Department for Transport, Energy and Infrastructure

Annual Report

www.dtei.sa.gov.au

Government of South Australia

Department for Transport, Energy and Infrastructure

Department for Transport, Energy and Infrastructure

Level 10, Roma Mitchell House
136 North Terrace
Adelaide SA 5000

DX171
PO Box 1
Walkerville SA 5081

Telephone (08) 8204 8214
Facsimile (08) 8303 0828
www.dtei.sa.gov.au

Department for Transport, Energy and Infrastructure
Annual Report – DTEI (Print) ISSN 1448-7357
Annual Report – DTEI (Online) ISSN 1448-742X

Government of South Australia
Department for Transport, Energy and Infrastructure

The Honourable Patrick Conlon MP
Minister for Transport
Minister for Infrastructure
Minister for Energy
Roma Mitchell House
136 North Terrace
ADELAIDE SA 5000

Dear Minister

I have pleasure in presenting the Annual Report for the Department for Transport, Energy and Infrastructure for the year ended 30 June 2009.

The department continues to change to meet the diverse needs of the Ministerial portfolios and the government's strategic directions. The report details the work, achievements and relevant statutory and financial information of the department and provides an insight into the priorities for 2009-10.

The department looks forward to a challenging and exciting year in which it will continue to contribute to the growth and prosperity of South Australia.

This report is a submission to Parliament and complies with the requirements of the *Public Sector Management Act 1995*, *Public Finance and Audit Act 1987* and other relevant acts. The report of the Commissioner of Highways under the provisions of the *Highways Act 1926* is also incorporated within this report.

Yours sincerely

Jim Hallion
CHIEF EXECUTIVE
DEPARTMENT FOR TRANSPORT, ENERGY AND INFRASTRUCTURE

30 September 2009

Contents

6 **Year in Review**

Corporate Governance
10 Legislation
12 Administered Items
13 Boards and Committees

14 **Organisational Structure**

15 **Commissioner of Highways**

16 **Strategic Directions – Achieving the Objectives of South Australia's Strategic Plan**
17 Objective 1:
Growing Prosperity – Economic Environment
21 Objective 1:
Growing Prosperity – Infrastructure
26 Objective 2:
Improving Wellbeing – Public Safety
30 Objective 3:
Attaining Sustainability – Climate Change
33 Objective 3:
Attaining Sustainability - Energy
41 Objective 5:
Building Communities – Women in Leadership
41 Objective 6:
Expanding Opportunity

Divisional Summaries
52 Building Management Division
54 Energy Division
56 Government Relations and Reform Office
58 Land Services Division
60 Office of the Chief Information Officer
62 Office of Major Projects and Infrastructure
64 Policy and Planning Division
66 Public Transport Division
68 Safety and Regulation Division
70 Service SA
71 Transport Services Division
73 Corporate Services Division

Corporate Reporting
75 Fraud
76 Management of Human Resources
84 Occupational Health Safety and Injury Management
88 Reporting against the Carers Recognition Act
98 Contractual Arrangements
101 Consultancies
102 Overseas Travel
104 Account Payment Performance
104 Urban Design Charter
105 Asbestos Management Reporting
108 Greening of Government Operations

Reporting Against the Various Acts
114 Reports from the Registrar of Motor Vehicles
117 *Air Transport Act 2002*
118 *Passenger Transport Act 1994*

122 **Financial Statements for the year ended 30 June 2009**

Year in Review

The Department for Transport, Energy and Infrastructure's (DTEI) wide ranging achievements in 2008-09 confirm our strong commitment to achieve our priorities and directions arising out of South Australia's Strategic Plan, the Planning Strategy and the Strategic Infrastructure Plan for South Australia.

The department has an important role in our community:

- To enable the safe and efficient movement of people and freight across the state
- To ensure that future needs for energy are met in an ecologically sustainable and cost effective way
- To facilitate development of the state's infrastructure
- To process a range of property transactions and provide a single point of contact for a range of government services
- To lead the management of the government's building and ICT assets which support the delivery of services to the community.

Transport that's safer, smarter

DTEI leads the development of transport policy, including the areas of road safety, rail, heavy vehicle, passenger transport and marine.

DTEI manages and maintains the state's arterial road network (12 300 kilometres), outback roads (10 100 kilometres) and marine facilities. The department also oversees South Australia's land-based passenger transport network.

Key transport achievements during the year included:

- Progressed major transport construction projects, including the Northern Expressway, South Road/Anzac Highway Gallipoli Underpass, Glenelg Tram South Road Overpass, extension of the tram line from City West to the Adelaide Entertainment Centre, renewal of the Belair line and upgrade of the Sturt Highway and progressed procurement of additional trains, trams and buses

- Gained Commonwealth Government funding of $646 million to extend the rail line to Seaford, accelerate the electrification of the Gawler line and improve access to O-Bahn bus services from the Adelaide Central Business District (CBD)

- Opened the Port River Expressway bridges and new Rapid Bay jetty and completed implementation of the Eyre Peninsula Grain Logistics Transport Plan and the upgrade of Port Wakefield Road

- Completed a program of infrastructure improvements and regulatory reforms in road, rail and marine to improve transport safety.

Energy for a sustainable future

DTEI provides policy advice on market frameworks and safety and technical regulation for the energy industry in South Australia, which has assets of more than $10 billion and a retail turnover of approximately $1.9 billion per annum.

DTEI also manages a range of energy programs, including the Remote Areas Energy Supplies scheme, which ensures reliable and affordable electricity is available to communities in remote areas, an energy advisory service for households and the general community, and the South Australian Government's Solar Hot Water Rebate Scheme.

Key energy achievements during the year included:

- The establishment of a higher state renewable energy generation target and the development of national policies to promote renewable energy including the extended national Mandatory Renewable Energy Target

- Amendments to the National Electricity Law and National Gas Law for the establishment of the Australian Energy Market Operator (AEMO). The AEMO commenced on 1 July 2009 and will undertake the role of the National Transmission Planner

- In collaboration with other public sector agencies, improvements in energy efficiency in government buildings, resulting in an overall increase of 10.8 per cent from 2000-01

- Developed, with other jurisdictions, new energy efficiency requirements for a number of household appliances and the National Strategy on Energy Efficiency (NSEE), which was agreed by COAG on 2 July 2009

- Established the Residential Energy Efficiency Scheme (REES) to reduce household energy use which commenced on 1 January 2009.

Infrastructure that creates prosperity

The department has an important role in ensuring that South Australia has a planned, coordinated and strategic approach to enhancing the capacity of our infrastructure to provide economic and social services.

DTEI has key strategic infrastructure responsibilities including management of construction works on government buildings, guiding investment in and use of government ICT infrastructure, administering land titles legislation and maintaining the state's survey infrastructure, managing a state-wide network of over the counter, telephone and online facilities for a range of government services and facilitating private sector development projects.

Key infrastructure achievements during the year included:

- Effectively delivered stages of more than 400 major building construction projects on behalf of State Government agencies with a combined total value of $1.5 billion, including the refurbishment of the heritage Old Stock Exchange Building and upgrades to the Flinders Medical Centre and Adelaide Entertainment Centre. Major milestones were reached in the Education Works New Schools and New Royal Adelaide Hospital Public Private Partnership projects

- Considerable progress was achieved with the StateNet Regional Broadband program with agencies currently in the process of connecting to the new high-speed broadband network at Port Lincoln, Mount Gambier and Murray Bridge. The Port Pirie fibre construction is almost complete and the construction of the Murray Bridge – Berri high-speed microwave backhaul has commenced.

- With the launch of the Rural Addressing Project in 2007-08, thirty councils have engaged in the project with 30 000 preliminary addresses determined. The project will enhance the delivery of emergency and other services to the rural community.

Looking Ahead

The department will continue to play a significant role in delivering the governments $11.4 billion investment expenditure program over the forward estimates period, particularly the $2 billion plus modernisation of the public transport system.

In addition, DTEI coordinates delivery of the Commonwealth Government's Nation Building Economic Stimulus Plan in South Australia, which includes major investment in schools, housing, transport and community infrastructure.

DTEI will also continue to work with other state agencies and jurisdictions on the Council of Australian Governments' (COAG) agenda to deliver safety improvements and major regulatory reforms in transport, energy and infrastructure, which will benefit business and households.

I am excited by the challenges in front of us and by the successes I have observed during the last year. These successes demonstrate the ongoing professionalism and dedication of DTEI staff.

Jim Hallion
CHIEF EXECUTIVE

Corporate Governance

LEGISLATION

As at 30 June 2009 the department was responsible for administering the following legislation:

Minister for Transport

- Adelaide Railway Station Development Act 1984
- Aerodrome Fees Act 1998
- Air Navigation Act 1937
- Air Transport (Route Licensing – Passenger Services) Act 2002
- AustralAsia Railway (Third Party Access) Act 1999
- Civil Aviation (Carriers Liability) Act 1962
- General Tramways Act 1884
- Goods Securities Act 1986
- Harbors and Navigation Act 1993
- Highways Act 1926
- 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
- Non-Metropolitan Railways (Transfer) Act 1997
- 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
- Rail Safety Act 2007
- Rail Transport Facilitation Fund Act 2001
- Railways (Operations and Access) Act 1997
- Railways (Transfer Agreement) Act 1975
- Road Traffic Act 1961
- South Australian Ports (Bulk Handling Facilities) Act 1996
- Steamtown Peterborough (Vesting of Property) Act 1986
- Tarcoola to Alice Springs Railway Agreement act 1974
- TransAdelaide (Corporate Structure) Act 1998
- Victoria Square Act 2005

Minister for Infrastructure

- Commissioner of Public Works Incorporation Act 1917
- Geographical Names Act 1991
- Golden Grove (Indenture Ratification) Act 1984
- Maritime Services (Access) Act 2000
- National Soldiers Memorial Act 1949

- North Haven (Miscellaneous Provisions) Act 1986
- North Haven Development Act 1972
- Public Employees Housing Act 1987
- Roads (Opening and Closing) Act 1991
- South Australian Ports (Disposal of Maritime Assets) Act 2000
- Survey Act 1992
- Valuation of Land Act 1971
- West Lakes Development Act 1969

Minister for Energy

- Australian Energy Market Commission Establishment Act 2004
- Electrical Products Act 2000
- Electricity Act 1996
- National Gas (South Australia) Act 2008
- National Electricity (South Australia) Act 1996
- The Electricity of South Australia (Torrens Island Power Station) Act 1962
- Gas Act 1997

Attorney-General – Administered by DTEI

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

Treasurer – Administered by DTEI

- Petroleum Products Regulation Act 1995 Part 5.

ADMINISTERED ITEMS

For the reporting period 1 July 2008 to 30 June 2009, the Department for Transport, Energy and Infrastructure administered the following items on behalf of its Ministers:

- Contractors Deposits
- Emergency Services Levy Receipts
- Firearm Licence Receipts
- Hospital Fund – Contribution
- Land Service Regulatory Fees
- Lincoln Cove Marina
- Major Administered Projects
- Metropolitan (Woodville, Henley and Grange) Drainage Scheme
- Minister for Transport, Infrastructure and Energy (Special Acts Salaries)
- Motor Accident Commission Receipts
- Passenger Transport Research and Development Fund
- Real Property Act Assurance Fund
- Real Property Act Trust Accounts
- Registrar General and Surveyor General Statutory Act Revenues
- Registration and Licensing Collections and Disbursements
- Renewable Remote Power Generation Program
- Service SA Collections and Disbursements
- South-Western Suburbs Drainage Scheme
- Stamp Duties Receipts
- Unclaimed Salaries and Wages
- Valuer General (Special Act Salaries)
- Workers Liens Trust Account.

BOARDS AND COMMITTEES

As at 30 June 2009 the Department for Transport, Energy and Infrastructure provided administrative support to the following boards and committees:

Minister for Transport

- Accident Towing Roster Review Committee
- Motor Vehicles Act Review Committee
- Passenger Transport Standards Committee
- Premier's Taxi Council
- South Australian Boating Facility Advisory Committee
- State Crewing Committee
- Third Party Premiums Committee

Minister for Infrastructure

- Economic Development Board
  (Projects Coordination Board)
- Government Office Accommodation Committee
- Port Adelaide Container Terminal Monitoring Panel
- Public Employees Housing Advisory Committee
- Survey Advisory Committee

Minister for Energy

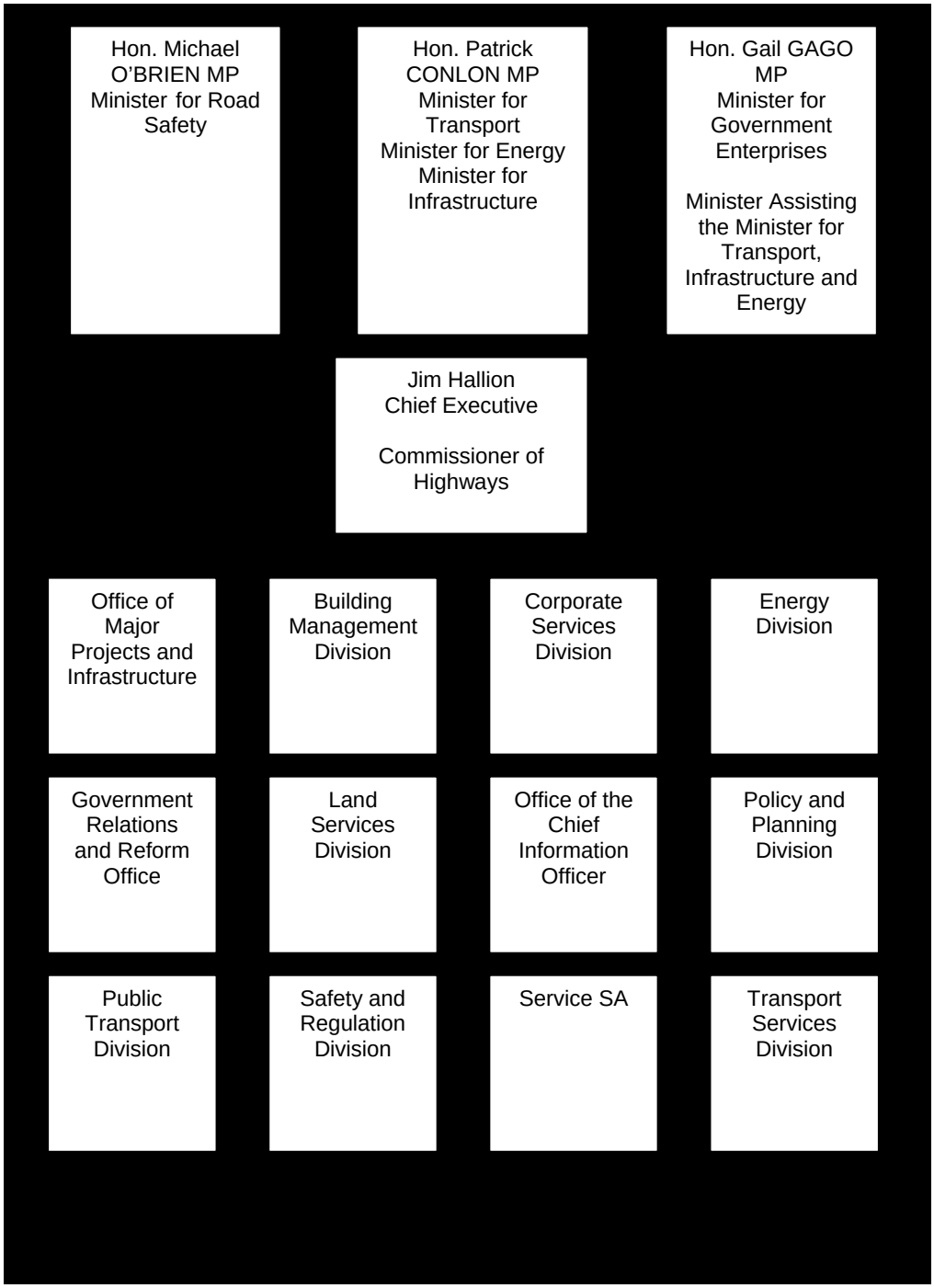
- Electrical Technical Advisory Committee
- Electricity Act Assessors Panel
- Electricity Supply Industry Planning Council
- Energy Consumers Council
- Gas Technical Advisory Committee
- Power Line Environment Committee

Minister for Road Safety

- Road Safety Advisory Council
- State Level Crossing Strategy Advisory Committee.

Organisational Chart

The following structure for the Department of Transport, Energy and Infrastructure (DTEI) was in place at 30 June 2009.



Commissioner of Highways

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

Under my direction, the department continues to meet the requirements of the Act and to meet the policy objectives of the government. The requirements of the Act and the role, responsibilities and objectives of the department are intrinsically linked. Accordingly, I am pleased to provide the following report of the department as a report satisfying the requirements of the Highways Act.

Financial matters relating to the Highways Fund have been incorporated into the Financial Statements of the department and the notes to and forming part of the statements.

Jim Hallion
CHIEF EXECUTIVE

Strategic Directions

ACHIEVING THE OBJECTIVES OF SOUTH AUSTRALIA'S STRATEGIC PLAN

This annual report outlines DTEI's contribution to South Australia's Strategic Plan (SASP).

The plan has six interrelated objectives for the state:

1. Growing prosperity
2. Improving wellbeing
3. Attaining sustainability
4. Fostering creativity and innovation
5. Building communities
6. Expanding opportunity.

DTEI has the lead responsibility for specific targets under the first three objectives relating to strategic infrastructure development, improved road safety, increasing the use of public transport, energy efficiency and renewable energy. Together with other agencies, it also contributes toward achieving a number of across-government targets related to performance and diversity in the public sector, women in leadership, Aboriginal wellbeing and people with disabilities.

Released in 2005, the Strategic Infrastructure Plan for South Australia provides a 10 year framework to guide the development of more efficient, competitive and sustainable infrastructure systems, supporting the objectives of South Australia's Strategic Plan.

Objective 1: Growing Prosperity – Economic Environment

T1.7

Performance in the public sector – customer and client satisfaction with government services: Increase the satisfaction of South Australians with government services by 10 per cent by 2010, maintaining or exceeding that level of satisfaction thereafter.

Key Measure: Proportion satisfied with government services.

T1.8

Performance in the public sector – government decision-making: Become, by 2010, the best – performing jurisdiction in Australia in timeliness and transparency of decisions which impact the business community (and maintain that rating).

Key Measure: Productivity Commission data.

T1.9

Performance in the public sector – administrative efficiency: Increase the ratio of operational to administrative expenditure in state government by 2010, and maintain or better that ratio thereafter.

Key Measure: Ratio of operational to administrative expenditure.

Targets 1.7 and 1.8 are across-government targets led by the Department of the Premier and Cabinet. The Department of Treasury and Finance has lead responsibility for the across-government target T1.9.

DTEI is responsible for delivering a range of services to the rest of government, business and the broader community throughout South Australia. Although customer satisfaction surveys generally reflect high levels of satisfaction, there is a need to continue to improve service quality. Community and business customers generally are looking for improved access to a range of services. DTEI also recognises the need to reduce compliance costs to business.

Progress towards the targets

South Australian Government agencies worked to meet the government's round one 25 per cent targeted reduction in red tape by June 2009. DTEI has identified $24 million in cost savings to business and has delivered $19 million in savings up till June 2009. DTEI has committed up to $10 million of further red tape reductions for round two which continues until April 2012.

Strategies

DTEI supports the achievement of these targets through the following long term strategies:

- Providing a single-entry point to government to ensure integrated service delivery to business and the wider community
- Redeveloping the property and land information systems to improve customer service
- Promoting citizen-centric culture and capabilities across the department to ensure responsive and quality customer service
- Improving procurement processes to allow the state to capture the benefits of innovation by the private sector while, at the same time, preserving high levels of probity
- Contributing to across-government public sector reform initiatives and identifying and implementing steps to deliver ongoing improvements to efficiency and organisational effectiveness
- Ensuring the government's Information and Communication Technology (ICT) infrastructure supports improved access and efficiency in the delivery of government services
- Adopting leading-edge models of communication and consultation with industry stakeholder and community groups
- Providing improved government services and information to the community through a choice of integrated online, phone and face-to-face delivery channels.

Achievements in 2008-09:

Significant work has included:

- Introduced a number of initiatives in line with the South Australian Government's ICT strategy Ask Just Once, including improved business systems (for example Electronic Cabinet Online), and new online services (for example Business Names Online)

- Piloted the new common internet site for government (www.sa.gov.au) as a key outcome of the Single Entry Point program

- Continued the implementation of the Have Your Say customer feedback system, based on the Common Measurement Tool, across 20 metropolitan and regional Service SA Customer Service Centres as well as the Customer Contact Centre

- Implemented service delivery and efficiency improvements within the property management functions including:

    - developed and implemented a new system to deliver the Property Interest Report (PIR) electronically in 30 seconds instead of two days
    - Extended customer access hours to Property Assist
    - Implemented an account management function to improve customer relationships
    - Redeveloped the Online Plan Index, Enquiry and Retrieval System (PIERS) to improve downloading of most plan series and locality plans for permanent survey marks
    - Merged two customer call centres and initiated separate queues for industry and community customers
    - Processed more than 80 per cent of plans through the electronic plan lodgement (EPL) system

- Implemented ICT procurement reforms including:

    - Provided robust probity controls as part of the ongoing ICT Strategic Sourcing procurement process
    - Enhanced the efficiency and the effectiveness of the ICT contracting process, including common contractual terms and conditions for use across jurisdictions

- Ensured the State Government's ICT infrastructure supports improved access and efficiency in the delivery of government services by developing an ICT planning framework and strategy and a portfolio-wide ICT project governance framework to assist the ICT Board in the governance of ICT across government

- Continued to promote innovation and best practice planning in the way government uses ICT

- Extended the across-government Facilities Management arrangements and attracted new participating agencies

- Introduced virtual call centre technology across six regional sites improving responsiveness to customer enquiries by up to 25 per cent

- Increased Australia Post Photo Licence outlets from 42 to 72 (21 metropolitan and nine regional), with 18 metropolitan sites open Saturday mornings for increased customer convenience

- Managed more than five million financial transactions through Customer Service Centres, the Service SA Customer Contact Centre and online facilities, with 20 per cent growth in online transactions.

Future directions

The department will continue to pursue reforms to contribute towards these targets with a focus in 2009-10 on identifying options for greater efficiency and flexibility in the management of the operating budget and progressing reforms at both state and national levels to reduce the regulatory compliance burden on business.

DTEI will also work with other government agencies to extend the suite of services offered through the Service SA customer service network.

Objective 1: Growing Prosperity - Infrastructure

T1.21
Match the national average in terms of investment in key economic and social infrastructure.

Key Measure: Public and private new engineering construction as a percentage of GSP/GDP (baseline 2002-03).

Investment in infrastructure is critical to sustaining high rates of economic growth and maintaining high standards of living for current and future generations. Because infrastructure assets are long lived and expensive, it is important to plan, deliver, manage and use them as efficiently and effectively as possible.

A number of projects in the Strategic Infrastructure Plan have been completed or are underway and the government has increased capital spending to record levels. Private sector, local and Commonwealth Government infrastructure providers also influence total infrastructure investment.

In the 2009 budget the South Australian Government announced a record high level of infrastructure investment of $11.4 billion over the next four years. This includes a major program of public transport infrastructure improvement projects, which began in 2008-09. This boost in funding for infrastructure development has been assisted by Commonwealth funding of $1.3 billion (over four years) for schools, social housing and transport infrastructure under the Nation Building Economic Stimulus Plan. In addition, the Commonwealth has provided $1.1 billion for a range of capital projects, including $646 million for public transport infrastructure.

The successful delivery of this unprecedented level of public infrastructure investment will be a considerable challenge.

To meet the infrastructure target and better address business and community concerns, an objective information base and robust processes are needed to help determine infrastructure priorities for all regions across South Australia. Coordinated planning by public and private infrastructure providers, and regulatory regimes that promote timely investment in and efficient use of infrastructure are required.

Progress towards this target

Spending on engineering construction activity in South Australia in the nine months to March 2009 was $2.469 billion, accounting for 4.4 per cent of the Australian total and a rise of $641 million (35 per cent) on the same period in 2007-08.

Public and private new engineering construction in South Australia as a proportion of GSP/GDP was below the national rate – 3.67 per cent compared to 4.91 per cent in 2007-08.

Non residential building activity in South Australia was $1 318 million in the nine months to March 2009. This represents 5.2 per cent of the total for Australia and a rise of $265.2 million (25 per cent) on the same period in 2007-08.

Strategies

DTEI is the lead agency for the Strategic Infrastructure Plan for South Australia. The plan provides an overarching framework to guide new infrastructure investment by government and the private sector and improve the management and use of the state's existing infrastructure.

Long term strategies include:

- Working with industry to progress planning and development of infrastructure upgrades to support the growth and development of mining and mineral processing
- Working with the Department of Planning and Local Government to jointly develop and implement an integrated approach to land use and infrastructure planning
- Working with other agencies to ensure the timely development of key social infrastructure to underpin the delivery of health, education, law and order and other services
- Playing a lead role at state and national level in the reform of government policies and regulatory frameworks affecting planning and investment in and the performance of infrastructure
- Building skills and capabilities across the public sector in strategic planning, business-case development and project management
- Investing in road transport infrastructure to meet the expected growth in the freight task, including upgrade of the metropolitan north-south corridor and development of regional freight networks

- Upgrading broadband telecommunications infrastructure in regional areas to deliver improved capabilities to business, government agencies and the community

- Providing a key point of contact within government for industry, to facilitate development and delivery of investment projects by private-sector infrastructure owners

- Completing public transport infrastructure developments planned as part of the State Government's public transport improvement program.

Achievements during 2008-09

Significant transport projects for 2008-09 included:

- The Gallipoli Underpass was opened on 6 April 2009. The project features an underpass, a 31 metre span bridge and five memorials to the Anzac tradition including a memorial plaza. Additional work will continue through 2009, including pavement realignment on South Road and surrounding landscaping

- Construction of the 23 kilometre Northern Expressway is well underway with more than 1 000 000 cubic metres of earth being moved. Construction of the bridges on Angle Vale and Curtis roads has commenced. The Northern Expressway is scheduled to be completed in late 2010

- Construction of a renewed Belair line was reopened in August 2009. The old track and 25 000 cubic metres of soil was removed and new base layer installed. New rail and sleepers were installed from Belair to the Shepherds Hill Road tunnel

- Work is well underway to extend the tramline from City West to the Adelaide Entertainment Centre. Road widening of sections of North Terrace and Port Road in preparation for laying tracks has commenced. Trams are expected to be running on the extended line early in 2010

- Gained Commonwealth Government funding of $646 million to extend the rail line to Seaford, accelerate the electrification of the Gawler rail line and improve access to O-Bahn bus services from the Adelaide central business district (CBD)

- Progressed planning for the rail corridor to Aldinga, the north-south urban corridor and the Northern Connector, and completed a transport framework for the Gawler growth areas

- Opened the Port River Expressway bridges and new Rapid Bay jetty and completed implementation of the Eyre Peninsula Grain Logistics Transport Plan and the upgrade of Port Wakefield Road

- Began work on the relocation of the Adelaide rail yards to Dry Creek

- Achieved $1.2 billion road funding for South Australia under the Commonwealth Nation Building Program (formerly Auslink) 2009-14.

Other achievements:

- Managed the design and construction on behalf of State Government agencies more than 400 major building projects with a combined total value of $1.5 billion

- Key milestones were reached in the Education Works New Schools and New Royal Adelaide Hospital Public Private Partnership (PPP) projects

- Progressed work on landmark building construction projects including the refurbishment of the heritage Old Stock Exchange building and upgrades to the Flinders Medical Centre and Adelaide Entertainment Centre

- An innovative procurement approach to delivery of the Commonwealth Nation Building Economic Stimulus Plan was developed and implemented

- Undertook a lead role in progressing national policy reforms under the Council of Australian Governments' (COAG) reform agenda in the areas of infrastructure, transport, energy and business regulation to promote the efficient provision and use of infrastructure.

Investment in telecommunications included:

- Considerable progress has been achieved with the StateNet Regional Broadband program and agencies are in the process of connecting to the new high-speed broadband network at Port Lincoln. The Port Pirie fibre construction is almost complete and the network will be achieved by mid September 2009

- Construction of the Murray Bridge – Berri high-speed microwave backhaul commenced following the finalisation of the required tower site approvals. Tower hardware and microwave radio equipment has been ordered. The backhaul network between Murray Bridge and Berri is expected to be completed in late 2009.

Future directions

The department will continue to coordinate delivery of the Nation Building Economic Stimulus Plan in South Australia and to progress work on the relocation of the rail yards and a number of public transport infrastructure projects.

DTEI will also progress the gas Short Term Trading Market for 2010 start up and contribute to the development of national regulatory reforms for heavy vehicles, maritime, rail and aviation safety.

The StateNet Regional Broadband Program will be implemented in 171 government sites in regional South Australia.

A boundary survey and plans will be prepared for the Defence Cultana Training Area extension.

Other key projects to be progressed including refurbishment of the Old Stock Exchange Building, the upgrade of the Adelaide Entertainment Centre, Adelaide Airport development, the State Aquatic Centre and GP Plus Health Care Centre.

Objective 2: Improving Wellbeing – Public Safety

T2.9

Road safety: By 2010 reduce road fatalities to less than 90 persons per year.

Key Measure: Number of road fatalities (baseline 2003).

T2.10

Road safety: By 2010 reduce serious injuries to less than 1000 persons per year.

Key Measure: Number of serious injuries (baseline 2003).

Transport safety is an area of focus for the South Australian Government, which aims to reduce the impact of road, rail and marine trauma on the community.

DTEI continues to develop and implement road, rail and marine transport safety interventions that are targeted to both their location and the various transport users, achieving a balance between safety and other imperatives, such as mobility. There is a particular focus on road safety in line with South Australia's Strategic Plan which, in turn, reflects national fatality reduction targets.

DTEI's responsibility is to exercise leadership in developing a package of measures relating to the various aspects of transport safety.

This includes work to integrate safety principles into all transport infrastructure projects, and implement licensing practices that raise the safety expectations and performance of drivers and riders.

Legislative reform must have a national focus where possible and strategies must maximise voluntary compliance and create effective deterrence.

Progress towards the targets

In the 12 months to the end of June 2009, there were 127 fatalities and 1145 serious injuries compared to 107 fatalities and 1295 serious injuries in the 12 months to the end of June 2008.

Long term trends show that South Australia's road safety progress continues to be one of the best in Australia. From 2004 to June 2009, South Australia achieved the largest average annual change in fatalities of any state in Australia, a 5.8 per cent decrease, compared to New South Wales with a 5.5 per cent decrease, Victoria with a one per cent decrease and Western Australia which increased by 5.7 per cent.

For information regarding run-off-road crashes, drink driving deaths, and safety of young people on the roads, refer to performance indicators in Program 11 of the DTEI Portfolio Statements of the South Australian Government's 2009-10 budget papers.

Strategies

DTEI is involved in the following key long-term strategies to achieve the targets:

- Creating safer roads and more forgiving roadsides to minimise the impact of human error on road trauma through upgrade and maintenance works, implementation of a rural road safety program and improvement of level crossing infrastructure

- Lowering travel speeds for the benefit and protection of all road users through increased education, enforcement and engineering initiatives and continuing to better align limits to the standard of the road

- Improving the key safety behaviours of all road users so as to reduce crashes related to drink and drug driving, lack of restraint use and fatigue

- Improving the crash worthiness of the South Australian vehicle fleet by promoting the benefits of vehicles with enhanced safety features.

Achievements during 2008-09

During the year DTEI managed or participated in:

- The release of the South Australian Road Safety Action Plan 2008-10, which informs, supports and empowers South Australians to take action to reduce road trauma

- Seventy One Black Spot projects to address safety on high crash sites and complement the overall safety of key routes

- Thirty Responsive Road Safety projects to address road safety issues for pedestrians, motorists and cyclists at various intersections and roadsides

- Three new overtaking lanes were installed, aimed at providing drivers with safer opportunities to pass slower moving vehicles

- Installing approximately 35 kilometres of safety barriers for hazard protection

- Nineteen shoulder sealing projects to help prevent drivers and riders losing control on unsealed shoulders

- Upgraded four and constructed 12 new roadside rest areas along the Mallee, Barrier, Lincoln and Flinders highways

- Upgraded six level crossings from passive to active, and installed active advance warning signals at two locations

- Twenty Five Rural Road Safety projects including installing safety barriers at numerous sites along 18 roads

- Installing over 210 kilometres of audio tactile line marking as edge markings to improve overall road safety

- A wire rope barrier was installed in the centre of the road south of Port Wakefield to help prevent head-on collisions and other loss of control crashes

- A number of legislative reforms to address unregistered/uninsured vehicles, rail safety, marine safety including VHF marine radio, patrol vessel asset management, navigation aid and commercial marine safety

- Introduced changes to the Australian Road Rules

- New national heavy vehicle driver fatigue (HVDF) laws were introduced in South Australia including Chain of Responsibility provisions that extend responsibility for fatigue to all parties in the supply chain. DTEI took a lead role working with other jurisdictions to implement this initiative

- Installing 14 dual purpose digital red light/speed cameras in the metropolitan area to increase safety at signalised intersections by assisting in reducing frequency of red light 'runners' and speeding motorists

- Mandatory alcohol interlock legislation passed through Parliament on 1 May 2009, including tougher penalties for drug drivers. This scheme requires drivers who commit a serious drink driving offence to have an alcohol interlock (small breath-testing device) fitted to their vehicle for a period following the end of their licence disqualification

- The Driver's Handbook was updated to provide a greater emphasis on road safety issues, road rules, registration, licensing and a fitness to drive self-assessment. The road safety website was redeveloped and a new newsletter launched based on the safer systems approach of the South Australian Road Safety Action Plan

- Developed an outcome-based auditing mechanism to strengthen performance in driver licence testing

- New Level Crossing Safety Program encompassing education, enforcement and engineering components commenced implementation

- Continued expansion of the safety camera network
- Upgraded and installed beacons at the Lower Murray Lakes, Coffin Bay and Shoal Bay
- Completed upgrades of marine repeaters at Kerby Hill and Greenpatch, and commissioned new marine repeaters at Mount MacDonnell and The Bluff, Glencoe
- Created a Goolwa and Murray Lakes Drought Taskforce, which ensured navigational safety in drought-affected areas within the Goolwa, Murray Lakes and Coorong regions.

Future directions

Further road infrastructure improvements under the state and national Black Spot Programs are planned in 2009-10.

Other safety improvements on the state network including fatigue counter measures, roadside hazards protection, delineation improvements and improvements for pedestrians, cyclists and road users with a disability are also planned.

National compliance and enforcement (speed) reform will commence.

Legislation will be progressed in 2009-10 to enhance the Graduated Licensing Scheme.

Other programs to be implemented in 2009-10 are the Intelligent Access Program to manage access and compliance to heavy vehicles and the Mandatory Alcohol Interlock Scheme.

Objective 3: Attaining Sustainability – Climate Change

T3.6

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

Key Measure: Public transport usage as a proportion of metropolitan weekday passenger vehicle kilometres travelled.

Investment in capacity improvements, delivery of faster and better connected public transport services and system improvements are needed to achieve the public transport target.

In 2008-09 investment in metropolitan public transport continued as part of the 10 year, $2 billion state plan to redevelop and extend public transport infrastructure, including the electrification of the Noarlunga, Gawler and Outer Harbor passenger rail network.

The state investment program includes the renewal of the Gawler and Belair lines, delivery of additional trams, trains and buses to increase capacity, upgrading of the Noarlunga rail line and key interchanges and stations and a new 2.8 kilometre tramline extension to the Adelaide Entertainment Centre.

The Commonwealth Government in its 2009 budget announced funding of $646 million for an accelerated upgrade of the Gawler rail line, extension of the rail line to Seaford and improving city access for the O-Bahn bus service.

This will create opportunities for transit-oriented development, consistent with the 30 Year Plan for Greater Adelaide, and contribute to improved accessibility and reduced road congestion.

Progress towards this target

From a baseline of 6.5 per cent in 2002-03, it is estimated that this target measure has increased to 7.3 per cent in 2007-08 (the latest figures currently available).

As a secondary measure, there is a continuing strong upward trend in the number of public transport boardings. During 2008-09, total public transport patronage (including initial boardings and transfers) for weekdays increased by two per cent on the Adelaide metropolitan network.

For further performance commentary on Public Transport Services, refer to performance indicators in Program four of the DTEI Portfolio Statements of the South Australian Government's 2009-10 Budget Papers.

Strategies

To achieve the target of increased use of public transport, DTEI is involved in the following key long-term strategies:

- Improving performance on the rail, tram and O-Bahn corridors by increasing frequency, reliability and speed of services
- Increasing accessibility across the metropolitan public transport network by improving connectivity of services at key interchanges and expanding capacity
- Strengthening public transport links with future land use planning strategies, including facilitating growth of new transit-oriented developments (TODs) to meet housing demands and contributing to the development of a more environmentally resilient city
- Continuing to invest in improvements to customer information, safety, security and amenity
- Increasing the use of lower emission and renewable fuels and technologies.

Achievements in 2008-09

During the year DTEI managed or participated in:

- Completed window replacements for the entire 3 000 and 3 100 class rail fleet – comprising 70 rail cars
- Commenced construction of the 2.8 kilometre tram line extension from the City West terminus to the Adelaide Entertainment Centre
- The four month re-sleepering of the Belair rail line and delivered a substitute bus service
- Secured Commonwealth Government funding for the extension of the Noarlunga rail line by 5.5 kilometres to Seaford, acceleration of the electrification of the Gawler line and improvements to CBD access for O-Bahn bus services
- Secured an additional $84 million state investment over the next four years to purchase 14 new electric trains for the Seaford line extension and boost security across the Adelaide system including graffiti removal
- Secured a contract for six Alstom Citadis 302 trams from Madrid
- Awarded a contract for 160 new buses over four years to 2011-12

- Released concept plans to upgrade the Hallett Cove and Hallett Cove Beach Stations

- Began work on refurbishment of the heritage Blackwood railway station and upgrades for the Coromandel Valley and Eden Hills stations on the Belair line

- Contributed to the development of a Master Plan for the Bowden Village transit-oriented development

- Support carnival events – provision of a new interchange on the eastern side of the Royal Adelaide Showgrounds and free public transport for ticket holders for the Clipsal 500 and Footy Express

- Facilitated free public transport on Adelaide Metro bus, train and tram services for seniors between 9.01 am and 3.00 pm weekdays and all day weekends and public holidays commencing on 1 July 2009.

Future directions

The vision for Adelaide's public transport network is to provide a fast, electrified train network for commuters from Gawler, Outer Harbor and Noarlunga, a resleepered Belair rail line, an extension of the City West tramline to the Entertainment Centre (connecting to the Outer Harbor line) and light rail travel from Glenelg through to Port Adelaide and Semaphore. The revitalised rail network will be supported by high frequency bus services on key routes including for the O-Bahn bus to the city.

The massive investment in Adelaide's urban public transport network over the next decade will improve the capacity, frequency, accessibility and speed of bus, rail and tram services.

It will provide travel time savings for commuters and benefits for freight industry. Moreover, as more people travel on public transport there will be a reduction in local emissions.

In 2009-10 the tram line extension to the Adelaide Entertainment Centre will be completed.

Work to upgrade the Noarlunga rail line and extend it to Seaford will commence as will the O-Bahn Bus priority access program and the upgrade of the Gawler rail line.

Six new trams will be delivered and the process for supply of new electric trains will begin.

Improvements to public transport infrastructure in line with the Commonwealth *Disability Discrimination Act 1992* will continue.

Objective 3: Attaining Sustainability - Energy

T3.12

Renewable energy: Support the development of renewable energy so that it comprises 20 per cent of the state's electricity production and consumption by 2014.

Key Measure: Proportion of renewable electricity generated and consumed.

The government's priority is to make South Australia world-renowned for being clean, green and sustainable. At the same time as boosting community wellbeing and safeguarding future generations, this will contribute to our state's prosperity. The focus will be protecting biodiversity, securing sustainable water and energy supplies and minimising waste. Leading the nation in renewable generation represents an important part of this focus.

The department is working with the Department of the Premier and Cabinet and with industry to facilitate the development of initiatives to improve sustainability and increase renewable power sources.

Progress towards the target

For the period 2008-09, renewable energy constituted 14.8 per cent and 16.4 per cent[1] of the state's electricity production and consumption, respectively.

South Australia currently leads the nation in wind and grid connected solar generation. South Australia currently has nine wind farms, totalling 740 MW of generating capacity. Four wind farms are currently under construction (two licensed and two seeking a licence) that will bring the total wind generation in South Australia to 1018MW once complete.

As of June 2009, South Australia had nearly half the nation's wind capacity and 26.3 per cent of the nation's grid-connected solar photovoltaic capacity. There is potential for growth in wind and solar generation and, in the longer term, geothermal and wave energy.

More than 97 per cent of Australia's geothermal exploration and proof-of-concept investment is located in South Australia.

[1] ESIPC merged with other energy industry bodies on the 1st July 2009 to become the Australian Energy Market Operator (AEMO). Calculation is performed using estimated figures provided by ESIPC but also contains a forecasted component for 2008-09 approximate solar generation (GWh) since this data is currently only available up until May 2009.

Strategies

Recognising that responsibility for renewable energy is shared by the State and Commonwealth Governments and the private sector, DTEI is involved in the following key long term strategies to achieve this target:

- Contributing to the development of the national Carbon Pollution Reduction Scheme (CPRS)
- Contributing to the development of a robust strategic and regulatory framework that supports the deployment of renewable energy
- Leading, stewarding and facilitating Australia's investment in geothermal energy
- Contributing to policy development in COAG embracing the deployment of renewable and low emission technology, the generation of relevant scientific information, effective adaptation and efficient and comprehensive reporting of greenhouse emissions.

Achievements during 2008-09

Significant developments contributing to achievement of the target included:

- The South Australian Government announced in June 2009 an increased renewable energy generation target under the *Climate Change and Greenhouse Emissions Act 2007,* of 33 per cent of all electricity generated to come from renewable sources by 2020
- The department has been involved in the establishment of the Renewables SA Board and Renewable Energy Commissioner, to promote and help foster innovation and investment in renewable technology in South Australia. Along with this work, DTEI has contributed to the development of the Renewable Energy Industry Development Plan
- A $20 million Renewable Energy Fund was announced in the 2009-10 state budget to help foster innovation and investment in renewable technology and create green jobs in the renewable energy industry
- The first project to be funded under the Renewable Energy Fund is the establishment of a South Australian Centre of Excellence for Geothermal Research
- In March 2009, AGL announced its intention to construct a 132 MW wind farm at North Brown Hill

- Further progress towards establishment of a geothermal energy industry in the state through Geodynamics' successful completion of 'proof of concept' program in March 2009

- Carnegie Corporation was awarded South Australia's first wave power licence by the State Government in February 2009

- Wave Rider Energy was approved to build a $5 million wave energy pilot plant on the state's west coast in May 2009

- DTEI approved 3 155 solar hot water rebates during 2008-09

- DTEI contributed to the development of national policies that support the deployment of renewable technology, including a National Emissions Trading Scheme and an extended Mandatory Renewable Energy target

- DTEI contributed to the ongoing improvement of the National GreenPower program through the National GreenPower steering group.

Future directions

DTEI will continue to encourage an increase in renewable electricity generation in South Australia by promoting investment in the development and use of renewable energy sources.

The Renewable Energy Fund will be used to help foster innovation and investment in renewable technology and create jobs in a renewable energy industry.

An allocation of $3.8 million per annum was indexed from 2010-11 for the purchase of GreenPower and carbon offsets by South Australian Government agencies.

T3.13

Energy efficiency – government buildings: Improve the energy efficiency of government buildings by 25 per cent from 2000-01 levels by 2014.

Key Measure: Energy efficiency of government buildings.

Energy efficiency in government buildings is a target because of the significant amount of energy consumed by the public sector and the importance of ensuring the public sector leads by example.

Progress towards target

The South Australian Government had improved the energy efficiency of its leased and owned buildings by 10.8 per cent in 2007-08 compared to 2000-01.

Strategies

Recognising that responsibility for the energy efficiency of government-leased and owned buildings is shared across government and with the private sector, DTEI is involved in the following key long-term strategies to achieve the target:

- Maximise energy efficiency of government buildings and equipment across government by introducing minimum energy performance standards
- Increase the energy efficiency of newly occupied buildings by introducing minimum energy performance standards for construction and refurbishment
- Increase awareness of government employees about how they can contribute to more efficient use of energy
- Review agency implementation plans on a six monthly basis to determine their progress towards T3.13
- Develop strategies for funding energy efficiency projects within government buildings.

Achievements during 2008-09

Significant work included:

- Relocated DTEI employees from Wakefield House to 211 Victoria Square, including the achievement of a 4.5 star NABERS energy rating, installation of high-efficiency T5 lighting and sun/temperature control blinds and the use of energy efficiency appliances
- A major lighting upgrade at the Flinders Medical Centre
- Solar hot water systems installed at nine regional hospitals
- Printer consolidation at various sites including the Environment Protection Agency (EPA), Department of Treasury and Finance, Department of the Premier and Cabinet, Department of Families and Communities' Riverside Building and DTEI
- Seventy seven per cent of agencies have replaced cathode ray tube (CRT) computer screens with energy efficient flat screens
- EPA moved into the new GreenStar SA Water building
- Portfolio-wide baseline energy studies have been conducted by each agency and each agency has completed a communication strategy
- A purchasing information strategy was disseminated to end users
- Agencies have undertaken energy audits of building assets at least once every five years where the annual energy costs exceed $50 000
- All office equipment purchased under contract is supplied with power management features enabled where technically feasible.

Future directions

Across government, the department will promote increases in energy efficiency of existing buildings, new buildings and major refurbishments and equipment use.

T3.14

Energy efficiency – dwellings: Increase the energy efficiency of dwellings by 10 per cent by 2014.

Key Measure: South Australia's residential energy efficiency index.

The energy efficiency of dwellings is defined as the number of residential dwellings that can have their annual energy needs met by one terajoule (TJ) of energy. This value is referred to as the Energy Efficiency Index (EEI).

Based on the most recent energy use data from the Australian Bureau of Agriculture and Resource Economics (ABARE), the base year 2003-04 EEI for South Australian residential dwellings was 19.5. The target is to increase the EEI to 21.4 dwellings per TJ per annum by 2014. The base year and target EEI values differ from those previously report due to recent revisions by ABARE to its historic energy use data.

Attaining SASP T3.14 will require focus on the implementation and expansion of existing state based energy efficiency measures and the timely introduction of new national measures.

Progress against this measure

The most recent data available was for 2007-08, which showed an EEI of 19.7 dwellings per TJ per annum. This is a slight improvement (one per cent) since 2003-04. It is expected that it will take a number of years for measures currently in place and those only starting to be rolled out to have an effect.

Strategies

Recognising that responsibility for the energy efficiency of residential dwellings is shared by the public and private sectors, as well as with individual South Australians, DTEI is involved in the following key long-term strategies to achieve the target:

- Ensuring the adoption of minimum energy performance standards for new homes, major renovations and selected gas and electrical appliances
- Promoting the use of solar and electric heat pump hot water systems
- Strengthening and extending energy efficiency requirements for new dwellings and major renovations
- Supporting the implementation of the Residential Energy Efficiency Scheme and South Australia's water heater installation requirements.

On 5 February 2009 the Council of Australian Governments (COAG) endorsed the Energy Efficient Homes Package as part of the Nation Building – Economic Stimulus Plan. This package provides rebates for the installation of ceiling insulation and solar and electric heat pump water heaters into homes. These rebates complement incentives being delivered through South Australia's Residential Energy Efficiency Scheme (REES) and South Australia's water heater installation requirements.

Achievements during 2008-09

Significant work included:

- DTEI and DPC successfully negotiated with other jurisdictions a proposal for more stringent MEPS for air conditioners, leading to COAG agreeing to a 10 per cent more stringent MEPS in 2011
- The REES commenced on 1 January 2009 to provide energy saving measures to the South Australian public
- New energy labelling requirements for household refrigerators and freezers were approved by the Ministerial Council on Energy (MCE). MCE also approved MEPS for set-top boxes and external power supplies
- SA Water compliance officers reported a high level of compliance with South Australia's water heater installation requirements which commenced in July 2008
- DTEI worked closely with the Commonwealth Government to facilitate delivery of the Energy Efficient Homes Package in South Australia
- DTEI contributed to the development of the National Partnership Agreement for the National Strategy on Energy Efficiency, signed by COAG on 2 July 2009.

Future directions

DTEI will ensure that priority areas for energy efficiency (water heaters, heating/cooling, appliances and lighting) are given attention through state and national based programs.

State measures include the provision of Solar Hot Water rebates, implementation of South Australia's water heater installation requirements and implementation of the REES

On 2 July 2009, COAG agreed to a set of strategies under the National Strategy on Energy Efficiency (NSEE), targeting amongst others, energy efficiency for appliances and equipment and residential buildings. Key strategies relevant to this SASP target are more stringent building standards for new homes, mandatory disclosure of energy performance of residential buildings at the time of sale or lease and an expanded and accelerated minimum energy performance standards (MEPS) program.

South Australia will work with other jurisdictions to develop and implement the NSEE.

DTEI will also continue to facilitate implementation of the Commonwealth Energy Efficient Homes Package in South Australia.

Objective 5: Building Communities

T5.1

Boards and committees: Increase the number of women on all state government boards and committees to 50 per cent on average by 2008, and maintain thereafter by ensuring that 50 per cent of women are appointed, on average, each quarter.

Key Measure: Percentage of women on all state government boards and committees.

T5.2

Chairs of boards and committees: Increase the number of women chairing state government boards and committees to 50 per cent by 2010.

Key Measure: Percentage of women chairing state government boards and committees.

Objective 6: Expanding Opportunity

T6.23

Women: Have women comprising half of the public sector employees in the executive levels (including chief executives) by 2014.

Key Measure: Women in executive levels in the public sector.

These across-government targets are led by the Office for Women within the Attorney-General's Department (T5.1 and T5.2) and the Department of the Premier and Cabinet (T6.23) and aim to increase the participation of women in leadership roles across the public sector.

Progress by DTEI towards the targets

At June 2009 DTEI was responsible for 20 government boards and committees. Of the 214 members of these boards and committees 26 per cent were women. Three of the 20 government boards and committees have a rotating chair which consists of both male and female representation. Of the remaining 17 government boards and committees 19 per cent were chaired by women.

Women comprised 21.4 per cent of DTEI executives as at 30 June 2009 compared to 39.0 per cent of all DTEI employees.

Strategies

In support of these across-government targets DTEI is aiming to build on women's capacity to take on greater leadership responsibilities and to ensure the department is an employer of first choice for women leaders. This will enable women to more fully contribute to the development of public policy and delivery of services.

DTEI's key strategies include:

- Actively managing membership on the boards and committees for which the department is responsible
- Providing opportunities to develop public and private sector women so they are better positioned to become board members or chairs
- Improving leadership capabilities amongst women in executive and executive feeder groups within the department
- Attracting applications from women for executive positions in the department
- Ensuring executive directors demonstrate commitment to employing women at executive levels within DTEI
- Ensuring the department is an employer of choice for women.

Achievements during 2008-09

Significant work included:

- Ongoing review of membership requirements of DTEI boards and committees to facilitate increased female representation. Targets 5.1 and 5.2 are incorporated in the terms of reference or charter of boards and committees as they are created or reviewed.

- Encouraged senior women to undertake appropriate training for boards and committees including Women @ the Board and Women in the Chair coordinated through the Office for Women

- Identified and encouraged women to register on the Premier's Women's Directory so they can be considered for membership of appropriate boards and committees

- Required each DTEI executive to contribute towards the advancement of women in leadership positions as included in their performance agreements

- DTEI participated in across-government working groups on careers, women in leadership and work-life balance to assist agency collaboration to achieve greater participation of women in leadership roles

- Ensured DTEI executive recruitment processes encourage women to apply for executive positions and that executive directors understand the importance of the targets and the need to provide flexible and inclusive working environments. The department also monitored applications from women for executive positions, selection outcomes and the level of representation of women

- Developed leadership capabilities of women through DTEI executive and middle management leadership programs, with executive directors required to consider the nomination of women for these programs

- Addressed the specific development needs of women in the executive and executive feeder groups in DTEI through performance management processes

- Promoted and supported flexible working arrangements for employees at all levels by providing information through the DTEI intranet site.

Future directions

DTEI will continue to progress strategies implemented during the 2008-09 year and support the strategies and actions outlined in the across-government implementation plan for T6.23 by:

- Targeted marketing to attract increased applications from women for executive positions

- Improving executive capabilities amongst women in executive and executive 'feeder groups'

- Ensuring that DTEI leaders and managers demonstrate commitment to employing women at executive levels

- Making DTEI an employer of choice for women through work life balance initiatives.

T6.1

Aboriginal wellbeing: Improve the overall wellbeing of Aboriginal South Australians.

Key Measure: Wellbeing of Aboriginal South Australians.

T6.24

Aboriginal employees: Increase the participation of Aboriginal people in the South Australian public sector, spread across all classifications and agencies, to two per cent by 2010 and maintain or better those levels through to 2014.

Key Measure: Aboriginal people in the South Australian public sector.

These two across-government targets are led by the Department of the Premier and Cabinet and aim to improve the wellbeing of Aboriginal South Australians by reducing the gap between the outcomes for Aboriginal people and those of the rest of the population, particularly in relation to health, life expectancy, employment, school retention rates and imprisonment.

Progress by DTEI towards the targets

The participation of Aboriginal people in the DTEI workforce was 1.0 per cent as at 30 June 2009. This percentage has increased slightly since June 2008. The department's employment strategies have ensured that additional Aboriginal people have been employed; however some Aboriginal employees have gained positions in other departments. Additional work needs to occur to improve retention if the target of two per cent Aboriginal employees is to be reached in DTEI by 2010.

Strategies

DTEI supports the achievement of these targets by improving the social and economic wellbeing of Aboriginal South Australians through the following strategies:

- Supporting Aboriginal communities through the delivery of improved infrastructure
- Supporting Aboriginal communities through improved delivery of services
- Implementing DTEI's Aboriginal Employment Strategy 2007-10
- Providing a culturally inclusive working environment for its Aboriginal employees.

DTEI acknowledges the importance of developing ongoing relationships with Aboriginal communities, groups and individuals based on respect and the recognition of the past injustices and the disadvantaged status of Aboriginal people in Australian society. The department demonstrates its commitment to reconciliation through:

- The DTEI Aboriginal Reconciliation Plan 2007
- The work of the DTEI Reconciliation Committee, comprising representatives from all divisions, which organises DTEI reconciliation activities
- Participation on the South Australian Government Reconciliation Reference Committee that progresses and reports on reconciliation across government
- Support provided to Aboriginal and other employees to attend reconciliation activities such as NAIDOC celebrations.

Achievements during 2008-09

Significant work providing improved infrastructure to Aboriginal communities included:

- Assisted the management and improvement of transport infrastructure in Aboriginal lands through the provision of expert advice and project management services, and by undertaking reconstruction and sheeting of roads, installation of warning signs, realignment of road junctions, road sealing and the development of a cyclic grading program
- Constructed and sealed the Indulkana town streets and constructed the eight kilometre access road from the Stuart Highway into Indulkana in the APY Lands
- Worked with lead agencies to encourage and facilitate employment of Aboriginal people in building construction projects
- Managed the delivery of buildings on the Aboriginal lands, including housing for government employees, court and police facilities, and education facilities.

Significant work to improve services to Aboriginal communities included:

- Completed new ADSL2 broadband infrastructure at seven communities in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands
- Broadband fibre is currently being deployed to the final regional sites including Port Augusta, Whyalla, Port Lincoln, Mount Gambier, Murray Bridge and Port Pirie. Once the fibre deployment is complete and the agency sites have been activated, Aboriginal Health Clinics will be included

- Continued to deliver services through a local agent as part of the Service SA Service Delivery Project on the APY Lands. Service SA has continued to explore service delivery options that are sustainable and culturally appropriate

- Service SA, in partnership with the Department for Families and Communities is conducting a six month trial involving the installation of a direct telephone link between the Amata Family Centre and the Service SA Port Augusta Customer Service Centre, to identify the types of services and options for improved service delivery

- The Land Services Division provided land tenure history information to assist the courts in establishing the basis for native title, and establish dual naming of South Australian sites where Aboriginal names exist

- The Remote Areas Energy Supply (RAES) Scheme subsidised the cost of electricity in 13 remote off-grid townships, some of which contain Aboriginal communities

- The Commonwealth funded Renewable Remote Power Generation Program delivered by DTEI provided 213 rebates for the installation of renewable energy systems during 2008-09, and included a program of providing subsidised solar hot water systems in Aboriginal housing to help improve energy efficiency

- The final report for the "Remote Indigenous communities freight improvement project" was completed. The Department of Health and DTEI worked together to assess freight arrangements for the delivery of fresh food to the APY and the Maralinga Tjarutja Lands, Oodnadatta and Yatala

- DTEI managed South Australia's participation in the Commonwealth Government's Remote Aerodrome Safety Program. DTEI contributed $1 628 400 in 2008-09, which resulted in $3 423 969 being available for aerodrome works carried out at Fregon, Ernabella, Umuwa and Pipalyatjara on the APY Lands; Mannahill and Glendambo on the Barrier and Sturt highways; and Hawker in the Flinders Ranges. The program also funded the training of aerodrome reporting officers and preparation of reporting officer manuals for aerodromes in the APY lands.

DTEI contributed to improved employment outcomes for Aboriginal people including:

- Managed and supported regional building construction and facilities contractors and suppliers providing employment opportunities for Aboriginal contractors and workers

- Provided culturally inclusive work environments by encouraging the development of strong respect and commitment to valuing and responding to Aboriginal people and cultures across the department

- Launched the DTEI Reconciliation Statement of Commitment to support the implementation of the DTEI Reconciliation Plan

- Engaged managers and employees in reconciliation through the DTEI Reconciliation Committee, encouraging employees to participate in reconciliation activities and commenced a process of bestowing Aboriginal names on significant DTEI meeting rooms

- Identified and promoted education and employment pathways into DTEI for Aboriginal people through the internet and promotional materials

- Held biannual Aboriginal network forums for Aboriginal employees of DTEI, which provide an avenue for construction on departmental policy and programs, access to learning and development, and opportunities for Aboriginal employees to establish support networks

- Encouraged Aboriginal students to complete secondary schooling by offering 10 awards of a laptop computer with internet access to Aboriginal students successfully completing year 10 at schools in metropolitan and country areas

- Reviewed recruitment and retention policies and practices to support employment and skills development of Aboriginal people within the department.

Future directions

- Implement the Cultural Inclusion Framework for South Australia and DTEI's Aboriginal Reconciliation Action Plan

- Continue to deliver the Commonwealth funded program to provide subsidised solar hot water systems in Aboriginal housing to help improve energy efficiency

- Strengthen current government procurement policies to maximise Aboriginal employment for major infrastructure projects in accordance with COAG's National Partnership Agreement on Aboriginal Economic Participation

- Implement recommendations from the Remote Aboriginal communities freight improvement project

- Work towards the establishment of two Service Delivery Hubs to be located in the APY Lands as part of the National Partnership Agreement on Remote Service Delivery

- Distribute and promote the customised and targeted "Talk About Shopping" booklet through family centres in the APY Lands

- Support Aboriginal employees to develop to their fullest potential by supporting participation in Aboriginal employee network forums and implementing recommendations, supporting participation in cultural/community activities, and ensuring all Aboriginal employees have an individual development plan that provides opportunities for capability building and the identification of career pathways

- Investigate opportunities to recruit Aboriginal students via the DTEI Vacation Employment Program and Aboriginal cadetships

- Ensure all DTEI employees are culturally competent by including Aboriginal Cultural Awareness within induction processes, requiring all employees to complete diversity training, incorporating Aboriginal cultural competency training in DTEI leadership and management programs, and requiring appropriate cultural competence for all supervisory and management positions in DTEI

- Review DTEI recruitment and employment policies and practices to support employment of Aboriginal people.

T6.22

People with disabilities: Double the number of people with disabilities employed by 2014.

Key Measure: Number of people with disabilities employed in the public sector.

This across-government target is led by the Department for Families and Communities and recognises the rights of people with disabilities to have, as far as practical, the same opportunities as other community members to access and participate in all facets of community life, including employment.

Progress by DTEI towards the target

In June 2009, 61 employees of DTEI had identified themselves as having an ongoing disability as defined under the Disability Discrimination Act (DDA).

The original baseline figure for this target was the number of people with disabilities at June 2006 as reported by the Commissioner for Public Employment. Given the significant under reporting of disability by employees, as well as the definition of disability used which is limited to those disabilities requiring workplace modifications, a broader definition of disability from the DDA has been adopted. This approach was implemented across government during 2008-09, which will provide a new baseline figure for this target.

Strategies

DTEI supports this target by improving the employment outcomes for people with disabilities within the department by:

- Raising the level of disability awareness of managers and employees through training and information
- Ensuring inclusive workplaces
- Providing employment opportunities for people with disabilities.

The department also focuses on the six areas set out in the government's Promoting Independence Strategy by:

- Ensuring accessibility of its services to people with disabilities, both as customers and employees
- Ensuring information about its services and programs are inclusive of people with disabilities
- Delivering advice and services to people with disabilities to ensure awareness and understanding of issues affecting people with disabilities

- Providing opportunities for consultation with people with disabilities in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms

- Ensuring it is working towards meeting the requirements of the DDA and the *Equal Opportunity Act 1984*.

DTEI's Disability Action Plan was lodged with the Human Rights and Equal Opportunity Commission in December 2007. This plan was developed in conjunction with the State Advisory Committee on Accessible Transport (SACAT) and sets out DTEI's commitment to ensure access to all DTEI conveyances, premises, infrastructure and services.

Achievements during 2008-09

Significant work included:

- New DTEI guidelines for disability access in the pedestrian environment developed in conjunction with the SACAT were formally released in December 2008

- DTEI developed an online Disability Awareness Training program which has been completed by 98 per cent of staff. The success of this program has seen several other government departments also implement it. It received the 2008 Promoting Independence Award

- DTEI's internet home page is now level 1 W3C compliant (the highest level) and DTEI's internet environment uses a third party web service to generate text-only versions of internet pages that can be assessed by users with other technology devices

- Hearing-friendly phones are available at Customer Service Centres for customers with hearing impairments

- DTEI provided advice to other government agencies via the provision of assistance with the preparation of disability access reviews for government owned and leased buildings

- Service SA commenced the modification of counters at Modbury, Regency Park and Berri Customer Service Centres to improve accessibility for staff and customers. The Regency Park Customer Service Centre was made wheelchair accessible

- The Disability Employment Register, coordinated by the DPC as a recruitment tool for managers and human resource practitioners, was promoted within the department

- A disability census was conducted within DTEI to improve information on the requirements of employees with disabilities and to inform policies and procedures

- Disability awareness training was incorporated into all DTEI leadership and management programs, focusing on service delivery and employment of people with disabilities

- Continued commitment by all executive directors to the Removing the Barriers statement which recognises the rights of people with disabilities

- The TransAdelaide and DTEI advisory committees joined to form a strengthened Transport Accessibility Advisory Group (TAAG) to advise both DTEI and TransAdelaide on how to make the transport system more accessible. TAAG includes representatives from a wide range of organisations with an interest in the provision of services to people with disabilities and is recognised as the key reference group in the provision of accessible transport in South Australia

- The following major projects were influenced by the TAAG:

  - The rail revitalisation project

  - The South Road tram overpass

  - Coast to coast light rail project

  - Harmonisation of disability parking permits scheme

- A common internet site for Government has been developed in accordance with the Worldwide Web Consortium's Web Content Accessibility Guidelines and particular consideration has been given to ensuring accessibility for people with disabilities

- Procurement contracts and documentation are being addressed to include non-discriminatory and equal opportunity clauses to comply with the *Equal Opportunity (EO) Act 1984*.

Future directions

DTEI will continue to work towards the appropriate representation of the requirements of the DDA in its policies and processes. Department road design checklists are being reviewed and action will be taken to ensure that the future review of the Austroads Safety Audit Checklist reflects the needs of people with disabilities.

DTEI will continue to promote the across government Disability Employment Register as a recruitment tool, review recruitment and employment policies and practices to support the employment of people with disabilities and increase disability awareness amongst its employees.

Divisional Summaries

BUILDING MANAGEMENT DIVISION

Introduction/Functions

The Building Management Division provides advisory and management services to assist other government agencies manage the maintenance, replacement, refurbishment or disposal of major buildings, office accommodation and government employee housing, and road, rail and marine property.

Highlights for 2008-09

In addition to the work outlined under South Australia's Strategic Plan targets T1.7, T1.8, T1.9, T3.13, T6.1 and T6.22, the highlights for the Building Management Division included:

- Effectively delivered stages of more than 400 major building construction projects with a combined value of $1.5 billion
- Extended the contract with Spotless P&F for the provision of across government facilities management to asset owning agencies
- Delivered more than 80 000 facilities management (FM) repairs and improvements as an FM contractor
- Coordinated the development and implementation of strategies for the management of government office accommodation, employee housing and property by:
    - Initiated 20 new projects to the value of $630 000 on a variety of government owned and DTEI corporate assets as part of the annual energy improvement and asset replacement program
    - Supported the restructure of government's commercial office and employee housing portfolios to provide greater flexibility and to generate revenue
    - Managed a diverse $1.2 billion property portfolio for government
- Achieved a 4.0 or greater National Australian Built Environment Rating System (NABERS) Energy rating for buildings for nearly 50 per cent of the total CBD leased portfolio and contributed to the ongoing development and implementation of a national policy incorporating NABERS and Green Star accreditation

- Participated in the PPP teams working on the procurement of the Education Works New School and the new Royal Adelaide Hospital projects.

For further performance commentary on Building Management Division, refer to performance indicators in Program eight of the DTEI Portfolio Statements of the South Australian Government's 2009-10 Budget Papers.

ENERGY DIVISION

Introduction/Functions

The Energy Division works in partnership with government, industry and the community to pursue a cost-effective, reliable and sustainable energy future for the state. The division also provides a number of energy programs including electricity supply to remote communities.

Within the division, the Office of the Technical Regulator is responsible for enforcing and promoting compliance with technical and safety regulations.

Highlights for 2008-09

Energy and climate change policies are moving to a national framework, increasing the division's involvement in advocating the state's position in the national debate on energy market reform and changes in sustainable energy policy. In addition to the work outlined under South Australia's Strategic Plan targets T1.9, T3.12, T3.13, T3.14 and T6.1, the highlights for the Energy Division included:

- Passage of amendments to the National Electricity Law and National Gas Law for the establishment of the Australian Energy Market Operator
- Contributed to the development of the national energy customer framework, with the release of the first draft of national legislation in April 2009
- Developed the 'be energy smart' identity and applied it to the web site, residential literature, home energy toolkit and education trailer
- Conducted five Energy Friends energy audit training courses for 70 industry participants and community volunteers
- Presented residential energy efficiency, renewable energy and REES information at 15 community events
- Expanded availability of home energy toolkits, with 97 South Australian council libraries now having access to a toolkit for community loan
- No industry related fatalities with respect to gas and electricity incidents

The Energy Division also managed a range of programs and services including:

- Continued to subsidise a total of 16 000 MWh of safe, reliable electricity to remote townships through the Remote Areas Energy Supplies Scheme, with 4 500 MWh of this delivered via state owned power systems
- Communicated South Australia's water heater installation requirements to plumbers across the state

- Approved 213 rebates totalling $3.18 million under the Renewable Remote Power Generation program, a Commonwealth funded program administered by DTEI

- Commenced a Commonwealth funded energy efficiency program with communities service by the Remote Areas Energy Supplies Scheme, comprising subsidised energy audits for larger commercial businesses and installation of a number of solar hot water systems in Aboriginal housing

- Through coordination of the across-government Energy Efficiency Reference Group, oversaw a 10.8 per cent (from 2000-01 baseline) improvement in energy efficiency in government buildings.

GOVERNMENT RELATIONS AND REFORM OFFICE

Introduction/Functions

The Government Relations and Reform Office (GRRO) promotes reforms to policy and regulatory frameworks and business practices, at departmental, state and national levels, to improve provision and use of infrastructure. GRRO manages and coordinates key elements of the department's contribution to the COAG national reform agenda affecting infrastructure and coordinates other Commonwealth-state relations matters. GRRO also provides support to DTEI's executive team and coordinates and facilitates an integrated contribution by the department to a range of state government initiatives.

Highlights for 2008-09

As part of GRRO's responsibility to promote reforms, within DTEI and across government, to policies, regulatory frameworks and business practices affecting the government's infrastructure objectives, a number of initiatives were progressed in 2008-09 including:

- Promoting the adoption across government of the five step process for development of public sector initiatives for infrastructure projects and coordinating the delivery of training across the public sector in business case preparation

- Providing leadership through the Project Management (PM) Network in the development of project management capabilities across government. The online PM maturity assessment tool was developed and piloted across government along with the development of the PM intranet site. Work progressed on the preparation of roadmaps of key government decision and approval processes affecting major infrastructure and investment projects.

GRRO managed DTEI's involvement in the COAG national reform agenda related to infrastructure and regulatory reform and the department's involvement in other selected Commonwealth-state relations issues. In particular the office:

- Coordinated preparation of several major South Australian submissions to the Commonwealth for the Infrastructure Australia national infrastructure audit and infrastructure priority list. These submissions resulted in the provision of Commonwealth funding in the 2009 budget for investment in public transport and water desalination infrastructure

- Represented SA on the COAG Infrastructure Working Group (IWG) and coordinated SA's contribution to the IWG work program including the development of options to streamline government approval processes applying to major infrastructure projects

- Managed the department's input to the COAG Business Regulation and Competition Working Group program aimed at progressing reforms to reduce the regulatory burden on business in electronic conveyancing, personal property securities, trade licensing and rail and maritime safety

- Continued to progress development and implementation of reforms to third party access regimes for port and rail infrastructure in keeping with the COAG Competition and Infrastructure Reform Agreement.

GRRO ensured DTEI's contribution to other major State objectives by driving improvements in DTEI's performance and coordinating an integrated and proactive contribution by the department to across government initiatives including:

- Leading and coordinating the preparation and review of the department's SASP implementation plans, fact sheets and six monthly progress reports for SASP targets

- Ensuring integration and alignment of the DTEI corporate plan, Chief Executive's performance agreement, divisional business plans and DTEI's annual report with relevant SASP targets

- Coordinating and promoting the development of DTEI initiatives to reduce the regulatory burden on business for the target date of April 2012

- Progressing a number of initiatives to improve performance measurement and reporting in DTEI.

LAND SERVICES DIVISION

Introduction/Functions

The Land Services Division provides specialised services and support, information and policy advice on land administration. This division also provides land survey infrastructure, a guaranteed system of land titling, an impartial property valuation service and land and property information to government, industry and the community.

Highlights for 2008-09

- Contributed to the development of the National Electronic Conveyancing initiative
- Transferred the operational control of the state's Digital Cadastre Data Base (DCDB) from the Department for Environment and Heritage to DTEI. This has enabled the development of a new web based delivery system for survey marks and will lead to improved access and quality of spatial data across-government
- Thirty councils engaged on the Rural Addressing Project with 30 000 preliminary addresses determined. The project will enhance the delivery of emergency and other services to the rural community
- Amended the *Survey Act 1992* to facilitate the reintroduction of tertiary level surveying education in South Australia via the Institution of Surveyors
- Progressed system security enhancements to the land ownership tenure system/property assist system
- As part of the Land Services Business Reform Program documented the future business requirements of the Land Titles Office, State Valuation Office and for information delivery to support the procurement of replacement information technology systems
- Applied lean service principles in the Land Titles Office to streamline existing work processes through continuous improvement
- Approximately 80 per cent of all plans were lodged through the electronic plan lodgement (EPL) system that was successfully launched late in 2007-08. EPL allows the surveying industry to pay fees, prepare, lodge and view the processing status of plans via the internet
- Introduced on-line learning for the 47 training modules developed by the State Valuation Office to meet its professional development requirements in a decentralised environment

- Developed enhancements for valuation mobility and spatial tool aimed at providing further field based efficiencies

- Implemented enhanced progressive assurance in response to complex and changing market circumstances as a consequence of the Global Financial Crisis to ensure the integrity and quality of the 2009-10 General Valuation

- Delivered improved statistical analysis and modelling across the State Valuation Office as part of process reform

- Developed and implemented a new system to deliver the Property Interest Report (PIR) electronically. PIRs are now delivered in 30 seconds instead of two days with customer take up of over 92 per cent

- Implemented an account management function to improve customer relationships

- Extended customer access hours to Property Assist in response to the customer satisfaction survey

- Redeveloped the Online Page Index, Enquiry and Retrieval System (PIERS)

- Merged the customer call centres and initiated separate queues for industry and community customers

- Redeveloped the division's website to make it more customer focussed and easier to use.

For further performance information on Land Services Division, refer to performance indicators in Program nine of the DTEI Portfolio Statements of the South Australian Government's 2009-10 Budget Papers.

OFFICE OF THE CHIEF INFORMATION OFFICER

Introduction/Functions

The Office of the Chief Information Officer (OCIO) sets strategic directions for information communications technology (ICT) for the Government of South Australia. The Chief Information Officer is an advisor to the Minister for Infrastructure, Cabinet, and the Senior Management Council on the benefits of ICT investments, assurance of service continuity and the prioritisation of ICT investment across-government.

Highlights for 2008-09

In addition to the work outlined under South Australia's Strategic Plan targets T1.8, T1.9, T1.21 and T6.1, the OCIO also managed a range of programs and services during 2008-09 including:

- Established ICT hosting services contracts and developed a plan for hosting facilities consolidation
- Commenced implementation of the Government Information Licensing Framework Program with South Australian public sector agencies
- Continued specialist support, training and advice resulting in progressive improvement in the management of software assets across government
- Established common, across-government enterprise architecture frameworks and reference models for data, ICT infrastructure, and business processes
- Implemented a Portfolio Project Management Tool (Planview) to assist management and governance of projects and programs
- Commenced work to provide Central Internet Gateway site redundancy
- Increased capacity for remote access and authentication services in the event of a pandemic situation
- Continued program of PABX upgrades across the state, implemented a new voicemail service and enhanced call centre applications
- Continued network enhancement and essential maintenance of the Government Radio Network
- Implemented a program of mid-term contract reviews to provide direction in relation to executing ICT contract extensions
- Established a partnership to ensure that state agencies comply with legislative requirements to deliver strategic water information to the Commonwealth Bureau of Meteorology

- Released the notifiable incidents policy and guideline, raising awareness in government of the need to investigate and report ICT incidents

- Successfully activated the ICT Support Plan in response to the extreme hot weather event in January-February 2009, with no critical services impacted during the event

- Supported agency ICT steering committees, boards and working groups across-government, and facilitated formation of clusters of agencies to consider efficiencies

- Successfully migrated the final 10 000 hospital users to the government email system and transitioned 60 000 email users to a new government email service

- Continued to transition several significant ICT services to new vendors without disruption in service delivery.

For performance information on ICT infrastructure availability, refer to performance indicators in Program seven of the DTEI Portfolio Statements of the South Australian Government's 2009-10 Budget Papers.

OFFICE OF MAJOR PROJECTS AND INFRASTRUCTURE

Introduction/Functions

The Office of Major Projects and Infrastructure (OMPI) plays a lead role in the development of the state by identifying infrastructure priorities for South Australia and facilitating the timely delivery of key projects. The office is the key interface between the private sector, community and government for major infrastructure projects.

The office includes the Office of the Coordinator-General, responsible for the delivery of the Nation Building Economic Stimulus Plan in South Australia, and the Rail Commissioner, responsible for the delivery of rail infrastructure projects.

Highlights for 2008-09

OMPI continued to manage and facilitate the implementation of major infrastructure projects outlined in the Strategic Infrastructure Plan for South Australia. A number of projects have been completed or are underway. State infrastructure investment involves private sector and local and Commonwealth Government infrastructure providers.

OMPI managed a number of major projects in 2008-09, on behalf of the State Government, including:

- South Road/Anzac Highway Gallipoli underpass
- Northern Expressway
- Sturt Highway upgrade
- Continuation of the major upgrade of Adelaide's rail network and Adelaide rail yard relocation
- Commenced construction of the tramline extension to the Entertainment Centre and South Road tram overpass.

During the year the following projects were completed:

- Port River Expressway bridges
- Rapid Bay jetty
- Port Wakefield Road upgrade
- Implementation of the Eyre Peninsula Grain Logistics Transport Plan.

OMPI continued to play a significant role in facilitating private sector investment in infrastructure including the development of two refineries, a harbour to support the aquaculture industries along with a key sea transport access point for minerals and energy development in the north and west of the state.

In February 2009, the Office of the Coordinator General (OCG) was established with lead responsibility for the delivery of the Australian Government's Nation Building-Stimulus Plan (NBESP) in South Australia.

Core functions of the OCG include the processing of exemptions from Development Plan consent requirements for eligible NBESP projects and managing effective communications across the private sector, building industry and Local, State and Commonwealth Government agencies.

POLICY AND PLANNING DIVISION

Introduction/Functions

The Policy and Planning Division develops, produces, implements and evaluates policies, plans and investment strategies as well as monitoring emerging transport issues.

The division also provides leadership in the integration of land use and infrastructure planning.

Highlights for 2008-09

In addition to the work outlined under the South Australia's Strategic Plan targets T1.21 and T3.6, the Policy and Planning Division was responsible for a range of strategies during 2008-09 including:

South Australia, through the Chief Executive of DTEI, continues to chair the Australian Maritime Group (AMG). Marine and Logistics provide secretariat and policy services to the group including:

- Supporting a number of industry workshops in Adelaide and other centres as part of the AMG annual stakeholder workshops
- Gauging industry opinion in relation to national maritime safety legislation reforms
- As part of the Australian Transport Council's National Transport Framework, SA coordinated the National Capacity Constraints and Supply Chain performance working group that produced a detailed report including a number of pilot studies and recommending future activities
- Developed a detailed report regarding delivery of fresh food to remote and regional Aboriginal communities.

The Security and Emergency Management Unit has represented the State on the National Transport Security Working Group and also participated in a number of major exercises across South Australia including:

- Testing emergency response capabilities and across agency communications
- Producing a detailed pandemic influenza plan for the department
- Developing a redesigned emergency contact book which was distributed throughout the agency.

DTEI is also playing a significant role in the delivery of the greenhouse gas emissions reduction target (T3.5), and other SASP actions in the SA Greenhouse Strategy (Tackling Climate Change). The division has worked to mitigate other environmental impacts of transport, including:

- Improving air quality, fuels, and alternative transport initiatives. This included a contribution to the national Vehicle Fuel Efficiency Report

- The "Travelsmart Household in the West Program" delivered outstanding results in vehicle use reduction, healthy lifestyle implications and greenhouse gas savings by working closely with a group of households in the western suburbs of Adelaide

Other highlights included:

- Completed Green Triangle Freight Action Plan in conjunction with the Victoria Government

- Promoting cycling by developing Adelaide and regional bicycle networks through the installation of bicycle lanes on metropolitan arterial roads and the provision of subsidy funding to Councils for bicycle projects that improve local bicycle networks.

PUBLIC TRANSPORT DIVISION

Introduction/Functions

The Public Transport Division supports the provision of passenger transport, including service planning and design, contract administration, marketing, communication, customer service and infrastructure.

The division oversees the provision of passenger services by bus, train and tram.

Highlights for 2008-09

In addition to the work outlined under the South Australia's Strategic Plan targets T3.6 and T6.22, the Public Transport Division was responsible for a range of strategies to improve public transport in South Australia, including:

- On 6 July 2008 Adelaide Metro hills timetables saw service improvements coinciding with the opening of the new Park'n'Ride facility at Mount Barker
- On 28 July 2008, 20 additional buses were added to the Adelaide Metro bus fleet to address increased demand on public transport. Extra morning and afternoon peak bus services, as well as a number of interpeak services were also introduced
- On 5 September 2008 route 21W, plus other services to the Show were re-routed to the new Goodwood Road Showground Bus Interchange
- On 13 October 2008, some of the northern and western suburbs busiest bus routes, including the popular JetBus service, were extended
- The O-Bahn had improvements to Saturday services introduced on 25 October 2008
- Minor changes to train timetables were introduced on 24 October 2008 for the Noarlunga line, Outer Harbor and Grange lines on 26 October 2008 and the Belair line on 10 November 2008
- On 8 December 2008 an additional train service commenced from Salisbury to the City via Mawson Lakes
- The Gawler train timetable was changed on 27 January 2009
- The Adelaide Metro bus fleet was increased by 80 new buses with the latest Euro 5 engine technology which exceeds the latest environmental emission performance requirements.

Improving the provision of information through:

- The Adelaide Metro website, the use of SMS, email and Nomad messages, the Adelaide Metro Infoline and kerbside information at stops across metropolitan Adelaide
- Self-service Adelaide Metro InfoBars located at approximately 200 outlets, as well as 24 major self-service displays at shopping centres, campuses and other high pedestrian traffic locations
- Active and older information programs for senior users
- Workplace Deal programs providing public transport information and ticket sales for 30 participating organisations across metropolitan Adelaide.

- Growth in After Midnight services, a joint road safety initiative between the Motor Accident Commission and DTEI, targeting young people in metropolitan areas, of 28.1 per cent in 2008-09

SAFETY AND REGULATION DIVISION

Introduction/Functions

The Safety and Regulation Division provides road, marine and rail safety advice and manages the implementation of a range of programs related to transport users, infrastructure, vessels and vehicles.

The division also administers and enforces transport legislation and regulation specifically related to road, rail, marine and passenger transport vehicles and licence holders.

Highlights for 2008-09

- Completed a project on TravelSmart Households in the West achieving significant travel behaviour change in more then 22 000 households in Adelaide's western suburbs. The project was recognised for its excellence through the *Premier's Award for Attaining Sustainability* and was also a finalist in the education category of the *Banksia Awards*, Australia's pre-eminent environmental awards.

- From 31 January 2009, any person selling a motor vehicle is required to inform the Registrar of Motor Vehicles that they have sold their vehicle and provide the details of the new owner (purchaser). In addition, increased penalties were introduced for number plate offences. On 1 June 2009, an initiative which enables the detection of unregistered and uninsured vehicles using Safe-T-Cam and speed and red light cameras commenced. Once detected, an expiation notice is issued to the registered owner.

- In March 2009, DTEI provided an escort for five road trains carrying much needed housing for victims of the Victoria bushfires to ensure the convoy would be escorted safely through SA with minimal disruption to other road users.

- In February 2009 a 40 metre section of embankment adjacent to Long Island Marina collapsed into the river, resulting in a number of vehicles and trees going into the river. DTEI responded to identify the resultant navigational hazards as well as minimise the risk of oil and fuel leakage into the river system. The south western navigation channel area at Long Island was closed off with buoys, signs and flashing lights for river traffic.

- A new VHF marine radio repeater was installed on behalf of the Australian Volunteer Coast Guard which has significantly improved the safety of mariners transiting coastal waters in the South East. This repeater will fill the gap between the existing Robe channel 82 and Portland channel 81 repeaters, effectively completing near continuous VHF marine repeater coverage between the west coast of the state and far north Queensland.

- On 11 March 2009, the vessel “Pacific Adventurer” was caught in a storm off the coast of Queensland and 271 tonnes of heavy fuel oil were lost from the vessel which landed on the Queensland beaches. In keeping with South Australia’s commitment to the National Plan for oil spill response, 11 members of South Australia’s oil spill response team assisted in the recovery.

- The last three years of low inflows into the River Murray have significantly increased risks for boats navigating in the Goolwa and Murray Lakes area. As the water levels reduced the navigation beacons became high and dry, rendering them redundant. Work was undertaken to mitigate risks to vessel operators who regularly operate in the area through provision of a clearly defined and marked safe navigation passage.

For performance information on transport safety regulation, refer to performance indicators in Program three of the DTEI Portfolio Statements of the South Australian Government’s 2009-10 Budget Papers.

SERVICE SA

Introduction/Functions

Service SA provides a single entry point to government information and transactional services (excluding emergency services) through an integrated network of phone, face-to-face and online delivery channels.

Highlights for 2008-09

In addition to the work outlined under South Australia's Strategic Plan targets T1.7, T1.8, T1.9 and T6.1, the division has undertaken or supported a range of initiatives during 2008-09 including:

- Transitioning five metropolitan Customer Service Centres from Registration and Licensing Centres to full Service SA Centres offering a range of additional information and transactional services to the community

- Consolidating the Roma Mitchell House (13 10 84) and Education Building (13 23 24) call centres

- Implementing Regional Call Centres in six locations to improve call waiting times for customers ringing 13 10 84 (motor registration and drivers licensing transactions). This strategy reduces or eliminates regional calls being diverted to CBD call centres by answering the calls locally as the first priority. Additionally, Regional Call Centres have the capacity to take on overflows from calls originating in metropolitan Adelaide

- Introducing online application processing for Concessions and Seniors Card

- Increasing the combined growth of Bizgate and EzyReg transactions by 16 per cent, with online registration renewals growing to 25 per cent.

For performance information on Service SA, refer to performance indicators in Program 10 of the DTEI Portfolio Statements of the South Australian Government's 2009-10 Budget Papers.

TRANSPORT SERVICES DIVISION

Introduction/Functions

The Transport Services Division manages, controls, maintains and operates state-owned transport assets; manages traffic on the arterial road network; provides services to plan and deliver key transport projects; and contributes to the development of transport and road safety policy. It also researches materials, processes and technologies to increase the safety, effectiveness and efficiency of the state's transport infrastructure and services.

Highlights for 2008-09

In addition to the work outlined under South Australia's Strategic Plan targets, the division has undertaken or supported a range of initiatives during 2008-09 including:

- Completing more than 830 lane kilometres of resurfacing works (including 80 lane kilometres of rut filling) and 120 lane kilometres of rehabilitation works at a cost of $48 million, including Nation Building works of $15 million. Projects completed included:
  - Resurfacing 7.1 kilometres of the city-bound carriageway of the South Eastern Freeway, between Mount Barker and the Verdun turn-off, and renewing road markings to improve safety and ensure pavement integrity
  - Removed significant undulations on the Port Augusta – Port Wakefield Road at Snowtown and the Stuart Highway at Coober Pedy
  - Rehabilitated Salisbury Highway, between Kings and Ryans roads
- Maintaining ferry vessels and approaches, with $2.9 million spent during the year. It is estimated that the ferries carried 1.6 million vehicles in 2008-09
- Substantially completing 17 kilometres of the Sturt Highway duplication, between Gawler and Seppeltsfield Road and commencing the final stage of the Sturt Highway duplication, between Seppeltsfield Road and Greenock Road
- Completing the $29.5 million flood recovery program from the January 2007 floods
- Completing pavement widening, rehabilitation and shoulder sealing on a 20 kilometre stretch of Main North Road, between Gawler and Tarlee
- Constructing over $1 million of bicycle lanes on arterial roads, increasing the bicycle lane network by 27 kilometres
- Refurbishing the tall ship "One and All" incorporating new technologies and extensive upgrades to facilities to provide a higher standard of service and safety

- Completing the third new ferry for the River Murray as part of a program to replace the remaining timber-hulled ferries

- Installing flap extensions to four ferries, modifying landings at four crossings and relocating ferries to ensure their continued operation with the low river levels

- Undertaking works on marine facilities including major refurbishment of the Beachport jetty, upgrade of the Cape Jervis port facilities to improve traffic and pedestrian safety, dredging of the O'Sullivan Beach boat ramp and installation of new navigation beacons to realign the navigation channel in the lower lakes from the lower Coorong to Clayton including the production of new navigation charts

- Upgrading Gorge Road, between Russell Road and King George Avenue, to improve road safety. The jointly funded project between DTEI and Campbelltown City Council, included resealing and widening of the road pavement, indenting bus bays, constructing new kerbing and footpaths, installing bicycle lanes and revegetation

- Constructing a new replacement bridge and road approaches on Main North Road at Stone Hut. The increased load capacity will allow for B-double use

- Completing the Heaslip Road roundabout at Angle Vale, improving the efficiency and safety of the B Double route

- Completing the painted median scheme and bicycle lanes on Main Road, Belair, as part of the ongoing implementation of the Road Management Plan agreed with the City of Mitcham.

For performance information of transport infrastructure services, refer to performance indicators in Program two of the DTEI Portfolio Statements of the South Australia Government's 2009-10 Budget Papers.

CORPORATE SERVICES DIVISION

Introduction/Functions

The Corporate Services Division performs advisory and service delivery functions across DTEI in human resources, financial management, contracts and procurement, ICT and other related business services.

The division is also responsible for promoting effective corporate governance across DTEI.

Highlights for 2008-09

In addition to the work outlined under South Australia's Strategic Plan targets T1.8, T1.9, T5.1, T5.2, T6.1, T6.22, T6.23 and T6.24, the division undertook or supported a range of initiatives.

The highlights for Corporate Services Division include:

- Supporting divisions across DTEI in the implementation of workforce planning strategies to ensure the department meets current and future workforce needs, and facilitating leadership and management programs to ensure development of management capability and to strengthen corporate governance

- Progressing DTEI's Aboriginal Engagement strategy to assist the attraction, recruitment and retention of Aboriginal people in the department, with a focus on Aboriginal youth and the launch of DTEI's Reconciliation Statement of Commitment

- Continuing to develop and simplify procedures and processes to assist other divisions to manage their workforce and other resources more effectively

- Establishing a new GIS Office to coordinate and manage the department's geospatial data

- Launching Google Transit so that the users of public transport are able to plan their trips in metropolitan Adelaide via the internet

- The accounts payable, accounts receivable and payroll functions were successfully transferred to Shared Services SA

- An independent report was received confirming that the department's road asset accounting methodologies are sound

- Undertaking an increasing range of significant procurement projects, such as:
    - Developing procurement strategies and tender documents for elements of the $2 billion rail revitalisation program
    - Facilitating a procurement process for a new public transport ticketing system
    - Awarding a contract for the replacement of articulated buses for the O-Bahn
    - Procuring six trams from Madrid
    - Awarding a contract for the duplication of the Sturt Highway at Greenock
    - Facilitating a number of procurement projects to address flood damage to northern and western outback roads
    - Procuring ICT infrastructure for the move of Walkerville staff to 77 Grenfell Street
    - Awarding a contract for the operation of remote areas power stations.

Corporate Reporting

FRAUD

There were two instances of fraud identified within the department during the year. One incident involved a Motor Driving Instructor purporting to be an Authorised Licence Examiner; and the other incident involved an employee processing transactions without appropriate documentation.

Defined business procedures, policies and internal controls are implemented across the department to reduce the potential fraud risk. In addition, the Governance and Audit section has a responsibility in relation to risk management and the annual audit program, including independently reporting to the Audit and Governance Committee.

The department's fraud control framework strategies for fraud prevention, detection, investigation, awareness and training, and reporting were based on the Commonwealth Fraud Guidelines. To provide a more rigorous internal control environment the strategies have been updated to meet the significant revisions in 2008 to the Australian Standard 8001 Fraud and Corruption. In addition, the risk management framework TEIRISK is being updated with the introduction of the ISO31000:2009 Risk Management Guidelines and Practices.

Fraud control is embedded through this framework into DTEI's governance and decision making processes.

MANAGEMENT OF HUMAN RESOURCES

Human resource management within the department during 2008-09 built upon the foundations of continuous improvement established in previous years. The review and improvement of human resource strategies and programs ensures continued development of the skills and wellbeing of employees.

During 2008-09, the department continued to develop a range of strategies, programs and initiatives within the framework provided by its principle based human resource management policy and comprehensive intranet based operating procedure, Managing our People. These included:

- Continuing to review people-management processes and practices to ensure they are flexible and responsive to business needs
- Undertaking recruitment campaigns to secure the skilled personnel required to support DTEI's capital investment program in road and rail
- Partnering with schools, universities, TAFE and other tertiary education bodies to promote the DTEI Vacation Employment program, Scholarship program, Aboriginal cadetships and Aboriginal Work Experience program
- Progressing DTEI's Aboriginal Employment Strategy, including the Walparra Anpa awards, Plant Operator traineeships, the Aboriginal network forum, Aboriginal engagement intranet site and the launch of the DTEI Reconciliation Statement of Commitment
- Implementing programs to assist managers to manage performance
- Implementing a program to build capability in corporate areas such as finance, ICT, procurement and records management
- Piloting a management skill development program to help strengthen career pathways
- Supporting leadership development for women by targeting women for DTEI's leadership programs and providing specific development activities, including the 2009 Australian Women's Leadership Symposium
- Continuing the Art of Executive Leadership and Fundamentals of Leadership programs and launching the Management Foundations program
- Conducting the 2009 DTEI Climate Survey
- Participating in the Workcover Audit for self insurers
- Implementing the DTEI Occupational Health Safety and Welfare (OHS&W) Strategic Plan 2007-2010 and the OHS&W reporting framework to ensure a rigorous approach to the management of OHS&W.

A summary of the department's workforce and information on specific strategies and programs is provided below.

Employee numbers, gender and status

Total number of employees at 30 June 2009		
Persons		3226.0
FTE's		3060.4
Gender	**% Persons**	**% FTEs**
Male	61.0	62.9
Female	39.0	37.1

Number of persons during 2008-09	
Separated from the agency	384
Recruited to the agency	539

Number of persons at 30 June 2009	
On leave without pay	100

Number of employees by salary bracket

Salary bracket	Male	Female	Total
$0 - $47 999	479	458	937
$48 000 - $60 999	542	390	932
$61 000 - $78 199	577	278	855
$78 200 - $98 499	316	115	431
$98 500 +	57	14	71
Total	1971	1255	3226

Note: Salary details relate to pre-tax income excluding superannuation and FBT. Non-executive employees on salary sacrifice arrangements are shown as pre-sacrifice values. Executive employees are shown as the value of the financial benefits component of their Total Remuneration Package Value excluding superannuation. Non-financial benefits and allowances are excluded for all employees.

Please note that all of the following tables refer only to employees who were 'active' or on leave with pay as at the end of the last pay period in the 2008-09 financial year. The tables include executives.

Status of employees in current position

FTEs	Ongoing	Short-term contract	Long-term contract	Other (Casual)	Total
Male	1603.4	157.4	154.8	10.2	1925.9
Female	898.0	182.0	47.2	7.4	1134.5
Total	2501.4	339.4	202.0	17.6	3060.4

Persons	Ongoing	Short-term contract	Long-term contract	Other (Casual)	Total
Male	1616.0	161.0	155.0	39.0	1971.0
Female	989.0	199.0	48.0	19.0	1255.0
Total	2605.0	360.0	203.0	58.0	3226.0

Executives by gender, classification and status

	Ongoing		Tenured contract		Untenured contract		Other (Casual)		Total	
Classification	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
ExA	0	0	1	0	2	0	0	0	3	0
ExB	0	0	0	0	0	0	0	0	0	0
ExC	0	0	0	0	0	0	0	0	0	0
ExD	0	0	0	0	0	0	0	0	0	0
ExF	0	0	0	0	1	0	0	0	1	0
SAES Level1	0	0	0	0	43	11	0	0	43	11
SAES Level 2	0	0	0	0	8	4	0	0	8	4
Total	0	0	1	0	54	15	0	0	55	15

Average leave in days per full-time equivalent employee

Leave type	2005-06	2006-07	2007-08	2008-09
Sick leave	7.2	6.8	8.2	7.7
Family Carer's leave	0.5	0.7	1.0	0.8
Miscellaneous Special leave	0.6	0.5	0.5	0.6

Aboriginal employment

During 2008-09, the department continued to make progress towards South Australia's Strategic Plan's two per cent target for Aboriginal employment. Initiatives to achieve the target are driven by DTEI's Aboriginal Employment Strategy and Workforce Plan 2006-10. Please refer to the Strategic Directions section for more information (SASP targets 6.1 and 6.24).

Salary bracket	Aboriginal staff	Total staff	% Aboriginal	Target %
$0 - $47 999	18	937	1.9	2
$48 000 - $60 999	7	932	0.8	2
$61 000 - $78 199	5	855	0.6	2
$78 200 - $98 499	2	431	0.5	2
$98 500+	0	71	0.0	2
Total	32	3226	1.0	2

Number of employees by age bracket and gender

Information on initiatives related to women in leadership is reported in the Strategic Directions section (SASP targets 5.1, 5.2 and 6.23).

Age bracket	Male	Female	Total	% of Total	2009 Workforce Benchmark %
15-19	14	22	36	1.1	6.5
20-24	87	95	182	5.6	10.3
25-29	144	167	311	9.6	11.1
30-34	171	191	362	11.2	10.7
35-39	173	147	320	9.9	11.7
40-44	208	162	370	11.5	11.4
45-49	272	136	408	12.7	11.9
50-54	358	168	526	16.3	10.3
55-59	325	112	437	13.6	8.2
60-64	176	48	224	6.9	5.3
65+	43	7	50	1.6	2.6
Total	1971	1255	3226	100.0	100.0

Number of employees with cultural and linguistic diversity

	Male	Female	Total	% agency	SA Community %
Number of employees born overseas	245	141	386	12.0	20.3
Number of employees who speak language(s) other than English at home	101	72	173	5.4	16.6

Information on initiatives related to employees with disabilities is reported in the Strategic Directions Section (SASP target T6.22).

A new definition of disability has been established across government in order to gain more accurate information on the number of employees with one or more ongoing disabilities and the types of disabilities.

People with an ongoing disability are defined as those employees who have any of the disabilities included in the definition below on an ongoing basis.

Disability is defined under Section 4 of the Commonwealth *Disability Discrimination Act (DDA) 1992* as:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing disease or illness; or
- The malfunction, malformation or disfigurement of a part of a person's body; or
- A disorder or malfunction that results in the person learning differently from a person with the disorder of malfunction; or
- A disorder, illness or disease that affects a person's thought processes, perceptions of reality, emotions or judgement or that results in disturbed behaviour.

Number of employees with disabilities (according to Commonwealth DDA definition)

Male	Female	Total	% of agency
44	17	61	1.9

Types of employee disabilities

Disability	Male	Female	Total	% of agency
Physical	19	6	25	0.8
Intellectual	5	1	6	0.2
Sensory	5	1	6	0.2
Psychological/ Psychiatric	5	0	5	0.2
Other	22	10	32	1.0

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

Some employees with an ongoing disability require an adaptation to their workplace because they:

- Are restricted in the type of work they can do;
- Need modified hours to work (either a restriction in hours they work, different time schedules or flexible hours of attending);
- Require an employer to provide adaptive equipment, a modified work environment, or make other special work related arrangement; or
- Need to be given ongoing assistance or supervision to carry out their duties safely.

Number of employees with disabilities requiring workplace adaptation

Male	Female	Total	% of agency
9	5	14	0.4

Performance management

Employees with a documented review of performance	% total workforce
Within the past 12 months	87.5
Older than 12 months	8.7
No review	3.8

Leadership and management development

Training and development	Total cost $	% of total salary expenditure
Total training and development expenditure	4 425 274.76	2.43
Total leadership and management development expenditure	1 164 674.28	0.64

In this table, '% of Total Salary Expenditure' refers to:

- The percentage of training/leadership and management expenditure relative to total employee remuneration costs,

i.e. Total Training and Development Expenditure x 100
Total Remuneration Expenditure

and: Total Leadership and Management Development Expenditure x 100
Total Remuneration Expenditure

Total Remuneration Expenditure includes:

- Total gross salaries and wages for the whole agency, including allowances, leave loading, overtime
- Total of employer's contributions to superannuation
- Total of pay roll tax.

Accredited training packages by classification

Accredited training is defined as training that involves competencies from an endorsed Training Package and which has led to a qualification or statement of attainment being issued from a Registered Training Organisation to the participant(s). Accredited training packages are formally endorsed by the Department of Further Education, Employment, Science and Technology.

Please note that the following table refers only to employees currently enrolled in an accredited training package or who have attained a qualification or statement of attainment during the 2008-09 financial year and who were 'active' or on leave with pay with the agency as at the end of last pay period in the 2008-09 financial year.

Classification	Number achieving a qualification linked to an accredited training package	Number achieving one or more Statements of Attainment for a competency linked to an accredited training package
Apprentice	3	3
Trainee	15	6
ASO2	7	11
ASO3	4	17
ASO4	4	18
ASO5	10	34
ASO6	15	48
ASO7	10	29
ASO8	11	12
CMW4	0	1
OPS4	14	42
OPS5	4	7
PO1	3	4
PO2	1	7
PO3	2	12
PO4	2	11
PO5	0	5
TGO0	2	0
TGO1	1	2
TGO2	0	1
TGO4	0	2
TGO5	0	1
MAS3	2	4

Equal employment opportunity programs

DTEI employed people through the following public sector wide equal employment opportunity programs during 2008-09:

- SA Government Youth Training Scheme and the Trainee Employment Register
- SA Public Sector Aboriginal Recruitment and Development Strategy and the Aboriginal Employment Register
- Strategy for Employment of People with Disabilities (which includes the Disability Employment Register).

Occupational Health, Safety and Injury Management (OHS&W)

The "Safety in the Public Sector 2007-2010" strategy embeds the Premier's Zero Harm vision that underpins South Australia's Strategic Plan Objective 2: Improving Wellbeing, Target 2.11: Greater Safety at Work. DTEI is committed to the wellbeing and safety of all of its employees, contractors, visitors and members of the public, and to the continuous improvement of its OHS&W system. In line with the Safety in the Public Sector Strategy, the Chief Executive Safety Commitment is underpinned by the DTEI OHS&W Strategic Plan 2007-2010 which was developed in July 2007.

The DTEI OHS&W Strategic Plan 2007-2010 defines five key strategic directions for OHS&W within the department including:

- Improving hazard and risk management
- Strengthening systems and resources
- Enabling leadership
- Building on our knowledge and skills
- Promoting staff health and well being.

In line with these directions a number of programs and activities are conducted across the department and within divisions.

Hazard identification and risk management was a key focus in 2008-09, with workshops held providing tools for the identification of OHS&W risks, and associated controls and treatments during 2008-09. No notifiable occurrences involving DTEI employees and one injury were reported to SafeWork SA.

OHS&W notices and corrective action taken

Number of notifiable occurrences pursuant to OHS&W Regulations Division 6.6	0
Number of notifiable injuries pursuant to OHS&W Regulations Division 6.6	1
Number of notices served pursuant to OHS&W Act s35, s39 and s40 (default, improvement and prohibition notices)	0

A key emphasis in 2008-09 was on ensuring staff in all divisions of DTEI developed a sound understanding of the department's OHS&W system and policies, and their individual responsibilities in OHS&W. The OHS&W Intranet site continued to be developed and improved to strengthen it's usefulness as a key source of information on OHS&W.

With the amendments to the *Workers Rehabilitation and Compensation Act (1986)* which came into effect from June 2008 and January 2009, a number of information sessions and learning and development workshops were held to inform managers and employees of changes to the Act and their ongoing responsibilities.

The following table sets out the progress of DTEI towards achieving the targets under the Safety in the Public Sector 2007-10 strategy.

Progress on targets 1 to 4, including new workplace injury claims (target 2) and lost time frequency rate (target 4), are trending towards targets. Unfortunately performance in the number of psychological injuries (target 5) continues to be of concern, and has been a focus of a program to identify issues and develop strategies to manage contributing factors in the areas most affected by these claims.

Performance against rehabilitation and return to work rates (target 6a and 6c) has been disappointing over the last 12 months, and it is unlikely that the department will meet the 80% or more target for measure (6a) by June 2010. This target is a stretch target and the department's performance is better than the rest of the South Australian Public Sector (SAPS) with a value of 42.7% for early assessment of claims in the 12 months ending March 2009. Claim determination rates (performance measures 7a and 7b) continue to be trending away from target values. Complex claims require additional investigation prior to determination. DTEI's claim profile, with additional psychological and deafness claims in the past 12 months, has contributed to the complexity of claims, and hence the difficulty in claim determination.

Agencies gross[1] workers compensation expenditure for 2008-09 compared with 2007-08

Expenditure	2008-09 ($)	2007-08 ($)	Variation + (-)	% change + (-)
Income maintenance	456 760	503 626	-46 866	-9.3
Lump sum settlements redemptions – Sect.42	70 000	414 761	-344 761	-83.1
Lump sum settlements permanent disability – Sect.43	338 478	180 212	158 266	+87.8
Medical/hospital costs combined	633 357	519 755	113 602	+21.9
Other	82 529	112 707	-30 178	-26.8
Total claims expenditure	1 581 124	1 731 061	-149 942	-8.7

Notes:

1. before third party recovery

During the year there were fewer applications for redemptions for weekly payments under section 42 than the previous year and an increase in lump sum settlements under section 43. The increase in section 43 payments was due to one major claim being redeemed, along with an increase in claims for deafness.

During 2008-09 the department underwent an evaluation by WorkCover against the Performance Standards for Self Insurers. As a result of this evaluation, a number of areas for improvement were identified, and the department is working in a partnership plan with WorkCover to make improvements across the breadth of its OHS&W system.

The department's OHS&W Consultation and Communication Committee, which has management and employee representatives from all divisions of the department, continues to meet on a quarterly basis to discuss performance of the OHS&W system, changes to policies and any OHS&W issues which impact across DTEI. This committee is complemented by divisional OHS&W committees which address issues and follow up on actions at a divisional level.

Meeting safety performance targets

Target	Base: 2005-06	Performance: 12 months to end of June 2009*			Final target
	Number or %	Actual	Notional quarterly target**	Variation	Number or %
1. Workplace fatalities	0	0	0	0	0
2. New workplace injury claims	120	101	102	-1	96
3. New workplace injury claims frequency rate	25.10	19.67	21.33	-1.66	20.08
4. Lost time injury frequency rate ***	9.83	7.01	8.36	-1.34	7.86
5. New psychological injury claims	3	13	3	10	2
6. Rehabilitation and return to work:					0
6a. Early assessment with in 2 days	45.83%	52.48%	80.00%	-27.52%	80% or more
6b. Early intervention within 5 days	82.35%	93.75%	80.00%	13.75%	80% or more
6c. RTW within 5 business days	81.08%	74.26%	75.00%	-0.74%	75% or more
7. Claim determination:					
7a. Claims to be determined in 10 business days	51.67%	53.98%	75.00%	-21.02%	75% or more
7b. Claims still to be determined after 3 months	6.67%	19.47%	3.00%	16.47%	3% or less
8. Income maintenance payments for recent injuries:					
8a. 2007-08 injuries (at 24 months development)	-	$284 644.97	$248 168.57	$36 476.40	Below previous 2 years average
8b. 2008-09 injuries (at 12 months development)	-	$145 562.75	$154 391.76	-$8 829.01	Below previous 2 years average

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

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

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

Lost time injury frequency rate (new claims):
Number of new cases of lost-time injury/disease for year x
1 000 000 Number of hours worked in the year

REPORTING AGAINST THE CARERS RECOGNITION ACT

The *Carers Recognition Act 2005* requires DTEI to report on action taken to comply with the requirements of section 6 of the Act:

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

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

As lead agency for the implementation of the Carers Recognition Act, the Department for Families and Communities requires all agencies to address a number of questions to enable them to assess progress.

Human Resource Reporting

Legislated Obligation 1:

Rating
There is a system to ensure officers, employees and agents have an awareness and understanding of the Carers Charter.
DTEI rating: green

Question 1.1
Are there guiding documents to ensure all officers, employees and agents are aware of the rights of employees in relation to the Carers Charter?
Answer: yes

DTEI's 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 carer's leave, flexible hours, flexible leave arrangements and access to special leave.

Question 1.2
Is responsibility delegated for raising awareness of the Carers Recognition Act as it relates to carers as employees?
Answer: yes

Members of the Corporate Leadership Group have been asked to ensure that managers and employees are aware of their rights and responsibilities. An online carers awareness training program for all employees has been developed and is available through the human resources intranet site. This is a mandatory part of the DTEI corporate induction program for all new employees to DTEI. All divisions report against the requirement under the Carers Charter as part of the annual reporting process.

Question 1.3
Does the human resource division systematically communicate information regarding the Carers Charter and associated policies to employees?
Answer: yes

Information on the Carers Charter and associated policies is provided to employees and managers through the human resource intranet site. An online carers awareness training program is a mandatory component of the corporate induction program for all new employees.

Question 1.4
Does the human resource division have a mechanism to monitor and evaluate employee awareness and understanding of the Carers Charter?
Answer: preparing

The DTEI Climate Survey was conducted in late 2008-09. 80.2 per cent of respondents indicated that they were able to access flexible working arrangements.

Areas identified for improvement to the system for Legislated Obligation 1
Monitoring and evaluation of employee awareness and understanding of the carers charter.

Activities the department's human resource division has implemented in this reporting period that demonstrate good practice against Legislated Obligation 1.

Incorporation of information on carers rights and responsibilities within the department's human resource polices and procedures through the human resource intranet site.

Incorporating the online training program as a component of the corporate induction program.

Legislated Obligation 2:

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

Question 2.1
Does the human resource division have a documented system to include employees who are also carers, in planning and policy development?
Answer: yes

Documented consultation processes are in place.

Question 2.2
Has the human resource division delegated responsibility to ensure employees as carers are involved in developing plans and policies?
Answer: yes

Question 2.3
Does the human resource division inform and support employees to participate in consultation processes around carers in the workplace?
Answer: yes

Question 2.4
Does the human resource division monitor and evaluate the effectiveness of its system for consultation with employees as carers?
Answer: yes

Feedback mechanisms are in place.

Areas identified for improvement to the system for Legislated Obligation 2

Evaluation of feedback mechanisms for effectiveness with carers.

Legislated Obligation 3:

Rating
There is a system to ensure the Principles of the Carers Charter are reflected in Human Resource practices.
DTEI rating: amber

Question 3.1
Does the division reflect the (7) Principles of the Carers Charter in human resource policies and procedures?
Answer: yes

Incorporated in human resource operating procedures, online training program and corporate induction.

Question 3.2
Has the human resource division clearly delegated responsibility to ensure the Principles of the Carers Charter are included in Human Resource practices?
Answer: yes

Corporate Human Resources has set the framework for divisions to work within (endorsed by the Corporate Leadership Group). Individual divisions are responsible for implementing these policies at a divisional level and reporting back on this through the annual reporting process.

Question 3.3
Does the HR division communicate the Principles of the Carers Charter as part of Human Resource practices?
Answer: yes

Through the human resource operating procedures, training program and corporate induction.

Question 3.4
Does the human resource division monitor and evaluate the effectiveness of its human resource practices against the Carers Charter?
Answer: no

Question 3.5
List evidence and actions in this reporting period against each of the Principles within the Carers Charter.

1 Carers have a choice in their caring role
Answer: action
2 Carers' health and well being is critical to the community
Answer: action
3 Carers play a critical role in maintaining the fabric of the community
Answer: action
4 Service providers work in partnership with carers
Answer: action
5 Carers in Aboriginal and Torres Strait Islander communities need specific consideration
Answer: action
6 All children and young people have the right to enjoy life and reach their potential
Answer: action
7 Resources are available to provide timely, appropriate and adequate assistance to carers
Answer: action

Principles 1, 2, 3, 5, 6 and 7 are supported through the information and policies/procedures provided through the human resource intranet site, training program and corporate induction. Additional assistance is available through the employee assistance program, which is also available to the families of employees (principle 7). Assistance is also provided to Aboriginal employees who are carers by the Aboriginal Cultural Consultants (principle 5).

Principle 4 is supported through Carers SA who represent the Transport Accessibility Advisory Group (TAAG). TAAG provide advice on a wide range of matters, including:

- consideration of policy initiatives
- the development and review of DTEI's Disability Action Plan
- strategic planning for disability service provision across the Transport, Energy and Infrastructure Portfolio.

Activities human resources has implemented in this reporting period that demonstrates good practice against Legislated Obligation 3.

The human resource intranet site, online training program and induction program.

Service Delivery Reporting

List relationships, partnerships and networks with organisations which represent carers.

Carers SA is a member of the TAAG, which provides advice on matters relating to the implementation, operation and evaluation of services, facilities and infrastructure initiatives that come under the control of the Minister for Transport, Minister for Infrastructure and Minister for Energy.

Legislated Obligation 1:

Rating
There is a system to ensure officers, employees and agents have an awareness and understanding of the Carers Charter.
DTEI rating: green

Question 1.1
Does DTEI have guiding documents to ensure all officers, employees and agencies have the capacity to inform customers and clients of their rights within the Carers Charter?
Answer: yes

DTEI's Human Resource policies outline the responsibilities of employees towards the community including carers. During the year an online training package was developed to provide information to employees on rights and responsibilities under the Carers Act and Charter in the development of policy and provision of services to carers.

Question 1.2
Has DTEI delegated responsibility for implementing the requirements of the Carers Recognition Act 2005 as it relates to the provision of services?
Answer: yes

Executive Directors of individual divisions of DTEI are responsible for ensuring the requirements of the Carers Act and Charter are incorporated in the planning for and provision of services to the community.

Question 1.3
Does DTEI communicate information regarding the Carers Charter and divisional policies to recipients of services?
Answer: yes

DTEI manages the Common Internet Site for Government, which provides the South Australian community, including recipients of services, with a one-stop contact point for government information, products and services. Information regarding the Carers Charter is provided on the site, located at www.sa.gov.au. The site also provides information regarding:

- The Office for Carers
- The Carers Recognition Act
- Carers Payment and Allowance
- Information for Young Carers
- Information for Service Providers
- Help for Carers
- The Carers Association of SA
- Carer Support Australia

Question 1.4
Does DTEI have a mechanism to monitor and evaluate customer/client awareness and understanding of the Carers Charter?
Answer: no

Areas identified for improvement to the system for Legislated Obligation1

The DTEI divisions providing direct delivery of services to the community have implemented customer satisfaction surveys using the Common Measurement Tool in line with across government requirements. These divisions will consider how to identify specific feedback from carers.

Activities DTEI has implemented in this reporting period that demonstrate good practice against Legislated Obligation 1

The online training program for employees was developed and implemented.

Legislated Obligation 2:

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

Question 2.1
Does the division have documented a carer participation framework(s)?
Answer: no

Question 2.2
Has DTEI delegated responsibility to engage carers and external stakeholders in developing plans and policies and procedures?
Answer: yes

Executive Directors of individual divisions of DTEI are responsible for ensuring the requirements of the Carers Act and Charter are incorporated in the planning for and provision of services to the community.

Question 2.3
Does DTEI inform carers and external stakeholders of consultation processes and support participation?
Answer: yes

TAAG provides input on a wide range of matters, including:
- consideration of policy initiatives
- the development and review of DTEI's Disability Action Plan
- strategic planning for disability service provision across the Transport, Energy and Infrastructure Portfolio

Question 2.4
Does DTEI monitor and evaluate the effectiveness of its carer consultation framework?
Answer: no

Areas identified for improvement to the system for Legislated Obligation 2

Incorporating the requirements of the Carers Act and Charter in departmental processes for developing policies and delivering services.

Legislated Obligation 3:

Rating
There is a system to ensure the Principles of the Carers Charter are reflected in divisional practices.
DTEI rating: amber

Question 3.1
Does DTEI reflect the (7) Principles of the Carers Charter (7) in guiding documents that support the provision of services?
Answer: yes

DTEI's Human Resource policies outline the responsibilities of employees towards the community including carers.

Question 3.2
Has DTEI delegated responsibility to ensure the Principles of the Carers Charter are included in the provision of services?
Answer: yes

Executive Directors of individual divisions of DTEI are responsible for ensuring the requirements of the Carers Act and Charter are incorporated in the planning for and provision of services to the community.

Question 3.3
Does DTEI communicate the Principles of the Carers Charter as part of service provision?
Answer: yes

DTEI manages the Common Internet Site for Government, which provides the South Australian community, including recipients of services, with a one-stop contact point for government information, products and services. Information regarding the Carers Charter is provided on the site, located at www.sa.gov.au. The site also provides information regarding:

- The Office for Carers
- The Carers Recognition Act
- Carers Payment and Allowance
- Information for Young Carers
- Information for Service Providers
- Help for Carers
- The Carers Association of SA
- Carer Support Australia

Question 3.4
Does DTEI monitor and evaluate the effectiveness of its service provision practices against the Carers Charter?
Answer: no

The DTEI divisions providing direct delivery of services to the community have implemented customer satisfaction surveys using the Common Measurement Tool in line with across government requirements. These divisions will consider how to evaluate specific service provision practices against the Carers Charter.

Question 3.5
List evidence and actions in this reporting period against each of the Principles within the Carers Charter.

1 Carers have a choice in their caring role
Answer: action
2 Carers' health and well being is critical to the community
Answer: no action and no plans
3 Carers play a critical role in maintaining the fabric of the community
Answer: no action and no plans
4 Service providers work in partnership with carers
Answer: action
5 Carers in Aboriginal and Torres Strait Islander communities need specific consideration
Answer: no action and no plans
6 All children and young people have the right to enjoy life and reach their potential
Answer: no action and no plans
7 Resources are available to provide timely, appropriate and adequate assistance to carers
Answer: action

Principle 1: DTEI's Human Resource policies outline the responsibilities of employees towards the community including carers. During the year an online training program was developed to provide information to employees on rights and responsibilities under the Carers Act and Charter in the development of policy and provision of services to carers.

Principle 4: Carers SA is a member of the Transport Accessibility Advisory Group (TAAG), which provides advice on matters relating to the implementation, operation and evaluation of services, facilities and infrastructure initiatives that come under the control of the Minister for Transport, Minister for Infrastructure and Minister for Energy. TAAG provides input on a wide range of matters including:

- consideration of policy initiatives
- the development and review of DTEI's Disability Action Plan
- strategic planning for disability service provision across the Transport, Energy and Infrastructure portfolio.

Principle 7: DTEI manages the Common Internet Site for Government, which provides the South Australian community, including recipients of services, with a one-stop contact point for government information, products and services. Information regarding the Carers Charter is provided on the site, located at www.sa.gov.au. The site also provides information regarding:

- The Office for Carers
- The Carers Recognition Act
- Carers Payment and Allowance
- Information for Young Carers
- Information for Service Providers
- Help for Carers
- The Carers Association of SA
- Carer Support Australia

During the year DTEI, as a service provider, promoted the Carers Recognition Act and continued to assist carers through the South Australian Transport Subsidy Scheme (SATSS) and the Plus One Free Companion Card. The Plus One Free Companion Card enables a carer to accompany the cardholder on public transport at no cost and benefits many people in the Adelaide metropolitan area. There are 62 066 SATSS members and 32 239 Plus One Free Companion Card holders.

Areas identified for improvement to the system for Legislated Obligation 3

Incorporating the requirements of the Carers Act Charter in departmental processes for developing policies and delivering services.

CONTRACTUAL ARRANGEMENTS

The contractual arrangements entered into by the department that exceed $4 million and continue beyond one year are as follows:

Project description	Successful tender(s)	Year of completion
Novell master licence agreement	Novell Inc.	2009
Internet services provision (ISP)	Internode Systems Pty Ltd	2009
Printer and photocopier equipment	Canon Australia Pty Ltd (Photocopiers) Fuji Xerox Australia Pty Ltd (Photocopiers) Hewlett-Packard Australia Pty Ltd (Printers) Kyocera Mita Australia Pty Ltd (Printers and Photocopiers) Ricoh Australia Pty Ltd (Printers and Photocopiers)	2009
Client computing and server equipment	Acer Computing Australia Pty Ltd (Notebooks) Dell Australia Pty Ltd (Desktop and Notebooks) Hewlett Packard Pty Ltd (Desktops and Servers)	2009
Government Radio Network	Telstra Corporation Ltd	2009
Microsoft Licences and associated services	Microsoft Operations Pty Ltd Dimension Data (Australia) Pty Ltd	2009
Design and construction of the Glenelg tram overpass over South Road	McConnell Dowell Constructors (Aust) Pty Ltd	2010
The provision of 61 rigid buses	Scania	2010
Threat management and protection services (TMP)	Dimension Data Australia Pty Ltd Computer Associates (Pacific) Pty Ltd McAfee Ireland Ltd	2010
PABX maintenance and support	NEC Australia Pty Ltd (formerly NEC Business Solutions)	2010

Project description (cont'd)	Successful tender(s)	Year of Completion
Supply and installation of steel beam safety barrier on various roads in SA	Mike Mason Fencing Pty Ltd	2010
Provision of 4 Flexity Tramcars and associated spare parts	Bombardier Transportation Aust. Pty Ltd	2010
Sturt Highway Seppletsfield Road – Greenock Road duplication	Bardavcol Pty Ltd	2010
Cisco Active Devices	Alphawest Services Pty Ltd NEC Australia Pty Ltd Dimension Data Australia Pty Ltd	2010 2010 2010
Provision of metropolitan / country bus services	Transitplus	2010
Provision of metropolitan bus services	Torrens Transit and SouthLink	2010
Provision of metropolitan bus services	Torrens Transit and SouthLink	2010
Provision of metropolitan rail services	TransAdelaide	2010
Distributed computing support services	EDS (Australia) Pty Ltd Hewlett Packard Australia Pty Ltd Volante Group Ltd	2010
Sun Microsystems	Sun Microsystems Australia Pty Ltd	2010
Mobile carriage services	Telstra Corporation Ltd	2010
Design and construction verification services for the Northern Expressway contract	Sinclair Knight Merz	2011
Supply of O-Bahn compatible buses (articulated and rigid)	Scania	2011
Mainframe	EDS (Australia) Pty Ltd	2011
Electronic Messaging Services	Telstra Corporation Ltd	2011
Hosting services	Panel (Hostworks, Internode, EDS)	2011
Provision of cash collection / management services	Linfox Armaguard Pty Ltd	2012

Project description (cont'd)	Successful tender(s)	Year of Completion
Managed network services	Dimension Data Australia Pty Ltd	2012
Telecommunication services panel	AAPT Ltd (VCS and DCS) Amcom Pty Ltd (DCS) Internode System Pty Ltd (DCS) Silk Telecom Pty Ltd (DCS) Singtel Optus Pty Ltd (VCS and DCS) Telstra Corporation Ltd (VCS and DCS)	2014

CONSULTANCIES

The following table displays the department's use of consultancies and the nature of work undertaken during the 2008-09 financial year. The categorisation used for reporting consultancies is under $10 000; $10 001 - $50 000; and above $50 001.

Provider under $10 000	Description of work	Amount paid $
Art of Staff	Project Management review	3 000.00
$10 001 - $50 000		
Clayton Utz	Spotless P&F facilities management contract renewal	21 217.00
Deloitte	Across Government facilities management arrangements - evaluation	24 918.00
Department of Health	50% cost of Security Audit conducted by Deloitte of the Human Resource Management System (HRMS) implemented by Frontier Software for by DTEI (on behalf of Shared HRMS Sector) and the Department of Health (on behalf of the SA Government Health Units and Department of Families and Communites)	13 585.00
KDN Services	Prepare a post implementation review to the South Australian Government of the Regional Broadband Project Stage 1 (complete) stage 2 (in progress) to inform the further conduct of the third major stage of the program.	20 064.00
MBM	Across Government facilities management arrangements – fees and charges benchmarking	24 250.00
Nick Rix Associates	Building Management facilities services business review	15 900.00
Rider Levett Bucknall	Review of across Government facilities management services – KPIs and benchmarking	16 490.00
Above $50 001		
Ernst and Young	Building management functional review phase 1, 2 and 3	104 491.00

OVERSEAS TRAVEL

Overseas travel information involving DTEI staff for 2008-09.

Number of employees	Destination/s	Reasons for travel	Total cost to the department $
1	Narobi, Kenya	Attended the 25th session of the United Nations Group of experts on geographical names and assisted in running training courses.	3 037.00
1	London, Canada and United States	ICT Future World Trends meetings in London, Canada and United States	26 821.00
1	USA, Germany and France	Transit Orientated Development Tour in America and Europe	34 609.13
1	Madrid	Tram purchase negotiations	7 990.00
1	Munich	To attend the World Road Association Technical Committee	6 948.00
1	USA	To gather information on world best practice for land acquisition and property management activities associated with infrastructure projects; and to explore potential use of transport corridors for new revenue streams	8 355.00
1	Netherlands	To attend 45th International Federation of Landscape Architects World Congress 2008	5 152.00
1	France	To visit Toulouse Public Transport Officials	2 313.00
2	London, Oslo, Paris	Young Professionals Study Tour	30 690.00
1	Kuala Lumpur	Represent Australian Road Safety Committee	3 804.00
1	London/Munich	Representing Australia and New Zealand at the World Road Association (PIARC) Technical Committee B.2 Road Network Operations	5 394.00

Number of employees (cont'd)	Destination/s	Reasons for travel	Total cost to the department $
1	Washington/USA	Representing Australia and New Zealand at the World Road Association (PIARC) Technical Committee B.2 Road Network Operation	8 061.00
1	Rome/Italy	Representing Australia and New Zealand at the World Road Association (PIARC) Technical Committee B.2 Road Network Operation	5 599.00
Total			148 773.00

ACCOUNT PAYMENT PERFORMANCE 2008-09

Treasurer's Instruction 11 Payment of Creditors' Accounts requires public authorities to report to the Under Treasurer on the extent to which creditors' accounts are paid by the due date on a monthly basis. The following table provides this information for 2008-09.

Particulars	Number of accounts paid	Percentage of accounts paid (by number)	Value of accounts paid $	Percentage of account paid (by value)
Paid by due date	177 651	85.0	1 849 531 561	89.1
Paid late, within 30 days of due date	22 011	10.5	178 633 398	8.6
Paid late, more than 30 days from due date	9 423	4.5	48 508 813	2.3

URBAN DESIGN CHARTER

The key principles of the Urban Design Charter are an integral part of the planning and design process for building projects undertaken by DTEI in conjunction with the lead government agency.

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

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

'Our Buildings, Our communities' developed by DTEI and published in 2006 continues to articulate the objectives and principles for public building construction procurement. It complements the Urban Design Charter by drawing attention to the importance of good buildings, ethical, transparent and fair procurement processes and meeting the objectives of South Australia's Strategic and Infrastructure Plans.

ASBESTOS MANAGEMENT IN GOVERNMENT BUILDINGS

Agencies are required to report on asbestos management activities in government buildings. These reports summarise the asbestos-containing materials that are present in government-owned assets and how these are being managed and removed.

The following tables provide details on all DTEI owned assets and how the department is addressing the removal of asbestos material.

The definitions of the categories are as follows:

- Category 1 Remove.
- Category 2 Remove as soon as possible.
- Category 3 Use care during maintenance
- Category 4 Monitor condition.
- Category 5 No asbestos identified/identified asbestos has been removed.
- Category 6 Further information required.

Commercial and corporate properties

Category	Number of sites		Interpretation
	At start of year	At end of year	
1	2	0	All sites identified as category one have now had asbestos removed.
2	8	2	The reduction in number of sites falling into this category indicates that work has been progressing over the past year on replacement of such things as fire rating material and millboard.
3	23	21	Sites in this category are being addressed as and when practicable.
4	12	20	Numbers have increased in this category due to the identification of asbestos during routine inspections for other works.
5	6	6	No new sites have been identified as containing asbestos.
6	8	8	This figure indicates sites that have yet to be categorised.

Comments

Assets held within the commercial and corporate properties portfolio have Asbestos Registers that are updated annually. Asbestos removal is prioritised and identified within the annual capital and minor works programs.

Government employee housing

Category	Number of sites		Interpretation
	At start of year	At end of year	
1	0	0	No sites have been categorised as Category 1.
2	108	106	The number of sites in this category is similar to the previous year.
3	152	151	Same as category 2.
4	906	941	Same as category 2.
5	357	398	Includes 148 houses built post 1989 that have not been inspected.
6	35	50	These sites not yet categorised.

Comments
The increase in reported numbers for Category 4 and 5 reflects the inclusion in 2008-09 of housing in the process of disposal.

Non-corporate sites held for Commissioner of Highways, rail and marine infrastructure purposes

Category	Number of sites		Interpretation
	At start of year	At end of year	
1	7	8	There is an active program underway to remove all sites in this category.
2	12	15	Works are identified for action during 2009-10. The secured, unoccupied rail sites within this category will be actioned in accordance with future decisions regarding each site.
3	46	43	Sites are being addressed as and when practicable. The number of category three sites has reduced overall following asbestos removal and a re-assessment to category two for some sites.
4	3	3	Numbers remain the same overall for this category.
5	62	64	Numbers have increased following asbestos removal work.
6	11	8	Most of the sites within category six are marine lighthouse assets. The number in this category has reduced following assessments in 2008-09.

Comments

Asbestos Registers are updated annually for non-residential assets held for the Commissioner of Highways, rail and marine infrastructure purposes. Asbestos removal is prioritised and identified within the operating budgets or project budgets depending on the property.

During the 2008-09 reporting period there were 309 individual non-residential structures in the review, comprising approximately 191 (61.81 per cent) building type structures and approximately 118 (38.19 per cent) non-building type structures.

All the non-residential structures are managed within 141 locations for ‘Sites’.

In addition there are approximately 200 residences comprising 182 acquired for future road infrastructure projects and 18 on rail property formerly under Australian National Railway control. Asbestos registers are not required for residential assets, however, asbestos removal for transport residential sites is arranged when a residential site becomes a workplace for demolition or maintenance upgrade to the property.

Appropriately licensed contractors carry out all asbestos removal and demolition works. Maintenance activities arranged through DTEI are carried out in accordance with safe work practice guidelines.

All new sites purchased in 2008-09 for current projects were either demolished (eg. South Road) or are to be demolished (eg. Northern Expressway). Asbestos surveys are prepared for all demolitions and asbestos removal is carried out where applicable as part of that process.

GREENING OF GOVERNMENT OPERATIONS

The Greening of Government Operations (GoGo) Action Plan was approved by Cabinet in February 2006 to provide the implementation framework for South Australian Government agencies to progress greening programs. The GoGo plan builds upon the Government Energy Efficiency Action Plan and commits agencies to achieving eight strategic milestones within specified timeframes. The milestones are identified below.

DTEI Green Plan implementation

The DTEI Green Plan, released in June 2007, sets out the action plans, targets and communication strategy to reduce the department's environmental footprint. The plan is based on the eight priority areas identified in the GoGo Framework:

- Priority 1: Energy Management
- Priority 2: Water Conservation and Wastewater Management
- Priority 3: Waste Management
- Priority 4: Built Facilities (Green Building) Management
- Priority 5: Travel and Fleet Management
- Priority 6: Green Procurement
- Priority 7: Human Resource Management
- Priority 8: Government Administrative Policies and Guidelines.

DTEI is a lead agency for three of the priority areas, responsible for providing a leadership role and assisting other government agencies in achieving the strategic objectives of the GoGo Framework: Energy Management, Travel and Fleet Management (in conjunction with Fleet SA), and Built Facilities (Green Buildings) Management.

The GoGo Framework and associated Action Plan sets out eight milestones for the implementation of GoGo, with the first six aiming to position agencies for implementation of greening activities across priority areas and expected to have been completed by August 2009. DTEI met the first six milestones by June 2007 and has been achieving progress towards the following two milestones during 2008-09:

- Milestone 7: initiated agency implementation plan – DTEI's Green Plan was implemented from June 2007. This is ongoing – with communication of the plan progressed through staff awareness seminars and the establishment of an intranet site.

- Milestone 8 – undertake ongoing measuring, monitoring, reporting and continuous improvement of performance – DTEI's Green Plan identifies the areas required to be measured, monitored and reported. Performance is reported annually to the leadership group of the department.

Energy efficiency action plan report

Agencies are required to report their performance against annual energy efficiency targets under the government's Energy Efficiency Action Plan. The plan defines efficiency measures for new buildings and major refurbishment projects and incorporates energy efficiency practices into maintenance programs and procurement policies. The plan also links to SASP target T3.13 to improve the energy efficiency of government buildings by 25 per cent from 2000-01 levels by 2014.

Summary of DTEI's energy usage, energy expenditure and greenhouse gas emissions, 2000-01 and 2008-09

	Energy Use (GJ)	Energy Expenditure ($)	GHG Emissions (Tonnes CO2)
2000-01 **(1)** Energy – Facilities (DTEI and across government):			
Facilities – Electricity (1)	130 053	(2)	34 724
Facilities - Gas	31 542		1 631
Total Energy – Facilities	**161 595**		**36 355**
Energy – DTEI Operations:			
Electricity	126 487		33 772
Natural Gas	203 826		13 289
Unleaded Petrol Litres	45 569		3 363
Distillate Litres	1 012 218		78 447
Total Energy – Operations	**1 388 100**		**128 871**
2008-09 **(3)**Energy – Facilities(DTEI and across government):			
Facilities – Electricity (3) (4)	105 302	3 815 575	24 570
Facilities – Gas	26 820	234 988	1 376
Total Energy – Facilities	**132 122**	**4 050 563**	**25 946**
Energy – DTEI Operations**:**			
Electricity	100 291	2 417 270	23 401
Natural Gas	249 035	14 899	12 775
Unleaded Petrol	33 396	1 044 442	2 238
Distillate	1 151 352	989 762	80 364
LPG	13 639	292 854	846
Total Energy - Operations	**1 547 713**	**4 759 227**	**119 624**

Notes:

1 Base Year data for 2000-01 was adjusted to reflect the removal of the public transport operators from the departments energy consumption

2 Expenditure data for the baseline year is not available. Expenditure on energy is based on available data and is incomplete as not all public transport providers have forwarded their operational cost data to DTEI

3 Due to unavailability of the actual results of the energy usage reports for leased buildings, there has been a need to project end of year energy usage

4 At the time of reporting, energy data for owned building was unavailable. The 2007-08 data has been used in this report.

Portfolio targets established for total energy use for facilities (including those managed across government) are:

- 2005-06 Target (-7.5% from baseline year) 149 475 GJ
- 2010-11 Target (-15% from baseline year) 137 355 GJ
- 2014-14 Target (-25% from baseline year) 121 196 GJ.

Energy consumption (132 122 GJ) in facilities across the DTEI portfolio including base building energy consumption in government owned buildings managed by Building Management Division and occupied by other government agencies has been reduced by 18.2 per cent compared to the base year 2000-01 (161 595 GJ). The energy consumption in facilities occupied by DTEI, that is excluding buildings leased to other government agencies by Building Management, has reduced by 36.8 per cent.

Specific Initiatives

Some key initiatives implemented by DTEI during 2008-09 to support the GoGo Framework and the Energy Efficiency Action Plan included:

- Energy audits and other initiatives to improve energy efficiency of government office buildings include:
  - Detailed energy and water audits have been undertaken on five significant government owned office buildings in the Adelaide CBD i.e Citi Centre, Roma Mitchell House, State Administration Centre, Education Building and Wakefield House. Initial 'tune up' activities have been successful to improve the NABERS energy and water ratings and additional sustainability initiatives are being investigated as part of future Asset Management Programs
  - A standard form of 'Green Lease' is being developed for the National Framework for Energy Efficiency work on which is progressing with the first draft issue papers made available for stakeholder consultation.
  - DTEI is currently participating in an initiative, being led by the Victorian Department of Human Services and including the South Australian Department of Health, ACT Health and the Green Building Council of Australia, to undertake a cost benefit analysis of the Green Star Healthcare design tool. In particular this involves determining what can be regarded as standard practice for health and the premium likely for higher levels of Green Star ratings. It is expected this will result in a framework to assist in determining environmental performance requirements for health buildings

- For new and major refurbishment projects, a broad range of environmental measures has been incorporated into major works project procurement processes including pre-qualification criteria and briefing documentation for professional service and construction contractors, application of an ecologically sustainable development (ESD) Guide Note for 'Planning, Design and Delivery' of new buildings, and design review processes to capture environmental considerations

- DTEI has implemented an integrated cleaning and waste removal contract at Victoria Place Precinct covering four government owned buildings. This will lead to improved recycling, reduced waste to landfill and improved waste reporting

- DTEI has initiated an Operational Waste Management arrangement with the Building Owner of 211 Victoria Square that enables separation of organic, recyclable and general waste. This will be implemented when the building owner renegotiates the waste arrangements for the entire building.

- Greening of the public transport bus fleet by:

  - Using compressed natural gas to power approximately 27 per cent of buses within the Adelaide Metro fleet. Eighty new buses with the latest Euro5 engine technology standard have been introduced several years before the environmental specification becomes mandatory in Australia

  - Using ultra-low sulphur diesel mixed with five per cent biodiesel in the majority of the diesel fleet of buses. B20 (20 per cent) biodiesel is being used at three depots with approximately 173 buses running on this blend

  - Encouraging increased use of public transport through the Adelaide Metro Workplace program, providing information and ticket sales for 30 participating organisations across metropolitan Adelaide.

- A range of initiatives internal to DTEI to improve environmental outcomes:

  - Fifty per cent of DTEI's vehicle fleet comprises low emission fuelled (hybrid, LPG or high efficiency diesel) vehicles. DTEI has met the Premier's 2010 target and saved over 200 tonnes of greenhouse gas emissions

  - Progress is underway with the move of Walkerville staff to 77 Grenfell Street, Adelaide. The building owner of 77 Grenfell Street has committed to using reasonable endeavours to implement operational procedures which result in the base building being 4.5 stars NABER energy rating and will maintain that rating for the term of the lease

- Increasing quantities of materials on transport infrastructure projects are being recycled and reused. On the Oaklands and Belair railway line upgrade projects the following materials were recycled:
  - 71 000m³ of surplus soil/ballast material reused in the Northern Expressway project
  - 470m³ of timber sleeper mulch sent to Northern Expressway for use in landscaping
  - 430 tonnes of steel (steel sleepers) sent to recycling
  - 515 tonnes of steel sleepers sent to TransAdelaide for other rail applications

- Continuing the operation of the Green Transporter, a shuttle bus service that operates between the department's Walkerville and city sites. In 2008-09, it was used by 23 173 people. This service contributes to a significant reduction in car and taxi trips by employees

- Reviewed procurement processes to include reference to environmental issues which should be taken into consideration when procuring goods and services.

REPORTING AGAINST THE VARIOUS ACTS

Reporting by the Registrar of Motor Vehicles

Vehicles Securities Register

The Vehicles Securities Register provides a means of identifying motor vehicles that are the subject of financial interests as defined under the *Goods Securities Act 1986*. A fee is charged for each interest registered and for each certificate issued to prospective purchasers of motor vehicles.

In accordance with section 15(3) of the Act, the following information is provided for the period 1 July 2008 to 30 June 2009:

- The total amount credited to the Highways fund was $598 909
- The cost to administer the provisions of the Goods Securities Act during this period was $768 000
- No fees were paid to other jurisdictions for the exchange of vehicles securities data
- There was no compensation payment made during the 12 months period ending 30 June 2009 as a result of a court order
- As at 30 June 2009 the net amount debited from the Highways Fund was $169 091 taking the balance credited to the fund to $4 653 663.72.

Revenue collected under the Motor Vehicles Act and by administrative arrangement

	2007-08 ($ million)	2008-09 ($ million)
Registration charges	259.16	277.93
Driver's licence fees	29.04	45.00
Sundries and commissions*	15.33	17.55
Special plates	4.07	3.99
Passenger transport	4.52	4.46
Total	312.12	348.93

*NB – Sundries include revenue for Rider Safe, Examiners Courses, Tow Trucks, Driver Intervention, Sale of Information and Administration Fees on Federal Registration. Commissions include Motor Accident Commission, Emergency Services and Courts.

Revenue collected under the Motor Vehicles Act and dispersed to other agencies

	2007-08 ($ million)	2008-09 ($ million)
Stamp duty	205.88	199.09
Third party insurance	431.62	477.05
Federal registrations	6.28	5.50
Emergency services levy	31.30	30.07
Total	675.08	711.71

Vehicles registered as at 30 June 2009

Vehicle by type	2008	2009	% +/- change
Cars	707 055	721 339	2
Station wagons	211 335	223 070	6
Panel vans	34 433	35 076	2
Utilities	107 643	115 154	7
Trucks	42 592	43 133	1
Prime movers	6 909	7 001	1
Other commercials	11 309	12 153	7
Commercial trailers	23 083	25 211	9
Buses	3 996	4 134	3
Tractors	32 099	31 454	-2
Motor cycles	37 045	39 999	8
Caravans	35 117	36 615	4
Trailers	224 706	231 514	3
Others	13 865	14 128	2
Total vehicles	1 491 187	1 539 981	3

Driver's licences registered as at 30 June 2009

Class	2008	2009[1]	% +/- change
C	986 252	950 833	-3.6%
LR	18 935	20 045	5.9%
MR	39 580	39 124	-1.2%
HR	60 780	59 341	-2.4%
HC	41 931	40 311	-3.9%
MC	8 207	8 587	4.6%
R	153 432	151 443	-1.3%
R 'Date'	13 589	13 993	3.0%
Total licence holders[2]	1 118 327	1 102 257	-1.4%

*NB1 Total licence holders are not the sum of individual classes. For example a licence holder with two classes of licences such as C and R will be included in both the C and R classes. The figures also include the licence types Full, P1, P2, Probationary and Learners.

*NB2 Reductions between 2008 and 2009 reflect the fact that 2009 figures now only include drivers who are legally allowed to drive at the time of the report. They no longer include disqualified and suspended drivers.

Rights of review and appeal

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

Reviews and appeals under s98Z of the Motor Vehicles Act 1959

	2007-08	2008-09
Total number received	16	24
Confirmed	9	11
Varied	1	1
Set aside	2	3
Court Appeal	0	2
Pending	4	4
Not eligible to seek review	0	2
Application not proceeded with	0	1

Accident towing and investigations

During the past financial year, the 40 towing services registered to operate on the Accident Towing Roster Scheme performed 11 597 accident tows on behalf of the public within the Declared Area (greater metropolitan Adelaide).

E-Commerce

During 2008-09, 1.58 million transactions or 35 per cent of the targeted transactions were processed online by EzyReg. Registration renewals were the most popular transaction performed electronically in 2008-09. 1.11 million (39 per cent) registration renewals were paid on-line or by telephone and that was an increase of 17 per cent on 2007-08. Of those, 830 000 were paid over the Internet (an increase of 25 per cent on 2007-08) and 280 000 were paid by telephone (down 2.6 per cent on 2007-08). Fifty five per cent of registration renewals were paid for three months and 40 per cent of those were paid by EzyReg.
Just over one million registration renewals were paid at a Service SA customer service centre, a decrease of four per cent on 2007-08.

In April 2009, the Department's EzyReg Internet transaction service was expanded to include renewal of registration of recreational boats, as well as change of address for recreational boat registrations and operator's licences. The new service provides an efficient and time saving option for most of the state's 50 000 boat owners and 150 000 boat licence holders and has already proved popular, with 10 per cent of total boat registration renewals processed via Internet in the first three months of the new service being available.

AIR TRANSPORT ACT 2002

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

Operation and Administration of the Act – 2008-09

Adelaide – Port Augusta was the only route subject to a Route Service Licence during the Financial Year 2008-09. This route is marginally viable and licensed in accordance with s5(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."

Details of the operation and administration of the licence are as follows.

O'Connor Airlines operated scheduled services to Port Augusta until the airline's failure in December 2007.

On 26 February 2008, after a competitive application process, the Minister issued a route service licence to Sharp Aviation Pty Ltd, trading as Sharp Airlines, valid from 7 April 2008 until expiry of the declaration on 31 December 2010. New services commenced on 28 April 2008.

A report on the licence award as required by section 13 of the Act, was tabled in both Houses of Parliament on 1 April 2008.

On 18 May 2009, Sharp Airlines gave notice of an addition to its schedule of a return flight on Saturdays and Sundays. This added to the twice daily return flights operating from Mondays to Fridays.

On 26 May 2009, in accordance with Condition 3 of its route service licence, Sharp Airlines gave notice of its intention to increase each of its fare levels by $8.00 GST inclusive each way. This increased the fully flexible fare by 3.1 per cent from $259.00 to $267.00. The airline demonstrated that its average cost per sector had risen 4.9 per cent after allowing for a fuel price drop of 21.5 per cent since the last approved fare increase for which notice was given on 5 May 2008. The Minister agreed that the increase was justified and took no action under Condition 4 of the licence. The new fares took effect on 1 July 2009.

PASSENGER TRANSPORT ACT 1994

Patronage in metropolitan Adelaide

DTEI administers the *Passenger Transport Act 1994* and Regulations by planning, regulating and funding land based passenger transport services across South Australia in accordance with the Act. The department oversees the provision of passenger services by bus, train and tram, taxi and hire car.

Public transport services in Adelaide are provided through contracts administered by DTEI and include three private sector bus providers, as well as the rail and tram provider TransAdelaide which is a separate public sector agency.

DTEI also administers passenger transport services in regional South Australia which include regular route services (country bus services), provincial city services, community passenger networks, integrated transport plans, special (medical) services and dial-a-ride services.

As shown in the table below, in 2008-09 initial boardings on the public transport system totalled 51.68 million, an increase by 2.4 per cent on 2007-08. Total patronage, including initial boardings and transfers on the Adelaide Metro system was approximately 67.5 million trips, an increase of two per cent. This represents a cumulative growth of 22.3 per cent since the introduction of Adelaide Metro in April 2000.

Adelaide Metro patronage 2008-09 (millions)

Initial boardings by mode				
Year	Bus	Tram	Train	Total initial boardings
2008-09	40.02	2.11	9.55	51.68

Initial boardings by passenger type				
Year	Regular	Concession	Other	Total initial boardings
2008-09	17.32	33.01	1.35	51.68

Initial boardings by ticket type					
Year	Singletrip	Daytrip	Multitrip	Other Free	Total initial boardings
2008-09	9.78	1.96	38.48	1.46	51.68

Special event services

The department assisted with passenger transport for special events including the Royal Adelaide Show, New Year's Eve, Clipsal 500, WOMADelaide, Tour Down Under, Christmas Pageant, City Bay Fun Run and Anzac Day. Temporary bus route changes, bus stop, bus parking zones and taxi stands were established to ensure passenger transport needs were met sufficiently and that public transport to these events ran smoothly.

SA Lotteries footy express

The 2008-09 AFL football season saw the successful SA Lotteries Footy Express service total boardings increase by 20.6 per cent. Up until the end of June 2009, 285 276 people had used the service, representing on average 19.5 per cent of the AAMI stadium crowd each game.

After midnight services

The After Midnight bus service operates on Saturday nights as a regular Metroticket service and is a joint road safety initiative between DTEI and the Motor Accident Commission. It continued to be a success with total patronage increasing by 28.1 per cent in 2008-09 compared to 2007-08.

Adelaide free services

The Adelaide Free services provide free travel for customers in the central city area. The City Loop service (99C) travels around the city taking in many of Adelaide's attractions. Adelaide Free buses are fully accessible and powered by environmentally friendly compressed natural gas. The Adelaide Free bus service complements the popular free Terrace-to-Terrace tram service running from South Terrace to Uni SA, City West Campus on North Terrace.

Regional services

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

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

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

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

Based on data provided by country bus operators, country bus patronage between April 2008 and March 2009 was 1 005 946.

Provincial city bus services

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

Based on data provided by provincial city bus operators, patronage between April 2008 and March 2009 was 550 373.

Complaints, commendations and submissions

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

Feedback on public transport

The department welcomes feedback from customers about passenger transport services. The level of complaint represented 0.01 per cent of total public transport patronage (initial boardings and transfers) in the 2008-09 financial year of 7.37 million vehicle trips. Further details on feedback received are provided below.

	2007-08	2008-09
Commendations	664	480
Complaints		
Service changes and service quality	7 105	5 416
Punctuality	3 286	2 324
Fares and ticketing	196	210
Passenger comfort	555	496
Other	305	241
Total complaints	11 447	8 687
Suggestions	442	433

Feedback on taxi and small passenger vehicle services

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action being taken if a breach of the regulations under the Act is found to have occurred.

Total taxi complaints presented in the table below represent 0.02 per cent of the estimated eight million journeys provided a year.

	2007-08	2008-09
Complaints	1 495	1 363
Commendations	75	38
Total	1 570	1 401

Waiting times

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide in 2008-09 was 8.6 minutes during the day (6.00 a.m. to 6.00 p.m.) which represents a small increase compared to 2007-08. At night (6.00 p.m. to 6.00 a.m.) the waiting time was 11.1 minutes which is a small increase compared to the previous year. These figures include waiting times for phone-booked, hailed and taxi rank trips and meet the prescribed maximum waiting time of 12 minutes.

An additional 15 general taxi licences were released through tender in 2009 to bring the total general fleet to 950 taxis for the Adelaide metropolitan area.

New regulations were introduced in February 2009 to the Passenger Transport (General) Regulations 1994 to create a specific category of accreditation for country taxis.

Access taxis

There has been a decrease in instances of people waiting for extended periods for access taxis. The number of passenger pick ups within 13 minutes has increased to 91 per cent in 2008-09 while the number of passenger pick ups within 30 minutes has averaged at 98 per cent in 2008-09.

An additional five general taxi licences with special conditions were released through tender in 2009 to expand the Access taxi fleet bringing the total wheelchair accessible vehicles to 89 (representing 9.4 per cent of the total taxi fleet).

FINANCIAL STATEMENTS