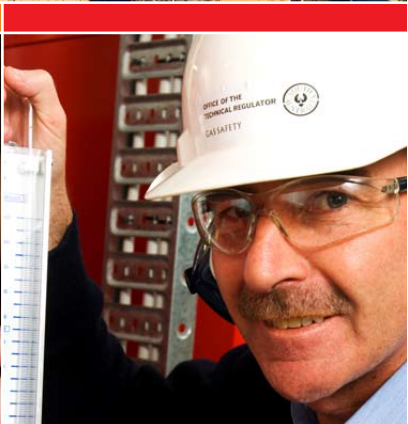




# 2006–07 Annual Report

Department for Transport, Energy and Infrastructure



Government of South Australia  
Department for Transport,  
Energy and Infrastructure

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Department for Transport, Energy and Infrastructure

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**Government of South Australia**

Department for Transport,  
Energy and Infrastructure

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The Honourable  
Patrick Conlon MP  
Minister for Transport  
Minister for  
Infrastructure  
Minister for Energy  
Level 12  
Roma Mitchell House  
136 North Terrace  
ADELAIDE SA 5000

The Honourable  
Carmel Zollo MLC  
Minister for Road Safety  
Level 6  
ING Building  
45 Pirie Street  
ADELAIDE SA 5000

The Honourable  
Michael Wright MP  
Minister for Finance  
Level 8  
Terrace Towers  
178 North Terrace  
ADELAIDE SA 5000

Dear Ministers

It gives me pleasure to present the Annual Report for the Department for Transport, Energy and Infrastructure for the year ended 30 June 2007.

The department continues to implement the infrastructure and service priorities of *South Australia's Strategic Plan* and the *Strategic Infrastructure Plan for South Australia* and strive for innovation and change. The ongoing development of strategies to meet the diverse needs of the Ministerial portfolios and the objectives of the government's strategic directions remains a key focus of the department. This report details the work, achievements and relevant statutory and financial information of the department and provides an insight into the priorities for 2007–08.

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

This report is a submission to Parliament and complies with the requirements of the *Public Sector Management Act 1995*, *Air Transport Act 2002* and the *Public Finance and Audit Act 1987*. The report of the Commissioner of Highways under the provisions of the *Highways Act 1926* is also incorporated in this report.

Yours sincerely



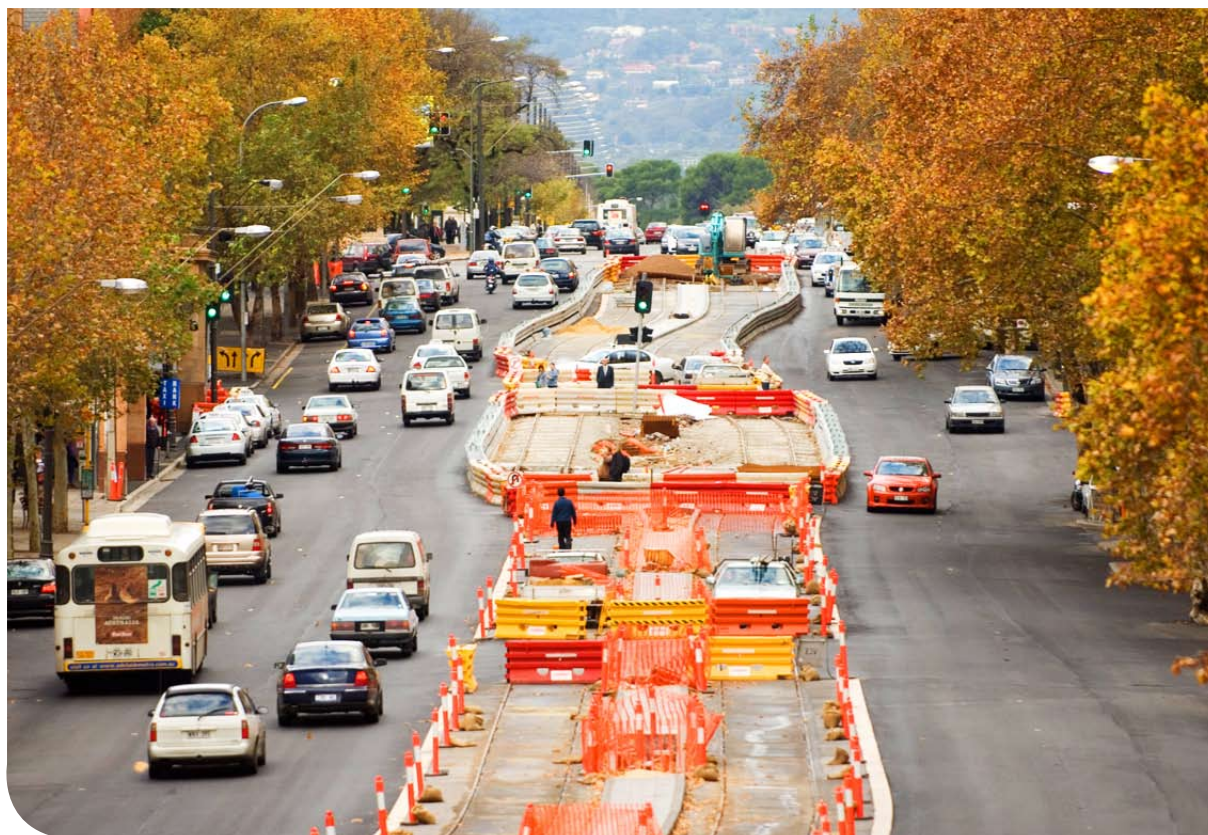
Jim Hallion  
CHIEF EXECUTIVE  
DEPARTMENT FOR TRANSPORT, ENERGY AND  
INFRASTRUCTURE

28th September 2007

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# CHIEF EXECUTIVE'S STATEMENT



The Department for Transport, Energy and Infrastructure (DTEI) is committed to meeting South Australia's future needs and demands for transport, energy and infrastructure and, in doing so, facilitates the safe and efficient movement of people and freight across the state; delivers reliable, sustainable and cost-effective energy; delivers construction and life cycle management of government buildings and, provides consistently high levels of service to public and government customers.

The responsibilities of DTEI are significant elements of everyday living and affect all South Australians on a daily basis. Consequently, there is considerable public interest in the work of the department and its plans for the future, further strengthening our resolve to successfully address the many challenges and complexities inherent in its multi-faceted nature.

During the year the department's responsibilities were increased with the transfer of three divisions from the Department for Administrative and Information Services – Lands and Services SA, Building Management and Government ICT Services.

They bring with them a wealth of knowledge and experience that complements and extends existing resources.

The department's achievements in 2006–07 are a reflection of our commitment to fulfilling the tasks and objectives defined by our role, fostering a culture that is solution and outcome-oriented and is testament to the dedication of our people to best serve the interests of public and government customers.

Our work continues to be focused on making a meaningful and significant contribution toward the key objectives in *South Australia's Strategic Plan* and the State's *Strategic Infrastructure Plan*.

*South Australia's Strategic Plan* has six interrelated objectives – growing prosperity, improving wellbeing, attaining sustainability, fostering creativity, building communities, and expanding opportunity.

DTEI has the lead responsibility for specific targets in *South Australia's Strategic Plan* relating to infrastructure development, improved road safety, increased use of public transport and improved efficiency and sustainability of energy use in South Australia.

During the year the department continued to develop and implement a range of initiatives to contribute toward the achievement of *South Australia's Strategic Plan* objectives, in collaboration with other government agencies and the private sector. Highlights for the targets for which the department has lead responsibility are summarised below.

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## T1.21

Strategic Infrastructure: match the national average in terms of investment in key economic and social infrastructure.

---

A number of priority projects in the *Strategic Infrastructure Plan for South Australia* were progressed during the year. Key achievements included progress on major construction works for the Tramline Extension, Port River Expressway, Bakewell Underpass and further development of the South Road upgrade program and Northern Expressway.

The department also contributed to a range of policy and regulatory reforms, at both state and national levels, to promote investment in and more efficient use of transport, energy and other infrastructure and continued to provide a key interface with the private sector to facilitate private infrastructure developments.



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**T2.9** Road safety – fatalities – by 2010, reduce road fatalities to less than 90 persons per year.

---

**T2.10** Road safety – serious injuries – by 2010, reduce serious injuries to less than 1000 per year.

---

South Australia has recorded the highest reduction in the number of road fatalities of any jurisdiction since 2003 and serious injuries have declined by fifteen per cent between the years 2000–2006. Targeted intervention by the department improved the safety of roads and roadsides through initiatives such as the Black Spot, Shoulder Sealing and Overtaking Lane programs. Education, advertising and enforcement measures targeting reduced speeds, drink and drug driving and fatigue-related crashes were used to promote the safe behaviour of road users. These initiatives will continue in 2007–08 with an increased focus on safe travel speeds and improved safety of the South Australian vehicle fleet.





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### T3.6 Use of public transport: Increase the use of public transport to 10% of metropolitan weekday passenger vehicle kilometres travelled by 2018.

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The total number of public transport boardings grew by 15.8 per cent between the years 2000–2006. This growth resulted from a combination of factors including improved services and marketing as well as higher petrol prices.

Since 2000, improvements to the public transport network have included increases to the number of Go Zones, increases in the frequency of services for bus, rail and tram, more cross-suburban bus services and the extension of the Metroticket network to Sellicks Beach and Willunga.

Eleven new Flexity Classic trams were progressively introduced to service in the Adelaide Metro fleet between January 2006 and June 2007 making the journey on the City to Glenelg tramline in the new trams fully accessible to patrons using wheelchairs/pushers.

The department will continue to work toward this target by improving the performance of the dedicated rail, tram and O-Bahn corridors and the bus network, increasing connectivity across the metropolitan public transport network and investing in improvements to customer amenity, safety and security measures.

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### **T3.12** Renewable energy: Support the development of renewable energy so that it comprises 20% of the state's electricity production and consumption by 2014.

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South Australia leads the nation in 'grid-connected' photovoltaics and currently has five wind farms in operation with a total capacity of 318 MW. We also lead Australia in both installed capacity and output of renewable energy and the construction of new wind farms, at Brown Hill, Lake Bonney and Snowtown, with a total capacity of 342 MW which will further strengthen our position.

A national geothermal sector cluster involving industry, research experts and government with its hub in SA has been established (chaired by South Australia) to facilitate development of geothermal energy.

The department will continue to promote the development of renewable energy in South Australia by contributing to the establishment of a national greenhouse gas emissions trading scheme and implementing a range of initiatives in *Tackling Climate Change – South Australia's Greenhouse Strategy*, including promoting the purchase of green or renewable power by both government and residential users.

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### **T3.13** Energy efficiency – Government buildings: Improve the energy efficiency of government buildings by 25% from 2000–01 levels by 2014.

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Progress has been made on a number of fronts through continued implementation of the Energy Efficiency Action Plan which is monitored by the Energy Efficiency Reference Group, jointly chaired by the Department of the Premier and Cabinet and DTEI.

The South Australian Government's Greening of Government Operations (GoGO) Framework has been developed to improve the efficiency and reduce the environmental impact of all state government operations.

The department will continue to work towards achievement of the target by promoting the use of energy efficient equipment and buildings with high energy efficiency ratings and increasing awareness across the public sector of steps that can be taken to reduce energy use. The department has reduced energy consumption in its buildings by eleven per cent compared to 2000–01.

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## T3.14 Energy efficiency – dwellings: Increase the energy efficiency of dwellings by 10% by 2014.

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Progress to date includes the requirement for new housing to achieve a 5-star energy performance rating and, in areas serviced by reticulated gas, greenhouse performance standards for water heaters; and minimum energy performance standards and labelling requirements for a range of household appliances and equipment.

An estimated total of 2100 solar hot water rebates were provided in 2006–07 valued at \$1.4 million. These systems will save approximately 5700 tonnes of CO<sub>2</sub> emissions.

The department will make further progress towards this target by continuing to promote the uptake of solar hot water heaters, developing new initiatives to further increase the energy efficiency of new homes, existing homes and major renovations and developing and implementing a targeted energy efficiency behaviour change program as part of *Tackling Climate Change – South Australia's Greenhouse Strategy*.

### **Other Key Achievements:**

The department implemented a number of service delivery improvement initiatives, including improved valuation processes, successful roll out of Office of Consumer and Business Affairs services in Gawler and Kadina Service SA Customer Service Centres.

The first phase of an electronic document lodgement and registration system with the Lands Titles Office was implemented resulting in red tape reduction that saw backlogs cut from seventy-six working days to thirteen working days.

A procurement panel was introduced to streamline the process for engaging ICT suppliers for ICT projects costing up to \$700 000 and simultaneously ensuring transparency, probity and competitiveness in the procurement of project services.

## LOOKING AHEAD

In the coming year, we will continue efforts toward achieving the targets of *South Australia's Strategic Plan*, of the *Strategic Infrastructure Plan for South Australia* and of our corporate plan. In doing this, the department will focus on the key business areas of infrastructure projects, pro-business initiatives, enhanced customer service and improved public transport. Activities include:

- Management and delivery of a program of building construction projects on behalf of lead agencies with a value over \$1 billion.
- Introduction of an Across-Government Strategic Office Accommodation Plan to facilitate best practice management of the portfolio of sixty-two owned office buildings.
- Implementation of a Customer Service Charter and Strategy within the Land Services Group to enhance customer service to industry, consumers and government.
- Further to the state's *Strategic Infrastructure Plan* the department will continue to facilitate major infrastructure projects including relocation of the railway yards between Port Road and North Terrace to make way for the new \$1.7-billion Marjorie Jackson-Nelson Hospital.
- Delivery of forty new air-conditioned buses that offer greater comfort and improved access for older people, patrons with young children and people with mobility and vision impairments, as part of the government's \$81.3-million commitment to replace the bus fleet.
- Introduction of shared services and wider public sector reforms along with new governance and processes to facilitate government's new multi-vendor ICT service arrangements.

I look forward to 2007–08 and the challenges it will present. I continue to be encouraged by the professional approach and diligence of our people. I thank the department's staff for their commitment and share their optimism for building on our achievements and developing innovative solutions that move our business forward and deliver the best outcomes for all South Australians.



Jim Hallion  
CHIEF EXECUTIVE  
DEPARTMENT FOR TRANSPORT, ENERGY AND  
INFRASTRUCTURE

# MINISTERIAL RESPONSIBILITIES

## ADMINISTERED ITEMS AND STATUTES

For the reporting period 1 July 2006 to 30 June 2007 the Ministerial portfolio structure for the Department for Transport, Energy and Infrastructure included:

### **Administered Items**

The portfolio administers the following items on behalf of Ministers:

- Contractors' Deposits
- Emergency Services Levy Receipts
- Expiation Receipts including the Victims of Crime Levy
- Firearm Receipts
- Flood Mitigation
- Hospital Fund – Contribution
- Land Services Trust Funds
- Lincoln Cove Marina
- Major Administered Projects
- Metropolitan (Woodville, Henley and Grange) Drainage Scheme
- Minister for Transport's Salary
- Motor Accident Commission Receipts
- Natural Gas Authority of South Australia
- Passenger Transport Research and Development Fund
- Photovoltaic Rebate Program
- Registrar General and Surveyor General Statutory Act Revenues
- Renewable Remote Power Generation Program
- Stamp Duties Receipts
- South Western Suburbs Drainage Scheme
- Unclaimed Salary and Wages
- Valuer General (Special Acts Salaries).

## LEGISLATION

The department is responsible for administering the following legislation:

### **Minister for Transport**

*Adelaide Railway Station Development Act 1984*  
*Aerodrome Fees Act 1998*  
*Air Navigation Act 1937*  
*Air Transport (Route Licensing – Passenger Services) Act 2002*  
*Australasia Railway (Third Party Access) Act 1999*  
*Civil Aviation (Carriers Liability) Act 1962*  
*General Tramways Act 1884*  
*Goods Securities Act 1986*  
*Harbors and Navigation Act 1993*  
*Highways Act 1926*  
*Metropolitan Adelaide Road Widening Plan Act 1972*  
*Mile End Underpass Act 2005*  
*Mobil Lubricating Oil Refinery (Indenture) Act 1976*  
*Morphett Street Bridge Act 1964*  
*Motor Vehicles Act 1959*  
*Non-Metropolitan Railways (Transfer) Act 1997*  
*Oil Refinery (Hundred of Noarlunga) Indenture Act 1958*  
*Passenger Transport Act 1994*  
*Proof of Sunrise and Sunset Act 1923*  
*Protection of Marine Waters (Prevention of Pollution from Ships) Act 1987*  
*Rail Safety Act 1996*  
*Rail Transport Facilitation Fund Act 2001*  
*Railways (Operations and Access) Act 1997*  
*Railways (Transfer Agreement) Act 1975*  
*Road Traffic Act 1961*  
*South Australian Ports (Bulk Handling Facilities) Act 1996*  
*Steamtown Peterborough (Vesting of Property) Act 1986*  
*Tarcoola to Alice Springs Railway Agreement Act 1974*  
*TransAdelaide (Corporate Structure) Act 1998*  
*Victoria Square Act 2005*

**Minister for Infrastructure**

*Commissioner of Public Works Incorporation Act 1917*  
*Geographical Names Act 1991*  
*Golden Grove (Indenture Ratification) Act 1984*  
*Maritime Services (Access) Act 2000*  
*National Soldiers Memorial Act 1949*  
*North Haven Development Act 1972*  
*North Haven (Miscellaneous Provisions) Act 1986*  
*Public Employees Housing Act 1987*  
*Roads (Opening and Closing) Act 1991*  
*South Australian Ports (Disposal of Maritime Assets) Act 2000*  
*Survey Act 1992*  
*Valuation of Land Act 1971*  
*West Lakes Development Act 1969*

**Minister for Energy**

*Australian Energy Market Commission Establishment Act 2004*  
*Electrical Products Act 2000*  
*Electricity Act 1996*  
*Gas Act 1997*  
*Gas Pipelines Access (South Australia) Act 1997*  
*National Electricity (South Australia) Act 1996*  
*Petroleum Products Subsidy Act 1965*  
*The Electricity Trust of South Australia (Torrens Island Power Station) Act 1962*

**Attorney-General – Administered by DTEI**

*Bills of Sale Act 1886*  
*Community Titles Act 1996*  
*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*

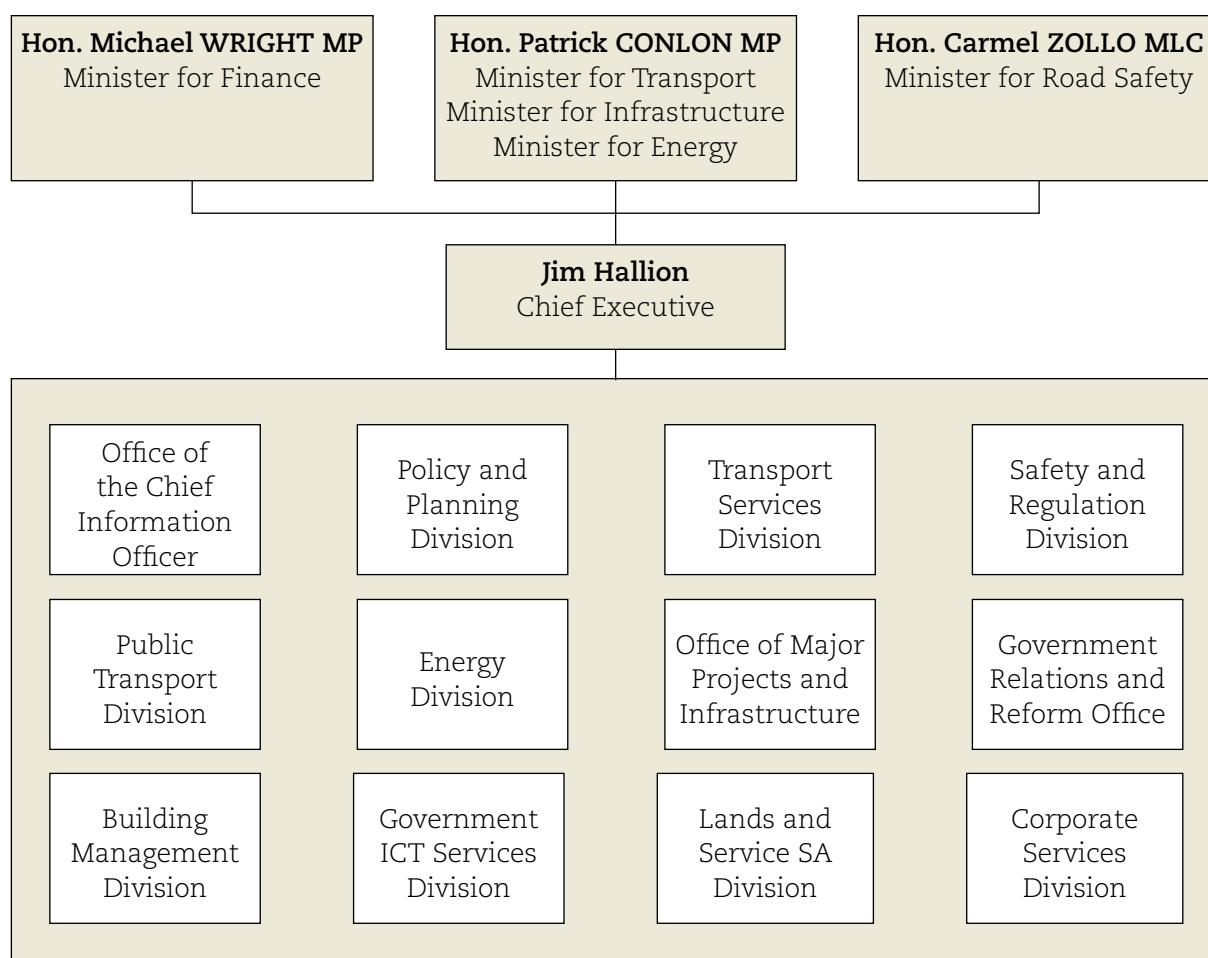
**Treasurer – Administered by DTEI**

*Petroleum Products Regulation Act 1995 Part 5*

## BOARDS AND COMMITTEES

Minister	Number of Boards and Committees as at 30 June 2007	Gender Statistics as at 30 June 2007		
		Male	Female	(%)
Minister for Transport	11	Male	55	(61.80%)
		Female	34	(38.20%)
Minister for Energy	8	Male	51	(79.69%)
		Female	13	(20.31%)
Minister for Finance	0	Male	0	–
		Female	0	–
Minister for Infrastructure	8	Male	35	(70.00%)
		Female	15	(30.00%)
Minister for Road Safety	2	Male	23	(85.19%)
		Female	4	(14.81%)

## ORGANISATION CHART





# COMMISSIONER OF HIGHWAYS

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

Under my direction, the department continues to meet the requirements of the Act and 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 which fulfils the requirements of the Highways Act.

The department's financial statements and notes to and forming part of the financial statements incorporate financial matters relating to the Highways Fund.



Jim Hallion  
CHIEF EXECUTIVE  
Commissioner of Highways

# URBAN DESIGN CHARTER

The Department for Transport, Energy and Infrastructure has an Urban Design Charter which identifies the principles essential to delivering urban design that is well-formulated to meet the needs of the community. The Charter is used to develop a framework for projects that implements a consultative and collaborative approach to minimise environmental impact, preserves local heritage and character, promotes and enforces appropriate safety measures, provides for diverse interests, ensures fair, ethical and transparent procurement processes and guarantees investment in quality infrastructure.

## **Searching out Community Aspirations**

DTEI works in partnership with government agencies and private sector professional service contractors to plan, design, maintain and deliver buildings that meet community needs, reflect good urban design practice and achieve positive outcomes for government and the community.

## **Reinforcing Local Character**

An urban design framework is included as an integral component of DTEI construction projects. For example, the Northern Expressway project established a set of guiding design principles for the engineering and built form elements of the infrastructure.

Typically, frameworks are prepared following a visual assessment of the impact of the project on the surrounding rural environment undertaken as part of the project's environmental, social and cultural assessment, and in response to community engagement activities.

## **Integrating a Diversity of Interest and Expertise**

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

### **Formulating Concepts and Testing Ideas**

The tramline extension will greatly enhance the accessibility of key sites within the city and provide an impetus for increased levels of public transport patronage. The project has been sensitively designed in keeping with the urban design context of the city environment.

Tram stops link with existing pedestrian movements providing safe, convenient access for all tram users. Shelters, platforms and other built-form elements have been designed to enhance local character while recognising the uniqueness of the locality.

### **Combining Community Interest, Public Property and Private Initiative**

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

### **Investing in Quality**

A fundamental aspect of good urban design is that projects should invest in quality outcomes that stand the test of time. For example, the South Road Upgrade Anzac Highway Underpass project has incorporated sound urban design principles that ensure the end result is well integrated into the urban environment and complements Anzac Highway as Adelaide's major memorial boulevard. The Anzac theme has been adopted as the urban design theme and a number of distinctive features will be included in the project.

Quality infrastructure based on good urban design principles is being delivered through a number of construction and upgrade projects including:

- Bakewell Underpass Project.
- Port River Expressway Stages 2 and 3.
- Hampstead Road, Regency Road and Mullers Road intersection.
- Stock Exchange Building Redevelopment.
- SA Water Building.

## GREENING OF GOVERNMENT OPERATIONS



In July 2006, Executive endorsed the establishment of DTEI Greening of Government working group to facilitate a whole-of-department approach to Greening of Government Operations and the development of an Implementation Plan, covering the eight priority areas identified in the *GoGO Action Plan*. The working group completed an initial analysis of DTEI's environmental impact and set performance targets for each priority area in DTEI's *Green Plan – Response to Greening of Government Action Plan*. The plan was approved by the Chief Executive in June 2007.

The following table reports on DTEI's progress against each of the milestones set in the Cabinet endorsed *GoGO Action Plan*.

Milestones	DTEI Progress
<b>M1 – Established Chief Executive ‘Statement of Commitment to greening of agency operations’.</b>	A Greening of Government Operations (GoGO) commitment statement was released by the Chief Executive on 28 June 2006 and circulated to Executive and DTEI staff.
<b>M2 – Allocated resources to set up governance and initiate internal review.</b>	A DTEI GoGO working group was established and endorsed by Executive in July 2006. Membership of the working group includes senior representatives from DTEI Divisions and is responsible for facilitating a whole-of-DTEI approach to GoGO including tracking the status of targets and actions, baseline measures and coordinating data collection and reporting.
<b>M3 – Completed initial review of environmental impacts and determined priorities and allocated resources.</b>	An initial gap analysis was undertaken by DTEI GoGO working group, identifying DTEI's environmental impact.
<b>M4 – Set performance goals/internal targets (informed by SASP targets and/or other targets agreed by Government).</b>	DTEI's <i>Green Plan</i> sets performance targets and associated actions for each <i>GoGO Action Plan</i> priority area.
<b>M5 – Approved agency Implementation Plan and Communication Plan.</b>	DTEI's <i>Green Plan</i> developed by the DTEI GoGO working group in response to the <i>Greening of Government Action Plan</i> was approved by the Chief Executive in June 2007. A communication plan to accompany the <i>Green Plan</i> is currently being developed.
<b>M6 – Reported on status/progress in reaching performance goals/targets.</b>	Reporting on energy use is included in the <i>2006–07 Annual Report</i> . Data collection has commenced for reporting progress towards the other targets.
<b>M7 – Initiated agency Implementation Plan</b>	DTEI's <i>Green Plan</i> will be actioned in 2007–08 and future years.
<b>M8 – Undertaking ongoing measuring, monitoring, reporting and, continuous improvement of performance</b>	DTEI's <i>Green Plan</i> identifies the areas required to be measured, monitored and reported. Performance is currently reported in the areas of energy consumption, travel and fleet.

**Highlights of DTEI's GoGO achievements for 2006–07 are:**

- The across-government facilities management arrangements includes provision for a range of environmental services including those that support improvement in conserving the use of energy, water and waste in accordance with the *Greening of Government Operations Framework* and the *Government Energy Efficiency Action Plan*.
- As part of the program to replace the current timber hulled ferries, an alternative drive system was developed which offers savings of at least 40% in fuel consumption compared to the traditional dual-drive ferries.
- 180 000 tonnes of fill material from the Bakewell Underpass Project will be reused on future projects and 16 000 tonnes of concrete, steel and bitumen profilings from the bridge has been recycled.
- The department's prequalification system for building industry contractors was upgraded in 2007 to include assessment of the capability of contractors to support implementation of strategies relating to the government's environmental objectives for conservation of resources and the application of the relevant rating tools.
- The engagement of professional service contractors and building contractors during the procurement processes for major capital works projects includes environmental requirements. These are designed to support the department, *Ecological Sustainability Development (ESD) Guide Note for Planning, Design & Delivery* for new buildings and refurbishments valued over \$4 million and the recent requirement to use the Green-Star suite of design tools. Support for the guide note has now extended to the introduction of environmental selection assessment criteria in pre-qualification of contractors and professional service contractors for building construction projects.
- The significant contribution that the department can make to improve the sustainability of Adelaide is to have more people travelling on public transport. Compressed natural gas is being used to power approximately twenty-seven per cent of buses within the Adelaide Metro fleet. The diesel-fuelled bus and train fleet run on a five per cent biodiesel blend. Trials using twenty per cent biodiesel continue to take place.
- DTEI has coordinated input from the transport and planning sector into a Climate Change Strategy for the state. A draft strategy was released in early 2006 and, following receipt of comments, the department prepared the transport and planning sector input to the final strategy and the *Government Action Plan*. The *Tackling Climate Change: South Australia's Greenhouse Strategy 2007–2012* including the *Government Action Plan 2012* was released by Government on 31 May 2007.

# BUILDING MANAGEMENT DIVISION



## INTRODUCTION

The Building Management Division is responsible for providing a wide range of integrated services to assist government agencies throughout the life cycle of building assets. From planning to disposal, the division inputs skills, knowledge and experience in every aspect of providing and managing built environments.

## OBJECTIVES

- Provide building related services to other government agencies.
- Work together to achieve value for money solutions for public buildings that deliver benefits to individuals, families and communities.
- Commitment to the well-being of all building users, the environment and the building and property industries in South Australia.



## FUNCTIONS

Provide management services to other government agencies for the construction, maintenance and management of the state's building assets.

**Accommodation Services** manages government-owned and leased office accommodation and procures, manages and maintains state-owned and leased government-employee housing.

**Business Services** fulfils corporate and business roles integral to the efficient delivery of all division services.

**Facilities Services** delivers facilities management services to government agencies to support efficient, accessible, healthy and well-maintained work environments.

**Project Services** works in partnership with government agencies and the building construction industry to deliver major building construction projects, and manage key building industry and facilities management arrangements.

**Strategic Services** provides policy support and advice and promotes collaboration between government and industry to achieve sustainable and functional built environments.





## ACTIVITIES

- Managing government-owned office accommodation and the leasing of private sector office accommodation.
- Procuring, managing and maintaining government-owned housing and the leasing of private sector housing in regional areas to meet the accommodation needs of government employees.
- Developing policy and standards for office accommodation and government employee housing.
- Managing maintenance, minor building works and property services to government-owned and managed buildings in a region of metropolitan Adelaide and the state's regional areas.
- Managing maintenance, minor building works and property services areas.
- Delivering identifying, monitoring and implementing removal management services for hazardous materials in buildings.
- Managing project risks during delivery of the design and the construction of new and refurbished public buildings.
- Providing professional services in project management, cost management, architecture, heritage architecture, engineering and construction.
- Administering tenders and contracts for major professional service and building construction contracts.
- Providing a single contracting interface between government and the building industry for design and construction services on major building projects.
- Managing the government's facilities management contract.
- Providing maintenance, minor building works and property services for government agencies, including a 24-hour hot-line service for metropolitan Adelaide and regional South Australia.

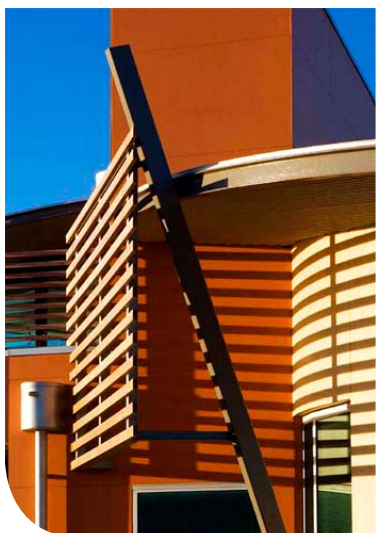
## HIGHLIGHTS FOR 2006–07

Management of over 350 major building projects with a combined value of \$1.2 billion including:

- Torrens Valley Institute of TAFE Gilles Plains Campus Veterinary and Applied Science – completed January 2007 and cost \$15 million.
- Flinders Medical Centre Margaret Tobin Mental Health Centre – completed October 2006 and cost \$17.3 million.
- Repatriation General Hospital Acute Mental Health Unit – completed October 2006 and cost \$10.5 million.
- Port Augusta Courts Complex – completed March 2007 and cost \$12.6 million.
- South Australian Museum North Wing Pacific Cultures Gallery – completed October 2006 and cost \$1.9 million.
- Murray Bridge Soldiers Memorial Hospital Redevelopment – completed October 2006 and cost \$11.9 million.
- Forestry SA Mount Gambier Headquarters – completed May 2007 and cost \$8.8 million.

### **Other highlights include:**

- New facilities management contract arrangements were implemented across government from 1 July 2006, to provide consistent facilities management services to government agencies located across metropolitan Adelaide and regional South Australia.
- Management of 350 commercial leases comprising a total area of almost 300 000 m<sup>2</sup> and sixty-two commercial properties with a combined total area in excess of 180 000 m<sup>2</sup>.
- Successful negotiations resulting in the purchase of the heritage listed Old Stock Exchange Building located behind the Grenfell Centre building. The building will become the home of the Australian Science Media Centre and the Adelaide branch of the Royal Institution of Great Britain, a highly respected scientific education and research centre.
- Finalising fit-out and lease arrangements for City Central Tower 1, the first five-star, Green-Star rated office accommodation building to be constructed in Adelaide, with pre- and post-occupancy reviews conducted for government tenants.
- Recommending options for pricing, future funding and rates of return to government determined by a review of the Government Employees Residential Property Management Program's financial structure.
- Management of 1900 government-owned and leased houses in 200 locations throughout the state to support the provision of essential services provided by approximately twenty state government agencies.



- The review of consolidated reporting on across-government asbestos management activities was completed and received Cabinet endorsement of future reporting arrangements.
- As the benchmark facilities management service provider, the division handles some 78 000 facilities management services jobs valued at \$68 million.
- Continued commitment to achieving the government's objectives for regional development through procurement of regional maintenance contractors to deliver facilities management services for government-owned assets and provide opportunities for graduates and trainees in regional offices.
- Establishment of the Across-Government Building Asset Management Board as part of the State Infrastructure Plan for the rollout of the Strategic Asset Management Information System (SAMIS) and strategic asset management across government.
- Modification of the contractor prequalification system in response to industry feedback.

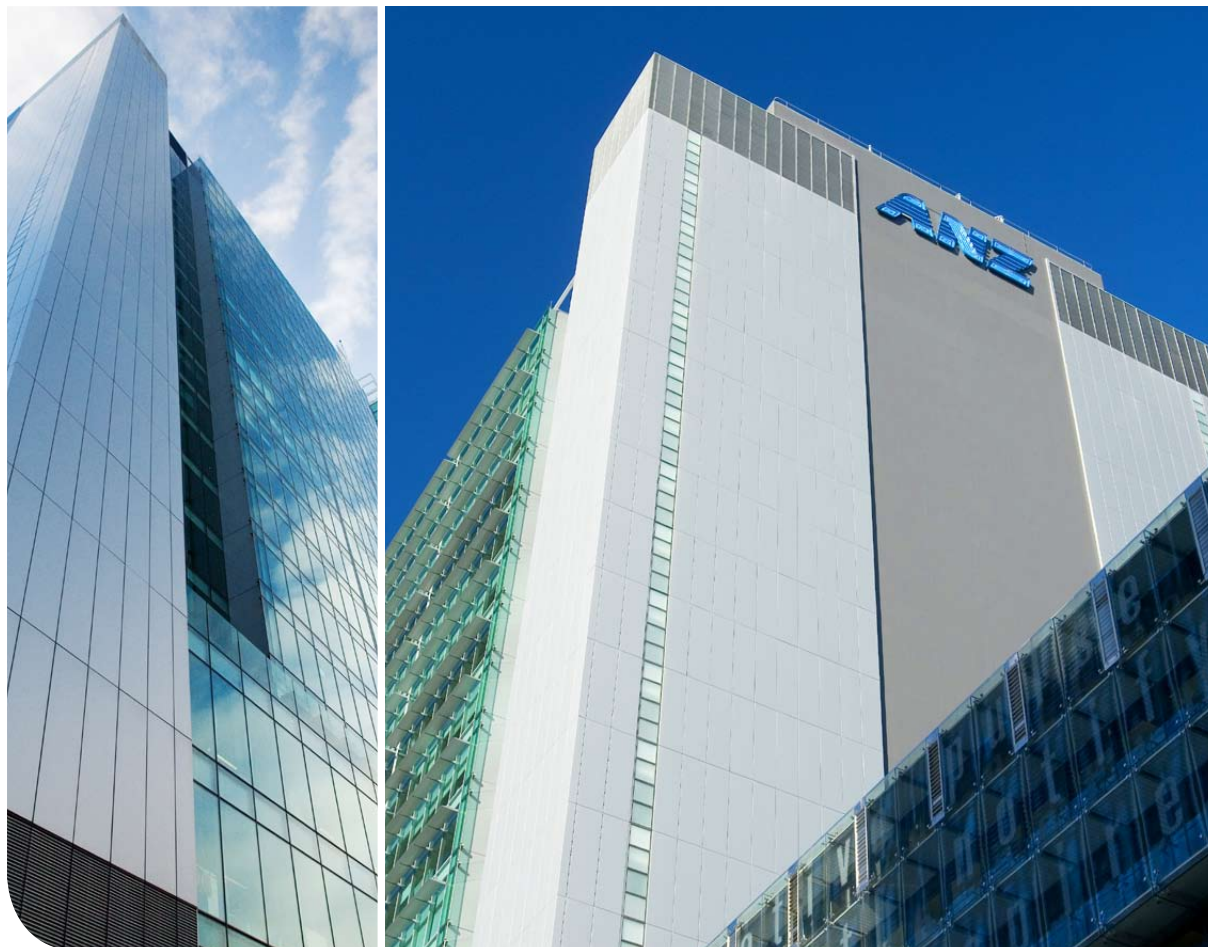


## THE WAY FORWARD FOR 2007–08

The division will continue to provide a wide range of integrated services to assist government agencies through the life cycle of building assets and:

- Actively manage the program for lead agencies and deliver building construction projects valued at over \$1 billion.
- Implement a process for agency accreditation to manage construction projects under \$1 million.
- Develop an action plan to implement strategies relating to buildings arising from the SA Greenhouse Strategy.
- Introduction of an Across-Government Strategic Office Accommodation Plan that delivers long-term savings in office accommodation costs and implements best-practice management of the sixty-two government-owned office buildings.
- Meet immediate and longer-term demand for housing from government agencies and increase services in Roxby Downs to support the proposed expansion of Olympic Dam.
- Develop and implement environmental and energy management policy for government employee housing stock including a revised financial model to underpin function as a Public Non-Financial Corporation.
- Strengthen skills to assist lead agencies to develop business cases and implementation of proposed Public Private Partnerships (PPP) projects.
- Establish forums for government and industry to address industry skills and capacity to respond to the significant rise in the level of planned additional investment in buildings in the forward program.

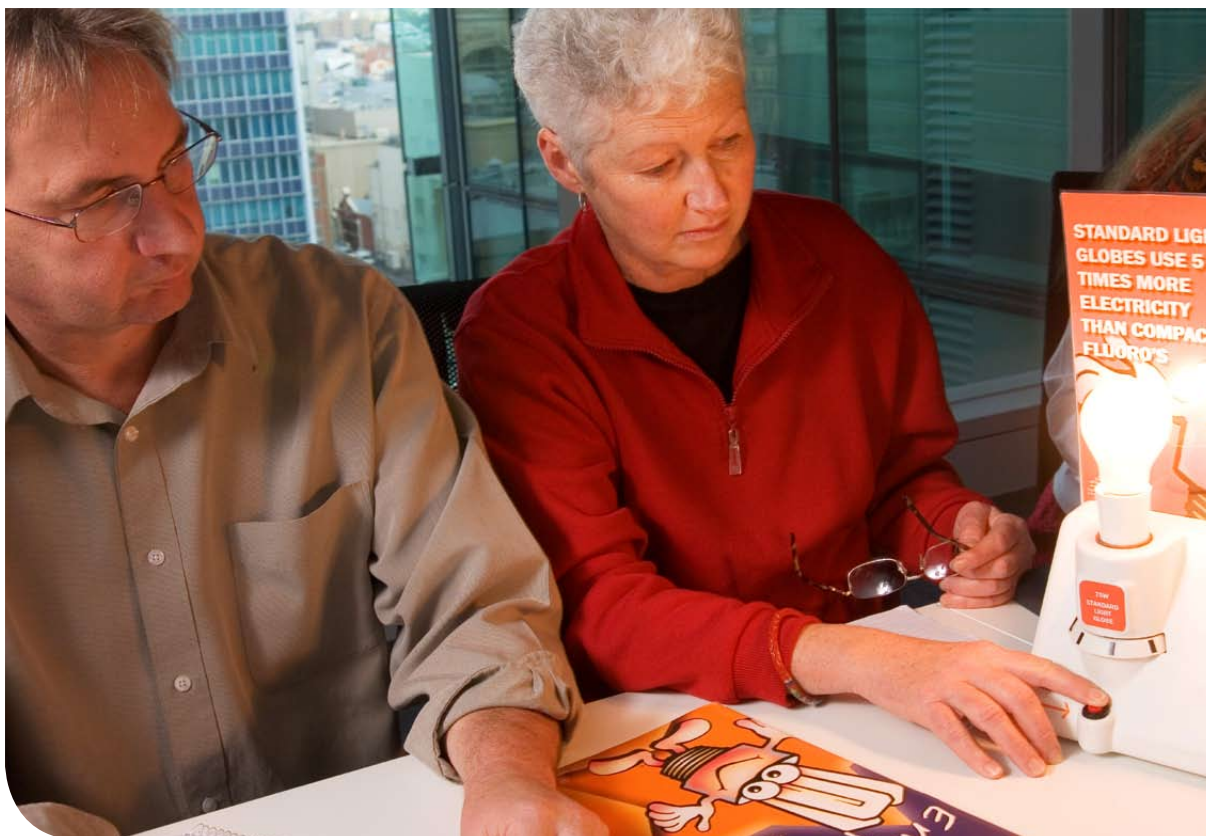
## ENERGY DIVISION



### INTRODUCTION

The Energy Division is responsible for providing policy advice on market frameworks and safety and technical regulation for South Australia's energy industry which has assets in excess of \$10 billion and an annual retail turnover of approximately \$1.9 billion.

The division also manages a range of programs including the Remote Areas Energy Supplies Scheme, providing electricity to remote areas at reasonable tariffs, and the Solar Hot Water Rebate Scheme.



## OBJECTIVES

- Provide policy advice to the Minister on energy issues, market reform, energy related responses to climate change and changes to energy infrastructure needs.
- Ensure a coordinated approach to develop and deliver programs and implement policies and regulatory responsibilities for the competitive, sustainable, safe and reliable supply and use of energy, for the benefit of the South Australian community.

## FUNCTIONS

### **Markets and Sustainability**

- Provide consistent, clear and timely advice to the Minister on energy markets and energy networks, including ministerial responses and briefing requests on related issues.
- Contribute to the development of policy responses for the stationary energy sector to address greenhouse gas induced climate change.
- Implement the legislative requirements under the Australian Energy Market Agreement.

**Retail and Demand Management**

- Provide consistent, clear and timely advice to the Minister on retail, demand management and fuel supply matters, including ministerial responses and briefing requests on related issues arising from relevant market based and regulatory institutions.
- Investigate, develop and implement new initiatives to increase the energy efficiency of dwellings and manage the state's future peak energy demands.
- Advocate South Australia's preferred position on energy market reform, energy efficiency and peak demand management through the Ministerial Council on Energy (MCE), the Council of Australian Governments (COAG) and the Council for the Australian Federation (CAF).
- Implement the legislative requirements under the Australian Energy Market Agreement.

**Community Energy Programs**

- Deliver sustainable energy advice and services to South Australian households to improve the efficiency of their energy use, contribute to greenhouse gas reduction and help reduce energy bills.
- Support off-grid electricity for remote communities.
- Manage government funded energy efficiency and renewable energy incentive programs in South Australia.

**Office of the Technical Regulator**

- Monitor and regulate safety and technical standards in the energy supply industry.
- Monitor and regulate safety and technical standards in relation to electricity and gas installations and appliances.
- Administer the provisions of the *Electricity Act 1996* relating to the clearance of vegetation from powerlines.
- Provide advice on safety or technical standards in the energy supply and utilisation industries.
- Provide advice to the Minister for the management of energy supply interruptions.

## ACTIVITIES

### Markets and Sustainability

- Ensuring timely development of the legislative framework required to support the transfer of energy market functions to the Australian Energy Regulator (AER) and Australian Energy Market Commission (AEMC).
- Participating with the National Generators Forum, the AER, and National Electricity Market Management Company Limited (NEMMCO) to develop rule changes to generator technical standards consistent with the AEMC Review into enforcement of, and compliance with technical standards.
- Participating in the National Emissions Trading Taskforce's to develop a national cap and trade emissions trading scheme to reduce greenhouse gas emissions and facilitate Australia's target for a sixty per cent reduction by 2050.
- Ongoing policy development for long-term energy and greenhouse issues and related emergency management in South Australia.
- Developing and implementing initiatives with measurable outcomes that meet the objectives for *South Australia's Strategic Plan T3.12*, and corresponding targets in the *Climate Change and Greenhouse Emissions Reduction Act*, to support the development and use of renewable energy whereby it comprises twenty per cent of the state's electricity production and consumption by 2014.
- Providing support for the implementation of *SASP T3.13* to improve the energy efficiency of government buildings by twenty-five per cent, by 2014.

### Retail and Demand Management

- Analysing and resolving gas and electricity retail performance issues through monitoring competition, undertaking and facilitating consultation with stakeholders and implementing regulatory changes.
- Regular monitoring and reporting to the Minister on the petroleum fuel supply situation in South Australia.
- Participating in the national working groups to advise the MCE on energy reform, energy efficiency and institutional matters as contained in the revised Australian Energy Market Agreement and the National Framework for Energy Efficiency.
- Undertaking research, analysis and policy development to develop and implement initiatives with measurable outcomes that meet residential energy efficiency objectives for:
  - *SASP T3.14*, to increase energy efficiency in dwellings by ten per cent within ten years.
  - Managing the state's future peak energy demands.





- Administering contracts for the 2005–06 round of Sustainable Energy Research Advisory Committee (SENAC) projects and supporting SENAC to select and establish the 2006–07 round.
- Assisting the up-take of renewable energy in representing the Government on the National Green Power Steering Group.

### **Community Energy Programs**

- Promoting and providing information, advice and resources directly to the public and in collaboration with community organisations to drive the application and use of sustainable energy.
- Managing operation of ten remote government-owned electricity generation and distribution systems and subsidising three independently-owned remote area systems.
- Managing program delivery for the Solar Hot Water Heater Rebate, Photovoltaic Rebate and Renewable Remote Power Generation.



### Office of the Technical Regulator

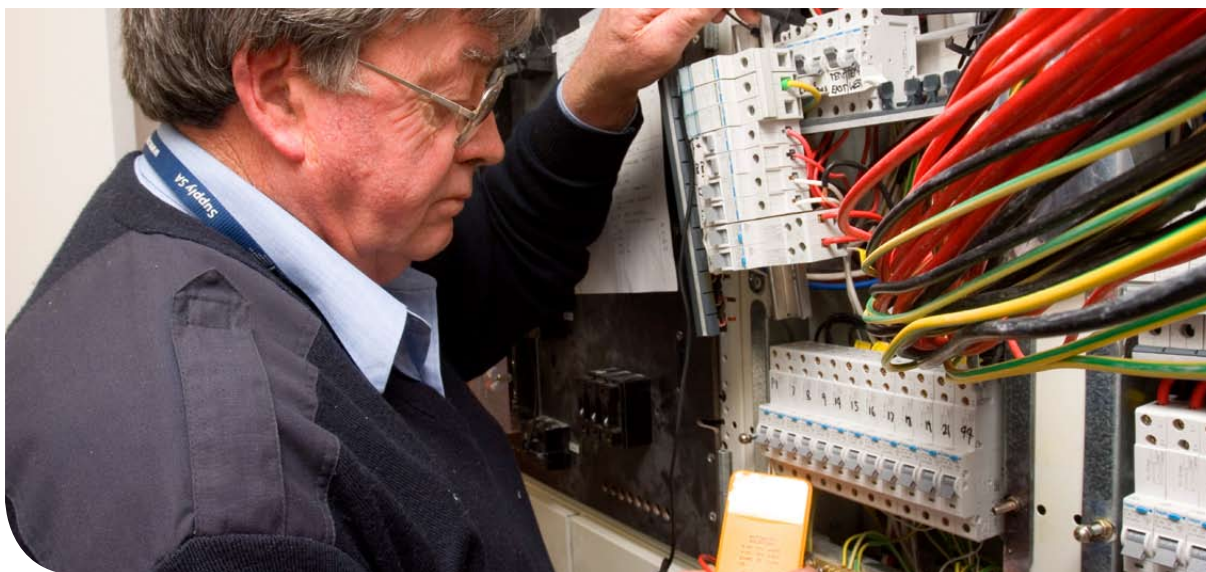
- Monitoring, enforcing and promoting compliance, for work done on electrical and gas installations through the Certificate of Compliance Scheme.
- Monitoring and enforcing technical and safety compliance of energy utilities through reviews and audits of approved safety, reliability and technical management plans used by energy utilities in South Australia.
- Monitoring and enforcing safety, energy efficiency and technical requirements of electrical and gas appliances through the application of pre-sale appliance certification schemes and post-sale compliance enforcement activities.
- Contributing to ongoing improvements in safety and technical outcomes through active participation in national forums, such as Australian Standards, where knowledge gained by technical regulators can be applied to improve regulatory requirements.
- Planning for effective management of energy supply interruptions where government monitoring and/or intervention may be required.



## HIGHLIGHTS FOR 2006–07

- Relocation to new five-star, Green-Star accommodation in Waymouth Street that delivers the following energy ratings and features:
  - Daylight to all work zones, and automated light dimming.
  - Chilled Beam air conditioning, CO<sub>2</sub> monitoring and automatically controlled louvers to access outside air.
  - Four-A rated tapware and fittings including dishwashers with the highest possible ratings.
- Release of *National Emissions Trading Taskforce (NETT) Discussion Paper* in August 2006. On 3 June 2007 the Prime Minister announced that the Commonwealth Government would implement an emissions trading scheme essentially similar to the NETT proposal by no later than 2012. The Energy Division will seek to ensure that South Australia's interests are taken into account during the development of an emissions trading scheme.
- Announcement of the new wind farms with a total capacity of 342 MW to be located at Brown Hill, Lake Bonney and Snowtown.
- Progress of the new national governance arrangements for the electricity and gas sectors, defined in the amended Australian Energy Market Agreement in June 2006, to provide for the transfer of retail and distribution regulation (other than retail pricing) to the national framework and agreement to implement national distribution and retail functions under the new national rules.
- Finalisation of the new National Gas Law and Rules, and the amended National Electricity Law and Rules will complete the transfer of economic regulation of transmission and distribution in the electricity and gas sectors.

- Energy consumption in buildings across the DTEI portfolio has been reduced by eleven per cent in comparison to the 2000–01 baseline year.
- Effective operation of the competitive gas and electricity retail markets continued. As at April 2007 there were ten licensed electricity retailers offering electricity market contracts to small electricity customers, with four of these also offering gas market contracts. As at 30 April 2007, there had been around 500 000 small customer transfers to an electricity contract with another retailer and around 190 000 gas transfers, since commencement of Full Retail Contestability (FRC). The annual gross switching rate in 2006–07 equates to around twenty-four per cent for electricity and nineteen per cent for gas.
- The University of South Australia completed research on how energy efficiency improvements can be achieved by siting, maintaining and upgrading residential air conditioning systems.
- The Energy Efficiency Program for Low Income Households ran until December 2006 with over 16 000 home energy audits completed since the program began in December 2003. Of these audits, 1979 were completed during the period July to December 2006.
- Safe, affordable and reliable electricity has been supplied to 2600 customers across thirteen remote area communities.
- A new interrelational database system was successfully implemented within the Office of the Technical Regulator assisting with the efficient and effective monitoring and enforcement of safety standards within the electricity and gas installation area.
- Noticeable ongoing improvement in the safety outcomes for gas and electrical contractors and workers was achieved through delivery of a large number of focussed, industry-based safety seminars.
- The number of gas and electrical related fatalities and incidents remains low, indicating continued compliance to improved safety standards is having a positive effect on work practices.
- Three significant incidents interrupted the Moomba gas supply during 2006–07 and required close monitoring. The incidents were resolved quickly and effectively by gas supply industry participants without the need for government legislative intervention.



## THE WAY FORWARD FOR 2007–08

The Energy Division will continue to perform strongly in the delivery of policy advice, programs and safety and technical regulation, including responsiveness to specific emergencies and:

- Continue to provide informed and effective contributions to national policy debates on a range of issues, including the implementation of agreed policies, and maintaining South Australia's role and influence in that activity.
- Increase the scope of contributions to DTEI and whole-of-government emergency planning and management.
- Tackle greenhouse gas emissions from the stationary energy sector.
- Bring forward, for government approval, initiatives for measurable outcomes relevant to the *SASP* target of increasing the energy efficiency of dwellings by ten per cent within ten years.
- Ensure all agencies implement energy efficiency programs in their buildings to meet the *SASP* target to improve the energy efficiency of government buildings by twenty-five per cent from 2000–01 levels, by 2014.
- Contribute to the development for transition to increased reliance on sustainable energy and ongoing application of market-based mechanisms, such as emissions trading, and appropriate regulatory frameworks toward environmental targets.

# GOVERNMENT INFORMATION COMMUNICATION TECHNOLOGY SERVICES DIVISION



## INTRODUCTION

The Government Information Communication Technology Services (GICTS) Division focuses on strategic government information and communication technology initiatives, primarily across and within the South Australian public sector. In addition, the unit provides strategic advice and coordination from an overall government perspective on agency and sector specific Information and Communication Technology (ICT) initiatives, to assist agencies in the efficient delivery of government services to businesses and the community.

The central networks and contract arrangements operated or managed by GICTS underpin the operations of justice, law enforcement, emergency services, health and other government services.

## OBJECTIVES

- To develop and maintain ICT plans, policies and standards, through to contract procurement and delivery of information and communication technology services.
- To be actively involved in the identification of needs and opportunities to build on government ICT capabilities to achieve greater business effectiveness and efficiency, and in the delivery of overall government strategic ICT initiatives.
- To provide essential core ICT infrastructure services and business applications to support government business improvement.

## FUNCTIONS

- Provide leadership in ICT infrastructure and practices across government.
- Support the efficient electronic delivery of government services and take a strategic leadership role in planning, management and delivery of ICT infrastructure across the public sector.

ICT functions are delivered through the following seven business units.

### **Office of the Chief Technology Officer**

- Provide strategy and operational support to the Chief Technology Officer through communications, internal division support, service management assurance, and program management.

### **Contract Management**

- Manage and administer service provider contracts for government ICT infrastructure.
- Ensure an appropriate ICT infrastructure environment is maintained.
- Provide ICT advice to other government agencies.

### **Security and Critical Infrastructure Protection**

- Provide ICT infrastructure and systems, security and critical infrastructure protection planning and services.
- Provide ICT incident planning and management (including disaster recovery and business continuity planning).

### **Technology Platform Evaluation and Projects**

- Provide technology platform strategy and architecture, research, evaluation and prototyping, projects, integration and integration testing.

**Service Delivery**

- Provide centrally managed ICT infrastructure, systems and services, service management and customer relationship management.

**Future ICT**

- Formulate the Future ICT service arrangements initiative as approved by Cabinet.
- Establish across-government contracts for the delivery of ICT infrastructure goods and services through robust, effective and efficient procurement processes.

**ICT Transition**

- Assist South Australian Government agency transition to the outcomes of the Future ICT service arrangements initiative and ensure ongoing service continuity and a stable service environment leading up to the transition and during the implementation of, the new service arrangements.

**ACTIVITIES**

- Implementing multi-vendor contract and service arrangements flowing from the Future ICT procurement initiative, which includes:
  - Enhancing contract management procedures and processes.
  - Maturing of the engagement model for multi-vendor contracts.
  - Bringing new Future ICT contracts under management in a timely and effective manner.
- Improving the security and critical infrastructure capability for governments by:
  - Providing a cohesive across-government approach to ICT security policies, standards and guidelines.
  - Providing an across-government and coordinated approach to risk management.
  - Responsiveness to prevent, prepare for and recover from ICT incidents, and reduce the risk of a catastrophic ICT failure. This risk is recognised in the *State Emergency Management Act* and the department is the control agency under the Act.
- Contributing to the development and implementation of the state's electronic government and one gateway reforms.
- Managing and advising on whole-of-government software technology design, prototyping, integration, architecture and standards specifically in the areas of access and identity management, e-commerce, Microsoft Innovation Centre, open-source software, mobility, web operations and portals.



## HIGHLIGHTS FOR 2006–07

- Establishment and implementation of new governance and management processes for the government's new multi-vendor ICT service arrangements.
- Value driven arrangements in new multi-vendor sourcing and related operations including improved integration of separate services.
- Continuing to drive the implementation of the Information Security Management Framework, critical infrastructure protection and service continuity.
- Continuing improvement to regional telecommunications network infrastructure.
- Ongoing ICT services price and service level benchmarking.
- Implementation of a step improvement in StateNet, allowing increased connectivity and sharing of assets, services and information.
- Completion of the Government Radio Network (GRN) upgrade.
- Completion of upgrades in Port Augusta, Port Lincoln and Whyalla through the Broadband Project
- Regional broadband work with other agencies in Mount Gambier.
- Successful application for Commonwealth and State funding to undertake broadband work in Murray Bridge, Berri, Port Pirie and the other Riverland townships.
- Development and completion of initial compliance surveys in the areas of software asset management, StateNet conditions of connection and mobile phones.
- Successful transition (including on time and within budget) to Tranche 1 of the Future ICT procurements, including messaging, ICT equipment and distributed computing support services.

## THE WAY FORWARD FOR 2007–08

- Support the government's shared services reform.
- Support the government's ICT reform including the one gateway strategy.
- Support the reduction in red tape initiatives to increase the efficiency of government through e-government in providing:
  - A single online validation, authentication and notary service across all agencies.
  - A central whole-of-government address change facility.
- Expand the Regional Broadband Infrastructure program to Mount Gambier, Murray Bridge, Berri, Port Pirie, other Riverland townships and other regional centres.
- Continue with the major upgrade to the state's shared data networks (StateNet).
- Continue driving the implementation of the Information Security Management Framework, critical infrastructure protection and service continuity.
- Establish a plan to respond to major incidents under the State Emergency Management arrangements.
- Support South Australian Government agencies in the implementation of improved Software Asset Management processes and conduct a survey of licence compliance.
- Ensure centrally managed ICT infrastructure supporting government services to the public are maintained to an availability level that meets or exceeds the agreed levels of service with that agency.
- Enable service continuity for government agencies, by managing the transition of the government's ICT arrangement through the effective disengagement of current contracts and strategic implementation of Future ICT procurements.

## GOVERNMENT RELATIONS AND REFORM OFFICE



### INTRODUCTION

The Government Relations and Reform Office (GRRO) was created in July 2006 in recognition of the growing importance for the department of commonwealth-state relations and the reform of state policies and procedures affecting provision and use of infrastructure.

## OBJECTIVES

- To promote reforms to policies, regulatory frameworks and government business practices to help the department achieve relevant targets in *SASP*.
- To manage the department's contribution to the Council of Australian Government's National Reform Agenda and coordinate commonwealth-state relations matters.

## FUNCTIONS

The office works closely with other business units in the department and other agencies to lead and promote policy and strategy reforms, drive improvements in business practices and effectively address commonwealth-state relations issues.

## ACTIVITIES

- Promoting reforms to policies, strategies and regulatory frameworks affecting infrastructure.
- Driving improvements in government processes, business practices and capabilities in DTEI and across government.
- Managing and coordinating the state's involvement in the competition and regulation stream of the COAG National Reform Agenda.
- Coordinating the department's dealings with other state agencies on major state government strategic policy initiatives.
- Coordinating the department's involvement and contribution to Commonwealth Government inquiries and reviews and other key state submissions to the Commonwealth.

## HIGHLIGHTS FOR 2006–07

### Commonwealth–State Relations

- The office led South Australia's participation in COAG working groups which developed reform proposals for consideration by COAG in the areas of infrastructure, transport, energy and best practice regulation.
- The office progressed implementation of the Competition and Infrastructure Reform Agreement signed by COAG in February 2006, to develop a consistent and simplified national approach to economic regulation of significant infrastructure.

### Across State Government

As part of across-government initiatives the office achieved the following:

- Managed the development of the department's Red Tape Reduction Plan to contribute to the achievement of the government's target of a twenty-five per cent reduction in red tape.
- Contributed to the development of the new South Australian State Government regional boundaries and coordinated departmental action to adopt these boundaries.
- Facilitated the delivery of a training course across government on the preparation of business cases.
- Collaborated with the Department for Trade and Economic Development to progress industry reviews to identify areas where red tape could be reduced. The industries included:
  - Motor trades.
  - Building and construction.
  - Road transport.
- Coordinated the department's contribution to the *SASP* update and the preparation of plans to achieve the targets for which DTEI has lead responsibility.

## THE WAY FORWARD FOR 2007–08

GRRO will continue to provide high quality advice on opportunities for, and progress of, policy reforms and to contribute to departmental leadership in government relations and reform with particular attention to infrastructure and public sector reform and performance.

# LANDS AND SERVICE SA DIVISION



## INTRODUCTION

The Lands and Service SA (LSSA) Division provides services to government, industry and the community from numerous locations throughout the state, including thirteen customer service outlets in the city and metropolitan area, ten in country regions and two call centres.

In an effort to consolidate the customer service network and to better facilitate access to across-government information, a number of DTEI's Driver and Vehicle Licensing (DVL) operations merged with Service SA (SSA) in February 2007.

## OBJECTIVES

LSSA provides specialised services, support, information and policy to the community, government and the Minister in the areas of land administration and the provision of wider access to government information, services and transactions.

## FUNCTIONS

The division provides specialist land administration services, together with an integrated customer service network for government information, services and transactions, on behalf of government agencies, to the community, industry and business sectors through its three business units:

**Lands Services Group (LSG):** has a leadership role for land administration within government through the provision of a survey infrastructure, guaranteed system of land titling, impartial property valuation service and land and property information for government, industry and the community.

**Service SA:** provides the South Australian community with a one-stop contact point for government information, products and services including vehicle registration and driver licensing. SSA assists revenue collection for the state through an integrated network of phone, face-to-face and online delivery channels.

**Business Strategy and Reform:** provides leadership in business improvement and changing management strategies, and provides advice and recommendations on a range of strategic, financial, planning, operational and integration issues impacting upon the division.

## ACTIVITIES

- Maintaining a survey infrastructure to support definition of over 900 000 titles to land and the creation of some 18 000 new titles annually.
- Processing in excess of 250 000 dealings per annum on property including more than 55 000 property transfers with a sales value exceeding \$16 billion.
- Generating more than 800 000 property valuations for rating and taxing purposes each year.
- Responding to over three million information requests for land and property information annually.
- Delivering responsive customer service to the community, through an integrated face-to-face, telephone and online network, for government information and transaction services.
- Through the SSA network, we processed more than one million financial transactions and responded to nearly 1.3 million calls.



## HIGHLIGHTS FOR 2006–07

- Secured funding for the implementation of the Land Services Business Reform Program, which entails business and process reforms and the replacement of some legacy IT systems to improve customer services and increase business competitiveness.
- Completion of the due diligence process for the consolidation of selected DVL operations with SSA.
- Initiation of the Metropolitan Strategy to transition DVL metropolitan centres to SSA.
- Increased funding for the State Valuation Office to improve valuation processes.
- Successful roll-out of Office of Consumer and Business Affairs services in the Gawler and Kadina SSA customer service centres.
- Implemented the first phase of an electronic document lodgement and registration system within the Lands Titles Office.
- Improved service delivery in Roxby Downs via an innovative partnering arrangement with local council.
- Red tape was reduced and division backlogs in LSG were cut from seventy-six working days to thirteen working days.



- Implementation of a new bill payment services through SSA customer service centres and rural agents for Primary Industries and Resources South Australia – Fisheries.
- Implemented license arrangements with five value-adding retailers of property sales data.
- Implementation of a web-based property location browser to significantly improve customers' abilities to perform online property searches.
- Information service delivery through SSA centres on key government initiatives including the Northern Expressway, Health Review of Advance Directives Legislation, *SASP*, Small Business Assistance, Drought Support and *Brilliant Breaks*.
- Agreement from state and local government to fund the Rural Property Addressing System within LSG.
- A twenty-five per cent increase in general public and business usage for simple registration and licensing transactions on line; more than one-third of all registration renewals were done by electronic delivery channels.
- Redevelopment of the SSA website in March 2007 including improvements to the A–Z listings, search functionality and availability of updated emergency management information referring to drought response and bushfire recovery.
- Completion of comprehensive SSA customer satisfaction surveys in 2006 and 2007 across all channels and in all locations, with high levels of customer satisfaction recorded.
- Successfully hosted the Second Annual Government Integrated Service Delivery Summit with forty-four participants from across Australia. Objectives of the summit were:
  - To explore best practice methods nationally and internationally.
  - To highlight future trends and initiatives that will inform customer service delivery initiatives.
  - To cultivate and investigate common ground for service delivery providers
- A seventy-four per cent increase in sales of L and P plates and a twelve per cent increase in special number plates has been seen at SSA customer service centres.
- A review of the efficiency of collecting compulsory third party insurance premiums with registration transactions has been undertaken in partnership with the Motor Accident Commission.

## THE WAY FORWARD FOR 2007–08

The division will continue to identify opportunities to improve performance and outcomes in all areas of its operations. Our focus for 2007–08 will include:

- Implementation of a Customer Service Charter and Strategy across the division to enhance customer service to industry, consumers and government.
- Refinement of business structures and strategies to ensure LSSA is well placed to deliver the best possible service to our customers.
- Commencement of the next stage of Land Services Business Reform, including IT systems upgrades.
- Implementation of electronic plan lodgement in South Australia.
- Implementation of the second phase of an electronic document lodgement and registration process that will see automatic propagation of title data into online document forms.
- Continuing participation with all states and territories in the development of a National Electronic Conveyancing System.
- Implementation of SSA metropolitan expansion securing broader government services.
- Transfer management and operational control of the state's Digital Cadastral Data Base (DCDB), computerised maps of property boundaries and property descriptions, including a new operating environment. The transfer of the DCDB is a foundation project for the Land Services Business Reform Program that will provide a range of benefits including:
  - Improved access and quality of data across government.
  - Integrating textual land data while reducing duplication of resources.
  - Reduction in plan processing times through development of a Survey Accurate Cadastre.
- Introduction of *Bill Express* as an alternative to face-to-face payment for vehicle registration renewals, adding more than 270 service outlets in South Australia.
- Implementation of the second stage of the Transport Regulation and User Management Processing System, which manages registration information, to improve service delivery and efficiency.
- Introduction of new online services within SSA, including SAPOL expiation notice payments and holiday accommodation bookings.

# OFFICE OF THE CHIEF INFORMATION OFFICER

## INTRODUCTION

Since its inception in July 2005, the Office of the Chief Information Officer (OCIO) has been responsible for a number of strategic ICT policies, including the adoption of a set of across-government ICT principles, an ICT governance framework and frameworks for governing ICT investments, projects and portfolios. As a fundamental enabler of public sector reform and service improvement, the management of ICT is critical to the success of the government, and OCIO plays a vital role in ensuring that ICT supports delivery of the *SASP*.

## OBJECTIVES

The principal objective of OCIO is to increase the overall efficiency and effectiveness of the government's current and future investments in ICT by leading the development and implementation of across-government ICT strategy, policies, frameworks and standards. OCIO also advises on priorities for ICT investment and collaborates with agencies to encourage the adoption of leading practices in ICT-enabled service delivery.

## FUNCTIONS

- Developing an ICT strategy, as well as ICT policies, frameworks and architectures.
- Overseeing the government's investments in ICT infrastructure and services.
- Advising Cabinet, the Minister for Infrastructure, chief executives and senior management in relation to ICT.

### **ICT Strategy**

The government spends approximately \$500 million each year on ICT goods and services. The value of its ICT asset base exceeds \$1 billion. OCIO is responsible for setting the strategic agenda to ensure the most effective use of these resources.

### **ICT Investments**

South Australia is a leading jurisdiction in many aspects of ICT, in particular the standardisation of its infrastructure. OCIO is responsible for taking a strategic view with respect to the government's investments in ICT.

### **ICT Sourcing**

The Chief Information Officer participates in overseeing across-government ICT procurements as a member of the Future ICT Arrangements Steering Committee, a group that has overseen the procurement of an average annualised amount of \$200 million per annum of ICT infrastructure and services.

### **Advice to Cabinet and Others**

OCIO, in collaboration with a number of other agencies, is responsible for advising Cabinet, the Minister for Infrastructure and senior management on a range of ICT matters, including the prioritisation of investments, the rate of adoption of new technologies, the retirement of legacy systems and the business value of ICT.

## ACTIVITIES

OCIO has established a comprehensive work plan to fulfil its functions which are grouped in the following areas of activity:

### **ICT Strategy and Policy**

The government's *ICT Principles*, an enduring doctrine for the use of ICT in government, was published in early 2006. OCIO has developed and implemented a number of policy frameworks. OCIO has also developed an across-government ICT strategy.

### **ICT Investment and Implementation**

OCIO is responsible for taking a strategic view with respect to the government's investments in ICT. It performs this role through assessing proposals for ICT investments and through project and portfolio governance framework activity.

### **The ICT Industry in South Australia**

While OCIO does not have an industry development role, it does have a role in reducing red tape and in improving the government's interactions with its ICT suppliers. To this end it has actively engaged with vendors of ICT goods and services and their representative associations.

### **Cross-Jurisdictional Engagement**

Government services often span more than one jurisdiction, involving other states, the Commonwealth or local government. OCIO is engaged with all tiers of government on a wide range of strategic matters.

## HIGHLIGHTS FOR 2006–07

- Drafted and circulated the South Australian Government's *Information and Communication Technology Strategy*.
- Developed and implemented the government-wide ICT investment prioritisation, ICT planning and ICT project *Portfolio Governance Frameworks* and conducted ICT investment assessments through the Cabinet and Budget processes.
- Provided independent reviews on ICT projects.
- Developed a Telecommunications and Public Safety Telecommunications Business Requirements Report and an Identity and Access Management Position Paper.
- Implemented the *eProjects Panel*, a procurement panel designed to streamline the engagement of suppliers for projects costing up to \$700 000, and ensure transparency, probity and competitiveness in the procurement of project services.
- Conducted a government-wide baseline study of business critical applications.
- Engaged six global vendors in a major project to determine the best value-for-money managed operating environment(s) for deployment across government.

## THE WAY FORWARD FOR 2007–08

Over the next year, OCIO will continue with the implementation of these initiatives and develop a number of additional frameworks and strategies:

- Publish and progress implementation of the *ICT Strategic Plan*.
- Conclude the managed operating environment business case.
- Develop a business case for the use of handheld wireless mobile devices across government.
- Commence procurement reform in ICT.
- Commence transformation of electronic service delivery across government and contribute to the Red Tape Reduction Plan.
- From July 2007 onwards, the scope of OCIO includes all strategic sourcing formally conducted under the banner of Future ICT. OCIO will be responsible for all strategic ICT sourcing and vendor management.

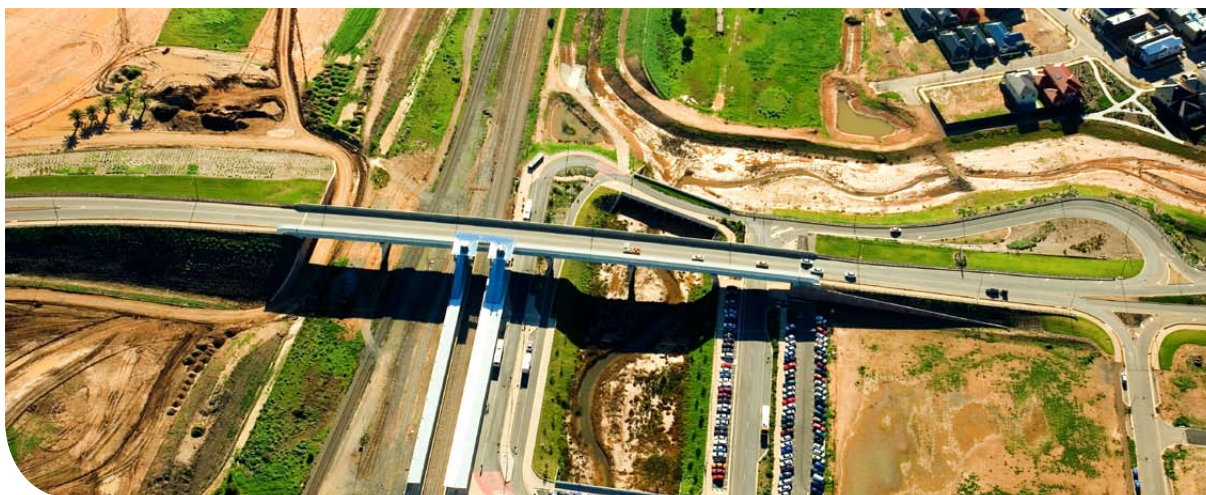
# OFFICE OF MAJOR PROJECTS AND INFRASTRUCTURE



## INTRODUCTION

The Office of Major Projects and Infrastructure (OMPI) aims to enhance the capacity of the state's infrastructure to provide economic and social services to the South Australian community. This is achieved through improved planning and coordination and a more strategic approach to infrastructure investment.

The *Strategic Infrastructure Plan for South Australia* was released in May 2005 and OMPI played the lead role in the development of this plan. The office has spent the past year facilitating the implementation of key projects identified in the *Strategic Infrastructure Plan*.



## OBJECTIVES

- To identify strategic infrastructure priorities for South Australia.
- To coordinate infrastructure planning and development across government.
- To facilitate the timely delivery of key projects, which support the economic, social and environmental development of the state.
- To assist in achieving the following targets related to infrastructure in *South Australia's Strategic Plan*:
  - Match the national average in terms of investment in key economic and social infrastructure.
  - Maintain regional South Australia's share of the state's population, at eighteen per cent.
  - Treble the value of South Australia's export income to \$25 billion by 2014.

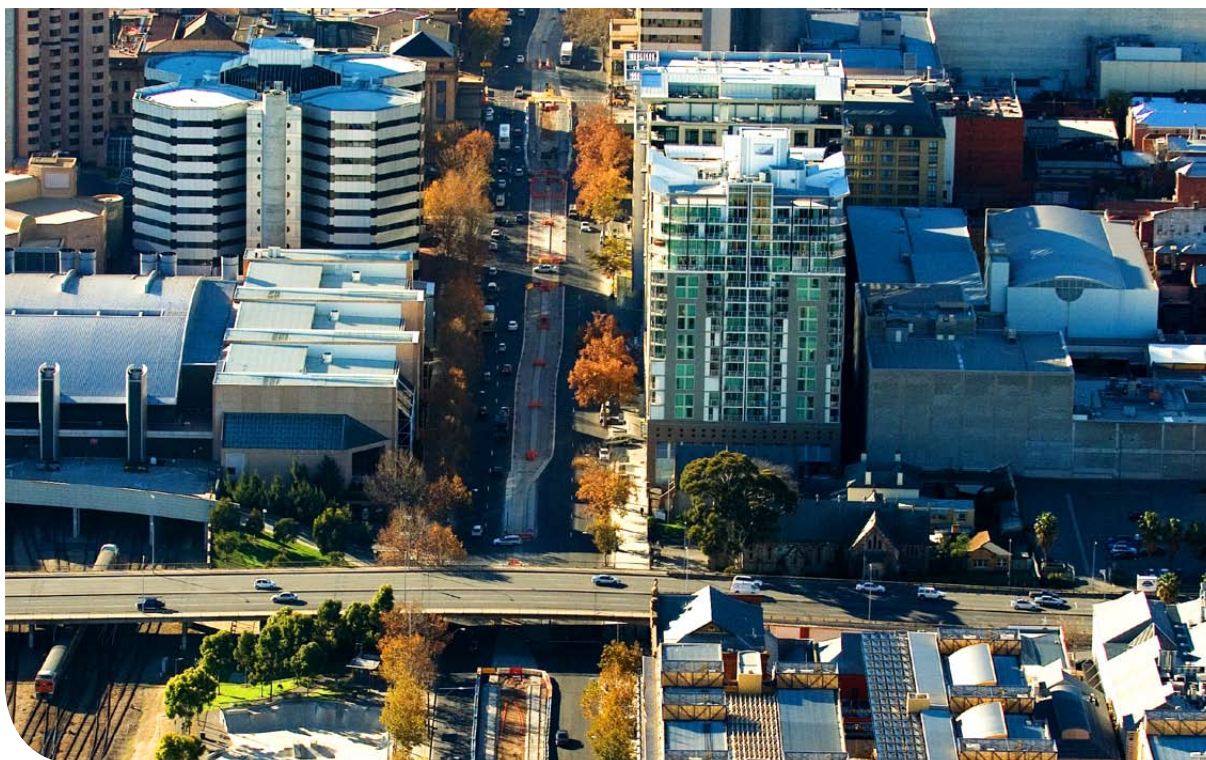
## FUNCTIONS

- Facilitating, coordinating and consulting across-government agencies and with the private sector on new infrastructure investment.
- Promoting the adoption of a strategic capital investment process for new public infrastructure.
- Forward infrastructure planning.
- Providing specialist project facilitation services to support the timely delivery of major projects.
- Monitoring the implementation of the *Strategic Infrastructure Plan* for South Australia and advising the Minister and the Major Proposals Review Cabinet Committee on its progress, and any adjustments required.

## ACTIVITIES

- Management of the following transport projects, which are primarily funded from the State Government's capital investment budget with Australian Government contributions in some instances:
  - South Road Upgrade/Anzac Highway Underpass.
  - Bakewell Underpass project.
  - Northern Expressway (jointly funded).
  - Port River Expressway Bridges (jointly funded)
  - Le Fevre Peninsula Transport Corridor Upgrade.
  - Tramline Extension to City West.
  - South Road Upgrade, Grange to Torrens Road.
  - Rapid Bay Jetty Replacement project.
- Facilitation on behalf of the State Government, of the following projects with significant private sector or local government involvement (as a partner):
  - Upgrade works on Eyre Peninsula Grain Logistics Transport Plan.
  - Spencer Gulf Ferry Service establishment.
  - Riverbank Development.
  - Victoria Park Master Plan.
  - State Aquatic Centre – Marion.
  - Operation of the Stormwater Management Authority.
- Ensuring that the state's strategic interests are met through its ownership and disposal of land, through:
  - The operation of the Initial Test for Strategic Significance for surplus property.
  - A program of Geographical Area Land Use Assessments.
  - Purchase of Port Bonython by the Minister for Infrastructure to secure the site for projects to support the resources sector.
- Providing the first point of contact for government on issues relating to commercial land use and planning and development for both Adelaide and Parafield airports. OMPI works in close consultation with relevant government agencies to coordinate responses to airport master plans, environmental strategies and other proposed on-site developments.
- Acting as the key interface between the private sector, the community and the government's infrastructure development program.





## HIGHLIGHTS FOR 2006–07

### **Tramline Extension**

Following on from last financial year, a comprehensive community engagement program for the project, finalised in September 2006, showed seventy per cent of respondents supported the extension of the tramline to City West. The project is currently on budget, with construction works scheduled for completion by late September 2007.

### **Victoria Park Redevelopment**

The Victoria Park Master Plan was announced in December 2006 to rejuvenate the park for the benefit of the community by returning more of the park to open space and providing improved facilities for horse racing and the Clipsal 500 V8 Supercar race.

Community consultation took place from late December 2006 to 30 March 2007, allowing the community to be well informed and have their say about the proposal.

The project team will continue to liaise with the Adelaide City Council to advance the planning and design of the Master Plan and further the preparation of a ground lease for the required land at Victoria Park.



### **Port River Expressway**

Construction of Stages 2 and 3 of the Port River Expressway (road and rail bridges across the Port River) commenced in December 2005. Roadworks on the eastern side of the river are nearing completion. Major roadworks on the western side of the river commenced in May 2007.

The rail approach structures and the majority of the river spans for both the road and rail bridges have been completed with the exception of the navigation channel and the opening spans. These spans are due to be installed in July and October 2007.

### **South Road Upgrade/Anzac Highway Underpass**

South Road is Adelaide's busiest and most critical arterial freight route and it has been targeted for an upgrade to provide safe, free-flowing traffic conditions along the twenty-two kilometres between the Southern Expressway and the Port River Expressway resulting in benefits to all users.

The first step of the upgrade involves construction of an underpass at Anzac Highway. The preferred scheme for building the underpass to the west of the existing South Road will minimise the social, financial and environmental impact of the project.

Right-of-entry access to all eighty-five properties acquired has now officially been granted to the department to enable construction to commence.

Preliminary concept designs for the underpass at Anzac Highway are now complete and a contract for the construction of the works is expected to be awarded early in 2007–08. Preliminary road works and property demolition began in March 2007, with the underpass expected to be complete in 2009.



### **Northern Expressway**

The Northern Expressway is a joint initiative of the Australian and South Australian Governments under the AusLink program. This will be the largest road construction project in Adelaide since the 1960s.

The project will involve the construction of a new, two-way expressway standard road between Gawler and Port Wakefield Road and an upgrade of Port Wakefield Road from north of Taylors Road to the Salisbury Highway.

The *Northern Expressway Environmental Report* was released on 16 March 2007 describing the project and evaluating the potential environmental, social and economic impacts. Submissions to the *Environmental Report* and responses from the project team are reported in the *Supplement to the Environmental Report* which was released in July 2007.

Construction on the Port Wakefield Road Upgrade is expected to commence in 2008 and construction of the Northern Expressway is expected to commence in 2008 with completion by 2011.

### **Bakewell Underpass**

The government is replacing the 80-year-old Bakewell Bridge on Henley Beach Road with an underpass. The bridge was closed to traffic in October 2006 and the new underpass is scheduled to be open to traffic by the end of 2007.



### Property Asset Management

In 2006–07 OMPI commenced its central strategic role with regards to government property through the execution of the Initial Test for Strategic Significance for all potentially surplus government property, and the commencement of a program of Geographical Area Land Use Assessments in key locations around the metropolitan area. Both new processes are initiatives introduced under the revised *Premier's Circular 114* approved by Cabinet in July 2006.

As a result, 103 requests for assessment of strategic significance of surplus property were considered by OMPI in 2006–07 resulting in 524 hectares approved to go directly to disposal and forty-one hectares requiring strategic assessment prior to disposal. This represents property valued in excess of \$31 million available for disposal or improved government use.

In addition, Geographical Area Land Use Assessments were undertaken for Thebarton, and the Inner Northern Metropolitan area. Additional assessments have been commenced for the Adelaide Central Business District and Noarlunga Centre.

### Outer Harbor Developments

The development of Outer Harbor as a vibrant export/import hub for South Australia is currently underway and involves a number of integrated infrastructure developments with a total value of almost \$500 million dollars. This includes:

- The construction of headworks to support the development of land on the Outer Harbor Peninsula for port-related industries.

- A new \$30-million grain wharf has also been built and construction is well underway on a new \$100-million grain terminal at Outer Harbor.
- Stage 1 of the Port River Expressway was completed in July 2005 and work is underway on new road and rail bridges over the Port River.
- Work is now almost complete on the Le Fevre Peninsula Transport Corridor to upgrade the freight rail corridor linking the new Port River Rail Bridge to Outer Harbor, with a total project cost of \$24 million.
- An Air Warfare Destroyer contract and related maritime projects are being undertaken on Le Fevre Peninsula.
- A \$21.6-million Largs Marina Adelaide Project will create a new marina and industrial precinct to meet the increasing demand of South Australia's commercial and recreational marine industries.

These infrastructure developments will assist in achieving the economic growth and export targets of SASP to exceed the national economic growth rate by 2014 and to treble the value of SA's export income to \$25 billion by 2014.

### **Holdfast Shores**

The final stage of the Holdfast Shores Development including the new Entertainment Centre, Glenelg Surf Lifesaving Clubhouse, Platinum Apartment Building and underground public car park was completed in September 2006.

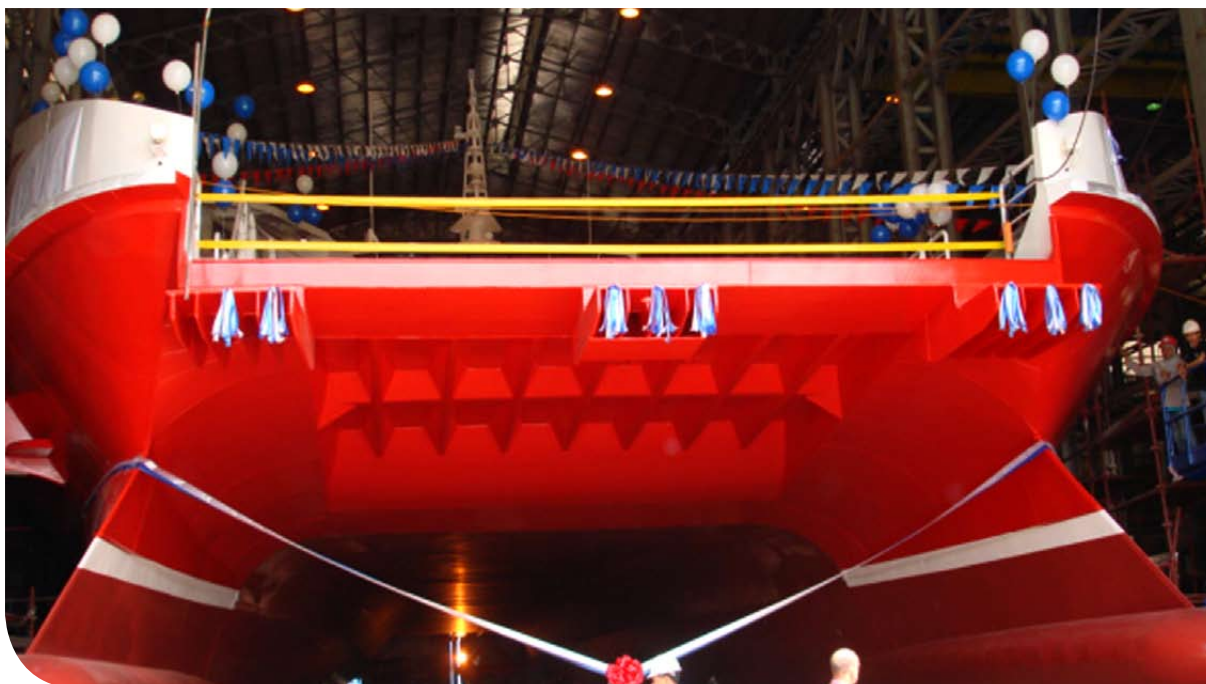
### **State Aquatic Centre**

Following an Expression of Interest process in December 2006, three short-listed consortia were invited to respond to a Request for Proposal in March 2007 to construct a world-class State Aquatic Centre (SAC) at the Marion Domain site.

The project will be funded by contributions from the Australian Government (\$15 million), the State Government (\$15 million), the City of Marion (\$15 million plus land valued at around \$10 million) and the private sector.

A private consortium, Aqua43, (comprising Candetti Constructions and Macquarie Bank) has been appointed by the State Government and the City of Marion to further develop plans and a funding model for the proposed State Aquatic Centre at Marion.

OMPI will now facilitate the private sector to work with the government parties to evaluate opportunities and test whether the aquatic facility can be delivered within the public funding parameters.



### **Electricity Transmission Upgrades**

OMPI has assisted the facilitation (as Crown Developments) of the upgrade of the electricity transmission network throughout the state including projects in the Adelaide Hills, South East, Upper Spencer Gulf and the Barossa plus new generation capacity in the Barossa and Mallala.

### **Regional Infrastructure Initiatives**

- Construction has been completed on the road components and began on the rail component of a \$43-million upgrade of the Export Grain Logistics Network on the Eyre Peninsula involving a program of improvements to the road, rail and grain handling infrastructure. The project is jointly funded by the Australian Government (\$15 million), the State Government (\$10 million) and the private sector (\$18 million).
- A new ferry terminal was completed for the Kangaroo Island SeaLink service from Cape Jervis and an upgrade was carried out on the energy network servicing Kangaroo Island.
- A new ferry service across Spencer Gulf linking Wallaroo with Lucky Bay on Eyre Peninsula was opened in December 2006 and OMPI provided assistance to the developers to help them meet State Government requirements and obtain all necessary approvals. The ferry service has proven very successful with more than 43 000 people and 16 000 vehicles using the service. The one-thousandth ferry crossing was celebrated on Friday 15 June 2007.

## THE WAY FORWARD 2007–08

OMPI will continue managing and facilitating the implementation of major infrastructure projects outlined in the *Strategic Infrastructure Plan*.

The role of the office in providing an interface with industry and the media for infrastructure issues will be strengthened and will be demonstrated through an industry wide infrastructure conference to be held in August 2007.

The following projects are due for completion in 2007–08:

- Tramline Extension.
- Le Fevre Peninsula Freight Transport Corridor.
- Stages 2 and 3 of the Port River Expressway, road and rail bridges, in December 2007.
- Bakewell Underpass open to traffic by end of 2007.

Work will commence on the following major construction projects in 2007–08:

- South Road Upgrade/Anzac Highway Underpass.
- Northern Expressway Project.
- Rapid Bay Jetty.
- Relocation of railway yards between Port Road and North Terrace to make way for the new \$1.7-billion Marjorie Jackson-Nelson Hospital.
- Upgrade of the Noarlunga and Belair heavy rail lines (re-sleeper work).

In addition, planning and preliminary works will commence for the South Road tramline overpass announced in the 2007–08 State Budget.

OMPI will continue to play a significant role in facilitating private sector investment in infrastructure and 2007–08 will see the commencement of a coordinated and collaborative approach to the development of infrastructure to support the development of mineral extraction projects across the state through the establishment of the Resources Sector Infrastructure Council.

The commencement of operations of the Stormwater Management Authority will see implementation of joint funding arrangements with local government for priority stormwater infrastructure works.

## POLICY AND PLANNING DIVISION



### INTRODUCTION

The Policy and Planning Division is responsible for policy and planning for all modes of transport.

### OBJECTIVES

To provide leadership in the development of transport options by providing advice on policy, planning and investment, and assist government to achieve its strategic objectives, including SASP targets.





## FUNCTIONS

- Identify emerging transport issues.
- Develop and evaluate policy approaches, frameworks and options.
- Produce detailed policies, concept plans and investment strategies.
- Facilitate policy implementation.
- Advise on the development and administration of transport legislation.
- Monitor and evaluate policy effectiveness.

## ACTIVITIES

### **Budget Investment Strategy**

- Facilitating the development, prioritisation and submission of departmental budget initiatives for consideration in whole-of-government budget processes.
- Preparing DTEI portfolio statements and DTEI components of other State Budget Papers.
- Developing the annual DTEI Budget Strategy in line with approved expenditure authorities.
- Advising on financial management, investment and funding strategies within the department's capital program.

**Road Transport Policy and Planning**

- Advising on planning for road network strategies and improvements.
- Developing and assessing road project concepts and plans.
- Providing policies for access and management of heavy vehicles.
- Providing road asset management policy advice and program development.

**Sustainable Transport Policy and Planning**

- Advising on policy and planning for rail transport and public transport investments and transport demand management.
- Advising on policy and planning for public transport and land use development integration, in particular transit-oriented developments.
- Advising on policy for health and environmental impacts of transport, such as noise, air pollution and greenhouse gas emissions.
- Analysing and researching transport policy, including benefit cost analysis of transport initiatives and transport pricing and charging.
- Advising on policy for air transport, general aviation and airports, including coordination of government input into Commonwealth aviation policy and regulatory matters.

**Security and Legislation**

- Providing legislative policy advice and development services.
- Providing policy advice and strategy development for freight logistics across all modes and facilitating improvements to freight logistics systems.
- Advising on policy for ports, commercial shipping, recreational boating and other marine transport-related issues.
- Developing a policy framework and processes for a strategic approach to transport security in South Australia and facilitate implementation of transport security measures.
- Providing a focal point on emergency management for DTEI and coordinating across the department divisions to achieve an integrated approach to emergency management.



## HIGHLIGHTS FOR 2006–07

### **Budget Investment Strategy**

The Budget Investment Strategy coordinated submissions for the 2007–08 Budget which provided an additional \$463 million in capital initiatives and an additional \$79 million in operating initiatives for DTEI over the next four years.

The provision of support for Parliamentary Budget Estimates was successfully undertaken post-Budget. The ongoing provision of financial advice on DTEI's significant capital program throughout the financial year was undertaken effectively.

### **AusLink Corridor Strategies**

Under the direction of the COAG, significant progress has been made on strategies for all of the AusLink corridors that comprise the defined national land transport network. These corridor strategies establish priorities for the development, investment and maintenance of each corridor. DTEI is working with the Australian Government Department of Transport and Regional Services (DOTARS) and other state and territory jurisdictions on the AusLink corridor strategies affecting South Australia. The strategies are now being finalised by DOTARS for approval by the Federal and State Ministers for Transport.

## **Planning**

### ***Public Transport***

Detailed investigation of options to improve the public transport system and to achieve the public transport target in *SASP* is continuing. Passenger demand forecasts, strategic service planning, provision for expanded capacity, bus priority measures, travel demand management and infrastructure development have all been considered.

### ***Extension of the Noarlunga Rail Line to Seaford***

Detailed investigation into the extension of the Noarlunga rail line to Seaford was undertaken. Work included engineering feasibility, passenger demand forecasting, service planning and environmental considerations.

### **Emergency Management**

The Policy and Planning Division continued to maintain strong linkages in emergency management and transport security areas across SA Government and with interstate and federal government counterparts. The division led the department's involvement in the APEC-focussed, counter-terrorist exercise Red Luminary held in October 2006, and worked closely with the Public Transport Division and TransAdelaide to begin a review of closed circuit television (CCTV) on the public transport system in comparison to national standards.

### **Heavy Vehicle Access Framework**

Implementation of the Heavy Vehicle Access Framework continued throughout the year with an increased focus on significantly reducing red tape by gazetting B-double and road-train routes formerly operated under permit. By 30 June 2007, this had resulted in the elimination of 1600 permits. A key initiative has been the establishment of a Commodity Route Network. Following discussions and negotiations with councils, an extensive network in each council area has been identified and progressively gazetted. This provides farmers and transport operators with a specially defined network without the need for the time consuming and expensive permit application process.

In line with the COAG national transport reform agenda, the framework was used to facilitate the operation of 33-metre-long B-triples on the defined road-train route network, thereby assisting the transport industry in handling the burgeoning freight transport task.

## **THE WAY FORWARD FOR 2007–08**

The division will continue to identify opportunities to improve performance and outcomes in all areas of its operations.

# AIR TRANSPORT ACT 2002

Report Required under Section 19 of the *Air Transport (Route Licensing – Passenger Services) Act 2002*.

## **Operation and Administration of the Act 2006–07**

Two Route Service Licences were in effect during 2006–07: Adelaide to Coober Pedy and Adelaide to Port Augusta. Both were issued to operators of marginally viable routes in accordance with s5(3) of the *Air Transport (Route Licensing – Passenger Services) Act 2002* ‘...to encourage an operator or operators of air services to establish, maintain, re-establish, increase or improve scheduled air services on the route’.

Details of the operation and administration of each licence is as follows:

### ***Adelaide to Coober Pedy***

This route was declared by the Minister from 12 August 2004, and a route service licence was issued to Australiawide Airlines Ltd trading as Regional Express for a period of two years.

On 29 July 2006 the Minister extended Regional Express’ route service licence from 12 August 2006 until the termination of the three-year declaration on 11 August 2007. This was in recognition of the substantial investment in the route made by the airline upgrading its services from 19-seater Metro 23 aircraft to 34-seater Saab 340 aircraft. A report of the licence award was tabled in both Houses of Parliament on 19 September 2006 as required by Section 13 of the Act.

### ***Adelaide to Port Augusta***

This route was declared by the Minister for the period 25 February 2005 to 31 December 2007 and a route service licence was issued to O’Connor’s Air Services Pty Ltd trading as O’Connor Airlines on 6 January 2006, for the twelve-month period from 13 February 2006 to 12 February 2007.

On 29 January 2007 the Minister extended O’Connor Airlines’ route service licence from 13 February 2007 for the remainder of the declaration period until 31 December 2007, in order to encourage continued services on this marginal route. A report of the licence award was tabled in both Houses of Parliament on 20 February 2007 as required by Section 13 of the Act.

# PUBLIC TRANSPORT DIVISION



## INTRODUCTION

The Public Transport Division brings together public transport service design, marketing, infrastructure and service planning within DTEI.

As such, the division oversees South Australia's land-based passenger transport network. This includes all forms of land transport that carry passengers for reward, including buses, trains, trams, hire cars, taxis and horse-drawn vehicles. In this report, the term 'public transport' mainly focuses on subsidised regular transport services, generally provided in the Adelaide metropolitan area by buses, trains and trams.



## OBJECTIVES

To provide improved passenger transport to meet the social inclusion, environmental, efficiency and safety objectives of the government by improving mobility and accessibility to enhance the quality of life of all South Australians.

## FUNCTIONS

- Manage passenger transport contracts to deliver high quality public transport services to Adelaide.
- Plan passenger transport services.
- Maintain public transport infrastructure.
- Accredite and enforce the *Passenger Transport Act 1994*.
- Market passenger transport.
- Develop the passenger transport industry.
- Ensure safe public transport services.

## ACTIVITIES

South Australia has an extensive passenger transport system which responds to the needs and demands of the community. Key characteristics include:

- Approximately sixty-five million Adelaide metropolitan passenger trips per year and about eight million Adelaide taxi trips per year.
- About 43.9 million kilometres of services are provided each year.
- Over 1440 kilometres of Adelaide metropolitan bus routes; 120 kilometres of train line, eleven kilometres of tram line and twelve kilometres of O-Bahn bus way.
- A total of 245 bus routes, six train routes, one tram route and about 7100 bus stops.
- A total of 812 buses, ninety-four railcars, eleven Flexity Classic trams, five H-Class trams, 920 taxis and sixty-nine Access Cabs.
- 148 country bus routes and eleven community passenger networks providing around 152 485 trips per month.

### Patronage

- In 2006–07 the department contributed to significant improvements for passenger transport users throughout the state.

### Patronage in metropolitan Adelaide:

- Initial boardings on the public transport system increased by two per cent.
- Total patronage, including initial boardings and transfers, increased by 1.7 per cent across the Adelaide Metro network in 2006–07. This represents a cumulative growth of 17.7 per cent since the introduction of Adelaide Metro in April 2000.
- Total patronage, including initial boardings and transfers on the Adelaide Metro system was approximately sixty-five million trips.
- Patronage growth is assisted by:
  - Aligning services more closely to people's travelling patterns.
  - Improved services.
  - Cost competitive fares.
  - Improving facilities, including park-and-rides.
  - Improving public perceptions of public transport through better information and marketing.
  - Improving the bus, train and tram fleet.
  - Ensuring public transport information is readily available to customers.
  - Promoting the value and advantages of public transport.



This growth can be seen in the following Patronage Tables 1, 2 and 3.



Table 1: Adelaide Metro Patronage (initial boardings by mode)

Year	Bus (millions)	Tram (millions)	Train (millions)	Total Initial Boardings (millions)
2006–07	38.26	1.88	9.29	49.43

Table 2: Adelaide Metro Patronage (initial boardings by passenger type)

Year	Regular (millions)	Concession (millions)	Other (millions)	Total Initial Boardings (millions)
2006–07	17.16	30.92	1.35	49.43

Table 3: Adelaide Metro Patronage (initial boardings by ticket type)

Year	Singletrip (millions)	Daytrip (millions)	Multitrip (millions)	Other Free (millions)	Total Initial Boardings (millions)
2006–07	10.39	1.98	35.63	1.43	49.43

### Special Event Services

The division assisted with passenger transport for special events including the Royal Adelaide Show, U2, Robbie Williams, New Year's Eve, Clipsal 500, WOMADelaide, Tour Down Under, Skyshow, Christmas Pageant, Anzac Day and the Schützenfest.

Temporary bus route changes, bus stops, bus parking zones and taxi stands were established to ensure passenger transport needs were sufficiently met during these events and that public transport ran smoothly.

### Footy Express

The number of people attending AAMI Stadium during the football season varies as different games attract different crowds. The total patronage overall increased marginally and the crowd numbers also increased. The table below shows figures over the past two financial years.

Table 4: Footy Express Service Patronage

Footy Express Services Year on Year	Total Patronage	Crowd	Total % of Crowd
2005–06 Metro and Outer Metro Area	153 298	842 350	9.10%
2006–07* Metro and Outer Metro Area	157 142	872 152	9.00%

\* 2005–06 patronage figure has increased due to all outer metro area data being included.

### After Midnight

After Midnight, the new late night bus service, replaced the Wandering Star service on 23 February 2007. After Midnight services are a joint program between the Motor Accident Commission and DTEI as a road safety initiative, targeting young people in metropolitan, as well as outer metropolitan areas. The new service operated on Friday and Saturday nights during the busy March period and then continued on Saturday nights. After Midnight operates as a regular Metroticket service and to maximise commuter convenience, the services pick up from regular bus stops and set down at either regular bus stops or at points along the route as requested by passengers. Table 5 shows the success of the first four full months of the new After Midnight services.

Table 5: After Midnight Service Patronage

	Wandering Star	After Midnight	Difference	Difference %
March	2 055	4 266	2 211	107.6%
April	1 440	1 964	524	36.4%
May	1 451	2 169	718	49.5%
June	1 214	2 419	1 205	99.3%
<b>TOTAL</b>	<b>6 160</b>	<b>10 818</b>	<b>4 658</b>	<b>75.6%</b>

### Regional Services

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

Country bus patronage increased by 1.56 per cent from the previous year to approximately 972 500 based on figures available to March 2007.

### Provincial City Bus Services

Provincial city bus services in Port Augusta have been reviewed and were re-tendered. New contract arrangements are due to commence in early July 2007.

Provincial city bus patronage for 2006–07 increased by one per cent on the previous year, to approximately 575 000 based on year-to-date growth to March 2007.

### Asset Improvements

#### *Bus Replacement and Design*

Forty-eight new buses were commissioned into the Adelaide Metro fleet in 2006–07. They include nineteen rigid buses and twenty-nine rigid O-Bahn buses. All new buses and the entire bus fleet in Outer South and Adelaide Free contract areas are fully accessible to patrons using wheelchairs/pushers and have refrigerated air conditioning. Most buses used in the Adelaide Metro fleet are government-owned. Of the fleet, sixty-one per cent are wheelchair and pusher accessible and seventy-seven per cent are air conditioned.

#### *Adelaide Metro Facilities*

A range of improvements were made to Adelaide Metro facilities in 2006–07 including:

- Eighty-four new bus stops installed in the Adelaide metropolitan area.
- Approximately eighty Information Units installed.

**Park-and-Ride**

Park-and-ride facilities are provided by the department to encourage people to use public transport for part of their journey. During 2006–07 an additional ninety-five car park spaces were provided at St Agnes and twenty-two spaces at Glenalta Station.

**Safety and Security**

Further improvements to safety and security were made on the Adelaide Metro network in 2006–07. In accordance with Commonwealth and state agreements, the Public Transport Preventative Security Committee continued to oversee the implementation of the Land Transport Security Strategy and improved security measures identified in the strategy, including:

- Participation in Red Luminary, a national counter-terrorism exercise, by DTEI officers and its service contractors.
- Participation in Broken Hub desktop emergency response exercises for counter-terrorism, jointly facilitated by SAPOL and DTEI. The exercise also included participation by local officers from the service providers and emergency services as well as other stakeholders.
- Undertaking in-house security exercises to test security planning and a consequent review of those plans.
- Completion of an audit of closed circuit television (CCTV) surveillance at major interchanges to determine its compliance with a recently released National Code of Practice and provide recommendations for consequent improvements.
- Improved depot security systems and continued improvements to security procedures.
- Completion of CCTV surveillance installations across the entire bus fleet, complementing the installation of security cameras in all railcars by TransAdelaide.
- Improvements to Modbury, Paradise and Klemzig Interchange CCTV surveillance infrastructure.
- Installed surveillance cameras at Klemzig Interchange to provide coverage of the new car park.
- Introduced a number of high-resolution day/night dome cameras at interchanges to provide better images in all lighting conditions.
- Completed the installation of high visibility and more reliable Emergency Help Phones at major interchanges.
- Relocated a number of bike lockers. Over 330 secure bike storage locations now exist on the Adelaide Metro network.
- Information for Customers.

### **Chain of Information**

The Chain of Information Program was developed based on research which highlighted that a lack of understanding and a subsequent lack of consumer confidence in the public transport system, were impediments to people using public transport. Taking information to the customer and the community has played a key role in growing patronage by 17.7 per cent since its implementation in April 2000. Information for passenger transport customers includes:

- Two websites, [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au) for Adelaide Metro services and [www.bussa.com.au](http://www.bussa.com.au) for regional bus services.
- The Adelaide Metro InfoLine 8210 1000, the toll free number 1800 182 160 for callers outside the metropolitan area and 8303 0844 for hearing impaired (TTY).
- The Adelaide Metro InfoCentre located on the corner of Currie and King William Streets in the city.
- Adelaide Metro Roadshow travelling to major shopping centres across metropolitan Adelaide providing public transport information to the community.
- Comprehensive kerbside and interchange information.
- Self-service InfoBars providing public transport information at point of ticket purchase and community hubs.
- Regular media information.
- Active and Older information program for senior users.
- Workplace Deal programs providing public transport information and ticket sales for workplaces.

### **Adelaide Metro Website**

In 2006–07 the Adelaide Metro website recorded:

- A total of 17.56 million hits.
- A total of 1.57 million visitor sessions.
- A total of 14.084 gBs downloaded.
- The most popular page of the website was the Timetable Quickfinder (Timetable search).

The Adelaide Metro electronic mailing list using both SMS and email sent a total of 76 664 messages advising over 8000 subscribers of service interruptions and improvements.

### **Adelaide Metro InfoBars**

As at 30 June 2007, there were 370 InfoBars located in the metropolitan area. The InfoBars contain timetables and various guides for Adelaide Metro services relevant to the location of the InfoBar.

There were twenty-eight major self-service displays at shopping centres, campuses and other high pedestrian traffic locations as at 30 June 2007.



### ***Brochures and Timetables***

- The division continued to meet customer demand for brochures and timetables:
- A total of 4.1 million timetables were distributed with the most popular timetable being the Gawler Central train timetable with 141 305 copies distributed.
- Over one million brochures were distributed to customers with the most popular being the MetroGuide (199 027 copies) and Adelaide FREE (195 896 copies).

### ***Adelaide Metro InfoLine***

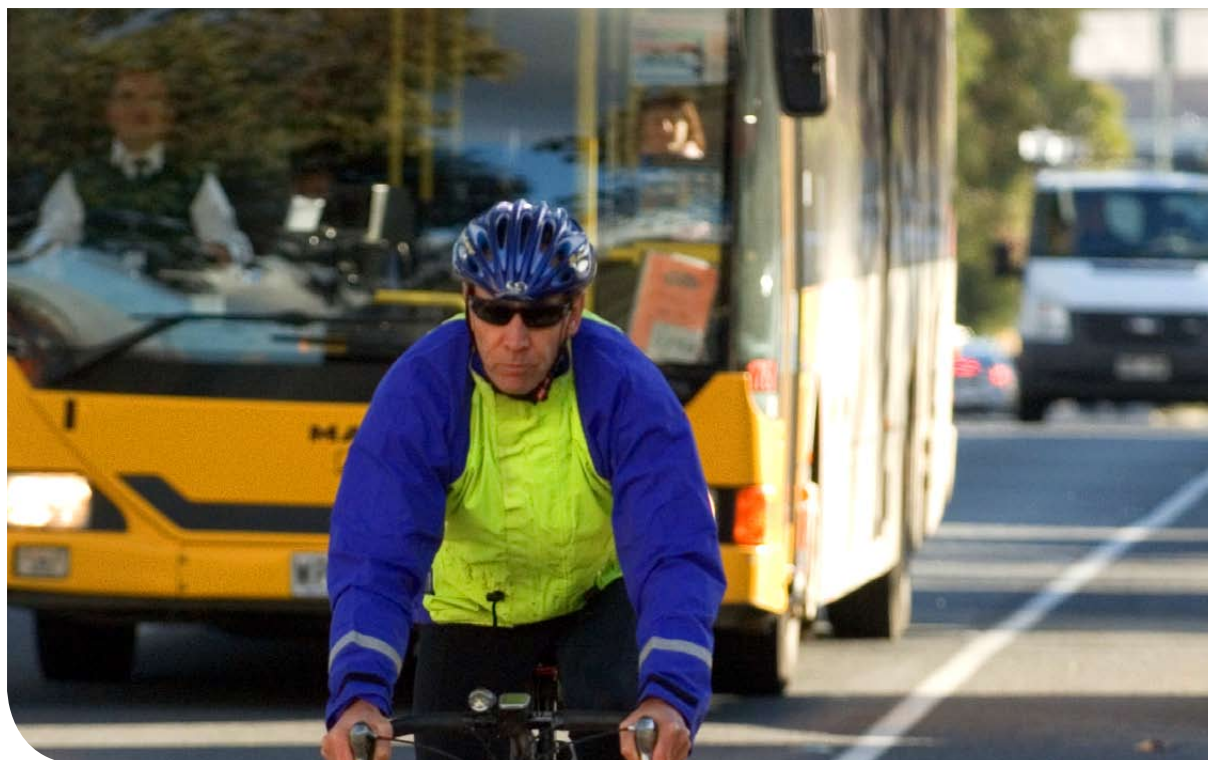
In 2006–07 the InfoLine received an average of over 1440 calls per day – a total of over 526 000 calls for 2006–07. During special events the number of calls can reach more than 3000 per day.

### ***Adelaide Metro InfoCentre***

Over 802 000 customers visited the InfoCentre during 2006–07.

### ***Adelaide Metro Roadshow***

The Adelaide Metro Roadshow is a display that travels to major shopping centres across metropolitan Adelaide providing public transport information to the community. In 2006–07 the Roadshow spent thirty-one weeks on the road and provided public transport information and assistance to over 140 000 customers.



### **Customer Feedback**

The division welcomes feedback from customers about passenger transport services.

*Table 6: Commendations*

	2005-06	2006-07
Commendations	530	532

*Table 7: Complaints*

<b>Type of Complaint</b>	2005-06	2006-07
Service Changes, Quality & Staff	6 956	7 537
Punctuality	2 987	2 869
Fares and Ticketing	359	253
Passenger Comfort	445	533
Other	527	341
<b>TOTAL</b>	<b>11 274</b>	<b>11 533</b>

While important, the number of complaints represents only 0.018 per cent of total patronage in 2006-07.

Table 8: Suggestions

	2005–06	2006–07
Suggestions for service changes	450	515

### Customer Feedback – Taxi and Small Passenger Vehicles

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

Total taxi complaints represents 0.0158 per cent of the estimated eight million journeys provided a year.

Table 9: Taxi and Small Passenger Vehicle Complaints and Commendations

	2005–06	2006–07
Complaints	1 009	1264
Commendations	17	18
<b>TOTAL</b>	<b>1 026</b>	<b>1 282</b>

### Taxis – Waiting Times

The taxi centralised booking services reported that the average waiting time for standard taxis in metropolitan Adelaide in 2006–07 was 7.7 minutes during the day (6.00 am – 6.00 pm) which represents a small decrease compared to 2005/06. At night (6.00 pm – 6.00 am) the waiting time was 10.2 minutes which is a small increase compared to the previous year.

### Access Taxis – Waiting Times

There has been a decrease in instances of people waiting for extended periods. The number of jobs picked up within thirteen minutes has remained consistent at 85 per cent in 2005–06 and 2006–07 and the number of jobs picked up within thirty minutes has remained consistent at 97 per cent in 2005–06.



## HIGHLIGHTS FOR 2006–07

### **Adelaide Metro Service Improvements**

Significant public transport service changes were implemented on Sunday 15 October 2006. The improvements were developed in response to public feedback, surveys of passenger origins and destinations, a review of the 2005 service changes analysis of patronage data, and social change.

A comprehensive information campaign was undertaken to ensure customers were informed in advance of service changes.

The key change was the introduction of ten new Go Zones providing no more than a fifteen-minute wait for services between 7.30 am and 6.30 pm on weekdays and a thirty-minute frequency on weekends and until 10 pm each night.

The improvements contributed to patronage increases of 2.0 per cent (initial boardings) and progress toward achieving the SASP target to increase the use of public transport to ten per cent of metropolitan weekday passenger vehicle kilometres travelled by 2018.

In December 2006 additional services were welcome at peak times during the week and on school holidays on the popular Glenelg tramline.

Service changes in the Adelaide Hills commenced on Sunday 25 February 2007 to address the increase of patrons travelling to the city from Mount Barker.

On Sunday 29 April 2007 service changes were introduced to the Outer South contract area. The changes focussed on:

- The introduction of two new Go Zones bringing the total to thirty-four across metropolitan Adelaide.
- Improving trunk bus services for residents south of Darlington, to provide effective links between Seaford and Aldinga, and Noarlunga and Colonnades.
- The introduction of new services to the southern vales districts of Sellicks Beach, Aldinga, Willunga and McLaren Vale.

### **Nomad OnBoard**

In a global first, Adelaide Metro introduced Nomad OnBoard on 1 June 2006. Building on the success of Nomads OnTrack to provide rail timetables to mobiles, Nomad OnBoard allows customers to download and store bus, train and tram timetables on Java equipped mobile phones. The addition of Nomad OnBoard provides another dimension to the delivery of information with 6020 customers now using this service.

### **Adelaide Metro Workplace Program**

The Adelaide Metro Workplace Deal program provides people with the convenience of being able to purchase Metrotickets and access public transport information at their workplace. It encourages travel behaviour change which has major benefits for individuals and the whole community. For any such program to be effective it requires large numbers of participants, which Adelaide Metro's Workplace Deal has achieved.

The Workplace Deal has enjoyed great success with growth over 144 per cent in the past twelve months, representing over 29 000 participants. With thirty-three participating workplaces, including Santos, Adelaide City Council, Adelaide Bank and *The Advertiser* newspaper, this program continues to be immensely popular.

With Metroticket sales in excess of \$1.2 million and growth of 106 per cent in the past twelve months, the Workplace Deal sells more tickets than any other licensed ticket vendor in the network.

### **Adelaide Metro Active and Older Program**

The Adelaide Metro Active and Older Program provides older members of the community an introduction to the public transport system. The program has proven very popular with over 5300 individuals participating at 118 venues such as retirement villages and service clubs including Lions, Rotary and Probus clubs.

### **Metrotickets On Line**

Adelaide Metro customers are offered the convenience of being able to purchase tickets via the Adelaide Metro website or over the phone. This financial year saw over 3400 people purchasing tickets using this method.

### **Customer Satisfaction Survey**

Adelaide's public transport system and services received a vote of confidence from its customers with a comprehensive, independent customer satisfaction survey. Around 20 000 people were surveyed from 11–30 August 2006.

- Eighty-eight per cent of passengers indicated they were satisfied or very satisfied with on-board safety
- Eighty-one per cent gave their overall trip a rating of satisfied or very satisfied.

## THE WAY FORWARD FOR 2007–08

### **Public Transport Patronage**

The division will continue to meet the *SASP* target to increase the use of public transport to ten per cent of weekday passenger vehicle kilometres travelled by 2018.

### **New Buses**

As part of the government's \$81.3 million-commitment to replace the bus fleet, the next financial year will see the delivery of forty new buses.

### **Metrotickets**

Work will commence on research and monitoring of interstate ticketing systems to select the best option for a new ticket system for public transport users in metropolitan Adelaide. The new system will replace the existing Crouzet system.

### **Disability Discrimination Act**

Continued improvements on the public transport system will be carried out to meet the requirements of the *Disability Discrimination Act*.

### **Trams**

Free tram services between South Terrace and the University of SA City West Campus will commence operation in October 2007.

### **Rail**

Besides TransAdelaide's regular maintenance program, it is also undertaking a refurbishment of some railcars.

The entire 3000/3100 Series fleet is scheduled for refurbishment commencing in the 2007–08 financial year. The fleet will also be augmented by a current program to recommission six 2000 Series railcars.

## SAFETY AND REGULATION DIVISION



### INTRODUCTION

The Safety and Regulation Division (SRD) was established in September 2005 and has a staff of 400 people operating from fifteen sites in metropolitan and regional areas.

### OBJECTIVE

To develop, facilitate and contribute to safety policy and regulate and deliver services to maximise transport safety that meet the objectives of *SASP*.

### FUNCTIONS

- Provide road, marine and rail safety advice.
- Manage the implementation of a range of associated programs and projects related to transport users, infrastructure and vehicles.
- Administer and enforce transport legislation and regulation specifically related to road, rail, marine and passenger transport vehicles and licence holders.



## ACTIVITIES

- Encouraging compliance within the road, marine and passenger transport environment through education, audit and enforcement.
- Contributing to safe maritime operations and environment protection through the regulation of vessel standards, marine qualifications, navigational safety and operations and emergency oil spill response.
- Contributing to safe vehicle access to the road transport network through compliance with vehicle standards by risk assessing and issuing exemptions, vehicle inspections and the provision of expert advice and information.
- Providing a one-stop-service to the passenger transport industry.
- Administering the recreational boating system and developing associated policy and procedures.
- Managing a range of significant contracts and agreements and providing marketing, communication and information services related to registration and licensing functions.
- Providing leadership in the administration and practical implementation of legislation and policy initiatives governing driver and vehicle licensing.
- Managing vehicle theft reduction and national and international relationships to ensure cross-border recognition of registration and licence status.
- Administering the *Goods Securities Act* and exchanging vehicle encumbrance information with other jurisdictions.



- Developing and maintaining licensing and auditing of driver trainers and examiners of heavy and light vehicles.
- Operating and administering the motorcycle RiderSafe program.
- Managing the Passenger Transport Standards Committee, which relates to a range of passenger vehicle and driver matters.
- Providing policy and strategy advice on road safety.
- Managing a range of community and school programs specifically related to road safety.
- Delivering services that promote safe, healthy and sustainable road use and travel behaviour.
- Accrediting railway operators throughout South Australia.
- Undertaking and coordinating national audit programs for railways operating in multiple jurisdictions conducted by all state rail safety regulators.
- Participating in and providing input into the National Reform Agenda for rail operators on local and national issues.
- Coordinating measures to improve the safety and participation in walking and cycling in South Australia by providing advice, strategic frameworks and linking initiatives of both state and local governments including the management of funding programs.
- Leading and coordinating the government's efforts to achieve the road safety targets in *SASP*.

## HIGHLIGHTS FOR 2006–07

### **Weigh Station Upgrade**

In 2006–07, DTEI commenced the upgrade of its major weigh station facilities located throughout regional South Australia. The upgrade will be rolled out over two years and will ensure the weigh station facilities remain both safe and compliant with newly introduced compliance and enforcement legislation and current occupational health and safety standards.

### **National Competency Based Training**

During 2006–07, South Australia became the first jurisdiction to commence competency-based training leading to a *Certificate IV in Government (Statutory Compliance)* and *Certificate IV in Government (Road Transport Compliance)* for Transport Safety Compliance Officers (TSCOs).

South Australia is the only transport jurisdiction in Australia to commence these national qualifications and as a result South Australia will be the only jurisdiction in Australia to have specifically qualified transport inspectors upon completion of the training at the end of 2007.

### **Compliance and Enforcement Legislation**

Compliance and Enforcement legislation (C&E), was implemented in South Australia on 30 April 2007. DTEI was responsible for effectively communicating the new legislation to industry which was recognised by both industry and the National Transport Commission.

### **Commodity Freight Route Networks**

In 2006–07 several commodity freight and other associated general freight routes were converted from permit to gazette, thereby eliminating 1600 permits (for which a fee is charged) and reducing the cost to industry. This work will continue in 2007–08 through established strong links between the department and councils.



### **Vehicle Emissions Testing Facility**

A state-of-the-art Vehicle Emissions Test Facility at Regency Park was created in 2006–07 and is designed to measure and report on the exhaust emissions and fuel consumption of the government's diesel fleet. This is in response to the National Environment Protection Measures for Diesel Vehicles – supporting a cleaner vehicle fleet for South Australia. Information collected from the testing facility can be analysed with the aim of lowering fuel consumption and identifying the service adjustments needed to fix poorly operating engines.

The new facility is a DTEI initiative and a collaborative project between TAFE SA and the University of South Australia. The project includes:

- Development of an industry-focussed training module (in conjunction with TAFE SA).
- Measurement and reporting on exhaust emissions and fuel consumption (in conjunction with UniSA).

### **Project Magnet**

The division, together with the Australian Maritime Safety Authority, Canadian Shipping Lines and One Steel, was involved in the commencement of a major operation to export a total of thirty million tonnes of iron ore from One Steel in Whyalla to China over the next ten years.

The department was responsible for overseeing planning, risk management, safe navigation, crewing and operations of Cape sized vessels. To date, five vessels have successfully completed loading and twenty-two sailings a year are anticipated.

### **Environmental/Oil Spill**

During 2006–07 DTEI undertook a major review of South Australia's response to oil spills with enhanced accountabilities across the department.





### **Emergency Marine Radio**

The department replaced High Frequency (HF) marine radio distress and safety services, previously provided by the Royal Flying Doctor Service on an interim basis, with a long-term nationally-uniform system provided under a five-year contract by Airservices Australia from 12 December 2006.

This service has responded to, and performed a vital role in facilitating communications in a number of emergencies including responding to a distress call and assisting in facilitating the rescue of twenty-one people from a sinking vessel in isolated waters to the east of New Guinea.

### **Boat Code Audit**

In 2006–07 an audit of authorised Boat Code Agents and Examiners' business and system processes was implemented.

### **Rail Safety Audit**

The department continued to undertake safety audits of railway organisations.

### **Rail Safety Bill**

DTEI has been an active participant in the national rail safety regulatory reform agenda, managed by the National Transport Commission. During this year, following approval from Cabinet, the department worked closely with Parliamentary Counsel and consulted widely with the rail industry to draft a new Rail Safety Bill for South Australia based on the national Rail Safety Bill that was approved by the Australian Transport Council in late 2006–07.



### **Road Safety Directorate**

In support of the appointment of a Minister for Road Safety, and a recommitment of the government to its 2010 road safety targets outlined in *SASP*, a new Road Safety Directorate within Safety and Regulation Division was established in 2006–07 to lead the state’s road safety efforts.

This directorate brings together safety policy and regulatory functions (including vehicle registration and driver licensing), as well as the Office for Cycling and Walking and the delivery of community safety and sustainability programs.

### **Safety Management**

Over the year, a regression component and a hazard perception test was introduced to the Graduated Licensing System for novice drivers, more red-light speed cameras were installed, SAPOL began implementing the new random, roadside drug testing, and responsibility for the road safety advertising program was transferred to the Motor Accident Commission.

Support was provided to the Road Safety Advisory Council, under its independent chair Sir Eric Neal, as it began to look ahead to how the state’s targets should be achieved. The Chief Executive joined the Chair of the Motor Accident Commission and the Commissioner of SAPOL in a newly formed Road Safety Leadership Group to better coordinate implementation of government road safety programs.



### **Safety, Sustainability and Community**

Support for Community Road Safety Groups continued, along with further expansion of the Safe Routes to Schools program, and the TravelSmart Households in the West program achieved its goal of engaging 22 000 households in West Adelaide on voluntary travel behaviour change. A full impact and outcome evaluation of the program is now underway. Substantial progress was made in creating the walking/cycling path along the Glenelg tramway with four pedestrian and cyclist crossings installed.

### **Regulatory Development and Services**

RiderSafe motorcycle training waiting times have been significantly reduced and a range of business improvements undertaken in the driver training and audit function. Much attention has also been given to supporting the move to a new information technology system to drive registration and licensing activity in the future.

### **Safety Performance**

While serious injuries increased from 1296 in 2005 to 1358 in 2006 against a long-term downward trend, there was a substantial reduction in fatalities. From 147 fatalities in 2005, a record-low 117 fatalities occurred in 2006. There were 105 fatalities over the 2006–07 year.

## THE WAY FORWARD FOR 2007–08

### **Heavy Vehicle Driver Fatigue Reform**

In 2007–08 DTEI will work towards implementing the national Heavy Vehicle Driver Fatigue Reform. The national reform aims to improve road safety and fairness within the heavy vehicle industry by amending current national driving hours legislation to improve the focus on managing driver fatigue and at the same time achieve greater consistency with OHS&W obligations.

### **Vehicle Roadworthiness Inspections – Improved Customer Service**

Improved customer service initiatives are being implemented in 2007–08 to reduce waiting times for vehicle inspections and to improve the level of compliance with vehicle standards.

### **National Standards for Commercial Vessels**

In 2007–08 the Commercial Marine Section will work toward implementing the new National Standard for Commercial Vessels (NSCV), which is the principal technical standard for commercial vessels that will gradually replace the Uniform Shipping Laws Code. The NSCV provides a common national standard for the design, construction, crewing and operation of vessels.

### **High Risk Offenders**

A package of legislative reforms will be developed targeting high risk offenders who pose the greatest danger for the bulk of road users.

### **Rural Road Safety**

Safety improvements to the rural arterial network will focus on high-traffic routes included in the new Rural Road Safety Program. Continued attention will also be paid to reducing travel speeds in order to improve the health and wellbeing of rural communities.

### **Registration and Licensing**

Following the full implementation of TRUMPS Phase 2, to modernise the information system underpinning vehicle registration and driver licensing, a range of new business processes will be introduced to improve service delivery.

# REPORTS FROM THE REGISTRAR OF MOTOR VEHICLES

Table 11: Vehicles on the Register as at 30 June 2007

Vehicles by Type	2007	2006	+/- change
Cars	703 599	696 333	1.00%
Station Wagons	204 377	196 592	3.85%
Panel Vans	15 122	16 589	-8.90%
Utilities	104 272	99 665	4.40%
Trucks	35 489	35 479	0.03%
Prime Movers	6 537	6 352	2.80%
Other Commercial	25 900	24 796	4.30%
Buses	3 974	3 773	5.10%
Tractors	32 517	33 007	-1.50%
Motor Cycles	33 080	30 213	8.70%
Caravans	38 463	37 678	2.00%
Trailers	202 699	184 671	8.90%
Others	65 981	63 832	3.30%
<b>Total Vehicles</b>	<b>1 472 010</b>	<b>1 428 980</b>	<b>2.90%</b>

Table 12: Drivers Licences on the Register as at 30 June 2007

Class	2007	2006	+/- change
C	955 829	929 225	2.80%
LR	17 796	16 591	6.80%
MR	38 807	37 955	2.20%
HR	60 630	60 672	-0.07%
HC	42 929	41 883	2.44%
MC	7 684	7 239	5.80%
R	150 992	148 966	1.34%
R 'Date'	13 374	12 660	5.30%
<b>Total Licence Holders*</b>	<b>1 072 285</b>	<b>1 062 919</b>	<b>0.90%</b>

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

**Revenue***Table 13: Revenue Collected by the Registrar of Motor Vehicles*

	2005-06 (million)	2006-07 (million)
Registration Charges	\$230.51	\$242.00
Drivers Licence Fees	\$21.48	\$26.86
Sundries and Commissions	\$16.17	\$24.49
Special Plates	\$3.34	\$3.76
Passenger Transport	\$1.12	\$1.22
<b>TOTAL</b>	<b>\$272.62</b>	<b>\$298.33</b>

*Table 14: Revenue Collected on Behalf of Others*

	2005-06 (million)	2006-07 (million)
Stamp Duty	\$189.73	\$190.34
Third Party Insurance	\$415.99	\$412.49
Boat Registration fees	\$4.06	\$4.30
Firearms	\$1.54	\$1.34
Expiations	\$1.39	\$0.93
Federal Registrations	\$5.59	\$5.76
Emergency Services Levy	\$27.71	\$28.32
Courts Administration Authority	\$0.65	\$0.65
<b>TOTAL</b>	<b>\$646.31</b>	<b>\$644.13</b>



### Internal Reviews under s98z of the *Motor Vehicles Act*

#### *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 98z(a) provides the person with a right of appeal to the District Court.

*Table 15: Rights of Review and Appeal*

	2005–06	2006–07
Total Reviews Received	60	31
Confirmed	48	29
Varied	1	0
Set Aside	6	1
Not Eligible to Seek Review	3	0
Application Not Proceeded With	2	0

There were no appeals to the District Court under Section 98z(a) of the *Motor Vehicles Act*.

### **Accident Towing and Investigations**

During the past financial year, the forty towing services registered to operate on the Accident Towing Roster Scheme performed 10 602 accident tows on behalf of the public within the declared area of greater metropolitan Adelaide.

### **E-Commerce**

The e-commerce facility allows selected transactions relating to motor vehicles to be conducted using Internet or Interactive Voice Response (telephone) technology without the customer having to attend a customer service centre or an SSA outlet. These transactions can be accessed between 5 am and 1 am daily, seven days a week.

For the 2006–07 financial year, more than one million transactions, or approximately twenty-five per cent of the targeted transaction volumes were processed by the e-commerce facility.

### **Vehicle Securities Register**

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

In accordance with Section 15(3) of the *Goods Securities Act*, the following information is provided for the period 1 July 2006 until 30 June 2007:

- The total amount credited to the Highways Fund was \$718 270.
- The cost to administer the provisions of the *Goods Securities Act* during this period was \$731 000.
- No fees were paid to other jurisdictions for the exchange of vehicle securities data.
- There was no compensation payment made during the twelve month period ending 30 June 2007 as a result of an order of the court
- As at 30 June 2007 the net amount credited to the Highways Fund was \$12 730 taking the balance credited to the fund to \$4 947 764.72\*.

\*Total revenue for 2005–06 was incorrectly reported as \$750 854 and should have been reported as \$808 828. Please note the closing balance credited to the fund has been increased by \$57 974 to correct this omission.



# TRANSPORT SERVICES DIVISION



## INTRODUCTION

The Transport Services Division (TSD) works in conjunction with the Australian Government and local government to create integrated and safe transport facilities. It manages and improves transport infrastructure and traffic control so it is safe and secure, meets community expectations, makes a positive contribution to the economy and has minimal impact on the environment. It also ensures that ongoing public investment in transport infrastructure and services is properly planned, managed and protected.

The focus of the division is on the delivery of projects and management of state controlled transport infrastructure in line with government policy and the strategic transport direction set by the government, and in *SASP* and the *Strategic Infrastructure Plan*.

## OBJECTIVE

To deliver transport projects and manage transport infrastructure to ensure it is safe, secure and sustainable to support the economic and social growth of South Australia.

## FUNCTIONS

- Maintain transport assets.
- Operate and manage the transport system.
- Deliver transport infrastructure.

## ACTIVITIES

### **Operating and Maintaining Roads**

South Australia is served by a road network in excess of 97 000 road kilometres. The Commissioner of Highways is responsible for over 13 000 road kilometres of sealed road, 10 000 road kilometres of unsealed road and eleven River Murray ferry crossings.

The Commissioner of Highways is responsible for managing the long-term physical condition of a range of infrastructure assets associated with this road network including:

- Road pavement, sealed and unsealed.
- Roadside amenity facilities, vegetation, shoulders and drainage.
- Structures including bridges and culverts.
- Pavement marking and raised pavement markers.
- Traffic management facilities and systems.
- Road lighting.
- Regulatory signs, advanced direction signs and tourist signs.

### **Ferries and Ferry Landings**

The estimated total replacement value of the network road assets is \$9 billion with a written down value of \$4.7 billion.

Table 16: Responsibility by Road Category (Carriageway)

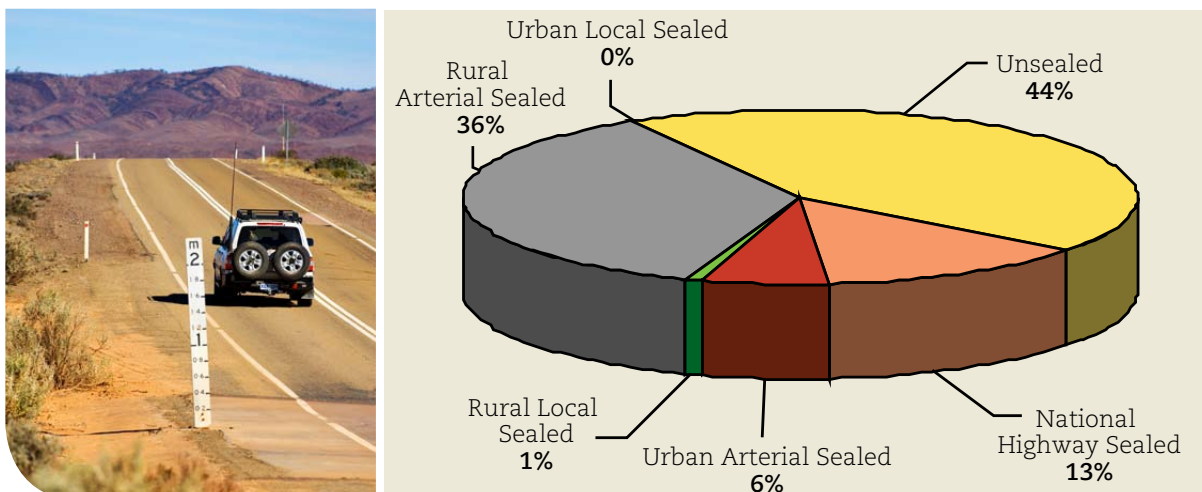
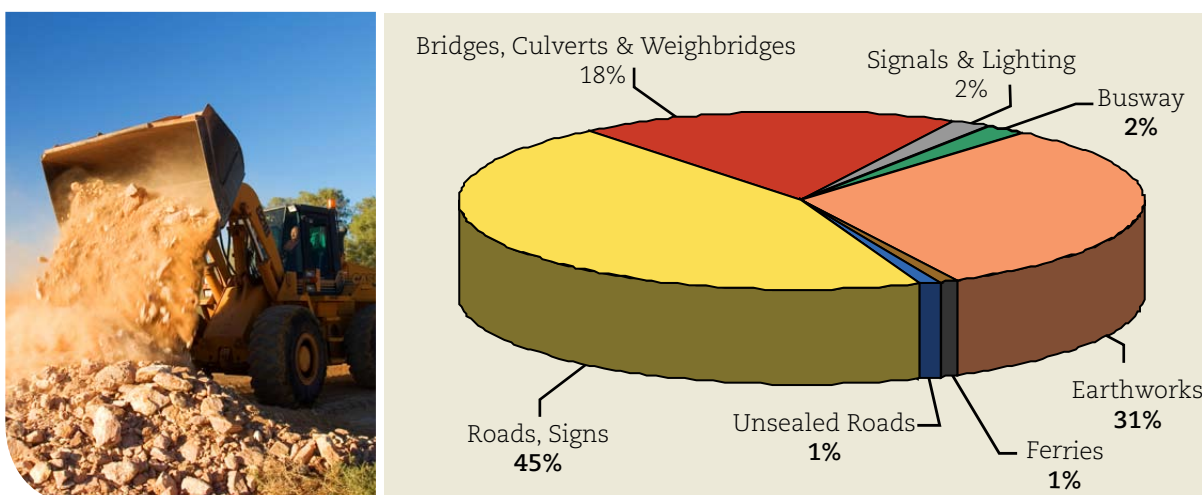


Table 17: Distribution of Asset Value by Type (written down value total \$4.7 billion)



**The Transport Services Division also provides:**

- A transport information collection and management service, including road crash and traffic data and road inventory and condition data, to assist transport policy and planning.
- Environmental, landscape and remediation services associated with transport infrastructure and developments.
- Expert technical advice services on storwater drainage and management to government departments, local councils and other bodies.
- Property management, acquisition and disposal services associated with road properties.

### **Operating and Maintaining the Marine System**

TSD manages the state's non-commercial marine infrastructure across 4000 kilometres of coastline, in partnership with the community, the commercial fishing industry, local councils and other stakeholders.

Marine infrastructure includes ports, harbours, recreational and commercial jetties, marinas, lighthouses, boatyards, slipways, boat ramps, over 700 aids to navigation and the West Lakes tidal flushing system.

### **Managing Rail and Public Transport Infrastructure Assets**

The division is responsible for land tenure issues, property management and disposal of operational and non-operational railway land and infrastructure. This rail land comprises more than 3000 properties throughout South Australia and includes approximately 800 kilometres of non-operational railway corridor land.

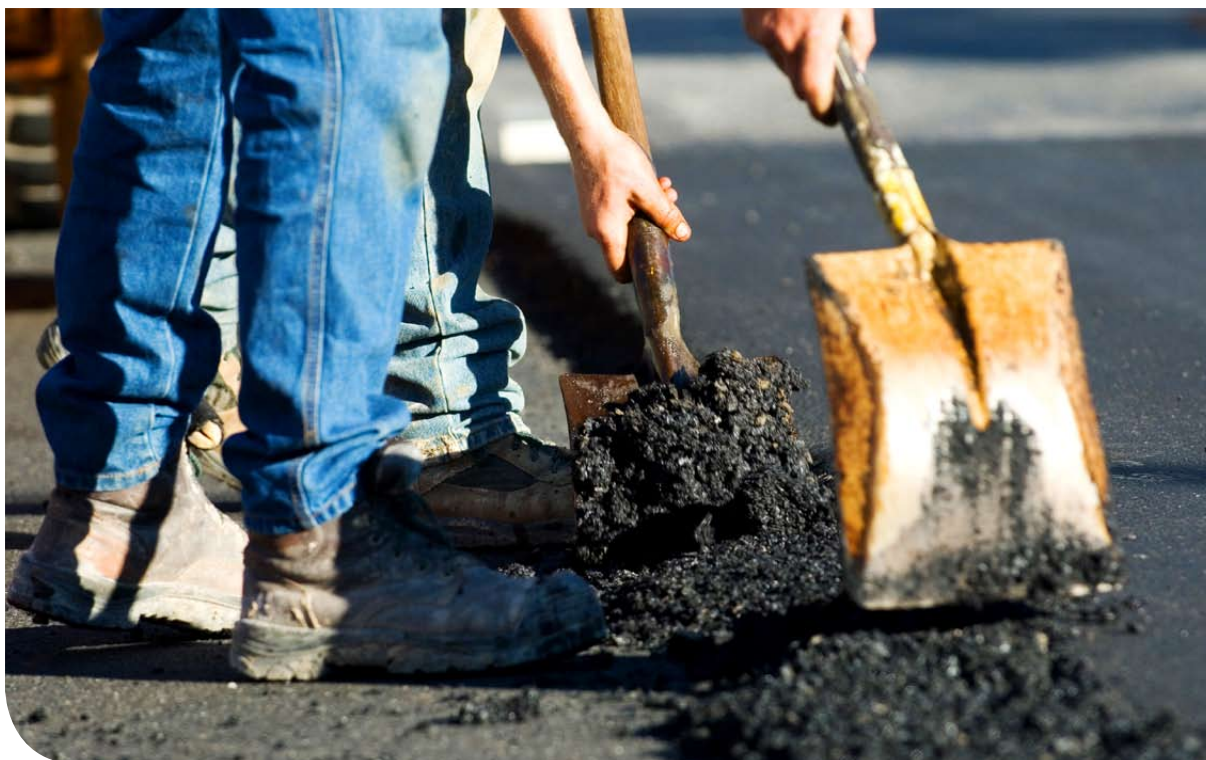
The Rail Portfolio manages approximately 250 leases and approximately 800 former Australian National Railway Commission licences. Tenancies consist of office accommodation, rail workshops, heritage rail operators, agricultural distributors, grazing and cropping licences, residential, licences for access, pipelines, drainage and community purposes and grain bulk-handling facilities. These properties vary from large office buildings, railway station buildings, rail yards and workshops, to houses and vacant land.

The TSD also manages and/or controls, on behalf of the Minister for Transport, various public transport infrastructure assets including the O-Bahn and various park-and-ride sites

### **Project Delivery**

The division delivers projects linked to the objectives of *SASP* and the State's *Strategic Infrastructure Plan* including:

- Project management for infrastructure and non-infrastructure delivery.
- Contract management.
- Infrastructure planning and design services.
- Field delivery.



## HIGHLIGHTS FOR 2006–07

### **Maintenance of Road Assets**

In 2006–07, \$106.6 million was spent on the management, maintenance, rehabilitation or replacement of road assets, made up of \$67.1 million of state funds and \$26.4 million of federal (AusLink) funds on the sealed road network and \$13.1 million of State funds on the unsealed network (including re-sheeting works).

There was \$2.5 million dollars spent on the maintenance of the ferry vessels and their approaches, which enabled a 99.7 per cent operational availability to be sustained for the ferry fleet. It is estimated that the ferries carried 1.6 million vehicles in 2006–07. A further \$1.5 million was spent on the ferry replacement and refurbishment program.

### **Project Delivery**

The division provided services for the project planning, design and delivery of the department's \$300-million portfolio of transport infrastructure projects and associated professional services in 2006–07, including the Port River Expressway, South Road Upgrade, Bakewell Underpass and Tramline Extension projects.

**Sturt Highway Upgrade, Gawler to Nuriootpa**

Works commenced on the upgrade of the Sturt Highway (Gawler to Nuriootpa) to improve safety for all road users. The project also builds on the proposed Northern Expressway project to further improve transport access to the Port of Adelaide. The upgrade is being designed and constructed in stages and is scheduled for completion by December 2009.

Works undertaken in 2006–07 included:

- Completion of detailed planning for the full length of the duplication of the highway, between Gawler and Greenock.
- Completion of the final plans for the Daveyston to Greenock section upgrade and calling of tenders for construction.
- Commencement of detailed design on the Gawler Belt Interchange and the Gawler to Daveyston section upgrade.
- Completion of construction of the first stage of the upgrade which consisted of two junction upgrades and an extension of the existing overtaking lane at Nuriootpa.

**Hampstead, Mullers and Regency Roads Intersection Upgrade**

Realignment of Regency and Muller Roads with Hampstead Road to form a new four-way intersection was completed. The upgraded intersection will improve safety, reduce congestion and delays and improve traffic flow along all three roads. Works included:

- Dedicated through lanes along Hampstead Road.
- Two through lanes and two right-turn lanes on Muller and Regency Roads.
- Bicycle lanes and improved pedestrian facilities.

**Mill Corner, Loxton Upgrade**

Mill Corner was upgraded to provide multiple benefits including improved traffic management and safety for road users, improved amenity of the Loxton entrance and enhanced business opportunities for the community.

The upgrade included straightening a tight road curve, removing a rail level crossing, and improving traffic control and access to businesses.

**Sturt Highway Upgrade at Waikerie**

Safety and traffic management improvements on the Sturt Highway were undertaken in 2006–07. This included:

- 11.5 kilometres of shoulder seal widening.
- Traffic management improvements to the commercial development on Sturt Highway, adjacent to the eastern entrance to Waikerie.
- Completion of the major truck rest area, opposite the commercial development.
- Upgrade of Vasey Road Intersection to provide for sheltered right-turn movements into Lawrie Terrace and Vasey Road.



### **Penola to Clay Wells Road Upgrade**

As part of the Penola Freight Access Improvements, eighteen kilometres of road widening and pavement strengthening on the Penola to Clay Wells Road was undertaken. The works have improved safety and addressed increasing freight demands by accommodating heavy vehicle movements from harvesting of commercial blue gum forests.

This work will be complemented by future proposals for the construction of the Penola Bypass (council project) and other junction improvements along the Riddoch Highway.

### **Overtaking Lanes Program**

As part of the program, two overtaking lanes were constructed in 2006–07. These were the Sellicks Beach overtaking lane on the Noarlunga to Cape Jervis Road and the Riddoch Highway to Mt Gambier overtaking lane.

### **Level Crossing Safety Program**

Level crossing safety treatments were undertaken at twelve crossings across the state. Improvements were made to manage traffic queuing over crossings, with signage upgrades at approximately 300 crossings.

The first round of level crossing surveys and assessments was also completed which will inform future mitigation programs.

### **Princes Highway Shoulder Sealing**

A further twenty-three kilometres of shoulder sealing along the Princes Highway between Henry Creek to Kingston was completed. The Princes Highway now has sealed shoulders the entire length from the Dukes Highway junction near Taillem Bend through to Kingston.

### **Black Spot Program**

As part of the state and AusLink black spot programs, infrastructure safety improvements were undertaken at twenty-six rural and eleven urban locations on the state network. This included:

#### ***Naracoorte Traffic Management Scheme***

The development of a traffic management scheme has provided for a safer and more efficient flow of traffic within the main township of Naracoorte. The scheme included the construction of three roundabouts, in conjunction with local council, at the following intersections:

- Smith Street and McRae Street.
- McRae Street and Robert Street.
- McRae Street and Ormerod Street.

#### ***Main South, Malpas and Iverene Road Junction Upgrade***

The safety improvements involved the modification of the junction through new sheltered right-turn and left-turn lanes on Main South Road for motorists turning into Malpas Road and the closure of Iverene Road.

#### ***Noarlunga to Cape Jervis Road, Myponga Beach Road Junction Upgrade***

Safety was improved at this junction by realigning the Noarlunga to Cape Jervis Road to improve the sight distance on both approaches.

### **West Lakes Water Control Gates**

The gates at West Lakes which control lake water levels, were upgraded in 2006–07. Works included the removal and overhaul of the two inlet gates and replacement of corroded gate guides with new stainless steel guides.

The gates also enable the lake to be flushed by sea water to maintain water quality.

### **Beachport Sea Wall**

A new sea wall was constructed to safeguard the foreshore and entrance to the Beachport jetty. It replaced the old sea wall which was constructed in the late 1800s and was in poor condition. The jetty is a key facility for unloading rock lobsters in the South East.





### **Steamtown Peterborough**

TSD completed negotiations with the District Council of Peterborough culminating in the signing of a Memorandum of Understanding (MOU) between council, the Minister for Transport and the Minister for Environment and Conservation. The MOU (and accompanying licence) permits the use of the historic Steamtown Peterborough site by the council to develop a tourist attraction and for the land and buildings to transfer to council-ownership once the land divisions are completed.

### **Waterloo Corner Road to Heaslip Road Roundabout**

Construction of a new roundabout at the junction was completed to improve safety for turning vehicles and reduce conflict with through traffic. The upgrade complements the high predicted growth in heavy vehicle movements associated with the Edinburgh Parks development.

### **Heysen Tunnel Maintenance**

Mechanised cleaning of the Heysen Tunnel walls was introduced for the first time since the tunnels were opened to traffic in 2000. This mechanisation replaced manual cleaning methods and has improved the efficiency of maintenance work programs to such an extent that the tunnel closures for routine maintenance have been reduced from six to four per year.

### **Outback Roads Minor Works Program**

Works were completed on roads in the state's outback rural area under the Outback Roads Minor Works Program, including:

- A 31-kilometre section of the Tea Tree to Yunta Road.
- A 33-kilometre section of the Oodnadatta Track to Coward Springs to Marree.
- A 16-kilometre section of the Birdsville Track to Clayton Station to Lake Harry.



### **Cleve to Arno Bay Road**

The Cleve to Arno Bay Road upgrade was completed with the road widened from 5.6 metres to 7.2 metres and junction upgrades and new culverts to improve drainage and reduce the risk of flooding.

The project formed part of the Eyre Peninsula Grain Export Logistics Project, which included upgrades to the railway, local and arterial roads and bulk-handling facilities.

### **Roads to Recovery Program**

As part of the Roads to Recovery program, the division completed:

- Construction of town streets in Yunta, Copley, Marree and Parachilna.
- Upgrade of streets in Mannahill.
- Rehabilitation of forty-eight kilometres of the Strzelecki Track.

### **Review of Traffic Signal Operation**

The Traffic Management Centre provides a twenty-four hour a day, seven day a week monitoring and fault reporting service for all traffic signals in the state. A review of traffic signal operation continued during 2006–07 resulting in improved efficiency of traffic flow, particularly along strategic routes in the metropolitan area.

## THE WAY FORWARD FOR 2007–08

### **Elder Smith Road, Main Street to Main North Road**

Construction work on Elder Smith Road, from Main Street, Mawson Lakes to Main North Road, Parafield will be completed in 2007–08. The official opening of the road was held in September 2007 with landscape works still to be completed. This 1.3-kilometre section of Elder Smith Road will include a new four-way signalised intersection at the junction of Main North Road and Maxwell Road.

This new road will complete a direct link between Main North Road and Salisbury Highway. It will reduce the volume of traffic on other arterial roads by providing an alternative route to Port Adelaide from Main North Road and areas to the north. It will also provide additional access to the Mawson Town Centre, University of South Australia and Technology Park, as well as to the public transport facilities at the Mawson Transport Interchange.

### **Sturt Highway Upgrade, Gawler to Nuriootpa**

Construction of the Daveyston to Greenock section of the upgrade will be completed. This will include duplication of the highway creating two lanes in each direction with median separation.

Construction will also commence on the Gawler Belt Interchange and Scott Road to Daveyston section.

### **Jetties Refurbishment Program**

As part of a refurbishment program, the jetties at Beachport, Largs Bay and Coffin Bay will be upgraded. Works will involve the replacement of substandard timber beams and decking.

### **Replacement Ferry for River Murray Crossings**

Construction of a second new steel ferry will be completed as part of the program to replace the current timber hulled-ferries. The new ferry, which has an increased load carrying ability, is expected to go into operational trials in October 2007.

### **Overtaking Lanes Program**

Construction of four new overtaking lanes will be completed.

### **Southern Expressway**

As part of safety improvements for the Southern Expressway, twelve variable speed limit signs will be installed on the northbound approach to the Marion Road ramp. This will complement works undertaken in 2006–07 which included installation of new illuminated road markers for motorists entering and exiting the Expressway at this ramp.



### **Floods Response**

For 2007–08, \$23.5 million has been allocated to repair both sealed and unsealed roads damaged by flooding in January 2007. This is in addition to works undertaken in 2006–07.

Repair works proposed on the sealed network will include shoulder, culvert and floodway repairs on roads mainly in the Northern and Western regions.

Works proposed on the unsealed network of approximately 6000 kilometres of roads, will include:

- Replacing lost sheeting material and scour repairs.
- Floodway reconstruction.
- Drainage works.
- Signs and devices.

### **Mass Action Safety Improvements**

Road safety improvements will be carried out on the Noarlunga to Cape Jervis Road, south of Sellicks Hill to address hazardous locations. Improvements include installation of a guardrail, tree removal where required, shoulder sealing, culvert extensions/upgrades and delineation such as edge lines, raised pavement markers, guideposts and warning signs.



### **Strategic Regional Investment**

As part of strategic regional investment, the division will commence procurement of the Road Condition Sign Automation project which will allow for remote opening and closing of roads, and commence an upgrade of the Strzelecki Track including sealing of floodways.

### **Rural Roads Improvement Program**

As part of the program, works will be undertaken to:

- Complete upgrade works on the Marree to Lyndhurst Road.
- Complete pre-construction activities on the Oodnadatta to Hamilton and Blinman to Wilpena Roads.

### **Roads to Recovery Program**

The third year of the Roads to Recovery Program will be delivered, with the aim to improve safety and accessibility on the outback road network.

### **Level Crossing Safety Program**

The Safety Improvement Program will continue in 2007–08, with a focus on rural crossings carrying high volumes of road and rail traffic, particularly those used by heavy vehicles.

Safety improvements will include the activation of approximately six passive crossings (*stop* and *give way* signs) in country areas.

## CORPORATE SERVICES DIVISION



### INTRODUCTION

The Corporate Services Division (CSD) supports the department in achieving the government's objectives.

### OBJECTIVE

- To provide efficient, high quality corporate services.
- To support our internal customers to help them deliver improved services.
- Challenge departmental performance within its own and government frameworks.
- Effectively manage media issues and departmental communication activities.

## FUNCTIONS

- Human resource management.
- Financial management.
- Contracting and procurement.
- Media and communications management.
- Internal audit.
- Corporate secretariat services.
- Information and communication technology.
- ICT support to Parliament and members of Parliament.

## ACTIVITIES

- Establishing, managing and maintaining a corporate governance framework that encompasses policy, procedures, compliance with government policy and legislation.
- Providing reliable, timely, cost effective corporate transactional and operational functions/services to agreed standards in procurement, finance, payroll, HR operations, and corporate records.
- Providing timely, reliable, meaningful and well analysed corporate reporting and advice that supports business performance and fulfils external requirements.
- Ensuring the provision of appropriate business systems which leverage information, communication, and technology to facilitate improved delivery of departmental outputs.
- Facilitating improvements across the department in procurement methods and reporting to assist in achieving business priorities.
- Providing communication and media services.

## HIGHLIGHTS FOR 2006–07

In 2006–07, CSD supported the department through a range of process and system-based initiatives, including:

- Support for the implementation of TRUMPS.
- Implementation of strategic procurement resulting in better value from contracts.
- Improvement in business efficiency of transaction and management systems, for example, a credit card system, an electronic purchase system and extending the electronic HR workflow system.
- Ongoing corporate governance and compliance support.
- Development of the Information Security framework.
- Implementation of the Corporate Workforce Plan which includes the indigenous graduate scheme, cadetships and traineeships.

## THE WAY FORWARD FOR 2007–08

CSD will continue to provide cost effective and quality corporate services across the department. Key challenges will be to:

- Facilitate improvements across the department which focus on its priorities.
- Foster closer relationships with other divisions to identify ways to best meet their business needs.
- Promote corporate governance in support of legal and business requirements.
- Provide quality advice, consistent with legislation and stated policies and procedures of government, central agencies and the department, for improved departmental decision making.
- Deliver reliable and cost-effective corporate services.
- Support implementation of across-government shared services.



## FRAUD

In accordance with the Public Sector Management Act, Regulation 18(i), there were three instances of fraud in the department.

Defined business procedures and internal controls are implemented across the department to lower the risk of fraud occurring. In addition the Internal Audit Section has a responsibility in relation to risk management and the annual audit program, including reporting to the Audit and Governance Committee.

A departmental fraud control framework is under development to prevent and detect fraud, and covers appropriate governance, manager and staff responsibility, incidence reporting, and the procedure for investigations.

## MANAGEMENT OF HUMAN RESOURCES



A committed, skilled and productive workforce is critical to the department's ability to meet its strategic objectives and provide high quality services to the South Australian Government and community.

During 2006–07 the department continued to develop and implement strategies and programs to develop the skills and improve the well being of its employees, through:

- The review of people management policies and practices to ensure they are flexible and responsive to business needs
- Targeted recruitment, attraction and retention strategies in skill shortage areas.
- Performance management, including the development and implementation of a ratings-based system for executives linked to the SA Public Sector Executive Leadership Competencies.
- Continuous improvement of Occupational Health Safety and Welfare and Injury Management systems.
- Learning and development, including the development and implementation of leadership programs for the department's middle-managers and executives.

A priority focus for this year has been workforce planning, entailing the identification, development and implementation of strategies to ensure that the department has, and will have, the right people in the right place at the right time to achieve its objectives. This is critical to our success, given the increasing shortage of, and competition for, critical skills in the labour market.

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

**EMPLOYEE NUMBERS, GENDER AND STATUS***Table 18: Employee Numbers, Gender and Status*

<b>Total Number of Employees</b>		
Persons	3 095.0	
FTEs	2 952.4	(FTEs shown to 1 decimal place)
<b>Gender</b>	<b>% Persons</b>	<b>% FTEs</b>
Male	62.4	64.1
Female	37.6	35.9
<b>Number of Persons during the 2006-07 Financial Year</b>		
Includes DAIS units from 1 October 2006*		
Separated from the agency		364
Recruited to the agency		388
<b>Number of Persons at 30 June 2007</b>		
On Leave without Pay		54

\* Units formerly with Department of Administrative and Information Services (DAIS) transitioned to DTEI on 1 October 2006.

*Table 19: Number of Employees by Salary Bracket*

<b>Salary Bracket</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
\$0 – \$43 999	525	467	992
\$44 000 – \$56 999	506	379	885
\$57 000 – \$72 999	552	224	776
\$73 000 – \$91 999	290	81	371
\$92 000+	59	12	71
<b>TOTAL</b>	<b>1 932</b>	<b>1 163</b>	<b>3 095</b>

*Table 20: Number of Employees in Current Position*

<b>FTEs</b>	<b>Short-Term</b>			<b>Other (Casual)</b>	<b>Total</b>
	<b>Ongoing</b>	<b>Contract</b>	<b>Contract</b>		
Male	1 573.8	176.1	136.5	7.0	1 893.4
Female	873.0	144.7	37.1	4.1	1 058.9
<b>TOTAL</b>	<b>2 446.9</b>	<b>320.8</b>	<b>173.6</b>	<b>11.1</b>	<b>2 952.4</b>
<b>PERSONS</b>	<b>Short-Term</b>			<b>Other (Casual)</b>	<b>Total</b>
	<b>Ongoing</b>	<b>Contract</b>	<b>Contract</b>		
Male	1 584	179	137	32	1 932
Female	961	156	38	8	1 163
<b>TOTAL</b>	<b>2 545</b>	<b>335</b>	<b>175</b>	<b>40</b>	<b>3 095</b>

## EXECUTIVES

Table 21: Executives by Gender, Classification and Status

Classification	Ongoing		Contract Tenured		Contract Untenured		Other (Casual)		Total	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
ExA	0	0	7	1	20	5	0	0	27	6
ExB	0	0	4	1	12	1	0	0	16	2
ExC	0	0	2	2	5	2	0	0	7	4
ExD	0	0	0	0	1	0	0	0	1	0
ExF	0	0	0	0	1	0	0	0	1	0
Total	0	0	13	4	39	8	0	0	52	12

## LEAVE MANAGEMENT

Table 22: Average Days Leave per Full Time Equivalent Employee

	2003-04	2004-05	2005-06	2006-07*
Sick Leave	6.20	6.86	7.20	6.80
Family Carer's Leave	0.56	0.58	0.54	0.67
Miscellaneous Special Leave	0.51	0.56	0.55	0.50

Note: Units from the Department of Administrative and Information Services (DAIS) transitioned to DTEI on 1 October 2006.

\*Includes transitioning DAIS units since 1 October 2006

## PERFORMANCE DEVELOPMENT

Table 23: Documented Review of Individual Performance Management

Employees with ...	% Total Workforce
A review within the past 12 months	83.1%
A review older than 12 months	16.88%
No review	0.02%

**LEADERSHIP AND MANAGEMENT DEVELOPMENT***Table 24: Leadership and Management Training Expenditure*

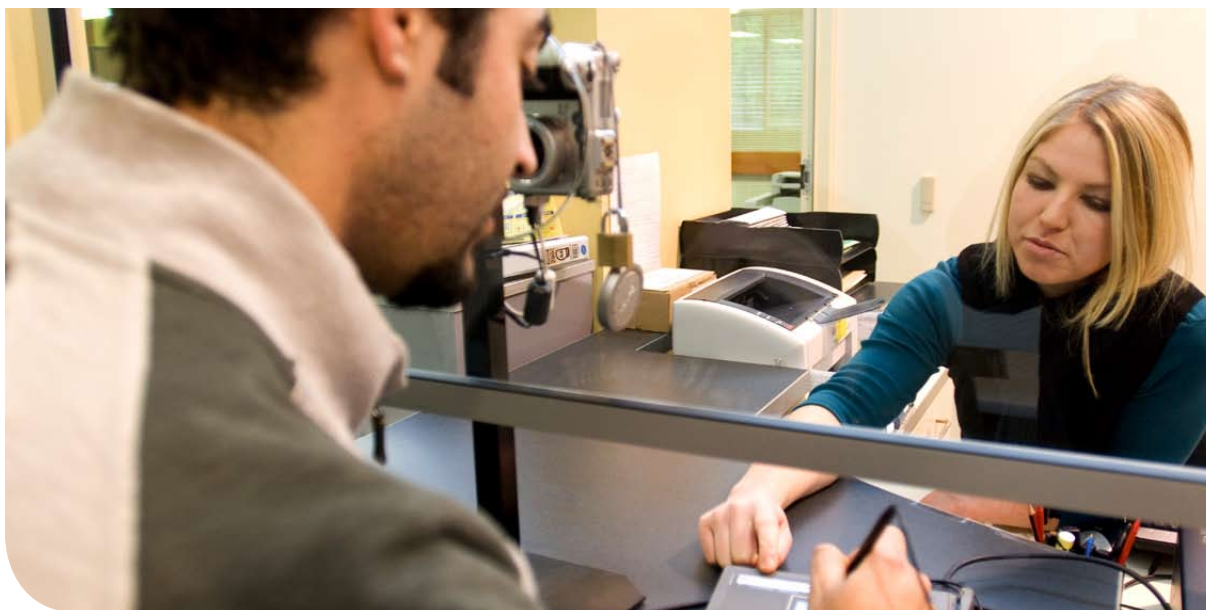
<b>Training and Development</b>	<b>Total Cost</b>	<b>% of Total Salary Expenditure * #</b>
Total training and development expenditure	5 720 134	3.22%
Total Leadership and Management Development	2 206 049	1.24%

\* 'Total Salary Expenditure' has been defined using the 'Total Remuneration Expenditure' criteria established by the Commissioner for Public Employment.

# Includes transitioning DAIS units since 1 October 2006.

**ACCREDITED TRAINING PACKAGES***Table 25: Accredited Training Packages by Classification*

<b>Classification</b>	<b>Number Achieving a Qualification Linked to an Accredited Training Package</b>	<b>Number Achieving one or more Statements of Attainment for a Competency Linked to an Accredited Training Package</b>
ASO01	1	1
ASO02	19	30
ASO03	17	5
ASO04	17	18
ASO05	14	20
ASO06	11	21
ASO07		14
ASO08	1	6
EXB01		1
MAS03		3
OPS03		35
OPS04		5
OPS05		2
PO01	8	3
PO02	3	2
PO03	7	3
PO04	2	3
PO05		1
TGO01	2	
TGO02	1	
TGO03	1	1
TRA10	1	
TRA11	3	1
TRA12	11	3
WBTT04	1	1
WMJ054	2	2



### COMMITMENT TO CUSTOMER SERVICE

The department's reputation is built upon the community's interactions with the department, and the quality of the service provided. DTEI is responsible for delivering a range of services across government and to business and the broader community throughout South Australia. Customer satisfaction surveys reflect high levels of satisfaction, however there is a need to improve service quality in some areas. Community and business customers generally are looking for improved access to a range of services. The department also recognises the need to reduce compliance costs to business in areas such as driver and vehicle licensing.

The SASP stipulates under T1.7 Performance in the public sector: Increase in South Australians' satisfaction with government services by ten per cent by 2010, maintaining or exceeding that level of satisfaction thereafter. This will incorporate a number of strategies, such as continuing to develop the perspective of service inside the sector and developing a culture that supports the customer relationship. The key performance indicator for this target is:

- SA public sector employees have a commitment to customer service reflected in their position descriptions.

*Table 26: Positions with Customer Service Reflected in Job and Person Specifications*

Positions	%
% of positions with Customer Service Reflected in the job and person specification	100
% of positions without Customer Service Reflected in the job and person specification	0

## WORKFORCE EQUITY AND DIVERSITY – INCORPORATING EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS

### **Aboriginal Employment**

The department's *Workforce Plan 2006–2010* contains a number of broad initiatives designed to fulfil the expectations of *South Australia's Strategic Plan* target for two per cent Aboriginal employment in the context of a challenging employment environment.

Inherent to the plan, is a philosophy of engagement, inclusion and social investment in building capability of Aboriginal communities in South Australia which will ultimately produce employment outcomes for the department, the SA public sector and Aboriginal South Australians. The initiatives are underpinned by and support the department's Aboriginal Employment Policy and Strategy previously endorsed by the Corporate Leadership Group (CLG). They aim to:

- Increase the employment and retention of Aboriginal people, particularly youth, within the department.
- Promote the department as an employer of choice for Aboriginal youth.
- Increase Aboriginal community awareness of employment and development opportunities available in the department's divisions.

### **Women**

Since 1994 the department has offered Sylvia Birdseye Undergraduate Scholarships to encourage and support women to study engineering and take up employment with the department. The scholarship was offered again in 2006–07.

To support the achievement of *South Australia's Strategic Plan* target of fifty per cent of executive positions held by women, DTEI is developing a range of strategies to increase the number of women in leadership positions.

*Table 27: Aboriginal and/or Torres Strait Islander Employees*

Male	Female	Total	% of Agency	Target*
15	10	25	0.8%	2%

\* Target from SASP.

Table 28: Number of Employees by Age Bracket by Gender

Age Bracket	Male	Female	Total	% of Total	Workforce Benchmark*
15–19	11	16	27	0.87	6.7
20–24	79	92	171	5.53	10.5
25–29	139	174	313	10.11	10.2
30–34	165	157	322	10.40	9.9
35–39	173	159	332	10.73	11.2
40–44	233	133	366	11.83	11.9
45–49	281	158	439	14.18	12.3
50–54	379	145	524	16.93	11.3
55–59	300	90	390	12.60	8.6
60–64	148	34	182	5.88	5.0
65+	24	5	29	0.94	2.4
<b>TOTAL</b>	<b>1 932</b>	<b>1 163</b>	<b>3 095</b>	<b>100.00</b>	<b>100.0</b>

\*Source: Australian Bureau of Statistics Australian Demographic Statistics, Labour Force Status (ST LM8) by sex, age, state, marital status – employed – total from Feb78 Supertable, South Australia at March 2007.

Table 29: Cultural and Linguistic Diversity

	Male	Female	Total	% Agency	SA Community*
Number of employees born overseas	226	103	329	10.6%	20.3%
Number of employees who speak language(s) other than English at home	62	31	93	3.0%	15.5%

Benchmarks from ABS Publication Basic Community Profile (SA) Cat No. 2001.0.

### VOLUNTARY FLEXIBLE WORKING ARRANGEMENTS

Voluntary Flexible Working Arrangements available in the public sector are outlined in the Commissioner's Standards 3.1. These arrangements are designed to assist employees to better manage their work and other responsibilities and interests.



*Table 30: Voluntary Flexible Working Arrangements by Gender*

	<b>Male</b>	<b>Female</b>	<b>Total</b>
Purchased Leave	9	14	23
Flexitime	1 463	1 053	2 516
Compressed Weeks	15	4	19
Part-time Job Share	1	44	45
Working from Home	39	19	58

### **PUBLIC SECTOR WIDE EQUAL EMPLOYMENT OPPORTUNITY PROGRAMS**

During 2006–07, the department employed people through public sector-wide equal opportunity employment programs such as:

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

## REPORTING AGAINST THE CARERS RECOGNITION ACT

The department provides leadership for government in a wide range of planning, policy, service delivery and regulatory functions. The department does not, as a core business activity, provide or fund specific services for carers but does have a strong commitment to employees that are also carers and a focus on service provision for carers as public transport users.

### **Commitment to Employees**

In 2006–07 the department raised awareness and understanding of the *Carers Recognition Act* and assisted staff through the following initiatives:

- The *Carers Recognition Act* was promoted to all human resource practitioners to enable them to provide advice to managers and employees.
- The flexible working arrangements policy was promoted. This policy enables employees who are carers to balance their responsibilities. The flexible working arrangements include ability to utilise flexible work arrangements such as family carers leave, unpaid leave, working from home, part-time work, job-share arrangements, purchased leave, flexitime.
- Clear processes for consultation with employees. These processes were utilised extensively throughout 2006–07.
- The Employee Assistance Program was promoted throughout 2006–07. This ongoing program provides counselling services to employees and information on support services available and if necessary, referral.
- A comprehensive suite of programs relating to wellbeing, including nutrition, gym promotions, Corporate Cup, exercise programs and health and relaxation programs was offered throughout 2006–07 including a series of seminars for staff on work-life balance.
- Human resource practitioners received informal feedback from carers when providing advice or information to carers. In 2008–09 the department will focus on obtaining formal feedback from carers through employee surveys.

### **Commitment to Carers**

In 2006–07 the department, as a service provider, promoted the *Carers Recognition Act* and assisted carers through the South Australian Transport Subsidy Scheme (SATSS) and the Plus One Companion Card.

This scheme enables carers to accompany SATSS users on public transport at no cost and benefits many people in our metropolitan and rural communities. SATSS was expanded as a result of the State Budget and change in funding to \$1.3 million per annum, an increase of \$0.625 million from January 2007. SATSS members were notified in November 2006 that an increase in entitlements would commence on 1 January 2007. This increase was implemented on 3 December 2006 and is a significant improvement providing greater independence for people with a disability.

The expansion of the scheme included:

- Increasing the number of vouchers from sixty to eighty per member every six months.
- Increasing the total maximum fare limit of each voucher from \$30 to \$40 per trip.
- Allowing regional SATSS members to use multiple SATSS vouchers (up to a maximum of three per trip) for long trips. Trips must originate or terminate in regional South Australia.

There are currently 25 428 active SATSS members.

The department consulted carers in making decisions about service arrangements that affect them through Carers SA.

Carers SA is a member of the State Advisory Committee on Accessible Public Transport (SACAT). SACAT provides advice on matters relating to the implementation, operation, and evaluation of services, facilities and infrastructure initiatives that come under the control of the Minister for Transport, Energy & Infrastructure that are related to accessibility in its broadest context.

Issues for consideration by the Committee may relate to both internal and external consumers. Additional functions may be undertaken at the request of the department. Committee members provide their organisational views and opinions in conjunction with personal insights and individual levels of expertise related to all matters under consideration.

As a member of SACAT, Carers SA represents and promotes the need for awareness of cultural diversity, and the principles of access and equity, fundamental to the delivery of services to carers.

Comments from members address a wide range of matters, including:

- Consideration of policy initiatives.
- Input to the development and review of the department's *Disability Action Plan*.
- Strategic planning for disability service provisions across the Transport, Energy & Infrastructure portfolio.

The SA Multicultural and Ethnic Affairs Commission is also represented on SACAT and provides input from their own perspective.

The department operates the Adelaide Metro Infoline seven (7) days a week to handle and follow up feedback and complaints. The Infoline number is 8210 1000 or TTY 8303 0844. Feedback can also be provided on the SATSS phone number – 1300 360 840 – particularly in relation to the Plus One Free Companion Card.

# OCCUPATIONAL HEALTH, SAFETY AND INJURY MANAGEMENT

The department places a high value on the safety and welfare of its staff. It is committed to the wellbeing and safety of all employees, contractors, visitors and members of the public, and aims for the continuous improvement of the Occupational Health, Safety and Welfare (OHS&W) system, which includes Injury Management (IM).

The following table presents the performance of DTEI compared to the previous two years. It should be noted that, during 2006-07 three divisions (formerly part of the Department of Administrative and Information Services) transitioned to DTEI. The results for the department for 2006-07 include these divisions for the period 1 October 2006 to 30 June 2007.

For the past three years, the department measured performance against a number of stretch targets under the Public Sector Workplace Safety Management Strategy. The department has met five of these targets, but has not met a number of the stretch targets on timeliness of rehabilitation and injury management. There are a number of factors contributing to this, including the nature and complexity of the injury. The department will work with the injury management section of the Department of the Premier and Cabinet to seek to improve its performance in coming years.

During the 2006-07 financial year, the department has been reviewing its OHS&W systems and strategic directions. A gap analysis evaluation of the performance of the department against the WorkCover Performance Standards for Self Insurers was conducted by WorkCover. The results of this analysis and the review of key strategies led to the development of five key strategic directions and a Strategic OHS&W Plan for 2007-2010. A key guide to the development of the OHS&W Strategic Plan was the Safety in the Public Sector Strategy 2007-2010. DTEI looks forward to demonstrating its continuous improvement in performance over the next three years.

Table 31: Occupational Health, Safety and Injury Management (OHS&amp;IM)

	**2006/07	2005/06	2004/2005
<b>1. OHS legislative requirements</b>			
Number of notifiable occurrences pursuant to OHS&W Regulations Division 6.6	2	2	6
Number of notifiable injuries pursuant to OHS&W Regulations Division 6.6	0	0	4
Number of notices served pursuant to OHS&W Act s35, s39 and s40	4	2	4
<b>2. Injury Management legislative requirements</b>			
Total number of employees who participated in the rehabilitation program	37	44	51
Total number of employees rehabilitated and reassigned to alternative duties	1	2	5
Total number of employees rehabilitated back to their original work	12	24	21
Number of open claims as at 30 June	145	103	98
Percentage of workers compensation expenditure over gross annual remuneration	0.65%	0.94%	1.05%
<b>3. Number of claims</b>			
Number of new workers compensation claims in the financial year	92	98	99
Number of fatalities (F)	0	0	0
Lost time injuries (LTI)	42	39	38
Medical treatment only (MTO)	50	59	61
Total number of working days lost – new claims	853.66	532	683
<b>4. Cost of workers compensation</b>			
Cost of new claims for financial year *	\$282,998	\$207,525	\$261,794
Cost of all claims excluding lump sum payments*	\$761,693	\$759,511	\$763,852
Amount paid for lump sum payments*:	\$122,500	\$316,342	\$132,272
Future liabilities for weekly payments/medical/loss of earnings (s42)			
Permanent disability (s43)	\$277,871	\$109,487	\$203,036
Lump sum payment on death to spouse/child (s44)	\$0	\$0	\$0
Total amount recovered from external sources (s54)	\$0	\$1,974,755	\$0
Budget allocation for workers compensation	\$1,979,480.25	\$1,242,000	\$1,188,000
<b>5. Trends</b>			
Injury frequency rate for new lost-time injury/disease for each million hours worked	8.69	11.91	10.88
Most frequent cause (mechanism) of injury	Body stressing	Body stressing	Muscular stressing
Most expensive cause (mechanism) of injury	Body stressing	Falls, trips and slips	Sound and pressure

\* Rounded to nearest dollar. \*\* 2006/07 includes the transitioning Department of Administrative and Information Services units data for the period 1 October 2006 to 30 June 2007.

## DISABILITY ACTION PLAN

The department is required to report progress against the six outcome areas outlined in the State Government's *Promoting Independence Strategy – Disability Action Plans for South Australia*.

The six outcomes areas aim to:

- Ensure accessibility to departmental services to people with disabilities, both as customers and employees.
- Ensure information about departmental services and programs is inclusive of people with disabilities.
- Deliver advice or services to people with disabilities with awareness and understanding of issues affecting people with disabilities.
- Provide opportunities for consultation with people with disabilities in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms.
- Increase the rate of employment of people with a disability in order to meet the SASP T6.22 – 'to double the number of people with disabilities employed in the public sector by 2014'.
- Ensure requirements of the above legislation have been met.

In accordance with the outcome areas above, department activities include:

- Reviewing the department's Disability Guidelines to ensure they are in line with Disability Standards for Accessible Public Transport 2002 and associated documentation. This will ensure project managers are informed and are able to deliver accessible services.
- Contribution to the *Disability Action Plan* includes responsibility for ensuring the tramline extension will be compliant with *Disability Discrimination Act (DDA)* requirements. This includes ensuring the new tram platforms in Victoria Square, King William Street and North Terrace will be accessible by people with a disability.
- Ensuring building reports identify the extent of access for people with disabilities and any associated costs for ensuring compliance with legislative requirements.
- Development of a departmental Visual Style Guide that outlines the core requirements to ensure that outreach materials are disability compliant e.g. minimum font sizes and preferred fonts enabling easy readability to ensure consideration for the needs of people with disabilities.

- Incorporating parts of DTEI internet environment that use a third party web service to generate text only versions of internet pages that can be accessed by users with assistive devices. Where possible, alternative methods of assessing information are also provided where it is not practical or possible to do so using web technologies. Alternatives include phone, face-to-face Interactive Voice Recognition etc.
- DTEI's commitment to people with disabilities has been enhanced by all executive directors committing to the *Removing the Barriers* commitment statement which is displayed in prominent positions throughout the department. This commits the department to providing access to information and communication including printed publications and electronic communications.
- Introduction of disability awareness training for all staff complemented with the development of senior manager and executive training is assisting staff to provide advice and services to all members of the community and ensure that the advice and services are delivered with awareness and understanding of issues affecting people with disabilities.
- Recognition of the fundamental role that consultation plays in the development of accessible services and infrastructure and in the implementation of a DDA Action Plan designed to remove discrimination from service provision. The department's State Advisory Committee on Accessible Transport provides advice to DTEI on matters relating to the implementation, operation, and evaluation of transport services, facilities, infrastructure and initiatives related to accessibility in its broadest context.
- Introduction of a middle-management program that has a module specifically related to diversity and covers the needs of people with disabilities including recruitment and selection. Human Resource personnel have been involved in training programs related to recruitment and selection and appointment of people with disabilities. The department has also developed a Workforce Planning strategy that ensures recruitment strategies are inclusive of people with disabilities.
- Promotion and provision of training, advice and resources, regarding sustainable energy action, directly to the public and via partnerships with community organisations. Energy efficiency information is provided via a range of mediums to accommodate people with varying requirements, for example, by website, telephone, brochures and some face to face contact.
- Compliance with DDA requirements for the new Rapid Bay Jetty. To achieve this, design workshops and reviews were held with disability group representatives, and regular briefings were provided to SACAT throughout the project.
- Incorporating needs of people with disabilities into the design of South Road Upgrade/Anzac Highway Underpass. The services of access auditors have been engaged to ensure that all users can use the new facility with comfort and safety.

- A major lift refurbishment program was undertaken during 2006–07 to comply with disability access requirements. New compliant lifts were installed at two separate facilities in the country regions and one within a heritage building located in city of Adelaide.
- In relation to leased properties, action was taken on major leases/renewals to negotiate with property owners for access reviews to be undertaken by accredited access consultants, and the development of disability action plans to raise compliance to an acceptable level if required. For small leases, arrangements have been negotiated with building owners to upgrade facilities if required to acceptable levels of access.
- An increased use of disability-access consultants to review design prior to final documentation for high risk/value building projects where the specified functional use of the facility is high public interface or where the known clientele require high levels of accessible services.
- Publication of updated *Disability Access and Disability Checklist for Government-Owned and Leased Premises* documents.
- Assistance was provided to government agencies in preparing briefs for disability access reviews and programming associated remedial minor works program to raise level of disability access to an acceptable level.
- The department's disability guidelines were developed in consultation with people with disabilities and a representative attends forums with accredited disability-access consultants to maintain awareness of emerging issues within the disability communities.
- Providing customers with hearing impairments access to services and facilities through hearing-friendly phones at customer service centres.
- Providing a number of quiet rooms at customer service centres for customers with disabilities who may require assistance from their carers/support workers/associates.
- Using Teletypewriter (TTY) systems for customers calling 13 23 24 at customer contact centres, as well as the Translating Interpreting Service (TIS) for customers requiring interpreting services. TTY allows users with hearing impairments to call the contact centre over a telephone line.
- Offering interpreting services for people with hearing impairments, as well as for people who speak languages other than English. For example, an interpreter may be required when a customer sits a test for licences.

*Table 32: Number of Employees with Ongoing Disabilities Requiring Workplace Adaptation*

Male	Female	Total	% of Agency 30th June 2007	% of Agency 30th June 2006
47	18	65	2.2%	1.9%



# ABORIGINAL RECONCILIATION

The department contributes to *South Australia's Strategic Plan* Objective 6: Expanding opportunity targets and in particular Aboriginal wellbeing by aiming to reduce the gap between the outcomes for South Australia's Aboriginal population and those of the rest of South Australia's population, particularly in relation to health, life expectancy, employment, school retention rates and imprisonment (T6.1).

The department is committed to reconciliation, contributing to the Reconciliation Group with representatives from across the agency, and receives continued support from Arts SA.

DTEI acknowledges the importance of developing ongoing relationships with Aboriginal communities, groups and individuals based on respect and the recognition of the past injustices and the disadvantaged status of Aboriginal peoples in Australian society.

A whole-of-government-policy approach to addressing transport issues in regional South Australia is being adopted. Given the large distances to access services and very low population base of communities in remote areas, the importance of this approach is paramount when sustainable solutions are being pursued.

In June 2007 the Department for Transport, Energy and Infrastructure Aboriginal Reconciliation Plan 2007 was released. The plan outlines a range of strategies within four areas to support Aboriginal reconciliation:

- **Strategic Area 1** – To support Aboriginal communities through delivery of improved infrastructure, the department will:
  - Upgrade broadband infrastructure in the Anangu Pitjantjatjara Yankuntjatjara (APY) lands to service government operational needs and to deliver improved telecommunication services to the community.
  - Establish broadband fibre connections to seven regional Aboriginal health clinics and install video-telephone systems.
  - Assist with the management and improvement of transport infrastructure in Aboriginal lands through provision of expert advice and project management services.
  - Subsidise the supply of electricity for indigenous households in townships under the Remote Areas Energy Supplies Scheme.
  - Finalise the South Australian Aboriginal Road Safety Strategy 2007–2009.

- Manage and support regional building construction contractors and suppliers, providing opportunities for Aboriginal contractors and workers in major construction and facilities management projects for client agencies.
- Provide assistance to the Department for the Premier and Cabinet in the preparation of a strategic plan for upgrading remote aerodromes on Aboriginal lands.
- **Strategic Area 2** – To support Aboriginal communities through improved delivery of services, the department will:
  - Facilitate South Australian remote indigenous communities freight improvement programs.
  - Provide equitable access to government information and services through Service SA.
  - Provide land-tenure history information to assist the court system in establishing the basis for native title.
  - Establish dual naming of state sites where Aboriginal names exist.
- **Strategic Area 3** – To implement the Department for Transport, Energy and Infrastructure’s Aboriginal Employment Strategy, DTEI will:
  - Identify and promote employment pathways in DTEI for Aboriginal people through implementing the DTEI Aboriginal Employment Strategy. The strategy is consistent with the Doing it Right Framework and the Commissioner for Public Employment’s Indigenous Employment Strategy for the South Australian public sector and supports *South Australia’s Strategic Plan T6.2*.
  - Review DTEI recruitment and retention policies and practices to support employment of Aboriginal people.
  - DTEI has awarded numerous traineeships to young aboriginal people in the areas of road maintenance and information and communication technology services.
- **Strategic Area 4** – To ensure a culturally inclusive working environment in the Department for Transport, Energy and Infrastructure, we will:
  - Implement the Cultural Inclusion Framework within DTEI.
  - Incorporate Aboriginal cultural education into training and development programs for all DTEI employees.
  - Require appropriate cultural competence for all supervisory and management positions in DTEI.

In addition, a number of activities are being organised by DTEI as part of the South Australian Government’s commitment to the Year of Reconciliation and the 40th anniversary of the 1967 Referendum. The activities are targeted at DTEI employees and aim to raise awareness and share information about how areas of DTEI are engaging Aboriginal people and communities to achieve positive outcomes.

## **Other Initiatives**

### ***Wardang Island Jetty Timber***

The department will donate remnant timber from the demolition of the Wardang Island Jetty to the local Aboriginal community. The timber will be used to manufacture furniture as part of an initiative by the Aboriginal Lands Trust to generate employment within the community.

### ***Projects***

There is ongoing liaison with the Aboriginal communities on a range of projects including the Northern Expressway project in relation to cultural heritage.

A number of recent DTEI landscape projects have incorporated Aboriginal interpretation into the landscape design objectives.

These include the Bindjali Rest Area on the Dukes Highway near Bordertown, Tanganekald Rest Area on the Princes Highway near Meningie and the Hampstead Regency Muller Intersection Upgrade in Manningham.

The aim of these designs is to:

- Acknowledge indigenous landscapes and cultures.
- Educate the wider community by improving awareness of Aboriginal heritage.
- Create public spaces and artworks that encourage participation.
- Retain relationships with Aboriginal organisations and communities.
- Contribute to the conservation of indigenous flora and fauna.

### ***Outback Roads***

The department manages contracts, on behalf of the Department of the Premier and Cabinet (DPC), for the ongoing reconstruction of the Oak Valley to Maralinga Road within the Maralinga Tjarutja (MT) Lands. During 2006–07 this included the reconstruction of approximately 15km of the road.

The department is also project managing two blackspot projects within the Anangu Pitjantjatjara Yankunytjatjara Lands, these include:

- The installation of traffic management signs between Umuwa and Ernabella.
- The upgrade of a floodway between Umuwa and Ernabella.
- DTEI staff met with Community Development Employment Projects (CDEP) at Ernabella to engage the local Aboriginal community for the installation of the roadwork signs.

In addition, a number of road improvements were undertaken in 2006–07 under the Roads to Recovery Program.

**Other initiatives include:**

Two indigenous representatives were on site for the relocation of the significant Kurrajong tree in Victoria Square during May 2007 as part of the Tramline Extension project. This was important to indigenous culture due to the significance of the Victoria Square site.

An Indigenous Land Use Agreement (ILUA) is currently being negotiated for the Crown Land leased to the Franklin Harbour District Council for Sea SA ferry operations between Wallaroo and Lucky Bay.

DTEI is calling for Expressions of Interest for regular passenger services linking Marla, APY Lands and Alice Springs to support people in the APY lands.

Access for Aboriginal communities to medical services in Adelaide will be considered as part of the current initiative between Country Health SA and DTEI, with the first service commencing on the Yorke Peninsula in August 2007.

Roads to Recovery Program 2005–06 to 2008–09, sealing of roads including Marree to Lyndhurst Road, Lyndhurst to the North and Blinman to Wilpena.

Public lighting in remote towns was subsidised under the Remote Areas Energy Supplies (RAES) Scheme including Oodnadatta and Marree.

Urgent maintenance and upgrade works to airstrips on the APY Lands.

Upgrading of the Oodnadatta airstrip to improve its all weather access capability.

Participation in a Ministerial Council on Energy Steering Committee overseeing a Northern Territory case study as part of the MCE's Indigenous Action Plan.

Representation on the South Australian Government Reconciliation Reference Committee, the Working Group for the South Australian Aboriginal Economic Development Strategy Senior Portfolio Representatives Group. The Aboriginal Road Safety Task Force established by the government's Road Safety Advisory Council continued to meet in 2005 and is currently refining a draft *South Australian Aboriginal Road Safety Strategy* document.

Contributions to the National Indigenous Road Safety Integrated Knowledge Resource.

Progressing discussion with indigenous groups in the Riverland with the view to establish passenger transport services that will provide access to health and social programs for indigenous people in the area.

## OVERSEAS TRAVEL

Overseas travel information involving departmental staff, and the reason for travel, is included below.

Table 33: Overseas Travel

No of Employees	Destination/s	Reasons for Travel	Total Cost to Agency
1	Canada/USA/UK	Undertake a study tour regarding SA Government's intentions to establish a managed operating environment in both its desktop and selected server environments.	\$36 850
1	USA/London/Hong Kong	Undertake a study tour involving senior level meetings with leaders of the Government of Saskatchewan with a view to studying its electronic Torrens Land Titling system.	\$17 744
1	Brussels	Attend a PIARC Technical Committee meeting.	\$2 931
1	Canada	Attend a PIARC Technical Committee meeting.	\$2 935
1	London	Participate in the marketing strategy and meetings with preferred insurers and underwriters in London and meet with Office of Government Commerce regarding the Gateway Review Process	\$7 887
1	Beijing	Attend the International Program Committee meeting in Beijing for the 14 <sup>th</sup> World Congress on Intelligent Transport Systems.	\$7 397
1	Singapore	Hold a series of technology update briefings and to attend the Dell Asia Pacific Platinum Advisory Council	\$5 791
1	USA/Canada	Research the bidders for the SA Government's Managed Operating Environment project and to investigate the features of ISC's Land system in Canada and its applicability to Land Services in SA.	\$23 177
1	Chile	Attend the PIARC Technical Committee 3.1 meeting and road safety seminar held in Santiago, Chile.	\$7 181
1	France/Germany	Attend the PIARC Technical Committee 3.1 meeting in Berlin and Lome, Togo. Attend an international Road Safety seminar in Lome, Togo.	\$9 798
1	Japan	Attend the world New Car Assessment Program (NCAP) seminar held in Tokyo.	\$4 057
1	USA	Investigate the Light Rail Project in Portland, Oregon	\$4 484
1	Bogota, Columbia	Present paper at the 'Second International Mass Transport Fair' in Bogota, Colombia.	\$1 260
1	Denmark	Study travel to complete Masters in Business Administration	\$5 000
1	California, USA	Attend and present paper at Sourcing Interests Group, 30th Semi-Annual Conference	\$5 633
1	Texas, USA	Present paper on the transition to multi-provider governance and management at the Gartner Outsourcing Summit.	\$2 920

# CONTRACTUAL ARRANGEMENTS

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

Table 34 – Contract Arrangements exceeding \$4 million

PROJECT DESCRIPTION	SUCCESSFUL TENDER(S)	DURATION
Provision of metropolitan/country bus services	Transitplus	2010
Provision of metropolitan bus services	Torrens Transit and SouthLink	2010
Provision of metropolitan bus services	Torrens Transit and SouthLink	2010
Provision of metropolitan rail services	TransAdelaide	2010
Supply of Adelaide metropolitan service buses	Scania	2008
Pavement Marking Northern & Western and Mid North, Maintenance & New Work	Workforce International	2011
Pavement Marking Metro & Eastern, Maintenance	Workforce International	2011
Pavement Marking Metro & Eastern, New Work & State Wide RRPM Installations	Advanced Linemarking Services	2011
Operation of a Vehicular Ferry across the Murray at Lyrup, Waikerie, Tailem Bend and Wellington	Mid Murray Ferries Pty Ltd S&T Watts Enterprises Pty Ltd Swift Ferry Services Pty Ltd	2009
South Road Upgrade Anzac Highway Underpass	Adelaide Connect	2008
Design and Construction of the Bakewell Underpass	McConnell Dowell Const. P/L	2008
Provision of Rust Rectification Program for Public Transport Buses (Panel)	All Transport Industries Pty Ltd Bus Stop Adelaide Pty Ltd Custom Care Pty Ltd North East Bus Repair Pty Ltd	2012
Design and Construction of the South Road Upgrade – Anzac Highway Underpass	Thiess/Leed Joint Venture	2009
Provision of Photo Card Services	Australia Post	2010
EzyReg Contract for Service	EDS Australia	2007
250 Victoria Square SA Water Head Office Relocation	Hansen and Yuncken Pty Ltd	2008

<b>PROJECT DESCRIPTION</b>	<b>SUCCESSFUL TENDER(S)</b>	<b>DURATION</b>
Henley High School General Learning Areas Upgrade	Minuzzo Project Management Pty Ltd	2008
Kingscote Area School Redevelopment	AJ Chappell Pty Ltd	2008
Lincoln Marine Science Centre New York	Candetti Constructions Pty Ltd	2008
Linden Park Primary School Redevelopment	Tagara Builders Pty Ltd	2008
Threat Management and Protection Services	Dimension Data	2010
Sun Midrange Server Equipment	Sun Microsystems Australia Pty Ltd	2010
Printer and Photocopier Equipment	Canon Australia Pty Ltd Fuji Xerox Australia Pty Ltd Hewlett-Packard Australia Pty Ltd Kyocera Mita Australia Pty Ltd Ricoh Australia Pty Ltd	2010
Distributed Computing Support Services	EDS (Australia) Pty Ltd	2010
SAGEMS Management	Telstra Corporate Limited	2008
eProjects Panel	100 Vendors	2009
Mainframe Services	EDS (Australia) Pty Ltd	2011
Client Computer and Server Equipment	Acer Computer Australian Pty Ltd Dell Australia Pty Ltd Hewlett-Packard Australia Pty Ltd Volante Group Limited	2009

## CONSULTANTS

The following table displays the department's use of consultancies and the nature of work undertaken during the 2006–07 financial year. The categorisation used for reporting consultancies is below \$10 000, \$10 001 – \$50 000 and above \$50 001.

<b>Provider</b>	<b>Description of work</b>	<b>Amount Paid</b>
<b>Under \$10,000</b>		<b>\$</b>
Campbell Consulting Group	City Centre Arcade retail surveys	9 000.00
DAIS Facilities Services	Building integrity structural engineering report	3 000.00
Gibson Quai	Telecommunications carriage and related services advice, benchmarking, advice on data responses, managed voice, data carriage services and mobile carriage services	7 000.00
Ian J Kowalick	Management services for future ICT procurement	2 000.00
Jane Jeffries Consulting	Strategy and operations planning session	1 000.00
New Focus Pty Ltd	Office accommodation survey	8 000.00
System Solutions Engineering	Engineering design and replacement of Education Centre basement – PABX room extension	3 000.00
Dandolo Partners Pty Ltd	Facilitation of the OCIO/OCTD workshop	7 000.00
<b>\$10 001–\$50 000</b>		
Alina Lebed	ICT operational management model	13 000.00
<b>Above \$50 001</b>		
DEGW Asia-Pacific Pty Ltd	Provision of strategic facilities planning consultancy for a proposed purpose-built base building and fit-out	198 000.00
GHD Pty Ltd	Adelaide light rail – preliminary design/concept design for the Glenelg Tram Extension	202 000.00
Ernst and Young	Assessment of funding cost options for Northern Expressway	158 000.00
Hacrow Pacific	Design services – railway electrification	132 000.00
Compass	Development of price benchmarking model and benchmarking of Human Resource Management System	62 000.00
<b>Total</b>		<b>\$805 000.00</b>



## ACCOUNT PAYMENT PERFORMANCE

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

The department has a target to reach the accepted best practice benchmark of ninety per cent of accounts being paid by their date. During the year ninety-five per cent of accounts were paid within thirty days of the due date.

The remaining five per cent of accounts reflect both disputed accounts and the late payment of disputed accounts.

Table 35: Account Payment Performance

Particulars	Number of accounts paid	Percentage of accounts paid (by number)	Value in \$A of accounts paid	Percentage of accounts paid (by value)
Paid by due date*	102 972	88%	1 130 595 544	95%
Paid late, within 30 days of due date	9 937	8%	33 045 444	3%
Paid more than 30 days from due date	4 860	4%	19 276 140	2%

\*Note: The due date is defined under section 11.7 of Treasurer's Instruction 11 *Payment of Creditors' Accounts*. Generally, unless there is a discount or a written agreement between the public authority and the creditor, payment should be within thirty days of the date of the invoice or claim.

# FREEDOM OF INFORMATION STATEMENT

This statement is published pursuant to Section 9 of the *Freedom of Information Act 1991* (FOIA).

## **Departmental Structures and Functions**

The department has diverse responsibilities in relation to South Australia's transport systems and services, energy policy and regulation, infrastructure planning, land administration, community access to government services and providing leadership in the effective management of government buildings. The department's structures and functions are further detailed earlier in this report. Please refer to the Ministerial Responsibilities, Organisation Chart and entity reports.

## **Effect of the Department's Functions on Members of the Public**

In accordance with the Government of South Australia's agenda for open and accountable government, it is DTEI's role to:

- Plan effectively to facilitate economic growth and social wellbeing.
- Increase the effectiveness of public transport in terms of patronage and social inclusion.
- Maximise the contribution of transport to the South Australian economy.
- Provide expert services to other government agencies in relation to the construction, maintenance and management of the state's owned and leased buildings.
- Encourage environmental sustainability.
- Improve the effective working relationship between state and local government.
- Providing ICT services to government.
- Encourage social inclusion initiatives throughout the department.
- Provide the community with access to government information and services.

**Arrangements for Public Participation in Policy Formulation**

DTEI involves public participation in policy formation in a number of ways. Consultation occurs with consumer groups through ad-hoc community surveys, community liaison sessions, and promotional activities at the divisional level.

The department regularly consults with members of the public regarding a wide range of issues relating to the business roles of the divisions.

**Access to Documents**

A detailed list of DTEI documents, including a full list of policies, is contained within the *Annual FOI Information Statement*, which is available under publications on the DTEI internet site [www.dtei.sa.gov.au](http://www.dtei.sa.gov.au). This statement details how to access all of the listed documents.

# ASBESTOS MANAGEMENT IN GOVERNMENT BUILDINGS

Table 36: Annual Asbestos Management Report  
(Non – Residential 2006–07)

Category	Number of Sites		Category Description	Interpretation One or more items at these sites ...
	At start of year	At end of year		
1	16	0	Remove	Should be removed promptly.
2	14	10	Remove as soon as practicable	Should be scheduled for removal at a practicable time.
3	49	37	Use care during maintenance	May need removal during maintenance works.
4	19	35	Monitor condition	Has asbestos present. Inspect according to legislation and policy.
5	14	23	No asbestos identified / (All asbestos identified as per OHS&W identified asbestos has been removed)	4.2.10(1) has been removed
6	8	27	Further information required	(These sites not yet categorised)

**Category 1:** All sites identified in this category have now had asbestos removed.

**Category 2:** The reduction in number of sites falling into this category indicates that work has been identified through ongoing maintenance/regular checks and has been progressing on replacement of such things as fire rating material and millboard.

**Category 3:** This figure has been reduced as a result of ongoing planned maintenance, accommodation refits and disposals. Remaining sites in this category are being addressed as and when practicable.

**Category 4:** Numbers have increased in this category due to the identification of asbestos during regular monitoring checks on ageing items as well as during routine inspections for other works.

**Category 5:** Numbers have increased resulting from new assets with no asbestos and sites where asbestos has been removed.

**Category 6:** This figure indicates sites that have yet to be categorised.

Table 37: Annual Asbestos Management Report  
(Residential 2006-07)

Category	Number of Sites		Category Description	Interpretation One or more items at these sites ...
	At start of year	At end of year		
1	0	0	Remove	Should be removed promptly.
2	125	107	Remove as soon as practicable	Should be scheduled for removal at a practicable time.
3	68	148	Use care during maintenance	May need removal during maintenance works.
4	682	910	Monitor condition	Has asbestos present. Inspect according to legislation and policy.
5	142	347	No asbestos identified / identified asbestos has been removed	(All asbestos identified as per OHS&W 4.2.10(1) has been removed)
6	687	71	Further information required	(These sites not yet categorised)

**Category 3 & 4:** Numbers have increased in these two categories due to the ongoing inspection of the housing stock and the inputting of data into the SAMIS system. All but approximately fifteen of the housing stock built pre-1990, have now been inspected.

**Category 5:** The increase in this category is indicative of the inspection program continuing and also the program of asbestos removal proceeding.

**Category 6:** This figure indicates residences that have not been inspected and/or not entered into the SAMIS system as at 1 July 2007.

Table 37: DTEI: Annual Asbestos Management Report 2006–07

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

Category	Number of Sites		Category Description	Interpretation One or more items at these sites ...
	At start of year	At end of year		
1	14	9	Remove	Should be removed promptly.
2	6	12	Remove as soon as practicable	Should be scheduled for removal at a practicable time.
3	26	43	Use care during maintenance	May need removal during maintenance works.
4	7	4	Monitor condition	Has asbestos present. Inspect according to legislation and policy.
5	8	58	No asbestos identified / identified asbestos has been removed	(All asbestos identified as per OHS&W 4.2.10(1) has been removed)
6	<b>Approx 318 structures</b>	12	Further information required	(These sites not yet categorised)

**Category 3:** In addition there are approximately 176 residences comprising 158 acquired for future road infrastructure projects and 18 on rail property formerly under Australian National control. Asbestos removal is arranged when a residential site becomes a workplace for demolition or maintenance upgrade. All asbestos removal and demolition works are carried out by appropriately licensed contractors. Maintenance activities arranged through DAIS are carried out in accordance with their safe work practice guidelines.

**Category 4:** All new sites purchased in 2006–07 for current projects (eg South Road) are programmed for immediate demolition. Asbestos registers are prepared for all demolitions and asbestos removal carried out where applicable as part of that process.

# ENERGY EFFICIENCY ACTION PLAN REPORT

Energy consumption (100 196 GJ) in buildings across the DTEI portfolio (including the Divisions of the former Department of Administration and Information Services which transitioned into DTEI during 2006–07) has been reduced by fifteen per cent in comparison to baseline year (117 555 GJ).

## **Fleet management**

DTEI has four hybrid and 215 alternate fuel cars in its light vehicle fleet, reducing greenhouse gas emissions by an average of 100 tonnes and saving \$230 000 in fuel costs per annum. Currently thirty-three per cent of the DTEI light vehicle fleet are alternatively fuelled, and the department is well positioned to meet the Premier's target of converting fifty per cent of government cars to lower emission fuels by 2010.

## **Bus Operations**

DTEI has added forty-nine new buses with diesel engines to Euro3 standard, increasing the total to 130 in the bus fleet. The Euro3 engines, together with the fleet-wide use of ultra-low sulphur diesel (with a mix of 5% biodiesel), have significantly reduced emissions compared to the pre-Euro spec engines they replaced.

B20 (20%) biodiesel is currently being trialled in a number of different bus types.

## **Building management**

In February 2007, the Energy Division relocated to a five-star-rated building designed to achieve around thirty per cent energy efficiency.

As well as participating in the Capital City Committee's Building Tune Ups project, energy efficiency measures were undertaken in various commercial properties across the state including mechanical, electrical and building management upgrades.

## **Alternative energy**

Five roof-mounted turbines have been installed to trial their capacity to generate energy. Their performance will be monitored for twelve months.

## **Green Transporter**

The Green Transporter is a shuttle bus service that operates between the department's Walkerville and city sites, reducing the use of cars and taxis. In 2006–07, the number of people who travelled in the Green Transporter was 24 769 representing an increase of 8.5% over 2005–06 and a significant reduction in car and taxi trips.

Table 38: Energy Efficiency Action Plan Report 2006-07 – DTEI

Note: The figures shown include the former divisions of the Department of Administration & Information Services which were transitioned into DTEI during 2006-07.

ENERGY REPORT – FACILITIES	ENERGY USE (GJ)	EXPENDITURE (\$)	GHG EMISSIONS (Tonnes CO <sub>2</sub> )
<b>Base Year 2000-01</b>			
- DTEI – Facilities – Electricity	94 206	\$3 202 896	26 351
- DTEI – Facilities – Gas	4 800	\$43 112	248
<b>TOTAL ENERGY – FACILITIES 2000-01</b>	<b>99 006</b>	<b>\$3 246 008</b>	<b>26 599</b>
<b>Year Being Reported – 2006-07</b>			
- DTEI – Facilities – Electricity	84 036	\$2 750 454	23 304
- DTEI – Facilities – Gas	2 839	\$32 530	147
<b>TOTAL ENERGY – FACILITIES 2006-07</b>	<b>86 875</b>	<b>\$2 782 984</b>	<b>23 451</b>
<b>DTEI Target – TOTAL ENERGY – FACILITIES 2005-06 (-7.5% from baseline year)</b>	<b>108 738</b>		<b>29 314</b>
<b>DTEI Target – TOTAL ENERGY – FACILITIES 2010-11 (-15% from baseline year)</b>	<b>99 922</b>		<b>26 938</b>
<b>DTEI Target – TOTAL ENERGY – FACILITIES 2013-14 (-25% from baseline year)</b>	<b>75 147</b>		<b>23 768</b>
<b>ENERGY REPORT – OTHER</b>			
<b>Base Year 2000-01</b>			
- DTEI – Operations – Electricity	108 936	\$5 058 487	33 552
- DTEI – Operations – Natural Gas	202 336	\$2 210 515	11 007
- DTEI – Operations – Unleaded Petrol	45 569	\$1 035 455	3 249
- DTEI – Operations – Distillate	1 012 217	\$21 889 601	75 815
<b>TOTAL ENERGY – OTHER 2000-01</b>	<b>1 369 058</b>	<b>\$30 194 058</b>	<b>123 623</b>
<b>Year Being Reported – 2006-07</b>			
- DTEI – Operations – Electricity	113 106	\$5 316 139	27 177
- DTEI – Operations – Natural Gas	298 499	\$7 156	15 432
- DTEI – Operations – Unleaded Petrol	46 624	\$1 440 334	3 236
- DTEI – Operations – Distillate	1 053 660	\$12 274 369	72 756
- DTEI – Operations – LPG	5 490	\$102 966	338
<b>TOTAL ENERGY – OTHER 2006-07</b>	<b>1 517 379</b>	<b>\$19 140 964</b>	<b>118 939</b>

Note: Expenditure (\$) on Other Energy is based on available data and is incomplete as not all public transport providers forwarded cost data to DTEI.