



**Government  
of South Australia**

**DEPARTMENT OF PLANNING, TRANSPORT  
AND INFRASTRUCTURE  
2018-19 Annual Report**

DEPARTMENT OF PLANNING, TRANSPORT AND  
INFRASTRUCTURE

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To:

Hon Stephan Knoll MP

Minister for Transport, Infrastructure and Local Government

Minister for Planning

Hon Corey Wingard MP

Minister for Police, Emergency Services and Correctional Services

This annual report will be presented to Parliament to meet the statutory reporting requirements of *Public Sector Act 2009*, *Public Finance and Audit Act 1987* and *other relevant Acts*. Incorporated in this document is annual reporting by the Commissioner of Highways under the provision of the *Highways Act 1926* and by the Rail Commissioner under the provision of the *Rail Commissioner Act 2009* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Department of Planning, Transport and Infrastructure by:

Tony Braxton-Smith

Chief Executive



Date: 30 September 2019

Signature \_\_\_\_\_

## From the Chief Executive



The financial year 2018/19 has been a significant year for the Department of Planning, Transport and Infrastructure (DPTI) with the team advancing key reform programs and progressing delivery of major projects whilst sustaining a broad spectrum of services to customers and communities across the state.

I commenced in the role of Chief Executive in October 2018 and am delighted with what DPTI has achieved since. In December we formulated our Strategic Business Plan that focuses on our customers and communities, the products and services we deliver to them, and how we will deliver on Government's objectives. In February 2019 we realigned the leadership team to ensure roles, functions and capabilities are aligned to our strategy and set us up for success in delivering on our commitments.

DPTI is committed to progressing implementation of Government's policy settings, reforms, programs and initiatives that will provide better public services for our customers and communities, enhancing South Australia's liveability and enabling economic growth. We are focused on:

- assuring the safety and security of the public, our people, our assets and the environment
- understanding the needs, expectations and preferences of our customers and our communities; and adapting our services to better serve them
- ensuring policy, business rules, processes and practice are simple, lean, efficient and fit for purpose
- adopting new processes and technologies that accelerate delivery of benefits
- making best use of the resources we have and working within the constraints of available budget and time
- systematically identifying, analysing and managing risks associated with delivering objectives and outcomes
- building capabilities needed and bringing out the best in our people to deliver on our commitments
- delivering programs and initiatives consistent with Government's expectations and priorities

The following pages summarise key achievements over the last 12 months. We look forward to building on our achievements of the past year as we progress towards accomplishing Government's key objectives for our agency and for the State.

Tony Braxton-Smith

**Chief Executive**

Department of Planning, Transport and Infrastructure

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## **Overview: about the agency**

### **Our strategic focus**

#### **Delivering outcomes for customers and communities and helping our economy grow**

The Department of Planning, Transport and Infrastructure (DPTI) works as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure. By harnessing the diversity of our skills, resources and people we strive every day to achieve positive outcomes that enable economic growth and enhance the liveability of South Australia.

### **Our Values**

Collaboration, Honesty, Engagement, Excellence, Respect

### **Our functions, objectives and deliverables as at 30 June 2019**

#### **Planning and Land Use Services**

Manages the planning and land use system for our State to grow the economy and create more vibrant places for our communities; and supports the effective functioning of Local Government and outback communities. We are focused on:

- A simpler planning system that is consistent and accessible across individuals and professionals.
- Target growth areas that are planned, zoned and ready for development.
- Regions securing the infrastructure and service they need to support their own development and lifestyle.
- A Local Government sector that is stronger, delivers better services its community and is more accountable to it.

#### **Policy, Strategy and Program Development**

Develops the legal instruments, policies and standards for the transport system; and shapes the strategic plans and programs of work for network development that will enhance customer, community and economic benefits and outcomes. We are focused on:

- Clear policies, standards and strategies for how the transport system is operated, maintained, regulated and developed.
- A well-formed project-ready pipeline of economically valuable infrastructure.
- Innovative delivery models and partnerships for quality outcomes.
- Effective governance from project concept to benefits realisation.

## **Transport Project Delivery**

Delivers infrastructure safely and efficiently to sustain and support growth, and maximise the benefit of Government's investment in transport assets. We are focused on:

- Best practice in safety and project plan and design.
- Well structured, innovative procurement approaches that manage risk effectively and deliver value for money outcomes.
- Delivering products safely, on budget, on time and fit for purpose.
- Creating new assets that drive economic growth and maximise available benefits.

## **Road and Marine Services**

Connects our communities by providing safe, reliable and efficient movements and flows of goods, services and people across the State's Roads and Marine networks. We are focused on:

- Simpler, more flexible and streamlined legislation and regulation of transport.
- An embedded Safe Systems approach driven by data that delivers better safety outcomes across all networks.
- Maintaining our roads and marine assets in a safe and usable condition throughout the asset lifecycle.
- Safe, reliable traffic flows that optimise movement of people, goods and services across our network; and the effective management of disruption where it occurs.
- Customer Services that are digital first and enable information finding and transacting that are simple and easy.

## **Public Transport Services**

Provides safe, well-connected and customer-focused services for mass transit movements. We are focused on:

- Availability, reliability and safe operation of public transport services every day across our network.
- Measures that will make public transport more attractive, improve customer satisfaction and deliver patronage growth.
- Integrated end-to-end journeys enabled by new technology giving better access, increase options for mobility and reduced journey time.
- Sustainable service delivery practices that enable growth by making efficient use of resources and reducing the cost to serve.

## **Across Government Services**

Provides building construction delivery, facilities management and property related services to State Government clients. We are focused on:

- Delivery models and applications of construction expertise that drive improvements in the management of risk and value for money outcomes for client agencies.
- A valued partnership approach with Government agencies and Government levels for collaborative and planned delivery of services and infrastructure requirements.
- Well planned and management of Government Accommodation provision and associated vacancies and fit outs.
- Safe, efficient and effective through-life maintenance programs for Government's facilities and assets.

## **People and Corporate Services**

Delivers internal services that enable DPTI and its people to fully comply with our obligations, do our work and deliver on our commitments by managing the enterprise's human resources, finances, core business processes and systems. We are focused on:

- The right corporate tools and systems that enable us to be highly productive.
- A capable, flexible and resilient workforce that is well-placed to deliver our business objectives and respond to Government requirements.
- Creating a learning organisation relentlessly improving processes and building skills.
- Diversity and inclusion evident in all business areas, ensuring our workforce better reflects our community composition.
- Diligent management of our legal and financial duties and obligations in all aspects of our administration.



## **Our organisational structure as at 30 June 2019**

Reports directly to the Chief Executive are Executive Directors for:

- Planning & Land Use Services
- Policy, Strategy and Program Development
- Road and Marine Services
- Public Transport Services
- Across Government Services
- Transport Project Delivery
- People and Corporate Services
- Office of the Chief Executive

A detailed organisational chart is available on the Departmental website [dpti.sa.gov.au/about\\_us](https://dpti.sa.gov.au/about_us)

## **Changes to the agency**

During 2018-19 there were the following changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes:

- Service SA transferred from the Department of Premier and Cabinet (DPC)
- Office of the Registrar-General transferred from the Department of Treasury and Finance (DTF)
- Office of the Valuer-General transferred from the Department of Treasury and Finance (DTF)
- Office of Recreation and Sport transferred to the Department of Premier and Cabinet (DPC)

## Our Ministers



The Hon Stephan Knoll MP is the Minister for Transport, Infrastructure and Local Government and the Minister for Planning. Minister Knoll oversees the transport systems and services, infrastructure planning and provision, and strategic land use within South Australia.



The Hon Corey Wingard MP is the Minister for Police, Emergency Services and Correctional Services and Minister for Recreation, Sport and Racing. Minister Wingard oversees road safety initiatives to improve road user safety outcomes in South Australia.

## **Our Executive team as at 30 June 2019**

Sally Smith is the Executive Director, Planning and Land Use Services, is responsible for managing the planning and land use system for our State to grow the economy and create more vibrant places for our communities; and supports the effective functioning of Local Government and outback communities.

Wayne Buckerfield is the Executive Director, Policy Strategy and Program Development, is responsible for developing the legal instruments, policies and standards for the transport system; and shapes the strategic plans and programs of work for network development that will enhance customer, community and economic benefits and outcomes.

Jon Whelan is the Executive Director, Transport Project Delivery, responsible for delivering infrastructure safely and efficiently to sustain and support growth, and maximise the benefit of Government's investment in transport assets.

Emma Kokar is the A/Executive Director, Road and Marine Services, is responsible for connecting our communities by providing safe, reliable and efficient movements and flows of goods, services and people across the State's Roads and Marine networks.

Anne Alford is the Executive Director, Public Transport Services, is responsible for safe, well-connected and customer-focused services for mass transit movements.

Simon Morony is the A/Executive Director, Across Government Services, responsible for building construction delivery, facilities management and property related services to State Government clients.

Judith Formston is the A/Executive Director, People and Corporate Services, responsible for delivering internal services that enable DPTI and its people to fully comply with our obligations, do our work and deliver on our commitments by managing the enterprise's human resources, finances, core business processes and systems.

## **Legislation administered by the agency**

As at 30 June 2019 the department was responsible for administering the following legislation:

### **Minister for Transport, Infrastructure and Local Government**

*Adelaide Oval Redevelopment and Management Act 2011*  
*Adelaide Park Lands Act 2005*  
*Adelaide Railway Station Development Act 1984*  
*Aerodrome Fees Act 1998*  
*Air Navigation Act 1937*  
*Air Transport (Route Licensing—Passenger Services) Act 2002*  
*Alice Springs to Darwin Railway Act 1997*  
*AustralAsia Railway (Third Party Access) Act 1999*  
*Bills of Sale Act 1886*  
*City of Adelaide Act 1998*  
*Civil Aviation (Carriers' Liability) Act 1962*  
*Commissioner of Public Works Incorporation Act 1917*  
*Community Titles Act 1996*  
*Electronic Conveyancing National Law (South Australia) Act 2013*  
*General Tramways Act 1884*  
*Geographical Names Act 1991*  
*Golden Grove (Indenture Ratification) Act 1984*  
*Government House Precinct Land Dedication Act 2016*  
*Harbors and Navigation Act 1993*  
*Heavy Vehicle National Law (South Australia) Act 2013*  
*Highways Act 1926*  
*Law of Property Act 1936*  
*Liens on Fruit Act 1923*  
*Local Government Act 1999*  
*Local Government (Elections) Act 1999*  
*Local Government (Implementation) Act 1999*  
*Marine Safety (Domestic Commercial Vessel) National Law (Application) Act 2013*  
*Maritime Services (Access) Act 2000*  
*Metropolitan Adelaide Road Widening Plan Act 1972*  
*Mile End Underpass Act 2005*  
*Mobil Lubricating Oil Refinery (Indenture) Act 1976*  
*\*Morphett Street Bridge Act 1964*  
*Motor Vehicles Act 1959*  
*National Soldiers Memorial Act 1949*  
*Non-Metropolitan Railways (Transfer) Act 1997*  
*North Haven Development Act 1972*  
*North Haven (Miscellaneous Provisions) Act 1986*  
*Oil Refinery (Hundred of Noarlunga) Indenture Act 1958*  
*Outback Communities (Administration and Management) Act 2009*  
*Passenger Transport Act 1994*  
*Proof of Sunrise and Sunset Act 1923*  
*Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987*  
*Public Employees Housing Act 1987*  
*Rail Commissioner Act 2009*  
*Rail Safety National Law (South Australia) Act 2012*  
*Rail Transport Facilitation Fund Act 2001*

*Railways (Operations and Access) Act 1997*  
*Railways (Transfer Agreement) Act 1975*  
*Real Property Act 1886*  
*Real Property (Registration of Titles) Act 1945*  
*Registration of Deeds Act 1935*  
*Riverbank Act 1997*  
*Roads (Opening and Closing) Act 1991*  
*Road Traffic Act 1961*  
*South Australian Local Government Grants Commission Act 1992*  
*South Australian Ports (Bulk Handling Facilities) Act 1996*  
*South Australian Ports (Disposal of Maritime Assets) Act 2000*  
*\*Steamtown Peterborough (Vesting of Property) Act 1986*  
*Stock Mortgages and Wool Liens Act 1924*  
*Strata Titles Act 1988*  
*Survey Act 1992*  
*\*Tarcoola to Alice Springs Railway Agreement Act 1974*  
*Terrorism (Surface Transport Security) Act 2011*  
*Urban Renewal Act 1995*  
*Valuation of Land Act 1971*  
*Victoria Square Act 2005*  
*West Lakes Development Act 1969*  
*Worker's Lien Act 1893*

### **Minister for Planning**

*Adelaide Cemeteries Authority Act 2001*  
*Adelaide Show Grounds (Regulations and By-Laws) Act 1929*  
*Architectural Practice Act 2009*  
*Character Preservation (Barossa Valley) Act 2012*  
*Character Preservation (McLaren Vale) Act 2012*  
*Commissioner for Kangaroo Island Act 2014*  
*Development Act 1993*  
*Linear Parks Act 2006*  
*Planning, Development and Infrastructure Act 2016*  
*Private Parking Areas Act 1986*  
*West Beach Recreation Reserve Act 1987*

\*Denotes Act of limited application

## The agency's performance

### Performance at a glance

DPTI is committed to implementing key reform and delivering major projects to create more jobs and provide better public services that deliver long term benefit to the State.

Highlights of the 2018-19 financial year include:

- Delivery of over \$500 million of major building infrastructure projects
- Delivery of 139 projects as part of the \$250 million Science, Technology, Engineering and Mathematics (STEM) program
- Completion of the North-South Corridor Torrens Road to River Torrens
- Relocation of the Train Operations Control Centre to Dry Creek and the upgrade of the existing diesel railcar fleet
- Contribution to the 20-Year State Infrastructure Strategy
- Implemented e-planning
- Implemented measures to increase transparency in the overall speed camera enforcement program including launch of Speed Camera website and installation of larger, more visible 'speed camera ahead' signs to replace the existing safety camera signs
- Improved safety of dolphins and watercraft used within the Adelaide Dolphin Sanctuary
- Initiated Reform Programs
  - Legislative Reform
  - Modernising Road Maintenance
  - Local Government
  - Public Transport
  - Across Government Facilities Management

**Agency contribution to whole of Government objectives**

<b>Key objective</b>	<b>Agency's contribution</b>
More jobs	Sustainable development through strategic land, transport, and infrastructure delivery Efficient and effective delivery of infrastructure projects Greater participation of medium and small businesses through procurement Local participation policies for procured services
Lower costs	Improved governance and investment decisions Rejuvenation and growth through reuse of existing buildings and assets
Better services	Customer-centric public transport system Community engagement in planning services Maximising efficiency of programs and services Long term strategic approach to infrastructure planning More efficient movement of local, interstate and international freight

**Agency specific objectives and performance**

Agency objectives	Indicators	Performance
Effective Planning Policy	<p>Progress to implementing Planning and Design Code</p> <p>Volume and value of development applications</p> <p>Legislative reform</p> <p>Progress the boundaries assessment</p> <p>Reform initiatives</p>	<p>Implementation of phase of <i>Planning, Development and Infrastructure Act 2016</i> on 1 July 2019</p> <p>771 development applications processed, which equal a combined development cost of \$4.6 billion dollars</p> <p>Completed 11 Development Plan Amendments</p> <p>Launched 3D Adelaide and its use in Design Review, Development Assessment and scenario testing</p> <p>Implementation of the Accredited Professionals Scheme under the <i>Planning, Development and Infrastructure Act 2016</i></p> <p>Commencement of the Local Government Boundaries Commission</p> <p>Launched the Local Government Reform Program and call for ‘Reform Ideas’</p>
Efficient transport services	<p>Passenger boardings</p> <p>Service frequency</p>	<p>Metropolitan public passenger services, total boardings (2018-19) – 66.6m (9.8m free travel)</p> <p>Increased service frequency on the Gawler, Seaford, Belair and Outer Harbor lines</p> <p>Train On-Time Running consistently at 95 per cent or better, of service arriving within four minute and 59 seconds</p>



	Customer-focused services	<p>Implementation of a more efficient bus timetable</p> <p>Commenced tender and evaluation process for the delivery of metropolitan bus services</p>
Valuable social and economic infrastructure	Progress of major building construction projects	<p>Delivery of 139 projects as part of the \$250 million Science, Technology, Engineering and Mathematics (STEM) program</p> <p>Initiated and delivered over \$500 million of major building infrastructure projects, including the new Adelaide Botanic High School</p> <p>Value of building construction projects managed - \$2200m</p> <p>Commenced the integrated fitout at the new GPO Tower, due for completion in October 2019</p>
Valuable social and economic infrastructure	Progress of major transport infrastructure projects, programs, and planning studies	<p>Commenced work to upgrade the City South tram stop and to replace the tram line between Victoria Square and South Terrace</p> <p>Completed the relocation of the Train Operations Control Centre to Dry Creek and the upgrade of the existing diesel railcar fleet</p> <p>Progressed the development of a business case for Globelink to improve the productivity</p> <p>Completion of the North-South Corridor Torrens Road to River Torrens</p> <p>Continued planning works for the Port Wakefield Overpass and Highway Duplication through the Port Wakefield</p>

		<p>township and the Joy Baluch AM Bridge, and commence the business case for the remaining sections of the North–South Corridor</p> <p>Trial of new road technologies including capping trial of parts of the Outback Highway and Strzelecki Track, as well as innovative bituminous edge line rumble strips on parts of the Copper Coast Highway</p> <p>Completion of the Oaklands Crossing Grade Separation Project</p>
Valuable social and economic infrastructure	Government owned commercial building management	<p>Customer satisfaction (DPTI facilities/buildings only) – 92%</p> <p>Vacancy rate as a percentage of total area owned commercial buildings – 3%</p> <p>Vacancy rate as a percentage of the total number of residential properties managed - 10%</p>
Safe, Reliable and Efficient Movement	Speed safety management initiatives	<p>Implemented measures to increase transparency in the overall speed camera enforcement program including launch of Speed Camera website and installation of larger, more visible ‘speed camera ahead’ signs to replace the existing safety camera signs</p> <p>Provided more than \$4 million towards regional airport upgrades, including new lighting systems, runway resealing and extension and terminal upgrades</p>



## Corporate performance summary

During the 2018-19 financial year DPTI's Executive and Management team underwent an organisational realignment centred around our customers and communities and the products and services we deliver to them and to ensure DPTI's leadership roles, functions and capabilities are aligned with our strategy.

New governance committees were established to align with the new structure and improve governance and decision making:

- Executive Committee
- Major Projects Executive Committee
- Major Reform Executive Committee
- Executive Health, Safety and Environment Committee
- Finance and Investment Committee
- People and Culture Executive Committee

## Employment opportunity programs

Program name	Performance
<b>Internships</b>	Hosting of university undergraduate students undertaking an unpaid placement in a variety of discipline areas. In the 2018-19 financial year the Internship program hosted six Interns in areas of: Mechatronic Engineering, Urban and Regional Planning and Cyber Security.
<b>Undergraduate Vacation Employment</b>	<p>The Undergraduate Vacation Employment Program offers university students who are undertaking an undergraduate degree, to do paid work placements with the practical experience to develop skills in their chosen discipline.</p> <p>Over the 2018-19 summer break, 35 undergraduates from across South Australia universities worked on projects in a range of disciplines</p>
<b>Graduate Program</b>	<p>Approximately 89 graduates are employed across the agency from a wide range of discipline areas.</p> <p>A majority of the Graduates as part of the DPTI Graduate Development Program have completed or are working towards their Certificate IV in Project Management Practice and Action Learning Project from TAFE. The Graduates have taken part in a comprehensive Graduate Development Program through education (formal training, workshops and online learning), exposure (coaching, mentoring, feedback and shadowing) and experience (job rotations, on job learning, projects and activities).</p>

Program name	Performance
<b>Flexibility for the Future</b>	<p>The Flexibility for the Future program is designed to increase opportunities for existing and future public sector employees to access flexible workplace arrangements and invest in the creation of additional new positions for trainees and graduates.</p> <p>In the 2018-19 financial year 26 positions were created with the addition of 14 graduates and 12 trainees, exceeding DPTI's target of 17.</p>

### Agency performance management and development systems

Performance management and development system	Performance
<p><b>DPTI Operating Procedure 008:Managing our People</b></p> <p>Performance Development and Recognition – Developing our People.</p>	<p>Implemented the blended learning model for employees which provides 70% of learning through on the job experience, 20% through mentoring, coaching and networks and 10% through formal training programs. It ensures learning and development is not only achieved through formal education and structured learning but is reliant on both experiences and exposure to others, a blended learning approach.</p> <p>During 2018-19, \$1.226 million was invested in formal learning and development for employees.</p> <p>50.2 per cent of employees (including managers and executives) participated in formal performance management reviews as at 30 June 2019.</p> <p>In addition employees and managers engage in day to day performance conversations to review progress against performance standards and role outcomes. This approach is a critical element to continuous development of our performance culture.</p>
<p><b>Executive Performance</b></p>	<p>Implemented an enhanced executive performance process which incorporates the core competencies outlined in the South Australian Executive Service Competency Framework and the agencies Core Capability framework. This includes a Performance and Learning Agreement and is used to assess performance of the individual participants.</p>

**Work health, safety and return to work programs**

<b>Program name</b>	<b>Performance</b>
<b>Drug and Alcohol Management Program</b>	<p>During 2018-19 DPTI workers and Rail Commissioner employees undertaking rail safety work on behalf of the Rail Commissioner were drug and alcohol tested.</p> <p>Testing was undertaken at six worksites; Adelaide Railway Station, Mile End Worksite, Seaford Depot, Glengowrie Depot, Operations Control Centre, Dry Creek Depot along with adhoc Rail Project locations. The volume of testing conducted:</p> <ul style="list-style-type: none"> <li>• Random alcohol testing – 5276</li> <li>• Random drug testing – 1034</li> <li>• For cause testing – 148</li> </ul>
<b>Health and Fitness Management Program</b>	<p>The frequency of periodic health assessments of rail safety workers is based on risk of ill-health determined by age and safety critical level of the role.</p> <p>During 2018-19, a total of 397 people participated in the health monitoring tests and rail health assessments:</p> <ul style="list-style-type: none"> <li>• Category 1: Safety Critical = 217</li> <li>• Category 2: Safety Critical = 83</li> <li>• Category 3: Non-safety critical = 8</li> <li>• Audiometric Assessments = 62</li> <li>• Asbestos Medicals = 27</li> </ul>
<b>Influenza Vaccination Program</b>	<p>In 2019, the percentage of employees participating in the Influenza Vaccination Program increased to 49% from 40% in 2018.</p> <p>The number of sessions held in CBD and regional locations increased from previous years.</p> <p>Feedback from participants was positive with no operational changes recommended to next year's program.</p>
<b>Employee Assistance Program</b>	<p>The number of worksites utilising the onsite walk and talk service continues to increase with 21 workgroups receiving the service.</p> <p>The traditional face to face services has an average utilisation rate of 3.74 per cent.</p> <p>The effectiveness of the program is based on feedback received through customer satisfaction surveys. 87 per cent of respondents to the client survey indicated they are satisfied with the service provided.</p>

<p><b>Rehabilitation Programs (Return to Work Program)</b></p>	<p>DPTI’s Injury Management and Return to Work Program (Rehabilitation) is administered by the Department of Treasury and Finance, Return to Work Services. DPTI works in close collaboration with all parties to facilitate successful return to work outcomes for all involved.</p> <p>The department’s Early Intervention Program continues to play an essential role in ensuring injured workers get the support they need as soon as possible.</p> <p>Early assessment is one of the WHS &amp; IM Performance Targets (formerly referred as the SA Public Sector Building Safety Excellence Targets) measured in accordance with the SA Public Sector Building Safety Excellence Strategy to promote early, safe and durable return to work outcomes.</p>
<p><b>Wellbeing Program</b></p>	<p>DPTI’s Wellbeing Program also includes initiatives such as Mental Health First Aid and MATES in Construction training programs, the promotion of community events such as R U Ok Day and SafeWork Month. The Department also supports workers participation in the ‘Life Be In It’ Corporate Cup with more than 200 workers participating in 2018.</p>

Workplace injury claims	Current Year 2018-19 <sup>(1)</sup>	Past year 2017-18	% Change (+ / -)
Total new workplace injury claims <sup>(2)</sup>	67	101	NA
Fatalities	0	0	0
Seriously injured workers <sup>(3)</sup>	0	0	0
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE) <sup>(4)</sup>	5.3	7.18	NA

<sup>(1)</sup> The figures reported for June 2019 are now the new performance measures

<sup>(2)</sup> This measure now reflects only **accepted** claims; hence providing a percentage change from previous year is not feasible.

<sup>(3)</sup> Number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)

<sup>(4)</sup> This measure now reflects only accepted significant injury claims; hence providing a percentage change from previous year is not feasible.

<b>Work health and safety regulations</b>	Current year 2018-19	Past year 2017-18	% Change (+ / -)
Number of notifiable incidents ( <i>Work Health and Safety Act 2012, Part 3</i> )	23	27	-15%
Number of provisional improvement, improvement and prohibition notices ( <i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i> )	2	0	+100%

<b>Return to work costs**</b>	Current year 2018-19	Past year 2017-18	% Change (+ / -)
Total gross workers compensation expenditure (\$)	\$1.92m	\$2.26m	-15%
Income support payments – gross (\$)	\$0.56m	\$0.82m	-32%

\*\*before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/work-health-and-safety-and-return-to-work-performance-for-dpti>

### Executive employment in the agency

<b>Executive classification</b>	<b>Number of executives</b>
EXEC0A	2
EXEC0F	1
SAES1	28
SAES2	6

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/executive-employment-in-the-department-for-planning-transport-and-infrastructure>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.



## Financial performance

### Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2018-19 are attached to this report.

For a detailed breakdown of financial performance please refer to Note 1.4 Budgetary reporting and explanations of major variances between budget and actual amounts.

The department has assets worth \$31.205 billion. This consists mainly of network, land and building assets and Deposits at call with the Treasurer. The department has total liabilities of \$452 million. This mainly consists of employee entitlements and expenses due but not yet paid on supplies and services and capital projects.

### Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

#### Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$ 8445.00

#### Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Safetyworks Group Pty Ltd	Review of AGFMA compliance in accordance with WHS legislation	\$ 63, 615.85
	Total	\$ 63, 615.85

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/consultants-engaged-by-the-department-of-planning-transport-and-infrastructure>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

### Contractors disclosure

A summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year is at Appendix 2.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/external-contractors-engaged-by-the-department-of-planning-transport-and-infrastructure>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#).

The website also provides details of [across government contracts](#).

### **Other financial information**

Pursuant to section 7D of the Road Traffic Act 1961, the Minister is required to report to Parliament on the operations of the Community Road Safety Fund. This report is provided separate to this annual report.

## Risk management

### Risk and audit at a glance

The department manages a wide range of complex areas with the need to manage significant levels of risk and is committed to embedding, monitoring and refining risk management processes into our culture, practices and decision-making processes.

### Fraud detected in the agency

Category/nature of fraud	Number of instances
Confirmed fraudulent activity	2

*NB: Fraud reported includes actual and reasonably suspected incidents of fraud.*

### Strategies implemented to control and prevent fraud

- Continue to implement and continuously improve fraud and corruption control strategies in line with Australian Standard 8001-2008 Fraud and Corruption Control.
- Mandatory annual completion of the online Fraud and Corruption Control training module by all employees within the department.
- Continue to promote behaviour in line with the Code of Ethics for the South Australian Public Sector.
- Assess and test controls relating to fraud as part of internal audit processes and reviews.
- Continue to develop relationships between the Fraud and Corruption Control Officer and other business units to develop and plan projects and resources that mitigate any potential risks.
- Targeted face to face training sessions are held with specific business units based on their risk profile.
- Monthly probity presentations to employees in the department requiring probity briefings.
- Fraud and Corruption Control presentations at corporate induction days for new employees.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/fraud-detected-in-the-department-of-planning-transport-and-infrastructure>

### Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/whistle-blowers-disclosure-for-the-department-of-planning-transport-and-infrastructure>

## Reporting required under any other Act or regulation

Act or Regulation	Requirement
Air Transport (Route Licensing – Passenger Services) Act 2002	<p>Section 19</p> <p>(1) The administrative unit of the Public Service that is, under the Minister, responsible for the administration of this Act must, on or before 30 September in each year, present a report to the Minister on the operation and administration of this Act during the previous financial year.</p> <p>(2) A report required under this section may be incorporated in the annual report of the relevant administrative unit.</p> <p>(3) The Minister must, within 12 sitting days after receipt of a report under this section, cause copies of the report to be laid before each House of Parliament</p>

### Operation and Administration of the Act in 2018/19

#### Adelaide - Port Augusta

Adelaide – Port Augusta was the only route subject to a Route Service License during the 2018-19 Financial Year.

A Route License was awarded to Regional Express Holdings Ltd (Rex) in early July 2017.

The airline commenced services from Adelaide to Port Augusta in September 2017.

Passenger numbers for the Adelaide to Port Augusta route in the FY 2018-19 (1 July 2018 to 30 June 2019):

Segment: Adelaide to Port Augusta – 1,243

Segment: Port Augusta to Adelaide – 1,043

Total passengers – 2,286 (averaging 190 passengers / month)

Act or Regulation	Requirement
Harbors and Navigation Act 1993	<p>Section 10</p> <p>(1) The CE must, on or before 31 October in each year, report on the administration of this Act during the preceding financial year.</p> <p>(2) The Minister must, within six sitting days after receiving the report, cause copies to be laid before both Houses of Parliament.</p>

## Waterways Management

### Navigational aids

A total of 47 new navigation beacons were installed to mark the navigation channels in Barker Inlet (near Port Adelaide), in the Goolwa channel between the Goolwa Barrage and the Murray Mouth, and in various other locations around the State.

### Aquatic Activity Licenses

Aquatic Activity Licenses are issued to organisations for the purpose of an aquatic sport or activity or other purpose to be conducted on State waters. The department consults with the community and government stakeholders prior to the issue of any licence, and sets conditions to ensure the safe conduct of the activity.

During 2018-19, 123 Aquatic Activity Licenses were issued for such events as races, exhibitions, fireworks displays, special works and construction

### Pilotage

The Government of South Australia is responsible for managing local waterways, including pilotage. In South Australia, a vessel 35 metres or more in length must not be navigated within a 'prescribed area' (compulsory pilotage area) unless the vessel is navigated under the control or at the direction of a licensed pilot; or the master of the vessel holds a Pilotage Exemption Certificate; or the vessel is a Royal Australian Navy vessel.

The department issued 11 pilotage exemption certifications for 2018-19.

### Licensing and Registration

Boat operator licenses are issued on a perpetual basis. 6183 new boat operator licenses were issued for 2018-19, bringing the total number overall in South Australia to 288991. 160 special permits were granted for persons aged 12 to 15 years.

A total of 2479 new recreational vessels were registered in South Australia, the majority being in the range of three to six metres in length. 11 recreational vessels were reported as stolen.

## Safety

### Operation of Vessels

The department employs a team of Marine Safety Officers who conduct routine and targeted patrols by land and by water to observe boating behaviours and to inspect vessels for compliance with safety equipment, registration and licensing requirements.

Approximately 3579 recreational and 220 commercial vessels were inspected during 2018-19.

Of those inspected, 752 expiation notices and 1684 cautions were issued to the owners or operators for a range of offences, mostly relating to the failure to carry required items of safety equipment, speeding or for operating whilst unlicensed or unregistered.

### **Accidents and Fatalities**

A total of 13 vessel accident reports were received by the department involving recreational vessels and two fatalities occurred on State waters from boating related incidents in 2018-19.

### **Safety Strategies**

In line with the department's summer safety strategy a state-wide survey commenced June 2019 to engage with the community on recreational boating activities and behaviours.

Marine Safety Officers attended the Boating Industry Association Boat Show at the Adelaide Convention Centre in June 2019, with a focus on boating safety and education for the South Australian boating community.

### **Lifejackets**

The department conducted the "OLD4NEW" lifejacket upgrade voucher program in 2018-19, continuing on from the 2017-18 program. Boaters were invited to visit a range of locations around the state to talk to Marine Safety Officers and to swap old, damaged, unsuitable or otherwise non-compliant lifejackets for a voucher. When redeemed at a participating retail store, the voucher afforded a \$20 discount on the purchase of a new, modern standard and compliant lifejacket.

A total of 2474 vouchers were issued to boaters, with majority of surrendered lifejackets either destroyed or removed to storage. Many were of old and redundant standards and unsafe for use.

### **Publications**

DPTI continue to issue boating safety related information publications. Publications, including a safety video, flyer and 60 new signage was developed and released for the new speed limits in the Barker Inlet and North Arm of the Port Adelaide River.

### **Australia New Zealand Safe Boating Education Group**

DPTI continue to be an active participant on the Australian New Zealand Safe Boating Education Group (ANZSBEG). The objective of the group is to identify national safe boating issues, address them through coordinated public education strategies and provide a forum for the exchange of ideas and knowledge.

Key messages throughout the 2018-19 year included greater consistency of safety messages between the States and marine organisations, along with a greater awareness on the maintenance requirements of inflatable lifejackets.

### **Miscellaneous**

#### **Exemptions**

Applications for exemptions from legislation are assessed and may be granted from specified provisions. During 2018-19, 53 exemptions were issued, with 40 exemptions included as part of Aquatic Activity Licenses, for such reasons including to enable

variation to safety equipment requirements, speed limits or other special needs to ensure the success of community events or works on State waters.

### **Legislation Review**

Subsequent to a review of boat speed limits within the Port River and harbor, and after extensive consultation with a range of stakeholders, the Harbors and Navigation (Speed Limits - Adelaide Dolphin Sanctuary) Variation Regulations 2019 came into effect on 29 April 2019.

A significant portion of the Adelaide Dolphin Sanctuary, already had 4 and 7 knot speed limits in place. The Regulations now also enforce a 7 knot speed limit within greater parts of the Sanctuary including the Barker Inlet and North Arm. The speed limit changes were intended to better protect our Port River Dolphins and improve safety for other watercraft users undertaking nature-based recreational activities, without unduly restricting recreational and commercial boating operations in open or deep water. New signage was installed at boat ramps and within related channels.

### **Marine Facilities**

The State Government has continued to contribute towards boating infrastructure projects in regional areas of the State that are owned and managed by Local Councils. In 2018-19 approximately \$2.0m was made available from the Facilities Fund to Local Councils.

Works that have been completed include:

- Rilli Reserve boat ramp pontoon installation
- Port Hughes boat ramp upgrade
- Milich Landing pontoon installation
- Berri Riverfront Wharf upgrade

Works that are in progress include:

- Emu Bay boat ramp upgrade
- Morgan boat ramp upgrade
- Encounter Bay boat ramp installation of vessel holding area
- Donovan's boat ramp upgrade
- Smoky Bay pontoon replacement
- Moores boat ramp redevelopment
- Dicksons Reserve multipurpose floating pontoon
- Dry Creek boat ramp upgrade
- Franklin Harbour Marina redevelopment
- Avoca Dell bank reclamation and erosion control

Approximately \$2.7m will be made available for projects in 2019-20.

Act or Regulation	Requirement
Passenger Transport Act	<p>Section 24</p> <p>(1) The administrative unit of the Public Service that is, under the Minister, responsible for the administration of this Act must, on or before 30 September in each year, prepare a report on the operation and administration of this Act for the financial year ending on the preceding 30 June.</p> <p>(2) The report must include specific reports on the following matters for the relevant financial year:</p> <p>(a) levels of public utilisation of passenger transport services within the State;</p> <p>(b) issues affecting the accessibility and utilisation of public transport within the State;</p> <p>(c) the number and nature of complaints, compliments and submissions made to the Minister by members of the public under any centralised system established for the purpose under this Act;</p> <p>(d) the general availability of taxis on taxi-stands in Metropolitan Adelaide, and response times to bookings within the taxi industry,</p> <p>and must also include any other information required by this Act.</p> <p>(3) A report under this section may be incorporated into the annual report of the relevant administrative unit.</p> <p>(4) The Minister must cause a copy of the report to be laid before both Houses of Parliament within 12 sitting days after the report is prepared.</p>

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

Public transport bus services across metropolitan Adelaide are provided by two private bus providers, operating as SouthLink who operate three contract areas (Hills, Outer North and Outer South), and Torrens Transit who also operate three contract areas (East West, North South and Outer North East).



Following the acquisition of Light City Buses by Transit Systems Pty Ltd (operating as Torrens Transit) in June 2018, significant service improvements across the three affected contract areas (East West, North South and Outer North East) were implemented in October 2018. This included the re-linking of a number of services that utilised the O-Bahn that were split in 2011, such as the J1 (Elizabeth to Adelaide Airport), 530 and 578 (Rostrevor/Athelstone to City). Other improvements included frequency upgrades across Sir Donald Bradman Drive and Magill Road, improved access to the Lyell McEwen Hospital and an increase in O-Bahn services to the new Royal Adelaide Hospital.

In April 2019, the Government released a tender for the provision of bus services in the metropolitan Adelaide which will aim to increase patronage and deliver better bus services. The tender process will split the current contract areas into two phases, the first released in April 2019 and the second phase to be released in July 2019.

All metropolitan rail and tram services are operated by the department through the Rail Commissioner entity which has accreditation under the PT Act. Public transport services in regional South Australia are also administered by the department. These include regular route services (country bus services), provincial city services, integrated transport plans, special medical-related services and Dial-a-Ride services.

The department supports community passenger networks across regional South Australia and within metropolitan Adelaide. The Community Passenger Networks Program is established to facilitate access to transport for people who are transport disadvantaged. The program is jointly funded by the Commonwealth Home Support Program and the Department of Human Services.

The department is committed to continually improving public transport services and infrastructure and making public transport more accessible and easier to use for all users. The bus fleet is now 96.0 per cent accessible.

The department's Station Upgrade Program continues to upgrade selected stations along metropolitan passenger rail lines to provide safer and more efficient services for train customers, with all improvements focusing on accessibility in line with the *Disability Discrimination Act 2002* for public transport services. Improved facilities for commuters include new shelters, improved lighting, platform furniture, additional cover, improved access, pedestrian crossings, bike enclosures, additional CCTV camera, new access paths and ramp along with new car parking facilities. The Albert Park Station upgrade of this year included improved access with a Disability Discrimination Act (DDA) compliant pedestrian access ramp.

Department officers at the Adelaide Railway Station monitor accessibility gates and provide 'sighted guide' assistance to passengers to board trains if needed. Information regarding accessible journeys is published on the Adelaide Metro website.

## Adelaide Metro patronage 2018-19 (millions)

The total patronage on the public transport system increased by 1.5 per cent compared with the previous financial year.

### Total patronage by mode

Bus	Tram	Train	Total patronage*
51,056,799	9,448,561	15,653,849	76,159,209

### Total patronage by passenger type

Regular	Concession	Student	Seniors	Free Travel	Special Passes	Total patronage*
22,847,142	23,512,112	12,643,431	7,799,873	8,755,504	601,147	76,159,209

### Total patronage by ticket type

Metrocard	Single trip	Daytrip	Free travel	Total patronage*
60,183,394	6,396,695	823,616	8,755,504	76,159,209

Note: \*The figures listed above include free travel data.

## Special event services

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

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

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

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

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

For the 2018-2019 year, an average of 55 per cent of the crowd attending AFL matches at Adelaide Oval used public transport to travel to and from the events with a record of 69 percent of the crowd carried for Round 9 – Port Adelaide v Gold Coast and 64 percent Round 2 - Port Adelaide v Carlton.

During 2018-2019 DPTI continued to provide additional demand and customer support services for the increasing number of cruise ships the Cruise Ship season.

### **Adelaide free services**

The free City Connector service was introduced in the CBD and North Adelaide during January 2014 as a result of the integration of the City Free service funded by the department and the Adelaide Connector service operated by the Adelaide City Council. This integration enabled service and frequency improvements over previous services. Operating under contract with the Minister for Transport and Infrastructure, the City Connector has two dedicated routes.

### **Regional services**

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

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

Integrated transport services operate in the Coorong District Council, Karoonda East District Council, Murray District Council, Southern Mallee District Council, Mid Murray District Council, Southern Yorke Peninsula, Tatiara District Council, Eastern Riverland, Upper North, Mid North, Adelaide Hills, Victor Harbor and on Kangaroo Island.

Dial-a-Ride door to door services are provided in Gawler and Victor Harbor,

Port Lincoln, Murray Bridge, the Copper Coast and Barossa Valley. These supplement regular timetabled services and extend the range of public transport options for these communities.

Based on data provided by country bus operators, country bus patronage in 2018-19 was 649,885, a decrease of 6.00% from the previous year.

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

### **Provincial city bus services**

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

Based on data provided by provincial city bus operators, patronage in 2018-19 was 415,080, a decrease of 1.19% from the previous year.

### **Complaints, commendations and submissions**

#### **Feedback on public transport**

Feedback from customers about passenger transport services is welcomed as it provides the ability to improve and assess existing services and practices. Customers are presented with multiple opportunities to provide their feedback through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as social media such as Facebook and Twitter. Complaints represented 0.01 per cent of total public transport patronage (initial boardings and transfers) in the 2018-19 reporting

year, with a decrease of 848 (a 7.5% per cent decrease) a decrease of 17 in commendations (a 2% per cent decrease) compared to the previous year.

**The table below shows Feedback information on public transport**

<b>Feedback</b>	2017-18	2018-19
Commendations	914	897
Suggestions	1 134	1 336
<b>Complaints</b>		
Service changes and service quality	6 267	5 589
Punctuality	3 088	2 905
Fares and ticketing	437	332
Passenger comfort	1 130	1 346
Other	323	225
<b>Total complaints</b>	<b>11 245</b>	<b>10 397</b>

**Feedback on taxi and small passenger vehicle (SPV) services**

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action if a breach of the regulations under the Act is found to have occurred. Complaints represented less than 0.002 per cent of the over eleven million journeys provided by taxis and chauffeur services.

**The table below shows feedback information on taxis and SPVs**

Feedback	2017-18	2018-19
Commendations	1	3
Complaints	269	172

As at June 2019, there were 4,228 small passenger vehicles in the metropolitan area that can provide point to point services.

**Waiting times**

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide for 2018-19 was 8 minutes during the day (6am to 6pm), and 7 minutes 12 seconds at night (6pm to 6am). The figures include waiting times for phone-booked, hailed and taxi rank trips and meet the prescribed waiting time of 12 minutes, as stated in the conditions for accreditation.

There were 1035 general licenses in metropolitan Adelaide in 2018-19.

## **Access taxis**

The taxi centralised booking services reported that the average waiting time for access taxis in metropolitan Adelaide for 2018-19 was 8 minutes 58 seconds during the day (6am to 6pm), and 9 minutes 6 seconds at night (6pm to 6am).

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

## **Passenger Transport Standards Committee**

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

In 2018-19, the PTSC sat on 94 occasions and considered 463 matters including:

- 213 accreditation applications
- 250 disciplinary matters.

Of the 250 disciplinary matters, the PTSC:

- suspended the accreditation of 102 accredited persons for a period of time;
- revoked the accreditation of 90 accredited persons and disqualified them for a period of time; and
- permanently disqualified three persons from holding accreditation under the Act.

Disciplinary matters included people who failed to demonstrate they met the requirements to hold an accreditation.

After holding an enquiry, the PTSC found no cause for disciplinary action against 10 accredited persons, while the remaining accredited persons were fined or reprimanded.

In addition to the above disciplinary matters, the PTSC also placed conditions on the accreditation of nine persons.

## **Reporting required under the *Carers' Recognition Act 2005***

The *Carers' Recognition Act 2005* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health, Department for Industry and Skills, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

*Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or noncompliance with section 6.*

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

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

The department provides public transport information for people with disability, their families and their carer's on the accessibility of the network, via the Adelaide Metro website, as well as the Adelaide Metro InfoLine and InfoCentres.

## Public complaints

**Number of public complaints reported for Public Transport services (as required by the Ombudsman)**

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	55
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	180
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	336
Communication	Communication quality	Inadequate, delayed or absent communication with customer	226
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	123
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	17
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	67

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	1755
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	201
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	3224
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	794
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety; Security; Sanitation	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	594
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	2757
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	226
		<b>Total</b>	<b>10555</b>



<b>Additional Metrics</b>	<b>Total</b>
% complaints resolved within policy timeframes	84.24

**Number of public complaints reported for other areas of DPTI (as required by the Ombudsman)**

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	10
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	4
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	1
Communication	Communication quality	Inadequate, delayed or absent communication with customer	16
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	10
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	13
Service delivery	Process	Processing error; incorrect process used; delay in processing application;	2

<b>Complaint categories</b>	<b>Sub-categories</b>	<b>Example</b>	<b>Number of Complaints 2018-19</b>
		process not customer responsive	
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	2
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	56
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	2
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	12
Service quality	Safety	Personal or family safety; duty of care not shown; poor security service/ premises	95
Service quality	Maintenance	Maintenance; poor cleanliness	274
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	80
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		<b>Total</b>	<b>577</b>

<b>Additional Metrics</b>	<b>Total</b>
% complaints resolved within policy timeframes	71

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-received-by-the-department-of-planning-transport-and-infrastructure>

## **Appendix: Audited financial statements 2018-19**

## Appendix: Contractors engaged by the agency

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
A & G D'Orazio & Co Pty Ltd	DECD - Whyalla Town Primary School	\$ 196,389.60
A & G D'Orazio & Co Pty Ltd	Hincks Avenue Primary School Whyalla - asbestos testing, fencing & remediation works	\$ 283,114.00
A & G D'Orazio & Co Pty Ltd	Whyalla Stuart Campus	\$ 64,295.00
A & G D'Orazio & Co Pty Ltd	Whyalla special education centre - modification to reception area	\$ 32,213.36
A & G D'Orazio & Co Pty Ltd	11/2 Benier Street unit refurbishment	\$ 98,680.00
A & G D'Orazio & Co Pty Ltd	Carpet squares	\$ 32,884.00
A & G D'Orazio & Co Pty Ltd	Whyalla Town Primary School	\$ 196,389.60
A & G D'Orazio & Co Pty Ltd	22 Hanneman Drive	\$ 27,121.82
A S & A B Grindell	17 Simmons Crescent, Port Augusta	\$ 69,850.00
AAA Asphalt Pty Ltd, Fulton Hogan Industries Pty Ltd, Pro Bitumen	Supply and place asphalt for Anzac Highway / Brighton Road intersection modifications	\$ 850,000.00
ABH Building Pty Ltd	11 Gailbraith Court - kitchen upgrade	\$ 20,900.00
ABH Building Pty Ltd	Victor Harbor R-7 School - skylight and fragile roof remediation project	\$ 27,830.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
ABH Building Pty Ltd	Brighton High School - skylight remediation	\$ 49,500.00
ABH Building Pty Ltd	Skylight and fragile roof remediation	\$ 89,980.00
AC Services (Adelaide Cabling Services Pty Ltd)	Paringa Park Primary School	\$ 63,690.00
AC Services (Adelaide Cabling Services Pty Ltd)	Heathfield High School - led lighting upgrade	\$ 69,370.40
AC Services (Adelaide Cabling Services Pty Ltd)	Small scale solar up to 30kw	\$ 109,754.00
Access Datacom	CCTV & intercom upgrade to Port Pirie police station	\$ 111,375.00
Access Datacom	Lincoln Gardens Primary School - occupancy warning system	\$ 14,278.00
Access Datacom	Mt Gambier magistrates court	\$ 225,000.00
ACM Plumbing SE Pty Ltd	Toilet refurbishment	\$ 44,684.00
Action Line Marking (SA) Pty Ltd	Frederick Road, linemarking for installation of bike lanes	\$ 88,562.63
Action Line Marking (SA) Pty Ltd	Pavement marking - northern region	\$ 7,084,000.00
Adelaide Sign Group	Extension of clearway and bicycle lane operating 2018/19	\$ 122,412.18
Adventure Plus	Westbourne Park Primary School - playground	\$ 51,502.00
AECOM Australia Pty Ltd, Jacobs Group Australia, Turner & Townsend P/Ltd, Promanage Australia Pty Ltd, RPSPM Pty Ltd	Building Better Schools Program	\$ 7,050,000.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
AFL Services Pty Ltd	Supply of propping for Frasers Bridge spalling repairs	\$ 62,500.00
AG O'Connor Pty Ltd	Murray Bridge Soldiers Memorial Hospital - accident and emergency early works mechanical, hydraulic and fire services	\$ 1,140,700.00
AH Electrical & Solar	Led lighting upgrade	\$ 27,102.90
Ahrns Carpentry & Cabinets	The construction of an operable wall to general teaching building at Mypolonga Primary School	\$ 26,950.00
Air Comfort Services	Loxton North School air-conditioning upgrade	\$ 269,376.00
Akira Builders Pty Ltd	Colonel Light Gardens Primary School	\$ 80,135.00
ALLSTATE LINEMARKING SERVICES	The supply and installation of audio tactile line marking on various roads within South Australia	\$ 971,419.70
Alsanto Constructions	Bute primary school - new toilet blocks & associated works	\$ 208,370.25
AMEK Engineering	The removal and replacement of air-conditioning units	\$ 119,795.17
Andy's Building P/Ltd	Paringa Park Primary School	\$ 334,840.00
Andy's Building P/Ltd	Minor upgrade to reception area	\$ 31,790.00
Andy's Building P/Ltd	Forbes Primary School	\$ 38,390.00
Andy's Building P/Ltd	Colonel Light Gardens Primary School	\$ 41,016.36
Andy's Building P/Ltd	Forbes Primary School	\$ 57,860.00
AP & FH Dredging Pty Ltd	Plec scheme - stage 5 - Prospect Road - City Of Prospect	\$ 164,422.50

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
AP & FH Dredging Pty Ltd	Dredging of Wirrina Cove - stage 1	\$ 547,910.00
AS Building	Cleve Area School - structural repairs	\$ 267,432.00
AS Building	Port Lincoln Prison - education area data upgrade and joinery	\$ 72,623.00
AS Building	roof replacement and associated works	\$ 23,925.00
Barry Ramsay Constructions Pty Ltd	Facilities service office relocation	\$ 530,000.00
Barry Ramsay Constructions Pty Ltd	Building 3 demolition and relocation of main electrical switchboard and associated work	\$ 190,569.00
Barry Ramsay Constructions Pty Ltd	Port Broughton Area School - new sports & stroage shed to oval ares	\$ 89,017.50
Barry Ramsay Constructions Pty Ltd	8 Beauval St Wilmington upgrade	\$ 97,935.00
Barry Ramsay Constructions Pty Ltd	Kadina child protection office - new office fit-out	\$ 531,427.65
Barry Ramsay Constructions Pty Ltd	Pt Pirie fire station training tower refurbishment	\$ 80,276.81
Barry Ramsay Constructions Pty Ltd	Remedial works to building 2 - disbaled toilet block	\$ 128,400.00
Barry Ramsay Constructions Pty Ltd	Facility manager	\$ 156,744.50
BCE & CJ Electrical (SA) Pty Ltd	Supply and install occupant warning systems at Coomandook Area School and Murray Bridge North School	\$ 125,845.00
BCE & CJ Electrical (SA) Pty Ltd	Peterborough Primary School	\$ 37,742.10
Bench Excavation & Civil Construction Pty Ltd	Fosters Road - install of lighting conduits	\$ 100,000.00



<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Betterland	Ascot Park Primary School - nature playground	\$ 132,990.00
Betterland	Ascot Park Primary School - community garden	\$ 121,220.00
Betterland	Hallett Cove East Primary School landscaping	\$ 62,920.00
Big River Developments	Alterations to existing building & services for the installation of the new CT scanner	\$ 464,310.00
Big River Developments	Loxton North School Kindergarten upgrade	\$ 64,600.00
Big River Developments	Supply and build office block	\$ 224,158.00
Big River Developments	Mental Health office reconfiguration Berri	\$ 80,586.00
Blu-Built Constructions Pty Ltd	Lameroo and District Kindergarten - upgrade	\$ 169,286.70
Bosch Rexroth Pty Ltd	Interim repair of the Beachport slipway winch	\$ 103,959.91
Brimblecombe Builders Pty Ltd	Plant research centre - plaza waterproofing project	\$ 162,235.00
Brimblecombe Builders Pty Ltd	Netley various internal works	\$ 112,809.00
Bruce Interiors and Constructions Pty Ltd	Noarlunga TAFE SA (Christies Beach High School) - flexible learning centre	\$ 93,500.00
Building & Training Services	Coonalpyn Primary School - amalgamation refurbishment works	\$ 109,152.20
Building Solutions SA Pty Ltd	Eastern Fleurieu School, Strathalbyn R-6 - new transportable buildings	\$ 309,958.00
Building Solutions SA Pty Ltd	Eastern Fleurieu School - Langhorne Creek Campus - new relocatable toilet block	\$ 92,997.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Building Solutions SA Pty Ltd	Old Noarlunga Primary School	\$ 34,928.00
Building Solutions SA Pty Ltd	Clarence Gardens Kindy	\$ 172,968.00
Building Solutions SA Pty Ltd	Seaview High School - refurbishment/replacement works	\$ 560,314.00
Camco (SA) Pty Ltd	Blackwood Primary School hazardous pedestrian access through carpark	\$ 153,020.00
Castine Constructions Pty Ltd	Lucindale Area School	\$ 62,000.00
Ceduna Bulk Hauliers Pty Ltd	Road maintenance and minor works in the APY lands	\$ 4,205,583.00
Chergar Developments	Window upgrade	\$ 99,342.79
Chergar Developments	Wittunga House	\$ 59,620.00
Chris Georgiou Building	Streaky Bay Area School - playground soft fall rectification for compliance	\$ 79,640.00
Chris Henderson Electrical	Murray Bridge High School	\$ 53,867.00
Climbing Tree Creations Pty Ltd	Booleroo Center and District Kindergarten	\$ 106,571.30
Clinton Wearne Construction	Streaky Bay Kindy kitchen upgrade	\$ 52,415.00
Clinton Wearne Construction	full house upgrade and repair termite damage	\$ 116,963.00
Clinton Wearne Construction	Ceduna police headquarters - painting upgrade	\$ 33,000.00
CMA Electrical and Data	Supply and install occupant warning systems at Victor Harbor High School, Victor Harbor R-7 School and Yankalilla Area School	\$ 196,036.50
Compliant Fire Services	Cadell Training Centre - fire protection services upgrade	\$ 126,652.90

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Connex Solutions	Lift upgrade Modbury Hospital	\$ 85,470.00
Connex Solutions	Aberfoyle Park High School and Hallett Cove School led lighting upgrade	\$ 161,559.20
Copper Coast Refrigeration	Building 30 extraction fan & associated works	\$ 44,434.00
Corporate Construction & Maintenance Services Pty Ltd	Upper Sturt Primary School - roof replacement	\$ 53,999.00
Countrywide Security	Occupant warning system	\$ 62,306.97
Creative Pools and Landscaping	Remark West Primary fencing	\$ 48,175.60
D & V SERVICES	Lucindale Area School	\$ 47,800.00
D'Angelo Concrete Contractors Pty Ltd	Supply and place concrete items at various locations	\$ 40,861.92
Davey Hydraulics Pty Ltd	Upgrade works at semaphore jetty	\$ 301,022.70
Davey Hydraulics Pty Ltd	Old rapid bay jetty - deck collapse	\$ 96,800.00
Davison Earth Movers	Gawler hospital car park	\$ 597,838.25
Devilees Riverland Air Conditioning & Refrigeration	Barmera hospital air conditioning chiller replacement & associated works	\$ 178,035.00
Devilees Riverland Air Conditioning & Refrigeration	Renmark hospital kitchen air conditioning replacement	\$ 89,320.00
Direct Fire	Removal of existing asbestos containing fire doors, TAFE Noarlunga Campus	\$ 56,705.00
DJ Lynch	Building internal upgrade	\$ 50,545.00
DJ Lynch	Naracoorte police station	\$ 40,000.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Downer EDI Works Pty Ltd	The provision of bituminous surfacing (micro surfacing) & pavement marking in the northern and southern area of South Australia	\$ 4,135,553.00
Downer EDI Works Pty Ltd	Bituminous surfacing of Strzelecki Track	\$ 884,476.12
Downer EDI Works Pty Ltd	Construction of regional unsignalised intersections	\$ 1,859,982.13
Downer EDI Works Pty Ltd	The reconstruction and resealing of 6 flood ways at various locations on Kempe Road	\$ 566,587.69
Downer EDI Works Pty Ltd	Oodnadatta track (Marla To Oodnadatta) - resheeting	\$ 2,165,788.49
Duratec Australia (ES) Pty Ltd	Port Bonython jetty grout pocket remediation	\$ 128,498.70
EP Water Treatment	Lake Wangary Primary School - septic compliancy upgrade	\$ 92,964.30
Eyre Refrigeration & Electrical	Pt Lincoln Junior Primary - hvac upgrade to building 1	\$ 33,460.90
Eyre Refrigeration & Electrical	Upgrade of air conditioning in clinic room	\$ 48,964.96
Fluid Plumbing Services	Angaston hospital sewer replacement	\$ 68,000.00
Forpark Australia (SA)	Palmer Primary School - playground upgrade	\$ 88,000.00
Freshwater Systems	Lyle Mcewin Hospital - stage 2	\$ 406,762.40
Fulton Hogan Industries Pty Ltd, Top Coat Asphalt Contractors Pty Ltd	Supply and place asphalt at multiple locations (package 2)	\$ 1,076,570.00
Furnell Plumbing	Collection of asset data and preparation of housing reports for the APY land assets	\$ 85,905.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
G C & J Constructions	Amalgamation works	\$ 1,122,005.50
Gateway South	The design and construction of the flinders link project	\$ 99,481,532.17
G-Force Building and Consulting Pty Ltd	Plant research centre - atrium roofs replacement	\$ 268,370.00
G-Force Building and Consulting Pty Ltd	Upper Sturt Primary School - building 1 remediation, stage 2, part 2	\$ 164,516.00
GHD Pty Ltd	Mt Gambier magistrates court	\$ 33,800.00
Gliddons Electrical Services	John Pirie Secondary School	\$ 84,057.00
Gliddons Electrical Services	Upgrade exit & emergency lighting to building 3 - stage 1	\$ 43,082.60
Gliddons Electrical Services	Supply & install new gen-set & associated works	\$ 82,546.20
Godrik Construction Pty Ltd t/a Friswell Electrical SA	Toilet refurbishment	\$ 185,988.00
Green Glass Consulting	shade structure at Fregon Anangu School	\$ 61,871.00
Grosvenor Engineering Group Pty Ltd	Replacement of failed compressor at Tonsley TAFE	\$ 42,532.60
Guidolin Carpentry	Simmons Crescent, Port Augusta	\$ 24,530.00
Guidolin Carpentry	Kirby Court, Port Augusta	\$ 54,780.00
Guidolin Carpentry	Waters Crescent, Port Augusta - upgrades	\$ 38,720.00
Haig & Menzel	Murray Bridge Railway Precinct - relocate internal water and sewer connections to historical buildings	\$ 41,948.50

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Haig & Menzel	Mobilong Prison - stage 1 stormwater upgrade greyhound kennels	\$ 49,500.00
Hankins Electrical	Port Lincoln High School - led lighting program	\$ 62,042.20
Hankins Electrical	Port Lincoln High School - led lighting upgrade stage 2	\$ 47,889.71
Hansen Yuncken Pty Ltd	Courts administration authority higher courts redevelopment general building contractor	\$ 28,903,104.00
HAWKER EARTHMOVERS PTY LTD	Installation of cattle grids at multiple remote communities throughout South Australia	\$ 257,400.00
Hi Lighting SA Pty Ltd	Adelaide super-drome - state sports park track heating and lighting upgrade trade contractor led sports lighting	\$ 297,330.00
Higgins Coatings	Wirreanda High School - heat reflective roof paint	\$ 64,511.70
Higgins Coatings	Solomontown Primary School external painting	\$ 46,004.20
HINDMARSH PLUMBING SERVICE	Elmhaven Hostel hot water upgrade and associated works.	\$ 182,017.00
HK & JM Martin General Builder	Bathroom, laundry & toilet upgrade at 1 Wandilta Street Kadina	\$ 35,860.00
HK & JM Martin General Builder	Building 35 new gutters, downpipes & associated works - Kadina TAFE Campus	\$ 34,018.60
HK & JM Martin General Builder	Bathroom, toilet & laundry upgrade	\$ 38,456.00
Hoffys Steel Erections	Install shed at Berri Primary	\$ 60,244.80

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Horseshoe Bay Plumbing Service	Mount Compass Area School - waste water sewer connection	\$ 73,663.70
ICS Industries	Errington special education	\$ 105,498.64
IJ McKendrick	Amalgamation upgrade	\$ 98,780.00
Inca Constructions Pty Ltd	Hurtle Vale electorate office - internal office refurbishment	\$ 168,850.00
Inca Constructions Pty Ltd	Waite electorate office	\$ 158,455.00
Inca Constructions Pty Ltd	Sardi West Beach Aquatic Sciences - shed 3 replacement of platforms and drains	\$ 242,550.00
Inca Constructions Pty Ltd	Remediation of fire damage	\$ 72,710.00
J & M Saracino Pty Ltd	Echunga police training camp - construction of a hesco wall	\$ 79,145.00
J M Berden Pty Ltd	Kice Kingscote Campus Kangaroo Island - building 15 technical studies building structural remediation	\$ 53,807.60
J M Berden Pty Ltd	12 Cape Willoughby Road Penneshaw - fencing and retaining wall	\$ 61,450.00
JF & N Duregon Pty Ltd	Ceduna Area School - asbestos removal buildings	\$ 121,000.00
Juncken Builders and Joinery Pty Ltd	Tanunda Primary School - store room extension to library resource centre	\$ 131,868.00
Justin Bissi Pty Ltd	Hamilton Secondary College - external painting	\$ 111,210.00
Kangaroo Island District Council	Playford Highway/Tin Smith Road intersection upgrade	\$ 138,117.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Kemp Carpenters Pty Ltd	Nuriootpa viticultural research centre - perimeter fencing and electronic gate upgrade	\$ 115,830.00
Kevin Freeman Electrical Contractor	Port Augusta West Primary School - led lighting replacement	\$ 53,458.00
Kevin Freeman Electrical Contractor	Port Augusta TAFE campus - 81/163292	\$ 25,575.00
KRUSE EARTHMOVING PTY LTD	Installation of cattle grids at multiple remote communities throughout South Australia (package 3 and 4)	\$ 104,500.00
Kym Clarke General Builder Pty Ltd	Lincoln Gardens Primary School - install new reception counter	\$ 43,472.00
Lamshed Electrical	Kadina Memorial School - led lighting upgrade to various buildings	\$ 54,956.00
Landscape Construct	New nature place space - Coorara Primary School	\$ 176,000.00
Landscape Construct	Outdoor play area upgrade	\$ 69,083.30
Landscape Construction Service	Errington special education	\$ 215,348.36
landscape Construction Service	Acknowledgement of Kaurua country signage	\$ 27,410.95
Lucas Total Contract Solutions Pty Ltd	APY access road stage 3	\$ 36,635,251.53
Lucivero Plumbing & Gas	6 Noll St Port Pirie bathroom, laundry, toilet upgrade	\$ 21,140.00
MC Dredging & Port Development Pty Ltd	Dredging at North Haven & O'sullivan Beach	\$ 1,056,200.00
MC Harbours and Marine Pty Ltd	The supply and installation of navigation beacons in barker inlet	\$ 385,586.00



<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
McMahon Services Australia Pty Ltd	Happy Valley Primary School failed window replacement	\$ 131,384.50
McMahon Services Australia Pty Ltd	Replace timber framed windows - Bute Primary School	\$ 57,299.00
McMahon Services Australia Pty Ltd	Port Pirie GP plus - demolition of YMCA building	\$ 339,161.13
McMahon Services Australia Pty Ltd	Riverland intersection upgrades and pavement works in various locations	\$ 2,429,879.69
Metal As Anything	New bus storage shed	\$ 28,400.00
Metal As Anything	Kadina Middle School - new tech studies storage shed & associated works	\$ 49,709.00
Metal As Anything	Skylight & fragile roof remediation works to various buildings	\$ 52,822.00
Metal Worx	Grant Highschool - roof safety access	\$ 151,877.00
Metal Worx	Penola Primary School	\$ 15,914.00
Michael Kregar Building Pty Ltd	28 Vaughn Street Berri - roof drainage upgrade works	\$ 296,143.29
Michael Kregar Building Pty Ltd	Pinnaroo Primary School - demolition of buildings 8 and 11	\$ 73,519.20
Mick Bosko Master Plumber	Upgrade bathroom, laundry and kitchen	\$ 54,450.00
Mike Maylin Constructions Pty Ltd	Cooper Pedy Area School	\$ 311,734.00
Minuzzo Project Management Pty Ltd	Minor construction works for the Adelaide Festival Plaza redevelopment project	\$ 330,000.00
Minuzzo Project Management Pty Ltd	Pennington School R-7 amalgamation redevelopment general building contractor	\$ 3,353,900.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
MLEI Consulting Engineers	Frederick Road bike lanes	\$ 6,884.00
Mossop Group Pty Ltd ta Mossop Construction + Interiors	Adelaide Womens Prison 20 bed secure accommodation & support infrastructure remaining works addition	\$ 20,915,400.00
MPS Building & Electrical	21 Tiliqua Crescent, Roxby Downs	\$ 27,025.00
Murray Heating & Cooling	Mclaren Vale Primary School	\$ 56,320.00
Murraylands Sheds Fencing and Retaining Walls	Lameroo police residence - supply and install new rear veranda	\$ 33,000.00
Murraylands Sheds Fencing and Retaining Walls	Mannum Community College - demolition of small wading pool	\$ 38,000.00
Murraylands Sheds Fencing and Retaining Walls	Springton Primary School - boundary fence replacement	\$ 50,000.00
Mykra Pty Ltd	Meningie Area School redevelopment general	\$ 2,592,703.00
Mykra Pty Ltd	Unley High School - retaining wall replacement	\$ 169,748.00
Naracoorte Lucindale Council	Bordertown-Hynam (Frances Road) - intersection modifications	\$ 50,000.00
Next Gen Flooring Pty Ltd	Flagstaff Hill R-7 School - floor covering replacement	\$ 91,080.00
NJ & T McMullen Pty Ltd	Stuart High School	\$ 84,322.70
NJ & T McMullen Pty Ltd	Edward John Eyre High School - commercial cooking	\$ 163,460.00
NJ & T McMullen Pty Ltd	Edward John Eyre High School - replacement of range hoods	\$ 131,544.00
P & K Refrigeration Pty Ltd	Port Augusta West Primary School	\$ 18,850.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Paint by Peter Shimmin Nominees Pty Ltd	painting - school amalgamation - Swan Reach Area School	\$ 98,769.00
Partek Industries Pty Ltd	Heathfiled High School	\$ 868,670.00
Paterson Electrical Services Pty Ltd	Remedial & associated works to carpark & courtyard lighting - Port Pirie Tafe Campus	\$ 32,945.00
PE & GC Harris Road Contractors	Birdsville Track Queensland border to Pandie	\$ 314,017.00
Performance Catering Equipment Pty Ltd	Mobilong Prison - supply and install commercial kettle	\$ 45,650.00
Pisani Metal Fabricators	Jamestown Community School skylight and fragile roof remediation.	\$ 68,860.00
Pisani Metal Fabricators	Orroroo Area School skylight and fragile roof remediation	\$ 64,493.00
Plumbfix Plumbing & Gas	Renew sewer pipes and plumbing underfloor complete	\$ 47,700.40
Plumbing & Pipeline Solutions (SA) Pty Ltd	Remediation of stormwater & sewer works - stage 1	\$ 192,500.00
Polgreen Earthmoving	Civil works around building 7 - Kadina Memorial School	\$ 100,295.11
Polgreen Earthmoving	Kindy to stem building concrete path & decking- Kadina Memorial School	\$ 55,896.00
Port Augusta Refrigeration & Air Conditioning Service	Port Augusta TAFE campus - air conditioning	\$ 80,201.00
Pridham Earthmovers Pty Ltd	Meadows Primary School - replace failing courts/hard play area	\$ 197,120.00
Pridham Earthmovers Pty Ltd	Asset maintenance program - paving works	\$ 53,790.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Pro Bitumen	Supply and place asphalt for Goodwood Road bus and bicycle lane upgrade	\$ 108,900.00
Pump Technology Services (SA) Pty Ltd	Sardi West Beach aquatic sciences - replacement of seawater storage tanks and filter media	\$ 268,749.00
PW & SL Boylan	Wudinna Area School - internal and external upgrade to building	\$ 51,729.70
PW & SL Boylan	Elliston Area School - replace vermin board	\$ 16,684.80
R & R Plevin	15 Black Oak Drive - kitchen upgrade	\$ 36,483.00
Rail Industry Constructions Pty Ltd	Point machine changeover Outer Harbor line Woodville	\$ 345,876.08
Rail Industry Constructions Pty Ltd	Lx mechanism renewals - oh and grange lines	\$ 220,506.00
Raynorshine Locksmith	Salto access control security system	\$ 97,994.67
Raynorshine Locksmith	Install salto access system to various buildings	\$ 53,031.25
Remote Air Services Pty Ltd	Braeview School R-7, activity hall evaporative cooling	\$ 101,178.00
Remote Air Services Pty Ltd	Port Noarlunga Primary School - hvac & electrical sub-board upgrade	\$ 117,546.00
Rentokil	Bird proofing of Birkenhead Bridge bascule pit enclosures	\$ 54,043.00
Retaining Wall Solutions Pty Ltd	Installation of rock mass support system at site 5 on Gorge Road	\$ 166,320.00
Richwood Constructions	Kimba Community Kindergarten - compliance works and withdrawal room	\$ 147,100.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Richwood Constructions	Tumby Bay Area School - gym roof replacement	\$ 77,440.00
Richwood Constructions	Wudinna Kindergarten extension	\$ 253,874.01
Richwood Constructions	Wudinna Memorial Kindergarten - asbestos removal & re-instatement	\$ 49,687.00
Rider Levett Bucknall SA Pty Ltd	The Queen Elizabeth Hospital Woodville South redevelopment stage 3	\$ 1,534,500.00
Riverland Floor Centre	Waikerie High School flooring upgrade	\$ 39,017.00
Riverland Sheds	To supply & install colourbond curved roof lysaght metal walkway for the Yamba project	\$ 49,850.90
Royal Park Salvage	Northern connector project, reinstatement of brine line channel within salt fields owned by Buckland Park Pty Ltd	\$ 220,000.00
Royal Park Salvage P/Ltd	demolition - package 3	\$ 362,379.00
RS Nance Pty Ltd	Murray Bridge High School roof replacement	\$ 315,309.00
RS Nance Pty Ltd	CAMHS office relocation	\$ 35,046.00
RS Nance Pty Ltd	Myponga Primary School building upgrade	\$ 89,287.00
RS Nance Pty Ltd	Murray Bridge High School - roof replacement	\$ 315,309.00
Safe Access Equipment Pty Ltd	Fabrication and installation of station and corridor access stairs	\$ 190,000.00
Secon Consulting Engineers Pty Ltd	Oak Valley Aboriginal School - drinking water and site compliance	\$ 28,143.50

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Security & Technology Services (SA) Pty Ltd - STS	James Nash House CCTV upgrade	\$ 94,352.24
SF Management Group Pty Ltd	Upgrade works at Glengowrie tram depot	\$ 127,200.00
Shadeform Sails	Nicolson Ave Primary School shade structure	\$ 43,813.00
Shape Australia Pty Ltd	100 Pirie Street SACAT office fitout	\$ 1,456,146.00
SJM Carpentry & Building	Roof replacement	\$ 138,275.50
SJM Carpentry & Building	Burra Hospital – roof replacement	\$ 461,582.00
Smulders Contracting Pty Ltd	39 Chaceview road, Hawker	\$ 36,639.00
Steve Funke Electrical	John Pirie Secondary School led lighting upgrade	\$ 54,920.00
Steve Razum Constructions	Skylight and fragile roof remediation	\$ 115,409.80
Steve Razum Constructions	Skylight and fragile roof remediation at two school sites	\$ 76,161.03
Steve Razum Constructions	Kongorong - rectification works	\$ 193,247.00
Steve Razum Constructions	Mount Gambier High School	\$ 41,140.00
Steve Razum Constructions	Penola High School	\$ 81,705.00
Steve Razum Constructions	Skylight & fragile roof remediation	\$ 54,110.00
Steve Razum Constructions	Skylight & fragile roof remediation	\$ 63,232.00
Steve Razum Constructions	Skylights and fragile roof remediation	\$ 96,414.00
Steve Razum Constructions	Mt Gambier TAFE	\$ 57,220.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Stottys Building Pty Ltd	Port Lincoln prison - dormitory upgrade and ceiling replacement	\$ 187,657.00
Stottys Building Pty Ltd	Kimba Police residence refurbishment	\$ 125,582.00
Stottys Building Pty Ltd	Port Lincoln Special School - construct new staff toilet	\$ 35,366.00
Studio 9 Architects Pty Ltd	Mitcham Primary School	\$ 50,351.00
Sutterby Electrical Pty Ltd	Sustainable Schools program	\$ 191,987.40
Sutterby Electrical Pty Ltd	Sustainable Schools program	\$ 76,942.80
Swanbury Penglase	SA Museum - Australia store refurbishment	\$ 80,300.00
System Solutions Engineering Pty Ltd	SA Health various country hospitals electrical upgrade (engineering)	\$ 216,469.00
Tadpole Plumbing	Modbury Hospital warm water upgrade	\$ 51,328.20
TCM Total Commercial Maintenance Pty Ltd	Reynella Primary School	\$ 275,660.00
TCM Total Commercial Maintenance Pty Ltd	Sardi - chemical store upgrade	\$ 67,959.65
TCM Total Commercial Maintenance Pty Ltd	Noarlunga campus upgrade toilets to DDA standards	\$ 79,255.00
TCM Total Commercial Maintenance Pty Ltd	Pimpala Primary School internal wall remediation	\$ 30,250.00
TCM Total Commercial Maintenance Pty Ltd	Edwardstown Primary School	\$ 153,945.00
TCM Total Commercial Maintenance Pty Ltd	Springbank Secondary College - building demolition early works	\$ 67,914.88
TCM Total Commercial Maintenance Pty Ltd	Springbank Secondary College - remediation works	\$ 546,700.00

<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
TCM Total Commercial Maintenance Pty Ltd	James Nash House - Clare Ward perimeter fence	\$ 101,060.03
TCM Total Commercial Maintenance Pty Ltd	Woodleigh House ligature upgrade stage 3	\$ 248,490.00
Teagle Contracting Pty Ltd	Maintenance patrol grading	\$ 2,186,400.73
Traffic Control Systems P/L	Supply and installation of acts detector and safety camera loop installation	\$ 321,508.00
Trenchless Pipelaying Contractors	Flinders Link directional boring for utility service relocations	\$ 166,452.00
Trimboli Services	Karoonda Area Achool - construction bitumen replacement carparking	\$ 352,260.45
True Line Kerbing Pty Ltd	Supply and place concrete kerbing at multiple location	\$ 493,746.99
Tumby Bay Plumbing	Tumby Bay Area School - stormwater upgrade and associated works	\$ 33,836.00
Tumby Bay Plumbing	Cowell Area School	\$ 66,900.00
Verifire	Fire pipe replacement stages 2&3 throughout aged care & community health department buildings	\$ 455,290.00
Verifire	South Coast Hospital fire project	\$ 401,280.00
Weathersafe Shades	Meningie Area School - playground shade structure	\$ 50,565.90
Westside Services (SA) Pty Ltd	Unley High School - install evaporative cooler and radiant heaters	\$ 179,855.50
Westside Services (SA) Pty Ltd	Mt Gambier TAFE	\$ 304,750.00
Wiltja Constructions Pty Ltd	Quorn Area School - demolish buildings	\$ 158,189.00



<b>Contractors</b>	<b>Purpose</b>	<b>\$ Actual payment</b>
Wiltshire Swain Pty Ltd	Murray Bridge Soldiers Memorial Hospital emergency department upgrade (architecture)	\$ 670,347.00
Wiltshire Swain Pty Ltd	Consultancy for Stuart High School refurbishment	\$ 75,317.00
Wombats Asphalt, Spray Seal and Civil	Kadina - edge line rumble strip	\$ 80,300.00
	<b>Total</b>	<b>\$ 269,499,057.55</b>

\*The contents of the table above reflects contracts entered into by the agency during the financial year which are captured in the agency's contract management system. The agency also enters into a range of contracts as a result of across government service provision arrangements and through discrete purchase orders which are not included.