

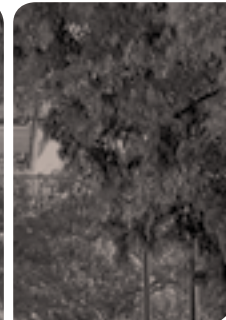
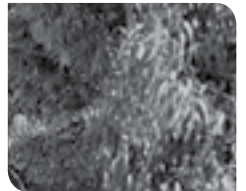
DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

ANNUAL REPORT 2013–14



Government of South Australia

Department of Planning,
Transport and Infrastructure



Prepared by the Department of Planning, Transport and Infrastructure, September 2014.

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Annual Report – (Print) ISSN 2200-5870
Annual Report – (Online) ISSN 2202-2015
ABN 92 366 288 135



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The Honourable John Rau MP
Minister for Planning
Minister for Housing and Urban Development

The Honourable Tony Piccolo MP
Minister for Road Safety

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

The Honourable Geoffrey Brock MP
Minister for Local Government

The Honourable Stephen Mullighan MP
Minister for Transport and Infrastructure
Minister Assisting the Minister for Planning
Minister Assisting the Minister for Housing and Urban Development

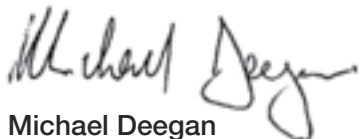
Dear Ministers

I am pleased to present the Annual Report of the Department of Planning, Transport and Infrastructure for the year ending 30 June 2014.

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

The Commissioner of Highways report under the provisions of the *Highways Act 1926* and the Rail Commissioner report under the provisions of the *Rail Commissioner Act 2009* are also incorporated into this report.

Yours sincerely



Michael Deegan
CHIEF EXECUTIVE
DEPARTMENT OF PLANNING, TRANSPORT AND INFRASTRUCTURE

26 September 2014

Commissioner of Highways Statement

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

Under my direction, the Department of Planning, Transport and Infrastructure continues to meet the requirements of the Act and to meet the policy objectives of the government. The requirements of the Act and the role, responsibilities and objectives of the department are intrinsically linked. Accordingly, I am pleased to provide the following report of the department as a report satisfying the requirements of the Act. Financial matters relating to the Highways Fund have been incorporated into the Financial Statements of the department and the notes to and forming part of the statements.

A handwritten signature in black ink, appearing to read "Michael Deegan". The signature is written in a cursive, flowing style.

Michael Deegan

COMMISSIONER OF HIGHWAYS

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Michael Deegan
CHIEF EXECUTIVE

September 2014

CE FOREWORD

There's a story about where South Australia is heading documented in this annual report.

It tells the story of a city being awakened, transforming into a more vibrant and relevant place for South Australians. Central to this is the redevelopment of Adelaide Oval into a 50 000 seat world-class sporting stadium, with more than half of patrons utilising public transport to get to there – many via an already iconic Riverbank Bridge. The Riverbank now provides a foundation for significant buildings, such as Stage One of the Adelaide Convention Centre Redevelopment and the new Royal Adelaide Hospital, to create transformational change along the Riverbank.

Looking to the Central Business District, we see the beginnings of urban rejuvenation starting in Leigh, Bank and Peel streets, driven by the works of the department to make them more people and business-friendly. On a larger scale, planning law reforms are unlocking billions in new building investment, supported by streamlined planning and design services that have been championed by our department.

We have what I consider to be the strongest *Integrated Transport and Land Use Plan* in Australia. This plan was widely supported and effectively tells our state's transport and land use story across the city and regions for the next 30 years.

The first steps towards delivering this plan have been taken via the South Road Superway and duplication of the Southern Expressway as well as the total rebuild of our passenger rail lines and electrification of the southern lines.

We've taken steps in the next part of our journey with the Torrens to Torrens and Darlington road projects together with the O-Bahn extension in their early stages.

Special mentions must go to the removal of a historic traffic bugbear with the Britannia Roundabout upgrade and completion of the much needed first stage of the Parks Community Centre redevelopment.

Valuable cycling projects, including the Port River and Amy Gillett bikeways and further Greenways work, together with events like the inaugural Tour de Nunga and the Velo-city Global Adelaide 2014 conference, gave bike riders more opportunities to ride and provided a global perspective to our efforts to become bike-friendly.

It is these types of improvements to infrastructure that can help us to achieve further gains in our already enviable livability ratings.

Keynote innovations included the launch of real-time traffic and public transport information and introduction of a monthly direct debit scheme for light vehicle registration renewals.

The Road Safety Action Plan 2013-2016 was released and set the roadmap towards our goal of zero deaths and serious injuries on our roads.

In the elite sporting space, South Australia was in fine form with 24 local athletes winning a total of 34 world championship medals across seven different sports.

My thanks go to our Ministers for their strong support and leadership that was so important for us to drive positive change and overcome significant challenges.

Looking over the past year, our department has certainly punched above its weight.

It is my firm intention that this trajectory of achievement will not only continue, but will track higher as we look to the future.



HIGHLIGHTS FOR 2013–14

CREATING A VIBRANT CITY

The department advanced several projects to revitalise Adelaide and attract more people to live, work, do business and recreate in the city.

- > The permanent closure of Leigh Street to through traffic, along with improved amenity and infrastructure such as seating and trees, helped attract more pedestrians and cyclists and stimulated significant business growth, particularly outdoor dining.
- > The community-led Peel Street placemaking project saw the establishment of seven new small licensed venues, which have generated an estimated \$2m in investment in the area and about 50 new jobs.
- > The Bank Street demonstration project, which introduced parklets into the streetscape, continued to foster business activity and a safer, more welcoming environment for pedestrians and cyclists, particularly after hours. The project is to be extended to the end of 2014 to maximise benefits.
- > The opening of Hub Adelaide provided a new shared space for young entrepreneurs and business owners to grow their businesses, exchange ideas and collaborate with industry and government. In 2013–14 it hosted 52 learning events and 97 community events and attracted 166 members.
- > The Experience Riverbank program, created around the Riverbank Bridge and the temporary Blue Hive venue, delivered 25 community events and activities showcasing local talent, products, businesses and community groups and attracting about 18 000 visitors.
- > The five-month community engagement process and competition entitled Open Ideas generated visionary designs for the redevelopment of the old Royal Adelaide Hospital, due to be vacated in 2016. Teams from 48 countries submitted 126 proposals, with three jury prizes and a People's Choice award for the finalists.
- > The former St Pauls function centre was remediated by the department and handed over to Arts SA for further fit out and transformation into a Creative Arts Centre.

MANAGEMENT OF MAJOR BUILDING PROJECTS

In 2013–14 the department managed 518 major building construction projects worth more than \$2.9b on behalf of other government agencies and completed three landmark projects in Adelaide:

- > the \$200m commonwealth funded South Australian Health and Medical Research Institute was completed in February 2014 to accommodate 600 scientists and clinicians (awarded a Leadership in Energy and Environmental Designs gold rating)
- > the Adelaide Oval, redeveloped as a world-class sporting and major event stadium with a seating capacity of 50 000 and completed in March 2014 at a cost of \$535m
- > the Riverbank Bridge linking the Adelaide Oval with the Adelaide Railway Station, trams, buses, the Adelaide Festival Centre and the central business district, completed in March 2014 at a cost of \$40m.

Seven other leading-edge projects were completed across the state:

- > the Tonsley Park Sustainable Industries Education Centre, an energy-efficient training facility built into the former Mitsubishi automotive factory at a cost of \$138m
- > the \$68.3m Whyalla Regional Cancer Centre, redeveloped to include an integrated mental health unit, new theatre suite and education areas, and awarded an Australian Institute of Building award for Professional Excellence

- > stage one of the Modbury Hospital redevelopment involving expansion of the emergency department at a cost of \$19.9m
- > redevelopment of the Berri Country General Hospital at a cost of \$41m to include a day procedure unit, operating theatre suite, renal dialysis unit and expanded emergency department
- > stage one of the \$28.6m Parks Community Centre redevelopment, which created new sport and recreational facilities, theatres and a children's centre
- > stage one of the \$10m Glenunga International High School redevelopment, resulting in a library resource centre, ten classrooms and international student amenities
- > refurbishment of learning areas, construction of a resource centre and upgrading of services at the Reynella East Child Parent Centre to Year 12 School at a cost of \$24.4m.

Ongoing construction projects managed by the department included the Adelaide Convention Centre redevelopment, with stage one (exhibition facilities) to be completed in December 2014, and construction of education, health and office accommodation projects.

NEW PUBLIC TRANSPORT SERVICES AND CHOICES

The introduction of real time passenger information gave Adelaide Metro customers the ability to track their bus, train or tram and know exactly when it arrives at their stop or station. Using Global Positioning System (GPS) technology installed as part of the Metrocard ticketing program, the information is accessible on smartphones, tablets and PCs via the Adelaide Metro website.

The rollout of the Metrocard system also enabled the introduction of four new ticketing products to attract more patrons and encourage greater use of public transport:

- > interpeak rates on Sundays and Public Holidays
- > extended free travel for Seniors before 7:01am and after 7pm on weekdays
- > a 28-day unlimited travel pass
- > a three-day visitor's pass.

With the re-opening of the Adelaide Oval and the introduction of regular AFL football to the venue, ticket holders were able to receive free public transport on all buses, trains and trams on game days. Initial results showed strong public support, with about 54 per cent of Oval patrons using public transport during the first half of the 2014 season.

Increased demand at new and expanded Park 'n' Ride facilities at Klemzig, Tea Tree Plaza and Dumas Street in Mount Barker prompted additional peak bus services along the O-Bahn and from Mount Barker. A new Park 'n' Ride facility was built at Clovelly Park to improve local access to public transport.

The O-Bahn City Access project received \$160m in funding to improve the busway access between Hackney Road and the cross-city priority bus lane. The benefits will be faster travel times for public transport patrons and less traffic congestion for inner city route users.

The new Free City Connector, combining the department-funded City Free bus service and Adelaide City Council's Adelaide Connector service, now runs more frequently and operates as two loops, the inner Central Business District and extended North Adelaide loop. Distinguished by its distinctive green livery, the service is operated under contract with the Minister for Transport and Infrastructure.

The department entered into a lease arrangement with Adelaide City Council to use the Franklin Street Bus Station and adjacent vacant land for interpeak stabling of buses to improve operational efficiency of the network.

RAIL REVITALISATION

The Rail Revitalisation program, the largest and most complex upgrade of Adelaide's rail network since the 1920s, moved into the final stages of delivering a modern, environmentally friendly and efficient train service.

- > New electric trains were added to the fleet.
- > New Seaford and Seaford Meadows stations opened as part of the Seaford Rail Extension.

The first electrified passenger services on the Seaford (formerly Noarlunga) line between Adelaide Railway Station and Seaford went into full operation following staged electrification works, extensive track upgrades, improved signalling and communications systems.

The electrified Tonsley line reopened in May 2014 after connection of the duplicated Seaford/Tonsley Junction. Diesel services continued to run on the line pending the delivery of more electric trains later in 2014.

The revitalisation also saw completion of:

- > the Goodwood Junction underpass, which takes the Seaford (formerly Noarlunga) line below the Belair and interstate lines
- > a more accessible Adelaide Showground Station at Wayville
- > a new pedestrian underpass at Marion Station
- > an architecturally-designed St Clair Station on the Outer Harbor Line.

SAFER, MORE EFFICIENT TRANSPORT NETWORK

The department wrapped up several major transport projects to improve road performance and safety for road users.

The \$842m South Road Superway, the state's most complex engineering road construction project to date, has resulted in more efficient freight transport, less peak hour traffic congestion and a safer driving experience. Extending from the Port River Expressway to Regency Road, the Superway is a crucial link in the larger road corridor connecting northern and southern industrial and residential growth areas.

Also completed were:

- > a \$3.2m transformation of the Britannia Roundabout in Norwood/Kensington with two central islands to improve traffic circulation and reduce the risk of crashes
- > safety upgrades on the Dukes Highway and the South Eastern Freeway involving the installation of safety barriers, wide centre-line treatment and audio tactile line markings, and removal of vegetation close to trafficked lanes
- > rehabilitation or resealing of approximately 570 lane kilometres of road across South Australia.

Another milestone was the launch of the Traffic SA website, providing the public with a single, reliable source of real-time information about traffic incidents, roadworks, road closures and planned events in Greater Adelaide.

The department released the *Road Safety Action Plan 2013–2016*, the next chapter in reducing serious road casualties by at least 30 per cent by 2020 as set out in *South Australia's Road Safety Strategy 2020*. The plan focuses on investing in safer roads, creating safer communities, encouraging safer behaviour, improving the licensing system, using new technologies and keeping communities better informed.

The department trialled an alternative methodology to assist Aboriginal people living in remote communities to progress through the Graduated Licensing Scheme; facilitated legislative change to enable a new driver licensing scheme for Anangu Pitjantjatara Yankunytjatjara (APY) and Maralinga Tjarutja (MT) Lands residents; and provided child restraints along with supporting education and technical advice to nine communities in the APY Lands.

The Black Spot and road safety infrastructure programs, which address locations with a heightened risk of crashes, funded over 150 small-scale infrastructure improvements across Adelaide and regional South Australia, including junction upgrades, traffic signal and equipment upgrades, safety barriers, shoulder sealing, unsealed road improvements, ferry refurbishment and delineation.

The department continued the transition to a national system of regulation across road, marine and rail.

- > Following implementation of new legislation, the National Heavy Vehicle Regulator became responsible for administering one consistent set of laws for all heavy vehicles, ensuring that South Australian operators can operate more easily across jurisdictions and take advantage of national education and safety initiatives.
- > The department continued to support day to day interaction with the domestic commercial vessel industry as delegated by the national maritime safety regulator, the Australian Maritime Safety Authority.

The refurbishment of the Vivonne Bay Jetty improved safety for recreational and professional fishers and created an additional attraction for the local community.

The department published a waterproof quick reference guide to the most important safety rules for the use of kayaks and canoes.

KEY INFRASTRUCTURE INVESTMENT

The department secured funding from the Commonwealth Government under its five-year Infrastructure Investment Programme (2014–15 to 2018–19) to support the following key projects in South Australia:

- > South Road upgrades, including \$448m for the Torrens Road to River Torrens upgrade and \$496m for the Darlington upgrade
- > \$4.5m for managed motorways of the South Eastern Freeway between Crafers and Stirling
- > \$16m for a new interchange on the South Eastern Freeway at Bald Hills Road east of Mount Barker
- > \$85m for road upgrades in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and access to airstrips funded from the Regional Infrastructure Fund
- > \$232.1m for the Goodwood and Torrens junctions upgrades
- > \$50m to install Advanced Train Management System technology between Port Augusta and Whyalla.

The department received continued Commonwealth support for projects related to:

- > network maintenance – \$139.6m
- > Black Spot – \$40m
- > Roads to Recovery – \$188.9m, including an additional \$31.5m in 2015–16
- > Heavy Vehicle Safety and Productivity – \$14.95m
- > Bridge Renewal – \$21m allocated to local government
- > Funding for Local Roads, untied local road grants – \$198.2m.

FOCUS ON CYCLING AND WALKING

Work continued on the Outer Harbor Greenway linking Port Adelaide and the Lefevre Peninsula to the city via quiet local streets adjacent to the Outer Harbor Rail line. New features included the Birkenhead Bridge path, Semaphore Road path and signalised crossings at Semaphore, Woodville and Cheltenham roads. Once completed with a new crossing at David Terrace and South Road, the greenway will be a continuous route into the city for cyclists and pedestrians, whether travelling by bike or walking or riding to catch the train.

To complement the greenway, the department partnered with Renewal SA and the City of Port Adelaide Enfield Council to build a \$2.5m shared cycling/pedestrian loop path around the Port. The scenic 3.5km path, which crosses Birkenhead and Jervois bridges, aims to enliven the area and encourage active travel.

The Marino Rocks Greenway to the Adelaide Showground Station at Wayville was completed, with two new cycling/walking paths through Goodwood and Black Forest providing a shorter cycling route into the city and expanding pedestrian catchments for Clarence Park, Emerson and Goodwood stations.

The State Government provided funding and project resources through the department to support Velo-city Global Adelaide 2014, a four-day international cycling planning conference hosted by the City of Adelaide that attracted close to 700 delegates, including more than 550 experts from overseas.

Stage three of the Amy Gillett Bikeway connecting Charleston to Mount Torrens was finished, extending the popular bikeway seven kilometres in addition to the 10 km sections completed in 2010 and 2011.

Approximately 4000 primary school students in Years 4 to 7 took part in the Way2Go Bike Ed program, which teaches children about bicycle and road safety. Fifteen schools joined the program, bringing the number of participating schools to more than 100.

HIGH QUALITY SPORT AND ACTIVE RECREATION

The department, through the Office for Recreation and Sport (ORS) and the South Australian Sports Institute (SASI), delivered high-performance programs in canoe sprint, cycling, diving, hockey, netball, rowing, swimming, volleyball and water polo and provided scholarships to athletes in a range of other sports. In 2013–14, 64 SASI athletes were selected for national teams, with 24 athletes winning 34 world championship medals in seven sports.

The department actively promotes gender diversity in sport and in 2013–14 made significant progress by developing a women's sport network training program for emerging female leaders; hosting a national conference entitled *Governance, Diversity and Opportunity - Are you on Board?*; authoring 21 new profiles for Wikipedia's *List of South Australian Sportswomen*; and funding 25 women to undertake an Australian Institute of Company Directors course on Foundations of Directorship.

The inaugural Tour de Nunga was held, a cycling event designed to build leadership skills, improve capacity and increase cycling participation among young people in Aboriginal communities. The initiative provided a 12-month development program for eight potential community leaders who worked with their communities to develop cycling skills and nominated individuals to participate, including 46 from Adelaide and five from regional and remote communities.

The department also:

- > progressed multi-use sport and active recreation hubs at The Parks Community Centre, Port Augusta Central, Campbelltown Leisure Centre and Adelaide Shores, with \$40m in State Government funding toward the estimated \$70m total cost
- > led a 360° Review to examine the role of volunteer clubs and associations in building participation in sport and active recreation and the level of support and services they need and receive
- > distributed \$17m in grants to 957 organisations and individuals to provide high quality active recreation and sport facilities, programs and activities across the state
- > completed a \$3.3m upgrade of the State Hockey Centre to international standards, including a second pitch and lighting to meet broadcast specifications
- > furthered development of the former Ross Smith and Kilburn school sites under a Safe Communities, Healthy Neighbourhoods initiative to provide high-quality, safe places to play sport and recreate.

PLANNING FOR CHANGE, INVESTMENT AND GROWTH

The department continued to drive significant planning reforms and initiatives across the state.

- > By 30 June 2014 planning reforms in the City of Adelaide—among the most progressive in Australia—had helped unlock 65 potential development projects valued at \$3.4b and facilitated Development Assessment Commission approval of 32 projects worth \$1.13b since March 2012.
- > The Inner Metropolitan Growth Project—an initiative with inner metro councils to facilitate urban growth along key transit corridors adjacent the Park Lands and along routes into the city centre—led to the lodgement of two development projects valued at \$45m with the Development Assessment Commission and five projects taking up the department’s pre-lodgement assistance.
- > Following the introduction of the Small Venue Licence in Adelaide in early 2013, 40 potential small licensed venues were proposed. Twenty were assisted by the department’s case management service and were operational by 30 June 2014, including 17 new venues that have generated an estimated \$4.25m in investment and 119 new jobs in the central business district.
- > The *Playford Growth Area Structure Plan* resulted in the staged rezoning of land at Angle Vale, Playford North Extension and Virginia (increasing Adelaide’s residential land supply to 20 years). Key infrastructure agreements were reached between land owners, Playford Council and the State Government.
- > Following the passage of legislation and public consultation in 2013, an amendment to the *Planning Strategy for South Australia* formally recognised the special character of the Barossa Valley and McLaren Vale and identified character preservation areas for each district. The subsequent addendum to the strategy guides the local councils in aligning their development plans with the legislation.
- > Kangaroo Island’s development plan and region plan were amended and aligned with the *Kangaroo Island Structure Plan* to support and balance protection of primary production, expansion of tourism, development of more diverse living and accommodation options and protect the island’s natural assets. To support the changes, the Development Assessment Commission became the assessment authority for tourism development in the Coastal Conservation and Conservation Zone on the island.
- > Amendments to the Development Regulations 2008 improved safety of swimming pools by enabling council inspections of new swimming pools and required safety features.
- > The department also progressed the Affordable Homes program through the Office of the Coordinator-General, enabling 450 affordable housing projects in South Australia by streamlining development and planning approval processes.

STRATEGIC TRANSPORT AND LAND USE

One of the department's most challenging tasks was to prepare a draft *Integrated Transport and Land Use Plan* (ITLUP) to guide private, federal, state and local government decisions about improving, managing and sustaining the transport system for the next 30 years.

This involved extensive community engagement that sought ideas about how to shape our transport system to meet future needs and included 32 public events in urban, regional and remote communities, discussions with councils, the Local Government Association, Regional Development Australia, industry and advocacy groups. More than 2500 people attended the events and almost 1500 submissions and enquiries on the draft ITLUP were received. The ITLUP will be finalised and publicly released in 2014–15.

The department also:

- > released the *Regional Mining and Infrastructure Plan*, with a key outcome being the establishment of a Resource Infrastructure Taskforce
- > progressed the development of the Freight Strategy and Port Strategy for South Australia
- > published the *Functional Hierarchy for South Australia's Land Transport Network*, identifying corridors that are important for various transport modes and guiding the use of road and rail space to improve safety and efficiency for users.

MODERNISING LAND SERVICES AND INFORMATION

The department initiated a number of steps to streamline processes and improve efficiency for users:

- > customisation of the web-based South Australian Integrated Land Information System, to replace the current land administration system in 2014–15
- > the first stages in implementing a national electronic settlement and lodgement system for property transactions to shorten timeframes for processing transactions
- > the Registrar-General's Verification of Identity Policy, providing a framework for legal practitioners, conveyancers and mortgagees to verify the identity of a party to a conveyancing transaction
- > completion of the 2014–15 general valuation, incorporating remedial work for retail site values by the Valuer-General, who determines property values in South Australia each year for rating and taxing purposes.



ABOUT THE DEPARTMENT

THE DPTI STORY: WORKING TOGETHER TO CONNECT THE PEOPLE AND PLACES OF SOUTH AUSTRALIA.

The department works as part of our community to deliver effective planning policy, efficient transport and social and economic infrastructure.

This is done by harnessing the diversity of our purposes and our people to improve the lifestyle of all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

SPARK
respect
cultuReignition

SPARK
enjoyment
cultuReignition

SPARK
excellence
cultuReignition

SPARK
sty
cultuReignition

SPARK
collaboration
cultuReignition

THE DPTI VISION

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

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

DPTI OPERATING PRINCIPLES

Our philosophy for the department workforce is to be:

- > **Aligned** - committed to the vision and strategic priorities
- > **Responsive** - focussed on delivery
- > **Empowered** - encouraged to be bold and innovative
- > **Accountable** - responsible to the people of South Australia
- > **Safe** - a safe and healthy workplace for all.

DPTI VALUES

In July 2013 the department embarked on a significant engagement campaign to involve staff in developing our organisational culture and identifying agency values.

Close to 1000 staff members contributed their thoughts and ideas and helped shape the resulting common set of organisational values:

- > **Collaboration** – we work collaboratively as one team to serve our community
- > **Honesty** – we are honest, open and act with integrity
- > **Excellence** – we are committed to excellence in everything that we do
- > **Enjoyment** – we enjoy our work and recognise our success
- > **Respect** – we respect, understand and value ourselves and every person in our business.

These values capture what the department stands for and how our customers and stakeholders can expect to be treated. They also provide focus for improving the way we work together, how we operate within the South Australian community and the quality of our service.

The engagement process also identified the range of acceptable behaviours that are required of staff to support the values.

The values and behaviours were adopted throughout the department in 2013-14 to support our operating principles and alignment to the Public Sector Code of Ethics and the *Public Sector Act 2009*.



ORGANISATIONAL CHART

The following structure of the Department of Planning, Transport and Infrastructure was in place at 30 June 2014.

Ministers

Hon JOHN RAU MP
Minister for Planning
Minister for Housing and Urban
Development

Hon TONY PICCOLO MP
Minister for Road Safety

Hon LEON BIGNELL MP
Minister for Recreation and Sport
Minister for Racing

Hon GEOFFREY BROCK MP
Minister for Local Government

Hon STEPHEN MULLIGHAN MP
Minister for Transport and Infrastructure
Minister Assisting the Minister
for Planning
Minister Assisting the Minister for
Housing and Urban Development

Groups and Divisions

Chief Executive
John Hanlon
Acting Chief Executive
Commissioner of Highways

Building Management
Judith Carr
Executive Director

Corporate and Strategic Services
Vacant
Group Executive Director

Infrastructure
Mark Elford
Acting Group Executive Director

Office for Recreation and Sport
Paul Anderson
Executive Director

Planning
Andrew McKeegan
Acting Deputy Chief Executive

Public Transport Services
Lino Di Lernia
Deputy Chief Executive

Transport Services
Andy Milazzo
Deputy Chief Executive

GROUP OPERATIONS

BUILDING MANAGEMENT

Building Management provides advisory and management services to other government agencies and the department in the construction, maintenance, replacement, refurbishment or disposal of buildings, office accommodation, government employee housing and road, rail and marine property. It promotes partnerships between government and industry to achieve sustainable and functional built environments and ensures that all activities are carried out efficiently, ethically and for lasting public benefit. It also directs the development of state strategic projects.

CORPORATE AND STRATEGIC SERVICES

The Corporate and Strategic Services group provides governance, advice, support, transaction and communication services to support the delivery of agency projects, initiatives and programs.

INFRASTRUCTURE

The Infrastructure division is responsible for prioritising and developing strategic infrastructure for the State and Commonwealth governments, coordinating infrastructure planning and facilitating timely delivery of key projects that achieve economic, social and environmental outcomes. It also oversees the provision of services for land administration and property transactions in South Australia including detailed land information and ownership data.

OFFICE FOR RECREATION AND SPORT

The Office for Recreation and Sport is responsible for the provision of strategic policy, programs, services, sporting infrastructure and elite sport pathways aimed at increasing participation, developing a sustainable sport and recreation sector, and ensuring that all South Australians are able to enjoy lives enriched through participation in active recreation and sport. It also provides strategic policy advice to the Minister for Racing on matters relating to the South Australian Racing industry.

PLANNING

The Planning division delivers integrated land-use, transport and infrastructure plans and fulfils its statutory roles to create places people want to work, live, invest in and enjoy. It is responsible for planning and development within the state, overseeing the assessment of the state's major developments and the implementation of the State Government's 30-year development plan, identifying future growth opportunities for and managing development investment in South Australia. It is also responsible for working with stakeholders to identify and unlock opportunities for Kangaroo Island's future, for state government policy and legislation regarding the local government system in South Australia and for promoting the value of excellent and effective design to ensure quality built and sustainable environments for South Australians.

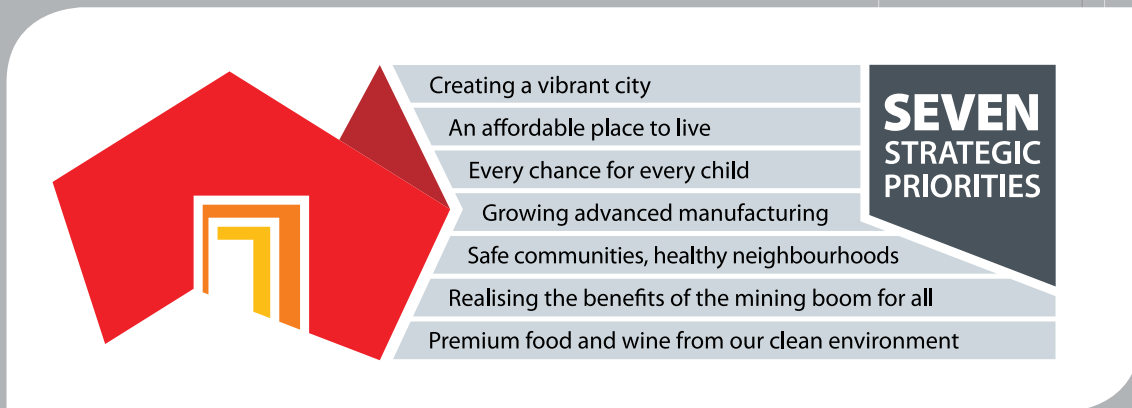
PUBLIC TRANSPORT SERVICES

Public Transport Services is responsible for the operation and regulation of the state's passenger transport network, including bus, train and tram services and the regulation of the state's taxi industry. This includes supporting the provision of regional and community passenger transport networks. The focus is on managing the delivery of the significant capital investment in public transport, including electrification of rail and initiatives to provide a safe, effective and customer-focused public transport network for all South Australians.

TRANSPORT SERVICES

Transport Services is responsible for regulating transport behaviour, developing and implementing road safety programs, administering motor vehicle registration and driver licensing legislation, managing and improving road and marine infrastructure and road traffic control. It aims to contribute to a transport system that is safe and secure, meets community expectations, makes a positive contribution to the economy and has minimal impact on the environment.





SEVEN STRATEGIC PRIORITIES

The State Government has developed seven priorities for South Australia's future. These priorities are areas where we can make the most difference to the lives of everyday working people and the future prosperity of our state.

These priorities are about:

- > giving our children every chance to achieve their potential in life
- > keeping our communities safe and our citizens healthy
- > building our reputation for premium food and wine
- > growing advanced manufacturing as the way for the future
- > realising the benefits of the mining boom for all
- > creating a vibrant city that energises and excites
- > keeping our high quality of life affordable for everyone.

The priorities recognise that South Australia works best when we have strong government working with strong business and a strong community behind us.

Through the priorities, the business of government will become characterised by:

- > innovation and enterprise
- > solutions that are economically, socially and ecologically sustainable
- > a respectful relationship between government and citizens with shared responsibility to the broader community.

The department makes a significant contribution to six of the strategic priorities.

PRIORITY 1: CREATING A VIBRANT CITY

The department has lead responsibility for this priority and implements a range of initiatives to encourage more people to live, work, visit, invest and spend time in the city:

- > improving public transport services through new and innovative services, technologies and products
- > planning reforms to streamline approval processes and encourage city investment
- > facilitating urban growth opportunities
- > major infrastructure investments to support economic development and underpin crucial precincts such as the Riverbank
- > placemaking, street activation and public realm projects
- > supporting cycling and walking programs and facilities
- > developing long-term strategic land-use, transport and infrastructure plans
- > supporting best practice urban and building design.

PRIORITY 2: SAFE COMMUNITIES, HEALTHY NEIGHBOURHOODS

In partnership with other agencies, the department makes a significant contribution to this priority:

- > improving safety and accessibility so that all South Australians can confidently use public transport services
- > enhancing health and community services through management of construction and redevelopment projects
- > initiatives improving the safety and efficiency of the road network as well as cycling and pedestrian networks
- > supporting recreation and sport programs, clubs, facilities and strategies
- > developing initiatives to improve wellbeing in Aboriginal communities
- > leading strategies and actions to reduce road casualties.

PRIORITY 3: AN AFFORDABLE PLACE TO LIVE

Projects and initiatives that contribute to this priority:

- > providing accessible public transport through affordable services, products, concessions and subsidies
- > supporting the provision of affordable housing via the Affordable Homes Program and by streamlining the planning system and land administration processes.

PRIORITY 4: EVERY CHANCE FOR EVERY CHILD

The department supports this priority through the delivery of education and health infrastructure via construction management of State Government buildings, refurbishments and fit-outs, including:

- > the \$3m Ingle Farm Children's Centre
- > the \$24.4m Reynella East Child Parent Centre to Year 12 School redevelopment
- > the \$2.9m Eden Hills Primary School redevelopment
- > the \$10m Glenunga International High School redevelopment stage one.

PRIORITY 5: REALISING THE BENEFITS OF THE MINING BOOM FOR ALL

The department supports this priority through:

- > the *Regional Mining and Infrastructure Plan* and establishment of a Resource Infrastructure Taskforce to prepare a business case for facilitation of a port solution
- > drafting of the port and freight strategies that recognise the needs of the mining sector.

PRIORITY 7: PREMIUM FOOD AND WINE FROM OUR CLEAN ENVIRONMENT

The department works to recognise and preserve South Australia's pristine foods and wine regions by:

- > preserving the Barossa Valley and McLaren Vale from urban sprawl through recognition of their special character and the delineation of character preservation districts
- > amending plans for Kangaroo Island to balance protection of primary production with sustainable development and initiatives to support business development for local producers of wool, honey, eggs, livestock, lamb and horticulture.



SOUTH AUSTRALIA'S STRATEGIC PLAN TARGETS

ACHIEVING THE OBJECTIVES OF SOUTH AUSTRALIA'S STRATEGIC PLAN

South Australia's Strategic Plan guides individuals, community organisations, governments and businesses to secure the wellbeing of all South Australians. The department has lead responsibility for eight targets and contributes to a range of targets related to:

- > our community
- > our prosperity
- > our environment
- > our health
- > our education
- > our ideas.

TARGET 1: URBAN SPACES

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

The department led significant investment in strategic projects to increase and improve open space and public realm across South Australia through:

- > creation of a Riverbank Precinct around the redeveloped Adelaide Oval, new Riverbank Bridge, redevelopment of the Adelaide Convention Centre and associated open spaces, launch of the Experience Riverbank program of community events and temporary Blue Hive venue
- > developer requirements intended to stimulate more activity and vibrant places for people in the City of Adelaide and around the Park Lands, and assessment processes to support better designed public realm
- > activation of side streets and placemaking projects in the central business district
- > Places for People and Open Space grants to help councils purchase and develop open space and improve their public realm
- > enhancement of sport and recreation facilities and establishment of community hubs such as The Parks Community Centre to provide better access to higher-quality public spaces.

TARGET 2: CYCLING

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

The department continued the rollout of the State Government's four-year \$12m Greenways and Cycle Paths program. Close to \$4m was spent to create safe, direct, continuous and attractive cycling and walking routes using a combination of dedicated paths, signalised arterial road crossings and treated suburban streets.

Highlights include:

- > construction of the Port Loop Path in Port Adelaide
- > progression of the Outer Harbor Greenway from Port Adelaide to the city
- > completion of the Marino Rocks Greenway to the Showground Station
- > completion of stage three of the Amy Gillett Bikeway to Mount Torrens
- > grants totalling \$760 000 to councils for cycling projects through the State Bicycle Fund and Black Spot program
- > 10 community grants, four local government partnerships and other initiatives to support more cycling for transport
- > delivery of Way2Go Bike Ed to about 4000 primary students
- > support for the Velo-city Global Adelaide 2014 conference
- > enhancements to the online Cycle Instead journey planner
- > new bike-friendly road rules allowing adults to ride on the footpath with children under 12, riders to enter a bike box at traffic lights where there is no bike lane and use of pedalecs
- > additional cycling facilities to enhance access and safety, including shared-use paths, green pavement marking at cyclist black spots and secure bike parking facilities at public transport stations
- > Free City Bikes available for day hire through the Adelaide Railway Station.

TARGET 4: TOURISM INDUSTRY

Increase visitor expenditure in South Australia's total tourism industry to \$8b and on Kangaroo Island to \$180m by 2020.

The Kangaroo Island Futures Authority:

- > progressed development of new tourism products and infrastructure improvements to support year-round tourism, such as a proposed \$30m Greg Norman golf course and a \$5m, 57 km walking trail showcasing local landscapes, produce, flora and fauna
- > developed a branding strategy in collaboration with tourism operators and local food, wine and arts groups.

The department, in conjunction with the Kangaroo Island Council, upgraded roads including Wedgewood Road, Hickmans Road, East West Road and a section of Rowland Hill Highway.

TARGET 6: ABORIGINAL WELLBEING

Improve the overall wellbeing of Aboriginal South Australians.

The department contributed to this target through a number of programs:

- > representation on a working group to develop the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands regional procurement strategy
- > working with the Aboriginal Affairs and Reconciliation division of the Department of the Premier and Cabinet to coordinate the provision and maintenance of services and infrastructure on Aboriginal land-holding communities
- > providing public employee housing through the South Australian Government Employee Residential Properties program to government agencies with employees in regional and remote locations

- > initiatives to improve driver licensing outcomes, encourage the use of child restraints in vehicles and enable an exemption from certain driver licensing requirements in the APY and Maralinga Tjarutja (MT) Lands
- > community events such as NAIDOC, Reconciliation Week, the Kardi Munaintya Tram and the Walpaara Anpa Awards to Year 10 Aboriginal students to assist with education and encourage future learning
- > internal Aboriginal employment through Yurangka Kari cadetships and Aboriginal Clerical Traineeships
- > the *Look at us now* documentary highlighting the department's Aboriginal engagement strategies that contribute to the Closing the Gap initiative, improvement of Aboriginal wellbeing and implementation of the department's *Reconciliation Action Plan 2014–2017*
- > the inaugural Tour de Nunga cycling event to develop cycling and leadership skills in Aboriginal communities
- > assisting Aboriginal mobility and access to aviation services such as the Royal Flying Doctor through the Remote Airstrip Upgrade program.

TARGET 13: WORK-LIFE BALANCE

Improve the quality of life of all South Australians through maintenance of a healthy work-life balance.

The department continued to deliver on its commitment to provide a work environment that is stimulating and interesting, safe and responsive to employee needs and responsibilities, and soundly based on departmental and public sector values and standards.

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

It also:

- > offers access to flexible working arrangements
- > provides family rooms at two worksites
- > facilitates employee wellbeing programs, including health assessments
- > drives a Culture Ignition program to create a positive work environment and encourage collaboration and high performance.

TARGET 21: GREATER SAFETY AT WORK

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

The department responded to an increase in the number of new workplace injury claims over the previous year, particularly musculoskeletal injuries related to falls, trips, slips, lifting and moving objects and repetitive movements.

Measures focusing on greater safety at work include:

- > providing appropriate personal protective equipment, training and procedures
- > staff induction prior to visits to construction sites where safety is controlled or maintained by constructors
- > a program to review standard operating and job safety analysis procedures for hospital-based staff
- > asbestos awareness training for all government employees, including screening of a DVD describing asbestos-containing products for contractors involved in maintenance and repair of government buildings
- > liaison with other government agencies to develop and implement Asbestos Management Plans for their workplaces in accordance with the Work Health and Safety Regulations 2012.

The department also took the following measures to enhance rail safety:

- > new electrical safety rules and procedures and rail network access procedures to support the electrification of the Seaford and Tonsley lines, where workers operate in a mixed network of diesel and electrified lines
- > education programs to inform the community and emergency services providers about the electrified rail network
- > use of a train simulator to enhance driver training and plans to establish a practical training ground for operational and maintenance staff away from the live rail network
- > a rigorous program aimed to reduce the risk of Signals Passed at Danger (SPAD), which occurs when a train passes a red signal without permission, by improving training and procedures, resulting in a significant reduction in human error SPAD, with three incidents in 2013–14 compared to an average of 11 incidents a year over the past 12 years
- > the introduction of train protection systems on Seaford, Tonsley and Belair lines, to be operational in the second half of 2015
- > a Safety Wellbeing Day for department staff working in high risk areas, which was nominated for the Premier’s Safety Award.

TARGET 22: ROAD SAFETY

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

South Australia achieved its second lowest road toll since official record-keeping began in 1967, with 97 fatalities on the state’s roads in 2013 compared with 94 recorded in 2012, and the second lowest injury total since records were kept, with 790 serious injuries in 2013 compared to 761 in 2012.

Other milestones include:

- > funding under the Black Spot and Road Safety programs for more than 150 infrastructure works in Adelaide and regional South Australia
- > transition to the National Heavy Vehicle Regulator, which has safety benefits through a consistent, national approach
- > drafting of *A Functional Hierarchy for South Australia’s Land Transport Network* to guide the use of road and rail space to improve safety and efficiency
- > release of the *Road Safety Action Plan 2013–2016* and first-stage implementation of actions
- > changes to the Graduated Licensing Scheme to introduce night time and passenger restrictions for novice drivers and extend the provisional drivers licence period from two to three years
- > mandating of the Australian Standard for the fitment of bull bars on light vehicles to improve pedestrian safety
- > motorcycle safety infrastructure improvements
- > provision of child restraints and related education in remote Aboriginal communities
- > a Road Rules Refresher campaign to help road users update their knowledge

- > delivery of Way2Go Bike Ed to about 4000 primary students
- > a review of the Mandatory Alcohol Interlock Scheme with the Centre for Automotive Safety Research to further reduce the incidence of drink driving
- > provision of 17 safety-related community grants in partnership with the Motor Accident Commission.

TARGET 24: VOLUNTEERING

Maintain a high level of formal and informal volunteering in South Australia at 70 per cent participation rate or higher.

The department:

- > supported the Office for Recreation and Sport's 360° Review to increase awareness of and responsiveness to the needs of recreation and sport clubs and associations, which are largely facilitated by volunteers
- > worked with the volunteer group Friends of the One and All Sailing Ship Inc to support community events and self-funded sailing voyages
- > provided free public transport to volunteers with St John's, the African Women's Federation and Coast FM community radio working at events such as the Royal Adelaide Show, and for financially disadvantaged volunteers working at public hospitals.

TARGET 30: BOARDS AND COMMITTEES

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

At 30 June 2014 the department was responsible for the administration of 26 boards and committees. Of the total 194 members, 39 per cent were women, an increase of eight per cent on the previous year.

TARGET 31: CHAIRS OF BOARDS AND COMMITTEES

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

Of the 26 boards and committees administered by the department at 30 June 2014, five had no appointed Chair. Of the remaining 21 boards and committees, 24 per cent were chaired by women, which is equivalent to 2012–13.

TARGET 32: CUSTOMER AND CLIENT SATISFACTION WITH GOVERNMENT SERVICES

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

Milestones include:

- > preparations to replace land administration systems with the web-based South Australian Integrated Land Information System, which is designed to improve customer service and increase business efficiency
- > transition to National Electronic Conveyancing and the introduction of the Registrar-General's Verification of Identity Policy, which will streamline and shorten timeframes for processing land transactions
- > a reduction in public transport-related complaints compared to the previous year
- > a reduction in taxi-related complaints compared to the previous year
- > a direct debit scheme for light vehicle registration renewals
- > implementation of Compulsory Third Party reforms to introduce the Lifetime Support Scheme levy
- > updated driver licensing medical forms in response to feedback from the public and doctors to improve the management of fitness to drive assessment.

TARGET 33: GOVERNMENT PLANNING DECISIONS

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

The department's continued reform of South Australia's land-use planning system achieved several milestones, including:

- > extension of the department's pre-lodgement service and appointment of the Development Assessment Commission as decision maker for development in the City of Adelaide exceeding \$10m in value and developments over four storeys in inner metropolitan transit corridors and areas adjacent to the Park Lands
- > launch of a building rules assessment audit program following a successful trial
- > more timely assessments:
 - > 16 applications for building rules consent assessments completed within statutory timeframes
 - > 525 development assessment applications lodged, with 73 per cent processed within statutory timeframes
 - > 375 Crown Development applications lodged, with 57 per cent processed within statutory timeframes
 - > 2982 land divisions lodged, with 85 per cent processed within statutory timeframes
 - > management and progression of 22 Major Development proposals with a development value of \$15b
 - > approval of two Major Development proposals with a combined value of \$390m
 - > declaration of four new Major Development proposals with a combined value of \$6.544b
 - > assessment of 375 Crown Development applications encompassing government and public infrastructure applications.

TARGET 40: FOOD INDUSTRY

Grow the contribution made by the South Australian food industry to \$20b by 2020.

The Kangaroo Island Futures Authority:

- > progressed opportunities for Kangaroo Island businesses in wool, honey, eggs, livestock, lamb and horticulture, including the development of quality standards, codes of practice, market opportunities and business planning and mentoring
- > delivered an enhanced land-use management policy that supports sustainable development while protecting the island's natural resources.

TARGET 44: ABORIGINAL LANDS – NATIVE TITLE

Resolve 80 per cent of native title claims by 2020.

The department:

- > supported the Good Order Audit to help the Aboriginal Lands Trust (ALT) understand the extent of all valid interests in land under their administration and meet their statutory obligation to make available a register of ALT land holdings
- > began work on a Cadastral Framework to register formal property identifiers and property addresses for Aboriginal communities that will be visible through state and national public registers
- > continued land tenure searches to facilitate native title determination in South Australia by the Attorney-General's Department, which involves accessing historic records in the Land Register and associated mapping records, as well as use of Geographic Information System tools.

TARGET 50: PEOPLE WITH DISABILITY

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

The department is committed to achieving a diverse, discrimination-free workplace and provides staff with information about working with people with a disability, as well as workplace modifications and other support. The *Attracting the People We Need* strategy provides opportunities through recruitment processes and calls for all vacancies up to and including the ASO4 level to be posted on the Disability Employment Register.

At 30 June 2014 the department had 51 employees who declared that they had a disability.

TARGET 52: WOMEN

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

At 30 June 2014 the department had 15 female executives, which represents 22.1 per cent of its executive cohort.

TARGET 53: ABORIGINAL EMPLOYEES

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

At 30 June 2014 there were 61 Aboriginal employees working in the department, which represents 1.8 per cent of total employees.

The department also:

- > engaged seven trainee employees who identify as Aboriginal
- > undertook a campaign to recruit train drivers from Aboriginal and Torres Strait Islander communities
- > set a target aiming for 15 per cent of the workforce on all major State Government infrastructure projects to include local Aboriginal people, youth and unemployed.

TARGET 56: STRATEGIC INFRASTRUCTURE

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

The department, in partnership with other government agencies, delivered a number of projects to prepare for a growing population:

- > social infrastructure projects such as construction and redevelopment of health, education and community facilities to meet increased service demand
- > major transport and infrastructure projects such as construction of the South Road Superway and duplicated Southern Expressway, as well as strategies such as the *Integrated Transport and Land Use Plan*, to accommodate the future needs of a more populous state
- > key public transport improvements and expansions such as the electrification of the Seaford and Tonsley lines to drive and meet growing demand
- > planning for urban growth areas such as the northern suburbs of Playford North, Virginia and Angle Vale and the inner metropolitan suburbs to ensure adequate housing, employment, services and facilities
- > proposals to improve utility services and infrastructure on Kangaroo Island to support the expansion of business, agriculture and tourism.

TARGET 59: GREENHOUSE GAS EMISSIONS REDUCTION

Achieve the Kyoto target by limiting the state's greenhouse gas emissions to 108 per cent of 1990 levels during 2008-2012, as a first step towards reducing emissions by 60 per cent (to 40 per cent of 1990 levels) by 2050.

The department achieved and promoted a range of greenhouse gas emission reduction measures including:

- > upgrade works to 136 North Terrace (Roma Mitchell House), including installation of an automated building management system and controls to restrict energy use outside of business hours
- > upgrades in the owned office accommodation portfolio, including solar panel installations that fed approximately 1000kW of renewable energy into the grid
- > significant investment in the public transport network to increase patronage in Metropolitan Adelaide and reduce greenhouse gas emissions associated with private car use
- > the introduction of electric trains that use regenerative braking, which captures the energy generated by braking and makes it available for other trains, thereby reducing the overall power consumption on the network
- > continued purchase of Euro 5 enhanced environmentally friendly vehicles (EEV) for the Adelaide Metro fleet
- > the introduction of a new diesel-electric hybrid bus into the City Free service.

TARGET 60: ENERGY EFFICIENCY – DWELLINGS

Improve the energy efficiency of dwellings by 15 per cent by 2020.

The department purchased three newly constructed residential properties, all of which have energy efficient fixtures and fittings and are 6 Star rated under the National Construction Code, to accommodate government employees in Port Augusta.

- > delivery of various ‘5 Star Green Star’ equivalent building redevelopments including Modbury Hospital, Berri General Country Hospital and Tonsley Park Sustainable Industries Education Centre
- > air-conditioning plant upgrade and improvement works at Netley Commercial Park, 59 King William Street, 65 Conyningham Street in Glenside, Regency Park offices and the Department for Communities and Social Inclusion Mount Gambier office
- > installation of a T5 lighting system at 35 Frances Terrace in Kadina and 5 Whitehead Street in Whyalla
- > investigation of voltage optimisation devices, which regulate electricity voltages to lower levels, enabling savings to power use and extending the life of equipment, in government buildings.

TARGET 61: ENERGY EFFICIENCY – GOVERNMENT BUILDINGS

Improve the energy efficiency of government buildings by 30 per cent by 2020.

The department’s Building Management group contributed to the *Government Buildings Energy Strategy 2013-2020* through:

- > solar power generation, assistance and servicing of co-generators, implementation of building management systems for efficient energy usage and LED lighting solutions resulting in significant upgrades in schools and TAFE campuses
- > implementation of the South Australian Government Solar Panel policy across 200 project sites with a total of 1000 kilowatts (kW) of solar panels installed, which will reduce electricity consumption by 1000 kW annually
- > a program to identify peak demand electricity requirements to enable the review of actual and future energy demands of major owned sites; the peak demand levels were revised for 30 Wakefield Street, 200 Victoria Square, 136 North Terrace, 300 Richmond Road and 31 Flinders Street in Adelaide, resulting in substantial electricity cost savings

TARGET 63: USE OF PUBLIC TRANSPORT

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

The estimated metropolitan public transport patronage in 2013–14 was 6.6 per cent of total public transport and car use (source: Australian Bureau of Statistics), down from previous years due to major improvement works and service disruptions on the train network.

Patronage is expected to increase as these services come back on line, particularly the Seaford, Tonsley and Belair lines.

Other improvements and projects that are expected to increase public transport patronage are:

- > planning for the O-Bahn City Access project, which received \$160m in funding
- > new Park ‘n’ Ride facilities and additional peak bus services
- > introduction of a new Free City Connector service that runs more frequently than previous services

- > free public transport to the Adelaide Oval for ticket holders (about 54 per cent of people attending Adelaide Oval events used public transport in the first half of the 2014 season)
- > a new higher frequency tram service providing additional capacity during peak periods
- > real time passenger information allowing customers to track their bus, train or tram in real time
- > new Adelaide Metro ticketing products to attract new patrons to public transport as well as encourage greater use by existing patrons
- > improved safety through targeted policing by and increased presence of the SAPOL Transit Services Branch
- > installation of new, more accessible bus shelters across metropolitan Adelaide in partnership with local councils.

TARGET 67: ZERO WASTE

Reduce waste to landfill by 35 per cent by 2020.

The department contributed to the target by managing:

- > an increase in the number of government agencies adopting recycling and diversion strategies, resulting in an estimated 200 tonnes of waste per year being diverted from landfill in addition to the existing 800 tonne diversion
- > continued construction waste reporting by contractors for all projects over \$4m, which encourages recycling and reduces construction waste going to landfill
- > a zero waste program for Victoria Square buildings, including the State Administration Centre, Education Building, 30 Wakefield Street and Torrens Building, which has enabled successful recycling of food, plastics, batteries, paper, cardboard, packaging and fluorescent tubes.

TARGET 68: URBAN DEVELOPMENT

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

To advance this target the department undertook:

- > planning and infrastructure agreements to support the urban growth areas of Playford North, Virginia and Angle Vale
- > rezoning along key transit corridors adjacent the Park Lands and key routes linking the Central Business District (CBD) and inner metro councils, allowing for up to 7500 additional dwellings
- > rezoning of land at AAMI Stadium, West Lakes, to accommodate new mixed-use development and increased residential densities
- > rezoning at Tonsley Park to guide the redevelopment of the former Mitsubishi Motors site for employment activities, housing development and other uses near Clovelly Park station
- > continued planning reforms to unlock development and revitalise the City of Adelaide, resulting in 65 potential projects to the value of \$3.4b with approval by the Development Assessment Commission of 32 projects to the value of \$1.13b
- > reforms for development over four storeys leading to two inner metropolitan projects to the value of \$45m lodged with the Development Assessment Commission, and another five in the pre-lodgement process.

TARGET 83: SPORT AND RECREATION

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

The department, through the Office for Recreation and Sport:

- > distributed \$17m to 957 community-based recipients through nine grant programs
- > provided 302 athlete scholarships and support services to elite, emerging and country athletes in Olympic, Paralympic and Commonwealth Games sports
- > delivered 130 training and development opportunities on diverse topics including elite coaching, sport integrity, child protection and financial management
- > managed 122 community participation programs, including Essentials for Coaching Children for beginner coaches and Sports Bites to introduce target groups to a variety of sport experiences
- > managed 22 strategic industry networks across various domains, including SA Trail Network, Sport Integrity, Elite Sport, Local Government, Safe Fair and Inclusive Sport, Boxing and Martial Arts and local sport and recreation clubs
- > maintained the STARCLUB on-line resource, which supports more than 1600 South Australian local clubs and associations
- > managed a team of seven STARCLUB Field Officers to support local clubs and associations in partnership with regional councils
- > promoted gender diversity amongst sport organisations to improve governance and organisational performance and delivered development opportunities for women in sport administration including:
 - > Australian Institute of Company Directors Foundations of Directorship course
 - > Developing Women Leaders course
 - > Women's Sport Network
- > completed the \$3.3m upgrade of the State Hockey Centre to international standard
- > progressed development of the former Ross Smith and Kilburn school sites under the Safe Communities, Healthy Neighbourhoods Taskforce.



FUTURE DIRECTIONS - DPTI PRIORITIES

DELIVER A MODERN, SAFE, ACCESSIBLE AND RELIABLE PUBLIC TRANSPORT NETWORK

- > Begin works on the O-Bahn City Access project to improve bus flow into the city centre via a tunnel and connect with the cross-city bus priority lane, reducing travel times for passengers and congestion at key intersections.
- > Trial a new double-decker bus with more seating capacity than standard and articulated buses on Adelaide Hills routes.
- > Use GPS data from the Metrocard system to optimise real-time passenger information and journey planning for public transport, and improve performance monitoring of the bus network to enable more responsive and accurate planning for future services.
- > Continue to reduce fare evasion across the network by installing Automatic Passenger Counting systems on some trams and new electric railcars.
- > Introduce legislative amendments to the *Passenger Transport Act 1994* to better support special events services and in some cases, cost recovery of public transport costs.
- > Investigate, in cooperation with UniSA, development of a new inner city bus depot at a vacant site on Currie Street opposite the Clarendon Street depot.
- > Begin the process of planning and property acquisitions to secure a future rail corridor between Seaford and Aldinga.

MAKE ADELAIDE A MORE VIBRANT CITY WITH A CONTINUED FOCUS ON CYCLING AND WALKING

- > Establish two trial 'bicycle boulevards' on low-traffic streets through Norwood and Prospect to connect the suburbs with existing cycling lanes in Adelaide.
- > Finalise South Australia's Cycling Strategy to help double the number of people cycling in the State by 2020, as set out in *South Australia's Strategic Plan*.
- > Continue to deliver planning and other initiatives to attract and keep more people living, working, investing and spending time in the city.

MAINTAIN THE TRANSPORT NETWORK AND ENSURE IT MEETS THE NEEDS OF ALL USERS

- > Complete intersection upgrades at Magill and Glynburn roads, South and Richmond roads, South and Daws roads, and North East and Sudholz roads to improve traffic flow and reduce the number and severity of casualty crashes.
- > Complete airstrip works at Amata, Murpatja, Mimili, Umuwa, Ernabella, Oak Valley, Kingoonya and Marree through the Remote Airstrip Upgrade program to improve access by the Royal Flying Doctor Service and other emergency services to remote communities and people travelling in remote areas.

- > Commence construction of two River Murray metal-hulled ferries to improve community access, tourism and movement of freight.
- > Introduce the option of a six-month registration period for recreational boating vessels.

PROVIDE THE INFRASTRUCTURE TO HELP REGIONAL SOUTH AUSTRALIA REACH ITS SOCIAL AND ECONOMIC POTENTIAL.

- > Begin a joint State Government and Commonwealth initiative to upgrade the 210 km main access road into the Anangu Pitjantjatara Yankunytjatjara (APY) Lands between Stuart Highway and Pukatja to provide a range of community benefits and support national and state Aboriginal affairs policy objectives.
- > Construct a 2.5 km Penola Southern Bypass in the South East between Robe Road and Riddoch Highway (south) as part of the Rural Freight Improvement program to provide a faster, more direct freight route for industries around Penola and to support the Limestone Coast economy.
- > Continue to upgrade the Port Bonython Jetty by refurbishing two mooring points to ensure continued safe and efficient operations.
- > Assist Mitsubishi, through the provision of land, to build a diesel import and storage facility at Port Bonython.
- > Continue to pursue funding through Infrastructure Australia and the Department of Infrastructure and Regional Development for the proposed upgrade and sealing of the Strzelecki Track to support outback communities and economic growth in the oil, gas and other regional sectors.

- > Progress, through the Kangaroo Island Futures Authority, the delivery of:
 - > improved infrastructure, products and services to support year-round tourism, business growth and investment opportunities
 - > a whole-of-island community housing model that meets the needs of residents
 - > a governance model to support effective and efficient government service delivery to the island.

CONTINUE CONSTRUCTION OF A NON-STOP NORTH/SOUTH CORRIDOR FROM GAWLER TO OLD NOARLUNGA TO SUPPORT ECONOMIC DEVELOPMENT.

- > Complete the planning study for the development of South Road between Anzac Highway and Darlington.
- > Complete and open the duplicated 18.5 km Southern Expressway as a two-way, multi-lane expressway between Bedford Park and Old Noarlunga.
- > Upgrade a 3.7 km section of South Road between Torrens Road and the River Torrens and a 2.3 km section between the Southern Expressway and Ayliffes Road at Darlington to provide crucial free-flowing road links in the north-south corridor.
- > Undertake property acquisitions to support the Torrens Road to River Torrens and Darlington upgrades.

WORK WITH SA POLICE TO DELIVER SAFER ROADS AND CHANGE RISKY BEHAVIOUR

- > Complete the transition to the National Heavy Vehicle Regulator to bring together the national heavy vehicle regulatory reforms for all heavy vehicles over 4.5 tonnes.

- > Implement actions from the *Road Safety Action Plan 2013–2016*:
 - > passenger and night time driving restrictions to protect young drivers
 - > development of legislation to enhance the motorcycle licensing scheme
 - > continued investment in motorcycle safety infrastructure and strategies to encourage the take-up of advanced motorcycle safety systems
 - > working with the community to deliver safe, consistent and acceptable speed limits in the Adelaide Hills Council area.
- > Develop the 'Residents Win' Community Road Safety grants program to fund local road safety projects in partnership with schools, councils and community groups.
- > Double the participation in Way2Go Bike Ed to more than 8000 primary school students in approximately 100 schools across the state.
- > Work towards abolishing mandatory medical testing of drivers aged 70 years and over who have no medical conditions and hold only a car licence.
- > Progress the development of the Freight Strategy and Port Strategy for South Australia.
- > Assist the Expert Panel on Planning Reform to release its options paper for consultation and final recommendations report to government on South Australia's 20-year-old planning system.
- > Review *The 30-Year Plan for Greater Adelaide* to provide a framework to drive investment, population growth and behaviour change in Adelaide with focus on urban renewal and recent initiatives such as the ITLUP.
- > Progress urban renewal in line with the proposed *Housing and Urban Development (Administrative Arrangements) (Urban Renewal) Amendment Act 2013*.
- > Develop guidelines to support good design for medium density residential development in consultation with industry and the community.
- > Work with the Adelaide City Council, the Adelaide Park Lands Authority, the inner metro councils and the community on a new vision for the Park Lands as Adelaide's Urban Park. The State Government's Park Lands Investment project will commit \$20m over four years for delivery of demonstration projects.

PROVIDE STRATEGIC LAND USE AND TRANSPORT PLANNING AND DEVELOPMENT FUNCTIONS SUPPORTING GOVERNMENT POLICY AND STRATEGIC OBJECTIVES

- > Finalise the *Integrated Transport and Land Use Plan* (ITLUP) and deliver high priority initiatives.
- > Update the *Strategic Infrastructure Plan for South Australia* to reflect the ITLUP.
- > Prepare a Regional and Remote Transport Strategy in conjunction with the Northern Territory, Western Australian, Queensland and Commonwealth governments.
- > Support the Resources Infrastructure Taskforce to implement the *Regional Mining and Infrastructure Plan*.
- > Implement planning and development approval processes for the remaining affordable housing projects under the Affordable Housing Stimulus Program delivered by the State Coordinator-General.
- > Amend local government legislation to improve local government accountability, governance and elections and to achieve a more consistent and contemporary legislative framework for the sector.
- > Make the 2015 National Construction Code available online in order to increase industry awareness and compliance.

SUPPORT SPORT AND RECREATION THROUGH THE DEVELOPMENT OF POLICY, PROGRAMS AND RESOURCES AND THE PROMOTION OF PHYSICAL ACTIVITY

- > Prepare South Australian Sports Institute (SASI) athletes to win medals at international benchmark events such as Olympic, Paralympic and Commonwealth Games and annual World Championships.
- > Implement a sport voucher system for South Australian primary school children to receive annual discounts for membership in sporting clubs.
- > Implement a new governance structure for the management of the South Australian Trails Network, including the establishment of an industry-led trails group.
- > Implement a new delivery system for the South Australian VACSWIM program.
- > Progress options identified in the Utilities Review to improve the sustainability of sport and recreation organisations.

PROVIDE EFFICIENT AND EFFECTIVE CORPORATE AND ACROSS GOVERNMENT SERVICES

- > Achieve space efficiency and cost savings through strategic portfolio management and more collaborative government office accommodation workplace models.
- > Develop a refined model of portfolio management for government employee residential properties that optimises tenancy outcomes for agencies and employees by accessing regional supplier networks and housing markets.
- > Deliver Across Government Facilities Management Arrangements, including:
 - > procurement and transitioning of new facilities management contractors to commence across government service provision in Metropolitan Adelaide
 - > compliance auditing of translucent roof sheeting on 480 Department for Education and Child Development facilities and commence infrastructure enhancements to meet quality standards for early childhood education facilities.
- > Support the \$1.85b new Royal Adelaide Hospital by bringing infrastructure delivery expertise to the role of Project Director under the agreement with the SA Health Partnership.
- > Implement the South Australian Integrated Land Information System.
- > Continue to implement national electronic conveyancing—a new settlement and lodgement system for property transactions—with legislative changes to support priority notices reform.

- > Operate the functions of the Survey Advisory Committee through the Surveyors Board of South Australia to oversee registration and licensing of surveyors and surveying in South Australia.
- > Implement the Cadastral Framework for the registration of formal property identifiers and property addresses for Aboriginal communities.
- > Assist the implementation of the National Geodetic Datum of Australia GDA2020 program in South Australia by establishing 10 Global Navigation Satellite System reference stations in the State.
- > Enhance EzyReg account functionality with smart phone applications to include online demerit point lookup, driver history and a streamlined change of address service.
- > Deliver single receipting for Service SA to improve efficiencies in the receipting and posting of funds.
- > Support the Department of Treasury and Finance Asset Sales program for commercial buildings.
- > Finalise and issue to the State Emergency Management Committee the Earthquake Inquiries Taskforce recommendations for improving the state's preparedness for an earthquake emergency.
- > Enter into an Agreement to Lease office accommodation and courts facilities under the Courts Precinct Urban Renewal project.
- > Formalise ownership and operational responsibilities for the Riverbank Bridge with key stakeholders.
- > Complete landscape improvements related to the Adelaide Oval redevelopment.
- > Progress government building construction projects by:
 - > completing capital investment program projects at Mount Gambier Hospital, Port Lincoln Country General Hospital, Salisbury Command Fire Station, Adelaide High School, Brighton Secondary School, North Eastern Community Mental Health Centre, Mount Gambier Prison Accommodation Unit Addition and James Nash House
 - > starting new projects at Enfield Memorial Park Mausoleum, Flinders Medical Centre Neonatal Unit, Henley Beach Police Station, Ambulance Stations at Northfield, Noarlunga and Seaford, and Adelaide City High School
 - > continuing redevelopment of the Adelaide Convention Centre and Lyell McEwin Hospital and upgrades of the Women's and Children's Hospital and Northfield Prisons infrastructure.



APPENDICES

LEGISLATION

As at 30 June 2014 the department was responsible for administering the following legislation:

Minister for Transport and Infrastructure

- > *Adelaide Oval Redevelopment and Management Act 2011*
- > *Adelaide Railway Station Development Act 1984*
- > *Aerodrome Fees Act 1998*
- > *Air Navigation Act 1937*
- > *Air Transport (Route Licensing—Passenger Services) Act 2002*
- > *Alice Springs to Darwin Railway Act 1997*
- > *AustralAsia Railway (Third Party Access) Act 1999*
- > *Civil Aviation (Carriers' Liability) Act 1962*
- > *Commissioner of Public Works Incorporation Act 1917*
- > *General Tramways Act 1884*
- > *Geographical Names Act 1991*
- > *Golden Grove (Indenture Ratification) Act 1984*
- > *Harbors and Navigation Act 1993*
- > *Heavy Vehicle National Law (South Australia) Act 2013*
- > *Highways Act 1926*
- > *Marine Safety (Domestic Commercial Vessel) National Law (Application) Act 2013*
- > *Maritime Services (Access) Act 2000*
- > *Metropolitan Adelaide Road Widening Plan Act 1972*
- > *Mile End Underpass Act 2005*
- > *Mobil Lubricating Oil Refinery (Indenture) Act 1976*
- > **Morphett Street Bridge Act 1964*
- > *Motor Vehicles Act 1959*
- > *National Soldiers Memorial Act 1949*
- > *Non-Metropolitan Railways (Transfer) Act 1997*
- > *North Haven Development Act 1972*
- > *North Haven (Miscellaneous Provisions) Act 1986*
- > *Oil Refinery (Hundred of Noarlunga) Indenture Act 1958*
- > *Passenger Transport Act 1994*
- > *Proof of Sunrise and Sunset Act 1923*

- > *Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987*
- > *Public Employees Housing Act 1987*
- > *Rail Commissioner Act 2009*
- > *Rail Safety National Law (South Australia) Act 2012*
- > *Rail Transport Facilitation Fund Act 2001*
- > *Railways (Operations and Access) Act 1997*
- > *Railways (Transfer Agreement) Act 1975*
- > *Roads (Opening and Closing) Act 1991*
- > *Road Traffic Act 1961*
- > *South Australian Ports (Bulk Handling Facilities) Act 1996*
- > *South Australian Ports (Disposal of Maritime Assets) Act 2000*
- > **Steamtown Peterborough (Vesting of Property) Act 1986*
- > *Survey Act 1992*
- > **Tarcoola to Alice Springs Railway Agreement Act 1974*
- > *Terrorism (Surface Transport Security) Act 2011*
- > *Valuation of Land Act 1971*
- > *Victoria Square Act 2005*
- > *West Lakes Development Act 1969*

** Denotes Act of limited application*

Minister for Planning

- > *Adelaide Cemeteries Authority Act 2001*
- > *Adelaide Show Grounds (Regulations and By-Laws) Act 1929*
- > *Character Preservation (Barossa Valley) Act 2012*
- > *Character Preservation (McLaren Vale) Act 2012*
- > *City of Adelaide Act 1998*
- > *Development Act 1993*
- > *Linear Parks Act 2006*
- > *Private Parking Areas Act 1986*
- > *West Beach Recreation Reserve Act 1987*

Minister for Housing and Urban Development

- > *Architectural Practice Act 2009*
- > *Housing and Urban Development (Administrative Arrangements) Act 1995*

Minister for Road Safety

- > Nil

Minister for Recreation and Sport

- > *Boxing and Martial Arts Act 2000*
- > *Recreational Greenways Act 2000*
- > *Recreation Grounds (Joint Schemes) Act 1947*
- > *Recreation Grounds Rates and Taxes Exemption Act 1981*
- > *Sports Drug Testing Act 2000*

Minister for Racing

- > *Racing (Proprietary Business Licensing) Act 2000*

Minister for Local Government

- > *Local Government Act 1934*
- > *Local Government Act 1999*
- > *Local Government (Elections) Act 1999*
- > *Local Government (Implementation) Act 1999*
- > *Outback Communities (Administration and Management) Act 2009*
- > *South Australian Local Government Grants Commission Act 1992*

Attorney-General – Administered by the department

- > *Bills of Sale Act 1886*
- > *Community Titles Act 1996*
- > *Law of Property Act 1936*
- > *Liens of Fruit Act 1923*
- > *Real Property Act 1886*
- > *Real Property (Registration of Titles) Act 1945*
- > *Registration of Deeds Act 1935*
- > *Stock Mortgages and Wool Liens Act 1924*
- > *Strata Titles Act 1988*
- > *Worker's Liens Act 1893*

Legislation committed to other ministers - Administered by the department

- > *Crown Land Management Act 2009* (Minister for Sustainability, Environment and Conservation)

BOARDS AND COMMITTEES

As at 30 June 2014 the department provided administrative support to the following:

Minister for Transport and Infrastructure

- > Accident Towing Roster Review Committee
- > Boating Facility Advisory Committee
- > Government Office Accommodation Committee
- > *Motor Vehicles Act 1959* Review Committee
- > Passenger Transport Standards Committee
- > Port Adelaide Container Terminal Monitoring Panel
- > Premier's Taxi Council
- > Public Employees Housing Advisory Committee
- > Survey Advisory Committee

Minister for Planning

- > Adelaide Cemeteries Authority Board
- > Adelaide Cemeteries Authority Heritage and Monument Board
- > Building Advisory Committee
- > Building Fire Safety Committee
- > Building Rules Assessment Committee
- > Development Assessment Commission
- > Development Policy Advisory Committee
- > Expert Panel on Planning Reform
- > Inner Metropolitan Development Assessment Committee
- > Local Heritage Advisory Committee

Minister for Recreation and Sport

- > Boxing and Martial Arts Advisory Committee

Minster for Local Government

- > Andamooka Town Management Committee
- > Boundary Adjustment Facilitation Panel
- > Outback Communities Authority
- > Premier's Local Government Forum
- > SA Local Government Grants Commission

Deputy Premier

- > Kangaroo Island Futures Authority Advisory Committee

FRAUD

There were 12 instances of fraud confirmed during the year, with ten instances involving fraudulent South Australian Transport Subsidy Scheme (SATSS) claims and two instances of deliberate falsification of records.

In addition to the review of controls, processes and increased compliance measures, the department continues to undertake data interrogation, matching drivers to vouchers and GPS records.

This has resulted in a significant decrease on previous years in instances of fraud involving the SATSS. The communication of outcomes through the Taxi Council of South Australia (TCSA) and the South Australian Police (SAPOL) has further supported an increased industry awareness of the penalties and the department's ongoing focus on identifying misuse.

The department's fraud control framework strategies for fraud prevention, detection, investigation, awareness, training and reporting, based on the *Australian Standard 8001–2008 Fraud and Corruption Control*, provide a rigorous internal control environment. The framework is embedded in the department's governance and decision making processes.

WHISTLEBLOWERS PROTECTION ACT 1993

The department has an appointed responsible officer for the purposes of the *Whistleblowers Protection Act 1993* (WP Act), pursuant to section 7 of the *Public Sector Act 2009*.

There were no disclosures of public interest information to the responsible officer under the WP Act during the 2013–14 financial year.

MANAGEMENT OF HUMAN RESOURCES

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

Continuous improvement of the framework occurred during 2013–14 to reflect legislative and Machinery of Government changes to meet the needs of the department.

EMPLOYEE NUMBERS, GENDER AND STATUS

Total number of employees		
Persons		3482
Full-time equivalents (FTEs)		3350.5
Gender	% Persons	% FTEs
Male	69.5	70.9
Female	30.5	29.1
Number of persons during the 2013–14 financial year		
Separated from the agency		440
Recruited to the agency		341
Number of persons at 30 June 2014		
On leave without pay		83

NUMBER OF EMPLOYEES BY SALARY BRACKET

Salary bracket	Male	Female	Total
\$0 - \$54 799	453	243	696
\$54 800 - \$69 699	770	370	1140
\$69 700 - \$89 199	793	301	1094
\$89 200 - \$112 599	344	135	479
\$112 600 +	59	14	73
Total	2419	1063	3482

Note: Salary details relate to pre-tax income excluding superannuation and FBT. Non-executive employees on salary sacrifice arrangements are shown as pre-sacrifice values. Executive employees are shown according to the value of the financial benefits component of their Total Remuneration Package Value excluding superannuation. Non-financial benefits and allowances are excluded for all employees. The salary brackets have been constructed as an approximation for the level of responsibility, and are based on the current remuneration structures of the Public Sector Act 2009 Administrative Services Stream with consideration of the Operational, Professional, Technical and Executive Streams.

The following tables refer only to employees who were 'active' or on leave with pay (including executive level employees) as at the end of the last pay period in the 2013–14 financial year.

STATUS OF EMPLOYEES IN CURRENT POSITION

Full-time equivalents (FTEs)	Ongoing	Short-term contract	Long-term contract	Other (casual)	Total
Male	2125.9	130.3	109.6	10.5	2376.3
Female	832.3	87.3	40.8	13.8	974.2
Total	2958.2	217.6	150.4	24.3	3350.5
Persons	Ongoing	Short-term contract	Long-term contract	Other (casual)	Total
Male	2138	131	110	40	2419
Female	903	90	41	29	1063
Total	3041	221	151	69	3482

EXECUTIVES BY GENDER, CLASSIFICATION AND STATUS

Classification	Ongoing		Tenured contract		Untenured contract		Other (casual)		Total	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
EXEC	0	0	0	0	0	1	0	0	0	1
SAES	0	0	0	0	53	14	0	0	53	14
Total	0	0	0	0	53	15	0	0	53	15

AVERAGE LEAVE IN DAYS PER FULL-TIME EQUIVALENT EMPLOYEE

Leave type	2010-11	2011-12	2012-13	2013-14
Sick leave	8.6	8.0	8.8	8.9
Family carer's leave	1.1	1.0	1.2	1.2
Miscellaneous special leave	0.6	0.6	0.5	0.5

NUMBER OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER EMPLOYEES BY SALARY BRACKET

Salary bracket	Aboriginal employees	Total employees	% Aboriginal employees	% Target*
\$0 - \$54 799	40	696	5.8	2.0
\$54 800 - \$69 699	12	1140	1.1	2.0
\$69 700 - \$89 199	7	1094	0.6	2.0
\$89 200 - \$112 599	2	479	0.4	2.0
\$112 600 +	0	73	0.0	2.0
Total	61	3482	1.8	2.0

* Source: Target from South Australia's Strategic Plan.

Note: An Aboriginal and/or Torres Strait Islander is someone who:

- > is of Australian Aboriginal and/or Torres Strait Islander descent
- > identifies as an Aboriginal and/or Torres Strait Islander
- > is accepted as such by the community in which they live or have lived.

NUMBER OF EMPLOYEES BY AGE BRACKET AND GENDER

Age bracket	Male	Female	Total	% of total	% 2014 workforce benchmark*
15-19	6	14	20	0.6	5.5
20-24	51	54	105	3.0	9.7
25-29	153	105	258	7.4	11.2
30-34	185	145	330	9.5	10.7
35-39	233	146	379	10.9	9.6
40-44	255	137	392	11.3	11.4
45-49	317	140	457	13.1	11.1
50-54	416	117	533	15.3	11.4
55-59	446	130	576	16.5	9.1
60-64	266	60	326	9.4	6.7
65+	91	15	106	3.0	3.6
Total	2419	1063	3482	100.0	100.0

* Source: Australian Bureau of Statistics Australian Demographic Statistics, Catalogue No 6291.0.55.001, Labour Force (ST LM8) by sex, age, state, marital status – employed – total from Feb78 Supertable, South Australia at November 2013.

CULTURAL AND LINGUISTIC DIVERSITY

	Male	Female	Total	% of agency	% of SA community*
Number of employees born overseas	386	157	543	15.6	22.1
Number of employees who speak language(s) other than English at home	213	100	313	9.0	14.4

* Source: Benchmarks from Australian Bureau of Statistics Publication Basic Community Profile (SA) Catalogue No. 2001.0, 2011 census.

Note: Employees self identify and therefore not all employees with cultural or linguistic diversity may be reflected.

NUMBER OF EMPLOYEES WITH DISABILITIES (ACCORDING TO COMMONWEALTH DDA DEFINITION)

Male	Female	Total	% of agency
35	16	51	1.5

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

TYPES OF DISABILITY (WHERE SPECIFIED)

Disability	Male	Female	Total	% of agency
Disability requiring workplace adaptation	35	16	51	1.5
Physical	17	9	26	0.7
Intellectual	2	5	7	0.2
Sensory	7	9	16	0.5
Psychological/psychiatric	1	5	6	0.2

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

VOLUNTARY FLEXIBLE WORKING ARRANGEMENTS BY GENDER

	Male	Female	Total
Purchased leave	12	16	28
Flexitime	1411	869	2280
Compressed weeks	58	3	61
Part-time	88	254	342
Job share	0	3	3
Working from home	29	26	55

Note: An employee may be utilising more than one flexible working arrangement at the same time.

PERFORMANCE MANAGEMENT

Employees with a documented review of performance	% total workforce
Within the 12 months as at 30 June 2014	78.9
Older than 12 months	17.6
No review	3.5

LEADERSHIP AND MANAGEMENT DEVELOPMENT EXPENDITURE IN 2013-14

Training and development	Total expenditure \$	% of total salary expenditure
Total training and development	12 176 168	3.6
Total leadership and management development	2 609 945	0.8

ACCREDITED TRAINING PACKAGES BY CLASSIFICATION

The following table refers to employees who were enrolled in an accredited training package or who attained a qualification or statement of attainment during 2013–14 and who were 'active' or on leave with pay as at the end of last pay period in 2013–14.

Classification	Number achieving a qualification linked to an accredited training package
ASO1	6
ASO2	53
ASO3	61
ASO4	86
ASO5	79
ASO6	61
ASO7	35
ASO8	26
INF	3
IWS	25
MAS3	14
MIN	5
OCI1	1
OPS2	3
OPS3	2
OPS4	9
OPS5	1
OPS6	4
OPS7	2
PC01	4
PO1	11
PO2	18
PO3	19
PO4	21
PO5	4
PS01	5
PSE	6
PSM	1
SAES	12
SNT0	2
STAN	2
STT1	22
TGO1	1
TGO2	3
TGO3	4
TGO4	7
TGO5	4
TOMS	15
TRA	4
TS03	1
WME	9
WMF	1
WMM	1
WTB	1

EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

The department employed people through the following public sector-wide equal employment opportunity programs during 2013–14:

- > South Australian Government Jobs4Youth program and the Trainee Employment Register
- > Aboriginal Public Sector Program (includes the Aboriginal Employment Register)
- > Strategy for employment of people with disabilities (includes the Disability Employment Register).

WORK HEALTH AND SAFETY AND INJURY MANAGEMENT

The *Safety and Wellbeing in the Public Sector 2010–2015 Strategy* embeds the Premier's Zero Harm Vision and underpins the *South Australia Strategic Plan Target 21: Greater Safety at Work*.

Safety is a fundamental business principle and the health and safety of our workers is a key priority for the department. The department is committed to continuously improving its Work, Health and Safety and Injury Management (WHS) systems through communication, training, consultation with workers, scheduled audits, regular monitoring of performance and an annual review of the system.

The Chief Executive and the Executive direct reports, monitor and review the department's WHS system through regular discussions and reports that are provided on a quarterly basis. Throughout the year, the department continued its program aimed at defining WHS principles, values and behaviours to support continuous improvement of departmental safety performance.

The department has continued to focus on improving the clarity around, and understanding of, the requirements for identifying hazards, managing safety risks and managing injured workers. Training courses were provided to strengthen the knowledge of managers and employees in these areas, and policies were reviewed and updated to incorporate audit findings in key risk areas such as hazardous chemicals.

Regular consultation and communication on WHS continued through quarterly meetings of the whole-of-department Work, Health, Safety and Welfare Consultation and Communication Committee and the Consultative Forum, which includes members from employee representative organisations. The department's intranet is reviewed regularly and updated with current information about WHS, tools for hazard and incident management and reporting. Regular WHS news updates are disseminated throughout the department at least once a month.

WORK, HEALTH AND SAFETY PROSECUTIONS, NOTICES AND CORRECTIVE ACTION TAKEN

Number of notifiable incidents pursuant to <i>Work Health and Safety Act 2012</i> (WHS Act), part 3	12
Number of notices served pursuant to WHS Act, s. 90, s. 191 and s. 195 (provisional improvement, improvement and prohibition notices)	3
Number of prosecutions pursuant to WHS Act, part 2, division 5	0
Number of enforceable undertakings pursuant to WHS Act, part 11	0

During 2013–14 a number of incidents were notified to SafeWork SA pursuant to part 3 of the *Work Health and Safety Act 2012*.

Of the incidents reported, five (including two involving contractors) at departmental worksites required further investigation by the department to improve safety compliance. Of the other seven incidents, six were dangerous occurrences with no injuries and one was a personal illness.

Three improvement notices were served during the year: one related to the prevention of falls from heights; another to meaningful consultation in the election process of Health and Safety Representatives; and the third to Health and Safety Representatives accessing appropriate information. All incidents and two of the improvement notices were investigated and closed out through remedial actions. The remaining improvement notice is under review.

**AGENCY GROSS WORKERS' COMPENSATION EXPENDITURE FOR 2013-14
 COMPARED WITH 2012-13**

Expenditure	2013–14 (\$m)	2012–13 (\$m)	Variation (\$m) + (-)	% Change + (-)
Income maintenance	\$1.23	\$0.98	+ \$0.25	+ 25.51
Lump sum settlements redemptions - s. 42	\$0.52	\$0.44	+ \$0.08	+ 18.18
Lump sum settlements permanent disability – s. 43	\$0.35	\$0.40	- \$0.05	- 12.50
Medical/hospital costs combined	\$0.98	\$0.80	+ \$0.18	+ 22.50
Other	\$0.30	\$0.20	+ \$0.10	+ 50.00
Total claims expenditure	\$3.38	\$2.82	+ \$0.56	+ 19.86

Note: Agency Gross Workers' Compensation Expenditure before third party recoveries.

Gross workers' compensation expenditure in 2013–14 increased from the previous year, mainly due to an increase in income maintenance payments. This increase reflects the amount of time off work required by workers to recover, particularly in relation to body stressing injuries.

MEETING SAFETY PERFORMANCE TARGETS: PERFORMANCE AGAINST SAFETY AND WELLBEING IN THE PUBLIC SECTOR STRATEGY TARGETS (INCLUDING RAIL COMMISSIONER)

During 2013–14 the department reported and monitored performance against targets in the *Safety and Wellbeing in the Public Sector 2010–2015 Strategy*. The following data is based on the entities which were part of the department as at 30 June 2014.

	Base: 2009–10	Performance: 12 months to end of June 2014 *			Final target
	Numbers or %	Actual	Notional Quarterly Target**	Variation	Numbers or %
1. Workplace fatalities	0	0	0	0	0
2. New workplace injury claims	165	150	132	18 unfavourable	124
3. New workplace injury claims frequency rate	29.33%	26.60%	23.46%	3.14% unfavourable	22.00%
4. Lost Time Injury (LTI) frequency rate ***	12.44%	11.88%	9.95%	1.93% unfavourable	9.33%
5. New psychological injury claims frequency rate	4.14%	2.12%	3.31%	1.19% favourable	3.10%
6. Rehabilitation and return to work					
a. Early assessment within 2 days	60.61%	79.59%	80.00%	0.41% unfavourable	80.00%
b. Early intervention within 5 days	88.89%	96.88%	90.00%	6.88% favourable	90.00%
c. LTI have 10 business days or less lost time	68.06%	45.83%	60.00%	14.17% unfavourable	60.00%
7. Claim determination					
a. New claims not yet determined, assessed for provisional liability in 7 days	5.48%	96.61%	100.00%	3.39% unfavourable	100.00%
b. Claims determined in 10 business days	75.30%	59.44%	75.00%	15.56% unfavourable	75.00%
c. Claims still to be determined after 3 months	10.84%	18.18%	3.00%	15.18% unfavourable	3.00%
8. Income maintenance payments for recent injuries					
a. 2012-13 injuries (at 24 months development)		\$609 037.26	\$435 906.49	\$173 130.77 unfavourable	Below previous 2 years average
b. 2013-14 injuries (at 12 months development)		\$401 596.39	\$235 972.34	\$165 624.05 unfavourable	Below previous 2 years average

Notes:

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

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

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

CONTRACTUAL ARRANGEMENTS

The contractual arrangements entered into by the department during 2013–14 that exceed \$4m and continue beyond one year, including ongoing contracts, are as follows:

Project description	Successful tender(s)	Year of completion
Supply and Installation of wire rope safety barrier on RN 7800 Dukes Hwy in South Australia	Associated Services Enterprise Pty Ltd	2014
Design of the Riverbank Precinct Pedestrian Bridge	Aurecon Australia Pty Ltd	2014
Design and construction of the signaling and communications systems for the Adelaide Metropolitan Passenger Rail Network (AMPRN)	Westinghouse Rail Systems Australia Limited (Invensys)	2014
Construction of the Riverbank Precinct Pedestrian Bridge	McConnell Dowell Constructors (Aust) Pty Ltd	2014
Bituminous surfacing (crumb rubber) and pavement marking of various roads in South Australia	Fulton Hogan Pty Ltd	2014
Pavement rehabilitation of various roads in the metropolitan Adelaide region	Bitumax Pty Ltd T/A Boral Asphalt (SA)	2014
Bituminous surfacing (micro surfacing) and pavement marking of various roads in Northern and Western and Eastern regions	Downer EDI Works	2014
Provision of transport services for the City of Whyalla	Des's Transport	2014
Supply, removal and installation of steel beam safety barrier on various roads in South Australia (2 years)	Mike Mason Fencing Pty Ltd	2014
Campbelltown R-12 School redevelopment - general building contractor	Mossop Group Pty Ltd T/A Mossop Construction + Interiors	2014
Salisbury Command Fire Station new work - general building contractor	Romaldi Constructions Pty Ltd	2014
Manufacture, delivery, testing and commissioning of 25kV electric multiple units (EMUs)	Bombardier Transportation Aust Pty Ltd	2015
Across Government Facilities Management Arrangements (AGFMA)	Spotless Facilities Services Pty Ltd	2015
Design and construction of electrification infrastructure for the AMPRN (Major Works) (remainder of network)	Laing O'Rourke Australia Construction Pty Ltd	2015
Supply and installation of fencing at various locations on the rail corridor	Bluedog Fences Australia Pty Ltd Broadview Fencing Pty Ltd Coleman's Fencing (Australia) Pty Ltd	2015
Sale of advertising rights on tram and train fleet	APN Outdoor (Trading) Pty Ltd	2015
Provision of security and passenger management services for the Adelaide train and tram network	Wilson Security	2015
Rail maintenance agreement (DMUs)	Bombardier Transportation Australia	2015
Bituminous surfacing and pavement marking of various roads in Northern and Western region	Bitumax Pty Ltd t/as Boral Asphalt SA	2015

Provision of planning and concept design services for the South Road planning study, Anzac Highway to Southern Expressway	Sinclair Knight Merz	2015
South Coast District Hospital Health Care Precinct addition - general building contractor	Tagara Builders Pty Ltd	2015
Eastern Fleurieu R-12 School Strathalbyn Campus redevelopment - general building contractor	Weir Constructions Pty Ltd	2015
Northfield Prisons infrastructure upgrade - general building contractor, package 3	Mossop Group Pty Ltd T/A Mossop Construction + Interiors	2015
Salisbury East High School Arts facility redevelopment - general building contractor	Pascale Construction Pty Ltd	2015
Mount Gambier Prison accommodation unit addition - managing contractor	Mossop Group Pty Ltd T/A Mossop Construction + Interiors	2015
Routine maintenance of roads in the metropolitan North region	Fulton Hogan Construction Pty Ltd	2016
Maintenance and operation of the SA Aquatic and Leisure Centre	YMCA Aquatic and Events Services Ltd, Victoria YMCA	2016
Supply and delivery of asphalt (1+1)	Fulton Hogan Pty Ltd	2016
Intelligent print imaging and pre postal services	Fuji Xerox Business Force Pty Ltd	2016
Design and construction of the South Road Superway	John Holland/Leed Engineering/MacMahon	2017
Design and construction of the Southern Expressway Duplication	Boulderstone ABI Group Joint Venture	2017
Manufacture and supply of number plates	Licensys Pty Ltd	2017
Pavement marking of roads in Eastern region	Workforce Road Services	2017
Pavement marking of roads in the metropolitan Adelaide region	Workforce Road Services	2017
Pavement marking of roads in Northern and Western region	Workforce Road Services	2017
Rust rectification of the Adelaide Metro bus fleet (panel agreement)	All Transport Industries / North East Bus Repair	2017
Operation of the Vehicular Ferry crossing the River Murray at Mannum	Radell Services Pty Ltd	2017
Provision of print management services	Finsbury Green Pty Ltd	2017
Routine maintenance of sealed roads in the Eyre Flinders area	Downer EDI Works	2018
Routine maintenance of sealed roads in the Riverland Mallee area	Downer EDI Works	2018
Routine maintenance of sealed roads in the Mid North area	Downer EDI Works	2018
Bus replacement contract	Scania	2018
Provision of bus passenger transport services for the Adelaide Metro network	Australian Transit Enterprises Transfield Services Transit Systems Pty Ltd	2019
Provision of a land administration system	Salmat	2019

Provision of passenger transport services in the City of Mount Gambier	BusLink SA	2021
Rail maintenance agreement (EMUs)	Bombardier Transportation Australia	2024
Provision of passenger transport services in the Mid Murray, Coorong, Karoonda and Southern Mallee District Council areas	Australian Transit Enterprises Pty Ltd	2024
Provision of passenger transport services in the City of Port Pirie	DavKent Pty Ltd	2024

CONSULTANCIES

The following tables display the department's use of consultants and the nature of work undertaken during 2013–14.

Value below \$10 000		
Consultant	Purpose of consultancy	Total \$
Various	Various	28 660
Subtotal	7	28 660
Value \$10 000 - \$50 000		
Consultant	Purpose of consultancy	Total \$
Ramindjeri Heritage Associates	Engagement of Aboriginal cultural representatives	11 135
SA Centre for Economic Studies	Economic consulting Port Adelaide	11 905
Rider Levett Bucknall	AGFMA - Management fee schedule and rates benchmarking	13 628
BDO Australia Limited	Combat Sports review	17 700
PSI Asia Pacific	Probity advice – DMU railcar negotiations project	18 838
Rider Levett Bucknall	AGFMA - Country Service Provider cost model and report	19 693
Ernst & Young	AGFMA – Development of Health Implementation Benefits framework	27 173
Rider Levett Bucknall	Health and Spotless management fee	28 537
Deloitte	Stage 1 and 2 professional services for the Economic and Social Value of Sport and Recreation study	40 088
Sub total	9	188 697
Value above \$50 000		
Consultant	Purpose of consultancy	Total \$
BDO Australia Limited	Project services organisational review	50 943
CMA Consulting	Train and tram enterprise agreements	67 548
Sub total	2	118 491
Total	18	335 848

OVERSEAS TRAVEL

The following is a summary of overseas travel undertaken by the department's staff in 2013–14. Total cost to the department includes flights, accommodation, conference fees, salary and on-costs.

Number of Employees	Destination/s	Reasons for travel	Total cost to Agency \$ (in whole dollars)
1	Austria	Attendance: Chair of Freight Transport Technical Committee, World Road Association*	5 716
1	Belgium	Attendance: Member of Earthworks and Unpaved Roads Technical Committee, World Road Association*	4 605
1	Brazil	Attendance: VIII International Forum on Elite Sport	5 044
1	Canada	Attendance: Annual Registrars of Title Conference 2013	11 853
1	Canada	Speaker: 2014 Mass Appraisal Symposium	9 658
1	China	Study tour: Chinese rail manufacturing facilities	8 295
1	China and Singapore	Accompany Minister for Planning. Research: Urban renewal initiatives, urban planning frameworks, tour public realm activation projects and world class buildings	16 920
1	Japan	Speaker: 20th Intelligent Transport Systems World Conference	3 922
2	Malaysia and China	Site Visit: Double Decker bus procurement and product evaluation	12 160
1	Mexico	Attendance: Member of Risk Management Technical Committee, World Road Association*	7 673
1	Morocco	Attendance: Member of Earthworks and Unpaved Roads Technical Committee, World Road Association*	5 246
1	Netherlands	Attendance: Intertraffic Trade Fair	2 000
1	Netherlands	Attendance: International Hockey Federation Hockey World Cup / Hockey Australia coaches study tour	6 950
1	Netherlands, Poland	Attendance: World Championships and pre competition training camps - Australian Men's U23 Beach Volleyball team	3 340
1	Singapore	Research: Urban renewal initiatives, urban planning frameworks, tour public realm activation projects and world class buildings	5 216
1	Singapore	Attendance: World Architecture Festival 2013. Review Singapore design, planning and development processes, guidelines and systems	8 860

1	South Korea	Speaker: Ecomobility 2013 Suwon Congress	6 977
1	Spain	Attendance: Trampoline World Cup with SASI athletes	6 630
1	Spain and Italy	Attendance: Australian Road Research Board (ARRB) Pathfinder meeting and as member of Risk Management Technical Committee, World Road Association*	11 511
1	Switzerland	Attendance: Chair of Freight Transport Technical Committee, World Road Association*	6 409
1	Switzerland	Attendance: Rowing World Championships	7 348
1	United Arab Emirates	Attendance: International Road Federation World meeting and exhibition	11 598
1	United States of America	Attendance: United States Transportation Board's 4th International Conference on Roundabouts	6 359
1	United States of America	Attendance: Collaborative SA Public Sector Transformative Leadership program - University of Texas	6 710
1	Uruguay	Attendance: Chair of Freight Transport Technical Committee, World Road Association*	7 733
Total			188 733

Note: *The department has three employees representing Australia (through Austroads) on three of the 17 World Road Association Technical Committees.

ACCOUNT PAYMENT PERFORMANCE 2013–14

Treasurer's Instruction 11 Payment of Creditors' Accounts requires public authorities to report to the Under Treasurer on the extent to which creditors' accounts are paid by the due date on a monthly basis.

Particulars	Number of accounts paid	Percentage of accounts paid (by number)	Value in \$ of accounts paid	Percentage of accounts paid (by value)
Paid by due date*	238 191	92%	\$3 141 451 164	96%
Paid late, within 30 days of due date**	14 272	6%	\$90 551 312	3%
Paid late, more than 30 days from due date***	6 325	2%	\$31 694 820	1%

Notes on analysis/explanation of account payment performance:

* The due date is defined under section 11.7.3 of Treasurer's Instruction 11 Payment of Creditors' Accounts; 'paid by due date' means within 30 days.

** Paid late, but paid within 30 days of due date means within 30 to 60 days.

*** Paid more than 30 days from due date means greater than 60 days.

Additional notes:

- > Figures are based on data provided by Shared Services SA.
- > Nil interest paid on late payments.

URBAN DESIGN CHARTER

The *South Australian Urban Design Charter* (the charter) commits government agencies to achieve good urban design and foster liveable, efficient, creative, sustainable and socially inclusive environments through the design of public places and their interaction with private buildings. It applies to urban areas, including metropolitan Adelaide, regional centres and country towns.

The Office for Design and Architecture SA (ODASA) provides assistance to other state agencies in meeting the objectives of the charter.

The department directly contributed to the enhancement of South Australia's public realm in 2013–14 through the following initiatives.

SOUTH AUSTRALIAN GOVERNMENT ARCHITECT AND ODASA

ODASA supports the Government Architect's role as advocate for design excellence in the built environment.

In promoting the value of excellent and effective design, the Government Architect:

- > provides strategic advice to the South Australian Government on design, planning and development of major projects, policy and processes
- > leads and delivers design review in South Australia
- > measures and communicates the value of design and publishing best practice guides
- > establishes policy and practice frameworks for achieving design quality in the built environment
- > values the successful development of our future heritage.

The Riverbank Precinct, the Bowden redevelopment and the Tonsley master plan were the most significant state projects in 2013–14 that were guided and enhanced by the Government Architect's advice on design generally, urban design and public realm specifically.

The most direct influence of ODASA and the Government Architect is through the Design Review Process that is offered as part of the Inner Metropolitan Design Review Panel (IMDRP). Design Review offers independent and impartial advice on the design quality of proposed construction projects and supports design excellence in our state.

The Design Review process has also informed a series of design guidelines to assist design teams and developers in generating projects that meet good design principles for built form and public realm outcomes anticipated by the Inner Metropolitan Growth Development Plan.

The IMDRP supports the Government Architect, as a statutory referral body, in forming advice to the Development Assessment Commission on the design merit of proposals assessed by the Commission. Development in the City of Adelaide and sections of inner council areas are defined under the Inner Metropolitan Growth Development Plan Amendments. As part of this new policy framework, the IMDRP is essential to the pre-lodgement process for development proposals over \$10m in the city and over five levels in surrounding metropolitan areas.

The IMDRP is one of the only statutory referrals regarding design excellence in Australia, and illustrates the 'line of sight' concept outlined in the *National Urban Design Protocol* for linking policy directly to project delivery.

OPEN IDEAS – ROYAL ADELAIDE HOSPITAL SITE

The Royal Adelaide Hospital site engagement process was launched in July 2013. Titled ‘Open Ideas’, the process was led by ODASA, working in partnership with Renewal SA. Open Ideas explored many possibilities for the site and captured a broad range of the best ideas through a two-stage design competition.

The project provided significant opportunity to engage the community in the planning, design and development process, connecting their values and ambition for the site with those that negotiate, regulate and develop it.

Six design teams were shortlisted from 126 entries from 48 countries by an independent expert Jury Panel. The entries are being used to develop an ongoing strategic framework for the site.

THE 30-YEAR PLAN FOR GREATER ADELAIDE

The 30-Year Plan for Greater Adelaide (the Plan) outlines the need for significant change during the next 30 years and is being used to guide state and local government decisions about managing growth and change, providing a leading approach to liveability, competitiveness, sustainability and climate change resilience.

The Plan aims to deliver the following urban design principles:

- > maximise and increase the amount and quality of public open space in areas expecting a significant increase in population and development intensity, as well as integrating this space with private open space
- > ensure active street edges in and around activity centres, mixed-use environments and transit-oriented developments
- > create good connectivity to encourage walking and cycling and promote the use of public transport
- > strengthen local character to maintain neighbourhood and township identity
- > create good connectivity between major open space corridors.

The principles are being implemented through structure planning and rezoning for new growth areas. The department finalised the Inner Metropolitan Growth Development Plan Amendments, rezoning key corridors in the inner city in line with the *Inner Metro Rim Structure Plan*.

Growth areas are progressively being rezoned, and the Playford Growth Area Structure has been completed.

PLACES FOR PEOPLE GRANTS

The Places for People funding program is aimed at revitalising or creating public spaces that are important to the social, cultural and economic life of their communities.

The program aims to foster a culture of strategic urban design in councils and establish practices, including design review, that will benefit future public realm projects. In 2013–14, seven Places for People grants totalling \$2.8m were provided to local government.

Since 2002 around \$30.2m has been made available for 239 Places for People projects, many of which have received professional and industry awards.

CAPITAL INVESTMENT PROGRAM

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

The redevelopment of the Adelaide Oval, Adelaide Convention Centre and construction of the Riverbank Bridge showcase good urban design practice and achieved positive outcomes for government and the community.

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

The key principles of the charter are integrated into the planning and design process for building construction projects undertaken by the department on behalf of other government agencies.

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

Our Buildings, Our Communities continues to articulate the objectives and principles for public building construction procurement. It complements the charter by drawing attention to the importance of good buildings, ethical, transparent and fair procurement processes and meeting the objectives of South Australia's strategic and infrastructure plans.

GREENING OF GOVERNMENT OPERATIONS

The *Greening of Government Operations (GoGO) Action Plan* approved by Cabinet in February 2006 provides the framework for South Australian Government agencies to progress greening programs.

The *DPTI Green Plan* is the department's response to the GoGO Action Plan and provides a framework to support the delivery of our services in a sustainable manner. The following are highlights of the department's GoGO achievements for 2013–14.

PRIORITY AREA 1 – ENERGY MANAGEMENT

The department's building portfolio energy use for 2013–14 was 89 906 gigajoules (GJ), which comprises 64 732 GJ in electricity and 25 174 GJ in gas. This is less than the energy use for 2012–13 and 55.64 per cent of the 2000–01 baseline year, and tracking at 74.18 per cent of the current portfolio target of 121 197 GJ.

Equivalent greenhouse gas emissions for 2013–14 are 12 537 tonnes (t), or 34.48 per cent of the 2000–01 baseline year, and tracking at 45.98 per cent of the current portfolio target of 27 266 t.

Agencies that have engaged the department's Building Management Facilities Services to implement their energy efficiency strategies have achieved estimated energy efficiencies of 15 to 20 per cent on average. Annual savings are estimated at over \$500 000.

Of the government occupied leased office area (greater than 2000m²) in the Adelaide Central Business District, 77.86 per cent, or 266 000 m², has National Australian Built Environment Ratings System (NABERS) Energy ratings as follows:

5.0 Star NABERS Energy	33.35%
4.5 Star NABERS Energy	29.05%
4.0 Star NABERS Energy	21.72%
3.5 Star NABERS Energy	7.88%
3.0 Star NABERS Energy	0.78%
2.0 Star NABERS Energy	1.94%

Buildings rated 4 Star and above have increased from 61 per cent in 2012–13 to 83 per cent in 2013–14.

The Building Management System and lighting replacement at 136 North Terrace (Roma Mitchell House) Adelaide, reduced energy consumption by 22 per cent.

Completion of a program across 200 project sites in response to the State Government's Solar Panel policy, resulting in the installation of a total of 1000 kilowatts (kW) of solar panels, which will reduce electricity consumption by 100 kW annually.

A trial of road lighting management systems is being undertaken with a view to installation on the South Road Superway. This will potentially provide up to 40 per cent savings in energy.

The replacement of 65 krypton traffic lanterns by LED lanterns will result in an annual energy saving of approximately \$6800 and an estimated greenhouse gas emission reduction of 22 t of CO₂ equivalent per year.

PRIORITY AREA 2 – WATER CONSERVATION AND WASTEWATER MANAGEMENT

During the summer of 2013–14 a third of the water used on the Southern Expressway Duplication project came from recycled sources.

Water Sensitive Urban Design has been incorporated into the South Road Superway project, with construction of a swale system underneath the bridge structure and a wetland to improve water quality.

The department assisted with the recent review and simplification of government's Water Efficient Outlets in Government Buildings policy, which it implements through the Across Government Facilities Management Arrangements (AGFMA) and through all capital investment program building construction projects.

Water savings opportunities are negotiated with private sector building owners for new and renewed leases.

The First Creek Wetland project in the Adelaide Botanic Gardens has successfully achieved its key objective of reducing reliance on potable water by capturing a portion of the stormwater from First Creek, storing it in the adjacent aquifer and re-using the harvested water during summer for irrigation in the Botanic Gardens.

PRIORITY AREA 3 – WASTE MANAGEMENT

Most areas of the department use 50 to 100 per cent recycled and AF Certified standard copy paper in printers.

Further advancement in e-business systems continues to reduce paper usage in the department. This includes electronic tendering by the department's Contracting and Procurement directorate wherever feasible.

There has been an increase in the number of agencies that have adopted the waste management strategies of recycling and diversion from landfill offered by the department's Building Management Facilities Service. Along with the department's Sturt Depot, other agencies include South Australia Police, South Australian Research and Development Institute and the Department for Manufacturing, Innovation, Trade, Resources and Energy. It is estimated that 200 t of waste in addition to the existing 800 t will be diverted from landfill in a full year.

PRIORITY AREA 4 – BUILT FACILITIES (GREEN BUILDING MANAGEMENT)

The South Australian Health and Medical Research Institute building on North Terrace achieved a gold rating using the US Green Building Council's Leadership in Energy and Environmental Designs (LEED) rating tool.

All capital investment program building construction projects over \$4m are designed in accordance with the department's guide note *Ecologically Sustainable Development - Planning, Design and Delivery*, which addresses the requirements of the *Government Buildings Energy Strategy 2013–2020*. The associated sustainable procurement practices have been applied to an extensive program of more than 60 major building construction projects valued at over \$1b delivered during 2013–14.

The AGFMA manage maintenance and minor works jobs valued in the order of \$210m per year and provide opportunity to improve environmental performance across a range of areas, including conserving resources (energy, water, waste management, material selection) and user amenity (heating, ventilation, air conditioning, lighting). SA Health has now transitioned into the AGFMA, providing greater opportunity for improved performance.

PRIORITY AREA 5 – TRAVEL AND FLEET MANAGEMENT

Twenty per cent of buses in the Adelaide Metro bus fleet use compressed natural gas, 48 per cent use B20 and 32 per cent use B5 biodiesel blend; 33 per cent are enhanced environmentally friendly vehicle (EEV) compliant.

There are now two diesel-electric hybrid buses in the fleet.

Use of alternative travel modes, including bicycles, car pooling, public transport and low emission vehicles, continue to be promoted to staff.

PRIORITY AREA 6 – GREEN PROCUREMENT

In order to better integrate sustainability issues into procurement across the department the Sustainable Procurement Working Group has prepared a draft Corporate Sustainable Procurement Policy.

It is planned to apply the Infrastructure Sustainability Council of Australia's Infrastructure Sustainability (IS) rating tool on the South Road projects. The IS rating includes targets for a range of sustainability areas, including reducing energy use and greenhouse emissions, water use and waste.

PRIORITY AREA 7 – HUMAN RESOURCES

A number of environmental training sessions were organised for department staff, with relevant environmental articles included in the weekly newsletter, *This Week in Building Management*.

Information on the Greening of Government Operations (GoGO) framework is available to all staff on the department's intranet, with articles on environmental sustainability issues placed on the site throughout the year by the GoGO Working Group.

The GoGO Working Group has developed a proposed standard clause for inclusion of environmental requirements in position descriptions.

PRIORITY AREA 8 – ADMINISTRATIVE POLICIES AND GUIDELINES

Environmental policies and guide notes are embedded in the department's Building Project Information Management System and Project Management process. Further environmental guidelines and a management plan are being developed, along with improved access to the documents among staff.

The department's Building and Construction Project Prequalification System has a component relating to environmental competencies in its prequalification criteria.

ENERGY EFFICIENCY ACTION PLAN

Agencies are required to report their performance against annual energy efficiency targets under the government's *Energy Efficiency Action Plan*. The plan defines energy efficiency measures for new buildings and major refurbishment projects and incorporates energy efficiency practices into maintenance programs and procurement policies. The plan includes the *South Australia Strategic Plan Target 61: Energy Efficiency – government buildings*, which aims to improve the energy efficiency of government buildings by 30 per cent by 2020 with a milestone of 25 per cent by 2014.

PERFORMANCE AGAINST ANNUAL ENERGY EFFICIENCY TARGETS

	Energy use (GJ) ¹	GHG emissions ²	Business measure (MJ/m ²) ³
Base year 2000/2001⁴			
Facilities – electricity	130 053	34 724	
Facilities – gas	31 542	1 631	
Total energy – facilities	161 595	36 355	
2013–14 energy–facilities (DPTI as landlord consumption – base building)			
Facilities – electricity	37 716	6 496	287.77
Facilities – gas	24 782	1 364	223.34
Total energy – facilities	62 498	7 860	
2013–14 energy – facilities (DPTI as occupier consumption)			
Facilities – electricity	27 016	4 653	287.51
Facilities – gas	392	24	11.57
Total energy – facilities	27 408	4 677	
2013–14 portfolio result			
Facilities – electricity	64 732	11 149	287.66
Facilities – gas	25 174	1 388	173.79
Total energy – facilities	89 906	12 537	
Portfolio target for 2014–25 per cent milestone⁵			
Facilities – electricity	97 540	26 043	
Facilities – gas	23 657	1 223	
Total energy – facilities	121 197	27 266	
Final portfolio target for 2020⁶			
Facilities – electricity	91 037	24 307	
Facilities – gas	22 079	1 142	
Total energy – facilities	113 116	25 449	

Notes:

1. Energy use data will be expressed in gigajoules (GJ) and will be the sum of all fuel types used in each agency (i.e. electricity, natural gas, bottled gas, etc.) for that period. This data will have been collected at a site level and aggregated up to agency level by the portfolio Reference Group member.

2. Many portfolios are pursuing a 'triple bottom line' reporting approach. It is therefore an optional extra that portfolios may wish to include Greenhouse Gas Emissions (in CO₂) as a means of quantifying a significant aspect of environmental performance. Greenhouse gas coefficients differ for fuel types. Please contact Energy Division, Department of State Development to obtain these coefficients for South Australia.
3. Business measures are also known as normalisation factors. A key performance indicator for energy efficiency is energy intensity, i.e. the energy consumed per unit of a given business measure. While some business measures are the number of employees (FTEs) or number of buildings, the preferred measure is the square metres of floor area of a building. The energy intensity therefore becomes the energy used per unit defined by the business measure such as MJ/m² or MJ/FTE.
4. It is acknowledged that portfolio structures change over time. Therefore the portfolio baseline will be adjusted if necessary to represent the structure of the portfolio in the given reporting period.
5. The portfolio target for the current year is based on an agreed methodology and can be obtained through the portfolio Reference Group member.
6. The portfolio target in 2020 should equal a 30 per cent energy efficiency improvement from the base year 2000-01.

Additional notes:

1. DPTI reports on consumption of energy for:
 - > base building consumption (not tenant consumption) as manager of the whole-of-government commercial property portfolio
 - > sites occupied by DPTI employees (predominantly offices but also some industrial facilities).
2. Assumptions have been made to project full financial year expenditure and energy use due to incomplete invoicing received to date.
3. The data reflects the following changes that have occurred in the reporting year:
 - > sale of a number of properties
 - > improvement in the quality of data capture
 - > the number and size of DPTI facilities and staff numbers fluctuates from year to year which contributes to variations in consumption. This is normalised through the Business Measure of consumption in MJ/m².
4. While consumption data was available in the 2000–01 base year, business measure calculations for the base year were not available and comparative analysis for the 2014 and 2020 targets cannot be provided.
5. DPTI is continuously improving its data collection processes and calculation methodology.

SIGNIFICANT ENERGY MANAGEMENT ACHIEVEMENTS FOR 2013-14

The department promoted application of energy efficiency in government buildings and provided a range of energy efficiency solutions, including:

- > delivery of the South Australian Health and Medical Research Institute, which received a Gold rating using the US Green Building Council's Leadership in Energy and Environmental Designs (LEED) rating tool
- > solar power generation, co-generators, building management systems for efficient energy usage and implementation of LED lighting solutions, resulting in significant upgrades for school and TAFE campuses
- > implementation of the State Government's Solar Panel policy across 200 project sites, with the installation of a total of 1000 kilowatts (kW) of solar panels, which will reduce electricity consumption by 100 kW annually
- > delivery of various '5 Star Green Star' equivalent building redevelopments, including at Modbury Hospital, Berri General Country Hospital and the Tonsley Park Sustainable Industries Education Centre
- > investigating use of voltage optimisation devices in government buildings to regulate electricity voltages to lower levels, enable savings to power use and extend the life of equipment.

OTHER ACHIEVEMENTS AGAINST THE ENERGY EFFICIENCY ACTION PLAN

Various process initiatives have been achieved, including:

- > upgrade works to 136 North Terrace (Roma Mitchell House), Adelaide, including installation of an automated building management system, replacement of the pneumatic controls to restrict energy use outside of business hours for air-conditioning plant, equipment, hot water and lighting and the trialling of a pilot study reviewing demand management (by utilising the new building management systems control system) to help identify energy consumption
- > instigating a program to identify peak demand electricity requirements which will enable the review of actual and future energy demands of major government owned sites; during 2013–14 the peak demand levels were revised for: 30 Wakefield Street, Adelaide; 200 Victoria Square, Adelaide; 136 North Terrace, Adelaide; Netley Commercial Park, Netley; and 31 Flinders Street, Adelaide, resulting in substantial electricity cost savings
- > air-conditioning plant upgrade or improvement works to: Buildings 5 and 8 at Netley Commercial Park, Netley; 59 King William Street, Adelaide; 65 Conyngham Street, Glenside; Regency Park offices; and the Department for Communities and Social Inclusion Mount Gambier office
- > installation and replacement of T5 lighting systems at: 35 Frances Terrace, Kadina; 37 Dauncey Street, Kingscote; and 5 Whitehead Street, Whyalla
- > solar panel installation program at the Morgan Dockyard.

DISABILITY ACTION AND INCLUSION

The department is currently developing a new Disability Action and Inclusion Plan (DAIP), which will supersede *Promoting Independence – Disability Action Plans for South Australia*. Disability champions have been nominated and a steering committee has been formed to commence the development of the plan. In addition, there will be extensive consultation with the Transport Accessibility Advisory Group, which meets regularly with representatives from South Australian peak groups for people with disability, their advocates and carers. All components will then be merged into a meaningful master DAIP that will consider current strategic and corporate plans.

As detailed in the *Commonwealth Disability Discrimination Act 1992* (DD Act) and the *South Australian Equal Opportunity Act 1984* (EO Act), the department is committed to ensuring accessibility to all its services and facilities and recognising the rights of people with disabilities to have the same opportunities as other community members to access and participate in all facets of community life. The methodology involves moving from a compliance-based approach to a more integrated, authentic approach to ensure access for everyone. The department's progress in this commitment in line with the *National Disability Strategy 2010–2020* is detailed below.

INCLUSIVE AND ACCESSIBLE COMMUNITIES

Outcome: People with disability live in accessible and well designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

Policy direction: Increased participation of people with disability, their families and carers in the social, cultural, recreational and sporting life of the community

In 2013–14 the department:

- > provided 22 sporting scholarships to elite athletes with a disability, through the South Australian Sports Institute; these scholarships support athletes to participate in the social, cultural, recreational and sporting life of the community and to excel on the world stage
- > worked with the sport sector, up-skilling local clubs and coaches to create sustainable sport and active recreation environments in which participation opportunities are inclusive for all
- > engaged with the Australian Paralympic Committee (SA Branch) to develop entry level opportunities and skill development sessions for people with a disability into athletics, swimming and table tennis
- > provided \$180 000 to six state sporting organisations for people with a disability to provide leadership, policies and services to their membership
- > funded an additional nine disability-specific projects totaling \$257 235 through the Sport and Recreation Development and Inclusion program
- > partnered with Inclusive Sport SA on components of the development of an inclusive indoor community sporting facility at the former Ross Smith school site which will include general design and operational guidelines for the development of fully inclusive sporting facilities
- > reopened The Parks Community Centre after a \$28.7m refurbishment of recreation and sport facilities designed to cater for a wide range of community needs, including people with a disability.

Policy direction: Improved accessibility of the built and natural environment through planning and regulatory systems, maximising the participation and inclusion of every member of the community

The department refurbished the Adelaide Railway Station to address legislative compliance, public safety amenity and access issues; works included the installation of escalators and stairs at the southern end of the main hall and the upgrade and expansion of public toilet facilities including additional accessible toilets compliant with the DD Act.

Policy direction: Improved provision of accessible and well designed housing with choice for people with disability about where they live

The National Construction Code and development plans incorporate all on-site construction requirements into a single code comprising the Building Code of Australia (Volumes 1 and 2) and the Plumbing Code of Australia (Volume 3). The code regulates new development to meet accessibility requirements.

Policy direction: A public, private and community transport system that is accessible for the whole community

Facilities and services

Projects to upgrade public transport facilities to meet accessibility requirements that were completed or nearing completion in the 2013–14 financial year include:

- > large real-time passenger information screens, new and/or extended parking, CCTV, lighting and general refurbishment of Klemzig, Paradise and Modbury bus interchanges
- > new Seaford and Seaford Meadows railway stations, which are fully accessible and include accessible parking and integrated bus services
- > new St Clair and Adelaide Showground railway stations
- > refurbishments to improve accessibility at Marion, Broadmeadows, Parafield, Ascot Park and Lonsdale railway stations
- > LCD real-time passenger information displays at various locations
- > lighting upgrades at various locations
- > accessible solutions at Nurlutta railway station platforms
- > installation of tactile ground surface indicators, platform resurfacing and pedestrian crossings at various locations
- > refurbishment of the Currie Street Adelaide Metro InfoCentre.

These projects not only provide better access for people with disabilities, but also benefit the elderly, carers with prams, young children, people with English as a second language and bicycle users.

Railway stations

Improvements aimed at providing a continuous accessible path of travel from boarding station to alighting station involved:

- > raising of platforms for minimal step onto the vehicle, lengthening of some platforms, re-surfacing of platforms and tactile ground surface indicators to aid people who are blind or vision impaired
- > shelters with accessible seating, allocated spaces and other accessible features
- > lighting
- > CCTV
- > pedestrian crossings (either at-grade or grade separated)
- > access paths, including manoeuvring areas, rest areas, ramps, fencing, hand and kerb rails, lifts and stairs
- > public information systems (both audio and visual), hearing augmentation, signage, emergency alarms.

Ongoing refurbishments have been made to government owned and leased properties to address accessibility requirements, with construction projects for new and refurbished infrastructure having requirements for design reviews at 30 per cent, 70 per cent and 100 per cent. This process, along with station specifications and standard drawings, supports the finished product providing access for everyone.

Bus shelters

The four-year bus shelter grants program to replace and build new bus shelters across the public transport network has enabled local government across South Australia to replace or upgrade bus shelters to be compliant with the DD Act. Since 2010, 729 grants have been issued for shelters; 674 were installed by 30 June 2014 while the remaining 55 will be installed by the end 2014.

Taxis

The taxi industry provides transport to people with disabilities via 100 wheelchair accessible vehicles (access taxis). This is an increase of nearly 45 per cent since 2006–07, with the State Government setting special service provision conditions and performance based payments for access taxis.

South Australians with permanent disabilities are able to apply for transport assistance under the South Australian Transport Subsidy Scheme and the Plus One Free Companion card, which provides free travel to a companion/carer accompanying a person who cannot travel independently due to physical mobility, cognitive, sensory or communication impairments.

Public transport services

Approximately 87 per cent of the Adelaide Metro bus fleet is accessible. The annual bus replacement program introduces on average approximately 25 new buses into the bus fleet each year to replace existing buses which reach the end of their service life or compulsory retirement age (25 years).

In regional areas, all new service contracts for the provision of regular passenger transport services require all vehicles to be fully accessible, with space for at least one wheelchair or mobility aid.

New electric railcars being introduced to the network are fully accessible and feature automated on-board announcements that are visually relayed, allocated spaces for passengers with physical disabilities, priority seating, flashing backlit door buttons with Braille, as well as safety CCTV, high capacity air conditioning, double leaf saloon doors and passenger emergency intercoms at each doorway.

Information on services and programs

All online and printed material is accessible to all users, with information and instructional material on the Metrocard ticketing system and public transport available in a range of formats to ensure accessibility and inclusiveness.

Adelaide Metro was updated to include a Live Chat facility providing additional services for the deaf, hearing and/or speech impaired community.

In partnership with the Department for Communities and Social Inclusion Interpreting and Translating Centre, the department provides assistance to customers from culturally or linguistically diverse backgrounds, with Adelaide Metro InfoCentre staff trained to identify the potential need for interpreter services.

Large format screens have replaced LED signs at key railway stations and bus interchanges to provide highly visible real-time arrival information along with voice announcement and hearing induction loops. Touch kiosks at the Adelaide Railway Station communicate travel information visually, audibly and by Braille.

A long-line public address system across the Adelaide Metro rail network provides service disruption information at railway stations.

Central to the upgrade of the Adelaide Metro InfoCentre was an open plan design to increase maneuverability for customers using mobility aides and displays redesigned to allow ready access to timetables and other printed material.

The Adelaide Metro website and mobile website now provide real-time arrival information for all bus, train and tram services across the network, presenting vehicle arrival times in a simple, easy to use format, reducing the need for customers to rely on printed timetables.

Adelaide Metro has also freely released its timetable data to third party developers, which has generated a number of real-time mobile phone applications. Adelaide Metro will continue to proactively identify opportunities to work with developers on applications to increase the accessibility of public transport for all users.

Consultation with people with disabilities

The Transport Accessibility Advisory Group (TAAG) consists of representatives drawn from the peak bodies and/or consumer representatives from recognised areas of disability (physical, sensory, intellectual, psychiatric, neurological, mental health, developmental and learning disabilities). TAAG regularly convenes on matters relating to the implementation, operation and evaluation of services, facilities and infrastructure initiatives in the broadest context, and provides input into the design, delivery and continuous improvement of our services and infrastructure.

Advice and input from members addresses a wide range of matters including:

- > consideration of policy initiatives that comprehensively address the accessibility and mobility needs of people with disabilities
- > policy review or creation
- > input to the development and review of the department's Disability Access and Inclusion Plan
- > strategic planning for transport service and access provisions.

TAAG comprises representatives from:

- > Disability Advocacy and Complaints Service of SA Inc
- > Physical Disability Australia
- > Deaf Australia
- > Guide Dogs SA/NT
- > The Royal Society for the Blind (SA)
- > Local Government Association of SA
- > South Australian Council on Intellectual Disability
- > Spina Bifida and Hydrocephalus Association of SA Inc
- > Paraplegic and Quadriplegic Association of SA Inc
- > COTA SA
- > Cara
- > South Australian Multicultural and Ethnic Affairs Commission (SAMEAC).

RIGHTS PROTECTION, JUSTICE AND LEGISLATION

Outcome: People with disability have their rights promoted, upheld and protected.

Policy direction: Increased awareness and acceptance of the rights of people with disability

The department has a well established induction program which includes disability awareness training and a range of resources for employees. In many cases, frontline staff training includes presentation by peak disability organisations.

ECONOMIC SECURITY

Outcome: People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

Policy direction: Increased access to employment opportunities as a key to improve economic security and personal wellbeing for people with disability, their families and carers

The department actively provides opportunities to people with disabilities through its recruitment processes, presenting all vacancies up to and including the ASO4 level to the Disability Employment Register.

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

PERSONAL AND COMMUNITY SUPPORT

Outcome: People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

Policy direction: The role of families and carers to be acknowledged and supported

The department has policies and programs that support families and carers including flexible work arrangements, flexible application of leave and the establishment of the family rooms.

Disability access and translation services are high priority, along with training and development for all staff as part of induction. In addition, more targeted training and resources are available to frontline staff, including training and development presentations by peak disability organisations.

REPORTS FROM THE REGISTRAR OF MOTOR VEHICLES

REVENUE COLLECTED UNDER THE *MOTOR VEHICLES ACT 1959* AND BY ADMINISTRATIVE ARRANGEMENT

	2012-13 \$ million	2013-14 \$ million
Registration charges	355.15	377.38
Drivers licence fees	62.99	44.55
Sundries and commissions	21.60	21.81
Special plates	6.24	6.37
General plates	4.48	4.60
Total revenue	450.46	454.71

Note: Sundries include revenue for Rider Safe, Examiners Courses, Tow Trucks, Driver Intervention, Sale of Information, Administration Fees on Federal Registration and Alcohol Interlock Admin Subsidy. Commissions include Motor Accident Commission, Emergency Services and Courts.

REVENUE COLLECTED UNDER THE *MOTOR VEHICLES ACT 1959* AND DISPERSED TO OTHER AGENCIES

	2012-13 \$ million	2013-14 \$ million
Stamp duty (inc Hospital Fund)	214.46	224.11
Third party insurance	630.62	523.75
Federal registrations	9.40	9.37
Emergency services levy	31.68	33.03
Total revenue	886.16	790.26

VEHICLES REGISTERED AS AT 30 JUNE 2014

Vehicles by type	2013	2014	% +/- change
Cars	732 355	726 657	-0.78
Station wagons	271 956	286 974	5.52
Panel vans	35 403	35 454	0.14
Utilities	139 193	145 967	4.87
Trucks	42 659	42 170	-1.15
Prime movers	7 847	8 111	3.36
Other commercial	12 821	12 862	0.32
Commercial trailers	28 784	29 751	3.36
Buses	4 164	4 144	-0.48
Tractors	30 966	30 852	-0.37
Motorcycles	43 550	45 026	3.39
Caravans	41 585	42 883	3.12
Trailers	249 637	254 135	1.80
Others	15 513	15 612	0.64
Total vehicles	1 656 433	1 680 598	1.46

DRIVERS LICENCES REGISTERED AS AT 30 JUNE 2014

Class	Common terms	2013	2014	% +/- change
C	Car	1 008 586	1 017 210	0.86
LR	Light rigid truck	26 072	27 798	6.62
MR	Medium rigid truck	40 896	41 153	0.63
HR	Heavy rigid truck	59 817	60 151	0.56
HC	Heavy combination	38 728	37 998	-1.88
MC	Multi trailer combination	10 469	11 048	5.53
R	Full motor bike licence	156 564	157 624	0.68
R 'Date'	Size restricted motor bike	17 001	17 681	4.00
Total licence holders		1 185 641	1 196 568	0.92

Note: Total licence holders includes licence types Learner, P1, P2, Probationary and Full. Drivers can have multiple classes of licence ie 'C' and 'R', therefore the total licence holders will not equal the sum of the classes.

RIGHTS OF REVIEW AND APPEAL

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

REVIEWS AND APPEALS UNDER S98Z OF THE *MOTOR VEHICLES ACT 1959*

	2012–13	2013–14
Total number received	52	29
Confirmed	39	19
Varied	6	2
Set aside	0	1
Court Appeal	1	1
Not eligible to seek review	0	5
Application withdrawn	4	0
Pending	2	1

E-COMMERCE

In 2013–14, 1.72m registration and licensing payments were made online over the internet, an increase of approximately 2.38 per cent on 2012–13.

Registration renewals are the most common transaction. In 2013–14, 3.4m registration renewals were paid: 1.5m (43.58 per cent) were paid online; 234 000 (6.8 per cent) were made by telephone; and 353 000 (10.26 per cent) were completed by a smart phone.

Payment by direct debit was introduced for registration renewals in December 2013 and approximately six per cent of renewals per week are paid that way.

Australia Post, the second most popular way of paying registration renewals, facilitated 633 445 registration renewals in 2013–14, a decrease of 3.11 per cent.

Service SA customer service centres facilitated 579 063 registration renewals, a decrease of approximately 7.39 per cent on 2012–13.

In 2013–14 more than 315 000 licences were renewed with 132 000 renewed on-line.

REPORTING AGAINST THE AIR TRANSPORT (ROUTE LICENSING-PASSENGER SERVICES) ACT 2002

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

OPERATION AND ADMINISTRATION OF THE ACT IN 2013–14

Adelaide-Port Augusta was the only route subject to a Route Service Licence during the financial year 2013–14.

This route remains marginally viable and is licensed in accordance with section 5(3) of the Act “...to encourage an operator or operators of air services to establish, maintain, re-establish, increase or improve scheduled air services on the route.”

Sharp Aviation Pty Ltd, trading as Sharp Airlines, is the licence holder and operated in accordance with its licence conditions throughout the period.

Sharp Airlines’ route service licence expired on 31 December 2013. Section 5(8)(b) of the Act allows for an extension not exceeding three years and up to a total of six years of the route licence declaration. On 30 November 2013 the Minister for Transport and Infrastructure approved the extension of the existing declaration of the Adelaide-Port Augusta and Sharp Airlines’ route service licence for the period 1 January 2014 to 31 December 2016.

The declaration was Gazetted on 19 December 2013 and advertised in local and national press on 20 December 2013 in accordance with section 5(11)(e) of the Act.

On 4 November 2013 Sharp Airlines gave notice to the Minister’s Authorised Officer, as required under condition 3 of its route service licence, of its intention to cancel 17 return services during the period 23 December 2013–3 January 2014 due to lack of demand. The Minister’s Authorised Officer recommended to the Minister for Transport and Infrastructure that no action under condition 8 of the route service licence to cause Sharp Airlines to reverse the decision was warranted and the cancellations went ahead.

REPORTING AGAINST THE *PASSENGER TRANSPORT ACT 1994*

PATRONAGE IN METROPOLITAN ADELAIDE

The department administers the *Passenger Transport Act 1994* (the 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.

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

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

The department supports community passenger networks across regional South Australia and within metropolitan Adelaide. This program facilitates access to transport for people who are transport disadvantaged. It is jointly funded by the Home and Community Care program managed through the Department for Communities and Social Inclusion.

In 2013–14 metropolitan public transport patronage changed as follows:

- > initial boardings on the public transport system increased by 3.8 per cent
- > transfer boardings on the public transport system decreased by 1.4 per cent
- > total patronage, including initial boardings and transfers, increased by 2.7 per cent across the Adelaide Metro network, totalling 63 312 184 million.

Adelaide Metro boardings 2013-14

Initial boardings by mode (millions)

Year	Bus	Tram	Train	Total initial boardings*
2013–14	39.957	2.288	8.230	50.475

Initial boardings by passenger type (millions)

Year	Regular	Concession	Student	Seniors	Free events	Special passes	Total initial boardings*
2013–14	16.403	17.463	8.683	6.965	.230	.731	50.475

Initial boardings by ticket type (millions)

Year	Singletrip	Daytrip	Multitrip	Metro Card	Total initial boardings*
2013–14	7.000	.965	.539	41.971	50.475

Note: *Reflects initial boardings - not total patronage.

SPECIAL EVENT SERVICES

The department continued to make special passenger transport arrangements for a range of events, including the Royal Adelaide Show, New Year's Eve celebrations, Clipsal 500, WOMADelaide, Santos Tour Down Under, Credit Union Christmas Pageant, City-Bay Fun Run and ANZAC Day.

Public transport support continued to be provided for all major events at the Adelaide Entertainment Centre, Hindmarsh Stadium and Morphettville Racecourse.

In addition, public transport support was provided to facilitate access to major international events, such as the Royal Visit by the Duke and Duchess of Cambridge to Playford in April 2014 and special express services to AAMI Stadium for the Bon Jovi concert in December 2013.

To support the operation, passenger transport needs are assessed and a range of additional services, temporary bus route changes, additional bus stops, bus parking zones and taxi stands, as well as strategically increased capacity, may be provided.

Following the redevelopment of Adelaide Oval and the return of AFL football to this venue, a detailed public transport plan was developed to encourage patrons to use public transport to events. The plan includes bus, train and tram services and takes advantage of the services already available across the network. In addition, dedicated bus, train and tram services, operating as Adelaide Oval Footy Express services, supplement the Adelaide Metro network.

Based on the successful model used at AAMI Stadium, holders of footy tickets, including members, season tickets or daily tickets, are eligible for free public transport on the day of the game. Patrons are required to show their ticket to receive free public transport using either general Adelaide Metro services or the dedicated Adelaide Oval Footy Express services.

During the first half of the 2014 season, approximately 54 per cent of patrons attending Adelaide Oval used public transport; this compares to approximately 23.3 per cent of the crowd previously carried to AAMI Stadium.

ADELAIDE FREE SERVICES

In January 2014 a new free City Connector service was introduced in the CBD and North Adelaide 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. The City Connector service, which operates in two loops, runs every 15 minutes on weekdays within the CBD (previously every 20 minutes) and every 30 minutes to North Adelaide.

Operating under contract with the Minister for Transport and Infrastructure, the City Connector uses dedicated buses with a distinctive green livery to differentiate it from general Adelaide Metro services.

REGIONAL SERVICES

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

Regular route services operate across regional South Australia 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, Murray District Council, Southern Mallee District Council, Mid-Murray District Council, Southern Yorke Peninsula, Tatiara, Eastern Riverland, Upper North, Mid North and Mount Barker. Special (medical) services also operate in a number of regions that provide accessible door-to-door services for people unable to access conventional public transport to travel to medical appointments. These services operate in the Murray Mallee, Yorke Peninsula, Upper North and Mid North.

Following ongoing negotiation with the Department for Communities and Social Inclusion, the Department for Education and Child Development, the District Council of Kangaroo Island and the Kangaroo Island Futures Authority, agreement was reached to commence detailed planning for the introduction of regular public transport services on Kangaroo Island. Services commenced under a new service contract in February 2014.

Based on data provided by country bus operators, country bus patronage in 2013–14 was 949 317, compared to 909 372 in 2012–13, an increase of 4.39 per cent.

PROVINCIAL CITY BUS SERVICES

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

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

Based on data provided by provincial city bus operators, patronage in 2013–14 was 498 239, compared to 457 240 in 2012–13, an increase of 8.97 per cent.

ALTERNATE SERVICES DURING MAJOR RAIL PROJECTS

Substitute bus services provided during Rail Revitalisation program works were contracted to Adelaide Metro providers to minimise disruption to customers while rail lines were closed.

Bus substitute services continued to be provided for customers who would normally use the Tonsley line until the line re-opening in May 2014. The Noarlunga and Belair lines remained closed until July 2013 (Belair) and December 2013 (Noarlunga). During this time full bus substitute services were operated to ensure passengers had access to continued public transport service. The extended Seaford line opened in February 2014.

COMPLAINTS, COMMENDATIONS AND SUBMISSIONS

Feedback on public transport

The department welcomes feedback from customers about passenger transport services and provides multiple opportunities through the Adelaide Metro website, Adelaide Metro Infoline and InfoCentres, as well as social media such as Facebook and Twitter. Complaints represented approximately 0.02 per cent of total public transport patronage (initial boardings and transfers) in the 2013–14 financial year.

Feedback	2012–13	2013-14
Commendations	814	759
Suggestions	950	978
Complaints		
Service changes and service quality	7 749	7 435
Punctuality	5 061	3 279
Fares and ticketing	1 373	1 339
Passenger comfort	1 392	944
Other	564	184
Total complaints	16 139	13 181

Feedback on taxi and small passenger vehicle services

The department receives complaints and commendations regarding taxis and small passenger vehicles. Complaints may lead to disciplinary action if a breach of the regulations under the Act is found to have occurred. Taxi complaints represented less than 0.01 per cent of the estimated eight million journeys provided in 2013–14.

Feedback	2012–13	2013–14
Commendations	7	4
Complaints	639	559

Waiting times

The taxi centralised booking services reported that the average waiting time for general taxis in metropolitan Adelaide in 2013–14 was 9.26 minutes during the day (6 am to 6 pm), which represents a minor increase compared to 9.21 minutes in 2012–13. At night (6 pm to 6 am) the waiting time was 9.47 minutes, which is a minor increase compared to 9.20 minutes in 2012–13. These 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 1008 general licenses in metropolitan Adelaide in 2013–14.

Access taxis

For the 2013–14 financial year:

- > 78.89 per cent of access taxi passengers were picked up within 10 minutes, a small decrease compared to 79.83 per cent in 2012–13
- > 87.41 per cent of access taxi passengers were picked up within 15 minutes, a minor decrease compared to 87.86 per cent in 2012–13
- > 97.92 per cent of access taxi passengers were picked up within 30 minutes, a minor decrease compared to 97.97 per cent in 2012–13.

Access taxi performance remained stable from 2012–13 to 2013–14.

Previous DPTI annual reports utilised 13 minutes as the indicator for reporting access taxi pick up times. However, indicators of 10, 15 and 30 minutes will be used from 2013–14 for consistency with overall taxi reporting.

There are 100 general taxi licenses with special conditions (access taxis). This represents 9.0 per cent of the total taxi fleet.

Passenger Transport Standards Committee

The Passenger Transport Standards Committee (PTSC) is a statutory committee established under the Act and is 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 2013–14 the PTSC met on 82 occasions and considered 228 matters, including:

- > 121 accreditation applications
- > 105 disciplinary matters
- > two vehicle-related matters.

Of the 105 disciplinary matters, the PTSC:

- > suspended the accreditation of 27 accredited persons for a period of time
- > revoked the accreditation of 11 accredited persons and disqualified them for a period of time
- > permanently disqualified four persons from holding accreditation under the Act.

The remaining accredited persons were either fined, required to undertake re-training or reprimanded.

REPORTING AGAINST THE *CARERS RECOGNITION ACT 2005*

Carers are defined under the *Carers Recognition Act 2005* (the Act) as the family and friends who provide ongoing care or assistance to someone who has a disability or a chronic illness, including a mental illness, or is frail and requires assistance carrying out everyday tasks.

Carers include members of the South Australian community who are the department's customers, as well as employees of the department who are carers.

The department is required to report compliance with section 6 of the Act, which requires portfolios to ensure:

- > all officers, staff and agents have an awareness and understanding of South Australia's *Carers Charter*
- > the principles of the *Carers Charter* are reflected in agency practices
- > appropriate consultation with carers, or persons or bodies that represent carers, in policy and program development and strategic operational planning.

AWARENESS AND UNDERSTANDING OF THE CARERS CHARTER

The department recognises and supports the vital role that carers play and acknowledges their needs and rights.

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.

The one-stop contact point for government information, products and services, sa.gov.au, provides information and help to the South Australian community, including department staff and organisations that represent carers.

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

South Australians with permanent disabilities are able to apply for transport assistance under 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 physical mobility, cognitive, sensory or communication impairments. Companion/carers accompanying Plus One Free Companion card holders on Adelaide Metro bus, train or tram services travel free of charge.

CARERS CHARTER PRINCIPLES IN AGENCY PRACTICES

The principles of the *Carers Charter* are incorporated into the department's strategic human resource framework through operating procedures, online training and corporate induction programs.

The department's human resource policy framework and underpinning operational procedures outline the responsibilities of managers to assist employees with carer responsibilities.

Information and policies such as access to flexible work arrangements, flexible application of leave and establishment of family rooms are examples of the department's policies that support carers and are available to employees through the department's intranet.

CONSULTATION WITH CARERS AND CARER REPRESENTATIVES

The department convenes the Transport Accessibility Advisory Group (TAAG), which meets regularly with representatives from South Australian peak groups for people with disability, their advocates and carers. TAAG consults on matters relating to the implementation, operation and evaluation of services, facilities and infrastructure initiatives in the broadest context.

Advice and input from members addresses a wide range of matters, including:

- > consideration of policy initiatives that comprehensively address the accessibility and mobility needs of people with disabilities
- > policy review or creation
- > input to the development and review of the department's Disability Access and Inclusion Plan
- > strategic planning for transport service and access provisions.

Representation includes the Disability Complaints and Advocacy Service, Physical Disability Australia and Cara, which works in partnership with people living with disability, families and the community to create a better life.

The involvement of peak disability agencies in TAAG is greatly valued and provides input to inform and enable the department to reflect the principles of the *Carers Charter*.

FINANCIAL STATEMENTS

