

23MIT8147



**Government  
of South Australia**

**Office of the  
Minister for Infrastructure  
and Transport  
Minister for Energy and  
Mining**

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Hon Heidi Girolamo MLC  
[Girolamo.office@parliament.sa.gov.au](mailto:Girolamo.office@parliament.sa.gov.au)

Dear Ms Girolamo

## **APPLICATION UNDER THE *FREEDOM OF INFORMATION ACT 1991***

I refer to your application made under the *Freedom of Information Act 1991* (the Act), dated 9 June 2023.

Your application seeks access to:

*“All documents and correspondence (including any conclusion or result) for the 12 month trial of measures to improve Access Taxis services for people with a disability as stated in the Agency Statement of 2022-23 Budget Paper (pg. 123), between 2/06/2022 and 2/06/2023.”*

An extension was sought to the 11 August 2023.

The purpose of this letter is to advise you of my determination. An extensive search was conducted within this office. A total of 2 documents were identified as answering the terms of your application.

I grant you access in part to 1 document; a copy of which is enclosed.  
I refuse you access in full to 1 document.

### **Documents Released in Part**

Document 1 is released in part with out of scope information redacted that does not pertain to the scope of your FOI request. Mobile numbers have also been redacted pursuant to clause 6 to the FOI Act, as if released would involve the unreasonable disclosure of personal information.

### **Documents Refused in Full**

Document 2 is a paper which was prepared by the Department for Infrastructure and Transport (the Department) relating to the 6 month trial Access Taxi trial report.

This is an internal working paper prepared by the Department and contains advice and recommendations for the consideration of the Minister. It is not in the public interest to disclose the contents of this document as it is important for the government to receive frank and comprehensive advice and opinions. Whilst there is a strong public interest in government accountability and transparency, there is the competing

public interest to ensure that full and frank advice can occur in confidence. It is necessary that the Minister is appropriately informed and updated on such matters. I therefore determine this document exempt in full pursuant to clause 9(1)(a)(i).

Document 2 also contains information which was provided by Suburban Taxis and is commercially sensitive. The disclosure of this information could reasonably be expected to have an adverse effect on their business affairs in a competitive field. I therefore determine this exempt pursuant to clause 7(1)(c).

Document 2 also contains out of scope information not pertaining to the scope of your FOI request.

## **Exemptions**

### ***Clause 6 — Documents affecting personal affairs***

- (1) A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

### ***Clause 7— Documents affecting business affairs***

- (1) A document is an exempt document—
  - (a) if it contains matter the disclosure of which would disclose trade secrets of any agency or any other person; or
  - (b) if it contains matter—
    - (i) consisting of information (other than trade secrets) that has a commercial value to any agency or any other person; and
    - (ii) the disclosure of which—
      - (A) could reasonably be expected to destroy or diminish the commercial value of the information; and
      - (B) would, on balance, be contrary to the public interest; or
  - (c) if it contains matter—
    - (i) consisting of information (other than trade secrets or information referred to in paragraph (b)) concerning the business, professional, commercial or financial affairs of any agency or any other person; and
    - (ii) the disclosure of which—
      - (A) could reasonably be expected to have an adverse effect on those affairs or to prejudice the future supply of such information to the Government or to an agency; and
      - (B) would, on balance, be contrary to the public interest.

**Clause 9 — Internal working documents**

- (1) A document is an exempt document if it contains matter—
- (a) that relates to—
    - (i) any opinion, advice or recommendation that has been obtained, prepared or recorded; or
    - (ii) any consultation or deliberation that has taken place, in the course of, or for the purpose of, the decision-making functions of the Government, a Minister or an agency; and
  - (b) the disclosure of which would, on balance, be contrary to the public interest.

Please note, in compliance with Premier and Cabinet Circular PC045 - *Disclosure Logs for Non-Personal Information Released through Freedom of Information* (PC045), details of your FOI application, and the documents to which you are given access, will be published in the agency's disclosure log. A copy of PC045 can be found at the following address: <https://dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>. Please visit the website for further information.

No fees and charges are payable for this application.

If you are unhappy with this determination you are entitled to apply for an internal review, in accordance with section 29 of the FOI Act. To make an internal review application, please either write a letter or complete *Application for Review of Determination* form, to the Principal Officer of this agency, the Hon Tom Koutsantonis MP, within 30 (calendar) days after you receive this letter.

If you require any further information, please contact Vicky Cathro on (08) 7133 1100.

Yours sincerely



**Carly McNeill**  
Accredited FOI Officer

17 / 8 / 2023



**TO: MINISTER FOR INFRASTRUCTURE AND TRANSPORT**  
**SUBJECT: PASSENGER TRANSPORT ACT REVIEW – PROGRESS UPDATE**

Decision/Action required by: Routine

<b>Business Unit</b>	Road Safety, Policy and Research		
<b>Prepared by</b>	Sarah Clark Director, Road Safety, Policy and Research <b>Clause 6 (1) - Personal Affairs</b>	.....SC.....	13/12/22
<b>Executive Director</b>	Emma Kokar Executive Director Road and Marine Services	.....EK.....	15/12/22
<b>Endorsed by</b>	Jon Whelan Chief Executive		19/12/22

**RECOMMENDATION**

It is recommended the Minister:

1. **Out of Scope** [Redacted]
2. **Out of Scope** [Redacted]
3. Note the provision of a 6 month Access Taxi trial report (Attachment 2). **Noted**
4. **Out of Scope** [Redacted]

<p>.....</p> <p>Hon Tom Koutsantonis MP <b>MINISTER FOR INFRASTRUCTURE AND TRANSPORT</b> / / 2022</p>	<p>Comment</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
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**PURPOSE**

Out of Scope

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**BACKGROUND**

Out of Scope

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**KEY POINTS**

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Access Taxis


In February 2022, the Department commenced a 12-month trial that sought to improve Access Taxi services. Changes made included increasing the lifting fee payable to drivers, amending and clarifying the licence conditions for licence holders, operators and drivers, and amending the contract with the Access Taxi Centralised Booking Service (CBS) to provide clearer KPIs to support the trial.

While the trial overall has resulted in achieving an improved service within certain key performance indicators, there continues to be underlying systemic issues with service delivery that remain unresolved under the current model. These include lack of availability outside core hours, servicing of distant suburbs (far south and north), and driver refusal of short jobs or jobs where SA Transport Subsidy Scheme (SATSS) payments are not applicable.

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Next steps

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FINANCIAL AND PROCUREMENT SUMMARY


Access Taxis

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ATTACHMENTS

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• Attachment 2: Access Taxi Issues Paper, November 2022 (19588894).

• Out of Scope

