buildings, ethical, transparent and fair procurement processes and meeting the objectives of South Australia's Strategic and Infrastructure Plans.

GREENING OF GOVERNMENT OPERATIONS

The *Greening of Government Operations (GoGO) Action Plans* approved by Cabinet in February 2006 provides the framework for South Australian Government agencies to progress greening programs.

The *DPTI Green Plan* is the department's response to the GoGO Action Plan and provides a framework to support the delivery of our services in a sustainable manner. Highlights of the department's GoGO achievements for 2012-13 are:

Priority Area 1 – Energy Management

In accordance with Government directives, 20 per cent of the energy purchased by the department is green energy.

The department's building portfolio energy use for 2012-13, which comprises mainly electricity (65 310 GJ electricity 24 889 GJ gas) was 90 199 GJ. This is 55.8 per cent of the 2000-01 baseline year and tracking as 69.7 per cent of the current portfolio target of 129 276 GJ.

Equivalent greenhouse gas emissions for 2012-13 was 16 747 tonnes. This is 46 per cent of the 2000-01 baseline year and tracking at 57.5 per cent of the current portfolio target of 25 449 tonnes.

Energy efficiencies were obtained in air conditioning replacements in a number of buildings. For example, ongoing energy efficiency projects at Roma Mitchell House (136 North Terrace) to achieve a 4.5 National Australian Built Environment Ratings System (NABERS) energy rating have included installation of a more efficient escalator and the installation of a Building Management System (BMS).

On the road network, further upgrades to traffic signal lanterns were undertaken with a change from incandescent to energy efficient LEDs at 8 metropolitan traffic signal sites, which has resulted in reduced costs and a reduction in greenhouse emissions of 26 tonnes per year.

Priority Area 2 – Water Conservation and Wastewater Management

Baseline water consumption has been established for the department's corporate property portfolio to assist in evaluating trends in consumption.

A number of landscape projects have been implemented using non-potable water including the use of recycled water as part of the Glenelg to Adelaide Park Lands Recycled Water Project (GAP) for Narnungga Park 25, in the Adelaide parklands. A third of the water used for construction on the Southern Expressway came from recycled water from the Onkaparinga Waterproofing the South program.

Priority Area 3 – Waste Management

Building waste recycling contracts which divert waste from landfill are continuing at a number of locations including Netley Commercial Park, Victoria Place Precinct (representing four buildings), and Roma Mitchell House.

Recycled material and reuse of waste material is utilised on transport infrastructure projects where feasible. Examples of this include using over 25 000 tonnes of rail ballast and fill on the Southern Expressway upgrade and recycling 400 tonnes of asphalt, 6000 tonnes of concrete, soil, metal and 2300 tonnes of timber as part of the Noarlunga Track upgrade.

The Metropolitan pavement reseal program supports the use of 15 per cent of recycled asphalt planings (RAP) in 75 per cent of asphalt supplied. A total of 6687 tonnes of RAP was used in this program in the last financial year.

The Metropolitan Region has also trialled two locations using warm mix asphalt, which has lower greenhouse emissions and enables the greater use of RAP. Over 1800 tonnes of warm mix asphalt was used in the Kapunda Main Street project.

Further advancement in e-business systems continues to reduce paper usage in the department.

Priority Area 4 – Built Facilities (Green Building Management)

The Ecologically Sustainable Development Guide Note for Planning, Design and Delivery incorporates environmental features in the design and construction of major building projects. This has been applied to a range of projects including the Elizabeth Street Office Building, Mt Gambier, the Willunga High School - Middle School, the Woodville High School Performing Arts Centre and Music Centre, the Port Lincoln Prison low security unit addition and the GP Plus Super Centre Clinic, Gilles Plains.

The use of the Green Building Council of Australia Green Star suite of design tools, which includes office design, office fit-out, education and healthcare, is promoted with agencies.

Fifteen newly constructed residential properties were procured during 2012-13: twelve in Roxby Downs, two in Coober Pedy and one in Lameroo. Environmental performance included:

- > achievement of six star environmental ratings by employing passive measures and design features to maximise natural daylight and encourage cross flow ventilation for summer cooling
- > solar gas or solar electric hot water systems or instant gas heating where mains supply is available
- > water efficient outlets and toilets, energy efficient air conditioning and use of energy efficient LED lighting where possible.

84 per cent of the Government's leased accommodation portfolio in the CBD is in buildings with official NABERS Energy ratings, an increase over the 75 per cent in 2011-12. The ratings are as follows:

5.0 Star NABERS Energy	27%
4.5 Star NABERS Energy	21%
4.0 Star NABERS Energy	21%
3.5 Star NABERS Energy	7%
3.0 Star NABERS Energy	5%
2.0 Star NABERS Energy	3%

Priority Area 5 – Travel and Fleet Management

Considerable savings in cost, time and greenhouse emissions can be made by video conferencing rather than travelling to meetings. A *Guide to Video Conferencing* has been developed and promoted to staff and added to the Corporate Travel page on the department intranet. At 77 Grenfell Street access to video conferencing has been improved by making the equipment portable so that it is now available in all meeting rooms.

In partnership with the Adelaide City Council, the department established Adelaide Carpool www.adelaidecarpool.com.au to assist with increasing vehicle occupancy and reducing congestion.

Bicycle facilities and showers are available at a number of office locations. The department also has bicycles at various sites available for work travel.

The i-MieV electric vehicle which is considered a zero-emissions vehicle when used with Green Power is available for staff work use to encourage familiarity with use of electric vehicles.

A diesel-electric Hybrid bus has been added to the bus fleet and another one is on order. New A-City Class 4000 electric train units have been purchased for the Seaford Rail line consisting of 22 three car units seating 240 passengers.

Priority Area 6 – Green Procurement

As part of the Zero Waste SA Green Procurement project, the department held a Sustainable Procurement Workshop in March 2013 and established a Sustainable Procurement Working Group to progress this initiative.

Requirements related to environmental management systems, use of recycled products and achievement of environmental enhancements are key features of infrastructure procurement. Environmental policies and guide notes are embedded in the Project Implementation Process.

Pre-qualification registers for professional services contractors and construction contractors have a component relating to environmental criteria.

Priority Area 7 – Human Resources

An environmental module is included in DPTI's Corporate Induction procedures to raise awareness of the *DPTI Green Plan* and its objectives.

Information on the Greening of Government Operations and *DPTI Green Plan* is included in departmental newsletters and a range of environmental information and training sessions are held for staff.

Priority Area 8 – Administrative Policies and Guidelines

Information on Ecologically Sustainable Development and environmental policies and guide notes is featured on the department's intranet and embedded in the Project Implementation Processes. Environmental considerations are referenced in the Government Office Accommodation Committee *Office Accommodation Guidelines*. This includes reference to Green Building Standards including the NABERS, which measures the environmental performance of office buildings during their operation.

ENERGY EFFICIENCY ACTION PLAN REPORT

Agencies are required to report their performance against annual energy efficiency targets under the government's *Energy Efficiency Action Plan*. The plan defines energy efficiency measures for new buildings and major refurbishment projects and incorporates energy efficiency practices into maintenance programs and procurement policies.

The plan includes Target 61: Energy Efficiency – government buildings: improve the energy efficiency of government buildings by 30 per cent by 2020 (baseline 2000-01), milestone of 25 per cent by 2014.

The plan requires departmental reporting against the table below.

PERFORMANCE AGAINST ANNUAL ENERGY EFFICIENCY TARGETS

	Energy Use (GJ) ¹	GHG Emissions ²	Energy Expenditure \$
Base Year 2000/2001³			
Facilities – Electricity	130 053	34 724	–
Facilities – Gas	31 542	1 631	–
Total Energy – Facilities	161 595	36 355	–
2012-13 Energy – Facilities (DPTI as landlord consumption – base building)			
Facilities – Electricity	40 672	9 490	1 815 216
Facilities – Gas	23 210	1 403	375 681
Total Energy – Facilities	63 882	10 893	2 190 897
2012-13 Energy – Facilities (DPTI as occupier consumption)			
Facilities – Electricity	24 638	5 749	1 650 897
Facilities – Gas	1 679	105	34 809
Total Energy – Facilities	26 317	5 854	1 685 706
2012 – 2013 Portfolio Result			
Facilities – Electricity	65 310	15 239	3 466 113
Facilities – Gas	24 889	1 508	410 490
Total Energy – Facilities	90 199	16 747	3 876 603
Portfolio Target⁴			
Facilities – Electricity	104 042	27 780	
Facilities – Gas	25 234	1 305	
Total Energy – Facilities	129 276	29 085	
Final Portfolio Target⁵ for 2020			
Facilities – Electricity	91 037	24 307	
Facilities – Gas	22 079	1 142	
Total Energy – Facilities	113 116	25 449	

Reference Notes:

1. Energy use data will be expressed in gigajoules (GJ) and will be the sum of all fuel types used in each agency (i.e. electricity, natural gas, bottled gas, etc.) for that period. This data will have been collected at a site level and aggregated up to agency level by the portfolio Reference Group member.
2. Many portfolios are pursuing a 'triple bottom line' reporting approach. It is therefore an optional extra that portfolios may wish to include Greenhouse Gas Emissions (in CO₂) as a means of quantifying a significant aspect of environmental performance. Greenhouse gas coefficients differ for fuel types. Please contact Energy Division, Department for Manufacturing, Innovation, Trade, Resources and Energy to obtain these coefficients for South Australia.
3. It is acknowledged that portfolio structures change over time. Therefore the Portfolio baseline will be adjusted if necessary to represent the structure of the portfolio in the given reporting period.
4. The portfolio target for the current year is based on an agreed methodology and can be obtained through the portfolio Reference Group member.
5. The portfolio target in 2020 should equal a 30 per cent energy efficiency improvement from the base year 2000/01.

Further explanatory notes:

1. Further refinements to the scope of the Department of Planning, Transport and Infrastructure (DPTI) energy use for the 2012-13 reporting period have been made, as it now includes Planning and the Office for Recreation and Sport.
2. The department reports its cost and consumption of energy for:
 - base building consumption (not tenant cost and consumption) as manager of the whole-of-government commercial property portfolio; and
 - sites occupied by DPTI employees (predominantly offices but also some industrial facilities).
3. Assumptions have been made to project full financial year expenditure and energy use due to incomplete invoicing received to date.

Significant Energy Management Achievements for 2012-13

Various building energy efficiency improvements were completed including:

- > upgrade to the Adelaide Railway Station, including ceiling and toilets refurbishment, and replacement of the underpass escalator
- > installation of a more energy efficient escalator and ongoing improvements to achieve a 4.5 star energy rating for 136 North Terrace, Adelaide (Roma Mitchell House)
- > upgrading of air-conditioning and lifts and the installation of plant room louvres at Holden Hill Police Station
- > installation of a Climate Wizard air-conditioning system within a building at the Netley Commercial Park
- > air-conditioning upgrade and gas boiler replacement for an office building at 28 Vaughan Terrace, Berri
- > T5 lighting upgrade for 37 Dauncey Street, Kingscote
- > a project to improve energy efficiency of Roma Mitchell House including the installation of a Building Management System.

Other Achievements against the *Energy Efficiency Action Plan*

Various process initiatives have been achieved including:

- > continued implementation of the energy efficiency program in South Australian Schools
- > LED lighting trial at Port Augusta TAFE
- > air-conditioning upgrades for DPTI Regency Park office
- > replacement of a system to provide better energy efficiencies at 9 Elizabeth Street, Mount Gambier.

DISABILITY ACTION AND INCLUSION

In December 2011 the State Government announced that agencies will produce annual *Disability Access and Inclusion Plans*. From the 2013-14 reporting year it is expected that plans will be aligned with the National Disability Strategy policy areas and will replace *Promoting Independence – Disability Action Plans for South Australia*.

The department continues its commitment to people with disabilities maintaining its compliance with the Commonwealth *Disability Discrimination Act 1992* (DDA) and the South Australian *Equal Opportunity Act 1984* (EOA) providing a progress report against the six outcome areas.

1. Ensuring facilities and services are accessible to people with disabilities

Along with tendering specifications, addressing accessibility as part of ongoing refurbishments to Government owned and leased properties included reviews at 30 per cent, 70 per cent and 100 per cent of the construction phase for new and refurbished infrastructure to ensure accessibility.

Upgrades to public transport facilities to meet accessibility requirements continued, with new railway stations under construction at St Clair and Wayville. Seaford and Seaford Meadows stations have been completed providing better access for bicycle users, travellers with prams and those in wheelchairs. Other works included upgrading lights and signage along the rail network.

The \$5.2 million grants program, over four years, continues to enable local government across South Australia to replace or upgrade bus shelters to be DDA compliant. Since 2010, 519 grants have been issued for shelters, the majority of these installed by 30 June 2013.

The taxi industry provides transport to people with disabilities with 100 wheelchair accessible Access Taxis, with assistance for people with disabilities through the South Australian Transport Subsidy Scheme (SATSS).

The Plus One Free Companion Card is designed to support people with disabilities who are unable to travel independently to use public transport. The Plus One Free Companion card provides free travel for a companion/carer accompanying a card holder on Adelaide Metro bus, train and tram services within metropolitan Adelaide. Currently there are over 19 000 Plus One Free Companion card holders.

Approximately 86 per cent of the regular Adelaide Metro bus fleet is now wheelchair accessible. The annual bus replacement program introduces approximately 25-30 new fully accessible buses to the fleet each year.

Adelaide Metro's modern, low-floor trams (Citadis and Flexity) also are accessible to wheelchairs.

Refurbishment of the 3000/3100 class diesel electric railcars included the addition of audio loops for automated onboard announcements that are also relayed visually, increased space for people with physical disabilities and priority seating for customers with guide dogs.

The recently introduced A-City Class 4000 electric trains feature disability access compliance, with wheelchair spaces and access ramps as well as safety CCTV and passenger emergency intercoms at each doorway.

2. Information on services and programs are accessible and inclusive

All printed and online information and communication materials are produced to be accessible to all users, including materials for the new smart card ticketing system – metrocard.

The new look Adelaide Metro website was launched in October 2012. In addition to the National Relay Service the website also has Live Chat. This is a web based two-way conversation platform for customers who prefer or need to write rather than speak, providing another channel for the deaf, hearing and/or speech impaired community.

The Adelaide Metro InfoLine has partnered with Multicultural SA's Interpreting and Translating Centre to assist customers from culturally or linguistically diverse backgrounds. Staff at the Adelaide Metro InfoCentres have been trained to identify potential need for interpreter services to assist customers in a face to face environment.

3. Disability awareness and discrimination training

The department has a well established induction program which includes disability awareness training and a range of resources for employees to access. In many cases, frontline staff training also includes presentations by peak disability organisations.

4. Consultation with people with disabilities

Within the department, the Transport Accessibility Advisory Group (TAAG) is focussed on public transport and is the key body for consultation with people with disabilities. TAAG consists of representatives drawn from the representative peak bodies and/or consumer representatives from the recognised areas of disability, physical, sensory, intellectual, psychiatric, neurological, mental health, and developmental and learning disabilities.

TAAG comprises representatives from:

- > Disability Advocacy and Complaints Service Inc
- > Physical Disability Council of SA
- > Deaf Australia
- > Guide Dogs Association SA/NT
- > Royal Society for the Blind of SA
- > Local Government Association of SA
- > Intellectual Disability Council
- > Spina Bifida and Hydrocephalus Association SA Inc
- > Paraplegic and Quadraplegic Association SA Inc
- > COTA SA
- > Cara SA
- > SA Department for Communities and Social Inclusion
- > SA Multicultural and Ethnic Affairs Commission.

TAAG provides input into the design, delivery and continuous improvement of the department's services and infrastructure.

5. Ensuring portfolios meet requirements of the *Disability Discrimination Act 1992 (DDA)* and *Equal Opportunity Act 1984 (EOA)*

Infrastructure and facilities are continuously upgraded with access reviews required at each stage of a major infrastructure design project. Accessible information is being made increasingly available to customers and staff alike.

Increasing awareness of DDA and EOA responsibilities forms part of regular communication with existing staff at all levels of the department.

6. Increasing the rate of employment of people with a disability (SASP Target 50: People with Disability)

The department's commitment to the achievement of *South Australia's Strategic Plan* Target 50: People with Disability is demonstrated through the department's Attracting the People We Need strategy. This strategy actively provides opportunities to people with disabilities through its recruitment processes, presenting all vacancies up to and including the ASO4 level to the Disability Employment Register.

The department's intranet provides a range of information about working with people with a disability, highlighting our commitment to a diverse, discrimination free workplace. References are provided for managers and employees relating to recruitment, workplace modifications and other general support is available through disability service providers.

REPORTS FROM THE REGISTRAR OF MOTOR VEHICLES

Information from the department's *2011-12 Annual Report* has been provided as a reference to this year's report in the tables below.

VEHICLES SECURITIES REGISTER

The Vehicles Securities Register which provided a means of identifying motor vehicles that were the subject of financial interests as defined under the *Goods Securities Act 1986* (GSA) ceased operating on 27 January 2012.

Under the Vehicles Securities Register, a fee was charged for each interest registered and for each certificate issued to prospective purchasers of motor vehicles. This service is now provided by the national Personal Properties Securities Register administered by the Australian Government's Insolvency and Trustee Service Australia.

In accordance with section 15(3) of the GSA, the following information is provided for the period 1 July 2012 to 30 June 2013:

- > The total amount credited to the Highways Fund was NIL.
- > The cost to administer the provisions of the GSA during this period was NIL.
- > No fees were paid to other jurisdictions for the exchange of vehicles securities data.
- > There was no compensation payment made during the 12 month period ending 30 June 2013 as a result of a court order.
- > As at 30 June 2013 the net amount credited to the Highways Fund was NIL leaving the cumulative balance credited to the fund at \$5 340 547.

REVENUE COLLECTED UNDER THE *MOTOR VEHICLES ACT 1959* AND BY ADMINISTRATIVE ARRANGEMENT

	2011-12 \$ Million	2012-13 \$ Million
Registration charges	337.63	355.15
Drivers Licence fees	63.77	62.99
Sundries* and commissions	18.95	21.60
Special Plates	5.41	6.24
General Plates	4.34	4.48
TOTAL REVENUE	430.10	450.46

* Note: Sundries include revenue for Rider Safe, Examiners Courses, Tow Trucks, Driver Intervention, Sale of Information, Administration Fees on Federal Registration and Alcohol Interlock Admin Subsidy. Commissions include Motor Accident Commission, Emergency Services and Courts.

REVENUE COLLECTED UNDER THE *MOTOR VEHICLES ACT 1959* AND DISPERSED TO OTHER AGENCIES

	2011-12 \$ Million	2012-13 \$ Million
Stamp Duty (inc Hospital Fund)	208.07	214.46
Third Party Insurance	604.66	630.62
Federal Registrations	9.28	9.40
Emergency Services Levy	31.53	31.68
Total Revenue	853.54	886.16

VEHICLES REGISTERED AS AT 30 JUNE 2013

Vehicles by type	2012	2013	+/- change
Cars	732 528	732 355	-0.02%
Station Wagons	257 802	271 956	5.49%
Panel Vans	35 708	35 403	-0.85%
Utilities	133 104	139 193	4.57%
Trucks	43 048	42 659	-0.90%
Prime Movers	7 796	7 847	0.65%
Other Commercial	12 880	12 821	-0.46%
Commercial Trailers	27 847	28 784	3.36%
Buses	4 222	4 164	-1.37%
Tractors	31 274	30 966	-0.98%
Motor Cycles	42 803	43 550	1.75%
Caravans	40 677	41 585	2.23%
Trailers	247 685	249 637	0.79%
Others	15 446	15 513	0.43%
Total Vehicles	1 632 820	1 656 433	1.45%

DRIVERS LICENCES REGISTERED AS AT 30 JUNE 2013

Class	Common terms	2012	2013	+/- change
C	Car	983 659	1 008 586	2.53%
LR	Light rigid truck	23 323	26 072	11.79%
MR	Medium rigid truck	40 150	40 896	1.86%
HR	Heavy rigid truck	58 781	59 817	1.76%
HC	Heavy combination	38 897	38 728	-0.43%
MC	Multi trailer combination	9 755	10 469	7.32%
R	Full Motor Bike Licence	152 390	156 564	2.74%
R 'Date'	Size restricted Motor Bike	16 019	17 001	6.13%
Total Licence Holders*		1 154 578	1 185 641	2.69%

* Note: Includes licence types, Learner, P1, P2, Probationary and Full, Drivers can have multiple classes of licence i.e. 'C' and 'R' therefore the total licence holders will not equal the sum of the classes.

RIGHTS OF REVIEW AND APPEAL

Section 98Z of the *Motor Vehicles Act 1959* 'Rights of Review and Appeal' enables a person aggrieved by certain decisions of the Registrar of Motor Vehicles to apply for an internal review of the decision. If a person is dissatisfied with the outcome of a review, section 98ZA provides the person with a right of appeal to the District Court.

REVIEWS AND APPEALS UNDER S98Z OF THE MOTOR VEHICLES ACT 1959

	2011-12	2012-13
Total number received	30	52
Confirmed	12	39
Varied	1	6
Set aside	4	0
Court Appeal	1	1
Not eligible to seek review	3	0
Application withdrawn	4	4
Pending	5	2

ACCIDENT TOWING AND INVESTIGATIONS

During the past financial year the 40 towing services registered to operate on the Accident Towing Roster Scheme performed 12 519 accident tows on behalf of the public within the Declared Area (greater metropolitan Adelaide) compared with 11 981 accident tows in 2011-12.

E-COMMERCE

In 2012-13, 1.68 million registration and licensing payments were made online over the internet, an increase of approximately 2.46 per cent on 2011-12.

Registration renewals are the most common transaction. In 2012-13 of the 3.3 million registration renewals paid: 1.48 million (45 per cent) were paid online; 250 000 renewals were made by telephone; and 214 000 were completed by a smart phone (an increase of 285 per cent on 2011-12).

Australia Post overtook Service SA and became the second most popular way of paying registration renewals. 653 000 registration renewals were paid at Australia Post in 2012-13 and 625 000 registration renewals were paid at a Service SA customer service centre (a decrease of approximately 9.14 per cent on 2011-12).

In 2012-13 over 366 000 licences were renewed and of those 114 000 were renewed via EzyReg.

REPORTING AGAINST THE AIR TRANSPORT (ROUTE LICENSING-PASSENGER SERVICES) ACT 2002

The following report is provided pursuant to section 19 of the *Air Transport (Route Licensing-Passenger Services) Act 2002*.

OPERATION AND ADMINISTRATION OF THE ACT IN 2012-13

Adelaide-Port Augusta was the only route subject to a Route Service Licence during 2012-13. This route remains marginally viable and is licensed in accordance with s5(3) of the Air Transport Act "...to encourage an operator or operators of air services to establish, maintain, re-establish, increase or improve scheduled air services on the route."

Sharp Aviation Pty Ltd, trading as Sharp Airlines, is the licence holder and operated in accordance with its licence conditions throughout the period.

On 25 May 2013, as required by condition 3 of its route service licence, Sharp Airlines gave formal notification of its intention to raise the fully flexible fare on the route from 1 July 2013 by \$8 from \$281 to \$289 (2.9 per cent).

The Minister for Transport and Infrastructure noted the increase on 5 June 2013 and confirmed in accordance with condition 6 of the route service licence that he was satisfied the increase was justified by increased input costs.

REPORTING AGAINST THE *PASSENGER TRANSPORT ACT 1994*

PATRONAGE IN METROPOLITAN ADELAIDE

The department administers the *Passenger Transport Act 1994* and Passenger Transport Regulations 2009 by planning, regulating and funding public transport services (bus, train and tram, taxi and hire car) across South Australia.

Public transport bus services across metropolitan Adelaide, which extends to Gawler in the north, Aldinga in the south and the Adelaide Hills, are provided through contracts administered by the department with three private bus providers. These providers operate as Southlink, Torrens Transit and Light-City Buses. The department operates all metropolitan rail and tram services through the Rail Commissioner entity which has accreditation under the Passenger Transport Act.

The department also administers public transport services in regional South Australia. These include regular route services (country bus services), provincial city services, integrated transport plans, special medical-related services and dial-a-ride services.

The department supports community passenger networks across regional South Australia and within metropolitan Adelaide which are established to facilitate access to transport for people who are transport disadvantaged. This program is jointly funded with the Home and Community Care program managed through the Department for Communities and Social Inclusion.

In 2012-13, metropolitan public transport patronage changed as follows:

- > initial boardings on the public transport system increased by 0.7 per cent
- > transfer boardings on the public transport system decreased by 4.7 per cent
- > total patronage, including initial boardings and transfers, decreased by 0.5 per cent across the Adelaide Metro network in 2012-13.

Decreases in patronage are directly related to major rail line closures (with additional patronage impact on feeder bus services). In January 2013 the whole train network was closed or reduced to undertake track works in the Adelaide railyards. This included the full closure of the Belair and Noarlunga lines, the partial closure of the Gawler line between Adelaide and North Adelaide and the partial closure of the Outer Harbor and Grange lines from Adelaide to Woodville.

Traffic disruptions associated with projects such as the North-South Pipeline, Southern Expressway Duplication and the Harris Scarfe redevelopment in the Adelaide central business district impacted operations and had a negative effect on patronage. To alleviate the impacts of these disruptions and to improve reliability across the bus network, the government introduced new timetables which came into operation on 1 July 2012.

These new timetables more closely reflected the actual running times of services and in conjunction with the introduction of bus priority lanes on Currie and Grenfell Streets and Anzac Highway resulted in significant improvements to the on-time running performance and reliability of Adelaide's bus services.

ADELAIDE METRO BOARDINGS 2012-13 (MILLIONS)*Initial boardings by mode:*

Year	Bus	Tram	Train	Total Initial Boardings
2012-13	39 705	2 269	7 968	49 942

Initial boardings by passenger type:

Year	Regular	Concession	Student	Seniors	Special Passes	Total Initial Boardings
2012-13	15 929	20 601	9 405	3 227	780	49 942

Initial boardings by ticket type:

Year	Singletrip	Daytrip	Multitrip	Metro Card	Total Initial Boardings
2012-13	8 195	1 368	18 150	22 229	49 942

SPECIAL EVENT SERVICES

The department made special arrangements to enhance passenger transport for a range of special events including the Royal Adelaide Show, New Year's Eve celebrations, Clipsal 500, WOMADelaide, Santos Tour Down Under, Credit Union Christmas Pageant, City-Bay Fun Run, Come Out and ANZAC Day.

In addition, public transport support was also provided to facilitate access to major national and international events held in Adelaide including the National University Games in September 2012 and the World Rescue Games in October 2012.

Ongoing public transport support continues to be provided for all major events held at the Entertainment Centre, Hindmarsh Stadium and Morphettville Race Course. For each event, additional bus services may be provided, as well as temporary bus route changes, additional bus stops, bus parking zones and taxi stands, as well as strategically increased capacity to ensure passenger transport needs are met and that public transport to these major events run smoothly.

The SA Lotteries Footy Express continued to be popular with people attending AFL football. In 2012-13 almost 135 000 patrons used the service to travel to the football, representing on average approximately 23.3 per cent of the AAMI stadium attendance each game.

ADELAIDE FREE SERVICES

The Adelaide Free services provide free travel for customers in the central city area. The City Loop service (99C) travels around the city taking in many of Adelaide's attractions. Adelaide Free buses are fully accessible and powered by environmentally friendly compressed natural gas. The Adelaide Free bus service complements the popular free tram service between South Terrace and the Adelaide Entertainment Centre. This free tram service has become increasingly popular as more people park their cars at the Entertainment Centre and take a tram into the CBD.

REGIONAL SERVICES

The department regulates and contributes to funding transport services in some regional areas and fosters regional transport initiatives that provide collective transport solutions identified through extensive community consultation and detailed transport studies.

Regular route services operate across regional SA and link major centres in South Australia to Adelaide. Services operate in the Barossa, Murray Mallee, Mid North, Upper North, Far North, Riverland, Eyre, South East and Fleurieu regions.

Integrated transport services operate in the Coorong District Council, Karoonda East, Murray District Council, Southern Mallee District Council, Mid-Murray District Council, Southern Yorke Peninsula, Tatiara, the Eastern Riverland, the Upper North, the Mid North and Mount Barker.

Special (medical) services also operate in a number of regions that provide accessible door to door services for people unable to access conventional public transport to travel to medical appointments. These services operate in the Murray Mallee, Yorke Peninsula, Upper North and Mid North.

Following ongoing negotiation with the Department for Communities and Social Inclusion, the Department for Education and Child Development, the District Council of Kangaroo Island and the Kangaroo Island Futures Authority, agreement was reached to commence detailed planning for the introduction of regular public transport services on Kangaroo Island. A Request for Tender will be released during 2013-14 with a view to introduce services in early 2014.

Based on data provided by country bus operators, country bus patronage for 2012-13 was 909 372 compared to 900 133 in 2011-12, an increase of 1.03 per cent.

PROVINCIAL CITY BUS SERVICES

Regular passenger services also operate in South Australia's provincial cities of Port Lincoln, Whyalla, Port Augusta, Port Pirie, Murray Bridge and Mount Gambier.

Dial-a-Ride door to door services are also provided in Gawler, Angle Vale, Victor Harbor, Port Lincoln, Murray Bridge, the Copper Coast and Barossa Valley. These supplement regular timetabled services and extend the range of public transport for these communities.

Based on data provided by provincial city bus operators, patronage for 2012-13 was 457 240 compared to 431 141 in 2011-12, an increase of 6 per cent.

ALTERNATE SERVICES DURING MAJOR RAIL PROJECTS

Substitute bus services provided during the Rail Revitalisation program works were contracted to the Adelaide Metro providers with a key task to minimise disruption to customers while rail lines were closed.

Bus substitute services continued to be provided for customers who would normally use the Tonsley line which was closed due to temporary platform closures at the Adelaide Railway Station from February 2012, associated with upgrade works at the Adelaide Convention Centre.

In January 2013, all remaining services into the Adelaide Railway Station were suspended to enable track works to be undertaken in the Adelaide railyards in preparation for electrification. January was chosen to undertake these works due to the reduced patronage across the network at this time and therefore minimising the impact for passengers. The Gawler, Grange and Outer Harbor lines were partially closed with Gawler train services operating to North Adelaide while Outer Harbor and Grange services operated to Woodville. Bus substitute services were provided between North Adelaide and Adelaide and between Woodville and Adelaide during this time.

The Noarlunga and Belair lines remained closed in full. The Noarlunga line was closed to enable track upgrades between Oaklands and Adelaide while the Belair line was closed to enable installation of new electrical and signalling infrastructure as well as to construct a rail underpass at Goodwood Junction to separate freight and passenger trains. Bus substitute services have been provided between Belair and Adelaide and also between Noarlunga and Adelaide, operating as close as possible to the previous train timetable. These bus services provide passengers with a continual public transport service during important infrastructure works.

The Gawler, Outer Harbor and Grange lines re-opened in full in February 2013. The Belair line is scheduled to re-open in mid July 2013 and the Noarlunga line is scheduled to re-open in late 2013.

In recognition of the ongoing patience shown by Adelaide Metro rail passengers travel on all bus substitute services and partial rail services was free during the month long closure.

COMPLAINTS, COMMENDATIONS AND SUBMISSIONS

This section reports on the number and nature of complaints, commendations and submissions made to the Minister by members of the public.

Feedback on public transport

The department welcomes feedback from customers about passenger transport services and provides multiple opportunities through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as via social media on Facebook and Twitter. The level of complaints represented 0.03 per cent of total public transport patronage (initial boardings and transfers) in the 2012-13 financial year. Further details on feedback received are provided below.

Feedback	2011-12	2012-13
Commendations	639	814
Suggestions	539	950
Complaints		
Service changes and service quality	7 705	7 749
Punctuality	7 372	5 061
Fares and ticketing	679	1 373
Passenger comfort	1 301	1 392
Other	535	564
Total complaints	17 592	16 139

Feedback on taxi and small passenger vehicle services

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action being taken if a breach of the regulations under the Passenger Transport Act is found to have occurred. Total taxi complaints presented in the table below represent 0.01 per cent of the estimated eight million journeys provided over the past year.

Feedback	2011-12	2012-13
Commendations	8	7
Suggestions	771	639

Waiting times

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide for 2012-13 was 9.21 minutes during the day (6 am to 6 pm), which represents an increase compared to 2011-12 which was 8.92 minutes. At night (6 pm to 6 am) the waiting time was 9.20 minutes, which is a decrease compared to 2011-12 which was 9.86 minutes. These figures include waiting times for phone-booked, hailed and taxi rank trips and meet the prescribed waiting time, as stated in the conditions for accreditation, of 12 minutes.

There are currently 1008 general licenses in metropolitan Adelaide.

Access taxis

For the 2012-13 financial year 85.3 per cent of access taxi passengers were picked up within 13 minutes, a minor decrease compared to the previous year where the number of passenger pick ups within 13 minutes was 86.4 per cent. The number of access taxi passengers picked up within 30 minutes was 97.9 per cent, a minor decrease compared to the result achieved the previous year 98.1 per cent.

There are 100 general taxi licenses with special conditions (Access Taxis). This represents 9.2 per cent of the total taxi fleet.

Passenger Transport Standards Committee

The Passenger Transport Standards Committee (PTSC) is a statutory committee established under the Passenger Transport Act responsible for exercising disciplinary powers under Part 4, Division 5 of the Act and for exercising or performing such other powers or functions as may be conferred on the PTSC by the Minister from time to time.

In 2012-13 the PTSC met on 82 occasions and considered 222 matters including:

- > 97 accreditation applications
- > 118 disciplinary matters
- > 1 vehicle age limit exemption application
- > 6 Exclusion Orders.

Of the 118 disciplinary matters, the PTSC:

- > suspended the accreditation of 33 accredited persons for a period of time
- > revoked the accreditation of 14 accredited persons and disqualified them for a period of time
- > permanently disqualified eight persons from holding accreditation under the Passenger Transport Act.

The remaining accredited persons were either fined, required to undertake re-training or reprimanded.

REPORTING AGAINST THE CARERS RECOGNITION ACT 2005

The department is required to report on action taken to comply with the requirements of section 6 of the *Carers Recognition Act 2005*:

- > ensuring its officers, employees or agents have an awareness and understanding of the SA Carers Charter
- > taking action to reflect the principles of the SA Carers Charter in the provision of relevant services
- > consulting with carers and organisations that represent carers, particularly in relation to policy or program development, or strategic or operational planning, relevant to carers and the persons they care for.

Carers are defined under the Carers Recognition Act as the family and friends who provide ongoing care or assistance to someone who has a disability or a chronic illness including a mental illness or is frail and requires assistance carrying out everyday tasks. Carers include members of the South Australian community who are our customers as well as employees of the department who are also carers.

SERVICE DELIVERY REPORTING

Legislated Obligation 1:

There is a system to ensure all management, staff and volunteers have an awareness and understanding of the SA Carers Charter.

The one-stop contact point for government information, products and services www.sa.gov.au provides information and help to the South Australian community including department staff and organisations who represent carers.

The department also provides specific public transport information for carers available via www.adelaidemetro.com.au as well as the Adelaide Metro Infoline and InfoCentres.

South Australians with disabilities are able to apply for transport assistance under the Plus One Free Companion card and the South Australian Transport Subsidy Scheme (SATSS). The Plus One Free Companion card provides assistance to people who cannot travel independently due to physical mobility, cognitive, sensory or communication impairments.

Holders of a Plus One Free Companion card are able to travel on all Adelaide Metro bus, train and tram services throughout metropolitan Adelaide accompanied by a companion/carer. The companion/carer is automatically recognised through their relationship with the person requiring care who controls the card and travels free of charge.

Legislated Obligation 2:

There is a system to ensure appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures.

The department convenes TAAG which meets regularly with representatives from South Australian peak groups for people with disability, their advocates and carers. TAAG consults on implementation, operation and evaluation of services, facilities and infrastructure initiatives.

Representation includes Carers SA, the Disability Complaints and Advocacy Service and Physical Disability Council of SA (who include the concerns of carers for people with disabilities).

Legislated Obligation 3:

There is a system to ensure the principles of the SA Carers Charter are reflected in divisional practices.

The involvement of peak disability agencies in the TAAG is greatly valued. This involvement provides input to inform and enable the department to reflect the principles of the SA Carers Charter.

HUMAN RESOURCE REPORTING

Legislated Obligation 1:

There is a system to ensure all management, staff and volunteers have an awareness and understanding of the SA Carers Charter.

The department's Human Resource (HR) policy framework and operating procedures set out the responsibilities of managers to assist employees to meet their carer responsibilities and provide a range of options to employees.

Supporting provisions for employees with carer responsibilities include family carer's leave, flexible working arrangements, flexible leave arrangements, access to special leave with or without pay and the employee assistance program. The departmental operating procedures promote external support mechanisms available to employees with carer responsibilities.

An online carer's awareness program is available through the departmental intranet and forms part of the corporate induction program for all new employees and managers.

Legislated Obligation 2:

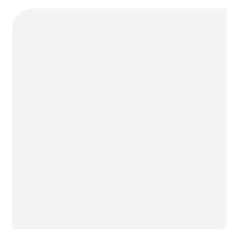
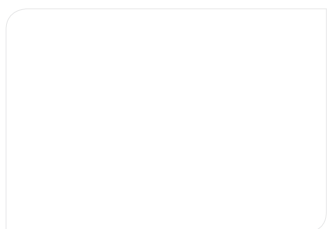
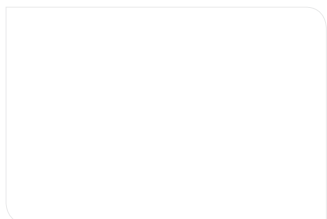
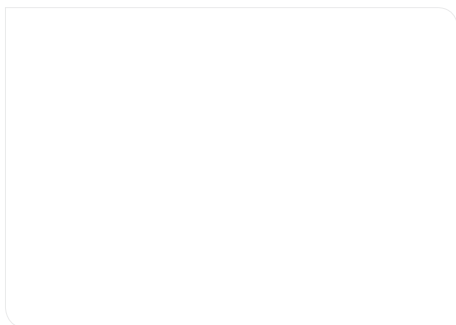
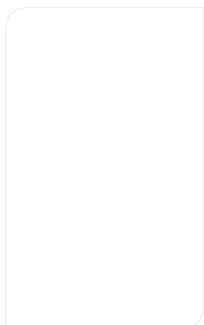
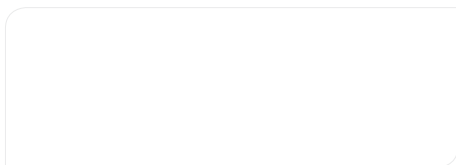
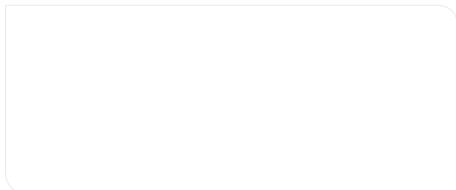
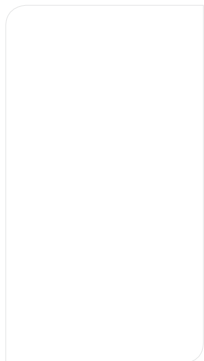
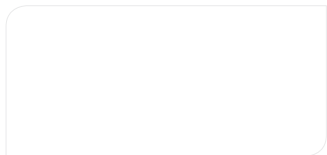
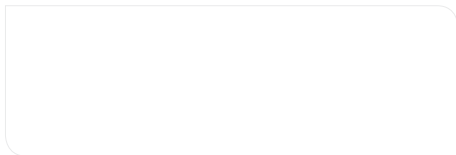
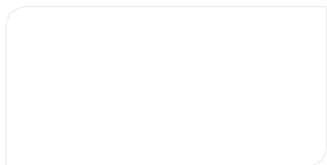
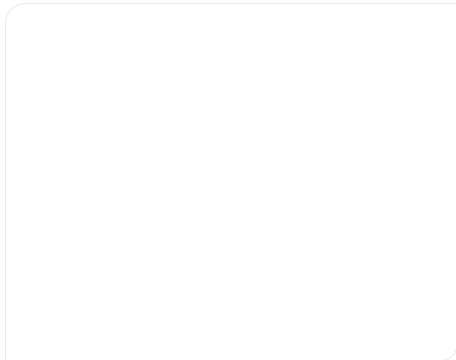
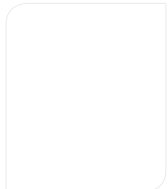
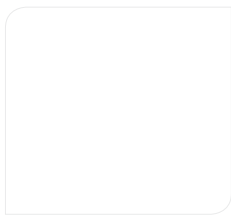
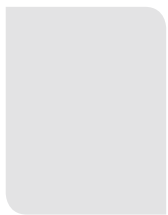
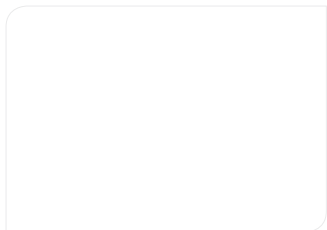
There is a system to ensure appropriate consultation with carers, or persons or bodies that represent carers, in the development of strategic and business plans and policies and procedures.

The department has a wide range of consultative processes at the corporate and local levels. Consultation occurs with employees who are carers as part of these employee consultative processes.

Legislated Obligation 3:

There is a system to ensure the principles of the SA Carers Charter are reflected in divisional practices.

The principles of the SA Carers Charter are incorporated into the department's strategic HR framework through the operating procedures, online training and corporate induction programs.



FINANCIAL STATEMENTS