

## Community Transport

**During 2001/2002** \$16.7M was allocated to Government and non-Government organisations under the Home and Community Care Program, the Community Transport Program and Area Assistance Scheme.

**The implementation of changes** introduced by the Commonwealth to the collection of statistics relating to the provision of transport in the Home and Community Care Program indicate an expected annual total of around 83,000 persons assisted with over 1.1M trips in NSW. While the majority of these were provided by Community Transport projects, final figures were not available at the time of preparation of this Report.

**In addition to the above,** the Community Transport Program delivered 218,348 trips to 5,435 transport disadvantaged individuals, and the Area Assistance Scheme delivered a further 28,310 trips to 857 people per annum.

## APPENDIX 1: FREEDOM OF INFORMATION

**During the reporting period** 1 July 2001 to 30 June 2002, Transport NSW received 29 new requests for information under the FOI Act.

**The requests** related to the following:

- Documents relating to the “smart card” project and membership of the Public Transport Authority/Public Transport Advisory Committee.
- Documents relating to the CBD Masterplan.
- Documents concerning bus reform measures.
- A copy of the Booz Allen Hamilton Study of Condition of NSW Railway Lines.
- A copy of the recruitment file for a person employed by the Tow Truck Authority.
- Copies of documents relating to ministerial approval for compulsory acquisition of land for the Parramatta – Chatswood Rail Link.
- All documents concerning an investigation carried out into a rail collision near Cowan on 14 August 2001.
- Details of each worksite incident where a SPAD (Signal Passes at Danger) has occurred for the period 1 January 2001 to 31 January 2002, including dates and the results of any investigations.
- A copy of the Public Transport Authority’s review of concessions.

- A copy of the Parramatta Rail Link Company's Representations Report.
- Copies of a bus company's contract & schedule for the Wyong to Charlestown route.
- All documents concerning the provision of pilotage services in Sydney Harbour and Botany Bay.
- A copy of a statement regarding an alleged oil spill from the Island Trader on 30 April 2000.
- All documentation relating to school and passenger bus services to Wooloweyah from 1 January 2001 to date.
- All documents concerning the number of students being transported under the School Student Transport Scheme from Medowie to schools in the Newcastle or Raymond Terrace areas.
- Documents regarding the proposed construction of the new railway line between Epping – Rouse Hill – Windsor which affects a client's property at Kellyville.
- Access to documents regarding the Bells Road level crossing.
- Copies of all ministerial press releases concerning the deregulation of the Taxi and Hire Car Industry and/or the issuing of Wheelchair Accessible Taxi licences for the period 1 July 1998 to 30 July 2001.
- Details of projects and programs funded through the Public Transport Facilities Fund (PTFF) for 1999/2000 and 2000/2001, including total expenditure by year 1999/2000 and 2000/2001 (including minor projects and studies). In addition, the cost of each project and program funded through the PTFF since 1995.
- Access to documents concerning the sale of National Rail Corporation and FreightCorp.
- A copy of the EIS proposal to extend the Eastern Suburbs rail line to Bondi Beach.

- Access to Transport NSW's files regarding a bus driver and in particular access to all witness statements, the names of the investigating Police and a Police report of the incident number and the reasons for the Department's decision to revoke the bus driver's authority.
- Details of the Minister for Transport's overseas travel including official visits and study tours since March 1999.
- Copies of all documentation between the Director General and the Minister for Transport in 2001 regarding changes to the Hire Car Industry regulations made on 1st September 2001.
- Copies of all complaints received by Transport NSW from a particular person regarding the operation of three bus companies.
- Documents concerning the State Transport Property Committee and its review of transport property arrangements.

#### CASES INVESTIGATED BY THE OMBUDSMAN'S OFFICE (CARRIED FROM PREVIOUS YEAR)

- An alleged oil or contaminant spill at Lord Howe Island emanating from the vessel, Island Trader, on or around 30th April 2000.
- The Chris Forde Report into allegations of corruption on Lord Howe Island.
- The report into the cut-and-cover operation concerning the Parramatta to Chatswood Rail Link.

## FOI Statistics – 2001/2002

### Section A

Numbers of new FOI requests (Information relating to numbers of new FOI requests received, those processed and those incomplete from previous period)

FOI Requests	Personal	Other	Total
A1 New (including transferred in)	2	27	29
A2 Brought forward	—	3	3
A3 Total to be processed	2	30	32
A4 Completed	2	20	22
A5 Transferred out	—	3	3
A6 Withdrawn	—	2	2
A7 Total processed	2	20	22
A8 Unfinished (carried forward)	—	5	5

### Section B

What happened to completed cases?

Result of FOI Request	Personal	Other
B1 Granted in full	2	5
B2 Granted in part	—	4
B3 Refused	—	10
B4 Deferred	—	1
B5 Completed *	2	20

## Section C

Ministerial Certificate.

	<b>Total</b>
<i>C1 Ministerial Certificates issued</i>	<i>0</i>

## Section D

Formal consultations - number of requests requiring consultations (issued) and total number of formal consultations for the period.

	<b>Issued</b>	<b>Total</b>
<i>D1 Number of requests requiring formal consultations</i>	<i>3</i>	<i>3</i>

## Section E

Amendment of personal records – number of requests for amendment processed during the period.

<b>Result of Amendment Request</b>	<b>Total</b>
<i>E1 Result of amendment - agreed</i>	<i>1</i>
<i>E2 Result of amendment – refused</i>	<i>1</i>
<b>E3 Total</b>	<b>1</b>

## Section F

Notation of personal records – number of requests for notation processed during the period.

	Total
<i>F1 Number of requests for notation</i>	0

## Section G

FOI requests granted in part or refused – Basis of disallowing access – number of times each reason cited in relation to completed requests which were granted in part or refused.

Basis of disallowing or restricting access	Personal	Other
<i>G1 Section 19 (application incomplete, wrongly directed)</i>	—	—
<i>G2 Section 22 (deposit not paid) *</i>	—	7
<i>G3 Section 25 (1) (a1) (diversion of resources)</i>	—	—
<i>G4 Section 25 (1) (a) (exempt) *</i>	—	2
<i>G5 Section 25 (1) (b), (c), (d) (otherwise available)</i>	—	—
<i>G6 Section 28 (1) (b) (documents not held) *</i>	—	1
<i>G7 Section 24 (2) – deemed refused, over 21 days *</i>	—	2
<i>G8 Section 31 (4) (released to Medical Practitioner)</i>	—	—
<i>Other Section 25(4) *</i>	—	1
<i>Other Section 4 (1) (a)</i>	—	1
<b>G9 Totals</b>	—	<b>14</b>

## Section H

Costs and fees of requests during the period (i.e. those included in lines A4, A5 and A6) does not include costs and fees for unfinished requests (i.e. those requests included in Line A8).

	Assessed Costs	FOI Fees Received
<i>H1 All completed requests</i>	\$ 1,555	\$ 750

## Section I

Discounts allowed – number of FOI requests processed during the period \* where discounts were allowed.

Type of Discount Allowed	Personal	Other
<i>I1 Public interest</i>	0	0
<i>I2 Financial hardship – Pensioner/Child</i>	0	0
<i>I3 Financial hardship – Non profit Organisation</i>	0	0
<i>I4 Totals</i>	0	0
<i>I5 Significant correction or personal records</i>	0	0

\*Note: except for Item I5. Items I1, I2, I3, and I4 refer to requests processed as recorded in A7. For I5, however, it shows the actual number of requests for correction processed during the period.

## Section J

Days to process – number of completed requests (A4) by calendar days (elapsed time) taken to process.

Elapsed Time	Personal	Other
<i>J1 0 – 21 days</i>	2	13
<i>J2 22 – 35 days</i>	—	4
<i>J3 Over 35 days</i>	—	3
<b>J4 Totals</b>	<b>2</b>	<b>20</b>

## Section K

Processing time – number of completed requests (A4) by hours taken to process

Processing Hours	Personal	Other
<i>K1 0-10 hrs</i>	—	18
<i>K2 11-20 hrs</i>	—	2
<i>K3 21-40 hrs</i>	2	—
<i>K4 Over 40 hrs</i>	—	—
<b>K5 Totals</b>	<b>2</b>	<b>20</b>

## Section L

Reviews and Appeals – number finalised during the period.

	Total
<i>L1 Number of internal reviews finalised</i>	1
<i>L2 Number of Ombudsman reviews finalised</i>	3
<i>L3 Number of Administrative Decisions Tribunal appeals finalised</i>	0

Details of Internal review Results – in relation to internal reviews finalised during the period.

Bases of Internal Review Grounds on which internal review requested	Personal		Other	
	Upheld *	Varied *	Upheld *	Varied *
<i>L4 Access refused</i>	—	—	1	—
<i>L5 Deferred</i>	—	—	—	—
<i>L6 Exempt matter</i>	—	—	—	—
<i>L7 Unreasonable charges</i>	—	—	—	—
<i>L8 Charge unreasonably incurred</i>	—	—	—	—
<i>L9 Amendment refused</i>	—	—	—	—
<b>L10 Totals</b>	—	—	1	—

\* Note: relates to whether or not the original agency decision was upheld or varied by the internal review.

## APPENDIX 2: PUBLICATIONS

- Brochure – New Location of Temporary Coach Layover Facility at Wharf Darling Harbour.
- Brochure & CD Rom – North West Rail Link Overview Report.
- Brochure – School Student Transport Scheme.
- Connecting Communities – The North West Rail Link.
- Central Coast Transport Action Plan: Connecting the Central Coast.
- Report No. 2002/01 HTS Summary Report 2002: Sydney Statistical Division.
- Report No. 2001/16: The Joys and Tribulations of a Continuous Survey.

## APPENDIX 3: CONSULTANTS (OVER \$30,000)

Name of Consultant	Amount \$'000	Purpose
<i>Arthur Anderson</i>	53	<i>Integrated Ticketing Project</i>
<i>Halcrow Group</i>	75	<i>Signals Passed at Danger Workshop</i>
<i>Fellows Medlow &amp; Associates</i>	55	<i>Development of a Strategic Safety Management Plan</i>
<b>Consultants (Below \$30,000)</b>		
<i>65 Consultants</i>	47	
<b>TOTAL</b>	<b>230</b>	

## APPENDIX 4: SIGNIFICANT COMMITTEES

In 2001-2002, Transport NSW undertook a major review of its committee structure and introduced a new, hierarchical structure of Steering Committees under a reinvigorated Transport Coordination Committee. Reporting to the Steering Committees is another tier of Working Parties. Reflecting this new portfolio-wide approach, a number of the Committees are chaired by other Portfolio agencies.

Committee	Departmental Members
<i>Transport Coordination Committee</i>	<i>Michael Deegan (Chair)</i>

The Transport Coordination Committee's membership comprises all the Transport and Roads Portfolio Chief Executive Officers, as well as the Chief Executives of the EPA and Planning NSW.

Committee	Departmental Members
<i>Audit and Risk Management Committee</i>	<i>Michael Deegan (Chair)</i> <i>John Rogan</i> <i>Allan Cook</i> <i>David Wainright</i>
<i>Budget and Investment Steering Committee</i>	<i>Allan Cook (Chair)</i>
<i>Communications Steering Committee (Chair RTA)</i>	<i>Bev Lange</i>
<i>Environmental Management Steering Committee (Chair RTA)</i>	<i>Stephen Alchin</i>
<i>Infrastructure Project Delivery Committee (IPDC)</i>	<i>Allan Cook (Chair)</i> <i>Stephen Alchin</i> <i>Kevin Robinson</i> <i>Ian Drewe</i> <i>Stephen Fox</i>
<i>Interchange Management Working Party</i>	<i>Stephen Alchin (Chair)</i>
<i>Rural and Regional Planning Steering Committee (Chair RIC)</i>	<i>Stephen Alchin</i> <i>Jim Glasson</i> <i>Peter Murray</i>
<i>Safety Steering Committee (Chair Waterways)</i>	<i>John Hall</i>

<b>Committee</b>	<b>Departmental Members</b>
<i>Strategy and Performance Steering Committee</i>	<i>Chris Thomas (Chair) Don Esplin David Wainwright</i>
<i>Urban Planning and Infrastructure Steering Committee</i>	<i>Stephen Alchin (Chair) Helen Battellino Jim Glasson John Newman</i>
<i>Cross City Tunnel Working Group</i>	<i>John Newman Helen Battellino John Rogan</i>
<i>Parramatta Rail Link Board</i>	<i>Michael Deegan</i>
<i>Public Transport Authority</i>	<i>Michael Deegan John Rogan</i>
<i>School Student Transport Scheme Appeals Panel</i>	<i>Carolyn Boden</i>
<i>Transitways Project Control Group</i>	<i>Michael Deegan John Rogan</i>

## APPENDIX 5: OVERSEAS VISITS

<b>Officer</b>	<b>Date</b>	<b>Destination</b>	<b>Purpose</b>
<i>Michael Deegan</i>	<i>November 2001</i>	<i>China</i>	<i>Review Olympic transport arrangements</i>
<i>Pauline Sullivan</i>	<i>July 2001</i>	<i>USA, Canada</i>	<i>Investigate transport initiatives and reforms</i>
<i>Helen Battellino</i>	<i>August 2001</i>	<i>South Africa</i>	<i>Attend conference on travel survey method</i>
<i>John Hall</i>	<i>December 2001</i>	<i>Hong Kong</i>	<i>Participate at the UITP Asia-Pacific Division Working Group Meeting</i>

## APPENDIX 6: PROGRAM PERFORMANCE EVALUATION

The following major reviews were conducted:

- Major review of Departmental Structure.
- Administrative & Scheme Review of Newcastle Office.
- Review of the School Student Transport Scheme (SSTS).
- Review of Half Fare Concession Scheme.
- Review of Taxi Operator Accreditation and Driver Authorities.

## APPENDIX 7: GRANTS TO NON-GOVERNMENT COMMUNITY ORGANISATIONS

### COMMUNITY TRANSPORT GRANTS DISBURSED TO NON-GOVERNMENT ORGANISATIONS 2001/2002

Organisation	HACC \$	HACC N/R \$	CTP \$	AAS \$
<i>Aboriginal Corporation Enterprise Services</i>	—	—	30,138	—
<i>Banjeeri Aboriginal Corporation</i>	132,284	485	—	—
<i>Bankstown Community Transport Inc</i>	229,792	4,680	—	—
<i>Baptist Community Services (AUBURN PROJECT)</i>	65,473	700	26,540	—
<i>Baptist Community Services (BANKSTOWN PROJECT)</i>	161,735	120	71,197	—
<i>Baptist Community Services (WAGGA WAGGA PROJECT)</i>	144,570	—	—	—
<i>Bathurst Community Transport Group Inc</i>	212,512	86,250	54,530	—
<i>Batlow Community Transport Service Inc</i>	—	—	9,524	—
<i>Bega Valley Community Transport Service Inc</i>	72,212	61,595	16,648	—
<i>Biripi Aboriginal Corporation Medical Centre</i>	1,858	—	—	—
<i>Blacktown Community Transport Inc</i>	200,818	3,540	37,888	—
<i>Bland Community Transport Group Inc</i>	43,369	—	—	—
<i>Blind &amp; Vision Impaired Support Group Inc</i>	—	—	—	7,020
<i>Botany Neighbourhood Centre Inc</i>	88,232	1,155	—	—
<i>Broken Hill Community Inc</i>	—	—	1,163	—
<i>Bungree Aboriginal Association Inc</i>	86,468	21,742	—	—
<i>Central Sydney Community Transport Group Inc</i>	118,544	8,505	—	—
<i>Cessnock Community Transport Inc</i>	70,378	37,314	121,321	—
<i>Clarence Community Transport Inc</i>	246,443	1,485	54,060	12,298
<i>Coalfields Neighbour Aid and Transport Service Inc</i>	110,441	67,209	—	—
<i>Coastwide Community Transport Inc</i>	562,315	231,291	27,385	—
<i>Coffs Harbour Bellingen &amp; Nambucca Community Transport Inc</i>	339,046	—	59,146	47,871
<i>Community Transport Group of Port Stephens Inc</i>	189,471	9,805	68,066	—

Organisation	HACC \$	HACC N/R \$	CTP \$	AAS \$
<i>Community Transport Warren Inc</i>	23,016	69,234		—
<i>Cootamundra Community Centre Inc</i>	31,929	—	—	—
<i>Cowra Information &amp; Neighbourhood Centre</i>	20,005	—	32,045	—
<i>Dapto Neighbourhood Centre Inc</i>	—	—	20,057	—
<i>Deniliquin Council for Social Development Inc</i>	62,695	—	13,758	—
<i>Disabled Alternative Road Travel Services</i>	235,703	—	—	—
<i>Dubbo Community Services &amp; Information Services Inc</i>	175,682	—	15,855	—
<i>Dungog &amp; District Neighbourcare Inc</i>	57,164	570	3,072	3,812
<i>Ettinger House Inc</i>	—	—	—	55,244
<i>Far West HACC Services Inc</i>	66,068	—	15,328	—
<i>Far West Health Service (Wentworth)</i>	25,686	—	6,282	—
<i>Far West Health Service (Balranald)</i>	4,008	—	7,090	—
<i>Griffith Community and Regional Transport Service Inc</i>	86,342	335	31,397	—
<i>Guriwal Aboriginal Corporation</i>	54,023	—	—	—
<i>Gwydir HACC Services Inc</i>	96,489	25,435	13,926	—
<i>Hastings-Macleay Community Transport Service Inc</i>	321,427	12,351	9,865	—
<i>Highlands Community Centre Inc</i>	11,565	—	13,912	—
<i>Holdsworth Street Community Centre Inc</i>	87,329	23,970	—	—
<i>Holroyd Community Transport Group Inc</i>	64,340	43,000	48,029	—
<i>Home Care Services of NSW (Coonamble)</i>	20,784	28,510	9,754	—
<i>Home Care Services of NSW (Injamurra)</i>	35,128	—	—	—
<i>Home Care Services of NSW (Wilcannia)</i>	12,940	—	—	—
<i>Home Care Services of NSW (Wiradjuri)</i>	45,952	50	—	—
<i>Hornsby Ku-ring-gai Community</i>	—	—	—	—
<i>Aged/Disabled Transport Service Inc</i>	236,400	10,035	—	—
<i>Inner West Community Transport Inc</i>	260,957	32,260	—	—
<i>Inverell HACC Services Inc</i>	95,857	51,765	5,535	—

Organisation	HACC \$	HACC N/R \$	CTP \$	AAS \$
<i>Kalianna Enterprises inc.</i>	183,701	4,110	18,310	—
<i>Lake Cargelligo &amp; District Care for the Aged Association Inc</i>	29,175	—	5,646	—
<i>Leichhardt Community Transport Group Inc</i>	167,927	—	49,376	—
<i>Lithgow Community Transport (Translinc) Inc</i>	152,140	240	24,579	—
<i>Liverpool District Combined Senior Citizens Progress Association Inc</i>	—	—	21,229	—
<i>Lockhart &amp; Districts Aged Care Association Inc</i>	17,098	28,230	9,089	—
<i>Lower North Shore Community Transport Inc</i>	353,731	122,575	27,049	—
<i>Maitland Community Transport Inc</i>	174,091	1,570	50,749	—
<i>Manly-Warringah Pittwater Community Transport Inc</i>	204,919	2,200	29,728	—
<i>Manning Valley &amp; Area Community Transport Group Inc</i>	275,846	8,000	93,769	—
<i>Meeting House Association Inc</i>	40,021	1,375	—	—
<i>Mercy Community Services</i>	157,716	132,415	64,965	—
<i>Mountains Community Transport Inc</i>	253,604	2,305	11,817	25,418
<i>Marrickville-Canterbury Community Transport Assoc. Inc.</i>	238,305	—	—	—
<i>Narrabri HACC Community Inc</i>	71,368	330	26,364	—
<i>Nepean Community Transport Inc</i>	252,472	22,660	16,658	—
<i>Newlake Community Transport Group Inc</i>	242,881	29,422	—	—
<i>Northern Rivers Social Development Council</i>	—	—	—	67,487
<i>Northern Rivers Community Transport Inc</i>	223,814	7,608	54,771	4,654
<i>Orange Community Transport Inc</i>	146,680	105,000	—	—
<i>Oxley Community Transport Service Inc</i>	205,141	52,055	76,717	—
<i>Parkes &amp; District Info. and Neighbourhood Centre Inc</i>	106,917	29,530	34,768	—
<i>Peak Hill Community Bus Committee Inc</i>	13,968	168	—	—
<i>Paramatta Community Transport Association Inc</i>	202,396	21,935	—	—
<i>Randwick-Waverley Community Transport Group Inc</i>	303,736	52,900	—	—
<i>Ryde-Hunters Hill Community Transport Association Inc</i>	246,972	12,300	—	—

Organisation	HACC \$	HACC N/R \$	CTP \$	AAS \$
<i>Rylstone Community Transport Group Inc.</i>	18,081	—	—	—
<i>Scotland Island Residents</i>	—	—	8,967	—
<i>Shoalhaven Community Transport Service Inc</i>	203,379	18,030	90,814	35,839
<i>Singleton HACC Services Inc</i>	92,740	22,965	—	—
<i>South Sydney Community Transport Inc</i>	247,473	50,686	53,807	—
<i>South West Community Transport Inc.</i>	879,224	140,772	16,016	—
<i>Southern Highlands Community Transport Inc</i>	73,949	2,800	45,027	—
<i>St George Community Transport Project Inc</i>	292,604	—	31,496	—
<i>Sutherland Shire Community Transport Inc</i>	279,066	9,282	22,718	—
<i>Tenterfield HACC Committee Inc</i>	122,669	905	—	—
<i>Tweed Bryon Ballina Community Transport Project Inc</i>	369,328	3,440	33,590	35,677
<i>Upper Clarence Valley Health and Welfare Council Inc</i>	2,130	—	—	—
<i>Upper Hunter Community Care Inc</i>	151,105	875	23,950	38,024
<i>Volunteer Drivers Scheme Inc</i>	102,082	1,230	45,489	—
<i>Weddin Community Services Inc</i>	46,700	22,000	9,237	—
<i>Wee Waa Community Transport Services</i>	—	—	8,915	—
<i>Western Region Community Transport Forum Inc</i>	16,403	—	—	—
<i>Wyong Community Transport</i>	345,774	3,255	21,735	—
<i>Young Community Transport Service Inc</i>	38,310	450	11,426	—
<b>Totals</b>	<b>12,753,087</b>	<b>1,747,016</b>	<b>1,862,282</b>	<b>333,344</b>

## APPENDIX 8: TRANSPORT NSW GUARANTEE OF SERVICE

The Guarantee of Service has been an effective tool in establishing our service standards. Under Guarantee of Service we will:

- Promise to the very best of our ability, to respond to your needs efficiently, promptly, courteously and fairly,
- Tell you who we are on the phone, in letters or when you meet us, so you can contact the same person again if you need to.
- Return your phone calls as quickly as possible and always within one working day.
- Respond to your letters within two weeks at most.
- Give a clear response to your enquires.
- As much as possible, give decisions, advice and support 'on the spot' using our frontline handling procedures for complaints and information.
- Pursue all problems and complaints about transport services within the relevant service provider, tell you their response and what will happen.
- Do our best to understand your business objectives and help you meet them while recognising, as you do, that wider public and transport consumer interests also need to be supported.
- Stand by our decisions and advice – and accept the consequences if they turn out to be wrong.
- If we can't agree to your requests, explain your options and give you ample opportunity to present your case.
- If we can't resolve your problems ourselves, put you in touch with someone who can.
- Ensure that when confidential matters are at stake, confidentiality is maintained.

No amendments were made to the Guarantee of Service in the reporting period.

## APPENDIX 9: NUMBER OF EMPLOYEES (EFFECTIVE FULL TIME)

Year	EFT
2001 – 2002	278

## APPENDIX 10: CHIEF AND SENIOR EXECUTIVE SERVICE (AS AT 30 JUNE 2002)

Chief and Senior Executive Service positions and levels	2001 – 2002
Level 1	0
Level 2	5
Level 3	1
Level 4	0
Level 5	2
Level 6	4
Level 7	1
<b>Chief and Senior Executive Service</b>	<b>2001 – 2002</b>
<i>Female Executives</i>	3

## PRINCIPAL OFFICERS (AS AT 30 JUNE 2002)

Grade	Name	
SES 7	Michael Deegan	Director General
SES 6	John Rogan BA, LLB (Hons), BCom, CPA, MPA	Deputy Director General & Executive Director, Industry Reform
SES 6	Allan Cook B Bus (Accounting), Transport Admin Cert (Hons)	Executive Director, Finance & Corporate Services
SES 6	Kent Donaldson B Ec, B Sc	Executive Director, Transport Safety & Rail Safety Regulator
SES 5	Stephen Alchin B Town Planning (Hons), Grad Dip (Enviro Science), Dip Financial Markets	Executive Director, Transport Masterplanning & Infrastructure
SES 5	Christine Thomas M Public Health, B S Sc	Executive Director, Taxi, Hire Car Bureau & Vehicle Recovery
SES 2	Bev Lange	Senior Director, Transport Communications
SES 2	Barry Barford Dip Bus, MCIT, SFCDA, DipCD	Special Projects
SES 2	Paul Hayes BA	Acting Director, Ministerial & Cabinet
SES 2	Joanna Quilty BA, BSW, MA	Director, Bus & Ferry Reform

## SENIOR EXECUTIVE REMUNERATION AND PERFORMANCE PAY FOR SES OFFICERS LEVEL 5 AND ABOVE

Name:	Michael Deegan
Position:	Director General
Period in position:	Appointed 15 November 2000
Level:	SES Level 7
Total value of remuneration package (excluding performance pay)	\$284,800
Dollar value of remuneration paid as performance pay	Nil
Summary of criteria for determining performance pay	Not applicable

Name:	John Rogan
Position:	Deputy Director General & Executive Director, Industry Reform
Period in position:	Appointed 13 July 2001
Level:	SES Level 6
Total value of remuneration package (excluding performance pay)	\$241,595
Dollar value of remuneration paid as performance pay	Nil
Summary of criteria for determining performance pay	Not applicable

Name:	Allan Cook
Position:	Executive Director, Finance & Corporate Services
Period in position:	Appointed 02 July 2001
Level:	SES Level 6
Total value of remuneration package (excluding performance pay)	\$226,095
Dollar value of remuneration paid as performance pay	Nil
Summary of criteria for determining performance pay	Not applicable

Name:	Kent Donaldson
Position:	Executive Director, Transport Safety & Rail Safety Regulator
Period in position:	Appointed 06 May 2002
Level:	SES Level 6
Total value of remuneration package (excluding performance pay)	\$187,420
Dollar value of remuneration paid as performance pay	Nil
Summary of criteria for determining performance pay	Not applicable

<i>Name:</i>	<i>Stephen Alchin</i>
<i>Position:</i>	<i>Executive Director, Transport Masterplanning &amp; Infrastructure</i>
<i>Period in position:</i>	<i>Appointed 22 August 2001</i>
<i>Level:</i>	<i>SES Level 5</i>
<i>Total value of remuneration package (excluding performance pay)</i>	<i>\$176,840</i>
<i>Dollar value of remuneration paid as performance pay</i>	<i>Nil</i>
<i>Summary of criteria for determining performance pay</i>	<i>Not applicable</i>

<i>Name:</i>	<i>Christine Thomas</i>
<i>Position:</i>	<i>Executive Director, Taxi, Hire Car &amp; Vehicle Recovery</i>
<i>Period in position:</i>	<i>Appointed 10 July 2002</i>
<i>Level:</i>	<i>SES Level 5</i>
<i>Total value of remuneration package (excluding performance pay)</i>	<i>\$176,840</i>
<i>Dollar value of remuneration paid as performance pay</i>	<i>Nil</i>
<i>Summary of criteria for determining performance pay</i>	<i>Not applicable</i>

**JOHN ROGAN**

DEPUTY DIRECTOR GENERAL, AND EXECUTIVE DIRECTOR – INDUSTRY REFORM SES 6

**John Rogan has performed** in the dual capacity of Deputy Director-General, and as Executive Director, Industry Reform, where he has a key role in reviewing and reforming the bus and ferry industries. A current focus for Mr Rogan is the review of contract service agreements with bus operators to ensure these contracts offer appropriate flexibility, are fair and equitable, and ensure they are appropriate for meeting future travel demands. In conjunction with this review Mr Rogan is also responsible for investigating and implementing reforms to the School Student Transport Scheme (SSTS).

**Delivery of the integrated ticketing** project to enable the delivery of a single fare collection system and the introduction of a customer friendly smart card is another key focus of Mr. Rogan's workplan.

**Other priorities for Mr Rogan** include the development of a "Ports & Freight Strategy" for NSW, and the finalisation of his review of the Ports Corporatisation & Waterways Management Act.

**ALLAN COOK**

EXECUTIVE DIRECTOR FINANCE &amp; CORPORATE SERVICES – SES 6

**Allan Cook has performed** as Executive Director, Finance and Corporate Services. In this capacity he has responsibility for ensuring the effective and efficient management of the Transport budget allocation, as well as for introducing governance strategies to ensure an improved and more co-ordinated management of the portfolio's budget and assets.

**Mr Cook's priorities include** leading the Transport Portfolio in shared services initiatives, managing the review and reform of the Department and the Portfolio to improve performance, including the development of strategic plans for each Division within the Department, to improve efficiency and effectiveness in meeting the Department's objectives. Mr Cook is also responsible for ensuring the provision of stable and secure services to the Department in resource management, employee relations, records management, information management and technology to promote and support efficient and effective business operations.

### **KENT DONALDSON**

EXECUTIVE DIRECTOR TRANSPORT SAFETY AND RAIL SAFETY REGULATION - SES 5

**Kent Donaldson was appointed** to the position of Executive Director, Transport Safety and Rail Safety Regulation in May 2002.

### **STEPHEN ALCHIN**

EXECUTIVE DIRECTOR – MASTERPLANNING & INFRASTRUCTURE – SES 5

**Stephen Alchin has performed** as Executive Director, Transport Masterplanning and Infrastructure and in this role is responsible for ensuring the timely progress of Government's plans and strategies for transport, in particular the delivery of Action for Transport 2010. A key focus of his work is implementing strategies and developing plans to meet community needs for more integrated transport services.

**A key task for Mr Alchin** at present is to develop and implement strategies to reduce the impact of transport services on the environment. He has also made considerable progress in developing a strategic planning framework for the development and improvement of transport infrastructure and services in the Greater Metropolitan Region.

**Other areas of current focus** include assisting in addressing the particular transport needs of people in rural and regional NSW, and helping to improve access to transport services for all people in the community.

### **CHRISTINE THOMAS**

EXECUTIVE DIRECTOR TAXI, HIRE CAR & VEHICLE RECOVERY - SES 5

**Christine Thomas performed** in the position of Executive Director, Portfolio Corporate Business and Customer Services until 30 April 2002. In May 2002, following a Departmental realignment, Ms. Thomas was appointed as Executive Director Taxi, Hire Car and Vehicle Recovery.

## APPENDIX 11: HUMAN RESOURCES & INDUSTRIAL RELATIONS POLICIES & PRACTICES

**In July the Department re-established** an in-house Employee Relations Unit. The Unit apart from being responsible for all operational employee relations matters including payroll, leave and recruitment is also responsible for supporting managers by ensuring that all staff understand and participate in the Department's Performance Management and Development Scheme. In turn this results in a greater emphasis being placed on training and career development.

**The Employee Relations Unit** undertook a training needs analysis in conjunction with the recommendations from the Performance Management and Development Scheme and developed a training calendar covering a range of courses with both in-house and external presenters.

**A three phased induction program** was also developed and implemented, this involves an introduction to the Department with ER staff on a new staff member's first day of duty. This is followed by a morning tea with the Director General and the Executive Committee followed by a half-day induction course that is run on a quarterly basis. The half-day induction course includes information about, superannuation, employee entitlements, OH&S, evacuation procedures, the union and the Employee Assistance Program.

**The Joint Consultative Committee** made up of management and staff representatives continues to hold meetings on a regular basis and is a key forum for promoting harmonious working relationships between staff and managers as the Department continues to bed down the realignment and the revision of 24 April 2002.

## APPENDIX 12: OCCUPATIONAL HEALTH AND SAFETY

**The Department is committed** to providing a safe and healthy working environment for its entire staff. In carrying out its operations and activities, the Department is committed to the prevention of accidents and to the establishment of safety and health excellence.

**The Workplace Committee** comprises of staff elected representatives and management representatives. The committee meets on a monthly basis and when issues arise and these are dealt with immediately.

**Achievements** of the OH&S Committee:

- Formulation of the Occupational Health and Safety Policy.
- Emergency Evacuation Placards placed at all exits in the workplace.
- First-aids kits placed at various locations.
- Ensured that Workcover input and approval was obtained during the asbestos related repairs on the building premises.

The Department's occupational health and safety performance for 2001/2002 is detailed below:

**Occupational Health and Safety**

*The Department's occupational health and safety performance for 2001-2002 is detailed below:*

<i>Number of work-related injuries:</i>	<i>4</i>
<i>Number of work-related illnesses:</i>	<i>1</i>
<i>Total time lost due to work-related injuries or illnesses</i>	<i>8 weeks</i>
<i>Number of workers compensation claims</i>	<i>5</i>
<i>Number of prosecutions reported during the last financial year</i>	<i>0</i>
<i>Prosecutions under the Occupational Health and Safety Act 1983</i>	<i>0</i>

## APPENDIX 13: CODE OF CONDUCT

**The Code of Conduct** is included with job application packs, discussed at Induction and is available to staff via the Staff Resources Folder. The Code of Conduct reinforces the Departments expectation for ethical practice that all staff are accountable for in the performance of their duties.

## APPENDIX 14: ACCESSIBLE TRANSPORT ACTION PLAN

**Under the NSW Disability Services Act, 1993**, Transport NSW is the co-ordinating agency for planning within the transport portfolio. The department and relevant transport agencies have been developing a draft portfolio-wide Accessible Transport Action Plan.

The draft Action Plan outlines:

- responsibilities of transport agencies;
- the guiding principles towards integrating accessible transport services; and
- progress to date and future strategies for the provision of accessible transport services.

**The Department** proposes to consult with disability groups, then finalise the draft Action Plan and update it on an annual basis.

**The Department also continues** to identify objectives and initiatives for people with disabilities that are aimed to ensure our services, programs and facilities are as accessible to a person with a disability as they are to any other person. The department has also established a range of facilities, such as TTY phones to assist people with a disability. Adjustments to workplaces and modification of work practices and procedures have also been integrated to provide for the successful placement of visually and hearing impaired people.

## APPENDIX 15: EQUAL EMPLOYMENT OPPORTUNITY

A **departmental Equity Committee** has been established with the first meeting being held in November. The committee will review the Department's policies and procedures to ensure that they are up to date, fair and accessible to all staff.

**During the year** the Employee Relations Unit with the assistance of the Equity Committee conducted a Staff Climate Survey. The findings were presented by the Director General at the staff forum held at Parramatta in May. One of the commitments made by the Director General as a result of the survey was to review the current harassment and grievance policies and procedures, to be followed by a training program for managers and staff.

**Some EEO achievements** include:

- Establishment of Departmental Equity Committee.
- Workshops for convenors of selection panels.
- Revised recruitment guidelines.
- Developed policy for filling of temporary vacancies.
- Permanent appointment subject to meeting criteria of long term temporary employees.
- Internal promotional advertising for DTO 5 and below.
- Training programs available to all staff.
- The employment of an Aboriginal Employment Officer.

## APPENDIX 16: STAFF BY LEVEL AND EMPLOYMENT BASIS

Subgroup as Percent of Total Staff at Each Level					Subgroup as Estimated Percent of Total Staff at Each Level				
Level	TOTAL STAFF (Number)	Respondents	Men	Women	Aboriginal people & Torres Strait Islanders	People from racial, ethnic, ethno-religious minority groups	People whose Language First Spoken as a child was not english	People with a Disability	People with a disability requiring work-related adjustment
< \$27,567	0	0%	0%	0%	0%	0%	0%	0%	0%
\$27,568 - \$36,258	5	100%	0%	100%	0%	0%	0%	0%	0%
\$36,259 - \$40,534	19	63%	17%	83%	0%	42%	50%	0%	0%
\$40,535 - \$51,292	82	89%	36%	64%	0%	23%	20%	11%	4%
\$51,293 - \$66,332	76	89%	59%	41%	2%	26%	17%	3%	0%
\$66,333 - \$82,913	59	86%	65%	35%	0%	16%	16%	12%	6%
> \$82,914 (non-SES)	54	83%	69%	31%	0%	7%	11%	4%	2%
> \$82,914 (SES)	10	90%	70%	30%	0%	0%	0%	10%	10%
<b>TOTAL:</b>	<b>305</b>	<b>75%</b>	<b>45%</b>	<b>55%</b>	<b>2%</b>	<b>23%</b>	<b>23%</b>	<b>8%</b>	<b>5%</b>

Subgroup as percent of Total Staff in each Category					Subgroup of Estimated percent of Total Staff in each Employment Category				
Employment Basis	TOTAL STAFF (Number)	Respondents	Men	Women	Aboriginal people & Torres Strait Islanders	People from racial, ethnic, ethno-religious minority groups	People whose Language First Spoken as a child was not english	People with a Disability	People with a disability requiring work-related adjustment
PERMANENT Full-Time	254	85%	62%	38%	0%	20%	19%	7%	2%
Part-Time	11	82%	0%	100%	0%	11%	22%	22%	22%
TEMPORARY Full-Time	25	84%	29%	71%	5%	24%	19%	5%	0%
Part-Time	5	80%	25%	75%	0%	0%	0%	0%	0%
CONTRACT SES	10	90%	70%	30%	0%	0%	0%	10%	10%
Non SES	0	0%	0%	0%	0%	0%	0%	0%	0%
CASUAL	9	86%	50%	50%	0%	17%	0%	0%	0%
<b>TOTAL:</b>	<b>314</b>	<b>85%</b>	<b>39%</b>	<b>61%</b>	<b>5%</b>	<b>18%</b>	<b>20%</b>	<b>11%</b>	<b>11%</b>

## APPENDIX 17: ETHNIC AFFAIRS PRIORITIES STATEMENT

**Ethnic affairs considerations** have been fully integrated within the Department's business planning process. The purpose of the Department's Ethnic Priorities Statement (EAPS) is to improve service delivery and information to customers from ethnic communities.

## APPENDIX 18: STATEMENT ON WOMEN

**Transport NSW fully supports** the Government's commitment to providing the means and opportunities to achieve a just and fair society and to promoting policies, programs and services that improve the position of women in society.

**1. To improve the health** and quality of life of women in NSW, the Department:

- a) Continued the implementation of the NSW Government's Action Plan for Women via projects in Action for Transport 2010, and other initiatives, to improve public transport accessibility. Women will be major beneficiaries of these projects, which include:
  - **Safe Women Project.** The Department develops public transport facilities with the prime objective of improving the safety, security and convenience of users at interchanges. Ongoing audits are conducted with police, local government, transport providers and relevant stakeholders to identify strategies to improve the safety of the travelling public.
  - **Provision of a more comprehensive** taxi service for mothers with babies. From 21 September 2001, throughout the State 10 percent of taxis on the road connected to any one network must carry baby capsules all day every day. This change was made to enable babies to be carried in taxis at night and on weekends if parents do not supply their own baby capsules and frames. Previously it had only been required between the hours of 8am and 6pm on weekdays.
  - **131 500 Public Transport Hotline.** The 131 500 service provides information on fares, routes, and schedules for all bus, rail and ferry service operators in the Greater Sydney Metropolitan Region.
  - **Community Transport Scheme.** This Scheme assists people who are isolated because of age, disability, location, or lack of private or public transport to access services (eg recreation, shopping, education, medical and social services) that are accessible by others through mainstream services. On average, community transport providers perform 85,560 trips per month assisting 24,633 disadvantaged people.

- **Integrated Land Use** and Transport Planning Package.  
This package aims to better manage people's travel needs and improve their access to housing, jobs and services by public transport, cycling and walking. It provides the framework for State Government, councils and developers to make planning decisions at the regional and local levels.
- **SRA Easy Access Program** and STA Accessible Bus Program.  
These programs aim to improve the physical accessibility of public transport. Under these programs railway stations are upgraded by installing lifts and graded approaches to make them more accessible and State Transit is progressively replacing its fleet with 'accessible' buses with low floors and ramps, to make them easier to use.
- **Improved bus services** in Metropolitan Sydney / Transitways.  
The aim is to improve access to a range of destinations (regional centres, educational, shopping and medical facilities etc) from suburbs and to facilitate "across town" movements by reducing the need to transfer.

b) Continued to update and analyse Household Travel Survey data to understand the travel and employment patterns of women. The data indicates that women are significant users of public transport, especially buses and are more likely to work on a part-time basis in local centres. This information is then used in transport planning.

## 2. To reduce violence against women, the Department:

- a) Continues its administrative and logistic support to the Transport Safety Advisory Committee (TSAC). The Committee was established in 1996 to advise the Minister, Director-General and the Transport Safety Bureau on the community's needs and perceptions with regard to public transport. As a result, it is primarily concerned with personal security and safety issues on trains, buses and taxis.

- b) Continued to support projects to improve the safety of public transport users. This year, the Committee provided advice on such issues as reducing the gap between trains and platforms, training for SRA security guards and initiatives to address intimidatory behaviour on public transport. The Committee is also assisting the Department in its review of the Moving with Safety booklet, which provides people with advice for travelling safely on public transport.

**3. To promote a safe and equitable** workplace responsive to all aspects of women's lives, the Department:

- a) Conforms to the requirements of both the State and Federal Anti-Discrimination legislation to: a) eliminate and ensure the absence of discrimination in employment on the grounds of race (including colour, nationality and ethnic or national origin), gender, marital status and physical impairment; and b) promote equal employment opportunity for women, members of racial minorities and people with a disability.
- b) Actively supports the Premier's Spokeswomen's program with elected Spokeswomen in the Newcastle, Wollongong, Sydney and Western Region Offices and a nominated Women's Liaison Officer. A formal mentoring program, which started last year, provides career development information, training and support to all staff in the Department. It also provides opportunities for women in the Department to improve their skills through the roles of both mentor and mentoree.
- c) Continues to support the professional association Women in Transport (WIT), which is a community organisation of women working in the transport field (public and private sectors). The group supports and encourages the professional development of women working in transport by organising regular lunchtime seminars, with speakers on current transport topics, and other activities.

## APPENDIX 19: RISK MANAGEMENT & INSURANCE ACTIVITIES

**Transport NSW** has an audit and risk management committee. The Committee meets quarterly and is comprised of the Director General, Deputy Director General, Executive Director Finance and Corporate Services, representatives of the Audit Office, the internal auditors and an independent member.

There is also a risk management policy and strategy in place to enhance the management of the activities being undertaken by Transport NSW.

## APPENDIX 20: DISPOSAL OF PROPERTY

Nil Return.

## APPENDIX 21: LEGISLATION ADMINISTERED BY THE MINISTER (AS AT 30 JUNE 2002)

Air Navigation Act 1938 No 9  
Air Transport Act 1964 No 36  
Border Railways (Grain Elevators) Amendment Act 1957 No 9  
Broken Hill to South Australian border Railway Agreement Act 1968 No 59  
Civil Aviation (Carriers' Liability) Act 1967 No 64  
Commercial Vessels Act 1979 No 41  
Glenreagh to Dorrigo Railway (Closure) Act 1993 No 65  
Marine (Boating Safety-Alcohol and Drugs) Act 1991 No 80  
Marine Pilotage Licensing Act 1971 No 56  
Marine Pollution Act 1987 No 299  
Marine Safety Act 1998 No 121  
Maritime Services Act 1935 No 47  
National Rail Corporation (Agreement) Act 1991 No 82  
Navigation Act 1901 No 60  
Parking Space Levy Act 1992 No 32  
Passenger Transport Act 1990 No 39  
Ports Corporatisation and Waterways Management Act 1995 No 13  
Rail Safety Act 1993 No 50  
Railway Construction (East Hills to Campbelltown) Act 1983 No 111  
Railway Construction (Maldon to Port Kembla) Act 1983 No 112  
Tow Truck Act 1989 No 158  
Tow Truck Industry Act 1998 No 111  
Transport Administration Act 1988 No 109 (jointly with Minister for Roads).

## APPENDIX 22: RECYCLING

**The Department continues** to promote and encourage recycling in accordance with the Government's waste reduction policy to reduce land-fill waste. The Department's Waste Reduction and Purchasing Plan has been distributed to all staff throughout the agency. All photocopy paper is made up of 60 percent recycled pulp sourced from pre and post consumer waste (including recycled milk cartons from Council collection programs), and 40 percent pulp sourced from sustainable managed plantations. The Department recycles all toner cartridges through the Oncology Children's Foundation. There are also paper-recycling bins in all branches for staff to use. Paper no longer suitable for official use is recycled in fax machines or printers for draft correspondence or fax messages.

## APPENDIX 23: CORPORATE GOVERNANCE

**Transport NSW** reports to the Minister for Transport. An executive Committee that meets fortnightly and consists of the Director General and the Senior Executive of the Department is responsible for implementing the Department's strategic directions and operational management.

### FINANCIAL REPORTING AND INTERNAL CONTROLS

**The Department has an annual internal audit plan**, which is reviewed and updated each year. The current plan covers the period to June 2003. The plan has both a financial and operational emphasis and is implemented by the Department's internal auditors, Deloitte Touche Tohmatsu. Key areas of activity covered on a rotational basis include control procedures, financial management, purchasing functions, contracts and consultancy and scheme procedures.

**Results of audits are communicated** to the Executive Committee and the Audit and Risk Management Committee for consideration and action as required.

## APPENDIX 24: ACCOUNT PAYMENT PERFORMANCE

### AGED ANALYSIS AT THE END OF EACH QUARTER

Quarter	Current (Within due date)	Less than 30 days overdue	Between 30 days and 60 days overdue	Between 60 Days and 90 days overdue	More than 90 days overdue
	\$	\$	\$	\$	\$
September	177,368	3,108	—	—	—
December	596,024	632	—	—	—
March	4,005,556	227	—	—	—
June	2,044,417	4,910	5,033	—	—

### ACCOUNTS PAID ON TIME WITHIN EACH QUARTER

	Total Accounts Paid on Time		Total Amount Paid	
	Target %	Actual %	\$	\$
September	100	100.00	384,131,782	384,141,106
December	100	100.00	516,613,498	516,615,394
March	100	100.00	484,693,121	484,693,802
June	100	100.00	909,586,870	909,616,699
				<b>2,295,067,000</b>

## APPENDIX 25: ENERGY MANAGEMENT POLICY

**During the last year** the Department undertook a major refurbishment of its office accommodation at 227 Elizabeth Street, Sydney.

**Prior to this** taking place, an energy plan was prepared that identified areas where savings could be made by reducing the amount of electricity consumed. This report formed an integral part of the tender documentation for the refurbishment works.

**Primarily, the report** called for lighting circuits to be zoned in such a way that only sections of an occupied floor need to be turned on after hours. In addition, individual switches were installed in offices and meeting rooms. This work complements the re-tubing of the fluorescent lights with low wattage tubes.

During the office fitout the Department purchased electrical equipment that has a high energy saving rating.

## APPENDIX 26: ANNUAL REPORT COSTS

**Printing costs** for the 2001/2002 Annual Report. 60 copies @ \$76.93 each

## APPENDIX 27: JUDICIAL DECISIONS

**The Director General** of Transport NSW & Anor v Oliveri Transport Services Pty Ltd [2001] NSWCA 231 (20 July 2001). The Court of Appeal unanimously upheld an appeal from an earlier decision of Rolfe J in Oliveri's favour. The Court found that in exercising a statutory power under the Passenger Transport Act to vary Oliveri's region (due to the Liverpool-Parramatta Transitway), the Director General was acting to improve the provision of transport services in the public interest. The trial judge's finding that the Director General was acting for an ulterior purpose was rejected by the Court. An application by Oliveri for special leave to appeal to the High Court was subsequently refused.

## APPENDIX 28: SUBORDINATE LEGISLATION

- Passenger Transport (Private Hire Vehicle Services) Regulation 2001 no 677 commenced on 1 September 2001.
- Passenger Transport (Taxi-cab Services) Regulation 2001 no 678 commenced on 1 September 2001.
- Transport Administration (Staff) Amendment (Review & Probation) Regulation 2001 no 683 commenced on 1 September 2001.
- Transport Administration (Staff) Amendment (Promotion Appeals) Regulation 2002 no 240 commenced on 19 April 2002.
- Tow Truck Industry Regulation 2002 no 85 commenced on 1 June 2002.
- Parking Space Levy Amendment (Exemptions) Regulation 2002 no 430 commenced on 30 June 2002.

## APPENDIX 29: PRIVACY

Under Section 33(3)(a) and (b) of the Privacy & Personal Information Protection Act the following information is provided for inclusion in the Department's Annual Report.

In the year 1 July 2001 to 30 June 2002 the Department did not receive any applications for reviews under the Act.

The Department has a privacy management plan, as required by the Act, which was not amended during the year. A copy of this plan is with the Privacy Commissioner.

## APPENDIX 30: MAJOR ASSETS

Major assets are:

- Land.
- Computer equipment and systems.
- Office equipment.

The Department leases all motor vehicles and office space.

## APPENDIX 31: CONTRACTING AND MARKET TESTING POLICY

During 2001/02, the following services were contracted out:

- Records Management.
- Information Technology.
- Help Desk.
- Network Maintenance.

These contracts will be reviewed in terms of performance and value for money in 2002/2003.

## APPENDIX 32: CONSUMER RESPONSES

The Department records and co-ordinates all Ministerial Correspondence across the Transport portfolio as well as facilitating communication between transport agencies.

## APPENDIX 33: RESEARCH AND DEVELOPMENT

**The Department maintains** the Transport Data Centre, which conducts research as a base for the strategic planning of transport in NSW, and to support the evaluation and development of specific transport projects. This research includes primary data collection on trends in travel behaviour, via a continuous Household Travel Survey, and the development and implementation of tools to forecast travel demand, such as the Strategic Travel Model.

**The Department is also committed** to improving business practices and customer service by applying new technologies, such as Geographic Information Systems, to the management of bus contracts and the provision of up to date passenger transport service information to the 131 500 Transport Infoline.

## APPENDIX 34: RESPONSE TO MATTERS RAISED BY THE AUDITOR-GENERAL

**The Audit Office** did not raise any major issues in its reports. However, the Auditor-General commented on the failure of the Department to report an alleged fraud in the administration of the SSTS scheme. As a result, the Department instituted a number of policies and procedures to ensure that such an omission does not recur.

**A process was also** put in place requiring all managers and directors to report any irregularities and fraud within their area of responsibility, as part of the end of year reporting process.

## APPENDIX 35: CREDIT CARD CERTIFICATION BY DIRECTOR GENERAL

**The Director General certified**, in his performance review with the Minister, that credit card usage in the Department was in accordance with Premier's Memoranda and Treasurer's Directions.

## APPENDIX 36: ELECTRONIC SERVICE DELIVERY

Transport NSW met all of the required targets of the Electronic Assessment Audit and these were posted on the Office of Information Technology's "NSW ESD Reporting Framework" web site reflecting Transport NSW Electronic Service Delivery achievements and opportunities.

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