



In reply please quote 2019/07647/01

PEOPLE AND BUSINESS
DIVISION

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Hon Tom Koutsantonis MP
Member for West Torrens
229 Henley Beach Road
TORRENSVILLE SA 5031

Dear Mr Koutsantonis,

*NOTICE OF DETERMINATION - REQUEST FOR ACCESS TO DOCUMENTS
UNDER THE FREEDOM OF INFORMATION ACT 1991*

I refer to your application made under the *Freedom of Information Act 1991* (the Act) which was received by the Department of Planning, Transport and Infrastructure on 21 June 2019.

You have requested access to:

"A copy of the Departments guide or guidelines for conducting public consultation for infrastructure projects that impact on residents or interested stakeholders. From 19/03/2018 to 19/06/2019."

DPTI holds 2 documents within scope of this application.

I have determined that access to all in scope information is granted and copies are enclosed.

This department also uses the DPC 'Better Together' principles as another guideline reference, this can be found at <http://bettertogether.sa.gov.au/>

In accordance with Premier and Cabinet Circular PC045, if you are given access to documents as a result of this FOI application, details of your application, and the documents to which access is given, will be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you have any objection to this publication, please contact us within 30 days of receiving this determination.

Attached is an explanation of the provisions of the Act which details your rights to review this determination, and the process to be followed.

Should you have any enquiries concerning your application please contact
[redacted] Freedom of Information Officer, on [redacted]

Yours sincerely



Sam Rodrigues

Accredited Freedom of Information Officer

19 July 2019

RELEASED UNDER FOI ACT

YOUR RIGHTS TO REVIEW

INTERNAL REVIEW

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you must write a letter addressed to the Principal Officer or lodge an Internal Review application form with the Principal Officer of this Agency. The legislated application fee must accompany all applications, unless the fee was waived in the original Freedom of Information application, in which case there would be no fee payable for the application. The application must be lodged within 30 days after being notified of the decision.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or the South Australian Civil and Administrative Tribunal.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

EXTERNAL REVIEW BY THE OMBUDSMAN

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER					2019/07647/01
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
1	DPTI Customer Service Charter	20-June-2016	DPTI	Release	
2	Small Business Fact Sheet	unknown	DPTI	Release	

RELEASED UNDER FOI ACT

DPTI Customer Service Charter

Our Purpose

We work as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure that will improve the lives of all South Australians every day.

We are one business, best in class, delivering for our residents and growing our economy.

We embody simplicity, effectiveness and accountability.

Our Approach

Listen Partner Innovate

Our Values

Collaboration Honesty
Excellence Enjoyment Respect

Our commitment

Our commitment to customer-focused services underpins the DPTI Strategic Plan 2016-2020.

We will continuously improve our services by:

- strengthening our customer-focused culture
- actively seeking community and business input
- ensuring our services are simple to use and digital by default
- making information more openly available and decisions transparent
- coordinating service delivery with our partners

Our customers

Our customers are the people, businesses and communities that receive or rely on the services and products provided directly by DPTI or in partnership with others.

Many South Australians and visitors to our state rely on our services on a daily basis. This includes roads, public transport, land and development services, public buildings and recreation facilities.

Our customers include pedestrians, motorcyclists, public transport passengers, motorists, cyclists, recreational boaters, commercial vehicle operators, importers, exporters, industry, development applicants, local communities, builders, sports participants, land services professionals and home owners.

Our customer service excellence principles

Listen and Engage

- Understand our customers, their needs and preferences
- Actively engage our customers in the design and delivery of services
- Work with hard-to-reach and disadvantaged customers to tailor services to their needs
- Share customer insights across the department to improve services

Integrate and Empower

- Make a customer focus integral to our governance and operations
- Develop and empower our people to deliver
- Respect diversity and ensure all customers receive fair treatment and that their privacy is protected
- Use customer input to drive innovation and continuous improvement

Simplify and Be Open

- Provide customers with the information they need to best, and safely, use our services and products
- Keep our customers informed about what is happening and how to get involved
- Ensure our services are safe, easy to use, fit for purpose and digital by default
- Consider how customers interact with us to improve access to services and information

Partner and Perform

- Work with our customers to set service standards and focus on what they value most
- Collaborate and coordinate with our partners to maximise benefits to our customers
- Monitor and publicly report on our performance, including customer satisfaction
- Maintain an easy to use and responsive feedback and complaints process

DPTI's commitment to working with small businesses



The Department of Planning, Transport and Infrastructure (DPTI) is committed to working with small businesses to minimise impacts resulting from project construction activities.

How we work together with small businesses:

DPTI's community engagement personnel will contact identified businesses early in the project planning phase to identify and discuss project impacts, needs and requirements of the business including;

- changes to amenity (noise, dust and vibration);
- notification requirements around road closures and changes to traffic conditions;
- visibility impacts to business as a result of construction activities;
- business requirements;
- construction program; and
- project contact details.

Businesses are encouraged to raise any further concerns through the DPTI project Community Engagement team.

DPTI's commitment to small businesses:

A communication strategy will be developed at the commencement of the project with input from business owners to determine the approach throughout construction.

DPTI will liaise regularly with businesses throughout the project and provide timely information as relevant to the business.

DPTI will provide appropriate support measures e.g: promotion, signage to help promote a positive outcome for all businesses during construction.

DPTI will appoint a contact person for the duration of the project to ensure consistency.

A small business adviser may be provided based on business impact during construction which will be determined by the project team.

Contact Details:

Call: 1300 794 880

Email: dpti.communityrelations@sa.gov.au

Visit: www.dpti.sa.gov.au

Additional Resources:

Small Business Commissioner: www.sasbc.sa.gov.au

Business SA: www.business.sa.gov.au

