



In reply please quote 2018/21896/01

PEOPLE AND BUSINESS
DIVISION

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Adelaide SA 5000

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Telephone: 08 8343 2222
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ABN 92 366 288 135

Mr Sam Duluk MP
Member for Waite
PO Box 445
BLACKWOOD SA 5051

Dear Mr Duluk

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

I refer to your application made under the *Freedom of Information Act 1991* (the Act) which was received by the Department of Planning, Transport and Infrastructure on 05 November 2018.

You have requested access to:

“Any document held, including but not limited to, memos, notes, briefing papers, ministerial directives, departmental reports, Member of Parliament representations, letters and emails, that provide advice on or in relation to Service SA - Mitcham Branch from the period 15 March 2014— 17 March 2018.”

This was changed by your office to:

“Any document held, including but not limited to, memos, notes, briefing papers, ministerial directives, departmental reports, Member of Parliament representations, letters and emails, that provide advice on or in relation to the closure of Service SA - Mitcham Branch from the period 15 March 2014— 17 March 2018.”

The period for processing your application has now passed. A determination was due on 05 December 2018. This means that the Department of Planning, Transport and Infrastructure is deemed by section 19(2)(b) of the Act to have refused access to the documents.

However, nothing prevents an agency from making a determination to release documents to you.

I have determined that of the twelve in scope documents held by DPTI, five documents may be released in full. I have determined to refuse access to three documents and to partially release four documents.

Access to documents 006, 007 and 008 is refused in accordance with section 20(1) and Schedule 1, Clause 1(1)(e) of the Act, and documents 002, 003, 004 and 005 are to be partially released in accordance with section 20(1) and Schedule 1, Clause 6(1) of the Act which state:

20—Refusal of access

- (1) *An agency may refuse access to a document—*
(a) *if it is an exempt document*

1—Cabinet documents

- (1) *A document is an exempt document—*
(e) *if it contains matter the disclosure of which would disclose information concerning any deliberation or decision of Cabinet;*

6—Documents affecting personal affairs

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

Documents numbered 006, 007 and 008 contain information used in the preparation of documents submitted to Cabinet. I have formed the opinion that if this information is disclosed, it would reveal a deliberation or decision by Cabinet. Accordingly, and pursuant to Clause 1(1)(e) of the Act, these documents are exempt and cannot be disclosed.


Documents 002, 003, 004 and 005 contain information that this department considers to be the personal affairs of individuals (i.e. names, direct phone / mobile numbers and email addresses). Pursuant to Clause 6(1) of the Act, this information is exempt from disclosure and has been removed or 'marked out' from the documents.

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

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

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

Yours sincerely



Sam Rodrigues
Accredited Freedom of Information Officer

7 February 2019

RELEASED UNDER FOI ACT

YOUR RIGHTS TO REVIEW

INTERNAL REVIEW

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

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

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

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

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

EXTERNAL REVIEW BY THE OMBUDSMAN

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

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

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

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

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

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

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

South Australian Civil and Administrative Tribunal (SACAT)

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER 2018/21896/01					
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
1	Service SA spreadsheet	2018	DPTI	Release	
2	Email 10:13 Availability of services and closure of offices over the 2016 Christmas and New Year period	05-October-2016	DPC	Partial Release	6(1) Personal Affairs
3	Email 09:09 Christmas 2016 New Year 2017 - Leave Planning	04-August-2016	DPC	Partial Release	6(1) Personal Affairs
4	Email 11:44 RE Christmas 2015(vB88776).	15-January-2016	DPC	Partial Release	6(1) Personal Affairs
5	Email 16:50 RE_ Service sa	30-December-2016	DPC	Partial Release	6(1) Personal Affairs
6	Email 15:46 FW Draft - Change Briefing notes	17-June-2014	DPC	Refuse Access	1(1)(e) disclose deliberation of Cabinet
7	Email 10:12 FW Minister's feedback on latest draft of the Cabinet Note Sensive SA Cabinet	20-June-2014	DPC	Refuse Access	1(1)(e) disclose deliberation of Cabinet
8	Email 15:54 RE Draft - Change Briefing notes	17-June-2014	DPC	Refuse Access	1(1)(e) disclose deliberation of Cabinet
9	Email 11:38 Stage 1 - Post Mitcham Decommissioning FTE Breakdown.pdf	06-June-2014	DPC	Release	
10	General R&L catchment area map showing gross overlap of areas for prospective removal of Service Centres.	Unknown	DPTI	Release	
11	Site map showing catchments for remaining Service Centres	Unknown	DPTI	Release	

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER

2018/21896/01

Document				Determination	Schedule Clause
Number	Description of Document	Date of Document	Author	Release / Refuse Access	Applied
12	Site map showing catchments for remaining Service Centres with name labels	Unknown	DPTI	Release	

RELEASED UNDER FOI ACT

17/02/2017	1,878	2,879	1,714	2,282	1,615	2,345	2,091	2,294	1,186	2,015	1,724	1,104	1,029	1,385	1,444	527	862	782	991	862	31,009
24/02/2017	2,009	3,011	1,848	2,247	1,587	2,351	2,040	2,336	1,263	2,066	1,751	1,123	960	1,440	1,383	561	764	780	959	898	31,377
3/03/2017	1,897	2,953	1,807	2,304	1,732	2,203	2,112	2,255	1,258	2,013	1,626	1,097	996	1,388	1,415	513	922	807	1,043	833	31,174
10/03/2017	2,045	2,765	1,727	2,315	1,574	2,196	1,985	2,194	1,246	2,021	1,573	1,075	923	1,351	1,463	599	807	718	961	866	30,404
17/03/2017	1,626	2,455	1,445	1,884	1,378	1,973	1,839	1,974	1,056	1,651	1,427	922	957	1,175	1,270	548	821	679	836	604	26,520
24/03/2017	1,960	2,802	1,740	2,203	1,578	2,084	1,880	2,182	1,250	2,014	1,567	901	959	1,361	1,430	543	746	778	929	813	29,720
31/03/2017	1,812	2,607	1,585	2,271	1,557	1,996	1,918	2,127	1,205	1,879	1,584	943	933	1,347	1,367	583	791	707	975	767	28,954
7/04/2017	1,965	2,758	1,707	2,143	1,526	2,108	2,023	2,231	1,227	1,960	1,593	974	1,051	1,401	1,436	636	772	700	1,028	675	29,914
14/04/2017	1,668	2,394	1,472	1,920	1,353	1,811	1,747	1,809	1,038	1,648	1,475	938	765	1,375	1,158	482	657	647	850	648	25,855
21/04/2017	1,644	2,605	1,526	2,006	1,461	1,916	1,848	1,937	1,038	1,783	1,601	903	1,095	1,248	1,349	574	657	681	834	613	27,379
28/04/2017	1,545	2,614	1,630	2,165	1,476	2,063	1,841	1,932	1,074	1,220	1,614	872	828	1,250	1,365	521	805	685	822	637	26,959
5/05/2017	1,849	2,870	1,737	2,318	1,647	2,205	2,061	2,109	1,292	2,021	741	1,038	971	1,287	1,410	554	985	787	1,004	772	29,658
12/05/2017	1,924	2,719	1,716	2,324	1,507	2,090	1,974	2,198	1,096	1,900	0	1,040	872	1,351	1,338	502	906	742	770	700	27,669
19/05/2017	1,767	2,631	1,682	2,178	1,505	2,232	1,986	2,115	1,247	1,889	0	915	856	1,304	1,319	553	751	624	839	775	27,168
26/05/2017	1,733	2,705	1,642	2,149	1,489	1,650	1,880	1,990	1,200	1,821	1,611	968	911	1,343	1,326	565	737	657	829	685	27,891
2/06/2017	1,543	2,653	1,542	2,162	1,239	2,054	1,855	2,090	1,212	1,789	1,552	1,000	942	1,374	1,412	574	727	695	897	636	27,948
9/06/2017	1,530	2,558	1,577	2,120	1,547	1,664	1,867	2,083	1,157	1,856	1,594	1,016	830	1,333	1,286	508	745	717	903	717	27,608
16/06/2017	1,377	2,345	1,166	1,840	1,323	1,816	1,323	1,790	1,012	1,642	1,414	948	819	1,209	1,180	444	614	648	865	448	24,223
23/06/2017	1,580	2,738	1,510	2,163	1,542	2,017	1,841	1,669	1,162	1,870	1,631	1,008	882	1,334	1,353	576	744	660	789	726	27,795
30/06/2017	1,593	2,687	1,670	2,271	1,662	2,025	1,789	2,135	1,215	1,837	1,682	402	356	545	591	250	241	275	390	192	23,808
Total FY17	88,800	140,979	80,457	113,065	78,320	103,880	99,426	104,330	55,639	95,645	76,016	53,933	48,381	67,972	76,026	27,373	39,932	39,544	45,595	36,789	1,472,102

Service SA Average Wait Time in centres - FY17

Month	Metropolitan Centres											Regional Centres						Network Average				
	Adelaide	Elizabeth	Gawler	Marion	Mitcham	Modbury	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Mount Gambier	Murray Bridge	Naracoorte	Port Augusta		Port Lincoln	Port Pirie	Whyalla	
Jul-16	09:37	06:38	04:57	16:03	09:47	05:02	07:43	10:39		05:34	07:43											08:22
Aug-16	08:22	07:42	03:11	13:59	07:22	05:48	06:16	07:49	09:50	04:39	09:43											07:42
Sep-16	11:58	07:09	04:23	19:54	06:41	07:18	07:05	07:40	10:48	06:05	09:26											08:57
Oct-16	12:42	10:07	06:10	11:20	11:28	06:45	07:41	07:41	11:53	05:05	07:45											08:58
Nov-16	12:45	06:59	06:05	08:16	09:17	04:03	06:48	05:39	08:09	05:10	05:38											07:10
Dec-16	11:24	09:48	06:41	13:55	13:04	04:17	07:55	05:50	17:51	06:26	05:32											09:20
Jan-17	14:29	10:56	06:52	23:57	18:57	06:38	08:51	08:23	14:15	09:49	11:10											12:12
Feb-17	13:50	07:44	05:39	18:31	09:50	03:11	07:20	05:41	14:40	06:19	09:32											09:18
Mar-17	11:47	06:58	04:49	17:03	08:01	03:41	05:29	05:23	12:42	04:20	07:52											08:01
Apr-17	16:10	06:49	06:24	15:11	13:49	06:36	08:28	12:24	10:00	06:56	07:41											10:03
May-17	14:40	03:47	04:04	11:26	11:26	06:03	06:15	08:35	08:45	06:19	07:07											08:02
Jun-17	10:42		03:45			08:03	07:09	07:51	11:55	06:21												07:58
Total FY18	12:22	07:41	05:15	15:25	10:53	05:37	07:15	07:48	11:54	06:05	08:06											08:50

Incomplete data

There is no data collected from our Regional centres for Wait Times

Week Ending	Metropolitan Centres											Regional Centres						Weekly Total				
	Adelaide	Elizabeth	Gawler	Marion	Mitcham	Modbury	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Mount Gambier	Murray Bridge	Naracoorte	Port Augusta		Port Lincoln	Port Pirie	Whyalla	
1/07/2016	07:29	04:11	00:00	00:00	00:00	00:00	00:00	00:00	00:00	06:18	00:00											01:38
8/07/2016	08:22	06:56	00:00	14:53	12:04	07:50	09:47	08:50	00:00	04:48	06:15											07:15
15/07/2016	12:26	05:25	00:00	15:44	11:54	05:03	09:14	12:27	00:00	07:02	07:25											07:53
22/07/2016	09:39	08:09	05:38	18:16	09:40	04:28	06:43	13:51	00:00	06:02	08:53											08:18
29/07/2016	08:26	06:31	04:27	18:40	07:42	04:09	06:42	09:48	00:00	04:16	10:00											07:20
5/08/2016	06:47	04:54	02:06	15:49	09:11	07:18	07:09	08:03	09:58	04:31	11:36											07:57
12/08/2016	09:58	09:40	04:03	15:30	05:36	05:29	07:14	07:58	08:23	05:00	12:26											08:18
19/08/2016	07:46	10:32	02:35	11:51	07:04	04:09	07:00	05:35	08:48	03:15	06:35											06:50
26/08/2016	08:37	06:21	03:43	16:48	07:08	08:52	03:48	07:34	09:37	05:31	11:09											08:06
2/09/2016	07:21	06:41	03:24	10:41	09:29	06:02	07:39	11:16	15:43	06:58	04:12											08:08
9/09/2016	13:00	06:18	03:25	19:31	04:08	05:08	06:35	07:52	12:51	04:36	07:33											08:16
16/09/2016	09:29	07:00	05:40	25:54	04:57	10:25	06:37	08:57	12:56	06:21	08:12											09:41
23/09/2016	14:37	06:27	04:21	19:57	07:08	06:16	06:53	05:51	06:30	06:43	15:11											09:05
30/09/2016	13:35	09:05	04:39	15:52	08:11	07:12	07:01	06:40	07:46	05:24	08:51											08:34
7/10/2016	17:21	14:17	07:06	16:48	08:33	07:15	08:46	12:27	16:16	05:12	13:02											11:33
14/10/2016	15:17	10:41	06:24	10:18	14:02	06:07	06:52	07:16	15:09	04:09	05:24											09:14
21/10/2016	12:09	07:33	04:32	09:11	12:05	06:13	08:00	04:04	09:37	06:17	07:29											07:55
28/10/2016	08:30	08:22	05:50	10:17	08:55	08:43	06:29	05:36	08:53	04:41	06:52											07:33
4/11/2016	12:00	08:20	07:39	07:22	16:48	03:41	07:33	07:12	05:54	04:08	05:02											07:47
11/11/2016	11:04	08:17	07:45	10:03	07:56	04:33	07:18	06:19	08:51	05:47	05:42											07:36
18/11/2016	11:27	04:56	05:22	08:32	05:25	02:53	06:16	06:38	06:18	03:55	04:12											06:00
25/11/2016	15:15	05:47	04:31	06:17	07:31	02:46	07:22	04:54	09:41	04:49	05:10											06:44
2/12/2016	12:31	07:48	05:41	09:53	11:39	06:26	06:50	06:34	10:47	07:02	06:41											08:21
9/12/2016	13:40	09:29	06:56	12:56	13:31	03:27	09:23	05:12	21:52	05:25	06:29											09:51
16/12/2016	11:52	10:09	07:20	09:33	08:13	04:32	06:59	04:26	12:09	07:25	05:36											08:01
23/12/2016	11:25	09:49	06:25	12:54	17:47	04:44	07:28	08:09	21:29	07:09	05:09											10:13
30/12/2016	07:08	11:46	00:00	24:02	00:00	00:00	00:00	00:00	17:03	00:00	00:00											05:27
6/01/2017	18:22	09:27	10:04	21:49	24:40	08:44	12:00	10:01	13:49	12:41	12:24											14:00
13/01/2017	13:41	10:02	04:01	21:43	20:38	07:01	08:21	04:08	12:49	08:57	08:03											10:51
20/01/2017	16:34	10:25	04:47	27:16	18:19	04:43	07:55	07:57	13:52	05:22	11:17											11:41
27/01/2017	09:34	12:51	08:07	26:44	15:17	05:26	09:04	09:37	15:20	10:25	13:16											12:20
3/02/2017	13:29	11:20	08:02	18:19	15:28	04:59	07:58	09:58	12:41	13:24	12:27											11:39
10/02/2017	13:13	07:43	03:28	12:22	08:26	03:23	06:26	07:46	14:56	05:20	10:09											08:28

17/02/2017	11:32	06:07	06:10	21:19	10:06	03:09	07:14	03:57	13:18	04:49	07:18										08:38	
24/02/2017	17:11	09:04	06:59	24:41	06:44	03:19	07:33	04:59	16:30	05:12	09:43											10:11
3/03/2017	12:56	06:31	03:31	15:55	09:24	03:26	06:15	04:35	19:48	04:58	08:05											08:40
10/03/2017	11:35	06:43	04:05	19:45	04:42	03:18	03:59	05:47	09:58	03:27	07:38											07:22
17/03/2017	09:38	08:06	05:39	14:42	09:52	04:12	05:28	03:54	16:13	05:21	15:08											08:56
24/03/2017	09:52	06:38	04:56	14:50	08:05	03:43	05:11	06:20	11:16	05:50	05:02											07:26
31/03/2017	15:40	05:56	05:43	18:18	08:16	03:35	06:29	05:58	09:37	03:14	04:11											07:54
7/04/2017	13:12	06:03	05:14	18:46	02:57	03:42	05:11	05:59	11:55	05:10	02:30											07:20
14/04/2017	12:13	04:34	04:50	14:04	09:02	06:16	07:50	16:15	08:56	08:16	06:20											08:58
21/04/2017	20:17	07:18	07:38	15:04	20:56	07:00	09:32	12:32	10:26	07:33	10:16											11:41
28/04/2017	19:51	09:13	07:54	12:46	22:26	09:28	11:38	16:06	08:27	07:07	11:26											12:24
5/05/2017	14:26	03:47	04:30	10:37	17:01	05:18	06:18	07:42	08:34	06:49	07:07											08:23
12/05/2017	11:57	06:09	04:58	12:14	10:13	06:59	06:40	09:50	12:46	05:50	00:00											07:58
19/05/2017	16:31	05:19	03:26	10:19	12:44	04:34	06:49	11:26	09:35	08:06	00:00											08:04
26/05/2017	15:09	09:19	04:16	09:20	07:51	05:11	07:08	05:34	05:16	04:06	04:44											07:05
2/06/2017	14:30	06:53	02:22	09:58	05:20	07:56	04:29	07:43	12:06	05:44	06:55											07:38
9/06/2017	09:54	05:28	04:06	09:27	08:10	10:39	07:16	07:27	11:24	07:16	05:39											07:53
16/06/2017	11:50	07:26	04:21	09:43	06:38	05:08	07:10	08:48	11:13	08:47	06:18											07:56
23/06/2017	10:51	08:48	05:10	15:53	07:44	06:34	07:40	07:17	15:05	05:43	06:28											08:50
30/06/2017	10:10	09:13	07:31	09:20	06:07	05:28	05:37	09:31	06:58	04:46	07:18											07:27
Total FY17	12:17	07:51	04:56	14:46	10:04	05:25	06:57	07:38	10:44	05:59	07:27											08:33

20/01/2017	5,708	6,235	5,003	7,527	3,621	4,606	5,548	5,006	3,898	5,583	5,543	3,304	2,916	4,764	4,311	2,671	1,867	4,887	2,811	3,638	89,447
27/01/2017	6,158	7,174	4,836	7,597	3,636	4,947	5,399	5,454	4,517	5,250	5,717	3,304	3,594	3,896	4,074	2,701	1,737	4,677	2,794	3,767	91,229
3/02/2017	5,937	6,645	4,578	8,099	3,645	4,586	4,991	4,895	4,278	5,439	5,546	3,521	3,032	4,319	3,847	2,470	1,986	4,747	2,782	3,681	89,024
10/02/2017	5,909	6,018	4,997	7,447	3,680	4,368	5,772	5,197	3,738	5,179	5,526	3,808	3,103	4,255	4,173	2,512	1,879	4,969	2,511	3,549	88,590
17/02/2017	4,941	6,629	4,468	7,519	3,539	4,590	4,968	5,208	4,060	5,510	6,212	3,891	3,195	3,653	3,952	2,362	2,095	4,030	2,439	3,757	87,018
24/02/2017	5,399	6,438	4,564	7,727	3,571	4,444	5,001	5,022	4,089	4,977	5,241	3,067	3,069	3,975	4,761	2,775	1,454	4,278	2,499	3,260	85,611
3/03/2017	4,637	6,667	4,947	7,679	3,874	4,328	4,857	4,929	4,280	5,051	5,865	3,339	2,809	4,181	4,809	2,571	1,804	3,462	2,364	3,205	85,658
10/03/2017	4,922	6,737	5,142	6,529	4,132	4,725	5,299	5,110	4,202	4,818	6,547	3,829	3,110	4,312	4,159	2,914	1,926	3,651	2,607	2,766	87,437
17/03/2017	4,356	6,133	4,923	6,856	3,622	4,296	5,301	5,929	3,532	5,125	5,726	2,874	3,364	4,159	4,471	2,600	2,214	3,733	2,315	2,564	84,093
24/03/2017	4,714	6,444	4,657	7,533	3,760	4,114	4,644	4,760	4,307	4,895	6,427	3,310	3,279	3,858	4,107	2,938	2,372	3,191	2,465	2,744	84,519
31/03/2017	5,506	6,263	4,404	7,494	3,769	4,513	5,564	4,784	4,101	5,482	6,271	3,195	2,820	3,716	4,212	2,517	2,027	1,818	2,066	1,830	82,352
7/04/2017	5,061	5,518	4,123	6,014	3,683	4,235	5,563	4,967	3,331	5,211	4,899	2,460	2,079	3,137	3,808	1,938	1,628	4,127	2,744	2,222	76,748
14/04/2017	5,967	6,657	5,010	7,654	3,471	4,254	4,230	4,079	4,600	4,499	6,945	3,646	2,204	3,884	4,039	2,579	2,143	4,907	2,982	3,630	87,380
21/04/2017	6,317	6,299	5,223	8,580	3,982	4,419	4,683	5,502	4,278	5,479	6,681	3,883	3,331	4,015	5,020	2,714	2,161	4,065	3,011	3,838	93,481
28/04/2017	6,630	6,414	5,544	7,782	4,082	4,877	4,807	5,193	4,270	5,802	6,123	3,635	3,650	4,159	4,594	2,677	2,462	4,053	3,007	3,718	93,479
5/05/2017	6,326	6,694	5,775	7,409	3,946	4,414	4,987	5,410	5,079	5,529	6,756	3,128	3,435	3,789	4,218	2,342	2,254	4,200	2,934	3,142	91,767
12/05/2017	7,347	6,382	5,137	7,971	4,179	4,469	4,377	5,373	4,757	5,290	5,972	2,706	3,425	3,763	4,969	2,593	2,388	4,460	2,852	3,300	91,710
19/05/2017	6,297	6,230	5,268	7,609	3,891	5,213	5,271	5,121	4,852	5,206	6,245	2,823	3,134	3,800	4,053	2,495	2,396	4,383	2,744	3,430	90,461
26/05/2017	6,698	6,549	4,960	7,721	3,986	4,896	5,448	5,138	4,537	5,560	6,577	2,935	2,941	3,790	3,834	2,029	2,269	3,915	3,127	3,268	90,178
2/06/2017	6,781	7,098	4,960	8,041	4,103	4,759	4,900	5,792	5,009	5,230	7,239	3,028	2,879	4,037	3,334	2,244	2,418	4,103	3,013	3,336	92,304
9/06/2017	6,645	7,450	5,156	7,682	4,045	4,904	5,309	5,255	5,014	5,277	6,740	2,500	2,851	4,105	4,100	2,549	2,189	3,996	2,933	3,217	91,917
16/06/2017	7,867	6,583	5,303	8,218	4,152	5,049	5,616	5,735	5,344	5,624	6,473	2,583	2,789	4,266	4,706	2,360	2,376	4,091	2,918	3,158	95,211
23/06/2017	7,407	6,466	5,435	8,423	4,506	4,897	5,635	5,713	4,825	5,894	7,085	2,749	3,048	4,524	5,047	2,404	2,276	4,623	3,006	3,047	97,010
30/06/2017	5,699	5,398	445	5,859	4,445	5,274	5,759	5,812	3,401	5,908	580	1,441	3,014	2,335	2,293	370	997	2,507	1,236	1,063	63,836
Total FY17	325,954	354,752	252,867	398,971	204,606	243,663	273,349	269,464	240,714	274,481	313,531	177,910	153,161	209,705	223,576	113,806	103,745	252,808	149,917	193,231	4,730,211

16/02/2018	1,706	2,824	1,654	2,363	1,791	2,032	2,100	2,130	1,249	2,061	1,773	1,084	1,003	1,350	1,486	558	815	685	941	721	30,326
23/02/2018	1,418	2,408	1,355	1,960	1,358	1,729	1,652	1,844	1,030	1,713	1,347	819	897	1,118	1,103	412	716	630	556	658	24,723
2/03/2018	1,770	2,895	1,646	2,463	1,822	2,119	2,067	2,176	1,316	2,103	1,810	1,154	1,029	1,400	1,802	554	817	751	1,031	765	31,490
9/03/2018	1,644	2,784	1,702	2,582	1,639	2,134	2,161	2,118	1,296	2,010	1,787	1,091	941	1,390	1,534	568	765	686	992	721	30,545
16/03/2018	1,450	2,524	1,352	2,266	1,383	1,798	1,779	1,936	1,080	1,792	1,541	950	836	1,223	1,270	450	686	725	996	659	26,696
23/03/2018	1,265	2,315	1,313	2,062	1,346	1,673	1,569	1,731	1,024	1,726	1,368	1,124	1,066	1,101	1,450	535	711	714	1,031	820	25,944
30/03/2018	1,390	2,397	1,349	2,042	1,359	1,733	1,687	1,701	1,140	1,665	1,439	978	856	1,169	1,149	464	705	660	746	692	25,321
6/04/2018	1,421	2,396	1,409	2,078	1,341	1,814	1,624	1,852	1,052	1,738	1,573	1,030	918	1,131	1,257	416	802	740	906	651	26,149
13/04/2018	1,521	2,792	1,513	2,429	1,564	2,018	1,761	2,095	1,196	1,926	1,654	1,108	953	1,281	1,562	532	825	697	884	664	28,975
20/04/2018	1,562	2,846	1,565	2,478	1,662	1,938	2,055	2,110	1,245	1,910	1,702	1,063	1,058	1,267	1,562	512	712	770	953	721	29,691
27/04/2018	1,293	2,635	1,413	2,141	1,484	1,857	1,694	1,846	1,092	1,763	1,564	1,109	852	1,246	1,304	475	767	696	856	611	26,698
4/05/2018	1,475	2,892	1,651	2,557	1,669	2,002	2,044	2,178	1,246	2,062	1,683	1,088	970	1,376	1,425	533	869	764	924	752	30,160
11/05/2018	1,479	2,755	1,562	2,369	1,561	1,935	1,843	1,994	1,163	1,812	1,592	1,074	883	1,219	1,241	522	832	736	928	702	28,202
18/05/2018	1,370	2,725	1,602	2,454	1,523	1,996	1,898	2,060	1,209	1,832	1,634	992	834	1,270	1,434	437	712	683	934	739	28,338
25/05/2018	1,476	2,835	1,602	2,514	1,738	1,933	1,982	2,022	1,191	1,901	1,690	1,074	839	1,263	1,402	480	751	680	881	665	28,919
1/06/2018	1,449	2,704	1,587	2,427	1,654	2,037	1,932	2,020	1,202	1,817	1,608	1,026	963	1,271	1,458	537	648	624	852	812	28,628
8/06/2018	1,449	2,727	1,606	2,448	1,676	2,085	2,032	2,145	1,227	1,965	1,682	1,021	923	1,308	1,393	577	742	757	949	561	29,273
15/06/2018	1,217	2,391	1,293	2,096	1,430	1,778	1,596	1,554	1,036	1,699	1,435	878	791	1,127	1,165	448	689	620	867	667	24,777
22/06/2018	1,558	2,697	1,561	2,563	1,676	2,090	1,839	2,035	1,238	1,847	1,725	965	941	1,320	1,332	495	747	666	889	709	28,893
29/06/2018	1,559	2,854	1,564	2,576	1,680	2,120	1,902	2,004	1,259	2,033	1,859	1,006	1,020	1,381	1,478	526	716	766	1,188	706	30,197
Total FY18	74,004	141,730	80,751	117,617	83,182	104,519	98,219	105,103	59,436	98,480	85,022	53,551	47,848	67,590	71,982	27,268	39,099	37,107	45,687	36,651	1,474,846

Service SA Average Wait Time in centres - FY18

Month	Metropolitan Centres											Regional Centres							Network Average			
	Adelaide	Elizabeth	Gawler	Marion	Mitcham	Modbury	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Mount Gambier	Murray Bridge	Naracoorte	Port Augusta	Port Lincoln		Port Pirie	Whyalla	
Jul-17	13:42	08:15	07:45	14:51	13:39	09:16	07:56	14:42	07:42	06:37	08:44											10:17
Aug-17	13:54	06:26	06:19	13:41	12:56	06:22	07:14	09:36	05:09	07:49	06:28											08:43
Sep-17	11:45	04:32	05:37	10:22	06:45	05:15	06:45	11:06	08:24	05:50	06:17											07:31
Oct-17	11:14	06:56	07:02	15:48	11:41	06:41	08:57	08:23	10:53	07:01	08:57			06:53								09:25
Nov-17	10:35	07:59	06:46	11:14	10:44	06:06	06:09	07:19	09:56	07:57	07:34			09:16								08:24
Dec-17	12:30	05:21	06:10	17:25	11:38	05:29	03:11	07:23	12:02	06:00	05:46			11:06								08:27
Jan-18	13:19	06:34	09:54	20:24	16:35	10:28	06:26	09:20	09:44	08:42	12:14			12:30								11:14
Feb-18	13:22	08:56	09:11	16:26	16:35	09:00	04:58	07:11	09:49	08:23	09:35			07:55								10:19
Mar-18	16:32	10:09	09:23	13:44	17:39	11:22	06:11	09:24	11:19	08:25	08:57			08:37								11:11
Apr-18	18:43	09:02	08:50	14:04	17:05	12:50	10:38	10:16	11:26	06:23	10:30			08:26								11:48
May-18	13:15	06:23	05:50	07:41	07:59	07:26	04:11	08:34	11:03	05:00	06:25			06:40								07:37
Jun-18	10:42	07:49	08:15	09:32	08:05	05:01	06:14	11:29	07:00	05:54	10:36			07:15								08:14
Total FY18	13:18	07:22	07:35	13:46	12:37	07:56	06:34	09:34	09:32	07:00	08:30			08:44								09:26

The only Regional centre where Wait Times are recorded is Mount Gambier

Week Ending	Metropolitan Centres											Regional Centres							Weekly Average			
	Adelaide	Elizabeth	Gawler	Marion	Mitcham	Modbury	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Mount Gambier	Murray Bridge	Naracoorte	Port Augusta	Port Lincoln		Port Pirie	Whyalla	
7/07/2017	13:42	06:23	06:37	12:29	12:01	08:30	08:20	16:30	07:14	05:27	06:49											09:27
14/07/2017	12:00	07:42	06:37	13:25	14:03	08:21	07:37	14:24	06:22	07:08	12:45											10:02
21/07/2017	12:00	08:40	05:38	17:57	13:20	07:12	06:38	10:24	08:13	07:05	08:56											09:39
28/07/2017	12:00	07:54	12:30	12:59	14:35	12:52	08:29	17:09	10:10	07:03	06:18											11:05
4/08/2017	12:00	09:09	05:16	15:51	15:31	06:43	07:18	12:59	05:32	05:15	07:59											09:25
11/08/2017	10:48	06:58	08:22	14:03	11:21	06:55	07:55	09:28	06:15	06:40	04:52											08:30
18/08/2017	12:11	08:45	07:58	16:04	14:56	07:33	06:56	10:42	05:15	10:26	07:52											09:53
25/08/2017	13:54	04:33	06:43	14:33	11:12	06:25	06:12	07:35	04:47	09:50	05:30											08:18
1/09/2017	15:11	05:11	02:44	09:03	13:10	05:22	09:01	09:25	04:33	05:17	05:59											07:43
8/09/2017	12:20	04:02	07:01	06:27	05:33	04:30	07:00	09:58	05:41	05:29	04:43											06:37
15/09/2017	15:21	03:26	03:49	08:35	06:33	05:00	05:16	08:13	05:27	05:15	05:08											06:33
22/09/2017	06:38	06:07	05:29	12:21	06:09	05:51	05:25	13:59	09:11	06:44	05:16											07:34
29/09/2017	13:41	04:17	06:57	14:53	06:30	05:18	08:49	11:54	12:32	06:25	10:14											09:14
6/10/2017	08:42	07:36	05:32	15:26	14:17	08:49	08:53	10:00	09:54	07:19	09:56											09:40
13/10/2017	13:01	07:16	05:17	17:48	11:42	04:43	15:47	08:23	05:13	04:34	11:43											09:35
20/10/2017	12:25	07:33	09:12	11:48	10:28	05:34	06:39	08:05	13:42	07:56	06:51											09:07
27/10/2017	10:45	04:41	06:14	18:03	10:52	07:09	04:42	07:28	13:16	08:31	06:45			08:52								08:57
3/11/2017	09:46	10:50	07:28	10:44	09:44	06:42	08:55	07:07	11:56	06:57	06:53			06:59								08:49
10/11/2017	09:45	10:03	09:08	08:58	09:46	07:55	09:13	10:28	09:08	14:15	12:06			11:12								10:04
17/11/2017	09:17	05:35	06:26	08:36	08:59	05:22	04:51	06:33	09:22	05:42	07:19			07:45								07:06
24/11/2017	11:15	07:21	06:48	12:29	12:27	05:35	05:16	05:44	13:00	05:59	05:05			10:55								08:16
1/12/2017	12:38	05:58	06:56	19:47	13:57	05:58	03:06	06:45	07:54	04:50	06:28			07:49								08:34
8/12/2017	14:54	05:20	06:17	16:11	10:36	05:54	03:20	05:33	11:03	07:20	05:27			10:18								08:21
15/12/2017	12:06	04:31	06:08	16:19	11:52	06:28	02:57	06:06	12:58	06:35	05:05			11:31								08:17
22/12/2017	12:19	06:37	05:47	18:35	13:57	04:35	03:48	11:01	16:25	06:21	06:17			13:26								09:37
29/12/2017	10:14	04:14	04:51	18:02	07:33	04:11	02:05	07:30	04:59	03:08	07:20			09:09								06:44
5/01/2018	09:27	06:04	08:58	19:43	14:06	09:01	05:05	10:56	07:55	06:21	09:51			11:33								09:46
12/01/2018	13:25	06:51	09:36	21:53	18:32	08:56	03:19	07:37	10:11	07:45	13:14			10:22								11:02
19/01/2018	09:48	07:41	08:35	19:37	11:34	08:36	02:57	08:04	08:07	05:19	07:45			11:15								08:55
26/01/2018	16:04	05:46	09:45	18:58	17:14	09:39	07:54	06:13	11:36	08:39	09:03			13:32								10:59
2/02/2018	17:58	06:23	11:40	19:09	19:59	14:03	14:10	11:18	09:26	15:03	19:08			13:53								14:23
9/02/2018	13:21	09:10	07:13	19:32	15:42	06:24	04:40	06:44	06:59	09:16	08:54			05:15								09:49

16/02/2018	11:35	07:36	10:57	18:48	11:21	08:07	04:55	05:35	11:40	07:53	09:12			07:36						09:47
23/02/2018	14:02	10:49	08:38	15:29	23:15	08:43	03:41	08:48	11:41	07:52	11:04			10:16						11:17
2/03/2018	13:44	10:00	11:22	12:45	17:04	12:36	03:39	09:51	09:18	06:29	08:32			09:10						10:29
9/03/2018	11:11	13:15	10:18	14:30	21:09	09:21	05:46	09:38	09:33	05:47	08:39			07:58						10:50
16/03/2018	17:57	12:41	10:09	17:03	15:10	14:53	06:36	10:34	11:19	13:24	09:05			11:56						12:37
23/03/2018	22:00	07:55	08:20	08:02	15:04	12:52	06:58	09:29	17:23	09:06	09:57			07:11						11:33
30/03/2018	17:26	05:49	07:16	13:01	20:56	11:25	06:50	08:02	10:06	07:02	08:45			06:55						10:36
6/04/2018	20:48	10:13	11:19	17:11	21:16	15:07	10:31	12:13	12:27	05:51	09:49			10:47						13:20
13/04/2018	16:53	06:45	06:10	12:08	13:13	09:15	18:09	07:04	09:11	05:04	09:54			07:31						10:20
20/04/2018	13:12	10:14	06:50	12:59	14:44	12:47	07:06	09:09	06:34	08:05	09:34			06:52						10:07
27/04/2018	21:40	09:42	10:18	16:34	20:05	11:05	08:21	10:10	15:52	06:04	12:24			08:46						12:56
4/05/2018	20:45	04:33	08:13	06:51	12:15	14:40	05:53	11:55	19:33	06:35	07:38			07:26						10:48
11/05/2018	12:04	09:14	05:33	05:13	06:52	08:15	02:16	04:54	10:54	06:53	05:41			06:59						07:04
18/05/2018	14:12	06:15	04:52	08:55	08:21	06:23	05:35	09:21	06:24	04:04	07:50			06:08						07:28
25/05/2018	11:48	05:51	04:17	09:46	08:09	06:56	03:38	09:35	09:51	04:36	05:23			06:53						07:16
1/06/2018	12:21	06:15	08:03	07:16	08:46	04:28	05:01	10:22	10:36	04:41	08:09			05:35						07:49
8/06/2018	10:06	06:07	08:05	09:02	06:49	03:38	02:57	10:56	06:55	05:54	09:16			06:21						07:15
15/06/2018	09:07	10:24	11:30	09:25	09:49	05:24	04:23	13:55	08:44	08:20	15:48			08:39						09:43
22/06/2018	08:43	08:31	07:32	09:44	06:13	06:22	06:11	07:48	05:48	03:33	09:05			07:43						07:14
29/06/2018	13:36	06:49	06:50	10:16	07:26	05:05	10:52	14:06	06:13	05:09	09:02			07:24						08:40
Total FY18	13:07	07:20	07:35	13:45	12:37	07:57	06:34	09:34	09:30	06:58	08:30			08:56						09:24

26/01/2018	6,358	6,617	5,244	9,093	4,157	4,601	4,778	4,935	5,580	5,804	6,334	4,146	3,400	3,918	4,953	1,533	2,375	4,454	3,391	9,483	101,154
2/02/2018	6,284	6,945	5,193	8,510	3,768	4,493	4,896	5,280	6,630	5,704	6,000	3,282	3,255	3,765	4,736	1,730	2,227	4,514	2,622	8,919	98,753
9/02/2018	5,428	7,198	5,462	8,402	3,599	4,863	5,052	5,479	7,020	5,768	6,390	3,172	3,386	3,896	4,817	2,070	2,196	3,797	4,104	9,575	101,674
16/02/2018	6,043	6,681	5,084	7,509	3,857	4,634	4,726	5,195	7,877	5,424	6,622	3,087	2,777	3,765	4,844	1,904	2,326	4,432	3,407	7,661	97,855
23/02/2018	6,396	6,920	4,923	8,495	3,914	4,742	4,556	5,249	8,829	5,320	6,011	3,279	3,000	3,772	5,008	1,735	2,191	4,132	2,779	6,666	97,917
2/03/2018	6,105	6,533	5,025	7,721	3,756	4,664	4,560	4,903	8,134	4,940	6,031	2,985	3,185	4,063	4,449	1,930	2,311	4,335	2,918	7,581	96,129
9/03/2018	5,276	6,464	4,785	8,052	3,408	4,941	4,946	4,634	8,844	5,407	6,077	3,114	3,202	3,582	5,465	1,810	3,013	4,154	3,094	7,612	97,880
16/03/2018	5,678	6,436	4,463	8,011	4,144	4,416	4,662	5,127	8,516	5,359	5,588	2,877	3,026	3,948	4,606	1,626	2,284	4,250	2,975	8,778	96,770
23/03/2018	5,471	6,706	4,482	8,195	4,842	4,805	4,849	4,912	8,732	5,612	5,411	3,308	2,936	3,994	4,532	1,559	2,455	4,466	3,284	6,676	97,227
30/03/2018	6,282	6,284	4,340	8,566	4,209	4,651	5,401	4,872	9,154	5,357	5,056	3,097	2,544	3,981	4,546	1,645	2,462	5,026	2,998	9,127	99,598
6/04/2018	5,462	5,798	3,974	6,958	3,583	4,411	3,941	4,228	7,164	4,426	5,016	3,025	2,737	3,345	3,513	1,522	1,655	3,873	2,904	7,150	84,685
13/04/2018	5,661	6,841	4,798	9,066	4,117	4,803	4,926	5,287	10,090	5,631	5,685	3,283	3,403	4,090	5,035	1,596	2,367	4,752	2,831	8,512	102,774
20/04/2018	5,687	6,738	4,491	8,210	4,230	4,602	4,971	5,242	8,850	5,364	5,963	3,256	2,982	4,052	4,317	1,558	2,424	3,890	3,263	7,682	97,772
27/04/2018	6,231	6,829	4,774	8,059	4,477	4,455	5,037	5,169	10,879	5,993	6,249	3,102	3,526	4,007	5,452	1,848	2,344	4,298	3,154	8,164	104,047
4/05/2018	6,045	6,424	5,089	8,962	4,650	5,158	4,803	5,403	9,088	5,985	5,886	3,446	3,204	3,704	4,464	1,922	2,597	4,518	3,180	9,816	104,344
11/05/2018	5,797	7,488	5,658	9,644	5,146	5,260	5,785	5,974	10,237	6,037	6,324	3,391	3,554	4,428	4,925	2,158	3,268	5,348	4,410	9,771	114,603
18/05/2018	5,326	6,848	5,782	9,301	4,859	5,505	5,518	5,321	10,066	5,913	7,332	3,491	3,937	4,673	5,115	1,773	3,283	5,528	3,169	8,936	111,676
25/05/2018	5,276	7,474	5,268	9,052	4,690	5,218	5,312	5,504	9,961	6,061	6,698	3,430	2,665	4,655	4,578	2,067	3,105	5,282	4,138	10,047	110,481
1/06/2018	6,748	7,168	5,363	9,344	4,996	5,580	5,680	5,734	10,351	6,210	6,562	3,232	2,655	4,539	5,088	2,182	2,904	5,300	4,031	7,167	110,834
8/06/2018	6,786	7,474	5,661	9,148	4,923	5,414	5,583	5,810	10,133	6,066	7,236	3,831	4,017	4,375	5,207	2,115	3,204	5,829	4,218	11,039	118,069
15/06/2018	6,711	7,635	5,762	9,073	4,766	5,062	5,548	5,487	10,265	6,474	6,833	3,405	3,237	4,228	4,927	2,091	3,221	5,718	4,177	9,905	114,525
22/06/2018	7,077	7,247	5,857	10,407	4,950	5,765	5,655	5,946	11,060	6,699	7,299	4,003	3,944	4,746	5,452	2,084	6,930	5,667	4,354	6,443	121,585
29/06/2018	4,120	4,145	3,431	4,556	3,332	3,287	3,367	3,581	5,785	3,363	4,286	2,049	1,937	2,564	2,822	887	1,279	3,320	2,289	6,106	66,506
Total FY18	313,674	352,017	263,861	457,656	231,913	254,616	257,081	277,266	480,602	296,085	324,459	172,339	170,498	215,961	251,203	99,639	147,531	258,234	195,630	447,392	5,467,657

Harris, Sue (DPTI)

From: Kelly, Kevin (Service SA)
Sent: Wednesday, 5 October 2016 10:13 AM
To: Charlton, Sue-Ann (Service SA)
Subject: Availability of services and closure of offices over the 2016 Christmas and New Year period

Hello

Historically, Service SA has experienced a lower demand for over-the-counter services to be delivered over the Christmas and New Year period. During the 2015-16 Christmas and New Year period, four CSCs – Adelaide, Marion, Elizabeth and Regency Park Customer Service Centres were open in the metropolitan area and six CSCs in the regional areas (Berri, Pt Pirie, Mount Gambier, Murray Bridge, Port Augusta and Port Lincoln). Service SA has again received approval to operate with a reduced network over this period and the operating hours and customer access points are as follows.

Metropolitan CSCs

- The same four metropolitan CSC's (Adelaide, Marion, Elizabeth and Regency Park) that were open over the 2015-16 Christmas and New Year period will open again over the 2016-17 Christmas and New Year period.
- These CSCs provide geographical coverage to the metropolitan area and each CSC has at least six front counter terminals to provide a maximum level of service to customers. These CSCs will open 9am-5pm Wednesday 28 December – Friday 30 December 2016.
- Regency Park CSC offers heavy and special purpose vehicle expertise and will also be open over this period.

Regional CSCs

- The following 6 CSCs are open in regional South Australia to provide services to the community:
 - Berri
 - Mount Gambier
 - Murray Bridge
 - Port Lincoln
 - Port Pirie
 - Port Augusta
- The CSCs listed above provide a level of geographical coverage to regional South Australia and will be open 9am-5pm Wednesday 28 December – Friday 30 December 2016.

Customer Contact Centre

- Service SA's Customer Contact Centre will remain open with staffing levels appropriate for expected call volumes. Normal operating hours apply 8am to 6pm.

Other

- Customers will continue to have access to online services via EzyReg during the period.
- Service SA will communicate the closures via prominent signage in CSCs, on sa.gov.au and on approved social media.
- The signage and online communication will provide customers with alternative options for conducting transactions during the Christmas and New Year period.

Regards

Kevin Kelly

Manager Customer Service Delivery

Service SA, Department of the Premier and Cabinet

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✉ kevin.kelly2@sa.gov.au 🌐 www.sa.gov.au/servicesa

GPO Box 1533, ADELAIDE SA 5001



From: Charlton, Sue-Ann (Service SA)
Sent: Wednesday, 5 October 2016 9:31 AM
To: Kelly, Kevin (Service SA) <Kevin.Kelly2@sa.gov.au>
Subject: FW: Availability of services and closure of offices over the 2016 Christmas and New Year period
Importance: High

Did you get back to me on this one? Rosemary is asking for our response.

Thanks,
Sue.

Sue-Ann Charlton
Director
Service SA, Department of the Premier and Cabinet
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✉ sue-ann.charlton@sa.gov.au 🌐 www.sa.gov.au/servicesa
📍 Level 8 Westpac House, 91 King William Street, ADELAIDE SA 5000



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From: Charlton, Sue-Ann (Service SA)
Sent: Thursday, 29 September 2016 4:25 PM
To: Kelly, Kevin (Service SA) <Kevin.Kelly2@sa.gov.au>
Subject: FW: Availability of services and closure of offices over the 2016 Christmas and New Year period

Can you look at this when you get a moment? No hurry – due back Wednesday next week.

Thanks,
Sue.

Sue-Ann Charlton
Director
Service SA, Department of the Premier and Cabinet
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From: Haythorpe, Ingrid (DPC)
Sent: Thursday, 29 September 2016 2:44 PM
To: Charlton, Sue-Ann (Service SA) <Sue-Ann.Charlton@sa.gov.au>; Summers, Kim-Sherie (DPC) <Kim-Sherie.Summers@sa.gov.au>

Cc: Schultz, Rosemary (DPC) <Rosemary.Schultz@sa.gov.au>; Sara, Justin (DPC) <Justin.Sara@sa.gov.au>
Subject: FW: Availability of services and closure of offices over the 2016 Christmas and New Year period

For advice please

Ingrid Haythorpe
Deputy Chief Executive
Services and Intergovernmental Relations
Department of the Premier and Cabinet SA

Tel: 08 8429 5026
6(1) Personal affairs



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From: Bode, Katie (DPC)
Sent: Thursday, 29 September 2016 2:42 PM
To: DL:DPC ExCo <DLDPCEXCo@sa.gov.au>; DL:DPC ExCo <DLDPCEXCo@sa.gov.au>
Subject: Availability of services and closure of offices over the 2016 Christmas and New Year period

Good afternoon,
The Office for the Public Sector (OPS) coordinates the approval and advertising process to notify the general public of the Government Services that will be available during the Christmas and New Year period. I am in the process of updating the availability of services and agency contact information. I have attached a copy of the 2015 Christmas availability of services, please update any changes to closure times and contact information using track changes. Please respond with changes by Wednesday 5 October.

Regards

Katie Bode
Executive Assistant to Director, Office of the Chief Executive
Office of the Chief Executive, Department of the Premier and Cabinet

Part time: Wednesday & Thursday
| telephone 842 95016 | email katie.bode@sa.gov.au |
Level 16 | State Administration Centre | 200 Victoria Square | Adelaide SA 5000
GPO Box 2343 | Adelaide SA 5001

Harris, Sue (DPTI)

From: Kelly, Kevin (Service SA)
Sent: Thursday, 4 August 2016 9:09 AM
To: DL:DPC SSA Frontline Management
Subject: Christmas 2016 / New Year 2017 - Leave Planning

Hello,

Our Minister (John Rau) has approved Service SA's recommended positioning for some of our Customer Service Centres to be closed for the period between Christmas and New Year's this year.

Key points:-

- All VCC sites will be fully operational across the period 28,29,30 December even if the CSC front counter operations are closed.
- Workforce Planning will soon commence engagement with you on the considerable work required to resource our network. Pending this outcome there is to be no commitment to any leave approvals for the period.
- As was the case in 2015, WFP / OpsCo will be managing a reduced leave allocation just prior to and after the Christmas break. This is in-line with our Planned Leave Guidelines
- We are expecting to be busier than usual across the period due to people rushing in before the holidays or postponing their transactions until after the break
- There is a very clear expectation that we will maintain a high level of service in the CSCs that are remaining open, and with that in mind, we will be staffing all of the CSCs that are remaining open to capacity. This includes additional staffing to cover any unplanned absences and additional support roles.
- There is also an expectations that required staff and leaders from closed Metro CSCs will be re-assigned to open Metro CSCs and where practical the same applies in regional locations.
- Staff can be told of the closure outline (refer below) – however it should be clearly noted that there is to be no commitment to any leave during the week commencing 19th December through to week ending 6th January 2017, until the resourcing allocations have been completed
- Communications / messages will soon be made available via Customer Waiting Screens, Signage and Leaflets.
- Appropriate scripting is being drafted for staff so that they can begin advising Customers

Our aim is to ensure that service expectations can be fulfilled whilst having regard for fair access to leave over the period.

Summary of Frontline Operations (CoG and other areas will be advised in due course)

Face-to-Face Operations	Monday 26/12	Tuesday 27/12	Wednesday 28/12	Thursday 29/12	Friday 30/12	Monday 2/1/2017	Tuesday 3/1	Wednesday 4/1	Thursday 5/1	Friday 6/1
Adelaide	Public Holiday	Public Holiday	OPEN	OPEN	OPEN	Public Holiday	OPEN	OPEN	OPEN	OPEN
Berri			OPEN	OPEN	OPEN		OPEN	OPEN	OPEN	
Elizabeth			OPEN	OPEN	OPEN		OPEN	OPEN	OPEN	
Gawler			CLOSED	CLOSED	CLOSED		OPEN	OPEN	OPEN	OPEN

Kadina			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Marion			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Mitcham			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Modbury			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Mount Gambier			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Murray Bridge			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Naracoorte			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Port Adelaide			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Port Augusta			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Port Lincoln			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Port Pirie			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Prospect			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Regency Park			OPEN	OPEN	OPEN			OPEN	OPEN	OPEN	OPEN
Seaford Meadows			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Tranmere			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN
Whyalla			CLOSED	CLOSED	CLOSED			OPEN	OPEN	OPEN	OPEN

In the interim, should you have any questions, please contact your current OpsCo.

Regards

Kevin Kelly

Manager Customer Service Delivery

Service SA, Department of the Premier and Cabinet

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📮 GPO Box 1533, ADELAIDE SA 5001



Harris, Sue (DPTI)

From: DPC:SSA Statistics
Sent: Friday, 15 January 2016 11:44 AM
To: Kelly, Kevin (Service SA)
Cc: Ayles, Ryan (Service SA); DPC:SSA Workforce Planning
Subject: RE: Christmas 2015

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Kevin,

As requested, please find the attached post-Christmas analysis. A summary of the analysis is provided in the below table.



Metropolitan CSC performance	Regional CSC performance	FTE Analysis	Temp employees
<p>For the week commencing 28/12/15,</p> <ul style="list-style-type: none"> 61% or 15 minutes reduction in the average wait time 7% increase in customers served per day 59% of customers were served under 10 minutes i.e. 37 percentage point improvement when compared to previous year. 	<p>For the week commencing 28/12/15,</p> <ul style="list-style-type: none"> 2% increase in customers served per day Served 1,219 more customers when compared to previous year. Note, different CSC closures between years. 	<p>For the week commencing 28/12/15,</p> <ul style="list-style-type: none"> a minimum of \$23,846 was saved in salary cost 786 planned leave days taken 12 unplanned leave days taken <p>For the 29/12 – 31/12 period,</p> <ul style="list-style-type: none"> 70% or 237 employees worked 329 planned leave days taken 12 unplanned leave days taken 	<p>For the 29/12 – 31/12 period,</p> <ul style="list-style-type: none"> 78% (48 of 61) temp employees worked 18 temp employees on unplanned leave. Equivalent to 279.75 unpaid hours or \$9,260 in cost 4 temp employees were unavailable during the period

Kind regards,
 Jason

From: Ayles, Ryan (Service SA)
Sent: Thursday, 14 January 2016 9:04 AM
To: Yin, Jason (Service SA)
Subject: FW: Christmas 2015

Hi Jason,

Sorry forgot to send this yesterday. Can you please provide this to Kevin, for the Minister briefing.

Also a summary of a few key measures would be good e.g. improvement in time between last Christmas vs. this Christmas.

Regards

Ryan Ayles

Enterprise Workforce Planning Manager

Service SA, Department of the Premier and Cabinet

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<< OLE Object: Picture (Device Independent Bitmap) >>

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From: Kelly, Kevin (Service SA)

Sent: Tuesday, 12 January 2016 4:49 PM

To: Ayles, Ryan (Service SA)

Subject: Christmas 2015

Hi Ryan

Based upon the discussion at the leadership meeting, would you ask your team to provide some data related to staffing and estimated savings over the period?

I.e. number of staff who worked, number of leave days taken, number of temps not rostered and \$ saved

Regards

Kevin Kelly

Manager Customer Service Delivery

Service SA, Department of the Premier and Cabinet

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<< OLE Object: Picture (Device Independent Bitmap) >>

Harris, Sue (DPTI)

From: DPC:Service SA Feedback
Sent: Friday, 30 December 2016 4:50 PM
To: 6(1) Personal affairs
Subject: RE: Service sa

Hi 6(1) Personal affairs

Thank you for your email to Service SA.

In previous years, following analysis of historical customer demand over the Christmas / New Year period, Service SA has closed a number of Customer Service Centres. The impact on customers and service standards, both during the week of closure and weeks either side of the closures was identified as minimal.

This year, of our 20 Customer Service Centres, 10 are closed for the 3 days between Christmas and New Year. While this may not suit all of our customers, the cost savings from closing these centres over these 3 days allows Service SA to improve customer service for all customers during peak service periods throughout the rest of the year.

I can advise that normal business hours will resume from Tuesday 3 January 2017. Online services continue to be available at [EzyReg](#), selected services available at Australia Post and our Customer Contact Centre (13 10 84) is continuing to operate throughout the period of closures, excluding public holidays.

Thank you for taking the time to share your concerns regarding the closure of our Mitcham Customer Service Centre for 3 days. We value all customer feedback and will take this into consideration as we continue to improve the customer experience. If you have any further queries, please contact me via return email or on 8463 7641.

Kind regards


Ashlee Wyman

Senior Customer Relations Officer

Customer and Government Relations

Service SA, Department of the Premier and Cabinet

 ServiceSAFeedback@sa.gov.au  www.sa.gov.au/servicesa

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-----Original Message-----

From: 6(1) Personal affairs
Sent: Friday, 30 December 2016 4:09 PM
To: DPC:Service SA Feedback
Subject: Service sa

Hi - I think it is absolutely dreadful that the mitcham branch is closed between Xmas and into the new year.

After driving from Blackwood to Mitcham I then had to drive to Marion where the queue is huge.

Terrible service and I thought that was what you did? Disrespectful and disappointing.

6(1) Personal affairs

Sent from my iPhone

RELEASED UNDER FOI ACT

Harris, Sue (DPTI)

From: Custance, Roger (Service SA)
Sent: Friday, 6 June 2014 11:38 AM
To: Kelly, Kevin (Service SA)
Cc: Ayles, Ryan (Service SA)
Subject: Stage 1 - Post Mitcham Decommissioning FTE Breakdown
Attachments: ASO2 FTE to Function Breakdown (Post Mitcham).xlsx

Follow Up Flag: Follow up
Flag Status: Completed

Hi Kevin,

Ryan asked me to put tother some FTE analysis in his absence.

Please find attached requested information.
Please note this does not include COG, VCC, TLS, TSO or Switch.

Regards,

Roger Custance
Project and Resourcing Officer
Service SA, Government Services Group
Department of the Premier and Cabinet

Our Values: **Show we care** | **Build trusted relationships** | **Deliver results** | **Strive to be better**

Tel 08 846 34075
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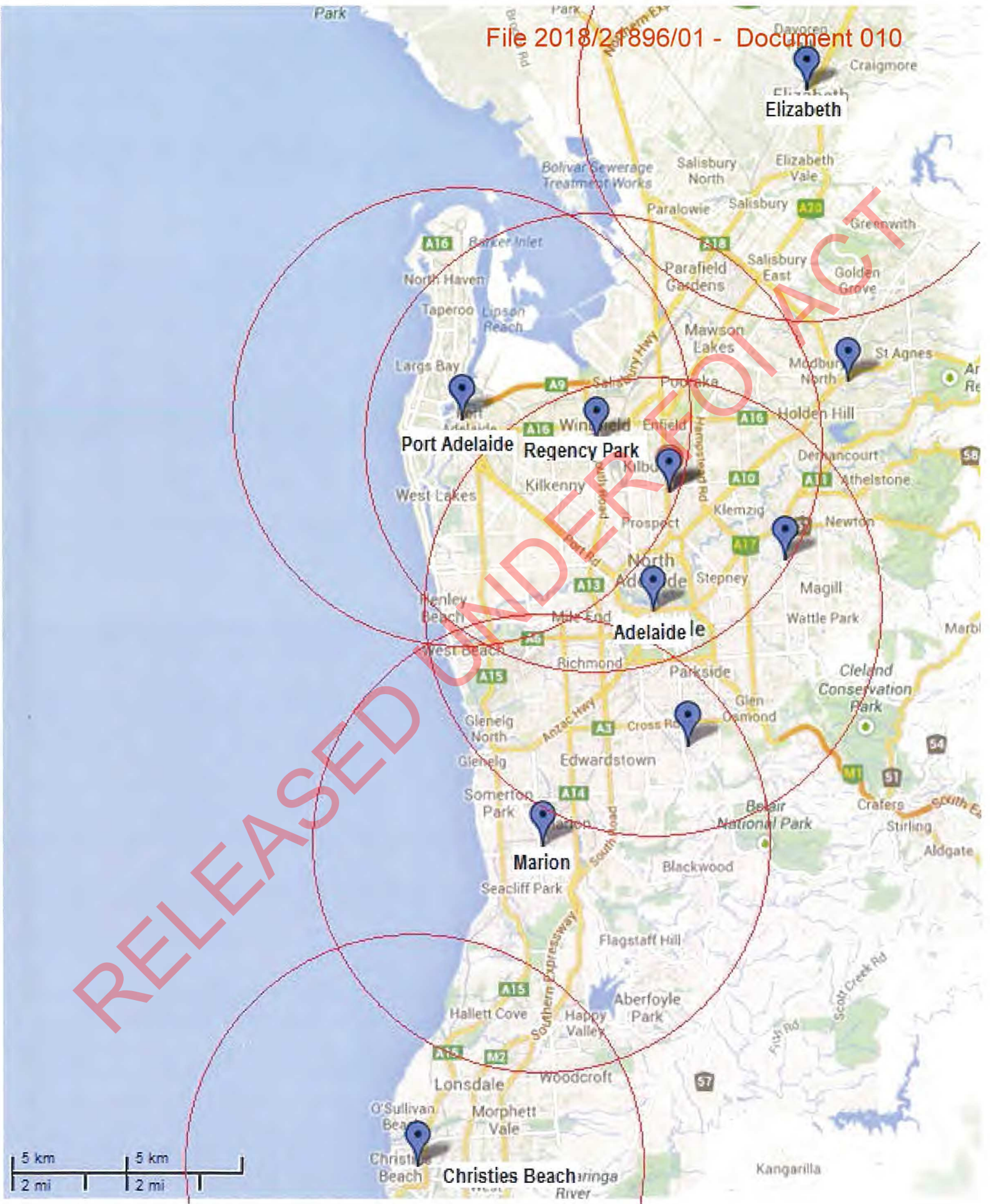


Government of South Australia
Department of the Premier
and Cabinet

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	Current Management FTE Pre Closures	Current ASO2 FTE Pre Closures	FTE from Closures	Total FTE Subtotal	Management FTE Post Closures	ASO2 subtotal	Max Counter Service Points	Counter FTE	CRO FTE	Trade FTE	Exam FTE	BOH FTE
Adelaide	2.0	10.7	3.2	15.9	2.0	13.9	12	8.7	1.2	2.0	2.0	
Berri	2.0	4.2		6.2	2.0	4.2	4	4.2				
Christies Beach	2.0	12.0	0.6	14.6	2.0	12.6	7	9.2	1.2	1.2	1.0	
Elizabeth	2.0	13.4		15.4	2.0	13.4	9	9.6	1.2	1.6	1.0	
Gawler	2.0	8.3		10.3	2.0	8.3	6	5.1	1.2	1.0	1.0	
Kadina	2.0	3.7		5.7	2.0	3.7	3	3.7				
Marion	2.0	11.2	2.3	15.5	2.0	13.5	10	10.3	1.2	1.0	1.0	
Mitcham	2.0	8.7	-10.7				6					
Modbury	2.0	11.7		13.7	2.0	11.7	8	8.5	1.2	1.0	1.0	
Mount Gambier	2.0	6.7		8.7	2.0	6.7	4	6.7				
Murray Bridge	2.0	6.1		8.1	2.0	6.1	5	6.1				
Naracoorte	1.0	2.3		3.3	1.0	2.3	2	2.3				
Port Adelaide	2.0	10.4		12.4	2.0	10.4	7	6.7	1.2	1.5	1.0	
Port Augusta	2.0	5.8		7.8	2.0	5.8	3	5.8				
Port Pirie	1.0	4.1		5.1	1.0	4.1	3	4.1				
Port Lincoln	2.0	3.9		5.9	2.0	3.9	4	3.9				
Prospect	2.0	10.7		12.7	2.0	10.7	6	6.9	1.2	1.6	1.0	
Regency Park	2.0	8.0		10.0	2.0	8.0	6	4.8	1.2	1.0	1.0	
Tranmere	2.0	7.4	1.0	10.4	2.0	8.4	9	5.2	1.2	1.0	1.0	
Whyalla	2.0	3.6		5.6	2.0	3.6	3	3.6				
Switch												
CoG												
Total			-3.6	187.3	36.0	151.3						

	Current Management FTE Pre Closures	Current ASO2 FTE Pre Closures	FTE from Closures	Added BOH SME (ASO3)	Added FOH SME (ASO3)	Added TLS (ASO3)	Counter reduction to pay for SME roles	Total FTE Subtotal	Management FTE Post Closures	FTE for SME Roles	ASO2 subtotal (Minus Reductions to pay for SME)	Max Counter Service Points	Counter FTE	CRO FTE	Trade FTE	Exam FTE	BOH FTE
Adelaide	2.0	10.7	11.7	1.0	0.5		-1.5	24.4	2.0	1.5	20.9	15	15.7	1.2	2.0	2.0	
Berri	2.0	4.2		0.5			-0.5	6.2	2.0	0.5	3.7	4	3.7				
Christies Beach	2.0	12.0	0.6	0.5	1.0		-1.5	14.6	2.0	1.5	11.1	7	7.7	1.2	1.2	1.0	
Elizabeth	2.0	13.4	3.6	0.2	1.0		-1.2	19.0	2.0	1.2	15.8	9	12.0	1.2	1.6	1.0	
Gawler	2.0	8.3		1.0	0.5	1.0	-2.5	10.3	2.0	2.5	5.8	6	2.6	1.2	1.0	1.0	
Kadina	2.0	3.7		0.5			-0.5	5.7	2.0	0.5	3.2	3	3.2				
Marion	2.0	11.2	2.3		1.0		-1.0	15.5	2.0	1.0	12.5	10	9.3	1.2	1.0	1.0	
Mitcham	2.0	8.7	-10.7									6					
Modbury	2.0	11.7	-13.7									8					
Mount Gambier	2.0	6.7		0.5		0.5	-1.0	8.7	2.0	1.0	5.7	4	5.7				
Murray Bridge	2.0	6.1		0.5			-0.5	8.1	2.0	0.5	5.6	5	5.6				
Naracoorte	1.0	2.3						3.3	1.0	0.0	2.3	2	2.3				
Port Adelaide	2.0	10.4	2.7	1.0	0.5		-1.5	15.1	2.0	1.5	11.6	7	7.9	1.2	1.5	1.0	
Port Augusta	2.0	5.8						7.8	2.0		5.8	3	5.8				
Port Pirie	1.0	4.1		0.5		0.5	-1.0	5.1	1.0	1.0	3.1	3	3.1				
Port Lincoln	2.0	3.9		0.5		0.5	-1.0	5.9	2.0	1.0	2.9	4	2.9				
Prospect	2.0	10.7	-12.7									6					
Regency Park	2.0	8.0						10.0	2.0		8.0	6	4.8	1.2	1.0	1.0	
Tranmere	2.0	7.4	6.6	1.0	0.5	1.0	-2.5	16.0	2.0	2.5	11.5	9	8.3	1.2	1.0	1.0	
Whyalla	2.0	3.6							2.0		3.6	3	3.6				
Switch																	
CoG																	
Total			-9.5					175.8	32.0	16.2	133.2						



Elizabeth

Port Adelaide

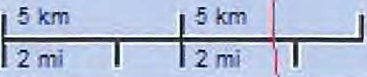
Regency Park

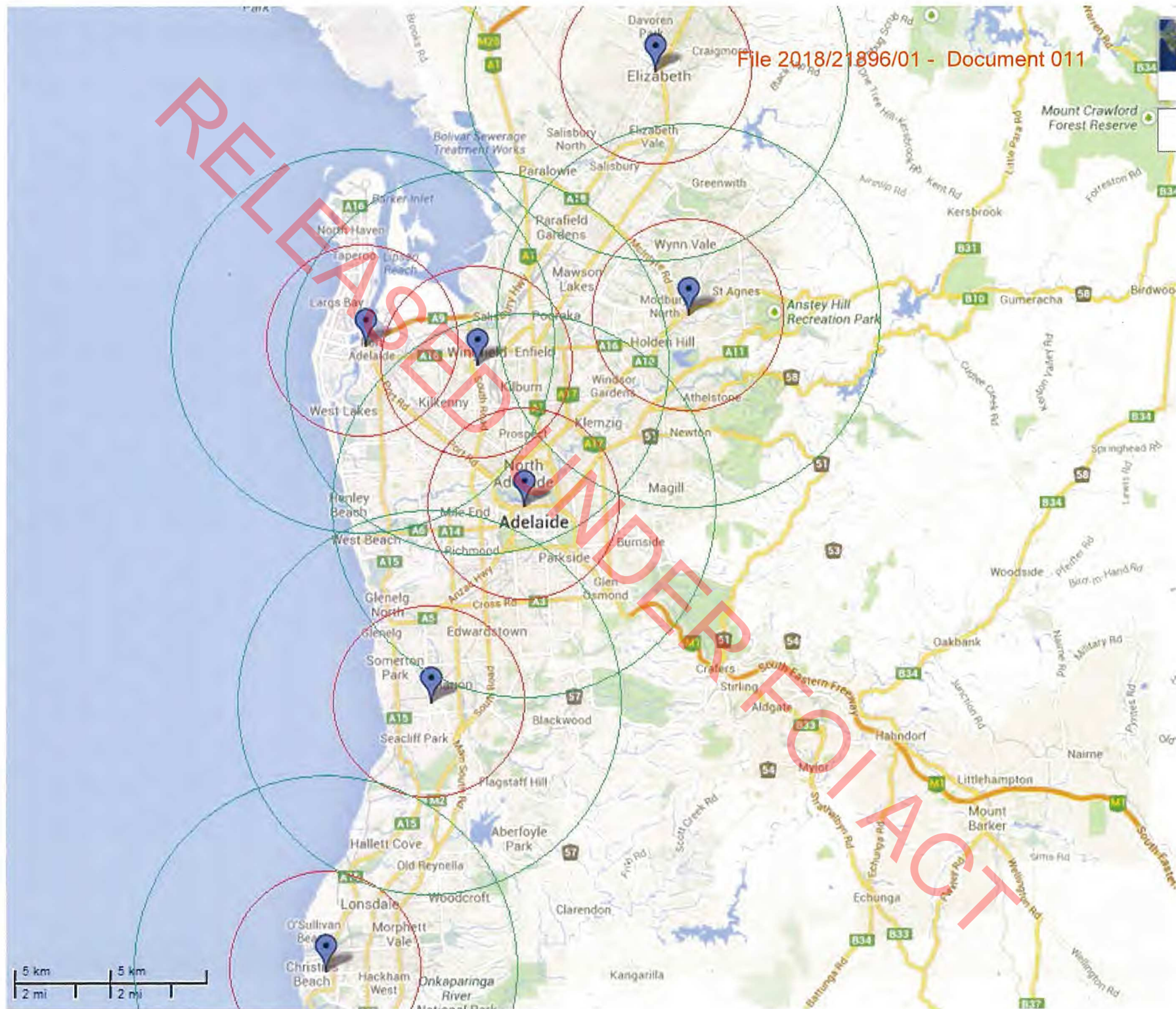
Adelaide

Marion

Christies Beach

RELEASED





RELEASED TO FACT

Elizabeth CSC
File 2018/21896/01 - Document 012

Port Adelaide CSC

Modbury CSC

Adelaide CSC

Marion CSC

Christies Beach CSC

