

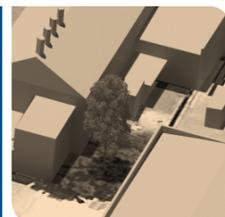
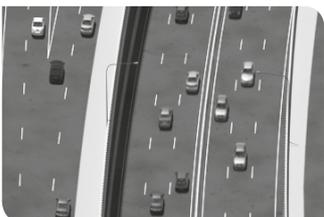
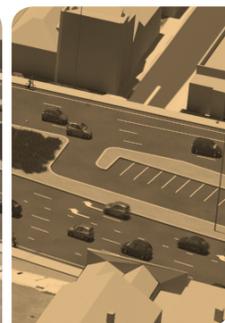
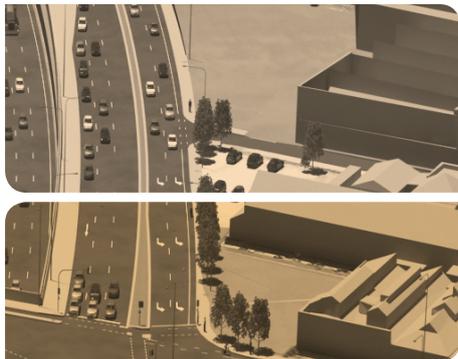
DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

ANNUAL REPORT 2015–16



Government of South Australia

Department of Planning,
Transport and Infrastructure



Prepared by the Department of Planning, Transport and Infrastructure
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The Honourable Stephen Mullighan MP
Minister for Transport and Infrastructure
Minister for Housing and Urban Development

The Honourable John Rau MP
Minister for Planning

The Honourable Peter Bryden Malinauskas, MLC
Minister for Road Safety

The Honourable Leon Bignell MP
Minister for Recreation and Sport
Minister for Racing

The Honourable Geoffrey Brock MP
Minister for Local Government

Dear Ministers

I am pleased to present the Annual Report of the Department of Planning, Transport and Infrastructure for the year ending 30 June 2016.

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

Incorporated in this document is annual reporting by the Commissioner of Highways under the provision of the *Highways Act 1926* and by the Rail Commissioner under the provision of the *Rail Commissioner Act 2009*.

Yours sincerely



Michael Deegan
Chief Executive

Department of Planning, Transport and Infrastructure

30 September 2016

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, the Commissioner has an obligation to report on the operation of the Act.

Under my direction, the Department of Planning, Transport and Infrastructure continues to satisfy the requirements of the Act and to meet the policy objectives of the state 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 annual report of the department. 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.



Michael Deegan

Commissioner of Highways

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Chief Executive message



Michael Deegan
CHIEF EXECUTIVE
30 September 2016

On behalf of our three thousand staff who work hard every day to deliver services to the people of South Australia I provide this report.

These staff are committed to their work and are proud of what they do.

From major planning reforms to the delivery of major projects, road pricing, legislative reform, maintaining and protecting our roads, rail and marine services and infrastructure, the department is heavily engaged in service delivery and driving economic benefits.

The department continues major reform – in safety, its portfolio management office and procurement.

I am proud of the extra efforts our staff make and I commend this report to the Ministers and Parliament.

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About the department

Organisation structure

The Department of Planning, Transport and Infrastructure (DPTI) has continued its reform to maximise efficiencies and deliver on the State Government's commitment to build a modern, capable public sector, with three main functional areas overseen by the Office of the Chief Executive.

- **People and Business Division** brings together our people and financial strengths - ensuring our financial, contract and procurement resources are well-managed and deliver the best investment outcomes for the State. The division is also responsible for the delivery of new whole-of-department approaches to customer engagement and services, information technology and the management of people and performance.
- **Safety and Service Division** puts safety and service at the forefront of everything we do and brings together our project delivery and building management skills - ensuring that the department manages and maintains State infrastructure, delivers effective and efficient public transport services and maximises investment and infrastructure delivery for South Australia. This includes the delivery of a coordinated transport network system, effective and efficient public transport services, and property and facility services.
- **Development Division** focuses on the economic opportunities that need to be realised to bring investment and employment to the State - ensuring that South Australian planning and development systems are nationally competitive, progressive policy positions are developed to drive our state's economy, and innovation, safety and efficiency are the cornerstones of our thinking to help reduce the cost of doing business in South Australia.

The Office of the Chief Executive encompasses Portfolio Governance and Reform, Cultural Advice, and the Office of the Commissioner for Kangaroo Island.

Organisation chart

The department organisational structure as at 30 June 2016

Ministers

Hon STEPHEN MULLIGHAN MP

Minister for Transport and Infrastructure
Minister for Housing and
Urban Development

Hon JOHN RAU MP

Minister for Planning

Hon PETER MALINAUSKAS MLC

Minister for Road Safety

Hon LEON BIGNELL MP

Minister for Recreation and Sport
Minister for Racing

Hon GEOFFREY BROCK MP

Minister for Local Government

Divisions

Office of the Chief Executive

Michael Deegan
Chief Executive

People and Business Division

Julienne TePohe
Chief Corporate Officer

Safety and Service Division

Paul Gelston
Chief Operating Officer

Development Division

Andrew McKeegan
Chief Development Officer

Working together to connect the people and places of South Australia

The department works as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure. By harnessing the diversity of our purposes and people we strive to achieve positive outcomes that will improve the lifestyles of all South Australians every day.

Our vision

We work together to transform South Australia and realise the potential of its people, business and resources by:

- engaging with every South Australian in real time
- ensuring safety is a key tenet of our business
- delivering world class place making
- building an integrated public transport network that people choose to use
- delivering a physically active South Australia with elite sport pathways
- connecting people to places and businesses to markets
- leveraging our assets
- creating the best place to work.

Our values

Our values capture what the department stands for and how our customers and stakeholders can expect to be treated, they guide the way we work together, how we operate within the community and the quality of our service. These values, and the associated behaviours, are embedded in our operating principles and align with the Public Sector Code of Ethics and the *Public Sector Act 2009*.

- **Collaboration** – we work collaboratively as one team to serve our community. This means our diversified teams work together to achieve our shared goals.
- **Honesty** – we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.
- **Excellence** – we are committed to excellence in everything that we do. This means we use our energy, skills and resources to make whatever we are doing the best.
- **Enjoyment** – we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive.
- **Respect** – we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others, and have a consistent application in our approach to one another.

Reporting on the department's strategic objectives and outcomes

The department's objectives were developed in alignment with the State Government's current strategic and economic priorities. The department's contributions and support of these objectives during the past year, and targets for the coming year are captured below, and also in the chapter on Achieving the objectives of South Australia's Strategic Plan (SASP).

Growth and job creation

DPTI delivers growth and prosperity through innovation, contributing to the State's Economic Priorities and making South Australia the best place to live, visit and do business

Growth and job creation -Highlights Initiatives	Outcomes		
	Jobs Growth	Private Sector Prosperity	Sustainable Development
In progressing toward this strategic objective the department:			
Finalised stage one of zoning for retail centres in metro areas and Victor Harbor to promote competition and remove unnecessary barriers to investment		✓	✓
Passed the Motor Vehicles (Trials of Automotive Technologies) Amendment Bill and established the Driverless Vehicles website	✓		
Approved two major development proposals to the value of \$89 million and declared a further two projects to the value of \$84 million		✓	✓
Assessed and approved 30 proposals to the value of \$1266 million through the department's pre-lodgement and design review process.		✓	✓
Progressed a targeted update to the 30-Year Plan for Greater Adelaide through collaborative engagement sessions with local government and industry	✓	✓	✓
Commenced and significantly progressed the development of the Ports Strategy		✓	✓
Provided specific and targeted advice to government regarding future service provision in the northern Flinders Ranges region brought about as a result of the closure of the Leigh Creek coal mine	✓		
Commenced major construction works on the O-Bahn City Access Project	✓		
Continued works on the joint Australian and South Australian Governments, Anangu Pitjantjatjara Yankunytjatjara (APY) Lands Main Access Road Upgrade Project with construction involving some 210km of main access road with job creation of 30 per cent Anangu employment.	✓		

Growth and job creation - Targets for 2016-17 Initiatives	Outcomes		
	Jobs Growth	Private Sector Prosperity	Sustainable Development
In support of this objective for the coming year the department will:			
Finalise the state variation to the National Construction Code to enable activation of older buildings and continued case management support		✓	✓
Enact transitional legislation to implement the <i>Planning, Development and Infrastructure Act 2016</i> in a staged approach over the next five years	✓	✓	✓
Reform the legislative provisions that govern how council boundaries can be changed under the <i>Local Government Act 1999</i>			✓
Implement the revised code of conduct for elected members and council employees			✓
Commence the extension of the Tonsley Rail line to Flinders Medical Centre (Flinders Link) – extension of the existing Tonsley Line by 620 metres, including a 520 metre rail bridge over Sturt and South Roads, a new station next to Flinders Medical Centre - this project will be delivered in conjunction with the Darlington Upgrade Project	✓		
award a major works contract for a new rail underpass at Torrens Junction	✓		
commence construction relating to the Last Mile Program, and continue to implement other initiatives identified through the 90 Day Change@SA project to improve road transport access for the agricultural sector		✓	
complete the Ports Strategy and commence the Freight Strategy	✓	✓	
<p>The Australian and South Australian Governments continue to work together to deliver a range of programs aimed at improving the efficiency and safety of the transport system across South Australia. Key projects in 2016–17 include:</p> <p>North-South Corridor, Northern Connector Project— commence major works on the construction of a new 15.5 km three lane motorway in both directions which connects the Northern Expressway and Port Wakefield Road to the Port River Expressway and South Road Superway, including four major road interchanges and a 16 km shared use path for cyclists and pedestrians which will connect to the existing pathway adjacent to the Northern Expressway – 480 jobs per year during construction phase.</p> <p>North-South Corridor, Torrens Road to River Torrens upgrade – continue construction of a four kilometre non-stop roadway (incorporating three kilometres of lowered motorway) between Ashwin Parade, Torrensville and Pym Street, Croydon Park, including intersection upgrades, an overpass for the Outer Harbor passenger rail line, and improved cycling and pedestrian facilities - 480 jobs per year during construction phase.</p>	✓		

Growth and job creation - Targets for 2016-17 Initiatives	Outcomes		
	Jobs Growth	Private Sector Prosperity	Sustainable Development
<p>North-South Corridor, Darlington Upgrade Project— commence major construction works on the upgrade of approximately 3.3 kilometres of the existing Main South Road between the Southern Expressway and Tonsley Boulevard, including a lowered motorway, intersection improvements and enhanced cycling and walking facilities -370 jobs per year during construction.</p> <p>Goodwood and Torrens Rail Junctions Upgrade — 212 jobs per year during the delivery of the project. Commence delivery of the remaining three components of this project, which include:</p> <ul style="list-style-type: none"> ○ Torrens Rail Junction — grade separation of the freight and passenger lines at Torrens Junction, grade separation of the rail line at Park Terrace, relocation of Bowden Station and improved cycling and pedestrian access between Bowden and the Park Lands ○ Mike Turtur Bikeway — construction of a cycling and pedestrian bridge over the rail line at Goodwood, including Disability Discrimination Act compliant access to the existing Goodwood Station ○ Leader Street Level Crossing Safety Improvements — at-grade improvements to improve the level crossing safety for cyclists and pedestrians, including the provision of automated gates and warning lights at the pedestrian and cycling level crossings. <p>Flinders Link</p> <ul style="list-style-type: none"> ○ Commence the Flinders Link Project which will provide an extension of the Tonsley passenger rail line to connect to the Flinders Precinct, with the project ○ supporting on average an estimated 75 jobs per year during its construction phase. 			

Enhanced liveability and connectivity between people and places, business and markets

DPTI shapes South Australia's liveability and sustainability by delivering integrated and mutually-reinforcing land-use, built form and integrated transport outcomes.

Enhanced liveability and connectivity between people and places, business and markets - Highlights Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
In progressing toward this strategic objective the department:			
assisted with the passage of the <i>Planning, Development and Infrastructure Act 2016</i> through Parliament and commenced preliminary implementation to establish the framework for a contemporary and competitive planning system	✓	✓	✓
finalised significant up-zonings of residential land, boosting infill supply and promoting renewal of suburban areas including Glenelg, the Minda Inc. Brighton Campus and the extensive re-zoning at Playford			✓
provided the <i>Integrated Transport and Land Use Plan (ITLUP)</i> for release by the State Government in July 2015	✓	✓	✓
commenced a major planning study of the electrification of Public Transport including AdeLINK		✓	✓
completed over 20 lane km of resurfacing to improve ride quality on inner urban roads and over 70 lane km was resealed to improve safety on rural roads: undertaken under the Improving Critical Road Infrastructure initiative	✓		
resealed/rehabilitated approximately 547 lane kilometres across the state under the Road Rehabilitation and Resurfacing program	✓		
announced major reforms to the point to point industry, operational from 1 July 2016, following receipt of the South Australian Taxi and Chauffer Vehicle Industry Review		✓	
continued the provision of special event services for events held at the Adelaide Oval and other large events		✓	✓
implemented new services and changed timetable for buses in January 2016 to improve the efficiency of the public transport network		✓	
improved safety across the rail network including increased station lighting	✓	✓	
completed the re-sleeping of the Port River Rail Bridge	✓		
continued planning work associated with Adelaide's North-South Corridor	✓	✓	

Enhanced liveability and connectivity between people and places, business and markets - Highlights Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
commenced review of the <i>Towards Zero Together South Australia's Road Safety Strategy 2020</i> and development of South Australia's Road Safety Action Plan	✓		
completed the safety upgrade of the intersection of North East Road and Sudholz Road and undertook shoulder sealing works on the rural road network including the Karoonda Highway	✓	✓	
delivered the Safer Driving Tips Campaign	✓		
introduced a motorcycle returning riders' refresher course	✓		
developed and promoted the Rail Crossing Safety Quiz	✓		
introduced new motorcycle helmet standards	✓		
developed road rules information for visitors to South Australia including a series of four videos in a range of languages including English, French, German, Chinese, Arabic and Dari	✓		
commenced operation of Point to point average speed safety cameras speed enforcement on the Northern Expressway, South Eastern Freeway and Sturt Highway	✓		
showcased the development of new vehicle safety technologies such as intelligent speed adaptation at the International Driverless Vehicles conference	✓		✓
delivered road safety infrastructure projects in Adelaide and regional South Australia funded under the Black Spot program and other road safety infrastructure funding programs	✓	✓	
undertook detailed design on the redevelopment of the Adelaide Festival Plaza Precinct			✓
launched Operation Moving Traffic, gained stakeholder and community input and released the <i>Operation Moving Traffic Report</i>	✓	✓	
implemented improved signal operations for Hutt Street, Portrush Road and Hampstead Road; banned right turns from Richmond Road to Anzac Highway and more flexible bus operations on city fringe	✓	✓	
launched the Addinsight mobile app for real time traffic alerts: expanded the coverage of the Bluetooth network up to 540 locations; and installed 11 new travel time signs as part of the Darlington Upgrade Project, eight for the O-Bahn City Access project, and seven for the Torrens to Torrens Project		✓	

Enhanced liveability and connectivity between people and places, business and markets - Highlights Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
completed an Airport Master Planning project to assist regional councils to develop airport master plans for regional registered aerodromes in SA		✓	✓
provided State funding for airstrip works at Umuwa, Fregon, Ernabella, Amata, Mt Davies, Yalata and Cleve			✓
continued to implement improvements identified through the 90 Day Change@SA project to improve road access for the agricultural industry		✓	
through its Office for Design and Architecture (ODASA), worked closely with the Adelaide Park Lands Authority and Adelaide City Council on the upgrade of Marshmallow Park in the south-east Park Lands. When complete the revitalized park will incorporate a number of features to attract the growing number of residents in the city and inner metro area. The upgrades will include a fenced dog park, community courts, improved bike and pedestrian access, lighting and shelter and the installation of public art and signage.			✓
implemented the State Government response to the Citizens' Jury on cyclists and motorists sharing the roads safely. This includes new cycling laws which prescribes a minimum passing distance and allowing all ages cycling on footpaths	✓		✓
completed significant safety improvements for the \$1.6m Bicycle Boulevard along Beulah Road Norwood and Rundle St Kent Town. This includes a signalised crossing of Portrush / Beulah Road intersection and improvements to six roundabouts on Beulah Road to reduce vehicle speeds and the risk and severity of crashes for cyclists riding to and from the city.	✓		✓
finalised plans for completion of a Bicycle Boulevard along Braund Rd Prospect	✓		✓
investigated options and consultation underway to upgrade key segments of the Levels-City Bikeway to a Bicycle Boulevard	✓		✓
provided \$3 million to the City of Tea Tree Gully as part of the Footpath Street Renewal Program to improve local public accessibility			✓
worked with Adelaide City Council and other Government agencies on zero emission cycling and walking options, as part of Carbon Neutral Adelaide			✓

Enhanced liveability and connectivity between people and places, business and markets - Highlights Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
provided \$1 356 220 for cycling infrastructure on arterial roads and funding assistance to Councils for cycling infrastructure improvements on local roads through the State Black Spot cycling program and the State Bicycle Fund.	✓		✓
awarded contract for the next steel hulled fabrication for the third and fourth new steel hulled ferries	✓	✓	
installed the first of two new steel hulled ferries at the Lyrup crossing on 26 November 2015	✓	✓	

Enhanced liveability and connectivity between people and places, business and markets – Targets for 2016-17 Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
In support of this objective for the coming year the department will:			
complete medium density guidelines to influence the quality of new housing types that fit within their context	✓		
deliver the Adelaide Park lands demonstration project to support growing number of residents and create a modern urban park			✓
publish the updated the <i>30-Year Plan for Greater Adelaide</i>			✓
complete over 22 lane km of resurfacing to improve ride quality on inner urban roads and over 14 lane km will be resealed to improve safety on rural roads	✓		
resurface approximately 294 lane kilometres on the state network and 156 lane kilometres on the national network to improve safety and ride quality	✓		
continue the upgrade of existing train stations with new platform surfaces, improve station accessibility, install bicycle enclosures and improve lighting, shelter and amenity of the stations	✓		✓
continue the bus replacement program which sees the introduction of more passenger friendly low floor air conditioned buses	✓		✓

Enhanced liveability and connectivity between people and places, business and markets – Targets for 2016-17 Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
undertake an evaluation of alternative power / fuel buses for the Adelaide Metro bus fleet which includes Euro 6 diesels, electric and micro hybrid buses		✓	
progress the major planning study for the electrification of Public Transport including AdeLINK		✓	
continue to implement the actions from South Australia's <i>Road Safety Action Plan 2013-16</i> and develop a new Road Safety Action Plan to 2020	✓		
undertake shoulder sealing works in rural areas, including the Pages Flat Road between Willunga and Myponga, Eden Valley Road between Angaston and Birdwood and the Balaklava and Mallala Road between Hoskin Corner and Owen–Pinery Road	✓		
complete the safety upgrades on Main South Road, between Old Coach and Malpas Roads	✓		
continue to expand the number of local councils and schools actively engaged in Way2Go – safer, greener and more active travel for primary schools and their communities			✓
publish an annual report for the State of the Outback that identifies aspects of the outback that are important to people who live, work and visit the region			✓
continue the Bute to Kulpara road upgrade and the Main North Road upgrade between Laura and Gladstone	✓		
complete the Bald Hills Interchange on the South East Freeway	✓	✓	
implement Operation Moving Traffic initiatives including extended clearway hours on Greenhill Road, traffic signal operational improvements, and commence the development of Moving Traffic Plans in partnership with local government and the community		✓	✓
improve access to public transport through assessment and upgrading of strategically selected railway stations (including end of trip facilities – cycling and walking and park'n' ride)			✓
continue to work with councils to extend and upgrade cycling and walking infrastructure across the arterial road network and local roads to improve safety and access			✓
complete a network of bicycle boulevards and greenways linking the suburbs to the city (including Prospect, Norwood and the Levels)			✓

Enhanced liveability and connectivity between people and places, business and markets – Targets for 2016-17 Initiatives	Outcomes		
	Safer Travel	Efficient Travel	Active & Healthy Communities
implement an integrated active travel strategy to deliver programs that increase the use of active travel modes by residents in metropolitan Adelaide			✓
implement Carbon Neutral Adelaide initiatives to maximize economic opportunities to decarbonize South Australia			✓
implement targeted road safety programs focusing on safer roads, creating safer communities and neighbourhoods, encouraging safer behaviours, continuously improving the licensing system and using new technologies			✓
implement the revised 'smarter travel@work' program to support organisations and employers in metropolitan Adelaide to reduce single occupancy car use for the journeys to, from and for work.			✓
examine local heritage reform opportunities with a focus on improvement on how local heritage places in South Australia are recognised and managed to ensure places of cultural heritage value are protected for future generations.			✓
prepared a Heavy Vehicle Drivers Handbook for distribution to industry including all licence holders upgrading to a heavy vehicle and produced and published online video material on safely descending the South Eastern Freeway into Adelaide	✓		
install the second new steel hulled ferry at Narrung.	✓	✓	

Community-focused and customer-focused services

DPTI fosters community and business input leading to simpler, faster and more efficient customer-focused services, and contributes to Open Government outcomes by increasing the availability of information and transparency in decision making.

Community-focused and customer-focused services - Highlights Initiatives	Outcomes			
	Community Participation	Customer Satisfaction	Active & Healthy Communities	Informed customers
In progressing toward this strategic objective the department:				
supported the Premier's state/local government forum to progress matters of mutual interest and enhance intergovernmental cooperation		✓		
implemented the Municipal Services on Aboriginal Lands Program		✓		
developed the <i>South Australian Regional Level Recreation and Sport Facilities Planning Guidelines</i> in collaboration with the Local Government Association		✓	✓	
supported Recreation SA to develop the SA Recreational Trails 10-Year Master Plan and provided funding for two projects identified in the Master Plan		✓	✓	
established a partnership with the Conservation Council of SA that resulted in the delivery of environmental sustainability training and a manual for sport and recreation organisations, including information on minimising utility consumption	✓		✓	✓
continued the second phase of 360 degree service reviews with state associations and industry peak bodies and is anticipated to be completed early in 2016-17		✓		
through the Office for Recreation and Sport (ORS), approved 769 grants valued at \$32.058 million for sport and recreation organisations to improve the experience of participants through new facilities, new programs and new equipment	✓		✓	
supported more than 225 000 volunteers working in the sport and recreation sector by helping volunteer-based organisations improve their organisational capacity and practices through the STARCLUB Club Development Program and the V-STAR Volunteer Management web tool	✓		✓	
completed upgrades at some of the state's major sporting infrastructure, including at the SA Athletics Stadium, Eagle Mountain Bike Park and the Priceline Stadium (Netball SA)		✓	✓	

Community-focused and customer-focused services - Highlights Initiatives	Outcomes			
	Community Participation	Customer Satisfaction	Active & Healthy Communities	Informed customers
funded or contributed to plans to increase community access to sport and recreation spaces through several significant projects including at Mt Barker, Roxby Downs, Playford, Murray Bridge and Kilburn and for a state BMX facility		✓	✓	
worked, through ORS, with sport and recreation organisations to promote the benefits of diversity and inclusion across the sport sector, providing advocacy and delivering education for diversity and inclusion generally, and specific initiatives to address the needs of targeted population groups	✓		✓	
engaged Aboriginal South Australians in sport and recreation through several ORS initiatives, including a leadership camp for emerging indigenous leaders, adapting the Essentials for Coaching Children (ECC) training course, delivering the adapted ECC Course in four communities across the APY lands and facilitating targeted participation programs across regional SA	✓		✓	
consulted with indigenous leaders in Adelaide, Ceduna and Pt Lincoln to co-design the future of the Indigenous Sport Program	✓			
expanded the range of new vehicles able to be registered by motor vehicle dealers via EzyReg to include larger light commercial vehicles				✓
commenced review of Conditional Registration Scheme for Historic, Left Hand Drive and Street Rod Vehicles to consider allowing modifications to vehicles registered on the scheme				✓
implemented the South Australian Integrated Land Information System (SAILIS) and introduced Priority Notices allowing for the protection of interests in land prior to lodgement				✓
delivered the first General Valuation for the State using SAILIS, comprising \$366 billion of capital value for use by local government, SA Water and Revenue SA for rating and taxing purposes; and \$214 billion of site value primarily used for Land Tax purposes and by some regional councils				✓
introduced Client Authorisation which offers efficiencies by streamlining the preparation of Land Titles Office (LTO) documentation in readiness for the implementation of National Electronic Conveyancing (NEC) in South Australia				✓
completed the second stage of amendments to the South Australian <i>Real Property Act 1886</i> and other statutes required for the implementation of National Electronic Conveyancing in South Australia				✓
delivered the Residents Win grant program, which provided funds totalling \$50 000 to community driven projects to create people friendly streets and safer roads.			✓	

Community-focused and customer-focused services - Highlights Initiatives	Outcomes			
	Community Participation	Customer Satisfaction	Active & Healthy Communities	Informed customers
<p>Also in support of this objective:</p> <p>63 South Australian Sports Institute (SASI) athletes competed at world championships. 23 SASI athletes medalled in seven sports bringing home a total of 38 medals across 32 events (11 gold, 14 silver, 7 bronze). Nine SASI athletes were crowned world champions.</p> <p>the first full year of sport vouchers, approximately 53 000 vouchers were redeemed for primary school aged children of which an estimated 20 000 children were new members to the sporting activities</p> <p>there were 12 051 participants registered in VACSWIM, an affordable water safety program for children aged 5 to 13 years, conducted in the summer school holidays at pools and beaches around the state</p> <p>ORS supports volunteers through its State Coaching and Officiating Centre, which delivers courses to help South Australians attain skills and qualifications to coach or officiate in sport.</p>	✓		✓	
<p>Digital by default</p> <p>The department made significant headway in establishing its digital transformation agenda through the development of an over-arching paper that will guide the department's digital transformation. The paper includes the principles to inform future investment, and the approach to delivering simple, effective digital services which will meet our customers' needs and contribute to our strategic objectives. Progress monitoring will occur, in terms of digital maturity, across the coming months aiming to improve on the benchmark established with the initial assessment.</p>				✓
<p>Open data</p> <p>The department has been a strong contributor to the South Australian Government's Open Data initiative, with a drive to increase Open Data publication. This has been by way of the establishment of an Open Data Action Group, and demonstrated through having achieved the department's target of a 25 per cent increase in published open datasets, with a 39 per cent (50 datasets) as at June 2016.</p> <p>The department has sought to improve management of the quality of data published with all datasets now subject to a quality assessment utilising the Open Data Institute criteria and subsequent certification. Of the 50 datasets published, all have been quality certified with 49 certified as "Silver" and one certified as "Bronze". This means that for the majority of published datasets the following applies:</p> <p><i>"Silver data is openly licensed, available with no restrictions, accessible and legally reusable. The data is documented in a machine readable format, reliable and offers ongoing support from the publisher via a dedicated communication channel".</i></p>				

Community-focused and customer-focused services – Targets for 2016-17 Initiatives	Outcomes			
	Community Participation	Customer Satisfaction	Active & Healthy Communities	Informed customers
commence collaborative implementation of a new planning and development system including: <ul style="list-style-type: none"> ○ launch the New Planning Commission ○ launch the Community Engagement Charter ○ complete the Framework for the Planning and Design Code ○ complete the Framework for the State Planning Policies ○ launch of the Planning Portal 	✓			✓
contribute to selection of 30 South Australian Sports Institute (SASI) SA athletes for the 2016 Rio Olympic Team and 10 SASI SA athletes for the 2016 Rio Paralympic Team		✓		
aim that SASI athletes medal at international benchmark events, including the Rio Olympic and Paralympic Games, in four sports		✓		
deliver an Economic and Social Cost Benefit Analysis Tool that can be applied to recreation and sport facilities			✓	✓
deliver a regional sport pathways pilot project to improve access to specialist coaching to youth identified through talent identification program			✓	
implement a state wide strategy to formally recognise sporting clubs as STARCLUBS when they have completed the STARCLUB development program			✓	
deliver a National Active Recreation Strategy in partnership with all states and territories to provide national alignment and local support for the South Australian recreation sector			✓	
finalise a review of the 2014 local government elections		✓		✓
identify needed improvements to the Municipal Services on Aboriginal Lands Program		✓		
reform the legislative provisions that govern how council boundaries can be changed under the <i>Local Government Act 1999</i>		✓		
implement the revised code of conduct for elected members and council employees		✓		
deliver online booking and account management facilities for Authorised Diving Examiners				✓
deliver the changes to the department's Vehicles Registration and Licensing System to support the introduction of a deregulated Compulsory Third Party (CTP) insurance market				✓
continue to engage with our customers to develop initiatives that promote MetroCard, real time travel and event services to attract customers to use public transport		✓		✓

Community-focused and customer-focused services – Targets for 2016-17 Initiatives	Outcomes			
	Community Participation	Customer Satisfaction	Active & Healthy Communities	Informed customers
improve transparency and reporting around performance and accountability to enhance our public transport system for all customers		✓		
implement information and communication technology system enhancements to support the state's participation in the National Electronic Conveyancing System		✓		✓
introduce legislation to strengthen drug driving penalties		✓		
double the number of Aboriginal people living in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and Maralinga Tjarutja (MT) Lands who achieve a P2 licence, as a result of being clients of 'On the Right Track Remote', using 2015-16 data as a base line		✓		

Maximised use and return on infrastructure

DPTI plans, develops, operates and maintains South Australia's infrastructure assets to improve liveability and productivity and drive the State's further economic growth whilst providing better value from investment.

Maximised use and return on infrastructure - Highlights	Outcomes	
	Effective Infrastructure	Sustainable Infrastructure
Initiatives		
In progressing toward this strategic objective the department:		
Completed South Road and Richmond Road intersection upgrade, James Congdon Drive duplication and Park Terrace, Fitzroy Terrace and Torrens Road Upgrade in advance of major works which commenced on the North-South Corridor, Torrens Road to River Torrens Project	✓	
Awarded major works contract to Gateway South for the Darlington Upgrade Project and announced a scope extension of approximately one kilometre to the Tonsley Precinct	✓	
Completed early works to upgrade the Marion and Sturt Road intersection	✓	
Commenced early works at the intersection of Kings/Bolivar Roads, as part of the North-South Corridor, Northern Connector Project	✓	
Completed the construction of the Northfield Infrastructure Upgrade, Mount Gambier Prison Accommodation Unit (84 bed), State Drill Core Library and the Anzac Centenary Memorial Garden Walk	✓	
Commenced construction of the Transforming Health projects at Flinders Medical Centre, Modbury Hospital and Noarlunga Health Services	✓	
Completed the transfer of the vessel survey function to the Australian Marine Safety Authority Accredited Surveyors		✓
Negotiated leases that will achieve space and rental savings in the Adelaide Central Business District		✓
Selected a Developer and progressed the procurement process for new 5 Star Green Star Government office accommodation in Port Adelaide		✓
Undertook specific road safety infrastructure treatments, including constructing roundabouts, in rural locations to reduce the incidence and severity of head-on, run off road crashes and right turn junction crashes.	✓	

Maximised use and return on infrastructure – Targets for 2016-17 Initiatives	Outcomes	
	Effective Infrastructure	Sustainable Infrastructure

In support of this objective for the coming year the department will:		
Continue national maritime reform, with the transition of all domestic commercial vessel functions undertaken by the agency to the Australian Marine Safety Authority		✓
Continue major works on the North-South Corridor, Torrens Road to River Torrens Project	✓	
Open the new overpass on the Outer Harbor railway line, as part of the North-South Corridor, Torrens Road to River Torrens works	✓	
Commence major works on the North-South Corridor, Northern Connector and Darlington Upgrade projects	✓	
Continue major works on the O-Bahn City Access Project	✓	
Complete construction of the Port Augusta Prison Accommodation	✓	
Commence construction of the New Adelaide CBD High School Redevelopment and the School Stimulus Program	✓	
Complete the Bald Hills Interchange on the South Eastern Freeway	✓	
Progress the planning and commence construction of office fit-out for 500 government employees in new accommodation in Port Adelaide	✓	
undertake a dedicated mechanical upgrade of the diesel railcar fleet including the overhaul of bogies, brakes and traction power systems.	✓	

Achieving the objectives of South Australia's Strategic Plan

South Australia's Strategic Plan (SASP) guides individuals, community organisations, governments and businesses in their efforts to secure the wellbeing of all South Australians.

The department has lead responsibility for eight SASP targets, and reports on these and other across Government SASP targets.

Target 1: Urban spaces

Increase the use of public spaces by the community (the department is lead agency for this target).

The department provided significant investment in and strategic leadership on projects to increase and improve public space across South Australia, including:

- the Places for People and Open Space programs (supported by the Planning and Development Fund), which contributed \$14.15 million to 28 open space and public realm projects across the State
- a major Park Lands demonstration project valued at \$4.5 million was announced for Park 19, Pityarilla Park, ('Marshmallow Root Place'). The upgrade of this Park will provide multiple recreational and relaxation activities for the community
- \$375 000 provided for the Wakefield Road Skate Park as part of a four year, \$20 million investment in community space demonstration projects in the Adelaide Park Lands
- support for place management and public realm improvements and activation projects in Adelaide under the Riverbank Precinct initiatives
- developer requirements and assessment processes to support better designed public realm
- design concept development for Festival Plaza public realm was complete and planning approval for the Plaza was granted by the Minister for Planning.

The department undertook detailed design on the redevelopment of the Adelaide Festival Plaza Precinct. The new look plaza will be defined by a number of key places, and will feature public art-work, water features, trees and shrubs as well as ample seating and shelter, providing an active and engaging space for local and visitors alike.

The upgraded plaza will become a unique world-class hub for the arts, culture, tourism and entertainment, and the city's preeminent public meeting place, whilst at the same time enhancing the Riverbank Precinct.

The Office for Recreation and Sport (ORS) funded or contributed to plans to increase the use of public spaces by the community through the following projects:

- Mount Barker concept designs for 2 key sporting open space areas
- Provision of land at the former Kilburn Primary School for development of a multi pitch soccer facility
- Master Plan for Roxby Downs Leisure Precinct
- Upgrade of trails in Eagle Mountain Bike Park
- Major BMX facility development investigations
- Major outdoor courts sports precinct at Playford in development
- Murray Bridge Aquatic Futures Study
- The Statewide Recreational Trails Master Plan

Target 2: Cycling

Double the number of people cycling in South Australia by 2020 (the department is lead agency for this target).

In 2011 (the baseline year), 299 000 South Australian residents rode a bicycle in a typical week. This had decreased to 220 000 by 2013. In 2015, 279 900 South Australian residents rode a bicycle in a typical week. Subsequently, while cycling participation to the CBD has doubled overall since 2003, it has declined slightly since 2011.

Counts of cyclists on the most popular bike route, the Mike Turtur Bikeway averaged 876 per day in February 2016, which is slightly down from February 2015. However, 442 cyclists were counted using the new intersecting Marino Rocks Greenway Route which provides a completely new way to access the Adelaide CBD.

Actions which have contributed to this target include:

- implementing the State Government response to the Citizens' Jury on cyclists and motorists sharing the roads safely. This included new cycling laws (prescribing a minimum passing distance and allowing all ages cycling on footpaths)
- provision of \$1 356 220 for cycling infrastructure on arterial roads and funding assistance to Councils for cycling infrastructure improvements on local roads through the State Black Spot cycling program and the State Bicycle Fund.
- substantial work on safety improvements along the \$1.6 million Bicycle Boulevard on Beulah Road Norwood and Rundle St Kent Town. This includes a signalised crossing at Portrush / Beulah Rd intersection and improvements to six roundabouts along Beulah Road to reduce vehicle speeds and the risk and severity of crashes for people riding to and from the city.
- construction underway to remove gaps in bike lanes at key locations across the network to improve cyclist safety.

Target 6: Aboriginal wellbeing

Improve the overall wellbeing of Aboriginal South Australians.

The department supported the wellbeing of Aboriginal South Australians through several projects and programs:

- On the Right Track Remote driver licensing program for Aboriginal residents of the Anangu Pitjantjatjara Yankunytjatjara (APY) and Maralinga Tjarutja (M)T Lands
- APY Lands Main Access Road Upgrade project, which improves road infrastructure in the area and provides employment for local Anangu
- implementing the Municipal Services on Aboriginal Lands Program.

South Australian and Australian Governments are delivering the \$106.25 million APY Lands Main Access Road Upgrade which incorporates 210 kilometres of the main access road between the Stuart Highway and Pukatja (Ernabella) in the APY Lands. Additionally approximately 21 kilometres of community access roads in Pukatja (Ernabella), Umuwa, Kaltjiti (Fregon), Mimili and Iwantja (Indulkana).

The Main Access Road is currently used by more than 60 per cent of the total APY population (around 2 500 to 3 000), and provides access to health, education and training services, the delivery of food and medical supplies and the export of livestock and feral camels.

A total of 11 kilometres has been constructed to date, this includes the Pukatja (Ernabella) Airstrip Access Road and a seven kilometre section from the Stuart Highway to Iwantja (Indulkana). Of the 24 218 onsite construction hours undertaken during the 2015-16 period, 8936 hours (36 per cent) have been worked by local Anangu.

Through ORS, the department engaged Aboriginal South Australians in sport and recreation through several initiatives.

Highlights included a leadership camp for emerging indigenous leaders, adapting the Essentials for Coaching Children (ECC) training course, delivering the adapted ECC Course in four communities across the APY lands and facilitating targeted participation programs across regional SA. In addition ORS staff consulted with indigenous leaders in Adelaide, Ceduna and Pt Lincoln to co-design the future of the Indigenous Sport Program.

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.

It supports work-life balance among employees through flexible working arrangements, alternative placement opportunities, part-time work opportunities and use of Long Service Leave as a transition to retirement.

The department also:

- provides family rooms at two worksites
- facilitates employee wellbeing programs
- drives a culture to create a positive work environment, and encourage collaboration and high performance
- provides work-life balance programs for trainees to build resilience, peer support networks and structured mentoring for staff
- conducts face to face conversations with staff where senior executives promote a message of work life balance, wellbeing and safety, and employees are encouraged to consider the hours they work and to look out for their colleagues and their wellbeing.

Target 21: Greater safety at work

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

The department achieved a significant reduction in new workplace injuries of 23 per cent compared to the previous year. Workers compensation costs also reduced in the 2015-16 financial year.

A new Safety section has been established to further advance safety outcomes across the business. Injury prevention and injury management across the department now comes under a single business unit and this has had an immediate impact, especially in our high risk operational areas of road, rail, marine and construction activities.

The department's commitment to the Premier's Zero Harm Vision has driven the following improvement activities:

- a forensic analysis of Work Health and Safety (WHS) and Injury Management (IM) policies, procedures and processes benchmarking against legislative requirements, standards for self-insurers, Australian and International standards and known practices
- implementation of a new single safety management system to align with the Australian and New Zealand Standards
- development of a detailed corrective action plan (implementation has commenced) as a result of the contracted external independent audit of the department's current WHS and IM management systems
- a review of injury management activities that impeded early and sustainable return to work; resulting in new processes being implemented
- a review of safety investigations and the implementation of root cause methodology to identify contributing factors and/or any systemic safety deficiencies. This has had an immediate positive impact on all investigations including those where the department's contractors are engaged

- commencement of streamlining current safety systems into a new single safety management system that incorporates all requirements of the *Work Health and Safety Act 2012* and the *Rail Safety National Law (South Australia) Act 2012*
- implementation of a new safety consultative committee structure which has achieved better engagement of our workforce in injury prevention and injury management outcomes
- development of a suite of WHS 'Outcome Based Performance Measures' in partnership with the contractor community that will allow far greater safety outcomes for department staff and contractors, and positively impact public safety.

The department is building upon the above achievements and will continue to dedicate professional safety resources to ensure staff and community safety achieves our vision of Zero Harm.

The establishment of the dedicated Safety Section has identified key improvements to support an overall safer work environment. A new safety policy aims to embed a "positive safety culture", with improved reporting that aligns with lead and lag safety indicators.

The department is progressing its positive safety culture through the Chief Executive and all levels of management through the undertaking of regular safety walks designed to supplement scheduled workplace inspections. This innovation encourages safety conversations between leaders and workers, and is generating a changed attitude towards safety across the business.

All Managers are required to now undertake a minimum of one safety walk a month on a project site, focusing on things such as compliance with procedures, ensuring that items are safe, employees are trained, and companies have safety systems in place. The department's Infrastructure Delivery area having also commenced safety walks on infrastructure projects from February 2016.

An independent reviewer also has been engaged on these walks to review the projects and assist to up skill departmental staff.

274 Safety Walks were undertaken between February 2016 and June 2016.

Target 22: Road safety

Reduce road fatalities and serious injuries by at least 30% by 2020 (the department is lead agency for this target).

There were 102 fatalities on South Australian roads in 2015, reduced from 108 in 2014. This is 22 fatalities more than South Australia's road safety target of less than 80 fatalities per year by 2020. In the last four years (2012-2015) the number of serious injuries has kept below South Australia's road safety target of less than 800 serious injuries by 2020. In 2015, there were 759 serious injuries on South Australian roads increased from 711 in 2014.

Actions implemented from the Road Safety Action Plan 2013-16 include:

- upgrade and improved safety at the intersection of North East Road and Sudholz Road
- works commenced on the construction of a main access road between the Stuart Highway and Pukatja
- Stobie poles being progressively removed along South Road, between the Southern Expressway and Port River Expressway
- pedestrian countdown timers introduced at numerous locations in the Metro area and CBD
- 20 kilometres of motorcycle safety rail installed on 14 roads in the Adelaide Hills with a high incidence of motorcycle crashes
- the Returning Rider Course developed to provide motorcyclists with an opportunity to refresh their knowledge and riding skills
- driving lessons and supervised driving established for people in communities across the APY and MT Lands
- point to point average speed safety cameras having commenced speed enforcement on the Northern Expressway, South Eastern Freeway and Sturt Highway.
- delivery of the Safer Driving Tips Campaign.
- showcase of the development of new vehicle safety technologies, such as intelligent speed adaptation, at the International Driverless Vehicles conference.

Other departmental efforts to increase road safety are the:

- On the Right Track Remote, a driver licensing program for Aboriginal people in the APY and MT Lands
- transition to the National Heavy Vehicle Regulator, which has safety benefits through a consistent, national approach
- increased student participation in the Way2Go Bike Ed program
- Residents Win grant program to improve community road safety
- introduction of new motorcycle helmet standards
- development of road rules information for visitors to South Australia, including a series of four videos in a range of languages including English, French, German, Chinese, Arabic and Dari
- development and promotion of the Rail Crossing Safety Quiz
- *South Australian Motor Driving Instructors Code of Conduct* and renewed rules for driving testers to improve driver training services to the community
- road safety infrastructure projects in Adelaide and regional South Australia funded under the Black Spot program and other road safety infrastructure funding programs.

Further road safety statistics:

- South Australia's fatality rate for 2015 is 6.0 per 100 000 population and is below the 6.4 recorded at the end of 2014
- the decrease in fatalities from 2014 to 2015 was mainly due to a decrease in passenger fatalities. Driver, motorcycle rider, cyclist and pedestrian fatalities remained steady in 2015 from 2014
- 28 per cent of driver and passenger fatalities in 2015 were not wearing a seatbelt at the time of the crash
- speeding was considered a contributing factor in 30 per cent of fatal crashes in 2015
- 22 per cent of drivers/riders killed in fatal crashes in 2015 had an illegal blood alcohol concentration
- 24 per cent of drivers/riders killed in 2015 tested positive for the presence of cannabis, methamphetamine or ecstasy or a combination of these drugs.

Target 30: Boards and committees

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

At 30 June 2016 the department was responsible for the administration of 14 boards and committees. Of a total 128 members, 46 per cent were women.

Target 31: Chairs of boards and committees

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

Of the 14 boards and committees administered by the department at 30 June 2016, 58 per cent were chaired by women.

Target 32: Customer and client satisfaction with government services

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

The department has developed and delivered a customer service charter plan which supports the delivery of customer-focused services, and is undertaking digital transformation of key customer facing services.

The reliability and overall satisfaction with public transport has remained steady for the reporting year. With the categories of information needed to make a journey, ease of use and likelihood to recommend, all having dropped by around 1 per cent.

The department undertook a motorist survey in conjunction with the Royal Automobile Association (RAA), Adelaide City Council (U-Park) and Service SA to develop strategies to improve customer satisfaction for public transport and increase patronage. The survey results indicate convenience is the primary reason for using a car i.e. will allow a quicker, more direct route and flexibility

for more stops such as shopping, picking up children etc. The department is working to address misconceptions of public transport and adopt an improved focus on customer etiquette.

A review of the department's governance committees has been undertaken to determine the percentage of external representatives to ensure we are reflective of community needs and our customer base.

Target 33: Government planning decisions

South Australia leads the nation in timely decisions of development applications through to 2020 (the department is lead agency for this target).

The department progressed toward this target with:

- 468 Land Use applications assessed, with 74 per cent processed within statutory timeframes (decreased from 80 per cent last year)
- 281 Crown Development applications assessed, with 82 per cent processed within statutory timeframes (decreased from 88 per cent last year)
- 3542 Land Division applications were lodged with the Development Assessment Commission.

The increase in the complexity of development applications has resulted in a small decrease in decision timeframes from 2014-15 levels. The addition of new staff and workflow improvements will assist in meeting statutory targets moving forward. The implementation of an electronic lodgement system is also in accordance with State Government e-planning initiatives to further streamline assessment processes.

The department's continued work on planning reforms achieved the following outcomes:

- Total 'Development Cost' value of land use applications:
 - assessed by Development Assessment Commission - \$1.867 billion
 - assessed by Minister for Planning - \$1.099 billion.

Inner Metropolitan Development Assessment:

- 33 projects with a combined estimated value of \$1.4 billion were granted Development Plan Consent by the Inner Metropolitan Development Assessment Committee
- 8 projects with a combined estimated value of \$377 million were under active assessment
- 17 projects with a combined estimated value of \$681 million were progressing through the pre-lodgement service
- 4 potential projects with a combined estimated value of \$130 million were the subject of preliminary enquiries.

Major Developments (under the Development Act 1993):

- 20 major developments equating to over \$6.5 billion were being considered under the major development process

- 2 proposals were declared major developments
- 4 proposals previously declared major developments were under active assessment
- 2 proposals previously declared major developments were approved.

State Coordinator-General initiative:

- 23 development proposals with a total estimated value of \$659.5 million were determined to be of economic significance to the State
- 20 proposals with a combined estimated value of \$314 million were granted Development Plan Consent by the Development Assessment Commission (DAC)
- 13 additional proposals were lodged with DAC for assessment with an estimated value of \$191 million
- A further 10 projects with the estimated value of \$345.5 million which have been assigned to DAC have yet to submit applications for assessment.

Planning and Development Fund:

- the Places for People and Open Space programs (supported by the Planning and Development Fund) contributed \$14.15 million to 28 open space and public realm projects across the State
- \$4.5 million allocation for the Marshmallow Park demonstration project in Pityarilla Park and \$375,000 provided for the Wakefield Road Skate Park as part of a four year, \$20m investment in community space demonstration projects in the Adelaide Park Lands
- The Fund provided \$2 million towards Vibrant City and Riverbank Precinct projects.

Target 50: People with disability

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

As at June 2016 there were 52 employees who declared they had a disability which represents 1.7 per cent of the workforce.

The department has contributed to this target through a partnership with Barkuma and employing 11 people with a disability. The roles, primarily administrative and records management focused, support individuals to find rewarding jobs, learn new skills, explore their talents and provide opportunity for future career progression into higher classification levels.

Target 52: Women

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

As at June 2016 the department had 16 female executives, which represents 38 per cent of its executive cohort.

The department has demonstrated continued commitment to this target by the establishment of the Women in DPTI Steering Committee, chaired by the Chief Corporate Officer with a senior male and female leader from each division and attended by the former Equal Opportunity Commissioner and current Public Advocate, Office of the Public Advocate.

Target 53: Aboriginal employees

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

As at June 2016 there were 102 Aboriginal employees, which represents 3.4 per cent of the workforce.

The department continues to increase employment opportunities for Aboriginal and Torres Strait Islander people. One example being the commenced construction work on the APY Road Upgrade project with job creation of 30 per cent Anangu employment. This been achieved through consolidating existing programs and implementing new attraction and retention programs.

The department's early intervention programs such as the Aboriginal Secondary Work Experience Program, Walpaara Anpa Awards and School Based Traineeships raise the profile of the department with Aboriginal and Torres Strait Islander people while they are still in school. These programs provide regional/remote students with opportunities to engage with the department prior to leaving school and insights into potential career opportunities offered by the department.

Greater emphasis has been placed on improving career pathways and implementing retention strategies for Aboriginal and Torres Strait Islander employees. Some of these include a work/ life balance program for trainees to build resilience, peer support networks and structured mentoring for staff. Effort is made to match Aboriginal and Torres Strait Islander recruits to suitable workplace mentors.

Aboriginal Cultural Consultants provide mentoring designed to assist individuals develop their professional skills and knowledge, support them to complete their employment program/qualification and achieve career progression.

Mentoring complements defined career pathways (Traineeship, Cadetship, Internship and Graduate Programs) to ensure Aboriginal and Torres Strait Islander employees remain employed, and/or engaged by the department. The career pathways have been designed to provide greater opportunities for Aboriginal and Torres Strait Islander people across the classifications.

A professional development program is being planned for the department's Aboriginal employees. The aim of the program is to increase self-esteem, self-confidence, acknowledge their strengths and how to build on these and increasing capability for future promotional opportunities. The program will consist of workshops with individual professional development opportunities available as required.

Target 56: Strategic infrastructure

Ensure that the provision of key economic and social infrastructure accommodates population growth (the department is lead agency for this target).

The department delivered and commenced a number of projects to prepare for a growing population.

North-South Corridor works include having:

- commenced major works on the Torrens Road to River Torrens Project and announced a scope extension to include the section of South Road between Pym Street and Torrens Road
- awarded major works contract to Gateway South for the Darlington Upgrade Project and announced a scope extension of approximately one kilometre to the Tonsley Precinct. Completed early works to upgrade the Marion/Sturt Roads Intersection and announced the Flinders Link Project
- commenced early works at the intersection of Kings/ Bolivar Roads as part of the Northern Connector Project, and awarded the major works contract to Lendlease
- completed the South Road and Richmond Road Intersection Upgrade, James Congdon Drive Duplication and Park Terrace, Fitzroy Terrace and Torrens Road Upgrade, in advance of major works on the Torrens Road to River Torrens Project.

and:

- commenced major works on the O-Bahn City Access Project
- commenced the procurement process for a new rail underpass at Torrens Junction
- continued construction works on the Bald Hills Road Interchange on the South Eastern Freeway at Mount Barker.

The department managed a program of over 200 building construction projects in 2015-16 for government agencies valued at over \$2 billion.

Milestones include having:

- commenced design of the Adelaide New CBD High School
- completed stage one of the procurement process for new office accommodation at Port Adelaide
- completed construction of the Northfield Infrastructure Upgrade (consisting of a series of staged projects across Yalata Labour Prison and Adelaide Women's Prison) with the last stage now successfully completed
- completed construction of the Mount Gambier Prison Accommodation Unit Addition (84 bed)
- completed early works on the construction of the Port Augusta Prison Accommodation Addition (128 bed) and commenced construction of main works, including accommodation and support buildings
- completed construction of the State Drill Core Reference Library Facility and the Anzac Centenary Memorial Garden Walk
- commenced construction of the Transforming Health Projects at Flinders Medical Centre, Modbury Hospital and Noarlunga Health Services
- continued Stage 2 works on the Australian Convention Centre Redevelopment.

Also in support of this target the department:

- continued to implement improvements identified through the 90 Day Change@SA project to improve road access for the agricultural industry
- provided State funding for airstrip works at Umuwa, Fregon, Ernabella, Amata, Mt Davies, Yalata and Cleve.

ORS undertook upgrades at some of the State's major sporting infrastructure, including at the SA Athletics Stadium, Eagle Mountain Bike Park and the Priceline Stadium (Netball SA).

Target 63: Use of public transport

Increase the use of public transport to 10% of metropolitan weekday passenger vehicle kilometres travelled by 2018 (the department is lead agency on this target).

The estimated metropolitan public transport patronage in 2015-16 was 8.0 per cent of total public transport and car use (*source: Australian Bureau of Statistics ABS*). This is an increase of 1.2 percent on 2014-15 due to a number of factors including the decrease in the ABS's estimate of private vehicle travel in the Adelaide metropolitan area, and the inclusion of 'free travel' data within the department public transport patronage figures.

In progress toward this target the department:

- announced major reforms to the point to point industry, operational from 1 July 2016, following receipt of the South Australian Taxi and Chauffeur Vehicle Industry Review
- continued the provision of special event services for events held at the Adelaide Oval and other large events transporting approximately 718 000 passengers via public transport services in 2015-16
- implemented new services and changed timetable for buses in January 2016 to improve the efficiency of the public transport network
- undertook Passenger Facilities Upgrades, including the proposed redevelopment of the City South tram platform
- improved transparency and reporting around performance and accountability to enhance our public transport system for all customers
- improved safety across the rail network including increased station lighting.

Target 68: Urban development

By 2036, 70% of all new housing in metropolitan Adelaide will be built in established areas (the department is lead agency on this target).

During 2015-16, the department has been establishing the framework for a contemporary and competitive planning system for South Australia through passage of the *Planning, Development and Infrastructure Act 2016*. This legislation is designed to facilitate and attract high-quality development, streamline assessment processes and provide for the digitisation of the planning system. The next step will be the enacting of transitional legislation to implement the new Act in a staged approach over the next five years.

The update of the *30-Year Plan for Greater Adelaide* will continue to place more focus upon the regeneration of existing suburbs in order to reduce further expansion and sprawl on the urban fringe. This will be supported by:

- reinforcing the role of the Environment and Food Production Area as important protected lands for the production of quality food and wine, the protection of our unique environment and for tourism, recreation and water supply
- locating growth areas in close proximity to jobs, services, transport systems, community facilities and recreation areas to maximise the efficiency of our infrastructure and promote healthy, active communities
- ensuring a diversity of housing choice in well-designed places where people want to live.

During 2015-16 the following eight Ministerial Development Plan Amendments (DPA) were approved:

- Minda North Brighton Campus DPA
- Employment Lands (Gillman / Dry Creek and Wingfield) and General Section Amendments DPA
- Park Lands Zone DPA

- Playford Urban Growth Areas (Angle Vale, Virginia and Playford North Extension) DPA (Part 4)
- Port Augusta District Centre Expansion DPA
- Existing Activity Centres Policy Review DPA
- Glenelg District Centre (Jetty Road) and Residential High Density Zone Review DPA
- Victor Harbor Centres and Residential DPA.

Completion of these Ministerial DPAs will result in increased opportunities for medium to high density mixed use development in targeted infill areas, increased investment in public infrastructure (including the O-Bahn City Access Project) as well as increased investment in employment generating activities in metropolitan and regional South Australia.

Residential Design Guidelines are being finalised for consultation. The guidelines aim to positively affect the design quality of new residential developments.

Target 83: Sport and recreation

Increase the proportion of South Australians participating in sport or physical recreation at least once per week to 50% by 2020 (the department is lead agency for this target).

The Office for Recreation and Sport (ORS) contributes to this target in the following key ways.

Affordability of sport and recreation opportunities for young South Australians

In March 2015, ORS launched Sport Vouchers, a discount system for primary school aged children to participate in a regular, structured sport activity. In the first calendar year (Mar–Dec 2015) 43 197 vouchers were redeemed valued at \$2 137 650. That equates to more than 1 in 4 (26.9 per cent) primary school aged children redeeming a Sports Voucher to reduce the cost of regular participation in a structured activity. A powerful finding from the analysis was that 16 782 (38.85 per cent) children were using the vouchers to claim their discount with a provider (generally a local sport club) they had not previously been engaged with. This suggests that the vouchers encourage new participants to get involved in regular activity.

The analysis of the first year of the program also show:

- the gender split was 56.89 per cent male, 43.11 per cent female
- 1222 (2.83 per cent) children identified as Aboriginal
- 2994 (6.93 per cent) children were from a culturally and linguistically diverse background.

VACSWIM is an affordable water safety program for children aged 5 to 13 years conducted in the summer school holidays at pools and beaches around the state. The program saw 12 051 participants registered this year.

- 61 per cent of participants were aged 5-8 with a 50/50 representation of boys and girls
- 29 per cent of participants were aged 9-11
- 8 per cent of participants were aged 12-14

Inspiring the next generation

High performance sport provides a tangible pathway for talented athletes, helping retain existing athletes and inspire the next generation. Many of South Australia's most talented athletes are identified and nurtured at the South Australian Sports Institute (SASI) and the ORS provides venues and support for the hosting of national and international events.

- SASI's Talent Search Program leads a state wide talent search initiative with over 5031 athletes having been tested in partnership with 60 schools towards identifying Australia's future Olympians in a variety of sports. Past results stemming from the Talent Search initiatives have seen 31 athletes become SASI Scholarship holders with many having achieved international senior international podium performances at World Championships and the Olympic Games.
- In 2015, 63 SASI athletes competed at world championships. 23 SASI athletes medaled in 7 sports bringing home a total of 38 medals across 32 events (11 gold, 14 silver, 7 bronze). Nine SASI athletes were crowned world champions in 2015. 40 members of Australia's 2016 Summer Olympic Team have been supported through SASI's programs.
- As a key partner in Australia's Winning Edge strategy and High Performance System, SASI has worked extensively with the Australian Institute of Sport (AIS) and other state institutes towards shaping the future of high performance sport with the staff being sought after for their wealth of experience across sport science and high performance management.
- In addition the ORS also provided venues and/or support for the hosting of a number of national and international sporting events, including cycling, swimming, athletics, dragon boating and duathlon.

Funding for sport and recreation organisations to improve the participation experience

The ORS approved 769 grants valued at \$32.058 million for sport and recreation organisations to improve the experience of participants. This included the following:

- 386 grants valued at \$1.593 million for sport and recreation clubs to deliver programs, equipment and events
- 82 grants valued at \$3.022 million for state level sport and recreation organisations to provide leadership, policies and support services
- 133 grants valued at \$4.088 million for the delivery of significant and state wide projects that address inclusion, improve organisations and/or the experience of participants

- 61 scholarships valued at \$0.142 million to support the development of talented and elite athletes to take on and beat the world's best
- 107 grants valued at \$23.212 million for the development of new and improved sport and recreation facilities. Of these, 58 (valued at \$15.5 million) were in the metropolitan area and 48 (valued at \$7.7 million) were in non-metropolitan areas.

Planning and development for sport and recreation infrastructure:

- Planning Guidelines for the development of regional level recreation and sport facilities
- Mount Barker concept designs for two key sporting open space areas
- Provision of land at the former Kilburn Primary School for development of a multi pitch soccer facility
- Master Plan for Roxby Downs Leisure Precinct
- Upgrade of trails in Eagle Mountain Bike Park
- Major BMX facility development investigations
- Major outdoor courts sports precinct at Playford in development
- Murray Bridge Aquatic Futures Study
- SA Recreational Trails Statewide Master Plan
- upgraded State-owned sporting infrastructure, including at the SA Athletics Stadium, Eagle Mountain Bike Park and Priceline Stadium (Netball SA).

Supporting peak bodies and state level sport and recreation organisations

Governance

The ORS works alongside state level organisations to support and enhance governance practices across the sport and recreation sector and:

- deployed a Stakeholder Feedback Survey on behalf of 70 sport and recreation peak organisations and industry representative bodies. The findings of these surveys will support their improvement in leadership, communication, relationships, policies and support services
- provided support to the boards of sport and recreation peak bodies through the promotion of good governance principles, an evidence based board evaluation process, industry support and advice, workshops, resources and funding
- supported the implementation of the recreation sectors new governance structure for the South Australian Trails Network
- delivered 16 Child Safe Officer courses to 225 administrators working in the sector to enhance the safety and wellbeing of children in sport and recreation.

STARCLUB

STARCLUB is a South Australian Government's Club development tool for sport and active recreation supporting local clubs to provide the best environment for their members and the wider community through continuous improvement.

- STARCLUB currently has over 2500 registered users in South Australia.
- The information captured in STARCLUB helps the ORS identify development needs across the sector and work strategically alongside state sporting bodies, regional groups and local governments to deliver targeted education and support.
- The ORS expanded the STARCLUB Field Officer program to a team of nine STARCLUB Field Officers working with 30 regional councils.
- The Northern Territory (NT) Department of Sport and Recreation adapted the STARCLUB program to encourage continuous improvement of NT clubs and associations.
- Similarly, a bespoke version of STARCLUB has been released by the Department for Communities and Social Inclusion (DCSI) for their stakeholders.
- ORS has expanded STARCLUB to include an audit and recognition process which can be used to promote the clubs governance and management achievements in their community.

Support for coaches and officials:

The State Coaching and Officiating Centre continued to enhance the capability of SA's coaches and officials where they:

- delivered 26 coach education courses to 420 participants in metro and regional SA, including the new and improved Essentials for Coaching Children course
- delivered the Coach Development Program for 27 sub-elite coaches from 15 sports, aimed to improve their general coaching skills
- enhanced and expanded the Coloured Shirt Program for new officials
- provided professional development and networking opportunities to the coaching and officiating development personnel from the State Sporting Organisations through the State Coaching and Officiating Network (SCON)
- hosted two Elite Coaching Seminars (in Adelaide and Pt Augusta) providing coaches at all levels in the sport system to hear from and question some of Australia's highest profile coaches.

Inclusion

ORS works with sport and recreation organisations to promote the benefits of diversity and inclusion across the sector. Apart from advocacy and education for diversity and inclusion in sport generally, ORS tailors specific initiatives that address the needs of targeted population groups. Highlights of the inclusion program:

- ORS hosted the 2016 Diversity Conference where more than 200 delegates were inspired by key note speaker Stan Grant on the challenges and opportunities for indigenous inclusion and heard from a range of speakers from both the sport and commercial sector on the moral and business case for inclusion.
- Dr Emma Sherry of the Centre for Sport and Social Impact Latrobe University delivered a workshop to 50 senior sports administrators on the strategic imperative of having a whole-of-organisation approach to diversity and inclusion.
- A number of tools and resources have been developed and shared with sport and active recreation organisations to break down perceptions that including people with a disability is too hard. Resources have been promoted through a range of mediums including face to face workshops, through ORS website and social media.
- I-Net, an inclusion network brought together 30 state, local and non-government organisations working in disability, culturally and linguistically diverse and Aboriginal and Torres Strait Islander (ATSI) communities regularly.
- ORS Women in Sport program focusses on building the leadership capacity and aspirations of women working in sport. In 2015-16 the program included:
 - 'Steer your Career' leadership workshop
 - an advocacy video featuring five prominent CEOs discussing the challenges and benefits of gender diversity
 - a female focused talent identification and coach development initiative across all SASI program sports
 - a Women in Sport Network breakfast celebrated our SA National League coaches
 - ten women graduated from the intensive 'Developing Women in Sport Leaders' program
- ORS hosted the series *Empowering Sport to Reflect Community* in August 2015. The series sought to encourage and support sport organisations to nominate access and inclusion as a priority area in their strategic plan, embed inclusive practice in their operational approach and prioritise actions that remove barriers to participation in their activity.

In addition ORS provided funding to support the development of opportunities for people with a disability to participate and excel including:

- \$185 000 to six state-sporting-organisations-for-people-with-a-disability to provide leadership, policies and services for their members, clubs and associations
- \$780 000 for 31 disability-specific projects through ORS grant programs
- 20 sporting scholarships to elite athletes with a disability, through the South Australian Sports Institute, and five SASI athletes selected to represent Australia at the 2016 Rio Paralympics.

Appendices

Legislation

As at 30 June 2016 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

Alice Springs to Darwin Railway Act 1997

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

Government House Precinct Land Dedication Act 2016

Harbors and Navigation Act 1993

Heavy Vehicle National Law (South Australia) Act 2013

Highways Act 1926

Marine Safety (Domestic Commercial Vessel) National Law (Application) Act 2013

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

Passenger Transport Act 1994

Proof of Sunrise and Sunset Act 1923

Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987

Public Employees Housing Act 1987

Minister for Transport and Infrastructure

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

Minister for Planning

Adelaide Cemeteries Authority Act 2001

Adelaide Show Grounds (Regulations and By-Laws) Act 1929

Character Preservation (Barossa Valley) Act 2012

Character Preservation (McLaren Vale) Act 2012

Commissioner for Kangaroo Island Act 2014

Development Act 1993

Linear Parks Act 2006

Private Parking Areas Act 1986

West Beach Recreation Reserve Act 1987

Minister for Housing and Urban Development

Architectural Practice Act 2009

Urban Renewal Act 1995

Minister for Road Safety

Nil

Minister for Recreation and Sport

Boxing and Martial Arts 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 Racing

Racing (Proprietary Business Licensing) Act 2000

**Port Pirie Racecourse Site Act 1946*

Minister for Local Government

Local Government Act 1999

Local Government (Elections) Act 1999

Local Government (Implementation) Act 1999

Outback Communities (Administration and Management) Act 2009

South Australian Local Government Grants Commission Act 1992

Attorney-General - administered by the department

Bills of Sale Act 1886

Community Titles Act 1996

Law of Property Act 1936

Liens on Fruit Act 1923

Real Property Act 1886

Real Property (Registration of Titles) Act 1945

Registration of Deeds Act 1935

Strata Titles Act 1988

Stock Mortgages and Wool Liens Act 1924

Worker's Lien Act 1893

**Denotes Act of limited application*

Boards and committees

As at 30 June 2016 the department provided administrative support to the following Boards and committees:

Minister for Transport and Infrastructure

Boating Facility Advisory Committee

Passenger Transport Standards Committee

Port Adelaide Container Terminal Monitoring Panel

Survey Advisory Committee

Minister for Planning

Adelaide Cemeteries Authority Board

Adelaide Cemeteries Authority Heritage and Monument Board

Development Assessment Commission

Development Policy Advisory Committee

Inner Metropolitan Development Assessment Committee

Local Heritage Advisory Committee

Port Adelaide Development Advisory Committee

Minister for Recreation and Sport

Boxing and Martial Arts Advisory Committee

Minster for Local Government

Outback Communities Authority
SA Local Government Grants Commission

Fraud

In accordance with Public Sector Regulations (2010) there were three instances of fraud confirmed during the year. One instance involved five employees being charged with offences of theft and/or failing to act honestly. These cases are before the courts and the outcome will be considered pending further action. The other two instances involved Government vehicle misuse: the first instance with a group of three employees, of which two are no longer employed by the department and the other having received a disciplinary sanction; the second instance involved one employee who has been disciplined.

In addition to direct disciplinary action taken, the department continues to assess and test controls as part of its internal audit processes. Recommendations for improvement in the affected areas have been, or will be, issued and monitored.

The department's fraud control framework strategies for fraud prevention, detection, investigation, awareness, training and reporting, based on the *Australian Standard 8001-2008 Fraud and Corruption Control*, will continue to be improved and strengthened during 2016-17, with a dedicated Fraud and Corruption Control Officer now employed to ensure this occurs. Finally, the department continues to promote appropriate behaviour in line with Code of Ethics for the South Australian Public Sector.

Reporting against the *Whistleblowers Protection Act 1993*

The department 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 has been no instance of disclosure of public interest information to a responsible officer of the department under the WPA for the reporting year.

Management of human resources

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

Human resources information relating to the department is required to be reported to the Commissioner of Public Employment and is available on the Office of the Public Sector website at: <http://publicsector.sa.gov.au/>. Some information is also reported below.

Workforce diversity

The table below shows the number of employees separated from and recruited into the agency for the financial year 2015-16

Number of persons during the 2015-16 financial year	
Separated from the agency	376
Recruited to the agency	222

The table below shows the number of employees by age bracket and gender

Age bracket	Male	Female	Other	Total	% of Total	2014 Workforce Benchmark
15-19	1	3	0	4	0.1	5.5%
20-24	49	48	0	97	3.2	9.7%
25-29	104	74	0	178	5.9	11.2%
30-34	166	122	0	288	9.5	10.7%
35-39	194	144	0	338	11.2	9.6%
40-44	210	145	0	355	11.7	11.4%
45-49	288	118	0	406	13.4	11.1%
50-54	348	120	0	468	15.5	11.4%
55-59	388	104	0	492	16.3	9.1%
60-64	244	60	0	304	10.0	6.7%
65+	80	17	0	97	3.2	3.6%
Total	2072	955	0	3027	100 %	100 %

**Source: Australian Bureau of Statistics Australian Demographic Statistics, 6291.0.55.001 Labour Force Status (ST LM8) by sex, age, state, marital status – employed – total from Feb78 Supertable, South Australia at November 2013*

Workforce adaptation

The table below shows the number of employees with disabilities (according to Commonwealth DDA definition)

Male	Female	Other	Total	% of agency
35	17		52	1.7

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

The table below shows the types of disability (where specified)

Disability	Male	Female	Other	Total	% of agency
Disability requiring workplace adaptation	35	17	0	52	1.7
Physical	13	6	0	19	0.6
Intellectual	8	4	0	12	0.4
Sensory	6	3	0	9	0.3
Psychological/ psychiatric	2	2	0	4	0.1

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

Executives

The table below shows 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	1	0	0	1	2	0	0	1	3
SAES	0	0	0	0	25	13	0	0	25	13
Total	0	1	0	0	26	15	0	0	26	16

Leave management

The table below shows average leave in days per full time equivalent employee

Leave type	2012-13	2013-14	2014-15	2015-16
Sick leave	8.8	8.9	9.2	7.5
Family Carer's leave	1.2	1.2	1.3	1.3
Miscellaneous Special leave	0.5	0.5	0.6	0.6

Performance development

The table below shows performance development information

Employees with a documented review of performance management	% total workforce
Within the past 6 months as at 30 June 2016	27.3
Older than 6 months	61.9
No review	10.8

Leadership and management development

The table below shows leadership and management training expenditure

Training and development	Total expenditure \$
Total training and development	\$1 933 046
Total leadership and management development	\$968 719

Employment opportunity programs

The department employed people through the following public sector-wide equal employment opportunity programs during 2015-16:

- South Australian Government Jobs4Youth program and the Trainee Employment Register
- Aboriginal Public Sector Program (includes the Aboriginal Employment Register)
- Strategy for employment of people with disabilities (includes the Disability Employment Register and participation in the Change @ SA Program; Increasing Sector Employment of People with a Disability).
- Supporting apprenticeships by acting as a host agency and providing apprentices with practical work experience, leading to increased employment prospects.

Work health and safety and injury management

The *Building Safety Excellence in the Public Sector 2015-20* strategy embeds the Premier's Zero Harm Vision and underpins the *South Australian Strategic Plan* (SASP) Target 21: Greater Safety at Work.

Safety is at the core of all the department's operations and this is articulated in the department's Work Health and Safety Policy statement DP032 *'DPTI will continually strive to achieve the behaviours of a leading safety culture. Our officers and staff and those who deliver services on our behalf are required to prioritise health and safety first over competing priorities to ensure the effective protection of our people, our community and the environment in which we work'*.

The department continues to work towards creating a 'community' positive safety culture by partnering with the department's private sector partners in developing new safety tools such as "Outcome Based Performance Measures". These measures are an initiative of the department and include innovative tools that will progress safety across many industries. The tools are designed to ensure safety is not just an administrative process but is 'safety at the coal face'.

Through safety initiatives implemented over the last 12 months the department has focused efforts on high risk areas of operation, to ensure physical and psychological wellbeing of all employees, and that work has a positive impact on their private lives. Safety enhances the department's values of Collaboration, Honesty, Excellence, Enjoyment and Respect.

A target for 2016-17 will be the development activities in safety training relating to contract and contractor management. This area is a key focus for the department to ensure that its works are safe for both staff and the community, and that works performed by the department's private sector partners, on its behalf, achieve the best possible safety outcomes.

The department's achievements for 2015-16 are reported in the SASP Target 21: Greater Safety at work, on page 27 of this Annual Report.

The table below shows work health and safety prosecutions, notices and corrective action taken

Work health and safety prosecutions, notices and corrective action taken	
Number of notifiable incidents pursuant to WHS Act Part 3	
Nine (9) notifiable incidents were recorded during 2015-16 of which five (5) involved contractors and four (4) were recorded from DPTI activities.	
Number of notices served pursuant to WHS Act Section 90	
One (1) notice was issued pursuant to Section 90 – this was then overturned by SafeWork SA	
Number of notices served pursuant to WHS Act Section 191 and Section 195 (Provisional improvement, improvement and prohibition notices)	
Three (3) improvement notices issued by SafeWork SA	
Number of prosecutions pursuant to WHS Act Part 2 Division 5	
Nil	
Number of enforceable undertakings pursuant to WHS Act Part 11	
Nil	

The table below shows work health and safety performance (building safety excellence targets)¹

Work health and safety performance (building safety excellence targets)	
Total new workplace injury claims	*107
<i>*The 107 workplace injury claims incorporate the significant musculoskeletal and the significant psychological injuries</i>	
Significant injuries – where lost time exceeds one working week lost time exceeds one working week (expressed as frequency rate per 1000 FTE)	9.62
Significant musculoskeletal injuries - where lost time exceeds one working week lost time exceeds one working week (expressed as frequency rate per 1000 FTE)	6.87
Significant psychological injuries - where lost time exceeds one working week lost time exceeds one working week (expressed as frequency rate per 1000 FTE)	2.06

1. Information available from the Self Insurance Management System (SIMS)

The department significant injuries result from two categories; musculoskeletal and psychological. Psychological injuries which in the main result from acute events e.g. public self-harming in front of trains and trams. Strategies have been implemented to address these events and minimize psychological consequences e.g. 'R U OK' program.

Musculoskeletal injuries have resulted from body stressing and falls/trips/slips. The department's single management system (SMS) addresses the high risk areas of the organisation and target the causation factors.

The table below shows agency gross workers compensation ²expenditure for 2014-15 compared with 2013-14³

Agency gross workers compensation expenditure for 2015-16 compared with 2014-15				
Expenditure	2015-16 (\$m)	2014-15 (\$m)	Variation (\$) + (-)	%Change +(-)
Income Support	\$1.30	\$1.38	-\$0.08	-5.79%
Hospital	\$0.02	\$0.12	+\$0.08	+66%
Medical	\$0.74	\$0.91	-\$0.17	-18.7%
Rehabilitation/return to work	\$0.003	-	+\$0.003	n/a
Investigations	\$0.01	\$0.02	-\$0.01	-50%
Legal expenses	\$0.28	\$0.27	+\$0.01	+3.7%
Lump Sum	\$1.83	\$1.82	+\$0.01	+55%
Travel	\$0.02	\$0.03	-\$0.01	-33%
Other*	\$0.20	\$0.06	+\$0.14	+233%
Total Claim Expenditure	\$4.58	\$4.61	-\$0.03	+65%

2. Before 3rd party recovery

3. Information available from the Self Insurance Management System (SIMS)

* Increase in 'Other' relates to a change in reporting criteria which now includes medical reports

Consultants

The following table displays the department's use of consultants and the nature of work undertaken during 2015-16.

Consultant	Purpose of consultancy	\$
Value below \$10 000		
BDO Australia	Review of Athlete survey – SASI Survey	1 000
Value \$10 000 or more		
Indec	Operation review of the Adelaide Rail System	17 384
Business Risk Solutions	State Sport Dispute Centre Review	24 993
Halcrow Pty Ltd	3000/3100 Class Railcar Structural Assessment	63 390
Mott MacDonald Australia Pty Ltd	Transport Modelling Review	100 624
Sub total	4	206 391
Total	5	207 391

Urban design charter

The *South Australian Urban Design Charter* (the 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 Office for Design and Architecture SA (ODASA) provides assistance to other State Agencies in meeting the objectives of the Charter.

The department directly contributed to the enhancement of South Australia's public realm in 2015-16 through the following initiatives:

South Australian Government Architect and ODASA

ODASA supports the Government Architect's (GA) role as an 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
- leads and delivers design review in South Australia
- measures and communicates the value of design and publishing best practice guides
- establishes policy and practice frameworks for achieving design quality in the built environment
- values the successful development of our future heritage.

The Adelaide Festival Centre Precinct Upgrade and the refinement of the O-Bahn infrastructure were significant state projects in 2015-16 that were guided and enhanced by the GA's advice on design generally, and urban design and public realm specifically.

The most direct influence of the GA is through the Design Review Process that is offered as part of the Pre-lodgement Service. Design Review offers independent and impartial advice on the design quality of proposed construction projects and supports design excellence in South Australia. The Port Adelaide Office accommodation building and the Anzac Memorial walk are South Australian Government projects that were reviewed in 2015-16.

The Design Review Panel (DRP) 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 DAC. Development in the City of Adelaide and sections of Metropolitan council areas are defined under the Inner Metropolitan Growth Development Plan Amendments. As part of this new policy framework, the DRP is essential to the pre-lodgement process for development proposals over \$10 million in the city and over five levels in surrounding metropolitan areas.

The DRP is one of the only statutory referrals 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.

2015-16 saw ODASA expand its design advocacy role to the procurement and delivery of government projects, including infrastructure projects such as the CBD High School and Park 19 (Marshmallow Park) in the Park Lands.

A series of design guidelines to assist design teams and developers in generating projects that meet good design principles for built form and public realm outcomes have been developed by ODASA. These guidelines anticipate the focus on the public realm and importance of quality design in the *New Planning and Infrastructure Act 2016* and associated Design Code.

The 30-Year Plan for Greater Adelaide

The 30-Year Plan for Greater Adelaide is currently being updated to respond to changing population and housing profiles, review land supply assumptions and locations for urban infill, provide greater focus on economic development and the creation of job opportunities, increase affordable living options and to facilitate the creation of a better designed, more walkable urban form.

The updated plan will emphasise the importance of enhancing our urban green canopy, improving urban interfaces and providing for an increased amount of quality public space which is well designed, connected and maintained.

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 aims to foster a culture of strategic urban design in councils and establish practices, including Design Review that will benefit future public realm projects. In 2015-16, twelve Places for People grants totalling \$3.6 million were provided to local government.

Since 2002 around \$37.2 million has been made available for 259 Places for People projects, many of which have received professional and industry awards.

Capital investment program

The department plays a lead role in overseeing and providing across government/industry leadership in the planning, development and coordination of strategic projects.

The department has focused on provision of facilities that represent good urban design, as well as being highly functional and safe for use by all. For all major projects, quality urban design principles are developed and can shape the finished product. For example, urban design and sensitivity towards public space is a major driver for projects such as the O-Bahn City Access Project, and the North-South Corridor upgrades at Darlington and Torrens Road to River Torrens.

The department also works in partnership with government agencies and private sector professional service contractors to plan, design and deliver social infrastructure projects.

The key principles of the Charter are integrated into 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. Specific attention is given 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 continues to articulate the objectives and principles for public building construction procurement. It complements the 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.

Sustainability reporting

Annual reporting provides the department the opportunity to report on progress towards sustainability practices in line with various government initiatives. Below are activities engaged in by the department that demonstrate its commitment to sustainability practices that reduce resource use and the impact on the environment, working to improving the quality of life, now and in the future.

Infrastructure Sustainability Council of Australia's rating tool

The department has made a commitment to obtain Infrastructure Sustainability Design and As Built ratings for all projects with a capital value at or above \$100m, including all North-South Corridor projects.

The sustainability rating scheme, developed and administered by the Infrastructure Sustainability Council of Australia, provides the department with the ability to quantitatively measure sustainability performance across the whole infrastructure lifecycle, benchmark against other projects and track progress against sustainability objectives.

The department is currently exploring opportunities to improve sustainability outcomes for other projects, and will be working to review and compare the department's Master Specification and management practices against the performance benchmarks established by the Infrastructure Sustainability rating scheme.

Property

During 2015-16 the department commenced reviewing its office leasing policies to continue to drive the market for high performing office buildings, with the view to extending current policies to set target ratings under the Green Building Council of Australia's (GBCA) Green Star Office Interiors rating tool and the National Australian Built Environment Rating System (NABERS) Office Water rating tool.

Public transport

This year the department released an Expression of Interest (EOI) for the supply of new buses from 2018-19 onwards. The EOI sought cost-effective, lower-emission vehicles that can meet required service standards.

Manufacturers were asked to provide evaluation buses which will operate across the Adelaide Metro bus network to assess whether they are fit for purpose and provide measurable environmental benefits. The EOI is complete with seven buses selected for the trial, being two fully electric buses, four Euro 6 diesel buses, and one Micro Hybrid.

Operation Moving Traffic

The Operation Moving Traffic program was launched in 2015 with the aim to improve the efficiency, reliability and safety of the transport network, which includes both roads and public transport and extends across Greater Adelaide.

A sustainable and high performing multi-modal transport network must operate in a way that is efficient, reliable, environmentally and socially responsible, and safe. In this way, Operation Moving Traffic aligns with the initiatives, solutions and actions set out in the *Integrated Transport and Land Use Plan* and the vision underlying *The 30-Year Plan for Greater Adelaide*, which together integrate land-use and transport priorities in order to deliver a more compact and therefore more sustainable and liveable city.

The department's active travel policies and programs, which encourage less reliance on car use and promote a shift to alternatives such as walking, cycling and public transport, also contribute to a significant increase in the capacity and efficiency of the transport network, all leading to better community health and reduced health care costs.

Transport and land use planning

The *Integrated transport and Land Use Plan* (ITLUP) released in July 2015 has identified the following solutions to reducing environmental impacts:

Reduce greenhouse gases in line with State Government targets, as well as other air emissions from the vehicle fleet

- monitor the emissions profile of the transport sector and develop strategies to contribute to the State's emission targets and the achievement of Carbon Neutral Adelaide
- extending and improving walking and cycling networks, expand their catchments and incorporate walking and cycling options in planning to support zero-emissions transport
- implementing the South Australian Governments' new cycling laws (prescribing a minimum passing distance and allowing all ages cycling on footpaths) to make it easier and safer for individuals to cycle
- improve local air quality by making the shift to electric trains and the reintroduction of trams (electrification also allows for potential future benefits of increased renewable energy)
- encourage and adopt new technologies and practices in infrastructure design, construction and maintenance which reduce greenhouse gas and other emissions from transport
- encourage early replacement of ageing transport fleets (all modes) to improve air quality and reduce greenhouse gas emissions
- support uptake of electric and hybrid vehicles, and provision of information on ways to reduce vehicle emissions from the existing fleet
- support research, development and commercialisation opportunities for South Australia relating to low emission vehicles and fuels.

Reduce noise emissions and their impacts

- Reduce the noise profile of the transport sector
- deploy the Minister's Noise Specification for new housing developments adjacent tram lines, train lines and major traffic routes
- undertake noise mitigation when constructing new or substantially upgraded roads or railways adjacent to areas that are sensitive to noise
- participate in national policy forums to reduce noise and air emissions from vehicles including, for example, improving Australian Design Rules for vehicles.

Improve environmental design, resource use and procurement practices

- Minimise transport and land use effects and enhance the natural environment by using appropriate sustainable design principles, guidelines and targets for projects
- adopt energy saving, low emission technologies as they become available
- develop an environmental procurement policy.

Sustainable water use

In response to the KPMG review into the impact of increasing utility costs on sport and recreation organisations, the department's Office for Recreation and Sport (ORS) led several initiatives:

- Sustainable Clubs (part 6 of the STARCLUB Club Development Program) to help organisations responsible for maintaining sports grounds to plan for more efficient energy and water use.
- Greening Your Club resources to equip organisations with knowledge and tools to reduce their environmental impact and utility use.
- A fact sheet explaining eligibility requirements under the *Recreation Grounds Rates and Taxes Exemption Act 1981*.
- Leak Analysis and Water Profiling Project to investigate water consumption data at ten sporting venues to identify leaks and investigate options for reducing water usage.
- Established a Water Working Group; an across-government approach to manage the impact increased costs are having on sporting organisations, councils and schools.
- Coordinates the Water Working Group with key staff from ORS, SA Water, Local Government Association, the Department of Environment and Natural Resources (DEWNR) and the Department of Education and Child Development (DECD) to identify effective and transferrable strategies to reduce water consumption.
- Contributed to the development of the 'Operational Guide - Irrigated Public Open Space Code of Practice' resource to provide a best practice turf and irrigation management for all irrigated public open space.
- ORS worked in partnership with the Conservation Council SA to develop an Environmentally Sustainable Clubs Training Program to introduce sporting organisations to environmental sustainability.

Carbon neutral city

The Government, in partnership with the Adelaide City Council, has committed to the goal for Adelaide to become the world's first carbon neutral city. In working to achieve this ambitious goal, the department has:

- extended the light rail (tram) network through the city to the Entertainment Centre and future extensions are planned through the AdeLINK network
- continued work on upgrading and electrifying the Adelaide Metro rail system
- commenced work on the O-Bahn tunnel to provide quicker and more reliable access into the city and to reduce congestion on the Inner City Ring Route
- trialled two electric buses on Adelaide routes - building on the legacy of Adelaide's Tindo, the world's first solar electric bus

- invested to improve cycling journey safety including new grade separated bikeways, additional cycle lanes and cyclist detection at major intersections
- introduced 25 buses of Euro 5EEV emissions standard, allowing 25 buses of Euro 1 emissions standard, giving a total of 365 buses that are of the Euro5 EEV standard.

Disability access and inclusion plans

The department is finalising its Disability Access and Inclusion Plan (DAIP) in line with the *National Disability Strategy 2010–2020*. This is in consultation with the Accessibility Advisory Committee (AAC) to ensure that the plan will not only comply with legislated requirements but also closely align with community and industry needs.

The AAC consists of representatives of peak industry disability organisations and is acknowledged for the important role it has in the development of the department's DAIP.

Along with development of the DAIP, the department continues with a range of initiatives that progress our commitment to disability access and inclusion. These initiatives ensure accessibility to our services and facilities and recognise the rights of people with disabilities to have the same opportunities as others to all facets of community life.

The department has a well established induction program which includes disability awareness training and a range of resources for employees, with more targeted training and resources available to frontline staff, including training and development presentations by peak disability organisations.

Opportunities are provided to people with disabilities through the department's recruitment processes, presenting all vacancies up to and including the ASO4 level to the Disability Employment Register. A partnership with Barkuma Inc., intended to increase workforce participation for people with intellectual disabilities, saw eleven Barkuma staff commence with the department, with additional disability awareness training sessions held for staff.

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

Public transport has a very important place in the ongoing improvement in accessibility for the South Australian community. The department is committed to continually improving public transport services and infrastructure, making public transport more accessible and easier to use for people with disabilities. The bus fleet is now 88.5 per cent accessible (not including the rail substitute bus fleet made up of older buses kept in reserve for major rail works) compared to approximately 31 per cent in 2002.

Work has continued to provide upgrades that focus on improving the accessibility of other public transport infrastructure. A detailed review and subsequent research relating to way finding and information provision at Adelaide Railway Station (ARS) for all customers commenced during the end of 2015.

The department has also reviewed the platform signage, resulting in new signage near the gate displaying "If you need assistance to board a train, please notify staff at the accessible gate or wait near the first door of the leading train carriage." This message is also being displayed randomly on the station monitors.

Information regarding accessible journeys has also been published on the Adelaide Metro website at: <https://www.adelaidemetro.com.au/Using-Adelaide-Metro/Accessibility-Disability/Accessible-Journeys> and a voice-over message for the ARS is planned to be recorded.

Department officers at the ARS that monitor accessibility gates also provide 'sighted guide' assistance to passengers to board trains if needed.

The importance of accessible communication is recognised with the department continuing to make enhancements, with all online and printed material made available in a range of formats to ensure accessibility and inclusiveness. The department aims to have all publications, information and marketing material use inclusive language, correct symbols and access information (where relevant). Accessible design principles are applied when new publications are being developed.

ORS also promotes disability access and inclusion in sport and active recreation, as demonstrated by the series of *Empowering Sport to Reflect Community* Round Tables held in August 2015. Representatives from 20 sport and active recreation organisations attended the round tables which sought to:

- identify if access and inclusion is currently reflected in organisation's strategic plans
- identify if sport in South Australia has moved on from inclusion being a "special project or a 'nice' thing to do"
- prioritise actions and outcomes to generate change at an organisational level and in the programs and services provided to a point where structural barriers do not stop people finding sport.

A number of tools and resources have been developed and shared with sport and active recreation organisations. These include:

- posters to promote equality and equity in sport; and
- a video "Inclusion – Where do I Stand"

The resources are designed to break down the perception that including people with a disability is too hard. Both the resources have been promoted through a range of mediums including at face to face workshops, through ORS website and social media.

In 2015-16 the department, through ORS provided:

- 20 sporting scholarships to elite athletes with a disability, through the South Australian Sports Institute; these scholarships support athletes to participate in the social, cultural, recreational and sporting life of the community and to excel on the world stage
- five SASI athletes had been selected to represent Australia at the 2016 Rio Paralympics
- \$185 000 to six state-sporting-organisations-for-people-with-a-disability to provide leadership, policies and services to their membership
- funding for 30 disability-specific projects totalling \$775,800 through the Sport and Recreation Development and Inclusion Program
- funding for one disability-specific project totalling \$4 938 through the Active Club Program.

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* (the Act)..

Operation and administration of the Act in 2015-16

[Adelaide - Port Augusta](#) was the only route subject to a Route Service Licence during the 2015/16 Financial Year. This route remains marginally viable and is licensed in accordance with section 5(3) of the Act "...to encourage an operator or operators of air services to establish, maintain, re-establish, increase or improve scheduled air services on the route."

The current licence holder, Sharp Aviation Pty Ltd, trading as Sharp Airlines, operated in accordance with its licence conditions throughout this reporting period.

Under Condition 3 of the existing Route Service Licence, Sharp Airlines advised the Minister's Authorised Officer of an intended change to its schedule of flights from 1 February 2016. The Minister was satisfied that the proposed schedule reduction was based on reduced patronage on the Adelaide to Port Augusta route.

The existing licence expires on 31 December 2016.

Reporting against the *Passenger Transport Act 1994*

The department administers the *Passenger Transport Act 1994* (the PT Act) and Passenger Transport Regulations 2009 by planning, regulating and funding public transport services (bus, train and tram, taxi and hire car) across South Australia. Pursuant to section 24A of the PT Act the following report is provided-

Patronage in metropolitan Adelaide

Public transport bus services across metropolitan Adelaide are provided by three private bus providers, operating as SouthLink, Torrens Transit and Light-City Buses.

All metropolitan rail and tram services are operated by the department through the Rail Commissioner entity which has accreditation under the PT Act. Public transport services in regional South Australia are also administered by the department. 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. This program is established to facilitate access to transport for people who are transport disadvantaged. The program is jointly funded by the Commonwealth Home Support Program and the Department for Communities and Social Inclusion.

Adelaide metropolitan initial boardings 2015-16 (millions)

The initial boardings on the public transport system increased by 0.2 per cent.

Initial boardings by mode

Bus	Tram	Train	Total Initial Boardings*
41.104	8.885	11.367	61.356

Initial boardings by passenger type

Regular	Concession	Student	Seniors	Free Events	Special Passes	Total Initial Boardings*
18.078	17.908	8.949	7.541	8.515	.365	61.356

Initial boardings by ticket type

Metrocard	Single trip	Daytrip	Free travel	Other	Total Initial Boardings*
46.085	5.921	.835	8.515	-	61.356

Note: *Reflects initial boardings – not total patronage. The patronage figures in the tables above include free travel data.

Special event services

On 23 October 2014, an amendment to the *Passenger Transport Act 1994* was enacted with respect to the management and funding of public transport for special events. The aim of the legislation is to facilitate the successful planning of special events in metropolitan Adelaide by requiring mandatory notification of major events and also to provide a mechanism for the costs of additional public transport services required for the event to be recovered where the event is considered a "commercial event".

The key elements of the legislation include the requirement for venue managers to notify the department six months in advance (or as soon as the event is known) of any event expected to attract more than 5000 patrons and, where additional public transport services are required, that commercial events contribute to the cost of these extra services.

Events are classified as one of two different categories of event for the purposes of the legislation. The two categories are:

- Commercial Events – organised for profit where there is a fee for participants either in the form of a ticket or an indirect fee i.e. membership of a club or association; or
- Community Events – organised as not for profit, the event is open to the community and attendance is free or a voluntary donation from attendees may be sought.

Based on the information provided in the notification form, the department will make a determination regarding the need for additional or special public transport services to cater for the event and, where extra services are required, events categorised as "commercial" will be required to fund the services.

Integrated ticketing arrangements and funding contributions were successfully negotiated for a number of events, including the Liverpool Soccer match at Adelaide Oval, the AC/DC concert and the 2015-16 soccer season. Successful negotiations have been completed for the 2016-17 year including the Monster Jam at Adelaide Oval and the 2016-17 soccer season. Negotiations are also underway for the 2016-17 cricket season at Adelaide Oval.

Adelaide free services

The free City Connector service was introduced in the CBD and North Adelaide during January 2014 as a result of the integration of the City Free service funded by the department, and the Adelaide Connector service operated by the Adelaide City Council. This integration enabled service and frequency improvements over previous services. Operating under contract with the Minister for Transport and Infrastructure, the City Connector uses dedicated buses with a distinctive green livery to tell it apart from general Adelaide Metro services. Additional late night services were provided during the Fringe Festival to encourage greater use in the city.

Regional services

The department regulates and contributes to funding transport services in some regional areas.

Regular route services operate across regional South Australian and link major centres to Adelaide. Services operate in the Barossa Valley, 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 District Council, Murray District Council, Southern Mallee District Council, Mid Murray District Council, Southern Yorke Peninsula, Tatiara District Council, Eastern Riverland, Upper North, Mid North, Adelaide Hills, Victor Harbor and on Kangaroo Island.

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

Based on data provided by country bus operators, country bus patronage in 2015-16 was estimated as 778 166, a decrease of 5 per cent from the previous year.

The decrease in patronage has in part been attributed to cheaper regional airfares, internet banking/services/shopping and people generally choosing to use cars rather than travelling long distances on buses.

Provincial city bus services

Regular passenger services operate in South Australia's provincial cities of Port Lincoln, Port Pirie, Whyalla, Port Augusta, Murray Bridge and Mount Gambier. Provincial city services are a combination of town and school services.

Based on data provided by provincial city bus operators, patronage in 2015-16 was estimated as 429 917, a decrease of 3 per cent from the previous year.

Complaints, commendations and submissions

Feedback on public transport

Feedback from customers about passenger transport services is welcomed by that department as it provides the ability to improve and assess existing services and practices. Customers are presented with multiple opportunities to provide their feedback through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as social media such as Facebook and Twitter. Complaints represented approximately 0.01 per cent of total public transport patronage (initial boardings and transfers) in the 2015-16 reporting year, with a reduction of 1280 (an 11 per cent reduction) compared to the previous year.

The table below shows Feedback information on public transport

Feedback	2014-15	2015-16
Commendations	809	797
Suggestions	863	902
Complaints		
Service changes and service quality	6 948	6 141
Punctuality	2 807	2 218
Fares and ticketing	1 159	953
Passenger comfort	799	899
Other	155	377
Total complaints	11 868	10 588

Feedback on taxi and small passenger vehicle (spv) services

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action if a breach of the regulations under the Act is found to have occurred. Taxi complaints represented less than 0.01 per cent of the estimated eight million journeys provided in 2015-16.

The table below shows feedback information on taxis and spvs

Feedback	2014-15	2015-16
Commendations	4	6
Complaints	502	375

Waiting times

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide for the 2015-16 year was 8.9 minutes during the day (6am to 6pm), and 8.4 minutes at night (6pm to 6am).

The figures include waiting times for phone-booked, hailed and taxi rank trips and meet the prescribed waiting time of 12 minutes, as stated in the conditions for accreditation.

There were 1035 general licenses in metropolitan Adelaide in 2015-16.

Access taxis

The taxi centralised booking services reported that the average waiting time for access taxis in metropolitan Adelaide for the 2015-16 year was 8.75 minutes during the day (6am to 6pm), and 9.25 minutes at night (6pm to 6am).

There are 102 general licenses with special conditions (Access Taxis).

Passenger Transport Standards Committee

The Passenger Transport Standards Committee (PTSC) is a statutory committee, established under the 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 2015-16 the PTSC met on 80 occasions and considered 232 matters including:

- 128 accreditation applications
- 104 disciplinary matters.

Of the 104 disciplinary matters, the PTSC:

- suspended the accreditation of 24 accredited persons for a period of time
- revoked the accreditation of 19 accredited persons and disqualified them for a period of time
- permanently disqualified two persons from holding accreditation under the Act.

After holding an enquiry, the PTSC found no cause for disciplinary action against two accredited persons, while the remaining accredited persons were fined, required to undertake re-training or reprimanded.

Reporting against the *Carers Recognition Act 2005*

The principles of the Carers Charter are incorporated into the department's strategic human resource framework, online training and corporate induction programs. Operating procedures set out the responsibilities of managers to assist employees to meet their caring responsibilities and provide a range of options to employees, including family carers' leave, flexible hours, flexible leave arrangements and access to special leave.

South Australians with severe and permanent disabilities which limit their capacity to use public transport independently are able to apply for transport assistance such as the Plus One Free Companion card and the South Australian Transport Subsidy Scheme. The Plus One Free Companion card provides assistance to people who cannot travel independently due to mobility, cognitive, sensory or communication impairments. Companion/carers accompanying Plus One Free Companion card holders travel on all Adelaide Metro bus, train and tram services free of charge.

The department also provides specific public transport information for carers via adalaidemetro.com.au, as well as the Adelaide Metro InfoLine and InfoCentres.

The department convenes the department's Accessibility Advisory Committee (AAC), which meets regularly with representatives from South Australian peak groups for people with disability, their advocates and carers.

Report on the administration of the *Harbors and Navigation Act 1993*

The following report is provided in accordance with section 10 of the *Harbors and Navigation Act 1993* (the Act).

Registration and licences

To date there are 277 007 recreational boating licence holders and 1785 special permit holders. During the 2015-16 financial year the six month registration option for recreational vessels up to maximum length of seven metres was taken up by 22 per cent of the recreational boating fleet. 78 per cent have continued to use the 12 month option.

Boating safety

The department continues to work on marine safety collaboratively with local government and other South Australian Government agencies to consider introducing or removing speed restrictions or creating restricted areas to implement other safety controls measures.

A safety campaign promoting the uses of Personal Flotation Devices (PFDs) during the peak drowning season was conducted during December 2015 to March 2016, which included media releases; variable message signs strategically located at high volume traffic areas leading to popular destinations; government email/online promotions; press advertisements; promotional handouts and Facebook/twitter information. PFDs were monitored during the boating season with penalties for non-compliance.

Kayak and canoe operators have continued to apply for exemptions from registration, boat licence and safety equipment that applies to a vessel fitted with an engine. There were 46 kayak and canoe exemption applications, and eight exemptions issued for the reporting year.

Safe operation of vessels

3912 recreational vessels were inspected during 2015-16, of which 1756 were found to be non-compliant. Of those vessels, 376 expiation notices were issued, 247 were sent ashore and 288 were prevented from launching the vessel to operate. The Easter 2016 holiday period was typically busy, with 351 being detected during that period. Marine safety officers mounted displays at the 2015 SA Boat show and the 2015 Club Marine Boat and Fishing show. Information sessions and boat licence examinations are conducted at these shows, as well as at other times for community groups and boating clubs. During the year officers conducted 90 information sessions, and provided examinations for 2078 boat licence candidates.

There was a small percentage increase in Aquatic Activity Licence activities observed within the last reporting year predominantly on the River Murray. Christmas and New Year activity licences were primarily for fireworks state wide, with small localised events and passive activity requests increasing due to increased safety and liability.

Marine facilities

The State Government has committed more than \$2.6m for boating facility upgrades in regional areas of South Australia. These projects will be funded on a 50-50 basis by the State Government's Boating Facilities Fund and the relevant local council:

- more than \$1m towards a \$2m upgrade of the Port Hughes boat ramp which includes a relocation of the launching ramps at Port Hughes and the construction of a concrete wharf
- \$253,000 to upgrade the Mannum Riverbank wharf by replacing the existing concrete structure with a timber wharf and dredging of the area
- \$55,630 for Stage 1 of the Baudin Beach upgrade
- \$300,000 to construct a single lane concrete boat ramp at Wellington East

Eleven new lit beacons to mark a navigation channel in Lake Alexandrina between Clayton and Wellington were installed in May 2016. Additionally, over a period of 3 to 5 years, a review of navigation markers at Streaky Bay, Venus Bay, Port Augusta South Channel, Barker Inlet and Lower Lakes will be undertaken.

Freedom of information and proactive disclosure

Information held by the department is a valuable public resource and the department is committed to being open and accountable, engaging with the community and in public participation in making decisions, policies and laws.

In 2013, the South Australia Government approved the online publication of information regularly requested under Freedom of Information (FOI) and to proactively make this information available to all members of the community.

Information previously published within the department's Annual Report including information on overseas travel undertaken by the department, and contractual arrangements entered into by the department, is now published online and available on the department's Open Government website at www.dpti.sa.gov.au/open_government.

Further information on FOI and the nature of documents and information held by the department, including the department's FOI Information Statement is available on the department's website at www.dpti.sa.gov.au/freedom_of_information.

Public complaints

In 2014, the Ombudsman of South Australia published an audit of South Australian Government agencies' complaint handling policies and procedures. Recommendation 3 of the audit calls for the reporting of public complaints to Parliament, with agencies required to publish details of public complaints in their Annual Reports.

The department has a dedicated Public Transport complaint management system which has been in place for a number of years, and now, in response to the Ombudsman's audit, has developed an electronic records management system for the capture and recording of the non-Public Transport complaints received by the department. The new system is in the first year of implementation and, in conjunction with the existing Public Transport system and the new Policy and Procedures, completes the department's Complaint Management Framework.

The tables below show complaints received by the department through both complaint management systems.

Public transport

Feedback and complaints about passenger transport services is welcomed by the department as it provides the ability to improve and assess existing services and practices. Customers are presented with multiple opportunities to provide feedback through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as social media such as Facebook and Twitter. Complaints represented approximately 0.01 per cent of total public transport patronage (initial boarding's and transfers) in the 2015-16 reporting year with the number received down 10.79 per cent on the previous reporting year.

Feedback	2014-15	2015-16
Commendations	809	797
Suggestions	863	902
Complaints		
Service changes and service quality	6 948	6 141
Punctuality	2 807	2 218
Fares and ticketing	1 159	953
Passenger comfort	799	899
Other	155	377
Total complaints	11 868	10 588

Other complaints

The table below represents other complaints received by the department during the 2015-16 reporting year as recorded in the department's records management system (KNet) which also records:

- steps taken to address the complaint
- the outcome of the complaint
- any undertakings or follow up action required.

Complaints	Number for 2015-16
Service quality/delivery	207
Behaviour of staff	18
Service access/processes/procedures	40
Other complaints	28
Total complaints	293

Financial statements

