

# APPENDICES



## APPENDIX A—REPORT UNDER THE ACCESSIBLE GOVERNMENT SERVICES FOR ALL STRATEGY

This appendix summarises the Department's performance against the Australian Government's strategy for ensuring equitable access to government services.

Australian Government departments are required to report annually on their efforts to improve the delivery of government services to Australia's diverse population. Previously, they reported against performance criteria set out in the *Charter of public service in a culturally diverse society*. In 2007, the charter was replaced by a new reporting framework under the *Accessible government services for all* strategy.

*Accessible government services for all* was developed in consultation with Australian Government agencies, taking into account agencies' ability to contribute, both as separate portfolios and through whole-of-government responses, to meeting the challenges faced by our culturally diverse nation.

The strategy is based on the four principles of:

- responsiveness—the extent to which programmes and services are accessible, fair and responsive to the individual needs of clients;
- communication—open and effective channels of communication with all stakeholders;
- accountability—effective and transparent reporting and review mechanisms; and
- leadership—a whole-of-government approach to management of issues arising from Australia's culturally and linguistically diverse society.

More information about the strategy is available from the website of the Department of Immigration and Citizenship, at <[www.immi.gov.au/media/publications/multicultural/accessible\\_government/index.htm](http://www.immi.gov.au/media/publications/multicultural/accessible_government/index.htm)>.

The following sections describe the Department's performance in relation to the four principles in 2006–07, against the performance indicators set out in the strategy.

### RESPONSIVENESS

#### Description

Extent to which programmes and services are accessible, fair and responsive to the individual needs of clients

#### Performance indicators

*Developing and delivering fair programmes and services that are based on a sound knowledge of the needs, circumstances and cultural and other characteristics of clients and assess the direct impact on the lives of people*

#### Results

##### **Delivering services**

In developing and delivering programmes and services that are accessible, fair and responsive to the individual needs of people, the Department undertakes research and consults directly with clients and peak bodies.

Examples of the services that the Department delivered directly to clients in 2006–07 include those provided to residents of the Indian Ocean Territories (IOTs) and remote and isolated communities.

## Performance indicators

## Results

**Services to the Indian Ocean Territories**

The Department delivered a wide range of infrastructure services to residents of the IOTs, which comprise Christmas Island and Cocos (Keeling) Islands.

IOT residents predominantly come from non-English speaking backgrounds. On Cocos (Keeling) Islands the majority are Cocos Malay, while on Christmas Island around 60 per cent are Chinese, 20 per cent are Malay and 20 per cent are European. The Department provides services that are designed to suit the residents' cultural and linguistic needs.

The range of services include emergency, health and education services and utilities such as ports, airports, power, water and waste management. The Department is also responsible for projects to improve the amenity of the IOTs, such as the rehabilitation of areas of Christmas Island that have been affected by phosphate mining and the removal of asbestos from government-owned buildings. See the report on performance for regional services (Chapter 4) for more details.

**Services to remote communities**

The Remote Air Services Subsidy Scheme is a longstanding programme that provides services to approximately 226 remote and isolated communities, including some of the most disadvantaged communities in Australia. The scheme provides a weekly air service that delivers essential services including medical items, fresh food, passenger transport and mail. Around one-third of the communities assisted under the scheme are remote Indigenous communities.

**Assessing community impact**

The Department uses a range of mechanisms to identify the needs, circumstances and other characteristics of the communities for which it provides services, and to assess the impact of its activities.

**Transport**

The Department has mechanisms in place to encourage members of the public to report their transport safety concerns. Since 2005, the Department has provided a 24-hour transport accident/incident notification hotline (1800 011 034) for notification of all aviation, marine and rail safety occurrences. This is predominantly used for notification of immediately reportable matters. The Department has also administered the Confidential Marine Reporting Scheme, for reporting of marine safety matters, since 2005.

Since January 2007, the Department has administered the REPCON (Report Confidentially) scheme for reporting aviation safety matters. For more information on REPCON, see Chapter 3 of this report or the Australian Transport Safety Bureau website at <[www.atsb.gov.au/aviation/notification/repcon.aspx](http://www.atsb.gov.au/aviation/notification/repcon.aspx)>, or contact the bureau by telephone (1800 020 505) or email ([repcon@atsb.gov.au](mailto:repcon@atsb.gov.au)).

## Performance indicators

*Developing and delivering fair programmes and services that are based on a sound knowledge of the needs, circumstances and cultural and other characteristics of clients and assess the direct impact on the lives of people (continued)*

## Results

To ensure that airport lessees/owners engage effectively with communities with regard to proposed developments at major airports, the Department has developed Airport Development Consultation Guidelines. The guidelines were developed in consultation with local, state and territory governments, airport lessee companies and key government agencies, and recognise the expectations of communities to be consulted on the planning and development of the 22 leased federal airports. The guidelines are available online through the Department's website, <[www.dotars.gov.au](http://www.dotars.gov.au)>.

### Regional services

The Department includes Regional Australia Impact Statements (RAIS) in all its Cabinet submissions that are likely to impact differently across Australia's regions. The statement describes how the new submission may impact on Australia's regions, particularly where the impact will vary between regional locations or differ in rural and remote areas compared to metropolitan centres.

Through the Regional Partnerships Programme, the Department works closely with a national network of 56 volunteer Area Consultative Committees (ACCs). The committee members are drawn from the community, local business and local government sectors in their regions.

The ACCs provide advice to government on regional needs and encourage their communities to take up government programmes designed to help them achieve their developmental goals. The Australian Government priorities for the ACC network in 2006-07 were:

- small or disadvantaged communities;
- youth;
- economic growth and skills development; and
- Indigenous communities.

The charter which sets out the key roles and purposes of the ACC network is available online at <[www.acc.gov.au/about\\_the\\_network/charter.pdf](http://www.acc.gov.au/about_the_network/charter.pdf)>.

Individual ACCs have three-year strategic plans and annual business plans. ACCs report regularly to the Department, providing financial statements and details of progress towards achieving the deliverables specified in the annual business plan and outputs and outcomes set down in the strategic regional plan. See Chapter 4 for a discussion of ACC outcomes in 2006-07.

More information on ACCs is available online at <[www.acc.gov.au/index.aspx](http://www.acc.gov.au/index.aspx)>.



Performance indicators	Results
<p><i>Drawing on cultural diversity to improve efficiency and effectiveness of agency programmes and to support innovation and success of Australian enterprises:</i></p> <ul style="list-style-type: none"> <li>· <i>auditing and raising the profile of staff cultural skills</i></li> <li>· <i>providing appropriate staff training—taking steps to recruit culturally diverse employees, volunteers, grantees and contractors</i></li> <li>· <i>supporting Australia's competitive business advantage arising from the diverse backgrounds, skills and networks of its workforces and population</i></li> </ul>	<p>The Department continued to raise awareness of cross-cultural issues with its staff throughout 2006–07.</p> <p>The Department supported the Regional Women's Advisory Council during 2006–07 to develop the <i>Cultural diversity and economic development in our regional Australian communities</i> report, which examines the economic, social and environment value of diversity in four rural and regional areas.</p> <p>The Department produced a <i>Travel Safely in Australia</i> road safety brochure in eight languages. The brochure is available from state tourism offices and state and territory road safety agencies across Australia. The brochure can also be downloaded from the Australian Transport Safety Bureau website &lt;<a href="http://www.atsb.gov.au">www.atsb.gov.au</a>&gt;, or obtained from the Bureau by telephoning 1800 020 616.</p>
<p><i>Identifying and responding quickly to emerging issues affecting particular population groups or arising from Australia's cultural diversity</i></p>	<p>Throughout 2006–07 the Department continued to develop the National Regional Evaluation Framework (NREF). The framework provides an approach for analysing the conditions of Australian regions, to provide an empirical basis for place-based policy development and to increase understanding of the relationships between programme expenditure and regional conditions. Part of this work considers the economic profiles of regional communities, including Indigenous communities.</p>

## COMMUNICATION

### Description

Open and effective channels of communication with all stakeholders

### Performance indicators

*Providing information in a timely manner, in appropriate media, publications, formats and languages*

### Results

#### Regulation

To ensure that information on the regulations it administers is available and accessible, the Department:

- publishes a regulatory plan early each financial year;
- uses plain English in preparing regulation impact statements and guidance materials;
- uses charts and diagrams where appropriate to communicate issues; and
- offers toll-free telephone numbers for information in key areas such as motor vehicle imports.

The Department also publishes targeted information to ensure members of the public are aware of regulatory changes that may affect them. For example, in consultation with industry, the Department has produced 14 million brochures explaining the new restrictions on carrying liquids, aerosols and gels on international flights to and from Australia. The brochures are published in English, Arabic, Chinese (simplified and traditional), Japanese, Korean, Spanish, Vietnamese and Malaysian, and are available at airports, travel agents and duty-free shops.

#### Services

In providing services to Australia's non-self governing territories, the Department operates in a way that recognises the cultural and linguistic diversity of the territory residents, most of whom are from non-English speaking backgrounds. For example, the Department produces regular newsletters and radio bulletins for clients in all major community languages.

The Department provides current information on regional services programmes online, particularly through:

- the Department's website, at <[www.dotars.gov.au/regional/index.aspx](http://www.dotars.gov.au/regional/index.aspx)>;
- the GrantsLINK website, <[www.grantslink.gov.au](http://www.grantslink.gov.au)>; and
- the Regional Entry Point website, <[www.regionalaustralia.gov.au](http://www.regionalaustralia.gov.au)>.

The Regional Entry Point website is one of three elements of the Australian Government Regional Information Service (AGRIS), a popular resource that the Department has been delivering for 20 years.



## Performance indicators

## Results

*Recruiting and training staff who have appropriate linguistic and cultural skills or using interpreting services, to ensure effective communication with clients, as necessary*

*Consulting appropriately with diverse communities and client groups about the development of policy, legislation and regulations, the implementation of programmes, and the delivery of services*

As well as the website, AGRIS produces the hard-copy Australian Government Regional Information Directory each year, and supports a toll-free call centre (1800 026 222). The call centre distributes copies of the directory on request, and provides information in a range of ways, including in CD and cassette format, by teletype or through the Australian Government Translating and Interpreting Service, to ensure accessibility. See Chapter 4 for more information on the performance of AGRIS in 2006–07.

In addition, information on select services is provided through publications such as postcards and rural magazines, including *Farm Business*.

The Department recognises the special needs of clients from diverse linguistic and cultural backgrounds and, where needed, provides language assistance through the Australian Government Translating and Interpreting Service.

The December 2006 announcement of the outcome of the market testing of the IOT Health Service was part of a comprehensive communication plan. All stakeholders were informed of the outcome, its implications and the future arrangements, in their own languages. Departmental officers met with key stakeholders to discuss the process.

The Regional Development Council (RDC) comprises the Australian Government Minister for Transport and Regional Services (the Chair), state and territory ministers responsible for regional development, and the Australian Local Government Association. The aim of the RDC is to facilitate more effective cooperation across all spheres of government in order to achieve sustainable economic, social and environmental outcomes for regional Australians. As a member of the Standing Committee on Regional Development, the Department supports and is informed by the RDC.

The Department participates in interdepartmental committees on immigration and humanitarian settlement where strengthening the settlement prospects of migrants is a key issue. The committees consider issues such as the need to ensure good access for humanitarian immigrants to support services, such as health and psychological support, supportive schooling environments for their children, and English language skills training; and the importance of providing cultural support by settling immigrants in areas with people from similar backgrounds.

The Department actively seeks the views and input of young people from rural and regional communities through the Youth Round Table and the ABC *Heywire* programme. The input and advice from youth representatives, including many from diverse cultural linguistic backgrounds, is considered in regional policy development and budget submissions.

## ACCOUNTABILITY

### Description

Effective and transparent reporting and review mechanisms

### Performance indicators

*Establishing mechanisms to encourage feedback from people of all cultural backgrounds and allow them to register complaints and raise concerns about the performance of policy developers, programme implementers and service providers (including outsourced services)*

### Results

The Department provides transparent reporting and review mechanisms to people of all cultural backgrounds, including members of the public, clients and staff.

The Department's client service charter invites feedback on performance, including complaints. Members of the public are invited to telephone, email or write to the Department if they are unhappy with the service they have received. The charter commits the Department to investigate any complaints and to provide a speedy remedy if the Department is found to be at fault.

In addition to outlining the Department's responsibilities, clients, values and service standards, the charter provides contact information for specialist areas of the Department and other portfolio agencies. The charter is available on the Department's website at <[www.dotars.gov.au/department/dotars/charter.aspx](http://www.dotars.gov.au/department/dotars/charter.aspx)>.

The client service charter has been disseminated to the Department's key stakeholders, and complaints management systems have been established within the Department. See Chapter 5 for more information on the management of complaints in 2006-07.

The Department has a business hours hotline number (1800 621 372) to handle requests for transport safety information and general enquiries. The ATSB website, <[www.atsb.gov.au](http://www.atsb.gov.au)>, has a feedback tab with a structured form for provision of feedback. Users can also subscribe to receive notification when investigation reports are released.

While formal client service charters exist for the Department's provision of infrastructure services to the non-self governing territories, residents who are not satisfied with the services provided generally choose to contact local advisory bodies, such as the Wreck Bay Aboriginal Community Council, ministers' offices, or the Joint Standing Committee on the National Capital and External Territories. Residents of the IOTs have avenues for the review of complaints similar to those available to other Australians.

The Departmental Consultative Committee provides staff with an avenue to comment on employment guidelines and policies.



Performance indicators	Results
<p><i>Responding to concerns raised by clients, to improve agencies' performance</i></p>	<p>Through its preparation of RAIS for inclusion in Cabinet submissions, and its role in providing coordination comments on other agencies' Cabinet submissions, the Department highlights issues that impact on regional, rural and remote areas for consideration by other Australian Government agencies and ministers.</p> <p>The Department also responds to concerns and seeks input from clients to improve its performance as a service provider. For example, the Department worked with other agencies and community members to address health issues in the IOTs during 2006–07.</p> <p>As a result of feedback from the communities, health consultative groups were established on both Christmas Island and Cocos (Keeling) Islands to facilitate communication between the IOT Health Service and the communities. The groups have contributed to improved communication and initiatives to improve the delivery of health care. An article profiling the groups was published in the local press to inform the communities of their role.</p> <p>Also as the direct result of concerns raised by the health service and the community, the Department initiated discussions with the Department of Immigration and Citizenship (DIAC) to establish health protocols for the delivery of health services to detainees on the IOTs. Development of the protocols involved the Department, DIAC and relevant Western Australian Government agencies consulting with the communities and formally reviewing the draft protocols during the first half of 2007. The Health Protocols have been finalised and will be implemented by the relevant parties.</p>
<p><i>Reporting to appropriate audiences of community concerns about agency programmes and agency responses to those concerns</i></p>	<p><b>Regional Development Council</b></p> <p>The RDC secretariat worked with state and territory ministerial councils to assist Indigenous workers gain employment in the mining sector and to raise other issues of relevance to people of diverse linguistic and cultural backgrounds (for example, the issue of skill shortages).</p> <p><b>Immigration and humanitarian settlement</b></p> <p>The Department participates in interdepartmental committees on immigration and humanitarian settlement where the focus is strengthening the settlement prospects of migrants.</p> <p><b>Youth Round Table and Heywire programme</b></p> <p>The Department actively seeks views and input from young people in rural and regional communities through the Youth Round Table and ABC <i>Heywire</i> programme. The youth representatives include those from diverse cultural and linguistic backgrounds. The input and advice from the youth representatives is considered in regional policy development and budget submissions.</p>

## LEADERSHIP

### Description

A whole-of-government approach to management of issues arising from Australia's culturally and linguistically diverse society

### Performance indicators

### Results

*Collaborating within and between agencies and with other partners to identify and address issues relating to cultural diversity, through publicising good practices, sharing information, coordinating programmes or collaborating on projects*

Throughout 2006–07 the Department's RAIS, RDC and interdepartmental committee activities contributed to its whole-of-government leadership role in identifying and addressing cultural diversity issues for Australians, particularly those located in regional, rural and remote areas.

*Working with state, territory or local governments, non-government and community organisations, and contractors, raising their awareness of their responsibilities and encouraging improvement in their responses to cultural diversity*

The Department consults with other service providers and different levels of government to ensure coordination of services appropriate to clients' needs. People from diverse linguistic and cultural backgrounds participate in decision-making and advisory bodies to ensure a broad range of views are brought to bear on all key decisions.

*Contributing to the broader goals of cultural diversity policy, for example by:*

- *strengthening the settlement prospects of migrants*
- *enhancing the ability of all to achieve self-reliance*
- *encouraging social, economic and educational participation for people from diverse backgrounds*
- *including issues relating to social cohesion and participation in research and data development*

Since July 2006, through the Regional Women's Advisory Council, the Department has provided advice on issues that affect women and communities in regional, rural and remote Australia. The council has provided advice to the Australian Government on agriculture, health, education, business, social welfare, regional development, Indigenous issues and industry. The current objective of the council is to support the development and maintenance of resilient, vibrant and sustainable communities that harness the potential of young women leaders and Indigenous women leaders.

# APPENDIX B—ACTIVITIES OF BUREAU OF TRANSPORT AND REGIONAL ECONOMICS

This appendix provides an overview of the activities of the Bureau of Transport and Regional Economics (BTRE) in 2006–07.

## OVERVIEW

BTRE is a specialist economic research arm of the Department of Transport and Regional Services. It provides economic research, analysis and statistics on transport issues and issues affecting regional Australia.

BTRE disseminates its findings, in order to:

- inform the development of Australian Government policy, regulation and programmes; and
- contribute to public discussion and debate on transport and regional issues.

BTRE hosts or supports a range of activities to promote consultation and information sharing on transport and regional issues, within Australia and internationally.

In this respect, BTRE provided a secretariat for the Council of Australian Governments' review of urban congestion, trends, impacts and solutions, and led the Department's engagement with the European Conference of Ministers of Transport (ECMT) and the Joint ECMT–Organisation of Economic Cooperation and Development Transport Research Centre, during 2006–07.

### Research and publications

BTRE's annual research, analysis and statistics programme is developed in the Department's business planning cycle and is available from <[www.btre.gov.au](http://www.btre.gov.au)>.

In 2006–07 BTRE published 18 reports, papers, information sheets and other major publications on transport and regional issues, including the following.

- *Optimising harmonisation in the Australian railway industry* reviews the theory and practice of physical and regulatory harmonisation in Australia and overseas against the backdrop of a decade of industry and policy change.
- *Estimating urban traffic and congestion cost trends for Australian cities* examines trends in urban traffic growth and provides updated estimates of the social costs of rising congestion levels.
- *Australian rail freight performance indicators 2005–06* commences a new annual series of information papers on Australian rail freight industry performance, developed in partnership with the Australasian Railways Association.
- *Waterline 41* outlines a new and exploratory set of indicators on the interface of Australia's leading container port terminals with road and rail transport.
- *Skill shortages in Australia's regions* examines relationships between the locations of skilled people and skill shortages.

BTRE also issued 44 releases of aviation statistics during the year.

Table B.1 lists the 2006–07 publications, all of which are available as free downloads from <[www.btre.gov.au](http://www.btre.gov.au)>. The table also notes how the publications contribute to the Australian Government's national research priorities. Information on these priorities can be found at the Department of Education, Science and Training website at <[www.dest.gov.au](http://www.dest.gov.au)>.

Table B.1 Bureau of Transport and Regional Economics publications, 2006–07

	Issue	Title	
<i>Reports</i>	114	<i>Optimising harmonisation in the Australian railway industry<sup>a</sup></i>	
<i>Working papers</i>	65	<i>Container and ship movements through Australian ports 2004–05 to 2024–25<sup>a</sup></i>	
	67	<i>Drivers of economic growth in the greater Sydney metropolitan region<sup>b</sup></i>	
	68	<i>Skill shortages in Australia's regions<sup>b</sup></i>	
	69	<i>Australian maritime trade 2000–01 to 2004–05<sup>a</sup></i>	
	70.1	<i>Ex-post economic evaluation of National Highway projects, Case Study 1: Wallaville Bridge<sup>a</sup></i>	
	71	<i>Estimating urban traffic and congestion cost trends for Australian cities<sup>c</sup></i>	
<i>Information papers</i>	57	<i>Filling a gap in rail data: an investigation of the Gheringhap Loop train sightings<sup>a</sup></i>	
	58	<i>Australian sea freight 2004–05<sup>a</sup></i>	
	59	<i>Australian rail freight performance indicators 2005–06<sup>a</sup></i>	
<i>Information sheets</i>	25	Public road-related expenditure and revenue in Australia (2006 update) <sup>a</sup>	
	26	Passenger movements between Australian cities, 1970–71 to 2030–31 <sup>a</sup>	
<i>Aviation statistics</i>	<i>Monthly</i>	Airline on time performance	
		International scheduled air transport	
		Australian domestic airline activity	
	<i>Annual</i>	Airline on time performance	
		International scheduled air transport	
		Australian domestic airline activity	
		Airport traffic data 1995–96 to 2005–06	
		General aviation 2005	
<i>Other major publications</i>	9	<i>Avline<sup>a</sup></i>	
	41	<i>Waterline<sup>a</sup></i>	
		<i>About Australia's regions 2006<sup>b</sup></i>	
		<i>Australian transport statistics 2006<sup>a</sup></i>	
		<i>About Australia's regions 2007<sup>b</sup></i>	
		<i>Australian transport statistics 2007<sup>a</sup></i>	

a Contributes to National Research Priority 4—Safeguarding Australia.

b Contributes to National Research Priority 2—Promoting and maintaining good health.

c Contributes to National Research Priority 1—An environmentally sustainable Australia.

### Consultation and stakeholder engagement

The seventh BTRE transport colloquium, on the theme *Australian Transport—Policy Challenges for Future Growth*, was held at Old Parliament House, Canberra, in June 2007. More than 200 delegates took part in a programme which covered topics including road and rail regulation, infrastructure investment, road safety strategies and climate change and transport. Professor Werner Rothengatter, University of Karlsruhe, Germany, provided an international perspective as keynote speaker.

In September 2006, BTRE hosted the conference *Regional Perspectives 2006—Regions are Big Business*, in Beechworth, Victoria. The conference highlighted the role of large enterprises in the support and development of regional economies, from the perspectives of both the enterprises themselves and the local communities seeking to attract big business to their areas.

BTRE also hosted a guest seminar by Wendell Cox, Principal, Demographia, on land use and transport policy, in August 2006, and held three seminars on new publications. BTRE staff members gave a total of 24 presentations at a range of other conferences and government and community meetings.

### Outlook

Among its activities in 2007–08, BTRE expects to:

- release new research results on
  - trends and future scenarios for truck productivity;
  - trends in regional aviation access and services;
  - international experience with congestion charging; and
  - variations in the cost of living and doing business in Australia's regions;
- release long-term traffic projections for the AusLink non-urban corridors, using new data provided for this purpose by state and territory agencies;
- release a first annual consolidated transport statistics and trends publication; and
- report to the Council of Australian Governments on measures to improve urban congestion data, modelling and performance information for decision making.

## CASE STUDY: REGIONAL RESEARCH

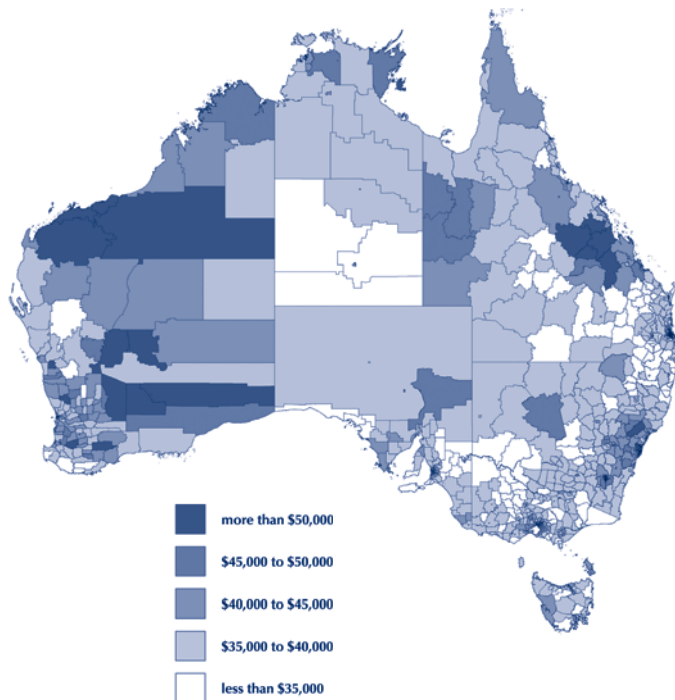
The Bureau of Transport and Regional Economics (BTRE) Regional Research team is your source for regional analysis and information refer <[www.btre.gov.au](http://www.btre.gov.au)>. A feature of the BTRE analytical investigations into Australia's regions is the construction of regional indicator datasets, covering the economic and social characteristics of a region.

These datasets provide a consistent national and temporal source of information—enabling you to simply download, without concerning yourself with changing geographical boundaries, data that has been collected and to readily compare data from regions across the country.

The datasets cover industry structure, social capital, education and taxable income. For example, the taxable income dataset can be used as an indicator of economic activity. The map below presents real income per taxpayer (RIPT), an indicator of economic wellbeing—that is, how much on average an individual taxpayer of a region receives for the 2003–04 financial year.

Future datasets will cover wealth and income support for regional locations.

### Australia Real Income Per Taxpayer (RIPT) 2003–04



[www.btre.gov.au](http://www.btre.gov.au)

## APPENDIX C—DEPARTMENTAL PROCUREMENT PRACTICES AND OUTCOMES

This appendix focuses on the department's procurement practices and outcomes, with attention to:

- procurement policies and practices;
- competitive tendering and contracting arrangements;
- use of consultancies; and
- payments for market research and advertising.

### PROCUREMENT POLICIES AND PRACTICES

The Department's procurement framework reflects the core principle governing Australian Government procurement - value for money. The Department's approach to the procurement of all goods and services including consultancies is consistent with the requirements of *Commonwealth Procurement Guidelines –January 2005–Financial Management Guidance No.1* (CPGs). The CPGs are applied to procurement activities through the Chief Executive's Instructions (CEIs) and supporting operational guidelines. The Department's procurement policies and processes have been developed to help ensure that it undertakes competitive, non-discriminatory procurement processes; uses resources efficiently, effectively and ethically; and makes decisions in an accountable and transparent manner.

Responsibility for procurement is devolved to individual business divisions. The Department supports the decentralised approach to procurement by providing information and training on procurement policies and procedures to all staff, and maintaining a single point of contact for staff to seek advice on the CPGs, CEIs and tendering processes. Standard tendering and contracting documentation has also been developed to ensure consistent procurement practices are undertaken.

As part of these arrangements, in 2006–07 we published details on AusTender of:

- a procurement plan providing details of anticipated procurements for 2007-08 <[www.tenders.gov.au](http://www.tenders.gov.au)>;
- details of publicly available procurement opportunities with a value of \$10,000 or more <[www.tenders.gov.au](http://www.tenders.gov.au)>; and
- details of all contracts, standing offers and consultancies awarded with a value of \$10,000 or more <[www.contracts.gov.au](http://www.contracts.gov.au)>.

We also published on our website <[www.dotars.gov.au](http://www.dotars.gov.au)> details of all contracts with a value of \$100,000 or more entered into or active during the previous 12 months, as required by Senate Order 192.

Requests for access to contracts are considered in line with the *Freedom of Information Act 1982*. For more information on freedom of information, see Appendix F on page 296.

Note: While some contracts involve a fixed price, the value of others depends on the level of demand for the goods or services involved. In these cases, we report the best available estimate of the value of the contract based on expenditure to date and likely demand over the remainder of the contract. All values shown include goods and services tax unless otherwise noted.

### COMPETITIVE TENDERING AND CONTRACTING

The *Requirements for Annual Reports for Departments, Executive Agencies and FMA Act Bodies*, issued by the Department of Prime Minister and Cabinet and approved by the Joint Committee of Public Accounts and Audit, defines competitive tendering and contracting as 'the contracting out of the delivery of government activities, previously performed by a Commonwealth agency, to another organisation'.

We have contracted:

- certain services delivered on behalf of the Australian Government; and
- a range of corporate services.

More information on contracts valued at \$100,000 or more follows. All such contracts routinely include a requirement for access to the contractor's premises by the Auditor-General.

### Exempt contracts

In 2006-07, no contracts were exempted from publication on AusTender on public interest grounds.

### Services delivered on behalf of the Australian Government

The Department delivers a number of services on behalf of the Australian Government. Services that have been contracted out relate to:

- transport safety research and information services;
- management of leased airports;
- management of properties at the Sydney West airport site;
- aerodrome inspection services for remote Indigenous communities;
- the Australian Government Regional Information Service (AGRIS); and
- services to non-self governing territories.

#### Transport safety research and information services

Contracts relating to road safety injury data collection and analysis, and transport safety information storage and distribution continued in 2006-07. Following an open tender process, a contract was let in April 2007 with Dynamic Outcomes Pty Ltd for curriculum development and associated services for the road safety Novice Driver Programme Trial. Funding of \$469,000 was provided by the project partners comprising the Australian, NSW and Victorian governments and private sector participants.

#### Management of leased airports

Private contractors provide airport building control and parking control services at federal airports. After an open tender in 2004-05, eight contracts for building control services were let for an initial term of four years from 1 July 2005. Parking control services are contracted out to airport lessee companies annually for parking at eight airports (for details, see page 155. Contracts cannot be offered to bodies other than airport lessee companies under the Airports (Control of On-airport Activities) Regulations 1997.

#### Management of properties at Sydney West airport site

Management of properties owned on and around the proposed Sydney West airport site (Badgerys Creek) was contracted out to Zeckendorf Holdings Pty Ltd after an open tender. This contract was signed on 1 January 2003 for an initial term of three years with an option to extend for two years. The option was exercised from 1 January 2006, to conclude on 31 December 2007.

#### Aerodrome inspection services for remote Indigenous communities

The Remote Aerodrome Inspection Programme provides 58 specified aerodromes servicing Indigenous communities in remote parts of northern Australia with an annual inspection service. These services are contracted to an appropriately qualified service provider.



In July 2005 the Department used an open tender process to identify a new service provider for the programme. This service provider was contracted in October 2005 for a 12-month period. In August 2006 the Department exercised its option under the contract to extend the inspection service to 30 June 2007.

### **Australian Government Regional Information Service**

The Freecall 1800 Call Centre for the Australian Government Regional Information Service (AGRIS) is currently contracted to Cooma Monaro Technology Centre Ltd. A 30-month contract will run from 1 June 2007 until 31 November 2009 and includes an option for the Department to negotiate to extend the contract for two further one-year periods if desired.

### **Services to non self-governing territories**

In the absence of a state or territory government, the Department delivers a range of services to Australia's non self-governing territories. While the Department continues to provide some of these services directly, others are provided through contracts with the private sector or under service delivery arrangements or contracts with state and territory governments such as the Western Australian Government in the case of the Indian Ocean Territories and the ACT and NSW Governments in the case of Jervis Bay Territory.

Some existing arrangements expired in 2006-07, and we entered into several new arrangements, including agreements or contracts with:

- Water Corporation of Western Australia to continue to provide water and waste water services to the Indian Ocean Territories;
- Toll Ports to continue the provision of port management services to Christmas Island and Cocos (Keeling) Islands;
- Air Services Australia to continue broadcasting maintenance services for the Indian Ocean Territories;
- L.J.Hooker, Jervis Bay, for the management of houses within the Jervis Bay Village, Jervis Bay Territory; and
- Jirgens Contracting Pty Ltd for the operation and maintenance of the Jervis Bay Territory water and sewerage system was extended.

For more information on services to territories, including services we provide directly, see page 197.

### **Corporate Activities**

The Department has conducted detailed analyses of our corporate activities in line with government requirements for market testing of those activities. Corporate activities that have been contracted fall into three broad areas:

- information and communication technology (ICT) services;
- professional services; and
- property and office services.

Like most organisations, the Department has a range of contracts and standing offers in place for the supply of professional services, energy, office equipment and other consumables.

### **ICT Services**

Desktop, help desk and related information technology services were contracted to Ipex ITG Pty Ltd (now part of Volante Pty Ltd) after an open tender. The contract took effect from 1 July 2004 and has an initial term of four years. Wide area network, data communication and voice communication services were contracted to Optus Networks Pty Ltd after a select tender. These contracts were consolidated into one agreement, which was extended in 2006. We are now in the two-year extension period of that contract.

The panel of ICT service providers set up in 2004-05 after an open tender will continue for at least three years. This panel gives access to specialist project management, software development and information technology security services as needed.

### **Professional services**

The Department has established several panels of professional services providers. We use the panels when we do not have sufficient capacity or specialist expertise. The panels are subject to regular review.

Panels cover:

- communications services;
- legal services;
- financial advisory and accountancy services; and
- SAP services.

Internal audit services were contracted to KPMG after a select tender. The contract was signed on 6 December 2002 and had an initial term of two and a half years. The Department exercised an option to extend the contract for a further two years in 2005.

### **Other Services**

Property and security services were contracted to United Group Service Pty Ltd after a select tender. This contract was signed on 11 December 2002. It has an initial term of five years, with an option for two 2-year extensions.

Travel services were contracted to American Express after a select tender. The contract was signed after the collapse of the Ansett group of companies and was extended in early 2004 to 31 December 2006. The Department exercised its option to extend the contract beyond the financial year.

Graduate relocation services were contracted to Toll Transport Ltd, following an open tender process. The contract was signed on 9 January 2006 for an initial term of one year, with three further options to extend for one year. The Department renegotiated the contract with Toll Transport for an additional year during 2006-07.

Data 3 was contracted for the development and release of an online application IT system for the Regional Partnerships Programme. Contractors were selected via the Department's tender panel arrangement.

Office services were contracted to Pickfords Pty Ltd after a select tender. This contract was signed on 4 April 2003. It has an initial term of five years, with an option for two 2-year extensions.

## **CONSULTANCY CONTRACTS**

The Department engages consultants to carry out research or to provide professional or technical advice that cannot be provided by departmental staff. Consultants are procured as required and in accordance with the *Commonwealth Procurement Guidelines*, the Department's Chief Executive's Instructions and the *DOTARS Procurement Manual*.

In 2006-07, the Department engaged 190 new consultancies involving expenditure of \$5.9 million. The Department continued to use 70 consultancies engaged in prior years, involving a further expenditure of \$2.4 million.

As per section 12(6) of the *JCPAA Requirements for Annual Reports* (13 June 2007), agencies are required to provide specific details on consultancy contracts and any competitive tendering and contracting undertaken. Details of consultancies valued at \$10,000 or more let in 2006-07 are available as a supplement to the online version of this annual report (refer [www.dotars.gov.au](http://www.dotars.gov.au)). Information on expenditure on contracts and consultancies is also available on the AusTender website <[www.tenders.gov.au](http://www.tenders.gov.au)>.



Figure C.1 Trends in procurement

	2002-03	2003-04	2004-05	2005-06	2006-07
<b>Purchasing outcomes</b>					
Invoices paid within 30 days	91.8 %	95.1 %	96.7 %	97.0 %	97.0 %
<b>Consultancies</b>					
<b>All consultancies, including consultancies let in previous years</b>					
Total expenditure	\$6.08m	\$4.0m	\$7.6m	\$10.9m	\$8.3m
<b>New consultancies valued at \$10,000 or more</b>					
Number let	62	54	129	113	92
Total value over the life of these contracts	\$3.8m	\$3.7m	\$8.5m	\$8.9m	\$6.9m
<b>Market research and advertising payments<sup>a</sup></b>					
Creative advertising	\$0.0m	\$0.4m	\$0.6m	\$0.15m	\$0.1m
Market research/polling	\$0.5m	\$0.4m	\$0.2m	\$0.02m	\$0.3m
Direct mail	\$0.5m	\$0.0m	\$0.4m	\$0.02m	\$0.1m
Media advertising recruitment <sup>b</sup>	\$3.4m	\$0.8m	\$3.1m	\$1.07m	\$0.7m
Media advertising non-recruitment				\$0.71m	\$1.1m
<b>Total Payments</b>	<b>\$4.4m</b>	<b>\$1.7m</b>	<b>\$4.3m</b>	<b>\$1.97m</b>	<b>\$2.3m</b>

a. Payments have been rounded to \$ 0.0 where payments were less than \$50,000. Discrepancies in table between totals and sums of components are due to rounding. Also for previous years this total did not include payments below the reportable threshold which for 2005-06 was \$ 1,500.

b. In previous years all media recruitment and non-recruitment was reported as a combined figure

## PAYMENTS FOR MARKET RESEARCH AND ADVERTISING

In 2006-07, the Department paid \$2.3 million for market research and advertising. Table C.2 lists payments of \$10,300 or more made during the financial year, as required by section 311A of the *Commonwealth Electoral Act 1918*.

Figure C.2 Detail of advertising and market research payments of \$10,300 or more

Creative advertising agencies		
Firm	Service provided	Payment made in 2006–07 (\$)
Colmar Brunton Social Research Pty Ltd	Conduct a survey of readers across the range of Australian Transport Safety Bureau reports	\$26,023
The Social Research Centre Pty Ltd	Conduct the nineteenth survey of community attitudes to road safety	\$25,472
Cre8tive Australasia Pty Ltd	Maritime Security Identification Card (MSIC) graphic design for advertisements	\$9,915
<b>Total creative advertising</b>		<b>\$61,410</b>
Market research/polling		
Firm	Service provided	Payment made in 2006–07 (\$)
The Research Forum	To determine future measures to support the general aviation industry to comply with their obligations under the <i>Aviation Transport Security Act 2004</i> and the <i>Aviation Transport Security Regulations 2005</i> .	\$48,760
Morris Walker Pty Ltd	To help design a targeted industry engagement strategy to inform Regulated Air Cargo Agents (RACAs) and the wider cargo industry about the changes to the RACA scheme and how it will affect them.	\$50,994
Eureka Strategic Research Pty Ltd	To conduct exploratory research among regular shippers to identify, explore and measure current levels of awareness, and attitudes towards, increased air cargo security measures.	\$70,753
Di Marzio Research Pty Ltd	Liquids, Aerosols and Gels (LAGs)–developmental research	\$50,000
Di Marzio Research Pty Ltd	Liquids, Aerosols and Gels (LAGs)–follow-up research	\$40,000
Colmar Brunton Social Research Pty Ltd	Green Vehicle Guide follow-up research	\$49,894
<b>Total market research</b>		<b>\$310,402</b>

<b>Direct mail organisations</b>		
<b>Firm</b>	<b>Service provided</b>	<b>Payment made in 2006–07 (\$)</b>
Swell Design Group	Goodna Bypass information brochure and information advertisements.	\$4,942
Pirion Printing	Collation of materials for Goodna Bypass letterbox drop.	\$45,223
Australia Post	Goodna Bypass letterbox drop of brochures into surrounding suburbs.	\$26,384
<b>Total direct mail organisations</b>		<b>\$76,549</b>
<b>Media advertising organisations</b>		
<b>Firm</b>	<b>Service provided</b>	<b>Payment made in 2006–07 (\$)</b>
<b>Recruitment advertising</b>		
hma Blaze Pty Ltd	Recruitment advertising	\$682,169
Hobsons Australia Pty Ltd	Recruitment advertising	\$2,000
2B Advertising & Design	Recruitment advertising	\$1,250
<b>Total recruitment advertising</b>		<b>\$684,454</b>
<b>Non-recruitment advertising</b>		
hma Blaze Pty Ltd	Other	\$17,890
hma Blaze Pty Ltd	Liquids, Aerosols and Gels (LAGs) advertising	\$814,035
hma Blaze Pty Ltd	Maritime Security Identification Card (MSIC) advertising in industry and trade publications.	\$57,459
hma Blaze Pty Ltd	Goodna Bypass advertising	\$68,182
Reputation Pty Ltd	Liquids, Aerosols and Gels (LAGs) advertising	\$188,584
<b>Total non-recruitment advertising</b>		<b>\$1,146,659</b>
<b>Total media advertising organisations</b>		<b>\$1,831,113</b>

## APPENDIX D—REPORT UNDER THE COMMONWEALTH DISABILITY STRATEGY

This appendix summarises the Department's progress in implementing the Commonwealth Disability Strategy.

The Commonwealth Disability Strategy was launched in 1994 to help Australian Government organisations to meet their obligations under the *Disability Discrimination Act 1992*. In essence, the Act provides the legislative framework to protect people with disabilities from discrimination. It recognises that they have the same fundamental rights as other members of the community—rights that should be protected in a proactive way.

The strategy, which aims to ensure that people with disabilities are able to participate fully in community life, is the result of consultation with people with disabilities, their supporters, representatives of the community and Australian Government organisations. The strategy is an important element in achieving the government's vision of increasing community participation by people with disabilities.

More information about the strategy is available from the website of the Department of Families, Community Services and Indigenous Affairs, at <[www.facsia.gov.au/disability/cds/index.htm](http://www.facsia.gov.au/disability/cds/index.htm)>.

The strategy challenges Australian Government agencies to consider and report on their performance in five broad roles: policy adviser, regulator, purchaser, provider and employer. The following sections describe the Department's performance in these roles in 2006–07, against the performance indicators set out in the strategy.

### POLICY ADVISOR

#### Description

*Policy advisors initiate and develop policy for Australian Government programmes and services*

The Department undertakes research and analysis and provides policy advice to ministers on a range of transport and regional issues, addressing disability issues where appropriate.

*In doing this, they consider the needs of different groups and sectors and the desired impacts and outcomes to be achieved for the community*

#### Performance indicators

*New or revised policy/ programme proposals assess impact on the lives of people with disabilities prior to decision*

#### Results

In developing its policies and programmes, the Department seeks to consult directly with clients, their representatives and other stakeholders. Consultation is an essential part of the development of legislation and government policy, programmes and services. It provides an opportunity for members of the community to express their views in a safe, confidential and accessible manner.

## Performance indicators

## Results

*People with disabilities are included in consultations about new or revised policy/programme proposals*

The Department has commenced reviewing the Disability Standards for Accessible Public Transport 2002 to assess the efficiency and effectiveness of the transport standards. The review commenced within five years of the standards taking effect, and the standards will be reviewed again every five years. The terms of reference for the review were developed following a wide process of consultation with the disability community and other stakeholders. The review itself will include wide consultation with people with disabilities, their representatives and other stakeholders.

In developing its policies and programmes, the Department also seeks to consult directly with peak bodies. The Department maintains contact with more than 160 different groups, as listed in Appendix F of this report.

People with disabilities are included in consultations wherever appropriate, and support several forums through which their specific needs are considered. These include:

- the Accessible Public Transport National Advisory Committee (APTNAC); and
- the Accessible Public Transport Jurisdictional Committee, established to discuss government positions on issues raised at APTNAC meetings.

All new policy proposals that the Department presents to the Transport and Regional Services Portfolio ministers are required to describe their likely impact on the whole community. If there is likely to be an impact on people with disabilities, people with disabilities are consulted.

*Public announcements of new, revised or proposed policy/programme initiatives are available in accessible formats for people with disabilities in a timely manner*

During 2006–07 the Department used a variety of strategies to communicate information on new government policies and programmes, including those that addressed disability issues. For example, the Department:

- continued to post announcements of new policies and programmes on its websites promptly—generally, within 24 hours of release;
- used plain English in all guidance materials;
- conducted the annual revision and printing of the Australian Government Regional Information Directory;
- GrantsLINK maintained the whole-of-government GrantsLINK website <[www.grantslink.gov.au](http://www.grantslink.gov.au)>, which provides information on how community groups can access Australian Government grants programmes—the website registered more than 7 million hits;
- maintained the Regional Entry Point website <[www.regionalaustralia.gov.au](http://www.regionalaustralia.gov.au)>, which provides information about regional government programmes and services—the website registered more than 3 million hits; and

Performance indicators	Results
<i>Public announcements of new, revised or proposed policy/programme initiatives are available in accessible formats for people with disabilities in a timely manner (continued)</i>	<ul style="list-style-type: none"> <li>answered more than 20,000 inquiries from people seeking information about government services, through more than 15,000 telephone calls made to the Australian Government Regional Information Service toll-free call centre. The call centre operators assisted vision-impaired clients by reading aloud the requested information or by providing the information on CD or cassette, and assisted clients with hearing impairments through teletype services. An Australian Government Translating and Interpreting Service was also available to assist callers whose primary language was not English.</li> </ul>

## REGULATOR

Description	
<p><i>Regulators are usually involved with the enforcement of legislation or other government rules that influence the way people behave</i></p> <p><i>These are not limited to primary or delegated legislation</i></p> <p><i>They also include quasi-regulation such as codes of conduct, advisory instruments or notes which involve compliance</i></p> <p><i>Authority for independent decision making and administration may accompany this function to support the separation of certain powers from the Executive</i></p>	<p>The Department administers transport regulations and standards and works closely with other regulators on matters concerning transport security, maritime and land transport and aviation and airports.</p> <p>Other matters that the Department deals with in a regulatory role include civil aviation, transport safety and investigations, regional and rural services, regional development, matters pertaining to local government, natural disaster relief and mitigation, and administration of non self-governing territories, such as Jervis Bay and Christmas Island.</p> <p>The Department administers regulations in accordance with more than 95 diverse Acts, including the <i>Airspace Act 2007</i>, <i>AusLink (National Land Transport) Act 2005</i>, <i>Australian Maritime Safety Authority Act 1990</i>, <i>Aviation Transport Security Act 2004</i>, <i>Inspector of Transport Security Act 2006</i>, <i>Roads to Recovery Act 2000</i>, and the <i>Australian Capital Territory (Self-Government) Act 1988</i>.</p>

Performance indicators	Results
<i>Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disabilities</i>	<p>The Department ensures that information on the regulations it administers is available and accessible by:</p> <ul style="list-style-type: none"> <li>providing links to legislation through the departmental website, at <a href="http://www.dotars.gov.au/departments/dotars/legislation.aspx">www.dotars.gov.au/departments/dotars/legislation.aspx</a>;</li> <li>offering toll-free telephone numbers for enquiries in key areas such as motor vehicle imports;</li> </ul>



Performance indicators	Results
<i>Publicly available regulatory compliance reporting is available in accessible formats for people with disabilities</i>	<ul style="list-style-type: none"> <li>including compliance reporting in the Annual Report, which is publicly available; and</li> <li>using plain English in preparing regulation impact statements and guidance materials.</li> </ul>

## PURCHASER

Description	
<i>Purchasers act as agents of the policy adviser</i>	In 2006–07 the Department administered grants, subsidies and other payments on behalf of the Australian Government totalling \$4.5 billion. These payments mainly related to:
<i>Having been advised of the outcomes sought by the policy adviser, purchasers determine the precise outputs to be purchased in terms of price, volume and quality and nominate the providers</i>	<ul style="list-style-type: none"> <li>national road and rail infrastructure;</li> <li>maritime and land transport;</li> <li>regional services;</li> <li>services to territories;</li> <li>services to local government, including a number of Indigenous councils; and</li> <li>natural disaster mitigation and relief.</li> </ul>
<i>Service providers may be public, private or not-for-profit organisations</i>	<p>In its day-to-day operations, the Department also purchased a range of goods and services costing \$94.5 million in supplier expenses.</p> <p>The Department's administration of services to territories included providing state-type services for the Indian Ocean Territories (IOTS), which comprise Christmas Island and Cocos (Keeling) Islands. In 2006–07, the Department managed the provision of a state-level legal framework for the IOTs, through the application of Western Australian legislation; and administered a programme to rehabilitate areas of Christmas Island that have been affected by phosphate mining. The Department successfully delivered services worth \$118.4 million to assist in the effective management of Australian territories in 2006–07.</p> <p>The Department employs 40 staff to deliver health services to the communities of the IOTs, through an eight-bed hospital on Christmas Island and two clinics on Cocos (Keeling) Islands.</p>

Performance indicators	Results
<i>Publicly available information on agreed purchasing specifications are available in accessible formats for people with disabilities</i>	<p>Guidelines on purchasing specifications are published on the Department's website at &lt;<a href="http://www.dotars.gov.au/departments/tenders/index.aspx">www.dotars.gov.au/departments/tenders/index.aspx</a>&gt;, and are available for downloading in Microsoft Word, PDF and HTML formats.</p> <p>Regional Partnerships and Sustainable Regions programme guidelines are available through the Regional Entry Point website, &lt;<a href="http://www.regionalaustralia.gov.au">www.regionalaustralia.gov.au</a>&gt;. Regional Partnerships Programme</p>

Performance indicators	Results
<i>Publicly available information on agreed purchasing specifications are available in accessible formats for people with disabilities (continued)</i>	information is also accessible through the 54 Area Consultative Committees that provide programme support for all of Australia's regions. Further information is available face to face, by e-mail or regular mail, or through the website at < <a href="http://www.regionalpartnerships.gov.au/partnerships/index.aspx">www.regionalpartnerships.gov.au/partnerships/index.aspx</a> >.
<i>Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities</i>	Where relevant, the Department consults with stakeholders, including people with disabilities, in managing tenders, contracts and grants.  Processes for developing and submitting applications for funding under the Regional Partnerships Programme, and contracting the services required for approved projects, are developed in direct consultation with the applicant.
<i>Purchasing specifications and contract requirements for the purchase of goods or services are consistent with the requirements of the Disability Discrimination Act 1992</i>	All contracts within the Department are based on departmental templates which include standard clauses relating to people with disabilities.  All suppliers receiving payments are required to comply with relevant state and federal laws, including the <i>Disability Discrimination Act 1992</i> , the <i>Racial Discrimination Act 1975</i> , and the <i>Sex Discrimination Act 1984</i> .  Applicants with disabilities are also entitled to apply for grants under the Regional Partnerships and Sustainable Regions programmes. These are the only two major programmes which are discretionary, in that the minister or the Department has discretion in determining whether a particular applicant receives funding and what, if any, conditions are imposed on the payment.
<i>Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided</i>	All publicly available specifications and guidelines are available on the departmental website < <a href="http://www.dotars.gov.au">www.dotars.gov.au</a> > and the Regional Entry Point website < <a href="http://www.regionalaustralia.gov.au">www.regionalaustralia.gov.au</a> >, and through the Australian Government Regional Information Directory. A toll-free call centre (1800 026 222) also provides information and a referral service.
<i>Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about the providers' performance</i>	The Department recognises and respects the rights of clients to provide feedback about its services, regardless of whether services are delivered directly by the Department or through a third party. (See the report on the Department's complaints mechanism under the 'Provider' role.)  Additionally, the Department has a review process for applicants under the Regional Partnerships Programme who wish to have decisions reconsidered.  The Department also consults staff about purchasing decisions that might affect the lives of staff with disabilities (see the report on the 'Employer' role).



## PROVIDER

### Description

*Providers deliver the services they have been contracted to provide under specified conditions*

The Department delivers transport and regional services and information to and in partnership with government, industry and the broader community. Several of the grants administered by the Department in 2006–07 focused on assisting people with disabilities to enter the workforce. For examples of these and other projects see the reports on performance for the Regional Partnerships Programme and Sustainable Regions Programme in Chapter 4.

The only services delivered directly to individuals by the Department are:

- the infrastructure and services provided to the 2,744 residents of Australia's non-self governing territories; and
- the responses to enquiries provided through the Australian Government Regional Information Service.

### Performance indicators

### Results

*Providers have established mechanisms for quality improvement and assurance*

The Department regularly reviews its guidelines and procedures manuals, and has a client service charter in place explaining how people can provide feedback.

The Department seeks feedback about the activities it performs or for which it administers funding. Examples can be found in the reports on output group performance (Chapters 3 and 4). The main mechanisms for feedback are:

- reports submitted by the bodies that receive funding, either when projects pass key milestones or on a regular basis (as in the AusLink Roads to Recovery Programme);
- client surveys where the beneficiaries of services can be identified, such as surveys of the individual households participating in airport noise amelioration programmes; and
- formal evaluations of programmes, usually conducted on a three-year to five-year cycle.

*Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities*

The Department has a client service charter, provided in printed format and on the website at <[www.dotars.gov.au/departments/dotars/charter.aspx](http://www.dotars.gov.au/departments/dotars/charter.aspx)>. Clients can provide feedback by contacting the Department by telephone, by email or in writing.

The service charter and other relevant documents advise clients of their options in making complaints or raising grievances, including their rights to access external mechanisms such as the Commonwealth Ombudsman and the Administrative Appeals Tribunal.

Performance indicators	Results
<p><i>Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised about performance</i></p>	<p>As explained in the client service charter, clients of the Department can submit complaints and grievances to the Department's Governance Centre through various means, including:</p> <ul style="list-style-type: none"> <li>• online feedback through the Department's website, at &lt;www.dotars.gov.au/utilities/feedback.aspx&gt;;</li> <li>• email &lt;clientservices@dotars.gov.au&gt; ;</li> <li>• telephone (1800 075001); and</li> <li>• in writing to the Director, Governance Centre (GPO Box 594, Canberra ACT 2601).</li> </ul> <p>Complaints and grievances can also be directed externally to the Commonwealth Ombudsman or the Human Rights and Equal Opportunity Commission.</p> <p>There were no complaints to the Human Rights and Equal Opportunity Commission about the Department in 2006-07.</p> <p>Additionally, there was a decrease in complaints to the Commonwealth Ombudsman of 23 per cent in 2006-07, to 41 from 53 in 2005-06, continuing the downward trend in the number of complaints in recent years.</p>

## EMPLOYER

Description	
<p><i>The employment role usually involves providing employment and ensuring workplace procedures and practices support equitable working conditions for employees, including those with disabilities</i></p>	<p>The Department is an employer under the <i>Public Service Act 1999</i>. At 30 June 2007, the Department employed 93 people in the IOTs and 1291 people in other locations around Australia. In 2006-07 the number of departmental staff who reported having a disability increased from 23 to 30 (a 30 per cent increase). In part to maintain this progress, the Department developed the DOTARS People with a Disability Strategy, a component of the workforce diversity strategy, during the year.</p> <p>The key elements of the DOTARS People with a Disability Strategy, outlining the Department's commitment to current and future employees who have disabilities, have been agreed upon and will be progressively implemented</p>

Performance indicators	Results
<p><i>Employment policies, procedures and practices comply with the requirements of the Disability Discrimination Act 1992</i></p>	<p>Our employment policies and practices reflect the requirements of relevant laws including the <i>Racial Discrimination Act 1975</i>, <i>Sex Discrimination Act 1984</i> and <i>Disability Discrimination Act 1992</i>. In addition we:</p> <ul style="list-style-type: none"> <li>• include a specific clause in our collective agreement reminding staff of these legislative requirements; and</li> <li>• offer flexible working arrangements and opportunities for personal and professional development to staff.</li> </ul>

Performance indicators	Results
<i>Recruitment information for potential job applicants is available in accessible formats on request</i>	<p>The Department publishes details of employment opportunities weekly in the Australian Public Service Gazette, available online through the APSjobs website at &lt;<a href="http://www.apsjobs.gov.au/">www.apsjobs.gov.au/</a>&gt;, and occasionally in the press.</p>
	<p>More detailed recruitment information is available on the Department's website, at &lt;<a href="http://www.dotars.gov.au/department/careers/vacancies/index.aspx">www.dotars.gov.au/department/careers/vacancies/index.aspx</a>&gt;, and on request from the contact person for each opportunity.</p> <p>Most website documents are in a PDF format that is accessible to screen readers for vision- or hearing-impaired people. Microsoft Word format is also available, as well as a relay service through Australian Communication Exchange for hearing- or speech-impaired people.</p>
<i>Agency recruiters and managers apply the principle of 'reasonable adjustment'</i>	<p>Assistance is readily available to ensure that any applicants with impairments receive fair, equitable and non-discriminatory consideration. This may include interpreters or, for hearing- or speech-impaired applicants, the relay services of the Australian Communication Exchange. Diversity data for new staff is recorded at induction.</p>
	<p>Once recruited, staff members can access occupational health and safety services as appropriate. These have included workstation assessments, accessible car-parking spaces, telephone equipment for hearing-impaired staff, and voice recognition software and special computer keyboards for staff at risk of occupational overuse injury.</p>
<i>Training and development programmes consider the needs of staff with disabilities</i>	<p>The Department provides access to a range of learning and development activities to cater to the varying needs of staff members, including those with disabilities. All providers of training and training facilities and associated services comply with Australian Public Service standards and relevant legislation.</p>
<i>Training and development programmes include information on disability issues as they relate to the content of the programme</i>	<p>The Department's training and development programmes include information on disability issues where relevant. Specific courses that cover disability issues include training for:</p> <ul style="list-style-type: none"> <li>· new starters, giving an overview of support mechanisms in place for all occupational health and safety issues;</li> <li>· fire wardens, as staff with disabilities may have specific evacuation arrangements;</li> <li>· occupational health and safety representatives, who are made aware of staff with particular needs to ensure that the workplace is free of hazards for all staff; and</li> <li>· workplace harassment contact officers, who are made aware of the types of issues that may arise for people with disabilities.</li> </ul>
	<p>Other courses made available by the Department that provide information on disability include Working Ethically and Professionally in the Australian Public Service.</p>

Performance indicators	Results
<p><i>Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised by staff</i></p>	<p>If an employee has a specific grievance, the Department encourages them to take the matter up with their supervisor or with the senior management in their division. Where this does not resolve the matter, the collective agreement sets out the process for resolving disputes.</p> <p>Additionally, a network of workplace harassment officers is available to employees, with contact details accessible on the intranet.</p> <p>Employees may also submit applications to the Merit Protection Commissioner for external review.</p>



# APPENDIX E—REPORT ON ECOLOGICALLY SUSTAINABLE DEVELOPMENT

This appendix expands on the Chapter 1 “Year in Review” summary on Environmental Performance and reports on how we implemented the principles for ecologically sustainable development (ESD) set out in the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act). As required by section 516A of the Act, it explains:

- how our activities accord with the five principles of ESD identified in the Act;
- how we administer legislation in accordance with ESD principles;
- how the outcomes we work towards, and are appropriated resources against, contribute to ESD;
- how our activities affect the environment and how we minimise harm to it; and
- how we review and increase the effectiveness of measures to minimise harm.

## HOW OUR ACTIVITIES ACCORD WITH ESD PRINCIPLES

The Department undertakes a range of activities in accordance with ESD principles, ranging from corporate initiatives to departmental policies, programmes and procedures. Further examples of how the Department implemented the five ESD principles in 2006–07 follow.

### The integration principle

To integrate environmental, social, economic and equity considerations into decision making, the Department:

- through the Territories and Local Government Business Division developed management options for DOTARS heritage assets on Christmas Island and the Cocos (Keeling) Islands to effectively integrate long-term and short-term economic, social and heritage considerations. This work is ongoing. The Division led an interdepartmental mine site rehabilitation working group to reverse the environmental impact of past mining practices on Christmas Island.
- through the Regional Services Business Division makes government funding available through major programmes in the Regional Services Division, the Sustainable Regions Programme and Regional Partnerships Programme. Both programmes assist communities to make structural adjustments in regions affected by major economic, social or environmental change. Decision making processes take into account economic, social and equitable considerations through the assessment of outcomes and local support.
- through the AusLink Business Division worked in partnership with State and Territory transport agencies to finalise corridor strategies for each of the 24 links making up the AusLink National Network. These provide the information and analytical base for determining future network priorities. Environmental, congestion, safety and amenity issues, as well as economic, market and infrastructure considerations are drawn together in identifying transport corridor deficiencies and priorities.
- through the Bureau of Transport and Regional Economics ensured decision making processes and research choices cover both long term and short term economic, environmental, social and equity issues and often addresses issues of better pricing and the efficiency or lack thereof in markets. BTRE aims to provide evidence to support decision making, including advice on greenhouse emissions and pollution from the transport sector.



- through the Aviation and Airports Business Division administered the Australian Government's interests in the ongoing operation and management of the 22 privatised airports. The division continuously monitors compliance with the *Airports Act 1996* and the Airports (Environment Protection) Regulations 1997, regulating airport activities that may potentially negatively impact on the environment, such as air pollution or excessive noise. The regulations encourage continuous improvement of environmental management practices at leased federal airport sites. In 2006-07 the Division commenced a review to harmonise the existing Acts with new government environmental initiatives, including the *Environmental Protection and Biodiversity Conservation (EPBC) Act 1999*, the establishment of the National Environmental Protection Council, associated *National Environment Protection Measures*, revision of other environmental standards and advances within the environmental scientific field. The Division continues to develop aircraft noise software, available to airports and communities, that assist in the monitoring and management of aircraft noise. Access to the software is available through the Department's website at <[www.dotars.gov.au/aviation/environmental/transparent\\_noise/index.aspx](http://www.dotars.gov.au/aviation/environmental/transparent_noise/index.aspx)>.
- through the Maritime and Land Transport Business Division enacted three pieces of domestic legislation during 2006-07 (as reported under Output 1.4.1) to give effect to international conventions for the protection of the marine environment. The Division has oversight of the Australian Maritime Safety Authority, which is responsible for ensuring maritime safety and protection of the marine environment. In January 2007 stringent emission standards were introduced for heavy diesel vehicles harmonising Australian regulations with the latest United Nations Economic Commission for Europe regulations.

### The precautionary principle

Lack of scientific certainty is not used as a reason for postponing measures to prevent environmental degradation and the Department:

- through the Regional Services Business Division undertakes research by the Regional and Indigenous Policy Branch, provides policy advice on the regional implications of a range of environmental issues including the efficient use of water resources, the effects of drought and the adoption of alternative energy sources such as bio-fuels; and advises agencies on their Regional Australia Impact Statements which require analysis of factors such as the social, economic, governance and environmental implications of a proposal.

### The intergenerational principle

To support conservation of the environment for the benefit of future generations, the Department:

- through the Regional Services Business Division's Regional Partnerships Programme, ensures that all applicants obtain the statutory approvals including, where necessary, those that are environment and heritage-related. These requirements significantly reduce the risk of the Department financing projects that threaten or cause irreversible environmental damage, including negative impact on the environment for future generations, or threat to the conservation of biological diversity and ecological integrity.
- through the Maritime and Land Transport Business Division maintains a key role in improving mechanisms to protect the marine environment for future generations by administering the annual Australian contribution to the International Maritime Organization and the International Oil Pollution Compensation Funds, and contributing to the development of international standards and instruments including the Wreck Removal Convention which was adopted in May 2007. Australia ratified the Convention for the Control of Harmful Anti-fouling Systems on Ships during 2006-07. The Division made information on greenhouse gas and air pollution emissions of new cars available to the public on its website <[www.greenvehicleguide.gov.au](http://www.greenvehicleguide.gov.au)> which has received more than 470,000 visits since it was launched in August 2004.



### The biodiversity principle

Taking into account biodiversity and ecological integrity issues in its policy work the Department:

- through the Australian Transport Safety Bureau maintains investigation procedures requiring investigators to make the relevant authorities aware of hazards (including known environmental hazards) at the completion of the on-site phase of an investigation, in cases where the Bureau formally controlled access to the site under section 44 of the *Transport Safety Investigation Act*. The Department was a partner in the development of the National Maritime Emergency Response Arrangement to assist in protecting the marine environment from the consequences of severe pollution in the event of a maritime accident.

### The valuation principle

Continuing to improve its valuation, pricing and incentive mechanisms to ensure that the true cost of activities, including environmental, social and economic are recognised, the Department:

- through the Aviation and Airports Business Division initiated the research and analysis of policy options for emissions trading and carbon offsetting for aviation in 2006–07.

## HOW WE ADMINISTER LEGISLATION IN ACCORDANCE WITH ESD PRINCIPLES

Administering legislation specified in its Appropriations Act the Department:

- through the Maritime and Land Transport Business Division initiated the development and implementation of domestic legislation and involvement in the development of international instruments, through bodies such as the International Maritime Organization, to protect the marine environment from any potential negative environmental effects resulting from domestic and international sea transport.
- through the AusLink Business Division identifies and minimises negative environmental impacts and implements mitigation measures, in instances where the environmental impacts of AusLink projects are subject to both Australian Government and state/territory environmental legislation.
- through the Bureau of Transport and Regional Economics publishes high quality research to allow better informed Government and stakeholder decision-making processes. The Bureau increased the knowledge base in a wide number of areas in 2006–07, often quantifying the costs and benefits in economic, social, environmental and social equity terms.

Certain officers exercise decision-making powers and advise our ministers on the exercise of their powers under portfolio legislation and on other matters. The matters dealt with by the Department and the Acts administered by the Minister are set out in the Administrative Arrangements Order (AAO) for the Commonwealth of Australia. More than 20 Acts administered by the Minister reflect ESD issues.

The main Acts relate to:

- noise and emissions from aircraft and damage caused by aircraft (six Acts) and regulation of leased airports, including environmental protection (one Act);
- protection of the sea and the marine environment (10 Acts); and
- motor vehicle safety, emission and anti-theft standards (one Act) and road transport charges (two Acts).

A current link to the AAO can be accessed at [www.pmc.gov.au](http://www.pmc.gov.au) or [www.comlaw.gov.au](http://www.comlaw.gov.au)



## HOW OUR OUTCOMES CONTRIBUTE TO ESD

ESD is integral to our two outcomes: transport and regional services.

On behalf of the Government, the Department seeks to foster transport systems which are sustainable and efficient, as well as competitive, safe and secure. For more information on how we achieved this in 2006-07, see Chapter 3.

In assisting regions to manage their own futures, the government concentrates particularly on sustainable development, local development practices and natural disaster risks. For more information on how we continued to assist regions manage their own futures in 2006-07 see Chapter 4. In keeping ESD principles integral to the two outcomes, the Department:

- through the Aviation and Airports Business Division devotes significant resources to developing strategies and policies aimed at fostering a sustainable aviation sector. These strategies are designed, to engage communities in understanding and having input into the design of airport operating arrangements. The Division has concentrated on developing policies that minimize the environmental impact of aviation and that keep abreast of advances in environmental sciences and management.
- through the work of the Bureau of Transport and Regional Economics (BTRE) which contributes to ESD through publications such as *Greenhouse gas emissions from Australian transport: base case projections to 2020*.

## HOW OUR ACTIVITIES AFFECT THE ENVIRONMENT AND HOW WE MINIMISE HARM

The Department monitors how its activities affect the environment and how it can minimise harm. For example, the mine site rehabilitation work facilitated by DOTARS is providing strategic investment in the Christmas Island National Park that contributes to the strengthening of its ecosystems, and improving the qualities and characteristics of Christmas Island.

While many of the Department's activities have a positive impact on the environment as highlighted in Chapter 1 and above, its day-to-day operations use resources such as electricity, water, fuel and paper. Waste is also created in various forms.

No breaches of environmental laws or licences by the Department were reported during 2006-07.



The Department also contributes to an annual report on the Government's implementation of environment protection measures, in accordance with the *National Environment Protection Measures (Implementation) Act 1998*.

Through its active and ongoing work on the Environmental Management System (EMS) and the Green Lease Schedule (GLS), and the associated working groups established to manage and monitor ongoing environmental objectives, the Department maintains a strong and ongoing focus on environmental issues. This commitment is evident in the decision to create an environmental working group in conjunction with a staff information session on World Environment Day.

### Reducing environmental impacts

The Department's EMS is focused on its office-based activities in National Office, with initiatives being applied at territory and state levels where appropriate. During 2006-07 the Department focused on implementing actions that worked towards the following objectives, to:

- establish and implement environmentally responsible purchasing guidelines and procedures;
- reduce waste production;
- decrease water consumption;
- maintain energy efficient systems and reduce energy consumption;
- increase staff awareness and encourage the use of environmentally friendly and fuel efficient vehicles to reduce total CO<sub>2</sub> emissions; and
- create greater environmental awareness among staff.

The EMS objectives are currently undergoing review in order to establish 2007-08 initiatives and targets.



## HOW WE REVIEW AND INCREASE THE EFFECTIVENESS OF ENVIRONMENTAL MEASURES

The Department is a contributor to a detailed annual report on energy use in Australian Government operations published by the Australian Greenhouse Office which can be found at <[www.greenhouse.gov.au](http://www.greenhouse.gov.au)>. As at the date of preparation of this annual report, energy consumption data for the Department for 2006-07 was not available. However, data for previous years appears in Table E1 and Figure E1.

**Table E.1 Trends in departmental energy consumption**

	2002-03	2003-04	2004-05	2005-06
<b>Buildings and electricity</b>				
<b>Office buildings</b>				
Area occupied	29,159 m <sup>2</sup>	25,864 m <sup>2</sup>	28,235 m <sup>2</sup>	30,080 m <sup>2</sup>
Occupants <sup>a</sup>	1,128	1,114	1,326	1531
Area per person	25.9 m <sup>2</sup> /	23.2 m <sup>2</sup> /	21.3 m <sup>2</sup> /	19.7 m <sup>2</sup> /
Electricity used	10,785 GJ	11,041 GJ	12,259 GJ	14,887 GJ <sup>d</sup>
Electricity used per person <sup>b</sup>	9,561 MJ/	9,911 MJ/	9,254MJ/	9,723 MJ/
Electricity used by area	370 MJ/m <sup>2</sup>	427 MJ/m <sup>2</sup>	434 MJ/m <sup>2</sup>	495 MJ/m <sup>2</sup>
Electricity sourced from renewable sources	not reported	not reported	3.5%	3.0%
<b>Other buildings</b>				
Area occupied	1,306 m <sup>2</sup>	1,306 m <sup>2</sup>	1,306 m <sup>2</sup>	1,306 m <sup>2</sup>
Electricity used	101 GJ	91 GJ	118 GJ	68 GJ
Electricity used by area	77.7 MJ/m <sup>2</sup>	69.7 MJ/m <sup>2</sup>	90 MJ/m <sup>2</sup>	51.8 MJ/m <sup>2</sup>
<b>Transport<sup>c</sup></b>				
<b>Passenger vehicles</b>				
Total petrol used	122,828 L	135,269 L	124,425 L	126,999 L
Average fuel economy/ 100km	10.3 L	8.8 L	11.1 L	11.0 L <sup>e</sup>
Total fuel used	4,201 GJ	4,657 GJ	4,267 GJ	4,598 GJ
Vehicle fleet compliance with green vehicle guide	n/a	n/a	35%	20%

	2002-03	2003-04	2004-05	2005-06
<b>Other transport</b>				
Total automotive diesel used	4,233 L	0 L	0 L	0 L
Total petrol used	2,656 L	0 L	0 L	0 L
Total fuel used	254 GJ	0 GJ	0 GJ	0 GJ
<b>Total of the above</b>				
Direct energy consumed	15,342 GJ	15,789 GJ	16,644 GJ	19,553 GJ
Greenhouse gas emissions (CO <sub>2</sub> tonnes)	not reported	not reported	3,777	4,736 t

GJ = gigajoules L = litres MJ = megajoules

a Occupants may include contractors and employees of contracted service providers as well as staff.

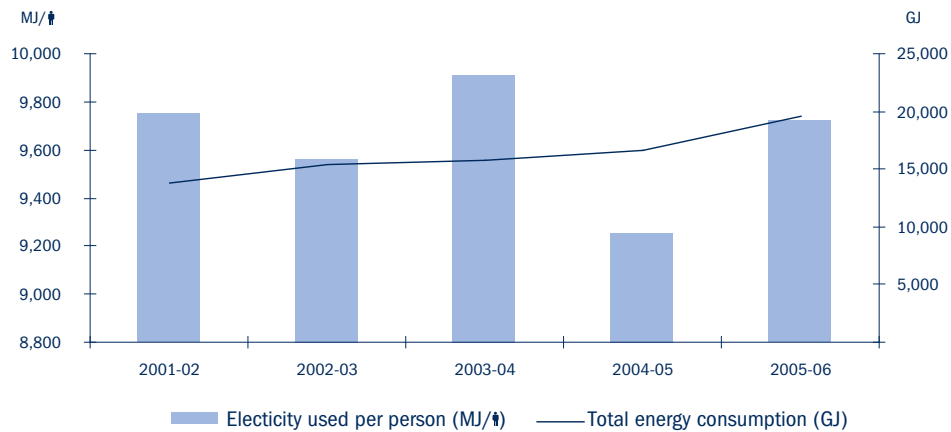
b The Australian Government's energy consumption target is no more than 10,000MJ per person per year.

c Transport statistics include senior executive and other departmental vehicles, but do not include vehicles that staff receive in lieu of remuneration under salary packaging.

d Includes green power.

e Diesel and petrol.

**Figure E.1 Trends in departmental electricity and energy consumption**



## APPENDIX F—REPORT UNDER THE FOI ACT

Under section 15 of the *Freedom of Information Act 1982* (FOI Act), any person is entitled to apply for access to Australian Government documents created after 1970. The Department holds documents relating to its roles of:

- carrying out research and providing advice on transport, transport security and regional issues;
- conducting investigations into transport safety;
- administering regulations and standards for all modes of transport; and
- delivering a range of programmes on behalf of the Australian government, including services to territories and local governments.

This appendix explains how to request access to documents held by Department of Transport and Regional Services (DOTARS) under the FOI Act, what records the Department holds and what arrangements we have in place for outside participation. Detailed information about the FOI Act is available on the Attorney-General's Department website: <<http://www.ag.gov.au>>

### How to lodge a Freedom of Information request

A request for access to documents made under the FOI Act must:

- be made in writing (this can be transmitted by email or fax);
- be accompanied by the \$30 application fee (this can be waived or refunded in some cases);
- include an address in Australia to which replies and notices can be sent; and
- provide enough information for the Department to identify the documents you wish to access.

It may not be possible to obtain access to all of the documents sought in an FOI request. Access is limited by exemptions that protect essential public interests, and private and business affairs of others.

If you need more information or wish to discuss making an FOI request, you can contact the Department by:

- email: [foi@dotars.gov.au](mailto:foi@dotars.gov.au);
- fax: 02 6274 6775;
- phone: 02 6274 7531; or
- post: Freedom of Information Coordinator  
Department of Transport and Regional Services  
GPO Box 594  
CANBERRA ACT 2601

The Department usually imposes additional processing charges. The *Freedom of Information Act 1982*, Schedule of Fees and Charges sets out rates for the time spent searching for and retrieving relevant documents, decision making time, photocopying and other costs. Where charges are imposed, applicants are provided with an estimate of the processing charges and their agreement is sought before continuing.

### What records we hold

Departmental records include the records of:

- the Australian Transport Safety Bureau;
- the Bureau of Transport and Regional Economics;
- the administrations of Jervis Bay Territory, Christmas Island, the Cocos (Keeling) Islands; and
- the Office of the Administrator, Norfolk Island.



Like many other Australian Government agencies, the Department holds records such as:

- briefing papers and submissions prepared for Ministers, Parliamentary Secretaries, Cabinet and Executive Council (noting that these are generally classified documents);
- business papers, briefing notes and meeting records for committees and conferences in which we service or participate;
- codes of practice;
- documents prepared by international agencies;
- documents relating to the development of legislation;
- environmental impact statements;
- internal administration documents;
- international treaties, memoranda of understanding and international conventions;
- legal documents, including legislation, contracts, leases and court documents;
- maps and other geographical information;
- ministerial responses to parliamentary questions, interdepartmental and general correspondence and papers;
- policy documents, recommendations and decisions;
- programme, fund and grant administration papers;
- registers of documents, agreements, approvals, exemptions, permits and licences;
- service delivery agreements;
- statistics and databases; and
- technical standards, guidelines, specifications, charts, photographs, drawings and manuals.

A digest of the personal information we hold is available at [www.privacy.gov.au/government/digest](http://www.privacy.gov.au/government/digest). This information is updated annually.

## Stages of a Freedom of Information (FOI) request

### Step 1

**The Applicant writes to the Department** requesting access to specific information in documents held by the Department and includes either payment of the \$30 application fee or a request to waive the fee.

### Step 2

**Within 14 days of receipt of an FOI application**, the Department advises the applicant either that the request is accepted and provides an FOI reference number; or explains why it cannot accept the application (eg it does not hold the documents requested) and returns any application fee received.



### Step 3

**On payment (or waiver) of the application fee**, the Department estimates the processing charges payable for access to the relevant documents.

- Processing charges can be imposed to cover time spent searching for and retrieving relevant documents, decision making time, photocopying and other costs.
- While the estimate of processing charges is being calculated, the Applicant may be contacted to clarify the scope of the FOI request.
- It may be discovered that the information can be provided outside the FOI Act (eg it may already be available on the DOTARS web site). If so, the application fee will be refunded.
- When complete, the estimate of processing charges is sent to the Applicant along with details about the next steps of the FOI application.

### Step 4

**The Applicant has 30 days to respond by either:**

- paying the processing charges (or a deposit if the cost is over \$25), or
- writing to contend the way the processing charges have been assessed and to request that they be reduced or not imposed at all.

### Step 5

**On receipt of the required payment** (or waiver of the processing charges), the Department will process the FOI application. This may include consulting with third parties who might be affected by the release of the documents.

There are several possible outcomes. These are:

- the documents may be released in full;
- the release may be deferred if the document has a short-term sensitivity (eg until a report has been released); or
- the documents may be partially released or withheld if some or all of the documents are found to be exempt under the FOI Act. (The Department must give reasons for this decision, and Applicants have appeal rights.)

### Functions and decision-making powers

Our organisation and functions are described throughout this report.

Certain officers exercise decision-making powers and advise our ministers on the exercise of their powers under portfolio legislation and other matters. These responsibilities are as set out in the Administrative Arrangements Orders (AAO) for the Commonwealth of Australia and relate to:

- transport safety, including investigations;
- land transport;
- civil aviation and airports;
- transport security;



- delivery of regional and rural specific services;
- maritime transport, including shipping;
- regional development;
- matters relating to local government;
- planning and land management in the Australian Capital Territory, administration of the Jervis Bay Territory, the Territory of Cocos (Keeling) Islands, the Territory of Christmas Island, the Coral Sea Islands Territory, the Territory of Ashmore and Cartier Islands and Australian Government responsibilities for Norfolk Island;
- constitutional development of the Australian Capital Territory;
- constitutional development of the Northern Territory of Australia; and
- natural disaster relief and mitigation in the form of financial assistance to the states and territories.

For a complete and up-to-date copy of the AAO visit [www.pmc.gov.au](http://www.pmc.gov.au) or [www.comlaw.gov.au](http://www.comlaw.gov.au) and search for AAO.



















To ensure that the Department's employees exercise their powers appropriately and to raise awareness of and access to their decision-making authorities, the Department uses an online delegations management system called i-Delegate. The system is being populated with information about the powers and authorities assigned to employees under the legislation set out in the AAO relating to the subject matters listed above and laws such as the *Financial Management and Accountability Act 1997* and the *Public Service Act 1999*.

To review a list of the manuals and other documents we use when making decisions or recommendations that affect the public contact any office of the National Archives of Australia or visit [www.naa.gov.au](http://www.naa.gov.au).

### Arrangements for outside participation

We consult widely to gain the views of our stakeholders and clients about future policy directions and programme delivery. This includes consulting with other Australian Government departments and agencies as appropriate and with foreign governments, particularly in the context of transport security, safety and aviation policy. The other key external bodies we consulted in 2006–07 are as listed in Table F.1.

Table F.1 External bodies consulted by the department in 2006-07

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Accessible Public Transport National Advisory Committee					✓				
Aerial Agricultural Association of Australia www.aerialag.com.au		✓	✓			✓			
Aircraft Owners and Pilots Association of Australia www.aopa.com.au		✓	✓			✓			
Airport Environment Consultative Committees						✓			
All Australian National Ports		✓	✓						
American Public Transit Association www.apta.com			✓						
Area Consultative Committees www.acc.gov.au				✓			✓		✓
Asia-Pacific Economic Cooperation Maritime Security Experts Group			✓						
Asia-Pacific Economic Cooperation Aviation Security Experts Group			✓						
Asia-Pacific Economic Cooperation Transportation Working Group www.apec.org			✓		✓				✓
Association of Australian Ports and Marine Authorities www.aapma.org.au		✓	✓		✓				✓
Austasia Business Council								✓	
Australasian College of Road Safety www.acrs.org.au		✓							
Australasian Flight Safety Council		✓	✓						












































Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Australasian Fire Authorities Council								<input checked="" type="checkbox"/>	
Australasian Railway Association www.ara.net.au		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
Australasian Road Rescue Association www.arro.org.au		<input checked="" type="checkbox"/>							
Australasian Traffic Policing Forum		<input checked="" type="checkbox"/>							
Australia-Indonesia Development Area Transport Working Group					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
Australian Airports Association www.aaal.com.au		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			
Australian Automobile Association www.aaa.asn.au		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
Australian Ballooning Federation www.abf.net.au		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
Australian and International Pilots Association www.aipa.org.au		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			
Australian Bicycle Council www.abc.dotars.gov.au		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					
Australian Consortium for Social and Political Research Incorporated									<input checked="" type="checkbox"/>
Australian Coroners Society Inc.		<input checked="" type="checkbox"/>							
Australian Driver Trainers Association www.adta.com.au		<input checked="" type="checkbox"/>							
Australian Emergency Management Committee								<input checked="" type="checkbox"/>	
Australian Federation of Air Pilots www.afap.org.au		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			

Table F.1 continued.

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Australian Freight Councils Network www.freightcouncils.com.au			✓		✓				✓
Australian Government Agencies' Airport Security Committees			✓						
Australian Institute of Marine & Power Engineers www.aimpe.sitesuite.com.au		✓	✓						
Australian Government Disaster Recovery Committee								✓	
Australian Institute of Petroleum			✓		✓				
Australian Licenced Aircraft Engineers Association www.alaea.asn.au		✓				✓			
Australian Local Government Association www.alga.asn.au		✓	✓	✓			✓	✓	✓
Australian Logistics Council www.ozlogistics.org			✓	✓	✓				✓
Australian Marine Pilots Association		✓							
Australian Motor Vehicle Certification Board					✓				
Australian and New Zealand Regional Science Association International									✓
Australian Peak Shippers Association Inc					✓				
Australian Petroleum Production and Exploration Association www.appea.com.au									✓
Australian Research Council Key Centre for Human Factors and Applied Cognitive Psychology www.humanfactors.edu.au		✓							





















































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International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Australian Research Council Research Network in Spatially Integrated Social Science									
Aviation Safety foundation of Australasia (ASFA)									
Australian Shipowners Association www.asa.com.au									
Australian Sports Aviation Confederation (ASAC) www.asac.asn.au									
Australian Strategic Air Traffic Management Group (ASTRA) www.astra.aero									
Australian Transport Council www.atcouncil.gov.au									
Australian Trucking Association									
Australian Ultralight Federation (see Recreational Aviation Australia)									
Austrroads Council www.austrroads.com.au									
Aviation Security Identity Card Working Group									
Aviation Security Advisory Forum									
Aviation Security Training Working Group									
Aviation Stakeholders' Conference									
Aviation Working Group									
Board of Airline Representatives of Australia									

Table F.1 continued.

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Bushfire Cooperative Research Centre								✓	
Bus Industry Confederation			✓		✓				✓
Cargo Working Group			✓						
Carnival Australia www.carnivalaustralia.com			✓						
Christmas Island Islamic Council								✓	
Christmas Island Tourism Association www.christmas.net.au								✓	
City of Wodonga									✓
Civil Air www.civilair.asn.au		✓				✓			
Committee to Advise on Recall and Safety					✓				
Commonwealth/State Emergency Services Officials Group								✓	
Commonwealth/State/Local Government Joint Officer's Group								✓	
Commonwealth/State Planning Officials Group								✓	
Competitive Carriers Coalition www.dcita.gov.au/tel/competition_policy_ and_framework/telecommunications_ competition_regulation_issues_paper/ competitive_carriers_coalition_ccc									✓
Conference of Asia-Pacific Express Carriers			✓						
Council of Australian Governments www.coag.gov.au		✓	✓	✓	✓	✓	✓	✓	✓































Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Critical Infrastructure Protection Working Group			✓						✓
Customs Brokers and Forwarders Council of Australia <a href="http://www.cbfa.com.au">www.cbfa.com.au</a>			✓						✓
Development Assessment Forum <a href="http://www.daf.gov.au">www.daf.gov.au</a>								✓	
European Council of Ministers of Transport <a href="http://www.cemt.org">www.cemt.org</a>									✓
Fatigue Management Pilot Working Group		✓							
Federal Chamber of Automotive Industries		✓			✓				
Flag State Implementation Subcommittee of the International Maritime Organization		✓			✓				
Flight Attendants Association of Australia <a href="http://www.faaa.net">www.faaa.net</a>		✓				✓			
Flight Safety Forums		✓							
Flinders University									✓
Gliding Federation of Australia <a href="http://www.gfa.org.au">www.gfa.org.au</a>		✓							
Heavy Vehicle Driver Fatigue Advisory Panel and Regulation Reference Group		✓			✓				
Heavy Vehicle Safety Strategy Task Force		✓			✓				
Helicopter Industry Association		✓							
High Level Group on Aviation Security			✓						
Human Factors Advisory Group		✓							

Table F.1 continued.

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Indigenous Road Safety Working Group		✓							
Industry Consultative Meeting (Aviation Security)			✓						
Intelligent Transport Systems Australia www.its-australia.com.au					✓				✓
International Transport Safety Association www.itsasafety.org		✓							
International Air Transport Association www.iata.org		✓	✓			✓			
International Civil Aviation Organization www.icao.int		✓	✓			✓			
International Maritime Organization www.imo.org		✓	✓		✓				
Jervis Bay Territory JBT Emergency Management Committee								✓	
Joint Agencies Maritime Advisory Group								✓	
Justice Issues Group, Jervis Bay Territory								✓	
Kingston and Arthur's Vale Historic Area Management Board (Norfolk Island)								✓	
Land Transport Environment Committee www.ephc.gov.au/itec					✓				
Local Government and Planning Ministers Council www.dotars.gov.au/lgpmcouncil								✓	
Local Government Association Roundtable								✓	
Local Government Managers' Association www.lgma.org.au								✓	

























Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Long-term Operating Plan Implementation Monitoring Committee									
Marine Accident Investigators International Forum <a href="http://www.maiif.net">www.maiif.net</a>									
Maritime Industry Security Consultative Forum									
Maritime Safety Committee of the International Maritime Organization									
Maritime Security Identification Card Working Group									
Maritime Union of Australia <a href="http://www.mua.org.au">www.mua.org.au</a>									
Minerals Council of Australia <a href="http://www.minerals.org.au">www.minerals.org.au</a>									
Motorcycle Safety Consultative Committee									
Ministerial Council for Police and Emergency Management									
National Advisory Facilitation Committee									
National Aerial Fire Fighting Centre <a href="http://www.nafc.org.au">www.nafc.org.au</a>									
National Awards for Innovation in Local Government - judging panel									
National Farmers Federation <a href="http://www.nff.org.au">www.nff.org.au</a>									
National Road Safety Strategy Panel									
National Tourism and Aviation Advisory Committee									

Table F.1 continued.

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
National Transport Commission		✓		✓	✓				✓
Northern Advanced Manufacturing Industry Group									✓
Organisation for Economic Co-operation and Development <a href="http://www.oecd.org">www.oecd.org</a>							✓		✓
Overnight Air Operators Association			✓						
Pedestrian Council of Australia <a href="http://www.walk.com.au/pedestriancouncil/">www.walk.com.au/pedestriancouncil/</a>		✓							
Public Health and Environment Committee								✓	
Rail, Tram and Bus Union			✓						
Recreational Aviation Australia <a href="http://www.auf.asn.au">www.auf.asn.au</a>		✓				✓			
Regional Aviation Association of Australia <a href="http://www.raaa.com.au">www.raaa.com.au</a>		✓	✓			✓			
Regional Development Council <a href="http://www.rdcouncil.gov.au/about.aspx">www.rdcouncil.gov.au/about.aspx</a>							✓		✓
Regional Women's Advisory Council <a href="http://www.dotars.gov.au/regional/councils/rwac/index.aspx">www.dotars.gov.au/regional/councils/rwac/index.aspx</a>							✓		✓
Research Coordination Advisory Group		✓							
Road Safety Black Spot Programme Consultative Panels				✓					
Road Safety Marketing and Public Education Forum		✓							
Royal Australasian College of Surgeons <a href="http://www.surgeons.org">www.surgeons.org</a>		✓							





















Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Safeskies Australia www.safeskiesaustralia.org		✓				✓			
Screening Improvement Group			✓						
Secretariat of the Pacific Community			✓						
Shipping Australia Ltd www.shippingaustralia.com.au		✓	✓		✓				
Shire of Christmas Island www.Christmas.shire.gov.cx								✓	
Shire of Cocos (Keeling) Islands www.shire.cc								✓	
Sports Aircraft Association of Australia www.saaa.com		✓							
Standing Committee on Regional Development							✓		✓
Standing Committee on Transport			✓	✓	✓				✓
Standing Committee on Transport -Transport Security Working Group			✓						
Sustainable Regions Advisory Committees www.sustainableregions.gov.au							✓		
Sydney Airport Community Forum www.sacf.dotars.gov.au						✓	✓		✓
Technical Liaison Group					✓		✓		
Technology Working Group			✓				✓		
Transport Emissions Liaison Group					✓		✓		
Transport Security Working Group			✓				✓		

Table F.1 continued.

Body	Main contact point(s) within the Department								
	Category of body	Australian Transport Safety Bureau	Office of Transport Security	AusLink	Maritime and Land Transport	Aviation and Airports	Regional Services	Territories and Local Government	Bureau of Transport and Regional Economics
International body 									
Ministerial body 									
Other national body 									
Regionally based body 									
Transport Workers Union <a href="http://twu.com.au/">http://twu.com.au/</a>			✓				✓		
Truck Industry Council					✓		✓		✓
Trusted Information Sharing Network			✓				✓		
TT-Line Company			✓				✓		
United Nations Economic Commission for Europe <a href="http://www.unece.org/trans/danger/danger.htm">www.unece.org/trans/danger/danger.htm</a>					✓		✓		
US Engine Manufacturers Association							✓		
US Environment Protection Agency	N/A				✓		✓		
Victorian Transport Association <a href="http://www.vta.com.au">www.vta.com.au</a>			✓				✓		
Woodside Petroleum Ltd <a href="http://www.woodside.com.au">www.woodside.com.au</a>			✓				✓		
Wreck Bay Aboriginal Community Council								✓	



## APPENDIX G—LIST OF DISCRETIONARY GRANTS PROGRAMMES

This appendix addresses the requirement for us to report details of the ongoing discretionary grants programmes we administer.

A discretionary grant is a payment where a minister or agency has discretion in determining whether a particular applicant receives funding and what, if any, conditions are imposed on the payment.

**Table G.1 Discretionary grants programmes**

Programme name	More information	Details of grant recipients
<b>Outcome 1-Transport</b>		
ATSB Road Safety Research Grants		For information about grant recipients, see <a href="http://www.atsb.gov.au">www.atsb.gov.au</a>
ATSB Aviation Safety Research Grants		
<b>Outcome 2-Regional Services</b>		
Regional Partnerships Programme	page 187	For information about grant recipients, see <a href="http://www.dotars.gov.au">www.dotars.gov.au</a>
Sustainable Regions Programme	page 192	
Regional and Rural Research and Development Grants Programme <sup>a</sup>	page 186	
Services to Indian Ocean Territories – State type grants	Page 211	

<sup>a</sup> On 1 July 2005 the Regional and Rural Development Grants and Regional and Rural Research Information and Data programmes were merged into the Regional and Rural Research and Development Grants Programme.

## APPENDIX H—ADDITIONAL HUMAN RESOURCE STATISTICS

This appendix addresses the requirement for us to publish a range of human resource statistics. It includes:

- a profile of our workforce by classification and location
- a profile of our workforce by gender, tenure and hours of work
- the salary scales available by classification
- details of the extra salary payments made to non-Senior Executive Service (SES) staff on Australian workplace agreements (AWAs) in 2006-07.

These statistics include non-ongoing staff as at 30 June 2005, 2006 and 2007, but exclude inoperative and casual staff unless noted otherwise. The 86 staff on Christmas Island and seven staff on Cocos (Keeling) Islands, are employed under the administrative ordinances made under the *Christmas Island Act 1958* and the *Cocos (Keeling) Islands Act 1955*, respectively, rather than the *Public Service Act 1999*.

**Table H.1 Workforce profile by classification and location**

	APS 1-4 and equivalent		APS 5-6 and equivalent		EL1 and equivalent		EL2 and equivalent		SES/ SEC and equivalent		Holder of public office		Total	
	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07	05-06	06-07
<b>Employees and public office holders other than Indian Ocean Territories (IOT) staff</b>														
ACT	217	196	330	337	268	280	198	193	41	44	4	1	1,058	1,057
NSW	9	8	30	35	13	11	1	1	-	-	-	-	53	55
Vic.	3	3	29	27	10	10	1	1	-	-	-	-	43	41
Qld	2	2	34	34	9	13	6	6	-	-	-	-	51	55
SA	5	1	8	12	3	5	4	4	-	-	-	-	20	22
WA	5	5	27	26	10	13	4	5	-	-	-	-	46	49
Tas.	-	-	4	3	1	1	-	-	-	-	-	-	5	4
NT	-	1	3	5	3	3	-	-	-	-	1	1	7	10
Norfolk Island	-	-	-	-	1	1	-	-	-	-	1	1	2	2
<b>Total</b>	<b>241</b>	<b>216</b>	<b>465</b>	<b>479</b>	<b>318</b>	<b>337</b>	<b>214</b>	<b>210</b>	<b>41</b>	<b>44</b>	<b>6</b>	<b>3</b>	<b>1,285<sup>a</sup></b>	<b>1,289</b>
<b>IOT employees</b>														
<b>Total</b>	<b>82</b>	<b>78</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>94</b>	<b>93</b>

APS = Australian Public Service EL = Executive level SEC = Secretary

Note: 'Equivalent' staff include employees performing legal, public affairs, transport safety investigation or other specialist duties.

a The total does not include two departmental employees who are also Indian Ocean Territories (IOT) employees

Table H.2 Workforce gender profile by tenure and hours of work

	Female		Male		Total	
	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07
<b>Employees other than IOT staff</b>						
Holder of public office	1	1	5	2	6	3
Ongoing full-time	480	477	651	657	1,131	1128
Ongoing part-time	62	67	15	13	77	80
Non-ongoing full-time	37	29	23	30	60	59
Non-ongoing part-time	4	8	7	11	11	19
<b>Total</b>	<b>584</b>	<b>582</b>	<b>701</b>	<b>707</b>	<b>1,285</b>	<b>1,289</b>
<b>IOT employees</b>						
Holder of public office	-	-	1	1	1	1
Ongoing full-time	26	24	32	31	58	55
Ongoing part-time	7	6	-	-	7	6
Non-ongoing full-time	8	6	6	5	14	11
Non-ongoing part-time	12	16	2	4	14	20
<b>Total</b>	<b>53</b>	<b>52</b>	<b>41</b>	<b>41</b>	<b>94</b>	<b>93</b>

Table H.3 Salary ranges (\$) for departmental employees by classification

	30 June 2004 (\$)	30 June 2005 (\$)	30 June 2006 (\$)	30 June 2007 (\$)
APS1	30,002-33,047	31,202-34,369	33,748-37,174	33,748-37,174
APS2	33,978-41,618	35,337-43,534	38,221-42,197	38,221-42,197
Graduate	36,154-36,154	37,600-37,600	43,608-43,608	43,608-43,608
APS3	38,544-50,847	40,318-52,881	43,608-63,257	43,608-47,086
APS4	42,953-54,489	44,671-52,881	48,316-54,996	48,316-52,502
APS5	47,953-56,984	49,871-59,263	53,941-64,337	53,941-64,099
APS6	51,992-71,597	54,072-85,627	58,484-89,052	58,484-80,902
EL1	66,303-90,372	69,267-93,987	74,920-97,746	74,920-112,975
EL2	76,511-151,000	79,571-122,557	86,064-150,000	86,064-156,000
SES1	129,717-160,979	134,906-178,433	130,977-175,000	130,000-175,500
SES2	156,986-164,970	174,115-178,433	152,246-185,000	170,000-200,000
SES3	188,444-188,444	214,626-214,626	182,471-195,000	186,000-210,000
Secretary	The Secretary's remuneration is as determined by the Prime Minister after taking into account the recommendations of the Remuneration Tribunal.			

Notes: Salary includes allowance and 'at-risk' pay, but excludes employer superannuation contributions and other non-salary benefits payable to staff in the department.

Different pay scales may apply to specialist staff, junior staff and non-ongoing employees engaged in intermittent or irregular duties. For more information, please see the Department of Transport and Regional Services Collective Agreement 2006-2009 ([www.dotars.gov.au/department/dotars/collective.aspx](http://www.dotars.gov.au/department/dotars/collective.aspx))

Table H.4 Details of performance pay for non-SES staff on AWAs in 2006-07

Classification	Number of people paid	Total cost of payments (\$)	Average payment (\$)	Range of payments (\$)
EL1 and equivalent	1	\$10,656	\$10,656	\$10,656
EL2 and equivalent	3	\$20,500	\$6,833	\$5,000-\$8,000
<b>Total</b>	<b>4</b>	<b>\$31,156</b>	<b>\$7,789</b>	<b>\$5,000-\$10,656</b>

Notes: The table shows the actual performance pay paid in the 2006-07 financial year.

Equivalent staff may include employees performing legal, public affairs, transport safety investigation or other specialist duties.

## APPENDIX I—AIRPORT PERFORMANCE DATA

The information in this appendix supplements the performance reporting in the body of the annual report, particularly the summary information on airport performance for Output 1.4.2.

### Table I.1 Airport lease review meetings, 2006 and 2007

The department's oversight of leased federal airports includes the assessment of their level of compliance with the lease terms. This includes undertaking a rolling programme of annual lease reviews of all 22 leased airports

### Table I.2 Airport insurance reviews

Airport lessee companies (ALCs) have obligations to the Commonwealth through the airport lease and sale agreements in relation to the maintenance of a range of insurances.

With a view to establishing more effective and appropriate insurance arrangements, the Department has appointed an insurance consultant to advise it on matters relating to requirements of the airport leases and the level of cover held by all ALCs

### Table I.3 Environmental authorisations

The department may authorise a lessee to undertake an action on an airport that may result in environmental emissions that exceed the levels mentioned in the schedules attached to the regulations. Such an authorisation may be provided only where the emissions will be no more damaging to the environment than if the levels in the schedules had been met.

Authorisations are intended to provide for transitional arrangements while the applicant investigates and pursues methods of achieving compliance with the schedules.

### Table I.4 Timeliness of airport expenditure plans and audit reports.

The reporting of the timeliness of airport expenditure plans and audit reports is based on Australian National Audit Office (ANAO) and Joint Committee of Public Accounts and Audit (JCPAA) reporting recommendations.

### Table I.5 Approved major development plans

A major development plan is required for each major development at an airport. Major airport developments include runways, buildings that cost greater than \$10 million (recently amended to \$20 million) and developments likely to have significant environmental or ecological impact.

Table I.1 Airport lease review meetings, 2006 and 2007

Airport	2005 Lease Review Meeting Held	2006 Lease Review Meeting Held	2007 Lease Review Meeting Held
Adelaide	1-Jun-05	22-Jun-06	25-May-07
Alice Springs	29-Jul-05	24-Aug-06	20-Jul-07
Archerfield	30-Jun-05	19-Jul-06	27-Jun-07
Bankstown	12-May-05	29-Mar-06	9-May-07
Brisbane	11-Jul-05	23-May-06	31-May-07
Camden	12-May-05	29-Mar-06	9-May-07
Canberra	28-Jun-05	16-Jun-06	1-Jun-07
Darwin	29-Jul-05	24-Aug-06	20-Jul-07
Essendon	9-Jun-05	5-May-06	17-May-07
Gold Coast	27-Jul-05	18-Jul-06	1-Jun-07
Hobart	16-Mar-05	5-Apr-06	4-Jul-07
Hoxton Park	12-May-05	29-Mar-06	9-May-07
Jandakot	21-Apr-05	26-Sep-06	9-Jul-07
Launceston	5-Apr-05	28-Jun-06	16-May-07
Melbourne	23-Aug-05	22-Aug-06	15-Jun-07
Moorabbin	8-Jun-05	4-May-06	18-May-07
Mount Isa	Nov-05	18-Jul-06	1-Jun-07
Parafield	1-Jun-05	22-Jun-06	25-May-07
Perth	22-Apr-05	25-Sep-06	10-Jun-07
Sydney	11-May-05	29-Mar-06	25-Jun-07
Tennant Creek	29-Jul-05	24-Aug-06	20-Jul-07
Townsville	27-Jul-05	18-Jul-06	1-Jun-07

Table I.2 Airport insurance reviews

Airport	Adviser's report received by department	Date of department's first follow-up with airport	Date final documents received from airport	Date of final letter to airport
Adelaide/ Parafield	28/3/2007	30/3/2007	23/4/2007	22/5/2007
Archerfield	10/1/2007	3/4/2007	14/5/2007	24/7/2007
Bankstown/ Hoxton Park/ Camden	15/12/2006	19/12/2006	22/1/2007	30/4/2007
Brisbane	2/4/2007	3/4/2007	18/5/2007	30/5/2007
Canberra	4/3/2007	10/4/2007	24/4/2007	30/5/2007
Darwin/Alice Springs/Tennant Creek	5/3/2007	15/3/2007	11/5/2007	22/5/2007
Essendon	3/5/2007	30/3/2007	30/4/2007	22/5/2007
Gold Coast/ Townsville/Mt Isa	5/4/2007	11/4/2007	26/4/2007	31/5/2007
Hobart	18/12/2006	20/12/2006	21/3/2007	10/5/2007
Jandakot	8/12/2006	19/12/2006	2/2/2007	23/3/2007
Melbourne/ Launceston	6/2/2007	21/2/2007	26/4/2007	23/5/2007
Moorabbin	13/12/2006	19/12/2006	4/1/2007	25/1/2007
Perth	28/3/2007	2/4/2007	1/5/2007	22/5/2007
Sydney	5/1/2007	9/1/2007	5/3/2007	30/3/2007

Note: The renewal periods of insurance policies vary across airports. Therefore, the information reflected above may not necessarily reflect financial year outcomes.

Table I.3 Environmental authorisations

Airport	AEO	Authorisation holder	Date approved	Period of validity	Nature of authorisation	Gazetted? (date/issue)
Sydney	J Muldoon	Sydney Water Corporation	21-Mar-07	3 years	Periodic discharge of sewage from overflow points at Discharge Bay Mill Pond, Sydney Airport	GN 12

Table I.4 Timeliness of airport expenditure plans and audit reports.

Expenditure plans (due 1 July each year)			
	2004-05	2005-06	2006-07
On time	1	0	1
Late	8	5	2
Not received	-	-	0
No. required	9	5	3
Audited reports (due September each year for previous financial year)			
On time	5	3	2
Late	4	5	2
Not received	-	-	-
No. required	9	8	4

Note: As at September 2007, all airports have advised that they have met their Schedule 11 commitments, however, the Department is waiting to receive final audited reports for Gold Coast, Brisbane and Canberra Airports.

Table I.5 Approved major development plans

Airport	Development	Approval date
<b>2007</b>		
Brisbane	Parallel runway	18-Sep-07
Gold Coast	Terminal expansion	10-Sep-07
Perth	Linfox warehouse and distribution centre	8-Aug-07
Melbourne	Mixed use development	13-Jul-07
Canberra	Southern office complex	26-May-07
Brisbane	Convenience centre	27-Mar-07
Hobart	Checked baggage screening facility	12-Feb-07
<b>2006</b>		
Brisbane	Northern access roads project	27-Sep-06
Brisbane	Gateway upgrade project	13-Sep-06
Brisbane	International terminal/concourse extension	5-Sep-06
Perth	Clay Manufacturing Plant	15-Aug-06
Perth	Coles Myer Distribution Centre	24-Jul-06
Brisbane	Multi-level car park	20-Jun-06
Canberra	Factory Outlet Centre	26-Apr-06
Canberra	Runway extension, minor variation	4-Apr-06
Melbourne	Reject Shop Distribution Centre	1-Mar-06
Melbourne	DHL Danzas Air and Ocean Freight Facility	1-Mar-06
Gold Coast	Tugun bypass	20-Feb-06
<b>2005</b>		
Essendon	Bulla Road, minor variation	13-Oct-05
Sydney KSA	Car park-international precinct	13-Apr-05
Adelaide	IKEA store	1-Feb-05
Parafield	Cross Keys works	19-Jan-05

Table I.5 continued.

Airport	Development	Approval date
<b>2004</b>		
Essendon	Bulla Road commercial-retail development	16-Dec-04
Melbourne	Office development	12-Nov-04
Gold Coast	Runway works	8-Nov-04
Canberra	Runway works	25-Aug-04
Brisbane	Direct factory outlet	25-Jun-04
Melbourne	International mail sorting facility	16-Jun-04
Brisbane	Virgin Blue hangar	11-May-04
<b>2003</b>		
Perth	Woolworths warehousing and distribution park	14-Nov-03
Canberra	Terminal expansion	4-Nov-03

Notes: Draft major development plans currently under assessment include:

- Brisbane - Hotel
- Brisbane - Federal Government office building
- Hobart - Outlet centre and bulky goods/homemaker retail centre



# APPENDIX J—TRANSPORT AND REGIONAL SERVICES PORTFOLIO BODIES

The Transport and Regional Services portfolio, in addition to the Department of Transport and Regional Services, also includes the following bodies:

## Joint Commonwealth – state bodies

Australian Transport Council <[www.atcouncil.gov.au](http://www.atcouncil.gov.au)>  
 Austroads <[www.austroads.com.au](http://www.austroads.com.au)>  
 Standing Committee on Transport <[www.aph.gov.au/house/committee/trs/index.htm](http://www.aph.gov.au/house/committee/trs/index.htm)>  
 Local Government and Planning Ministers' Council <[www.lgpmcouncil.gov.au](http://www.lgpmcouncil.gov.au)>  
 National Marine Safety Committee <[www.nmsc.gov.au](http://www.nmsc.gov.au)>  
 Regional Development Council <[www.rdcouncil.gov.au](http://www.rdcouncil.gov.au)>  
 Standing Committee on Regional Development

## Authorities and commissions

Airservices Australia <[www.airservicesaustralia.com](http://www.airservicesaustralia.com)>  
 Australian Maritime Safety Authority <[www.amsa.gov.au](http://www.amsa.gov.au)>  
 Civil Aviation Safety Authority <[www.casa.gov.au](http://www.casa.gov.au)>  
 International Air Services Commission <[www.iasc.gov.au](http://www.iasc.gov.au)>  
 Marine Council  
 National Capital Authority <[www.nationalcapital.gov.au](http://www.nationalcapital.gov.au)>

## Corporations and companies

Australian Road Research Board (ARRB) Transport Research Limited <[www.arrb.org.au](http://www.arrb.org.au)>  
 Australian Rail Track Corporation <[www.artc.com.au](http://www.artc.com.au)>  
 Maritime Industry Finance Company Limited  
 National Transport Commission <[www.ntc.gov.au](http://www.ntc.gov.au)>  
 Transport Certification Australia Ltd <[www.tca.gov.au](http://www.tca.gov.au)>

## Territory administrations

Administrator of Norfolk Island  
 Northern Territory Administrator  
 Office of the Indian Ocean Territories Administration

## Advisory bodies

Area Consultative Committees <[www.acc.gov.au](http://www.acc.gov.au)>  
 Australian Logistics Council <[www.austlogistics.com.au](http://www.austlogistics.com.au)>  
 Regional Women's Advisory Council  
 Sustainable Regions Advisory Committees <[www.sustainableregions.gov.au](http://www.sustainableregions.gov.au)>  
 Tasmanian Freight Equalisation Scheme Review Authority

## Other bodies

Australian Maritime College <[www.amc.edu.au](http://www.amc.edu.au)>  
 Inspector of Transport Security <[www.ministers.dotars.gov.au](http://www.ministers.dotars.gov.au)>  
 Registrar of Liner Shipping



## APPENDIX K—PERFORMANCE INDICATORS MODIFIED SINCE THE PBS

As described in the Overview for Chapters 3 and 4, in the lead-up to publication of the 2007–08 Portfolio Budget Statements (PBS), a review of performance indicators was undertaken, as a consequence of which the wording of a number of existing performance indicators was clarified. Additionally, a number of new performance indicators were developed for some existing outcomes/programmes, and where they were applicable to 2006–07 activities they have been included in this report. The following table shows those performance indicators modified or introduced as a consequence of the 2007–08 PBS performance indicator review.

This table does not show the performance indicators for new programmes announced in the 2006–07 Portfolio Additional Estimates Statements (PAES), which were published in that document, or for the *AusLink Strategic Regional-supplementary funding* administered programme for which the performance indicators will be published in the 2007–08 PAES.

Table K.1 Performance indicators modified since PBS

Output/ Programme	Original 2006–07 PBS Performance Indicators	Modified/new 2007–08 PBS Performance Indicators appearing in the 2006–07 Annual Report
<b>Output 1.1.2 Safety</b>	<b>Quality</b> <i>A best practice Novice Driver Programme Trial is implemented in NSW and Victoria</i>  <i>No performance indicator</i>	<b>Quality</b> <i>A best practice Novice Driver Programme Trial is conducted in NSW and Victoria</i>  <i>Aviation safety research reports are timely and informative</i>
<b>Output 1.2.1 Transport security</b>	<i>No performance indicator</i>	<b>Quality</b> <i>Other governments and international organisations are engaged, so as to further Australian interests in the transport security sector</i>
<b>Aviation security enhancements – regional passenger screening</b>	<b>Quantity/Location</b> <i>Metal detection equipment and training is provided to 140 regional airports</i>	<b>Quantity/Location</b> <i>Metal detection equipment and training is provided to 145 regional airports</i>
<b>AusLink Investment</b>	<b>Quality</b> <i>Transport corridor objectives, strategies and priorities are established for future investment</i>	<b>Quality</b> <i>Transport corridor objectives, strategies and priorities reflect national needs for future investment</i>

Output/ Programme	Original 2006–07 PBS Performance Indicators	Modified/new 2007-08 PBS Performance Indicators appearing in the 2006–07 Annual Report
<b>Management of residual issues of former Australian National Railways Commission (AN)</b>	<p><b>Effectiveness</b> <i>The future of the AN plan room is resolved, along with any other residual issues, which may emerge</i></p>	<p><b>Effectiveness</b> <i>The future of the former AN plans is resolved along with any other residual issues, which may emerge</i></p>
<b>Interstate Road Transport Fees</b>	<p><b>Effectiveness</b> <i>Uniform charges and operating conditions apply for heavy vehicles engaged solely in interstate operations</i></p> <p><b>Quality</b> <i>Payments are re-distributed to state and territory governments in line with an agreed formula designed to meet the cost of damage to roads caused by heavy vehicles</i></p>	<p><b>Effectiveness</b> <i>The Interstate Road Transport Fees programme establishes a registration scheme that provides a viable alternative to State and Territory based registration schemes for heavy vehicles</i></p> <p><b>Quality</b> <i>Fees are collected and dispersed to States and Territories in an efficient manner that meets audit requirements in line with an agreed formula based on meeting the cost of damage to roads caused by heavy vehicles</i></p>
<b>Tasmanian Freight Equalisation Scheme</b>	<p><b>Effectiveness</b> <i>Costs are alleviated for businesses shipping containers of goods from Tasmania to the mainland for use or sale, and to Tasmania as an input to a production process</i></p> <p><b>Quality</b> <i>Claims from shippers are processed efficiently and accurately</i></p>	<p><b>Effectiveness</b> <i>Costs are alleviated for businesses shipping containers of goods from Tasmania to the mainland for use or sale, or to Tasmania as an input to a production process</i></p> <p><b>Quality</b> <i>95% of claims from eligible shippers are processed within 30 days</i></p>
<b>Tasmanian Wheat Freight Scheme</b>	<p><b>Quality</b> <i>Claims from shippers are processed efficiently and accurately</i></p>	<p><b>Quality</b> <i>95% of claims from eligible shippers are processed within 30 days</i></p>
<b>Area Consultative Committees</b>	<p><b>Quality</b> <i>Number and range of Regional Partnership applications</i></p>	<p><b>Quality</b> <i>Number and value of Regional Partnership applications</i></p>
<b>Regional Partnerships</b>	<p><b>Quantity/Location</b> <i>Regional priorities and projects are established in every region of Australia (56 regions)</i></p>	<p><b>Quantity/Location</b> <i>Projects are established in every region of Australia (56 regions)</i></p>

Output/ Programme	Original 2006–07 PBS Performance Indicators	Modified/new 2007-08 PBS Performance Indicators appearing in the 2006–07 Annual Report
<b>Norfolk Island – refurbishment of Kingston Pier</b>	<b>Effectiveness</b> <i>The safety and functionality of the pier is improved in keeping with its heritage values</i>	<b>Effectiveness</b> <i>The safety and functionality of the pier is restored in keeping with its heritage values</i>
<b>Payment to the ACT – assistance for water and sewerage services</b>	<b>Effectiveness/Location</b> <i>The ACT Government provides specialised services on behalf of the Australian Government in the AC</i>	<b>Effectiveness/Location</b> <i>The ACT Government is compensated for extra costs resulting from national capital influences on the provision of water and sewerage services</i>
<b>Services to Jervis Bay Territory</b>	<b>Quality</b> <i>In the absence of a state or territory government, Jervis Bay Territory residents and visitors are provided with a range of infrastructure and services:</i> <ul style="list-style-type: none"> <li>· <i>at a reasonable standard and cost compared to similar mainland communities</i></li> <li>· <i>in a way which recognises the cultural and linguistic diversity of residents and visitors</i></li> </ul>	<b>Quality</b> <i>In the absence of a state or territory government, Jervis Bay Territory residents and visitors are provided with a range of infrastructure and services:</i> <ul style="list-style-type: none"> <li>· <i>at a reasonable standard and cost compared to similar communities</i></li> <li>· <i>in a way which recognises the cultural diversity of residents and visitors</i></li> </ul>
<b>Output 2.2.2 Local government</b>	<b>Quantity</b> <i>Information and funding is provided to approximately 700 local governing bodies across Australia</i>	<b>Quantity</b> <i>Funding and information are provided to some 700 local governing bodies across Australia</i>
<b>Local Government Financial Assistance Grants</b>	<b>Quality</b> <i>An annual report on the operation of the Act is tabled as soon as practical after 30 June each year</i>  <i>No performance indicator</i>	<b>Quality</b> <i>An annual report on the operation of the Act is tabled as soon as practicable after 30 June each year</i>  <i>Grants paid quarterly: 15 August, 15 November, 15 February and 15 May</i>
	<b>Quantity</b> <i>Grants are distributed to approximately 700 local governments</i>	<b>Quantity</b> <i>Grants are distributed to some 700 local governments</i>
<b>Output 2.2.3 Natural disaster relief</b>	<b>Effectiveness</b> <i>Damage from natural disasters is ameliorated, along with trauma and associated costs to the community</i>	<b>Effectiveness</b> <i>Communities are assisted in recovering from the cost and social impact of natural disasters</i>
<b>Natural Disaster Relief Arrangements</b>	<b>Effectiveness</b> <i>The cost of disaster recovery measures to state and territory governments is reduced</i>	<b>Effectiveness</b> <i>The cost of disaster relief and recovery measures to state and territory governments is reduced</i>