



**Government
of South Australia**

23MIT6192

Hon Heidi Girolamo MLC
Girolamo.office@parliament.sa.gov.au

**Office of the
Minister for Infrastructure
and Transport
Minister for Energy and
Mining**

Level 14, 83 Pirie Street
Adelaide SA 5000

GPO Box 1533
Adelaide SA 5001

Tel 08 7133 1100

minister.koutsantonis@sa.gov.au

Dear Ms Girolamo

APPLICATION UNDER THE *FREEDOM OF INFORMATION ACT 1991*

I refer to your application made under the *Freedom of Information Act 1991* (the Act), dated 27 February 2023.

Your application seeks access to:

“All correspondence received from the Member for Gibson, Sarah Andrews MP, and any responses (Member initiated) and correspondence sent by the Minister to the Member (Minister initiated) including responses to that correspondence. The correspondence in scope is correspondence relating to the Minister’s portfolios, between 1/1/2023 to 31/1/2023.”

The purpose of this letter is to advise you of my determination. An extensive search was conducted within this office. A total of 9 documents were identified as answering the terms of your application.

I grant you access in part to 9 documents; copies of which are enclosed.

Documents Released in Part

Documents 1 – 9 are all released in part as they contain the name of a constituent within the Gibson electorate office and if released would involve the unreasonable disclosure of personal information. I therefore determine this information exempt pursuant to clause 6 to the FOI Act.

Exemption

Clause 6 – Documents affecting personal affairs

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

Please note, in compliance with Premier and Cabinet Circular PC045 - *Disclosure Logs for Non-Personal Information Released through Freedom of Information* (PC045), details of your FOI application, and the documents to which you are given access, will be published in the agency's disclosure log. A copy of PC045 can be found at the following address: <https://dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>. Please visit the website for further information.

No fees and charges are payable for this application.

If you are unhappy with this determination you are entitled to apply for an internal review, in accordance with section 29 of the FOI Act. To make an internal review application, please either write a letter or complete *Application for Review of Determination* form, to the Principal Officer of this agency, the Hon Tom Koutsantonis MP, within 30 (calendar) days after you receive this letter.

If you require any further information, please contact Vicky Cathro on (08) 7133 1100.

Yours sincerely



Carly McNeill
Accredited FOI Officer

29 / 3 / 2023

RELEASE IN PART

DIT:Minister Koutsantonis

From: DIT:Minister Koutsantonis
Sent: Thursday, 5 January 2023 3:31 PM
To: Gibson EO
Subject: 22MIT4360 - Final
Attachments: 22MIT4260 - Letter to Ms Sarah Andrews MP.pdf

OFFICIAL

Good afternoon

Please find attached signed letter from the Hon Tom Koutsantonis MP, Minister for Infrastructure and Transport.

Kind regards

Office of the Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport
Minister for Energy and Mining



Government of South Australia

Department for Infrastructure
and Transport

L14, 83 Pirie Street, ADELAIDE SA 5000 • GPO Box 1533, Adelaide SA 5001



The Department for Infrastructure and Transport acknowledges the Traditional Custodians of the Country throughout South Australia and recognises their continuing connection to land and waters. We pay our respects to the diversity of cultures, significance of contributions and to Elders past, present and emerging.

We are committed to creating a diverse and inclusive culture where everyone is valued and respected.

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The Hon Tom Koutsantonis MP



Government
of South Australia

22MIT4360

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Ms Sarah Andrews MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews

Thank you for your letter dated 22 November 2022, on behalf of Mr Clause 6 (1) - Personal Affairs about Service SA's policy in relation to changing of a driver's licence number.

The Department for Infrastructure and Transport advises that customers who have had their personal information compromised because of their driver's licence being stolen, are eligible to apply for a change of driver's licence number. The customer is required to demonstrate that fraudulent activity has occurred or has the potential to occur. In this situation, providing a police report number would be suitable.

A customer does not have to wait until fraud has occurred for a new driver's licence number to be issued. However, to meet evidence of identity requirements, the application to change a driver's licence number cannot be made by a third-party.

As a result, Mr Clause 6 (1) - Personal Affairs is unable to complete the application on behalf of Ms Clause 6 (1) - P I

If Ms Clause 6 (1) - is still overseas, she can contact ServiceSAFeedback@sa.gov.au to advise of a suitable time and contact number for Service SA to call and discuss the change the driver's licence number. Alternatively, if Ms Clause 6 (1) - has returned to South Australia, she can apply to change her driver's licence number at a Service SA centre.

Yours sincerely

Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

23 112 12022

DIT:Minister Koutsantonis

From: DIT:Minister Koutsantonis
Sent: Thursday, 5 January 2023 3:17 PM
To: Gibson EO
Subject: RE: 22MIT4548 Correspondence from Sarah Andrews MP, Member for Gibson
Attachments: 22MIT4548 signed letter.pdf

OFFICIAL: Sensitive

Good afternoon

Please find attached response from the Hon Tom Koutsantonis MP, Minister for Infrastructure and Transport, Minister for Energy and Mining.

Kind regards

Office of the Hon. Tom Koutsantonis MP
Minister for Infrastructure and Transport
Minister for Energy and Mining



Government of South Australia
Department for Infrastructure
and Transport

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From: Gibson EO <Gibson@parliament.sa.gov.au>
Sent: Monday, 5 December 2022 11:03 AM
To: DIT:Minister Koutsantonis <minister.koutsantonis@sa.gov.au>
Subject: 22MIT4548 Correspondence from Sarah Andrews MP, Member for Gibson

Good morning,

Please find attached correspondence from Sarah Andrews MP.

Kind regards,

Office of Sarah Andrews MP | State Member for Gibson
Level 2, 1 Milham Street Oaklands Park, SA 5046
8377 3500 | gibson@parliament.sa.gov.au



Sarah Andrews MP
MEMBER FOR GIBSON



8377 3500 | L2, 1 Milham Street, Oaklands Park SA 5046

  SarahAndrewsGibson

We acknowledge the Kurna people of the Adelaide Plains as the traditional custodians of the land where our office is located. We also acknowledge all Aboriginal nations throughout South Australia. We honour Aboriginal peoples' continuing connection to Country and recognise that their sovereignty was never ceded. We pay our respects to Elders past, present and emerging and extend that respect to all Aboriginal people.

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The Hon Tom Koutsantonis MP



Government
of South Australia

22MIT4548

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Minister for Energy and
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Ms Sarah Andrews MP
Member for Gibson
L2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews *Sarah,*

Thank you for your letter dated 5 December 2012, on behalf of Mr Clause 6 (1) Personal about his concerns with safety at the West Beach boat ramp.

The Department for Infrastructure and Transport (the Department) advises that the West Beach boat ramp was reconstructed in late 2021, with new concrete ramps for the launching and retrieving of vessels.

Since then, it has been found that the concrete surface is slipperier possibly due to a higher-than-normal build-up of seagrass slime over the lower tide portion of the ramp.

In November 2022, the concrete ramps were pressure cleaned and further scarified (a process to mechanically roughen the surface to provide more grip) down to the low tide water mark.

I have asked the Department to regularly monitor the surface of the concrete ramps and arrange to have it pressure cleaned if required.

Yours sincerely

Tom Koutsantonis

Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

27 / 12 / 2022

DIT:Minister Koutsantonis

From: DIT:Minister Koutsantonis
Sent: Thursday, 5 January 2023 4:08 PM
To: Gibson EO
Subject: 22MIT3922 - Response from Hon Tom Koutsantonis MP
Attachments: 22MIT3922 - Letter to Ms Sarah Andrews MP.pdf

OFFICIAL

Good afternoon

Please find attached response from the Hon Tom Koutsantonis MP, Minister for Infrastructure and Transport, Minister for Energy and Mining.

Kind regards

Office of the Hon. Tom Koutsantonis MP

Minister for Infrastructure and Transport
 Minister for Energy and Mining



Government of South Australia
 Department for Infrastructure
 and Transport

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The Department for Infrastructure and Transport acknowledges the Traditional Custodians of the Country throughout South Australia and recognises their continuing connection to land and waters. We pay our respects to the diversity of cultures, significance of contributions and to Elders past, present and emerging.

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From: Gibson EO <Gibson@parliament.sa.gov.au>
Sent: Tuesday, 1 November 2022 9:50 AM
To: DIT:Minister Koutsantonis <minister.koutsantonis@sa.gov.au>
Subject: 22MIT3922 Correspondence from Sarah Andrews MP

Good morning,

Please find attached correspondence from Sarah Andrews MP.

Kind regards,

Office of Sarah Andrews MP | State Member for Gibson

Level 2, 1 Milham Street Oaklands Park, SA 5046
 8377 3500 | gibson@parliament.sa.gov.au



Sarah Andrews MP
MEMBER FOR GIBSON



8377 3600 | L2, 11 Milham Street, Oldlands Park SA 5046

  SarahAndrewsGibson

We acknowledge the Kurna people of the Adelaide Plains as the traditional custodians of the land where our office is located. We also acknowledge all Aboriginal nations throughout South Australia. We honour Aboriginal peoples' continuing connection to Country and recognise that their sovereignty was never ceded. We pay our respects to Elders past, present and emerging and extend that respect to all Aboriginal people.

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The Hon Tom Koutsantonis MP



Government
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22MIT3922

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Ms Sarah Andrews MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews *Sarah,*

Thank you for your letter dated 31 October 2022, on behalf of Ms **Clause 6 (1)** about her concerns with potholes on Marion Road, Oaklands Road and Sturt Road. I apologise for the delay in responding.

Each road under the care and control of the Department for Infrastructure and Transport (the Department) undergoes an inspection via a maintenance patrol once a fortnight, which includes Marion Road, Oaklands Road and Sturt Road.

This entails a maintenance crew checking the roads for any defects, recording major defects and rectifying any minor issues straight away such as potholes, removal of litter and excess debris, damage to signs and graffiti. These patrols are undertaken in addition to any call outs or programmed maintenance work. The Department has also advised that recent weather conditions have caused many potholes to form throughout the wetter areas of South Australia.

Please be assured that these roads will continue to be regularly inspected with immediate repairs undertaken to ensure the road network is maintained in a safe condition for all road users.

I encourage Ms **Clause 6 (1)** to contact the Department's 24 hour Traffic Management Centre on 1800 018 313 for issues requiring immediate attention. Calling this number directly to report an issue allows for the operator to ask for clarification and will result in a timelier investigation and corrective action where required.

Yours sincerely

Tom Koutsantonis
Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

23 / 12 / 2022

The Hon Tom Koutsantonis MP



Government
of South Australia

22MIT4881

Minister for Infrastructure
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Ms Sarah Andrews MP
Member for Gibson
L2, 1 Milham Street
OAKLANDS PARK SA 5046

By email: gibson@parliament.sa.gov.au

Dear Ms Andrews

Sarah,

Thank you for your letter dated 20 December 2022, on behalf of Mrs [redacted] about safety at the intersection of Seacombe Road and Diagonal Road.


Clause 6 (1) - Personal
Affairs

The Department for Infrastructure and Transport (the Department) advises that 'Keep Clear' pavement markings are generally only used at locations adjacent to emergency service facilities, or where traffic blocking an intersection occurs on a frequent basis and has the potential to create a serious road safety hazard. 'Keep Clear' pavement markings are not generally installed for minimising delays for drivers entering an arterial road.

It is acknowledged that vehicle queues during peak traffic periods can extend past the Diagonal Road/Seacombe Road intersection. Consequently, given the traffic volumes of motorists turning right into Diagonal Road, vehicles blocking the intersection can lead to the traffic on Seacombe Road backing up towards Main South Road.

I am pleased to advise that the Department will install 'Keep Clear' pavement marking at this intersection to increase the flow of right turning vehicles into Diagonal Road, and to reduce the likelihood of the right turn lane overflowing. It is anticipated that the 'Keep Clear' marking will also create additional gaps in traffic for vehicles turning left out of Diagonal Road. It is anticipated this the pavement marking will be completed by the end of March 2023.

Yours sincerely


Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

9 / 1 / 2023

The Hon Tom Koutsantonis MP



Government of South Australia

Minister for Infrastructure and Transport

Minister for Energy and Mining

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22MIT4764

Ms Sarah Andrews MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews *Sarah,*

Thank you for your letter dated 13 December 2022, on behalf of Mrs [redacted] about verges on roads.

Clause 6 (1)
Personal
Aff 1

The Department for Infrastructure and Transport (the Department) has advised that verges on roads come under the care, control and management of the relevant council and that any verge beautification scheme is a matter between the local council and residents.

In support of the Department's Green Infrastructure Commitment, the Department is in the process of liaising with local councils and Green Adelaide to determine the best approach to delivering and maintaining additional green infrastructure on the road network. As part of this, a prioritisation process for a Proactive Planting Program will be considered.

Information on the Green Infrastructure Commitment is available on the Department's website at: <https://dit.sa.gov.au/greeninfrastructurecommitment>

Thank you for raising this important matter, and I trust this information will be of assistance.

Yours sincerely

Tom Koutsantonis
Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

16 / 1 / 2023

The Hon Tom Koutsantonis MP



Government
of South Australia

22MIT4820

Minister for Infrastructure
and Transport

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Ms Sarah Andrews MP
Member for Gibson
L2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews *Sarah,*

Thank you for your letter dated 14 December 2022, on behalf of Mrs Clause 6
(1) - about safety at the intersection of Diagonal Road and Pemberton Street.

The Department for Infrastructure and Transport (the Department) advises that Keep Clear pavement markings are used at locations adjacent to emergency service facilities, or where traffic blocking an intersection occurs on a frequent basis and has the potential to create a serious road safety hazard on an arterial road.

This is generally where there is no or a very short right turn lane and turning vehicles waiting on the main road may be obstructing through traffic, thereby reducing efficiency and safety of the main road traffic. Keep Clear pavement marking is not generally installed for minimising delays to drivers entering an arterial road.

A review has found that a right turn lane for buses only exists on Diagonal Road, with sufficient storage to allow several buses to queue out of the through traffic lanes. Subsequently, it is considered that in the event that vehicles are momentarily queued across the intersection, there is little potential for this to result in the right turn lane overflowing onto Diagonal Road.


Additionally, passenger vehicles are restricted to left in/left out movements to/from Pemberton Street. Whilst it is acknowledged that vehicles exiting Pemberton Street may experience some delays, especially during peak traffic periods, this intersection is performing adequately with a low safety risk should vehicles queue past Pemberton Street.

Furthermore, Keep Clear pavement marking prohibits any vehicles from storing within this area, including vehicles turning out of side roads. Therefore, drivers exiting Pemberton Street would still be prohibited from entering the Keep Clear area.

It is noted that roads such as Lambton Street and Kelmscott Street provide a direct alternative access onto Diagonal Road should Pemberton Street be congested.

In view the above, the introduction of Keep Clear pavement markings at this location is not supported at this time.

Yours sincerely



Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport

16 / 1 / 2023

2023MIT0004

Sarah Andrews MP

MEMBER FOR GIBSON



Hon Tom Koutsantonis MP
Minister for Infrastructure and Transport
Minister for Energy and Mining

By email: minister.koutsantonis@sa.gov.au

Dear Minister, *Tom*

I have been contacted by Mrs **Claude** of Warradale regarding a pedestrian refuge on Diagonal Road between Kent Avenue and Bowker Street, Warradale.

Mrs **Claude** is an older woman whose husband has accessibility requirements and has friends with low mobility. She advises they utilise public transport, particularly the bus stops on Diagonal Road by Kent Avenue and Bowker Street. Mrs **Claude** advises it is difficult to cross the road safely to get to these bus stops and the nearest crossing is at Warradale Primary School.

Mrs **Claude** advises that this walk can be tiring for her and her friends. Mrs **Claude** would like to see a pedestrian refuge on Diagonal Road between Kent Avenue and Bowker Street to enable safe crossing.

I would appreciate that you investigate this matter and provide a response at the earliest convenience.

If my office can be of assistance in this matter, please call 8377 3500 or email Gibson@parliament.sa.gov.au.

Regards,

Sarah Andrews MP
MEMBER FOR GIBSON
25 January 2023



8377 3500 | gibson@parliament.sa.gov.au
L2, 1 Milham Street, Oaklands Park SA 5046

SarahAndrewsMP

5538.

The Hon Tom Koutsantonis MP



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22MEM4610

Ms Sarah Andrews MP
Member for Gibson
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OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews

A handwritten signature in blue ink that reads 'Sarah'.

Thank you for your correspondence dated 6 December 2022, on behalf of your constituent, Mr **Clause 6 (1) - Personal Affairs** regarding his reconnection charge from SA Power Networks (SAPN).

I am sorry to hear of the damage to Mr **Clause 6 (1) - Personal Affairs** meter box and the subsequent dealings and costs he has incurred to repair and reconnect his electricity. The major storm event on 12 November 2022 caused widespread significant damage, with over 160,000 customers without power and at least 500 downed lines in need of repair.

The Department for Energy and Mining contacted SAPN directly for advice on Mr **Clause 6 (1) - Personal Affairs** case.

As per Mr **Clause 6 (1) - Personal Affairs** recollection of events, SAPN confirm that his mains connection box was damaged by his neighbour's tree. SAPN visited the site and carried out a temporary disconnection of supply for safety reasons. Mr **Clause 6 (1) - Personal Affairs** was then required to arrange for a private electrical contractor to repair the meter box as the meter box is the property owner's responsibility to main/repair.

Once the mains connection box was repaired, SAPN attended to site again to reconnect Mr **Clause 6 (1) - Personal Affairs** supply. He is correct that this reconnection incurs a charge of \$487.30 (GST inc) which Mr **Clause 6 (1) - Personal Affairs** retailer will apply to his account. SAPN are not aware of any interactions with Mr **Clause 6 (1) - Personal Affairs** regarding waiving this fee.

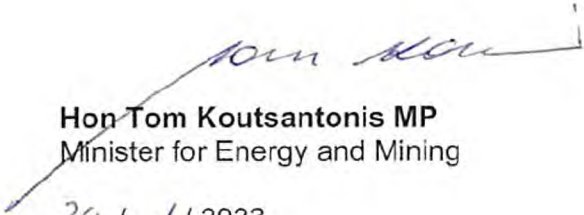
It is important to understand the charge to Mr **Clause 6 (1) - Personal Affairs** for the reconnection is not because he is at fault, it is a fee which SAPN charges for the reconnection service which required them to send a technician to the site. SAPN are not able to carry out works at zero cost.

Should Mr **Clause 6 (1) - Personal Affairs** neighbour wish to assist in paying for the reconnection fee, this is a matter for Mr **Clause 6 (1) - Personal Affairs** and his neighbour to discuss once Mr **Clause 6 (1) - Personal Affairs** receives his electricity bill with the fee applied.

If Mr **Clause 6 (1) - Personal Affairs** has difficulty in paying the bill, he can contact his retailer to arrange a payment plan. Information on his rights is available here: www.aer.gov.au/consumers/my-energy-bill/having-trouble-paying-your-energy-bills.

Mr **Clause 6 (1) - Personal Affairs** should also check his household insurance contract, if he has one. The damage may be covered by the insurance policy.

Yours sincerely


Hon Tom Koutsantonis MP
Minister for Energy and Mining

24 / 1 / 2023

The Hon Tom Koutsantonis MP



Government of South Australia

Minister for Infrastructure and Transport
Minister for Energy and Mining

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22MEM4868

Ms Sarah Andrews MP
Member for Gibson
L2, 1 Milham Street
OAKLANDS PARK SA 5046

gibson@parliament.sa.gov.au

Dear Ms Andrews *Sarah,*

Thank you for your correspondence dated 16 December 2022, on behalf of your constituent, Ms **Clause 6 (1) - Personal** about the Retailer Energy Productivity Scheme (REPS).

REPS is a South Australian Government energy productivity scheme that provides incentives for South Australian households and businesses to save energy. Households and businesses are able to receive free or discounted energy efficiency and energy productivity activities from obliged energy retailers. The obliged energy retailers offer incentives from a list of pre-approved energy productivity activities for the scheme and are not funded by the State Government. The obliged energy retailers have the flexibility to determine which of the approved activities they offer at any time to meet their energy productivity targets, as such, some activity types may not be available at certain periods. The delivery of the energy productivity activities is by the obliged energy retailers but typically delivered on their behalf through their own contractors.

The scheme is administrated by the Essential Services Commission of South Australia (ESCOSA). ESCOSA has a webpage where it has a list of the obliged energy retailers, their delivery contractors/activity providers and the approved energy productivity activities on offer. Ms **Clause 6 (1) - Personal** can visit this publicly available link bit.ly/ESCOSA_ObligedRetailers to see which REPS offers are available.

Regarding Ms **Clause 6 (1) - Personal Affairs** request to receive a rebate under the REPS for her hot water pump that she recently had installed, unfortunately this is not possible. The hot water pump must first have met the minimum requirements for delivery of the activity. The obliged energy retailer or their activity provider would have ensured that all REPS requirements had been followed in the installation of the product.

Ms **Clause 6 (1) - Personal** may be interested in finding out more from her hot water pump installer if she received a rebate upfront under the Australian Government's Small-scale Technology Certificates (STCs). STCs are available for households with an eligible solar or electric heat pump water heater. STCs act as a form of currency and can be sold to recoup a portion of the cost of purchasing and installing the system.

The most common way of selling STCs is by getting a point-of-sale discount on a new system from the installer and assigning the STCs to them. For more information, Ms **Clause 6 (1) - Personal** can visit www.cleanenergyregulator.gov.au and search for "small-scale technology certificates."

Yours sincerely



Hon Tom Koutsantonis MP
Minister for Energy and Mining

24 / 1 / 2023