



MINISTRY OF TRANSPORT

ANNUAL REPORT 2003

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LETTER OF SUBMISSION

31 October 2003

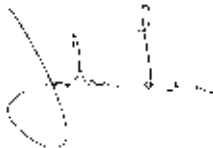
The Hon Michael Costa MP
Minister for Transport Services
Parliament House
Macquarie Street
Sydney NSW 2000

Dear Minister

It is my pleasure to submit to you the Ministry of Transport (formerly Transport Co-ordination Authority and Transport NSW) Annual Report for the year ended 30 June 2003.

This report of the Ministry of Transport's key result area priorities, activities and outcomes has been prepared in accordance with the requirements of the *Annual Reports (Departments) Act 1985* and *Annual Reports (Departments) Regulation 2000*.

Yours sincerely



John Lee
Director General

DIRECTOR GENERAL'S REPORT

The year 2003 has marked a new direction in the functions and objectives of this agency.

Following the Government's decision to restructure administrative arrangements for planning and infrastructure, the Transport portfolio became Transport Services, with a sharper focus on delivering operational transport.

In April, Minister Michael Costa announced the former Transport NSW would be succeeded on 1 July with a smaller, policy-driven Ministry of Transport.

The past six months has seen the restructuring of a nine-division agency with a broad role in planning, regulation and policy into a four-division agency.

Among the key changes are the transfer of masterplanning and infrastructure to the new Department of Infrastructure, Planning and Natural Resources (DIPNR) and the separation of the roles of Director General of the Ministry of Transport and Coordinator General of Rail.

The four-division structure – Transport Policy, Finance and Corporate Services, Ministerial and Strategic Coordination, and Contracts – reflects a greater emphasis on providing policy advice and financial and information coordination.

The Ministry continues in its role of regulation of transport services, with Contracts centrally involved in private bus and other passenger transport regulation and compliance.

The Taxi and Hire Car Bureau and the Tow Truck Authority remain important adjuncts to the regulation of services.

The process of restructuring and formalising the structure of the new divisions is continuing, in consultation with staff and unions.

The Ministry has played a significant role in advancing a new policy agenda for the sector in NSW.

Major themes in 2002-03 continuing into 2003-04 include further measures to address rail safety and performance and reform opportunities for bus operations in NSW. In addition, the latter stages of 2002-03 have seen a review of transport funding and priorities.

Among significant policy initiatives are:

- The proposed merging from 1 January 2004 of the State Rail Authority with the metropolitan operations of the Rail Infrastructure Corporation as part of a continuing process of ensuring administrative arrangements support clean, safe and reliable rail services. A separate agency will be responsible for country rail infrastructure, while the Office of the Coordinator General of Rail will be abolished. The Ministry is working closely with the Office of the Coordinator General of Rail and the rail agencies to ensure appropriate legislative and administrative arrangements are in place.
- The proposed commencement from 1 January 2004 of an independent Transport Safety and Reliability Regulator for NSW. This will require the transfer of the Ministry's Transport Safety and Rail Safety Regulation division to the new agency, which will continue the work undertaken since the Glenbrook accident in 1999 to improve rail safety.
- A Ministerial Inquiry into Public Passenger Transport Services commenced in May 2003, conducted by Dr Tom Parry and tasked with reviewing transport funding, fares and priorities with a view to improving value for money. The final report is due in December 2003.
- A review of bus services by the Hon Barrie Unsworth, the first to fully evaluate services since 1990. Issues being considered include existing contracting arrangements, demographic change and the School Student Transport Scheme.
- Formation of a Working Group and cooperation with the Commonwealth to resolve issues relating to the Australian Rail Track Corporation's proposal to lease the NSW interstate main lines and the Hunter Valley network.
- Re-evaluation of portfolio objectives, including the deferral of the Parramatta Rail Link second stage from Epping to Parramatta and the commencement of a 10-year plan to introduce sectorisation, or 'rail clearways', to the CityRail network to improve reliability.

DIRECTOR GENERAL'S REPORT

These initiatives have built on earlier initiatives to deal with policy challenges in the sector.

A major milestone was the introduction in February 2003 of a new *Rail Safety Act*.

This includes tougher penalties and new offences for breaches of rail safety by companies and individuals including random alcohol and drug testing for rail, bus, ferry and charter vessel workers.

The Rail Safety Regulator presented the first annual report on industry safety to the Minister in August in conformance with the new Act, detailing initiatives undertaken to improve safety.

The Ministry will continue to play a major role in ensuring implementation of reforms to rail safety following the Special Commission of Inquiry into the rail accident at Waterfall.

While many challenges lie ahead, the Ministry has already come a long way in seeking to meet its objectives in 2002-03. This is a time of great opportunity in the portfolio and the Ministry's role is to assist in facilitating a constructive engagement on the major issues facing transport services.

I thank our staff for their hard work and dedication during a time of significant change for the agency and I look forward to working together in the year to come.

John Lee
Director General

YEAR IN REVIEW

The year 2002-03 was marked by the achievement of several significant milestones and a major shift in direction, with the Department of Transport (Transport NSW) replaced with a smaller, policy-driven Ministry of Transport.

At the time of publication the process of restructure of the agency is well advanced, as is a broader process of restructure for the transport portfolio.

Major initiatives undertaken prior to the restructure include:

- The commencement of the new *Rail Safety Act* with tougher penalties and new provisions covering breaches of rail safety including drug and alcohol testing.
- Improved service level agreements and compliance arrangements with transport service providers.
- Assisting transport operators and schools through the publication and distribution of policy manuals on School Student Transport Scheme (SSTS) administration and the development and implementation of a specialised SSTS website.
- Ongoing initiatives in intrastate air transport.
- Finalisation of a contract with Integrated Transit Solutions to deliver and operate the Smart Card ticketing system.
- Development and implementation of Best Practice Guidelines for NSW public transport signage.
- The development, in consultation with the disability community, of the Accessible Transport Action Plan.
- Management of portfolio funding for the Epping to Chatswood section of the Parramatta Rail Link.
- The introduction of a contestable fuel by rail scheme, encouraging the transportation of petroleum fuel by rail from Sydney to Orange and Dubbo.

On 8 April 2003 the new Minister, the Hon Michael Costa MP, announced a restructure of the portfolio.

This followed a broader restructure of administrative arrangements for transport and infrastructure that redesignated the Transport portfolio as Transport Services with a brief to focus on operational transport services.

New Arrangements included:

- The creation of the Transport Safety and Reliability Regulator independent of the Ministry, operational from 1 January 2004.
- Replacing the nine-division Transport NSW with a Ministry of Transport comprising four branches focussed on providing policy advice and coordination services to the Minister.
- Transferring Transport NSW's Masterplanning and Infrastructure division to the new Department of Infrastructure, Planning and Natural Resources, which also brought together planners from other agencies.
- Separating the roles of Director General of Transport NSW and Coordinator General of Rail.

These changes separated transport policy from service and infrastructure delivery, allowing the Ministry of Transport to focus on providing policy advice and strategic support to the Minister. The Ministry has also continued in its role of regulation and contracting of specific transport service providers including bus services.

Further changes to the portfolio involved a major restructure of rail bodies, including the amalgamation of the metropolitan functions of the Rail Infrastructure Corporation and the State Rail Authority, commencing from 1 January 2004.

For an interim period to 1 July, while appropriate legislative arrangements were being prepared, the agency operated as the Transport Co-ordination Authority.

While the process of restructure is continuing, the Ministry of Transport is already playing a significant role in the reform process for the sector. It is working closely with operational agencies to ensure a high level of cooperation and coordination in meeting the objectives of Government.

YEAR IN REVIEW

Major activities include:

- Preparation for the restructure of the rail agencies, with legislation to introduce the new StateRail/RIC agency and independent regulator from 1 January 2004.
- The establishment of the Ministerial Inquiry into Public Passenger Transport Services in NSW, chaired by Dr Tom Parry, to examine and provide recommendations on sustainable funding arrangements for public transport services.
- The establishment of the Review of Bus Services in NSW, chaired by former Premier Barrie Unsworth, to investigate ways of providing better and more efficient bus services for the people of NSW.
- A review of the use of consultants, PR firms, and external legal firms by transport agencies to refocus expenditure on the core goals of cleanliness, reliability and safety.
- The establishment of revised financial viability assessment processes for bus operator accreditation and the completion of phase one of a financial viability study of private bus operators in the metropolitan area.
- Advancing negotiations on the Commonwealth's proposal to lease part of the NSW rail network to the Australian Rail Track Corporation.
- Development of an integrated major event transport ticket as a trial for the 2003 NRL Grand Final.

The Ministry has continued to oversee major programs aimed at providing transport services to a range of groups in the community, as well as initiatives to promote public transport use. This includes:

- Providing 675,000 students with the means of getting to and from school under the SSTS, at a cost of nearly \$430 million the largest and most generous scheme of its kind in Australia.
- Providing residents of NSW who are unable to use public transport because of a severe and permanent disability with subsidised taxi transport at a cost of \$14.4 million.

- Providing \$22 million in funds for Community Transport to 133 organisations across the State, performing more than 87,000 trips per month and assisting approximately 38,000 transport disadvantaged people.
- Increasing use of the 131 500 Transport Infoline through the introduction of new functions.
- Coordinating public transport services for major events at Sydney Olympic Park and Moore Park.
- Overseeing planning for transport operations for the 2003 Rugby World Cup.

The rail accident at Waterfall on 31 January 2003 reinforced safety as the portfolio's number one priority. In addition to those outlined above, a number of initiatives have since been put in place to improve rail safety and reliability. These have included:

- A new CityRail Services Agreement to 2008 with enhanced reporting, closer links to rail infrastructure provision and maintenance, and formal consultative processes to address performance and funding issues.
- An audit of rail bridge stock.
- Improved testing procedures for new rolling stock.
- An overhaul of rail security operations, including an increase in the number of Transit Officers to 500 by December 2004.
- Finalising the installation of data loggers on all CityRail trains.
- The introduction of mobile cleaning crews for trains on the CityRail network.
- The posting of rail safety reports on agency websites.
- The announcement of a ten-year plan to introduce line sectorisation to the CityRail network, separating the operations of different lines and providing greater reliability and flexibility.

CHARTER

OUR VISION

To be recognised as an effective Government agency which works in an innovative and strategic manner to achieve safe, reliable and cost effective transport services across NSW.

OUR MISSION

To achieve the best possible transport service outcomes to the people of NSW through high-level strategic and operational support.

KEY RESULT AREAS

Strategic Objective

Provide independent, considered policy advice and financial and strategic coordination for the transport portfolio to improve passenger and freight transport service outcomes for the people of New South Wales.

Description

Deliver to the Minister and Government sound, impartial and independent advice on transport policy and related issues; undertake strategic coordination of the Transport budget allocation; manage portfolio legislation and support the Minister in his statutory, Parliamentary, Cabinet and other roles; provide general support for the Minister for Transport Services; develop strategic partnerships within Government; and facilitate productive and robust relationships with key industry and community stakeholders.

KRA 1. Timely and accurate policy advice to the Minister

KRA 2. Budget and financial coordination

KRA 3. Drive transport reforms

Operational Objective

Contract, regulate and service planning of transport providers to provide safe, reliable and efficient passenger and freight transport services to the community.

Description

Ensure the implementation of regulated standards and monitoring/auditing of transport service providers; provide efficient and effective regulation of transport service providers; contract and fund services from providers which would not otherwise be available at the current fare and/or service levels; fund service improvements to public transport; provide direct funding to identified community groups and certain individuals to meet their particular transport service needs; provide service planning for transport services; and provide support services for our business.

KRA 4. Contracting and regulating passenger transport

KRA 5. Integrating service provision

KRA 6. Corporate Responsibilities

Managing our Success

Efficient, reliable, safe and cost effective transport solutions meeting the community's passenger and freight transport needs.

Our Stakeholders

- The Minister for Transport Services
- The commuters and travelling public of NSW
- Freight providers and users
- Passenger transport industry bodies, and operators
- Drivers of passenger vehicles
- Transport Portfolio agencies
- Department of Infrastructure, Planning and Natural Resources
- Environment Protection Authority
- Central agencies
- Other NSW Government agencies
- The Commonwealth and other state governments
- Local government

TIMELY AND ACCURATE POLICY ADVICE TO THE MINISTER

PRIORITIES

- Manage an effective framework for providing robust policy advice to the Minister.
- Keep the Minister fully informed on critical or agreed matters within the agency and portfolio.
- Manage key interfaces affecting the agency (eg. major customer groups, stakeholders, other agencies).
- Facilitate policy coordination and cohesion between Government agencies and stakeholders.

KEY PERFORMANCE OUTCOMES

- Strategic advice and coordination services to the Director General and Minister in relation to all Cabinet matters, legislative changes, ministerial correspondence briefing notes, Parliamentary responses, committee matters and Freedom of Information/Privacy matters.
- Strategic advice on passenger and freight policy and planning requirements for NSW transport system in collaboration with portfolio partners.
- Strategic advice on structural reforms within the state and national transport sector, in particular the NSW rail entities.
- Examination of sustainable funding arrangements for public transport services in NSW.
- Consultation with representatives of education bodies, the Bus and Coach Association, Treasury, and Cabinet Office through the SSTS working party.
- Consultation with representatives of Treasury, Cabinet Office, Department of Education and Training through the SSTS policy coordination committee.
- Consultation with the Bus and Coach Association on key issues to exchange information, highlight concerns and develop agreed approaches where possible.
- Participation on Roads and Traffic Authority Advisory Committee to ensure adequate consideration of public transport issues in the RTA's work program.
- Participation on Sydney Harbour Executive Committee to ensure appropriate consideration of public transport issues in the management of Sydney Harbour.

- Essential communication to support policy and reform objectives, pro-actively address issues of political sensitivity and expediently respond to matters raised by the public.
- Quality control across the portfolio in the provision of information to the Minister in briefs, correspondence and parliamentary responses.
- Management of public policy matters relating to the media, website content, annual reports, marketing issues, advertising standards and internal communications.
- Management of the Ministerial correspondence processes ensuring standards of quality and timeliness, ensuring full analysis of issues and managing the relationship with stakeholder agencies.

HIGHLIGHTS

Intermodal Terminal

In February 2003 a report by former Transport Minister Milton Morris on the Proposed Enfield Intermodal Terminal recommended the development in Sydney's west not proceed. Other recommendations on a reassessment of demand for an intermodal terminal and potential sites are subject to further consideration by the Government.

Parry Inquiry into Fares and Funding

In May 2003 the Minister for Transport Services announced the establishment of the Ministerial Inquiry in Public Passenger Transport Services, chaired by Dr Tom Parry of the Independent Pricing and Regulatory Tribunal, to examine and recommend sustainable funding arrangements for public transport services. An interim report was provided to the Minister in September, with a final report due in December.

School Student Transport Scheme

During 2002-03, improvements were made in information exchange, coordination and cooperation between key stakeholders in the administration of the School Student Transport Scheme (SSTS) through the SSTS Working Party, which includes representatives from education bodies, the Bus and Coach Association, Treasury, Cabinet Office and the Ministry of Transport. The SSTS Policy Coordination Committee continued to ensure a whole of Government approach to SSTS matters.

TIMELY AND ACCURATE POLICY ADVICE TO THE MINISTER

Ministerial Correspondence

During 2002-03 the Ministry processed approximately 11,000 items of correspondence addressed to the Minister. Since the Minister's restructure the Ministry of Transport has taken on a greater role in preparing and overseeing Ministerial correspondence for the entire transport portfolio, providing greater consistency between transport agencies and simplifying and expediting the correspondence process.

Media Enquiries

During 2002-03 the Ministry responded to more than 700 media enquiries on topics such as major event transport, taxis, tow trucks, and transport safety.

FUTURE DIRECTIONS

- Increase the coordination of information from transport agencies to the Minister and add value to transport agency submissions.
 - Preparation for the restructure of the rail agencies, with legislation to introduce the new StateRail/RIC agency and independent regulator from 1 January 2004.
- Participate in state and national regulatory and policy forums, particularly the National Transport Commission, Australian Transport Council and Standing Committee on Transport groups, and the activities of the NSW Transport Safety and Reliability Regulator.
 - Provide strategic policy advice on rail reform, rail safety, rail services and rail network improvements, including participation in the various contractual, safety and management forums associated with the NSW rail system.
 - Provide advice on structural reforms in the rail sector within NSW and nationally, including ensuring robust and transparent funding and contractual arrangements are in place for the new rail entities.
 - Contribute to the development of a national transport plan, including participation in Auslink and related national transport planning processes.
 - Undertake detailed examination and analysis of the recommendations of the Parry Inquiry, including advice to the Minister on an implementation program for agreed funding reforms.
 - Ensure participation on whole of government committees and advisory groups is meaningful and adds value to transport service outcomes.
 - Ensure adherence to the Ministry of Transport's responsibilities under the *Freedom of Information Act 1989*, and provide coordination and advice to portfolio agencies to assist in the efficient administration of the Act.

BUDGET AND FINANCIAL COORDINATION

PRIORITIES

- Implement new planning and reporting practices.
- Improve internal contract management and reporting.
- Develop improved business management reporting.
- Act on agreed recommendations from the Parry Review of current funding, community transport, fares and investments options for train, bus and ferry services.
- Progress initiatives under development for improved bus operator viability assurance for the Government and bus users.

KEY PERFORMANCE OUTCOMES

- Ensure the effective and efficient management of the transport budget allocation.
- Align budget processes with the plans and policies of government and meet the Minister's service imperatives.
- Improve equity of access to transport services and offset the cost of services that would not otherwise be available at current fare and/or service levels.
- New service level agreement negotiated with the SRA designed to lead to improved service performance.
- New fuel haulage arrangements implemented for fuel haulage over the Blue Mountains.
- Implemented streamlined reporting processes for budget stakeholders.
- New web-based transactional systems added to the Ministry's Internet site.

HIGHLIGHTS

Contract Administration

Contractor management improved during the 2002-03 with the establishment of a central register of contractors. In the coming year the Ministry will be developing guidelines for the appointment of external advisers to be utilised across the portfolio.

Service Level Agreements

A new CityRail Services Agreement was put in place covering the period 2002-03 to 2007-08. The Agreement includes enhanced reporting, closer links to rail infrastructure provision and maintenance, and formal consultative processes to address performance and funding issues. A number of improvements were introduced in the State Transit Community Services Obligations (CSO) Agreement to increase monitoring and improve the transparency of CSO funding.

Financial Assistance for Fuel Haulage

From 1 July 2002, financial assistance for the haulage of fuel by rail over the Blue Mountains was based on a contestable regime under the Fuel by Rail Scheme. This means eligible private operators moving petroleum fuel by rail from Sydney to Orange and Dubbo are entitled to claim financial assistance on a per tonne basis. In 2002-03 the average subsidy per tonne was 19 per cent more efficient than the subsidy paid in 2001-02.

SAP Project

Following the successful implementation of the globally recognised financial management system, SAP Financials, in June 2002, a Steering Committee was established to review options to improve the Ministry's project, funds and contract management and planning systems, as well as modernising the administration and reporting of the School Student Transport Scheme.

Information Management Systems

During 2002-03 nine new web-based transactional systems were added to the Ministry's internet site. These include systems to improve SSTS, the Confidential Incident Reporting Service for transport workers, the Marine Oil Spill Response Operations site, and the Transit Stop Signage Grants Program for use by local councils.

Financial Viability of Bus Operators

The Ministry undertook to review its financial assessment processes for the accreditation of bus operators following the emergence of the financial circumstances of bus operators King Bros. During 2002-03 the Ministry established a revised financial viability assessment process for bus operator accreditation.

BUDGET AND FINANCIAL COORDINATION

FUTURE DIRECTIONS

- Develop stronger links between Government funding and the achievement of agreed service levels by transport providers.
- Implement improved financial and business management reporting.
- Lead improved contract management arrangements across the portfolio.
- Implement full financial viability auditing arrangements for all bus operators.
- Develop greater rigour in budget analysis.
- Ensure that SAP delivers business efficiencies to improve Ministry planning and financial reporting.

DRIVE TRANSPORT REFORMS

PRIORITIES

- Drive reform of bus and ferry passenger transport services, with a particular focus on SSTS.
- Provide effective contracting and regulation of passenger services.
- Oversee the Government's review of bus services in NSW (Unsworth review).
- Develop a robust approach for auditing operator viability.
- Develop a 'supply chain' approach to freight logistics and port policy.
- Develop solutions for a viable intrastate air network.
- Improve transport services for rural and regional NSW.
- Develop robust management solutions to taxi, hire car and vehicle recovery issues.

KEY PERFORMANCE OUTCOMES

- Negotiation with stakeholders and finalisation of revised standard commercial and non-commercial bus contracts.
- Detailed review of 17 metropolitan commercial bus operators, including the examination of financial and operating data, to provide insights into the financial viability of the private bus sector.
- Development of more rigorous financial viability assessment procedures for bus operators.
- Working with stakeholders to further improve the efficient movement of container goods for import and export, including the Port Authorities, stevedoring companies and Sea and Air Freight Councils.
- Improvement of efficiencies in air freight through Sydney Airport.
- Advice on strategic port investment priorities including participation in a range of forums examining development opportunities at NSW ports.
- Management of the project control group for the Botany Rail Upgrade.

- Ensuring enhanced security arrangements for transport facilities by representing NSW interests in Commonwealth/State transport security forums.
- Representing NSW's interests on joint Commonwealth/State Aviation Working Group.
- Achieving stable, reliable and cost effective air services for regional NSW.

HIGHLIGHTS

Bus Reform

In 2002-03 the Ministry conducted a Review of Options for Bus Reform in NSW, mapping the current bus service system, examining interstate and overseas systems, and identifying a range of regulatory options for consideration in the NSW context. This report will provide useful research and background material for the Unsworth Review of Bus Services in NSW.

SSTS Information

More than 10,000 policy manuals on SSTS administration were distributed to Ministry staff, bus operators and schools in 2002-03. These provide an overview of how the scheme works, policies applying to its different components, and the procedures that underpin it.

During 2002-03 a specialised SSTS administration website for schools and transport operators was developed and implemented to support and streamline monthly reporting of changed student circumstances, which is required for SSTS payment purposes. More than 80 per cent of commercial bus operators and 52 per cent of schools in NSW can now exchange information via the website.

The commencement of a survey of students' use of SSTS passes and the reasons behind their travel patterns began, taking place over four school terms and concluding in June 2004. It updates a 1994 survey on which the SSTS payment formula is based.

Digital mapping of NSW schools was conducted, a key step towards automating SSTS functions such as determining eligibility, mapping travel routes and calculating operator payments.

Ports and Freight

During 2002-03 the Ministry undertook a range of activities designed to address NSW's growing freight needs, critical to economic and job growth in the State. Work conducted by the Port Kembla Container Terminal Taskforce and the Newcastle Multi-Purpose Terminal project provided input into long term strategic port planning. The Ministry chaired the Botany Rail Upgrade, which analysed supply chain issues.

The Ministry worked with other government agencies and local governments to assess the viability of new and upgraded facilities in regional centres to improve the efficiency of containerised exports.

Regional Air Transport

The Ministry granted five-year air transport licenses following the expiration of three-year terms in March 2003, providing security of tenure for operators.

FUTURE DIRECTIONS

- Undertake the Review of Bus Services in NSW chaired by the Hon Barrie Unsworth to investigate ways of providing better and more efficient bus services for the people of NSW, with the final report and recommendations due in February 2004.
- Continue to modernise, streamline and improve the accountability and transparency of SSTS administration, utilising the advantages that come with the introduction of Smart Card ticketing.
- Complete SSTS pass usage survey.
- Advise Government on options for ensuring improved management, servicing and contractual arrangements in relation to ferry services.

CONTRACTING & REGULATING PASSENGER TRANSPORT

PRIORITIES

- Ensure clean, reliable and safe public transport throughout metropolitan and regional NSW.
- Plan and manage bus contracts and monitor operator performance more efficiently and effectively through increased compliance activities.
- Assist in contracting bus services into new release residential areas.
- Address transport needs caused by location/isolation, passenger age, disability or factors relating to the time and/or cost of travel.

KEY PERFORMANCE OUTCOMES

- Capturing of school property radial distance data using electronic mapping tools to assist in determination of student SSTS eligibility.
- Updating compliance audits to reflect changes to the accreditation standards and legislative requirements of bus operators.
- Opening of the Liverpool-Parramatta Transitway on 16 February 2003.
- Conditional approval for Westbus to introduce the Movezone on-demand bus service from December 2002 for a trial period until the end of 2003.
- Reintroduction of the Woy Woy-Saratoga-Davistown-Empire Bay ferry service.

HIGHLIGHTS

Community Transport

In 2002-03 the Ministry gave approximately \$22 million to 133 organisations assisting approximately 38,000 transport disadvantaged people by performing more than 87,000 Community Transport trips each month. The Ministry identified the special transport needs of the community and monitored existing outcomes to ensure value for money in the area of Community Transport provision. An agreement was signed with the Department of Ageing, Disability and Home Care formalising the agencies' respective roles in Community Transport provision.

Other Transport Subsidies

In 2002-03 the Ministry spent approximately \$430 million providing 675,000 students with the means of getting to and from school via the SSTS, the largest scheme of its kind in Australia.

Administration and payment functions of the Private Vehicle Conveyance (PVC) Subsidy were centralised at the Ministry's Parramatta office in October 2003. From July 2002 the Ministry also commenced issuing PVC payment statements to recipients of PVC Subsidy payments.

In 2002-03 the Ministry spent approximately \$14.4 million providing residents of NSW unable to use public transport because of a qualifying severe and permanent disability with subsidised taxi transport.

Streamlined Administration of Bus Regulation

The Ministry of Transport continued to streamline its administration of driver authorities by amalgamating bus driver authorities into a single category in September 2002. In addition, the accreditation standards for operators is being comprehensively reviewed to ensure ongoing safety of vehicles, reliability of services and financial stability of operators.

Bus and Ferry Services

In 2002-03 the Ministry ensured the provision of regular passenger and school bus and ferry services through the management of approximately 170 commercial and 1,800 non-commercial bus contracts throughout NSW. The Ministry undertook 388 audits and on-road activities to monitor bus operator compliance with safety and service delivery standards. New entrants to the bus industry were educated about accreditation standards through lectures at the Institute of Transport Studies, University of Sydney.

Students' Behaviour on Buses

Revised guidelines for managing school students' behaviour on buses were introduced in August 2002 after consultation with the bus industry, key education groups, parents' and citizens' groups and other stakeholders.

CONTRACTING & REGULATING PASSENGER TRANSPORT

Major Events

The Ministry coordinated transport support for special events at Sydney Olympic Park and Moore Park, including the provision of the Major Event Buses, and is actively involved in transport planning for the Rugby World Cup.

Taxi / Hire Car Services

In 2002-03 the Ministry introduced an automated Customer Feedback Management System to improve the management and handling of taxi passenger complaints, improved taxi and hire car services at Sydney Airport to assist passengers in transit, and undertook ongoing reform of the taxi and hire car industries to improve customer service levels. More than 14,000 taxi inspections were undertaken, resulting in more than 300 taxis being immediately removed from service for safety-related issues.

FUTURE DIRECTIONS

- Provide options for the future direction of transport services through the Ministerial inquiries being conducted by Dr Tom Parry and the Hon Barrie Unsworth.
- Ensure value for money from the contracted community transport providers to meet emerging Community Transport needs.
- Extend the Taxi Customer Feedback Management System to rural and regional NSW.
- Establish a reform framework for the taxi and hire car industry, with the aim of improving service levels and make taxi operators more accountable for service delivery.
- Work collaboratively with other transport agencies to determine future intermodal needs for NSW.
- Collaborate with the regional airline industry, the Federal Government and local councils to sustain regional air services.
- Introduce new competency assessment procedures for the taxi industry and align taxi training with the national standards.

INTEGRATING SERVICE OUTCOMES

PRIORITIES

- Progress the development of the Smart Card ticketing project.
- Provide the framework for integrated transport information.
- Coordinate annual fare determinations.
- Improve access to passenger transport services for all members of the community.
- Implement continuous improvement in the areas of public transport safety.
- Monitor the implementation of the recommendations from the Special Commission of Inquiry into the Glenbrook Rail Accident.
- Ensure improvements to safety at level crossings in NSW.

KEY PERFORMANCE OUTCOMES

- Work with the Independent Pricing and Regulatory Tribunal to assist in the annual fare assessment process.
- Work with transport agencies to ensure public and freight transport requirements are considered as part of infrastructure projects.
- Provide accurate and timely passenger information to public transport users and coordinating public transport services for major events.
- Implement the Transit Stop Signage Grants Program for the area covered by the 131 500 Transport Infoline.
- Introduce new rail safeworking systems, network control arrangements, and communications initiatives.
- Publish a combined NSW Transport Customer Commitment on transport agency web sites, the first cross-portfolio commitment of its kind.
- Open the Liverpool-Parramatta T-way, comprising 35 modern T-way stations and 31 kilometres of bus-only roadway, bus lanes, and bus-only lanes.

HIGHLIGHTS

Rail Safety

In addition to the judicial inquiry into the causes of the Waterfall accident being conducted by Commissioner Peter McInerney, the Rail Safety Regulator is conducting an investigation into the derailment as required under the *Rail Safety Act*.

Following the closure of the Menangle Bridge on 27 March 2003, the Rail Safety Regulator established a review team with specialist expertise to conduct an assessment of the condition and safety of the bridge. A bridge review report has been released and maintenance and upgrade schedules will be developed in consultation with the Regulator.

The number of signals passed at danger (SPADs) on the NSW rail network was reduced by 25 per cent in 2002-03. The new *Rail Safety Act* commenced in February 2003 and new safeworking rules were subsequently introduced for the NSW rail network.

Transport Information

New Year's Eve 2002 in Sydney was coordinated with other agencies to ensure comprehensive and consistent public information. A public information campaign was implemented for transport to the Sydney Royal Easter Show, with more than 100,000 people visiting the Transport information booth during the Show. The 131 500 Transport Infoline was given improved functionality through the introduction of new options. Best Practice Guidelines were introduced for public transport signage and promoted to local councils in the 131 500 Transport Infoline area.

Smart Card Ticketing

In February 2003 the Ministry signed a contract with Integrated Transit Solutions to deliver and operate the Smart Card ticket system for 10 years from implementation.

Accessible Public Transport

In consultation with the disability community, the Ministry developed the Accessible Transport Action Plan to track progress by NSW Government transport agencies in the provision of accessible public transport services.

INTEGRATING SERVICE OUTCOMES

Major Event Transport Planning

Transport planning for the 2003 Rugby World Cup was undertaken in close consultation with the ARU, transport agencies and other key organisations for matches being held at Telstra Stadium, Aussie Stadium, Central Coast Stadium and WIN Stadium. The Ministry consulted with key stakeholders in the development of an integrated major event transport ticket trialed during the 2003 NRL Grand Final.

FUTURE DIRECTIONS

- Develop and implement strategic plans for the NSW rail system that are focussed on improving safety and reliability.
- Develop options for the simplified structuring of public transport fares across public transport modes and public and private operators.
- Continue to improve the 131 500 Transport Infoline to ensure accurate, timely information is provided to customers.
- Continue to represent NSW on issues of accessible public transport through the Accessible Public Transport National Advisory Committee.
- Coordinate transport arrangements for major events at Moore Park and Sydney Olympic Park.
- Develop an integrated major event transport ticket.
- Establish the Transport Safety and Reliability Regulator, responsible for rail and non-rail transport safety regulation.
- Develop the necessary regulations and guidelines to support the *Rail Safety Act*.
- Oversee accredited organisations' asset management practices, safety systems and processes and staff occupational health and safety practices.

- Oversee the rationalisation of signalling and train radio communications.
- Initiate a project to develop a consistent approach to risk management across all transport modes for both technical and operational safety issues.
- Develop and test the Smart Card ticketing project.

The functions of the former Transport NSW's Masterplanning and Infrastructure Division have been transferred to the Department of Infrastructure, Planning and Natural Resources.

CORPORATE RESPONSIBILITIES

PRIORITIES

- Provide effective leadership and a consultative framework for the implementation of the Ministry's structural reform.
- Implement new systems (eg. SAP Phase 2) to improve management of the Ministry.
- Provide security and stability of Ministry staff services delivery.
- Enhanced training program linked to performance outcomes.
- Elimination of harassment in the workplace.

KEY PERFORMANCE OUTCOMES

- Implement initiatives to improve the skills and effectiveness of the Ministry's workforce.
- Expand in-house training, resulting in more targeted training being provided to more employees.
- Increase focus on workforce management.
- To the fullest extent possible, find new work within the Ministry's key priority areas for employees displaced by the restructure.
- Revise policies and guidelines on EEO, harassment and grievance handling and provide training to all staff members.

HIGHLIGHTS

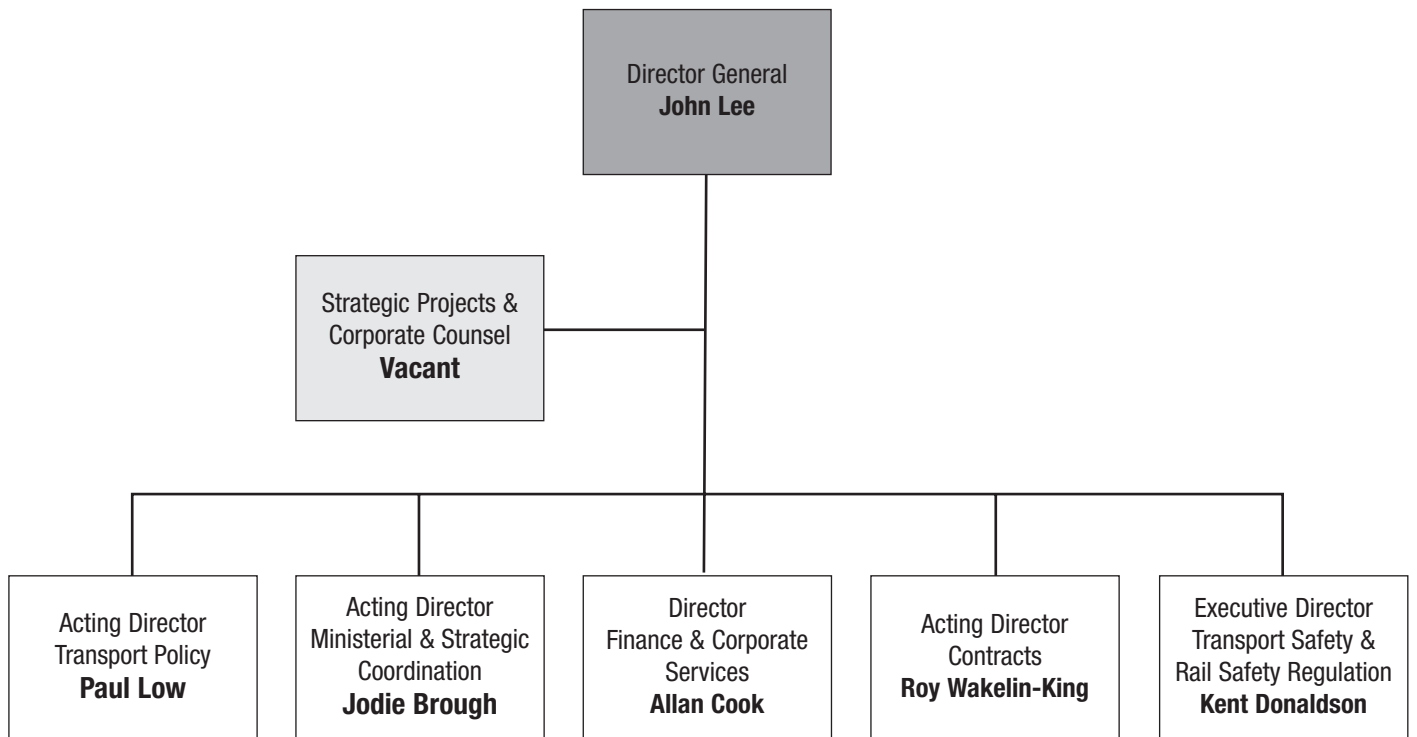
- During 2002-03 there was a marked increase in staff participation in the expanded training program, including the devolution of divisional specific training to the individual Divisions. A number of departmental policies and practices were streamlined through the introduction of the Public Service Conditions Award 2002 and the *Public Sector Employment and Management Act 2002*.
- Significant improvements were made in the management of the Ministry's records management administration processes.

FUTURE DIRECTIONS

- Review the Ministry's training program in line with new organisational direction.
- New systems delivered on time and to budget.
- Provide stable and secure Information Management and Technology infrastructure and resources for the delivery of services and the development of processes to meet the Ministry's tactical and strategic business objectives.
- Provide efficient and effective Records Management Implement a records document management program that complies with legislative requirements, and promotes and supports effective business operations.
- Ensure the successful implementation of new structure.

ORGANISATIONAL STRUCTURE

Ministry of Transport Executive Management



As at 1 July 2003

KEY TRANSPORT INDICATORS

The strong growth in travel experienced in Sydney over the decade to 2000 appeared to have slowed by 2001. The number of trips on an average weekday increased by only 0.3 per cent from 2000 to 2001 compared with an average annual change of 1.5 per cent in the period 1991 to 2000. This slowing in the growth of trips occurred at the same time as Sydney's population continued to grow at an average rate of about 1.4 per cent a year.

The slowing in trip growth was apparent for all modes except ferry. Overall private vehicle use rose by only 0.7 per cent from 2000 to 2001, compared with an average annual growth of 1.9 per cent for the previous decade.

Overall public transport usage remained the same for the year, although the reliance on cars continues to grow. Public transport patronage remained at 11 per cent of all journeys with 70 per cent of trips taken by private vehicles, and walking, taxis and bikes accounting for the remainder.

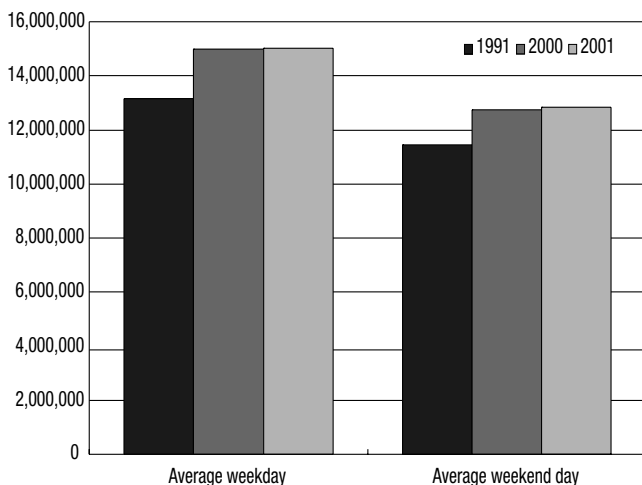
Patronage on trains, buses and ferries averages more than 1.7 million passenger trips each weekday, compared to more than 10 million private vehicle journeys.

Number of trips by Sydney residents

In 2001 Sydney's residents made slightly more than 15 million trips on an average weekday in 2001, up by 0.3 per cent from 2000. At the same time the population grew by 1.4 per cent, leading to a slight drop in the average weekday trip rate per person. Between 1991 and 2000 the number of trips on weekdays increased at a faster rate each year on average (1.5 per cent) than population (1.2 per cent).

The number of trips each weekend day increased from 12.7 million in 2000 to 12.8 million in 2001, a rise of 0.7 per cent compared to an increase of 1.2 per cent each year between 1991 and 2000.

Number of trips by Sydney residents, 1991, 2000 and 2001

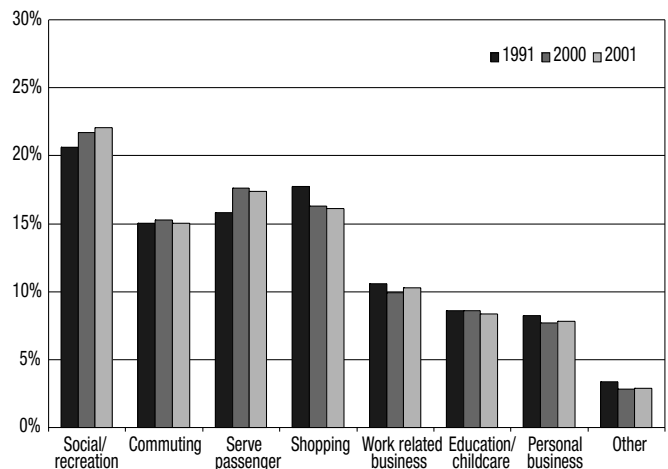


Purpose of travel by Sydney residents on an average weekday

Trips for social/recreational purposes made up the single largest category of trips (22 per cent) in 2001, followed by trips to serve passenger needs (17 per cent), shopping (16 per cent) and commuting trips (15 per cent). The proportion of social/recreation and serve passenger trips have increased since 1991, while the share of shopping and commute trips fell slightly.

On weekend days in 2001 the main purpose of travel was also social and recreation at around 47 per cent of all trips, followed by shopping trips (24 per cent) and serving passenger needs (15 per cent). Commuting trips accounted for around five per cent of all trips on weekend days.

Purpose of travel by Sydney residents on an average weekday



KEY TRANSPORT INDICATORS

Number of trips by mode by Sydney residents on an average weekday

The majority of travel in Sydney is by private vehicle (vehicle driver and passenger), accounting for 70 per cent of trips in both 2000 and 2001, up from 67 per cent in 1991. The growth of private vehicle travel slowed to 0.7 per cent between 2000 and 2001, after an average increase of 1.9 per cent per annum between 1991 and 2000.

The mode share for public transport on an average weekday has remained at around 11 per cent since 1991. Between 2000 and 2001 train trips fell by one per cent and bus declined by 3.9 per cent, primarily due to a fall in private bus travel.

The number of walking trips has remained stable at around 2.7 million each weekday since 1991, while the share of walking trips declined from 20 per cent in 1991 to 17 per cent in 2001.

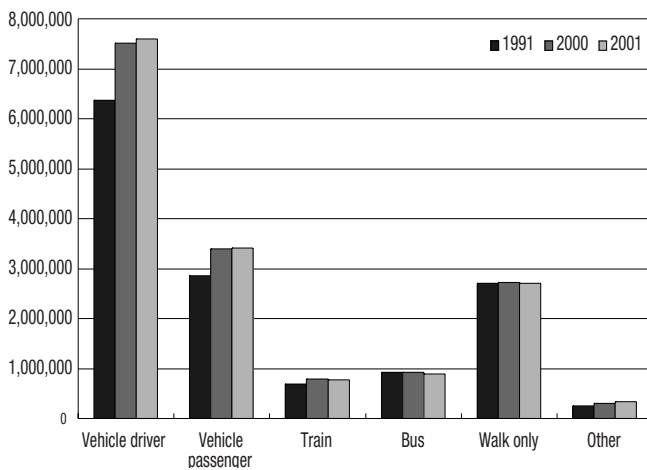
Total kilometres travelled by mode, average weekday 1991 to 2001

Sydney's residents travelled a total of almost 142.5 million kilometres (includes all modes) on an average weekday in 2001, up slightly from 142 million kilometres in 2000 and up substantially from 120 million in 1991. The growth in total kilometres from 2000 to 2001 was 0.2 per cent, much slower than the annual growth rate of 1.9 per cent each year from 1991 to 2000.

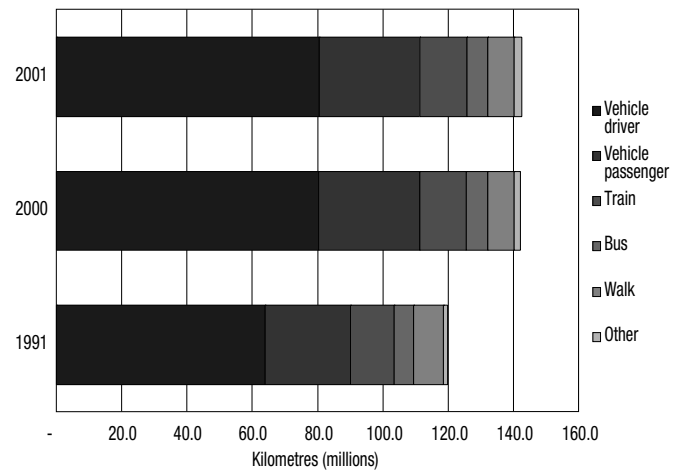
Vehicle kilometres travelled, or VKT, is an important measure of travel behaviour, activity patterns, air quality and urban form etc. VKT is measured using vehicle driver kilometres travelled. Average weekday VKT remained stable from 2000 to 2001, after growing by an average of 2.5 per cent each year from 1991 to 2000.

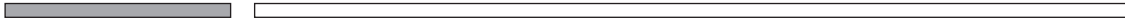
Total travel time for each person on an average weekday increased by six minutes or nine per cent from 73 minutes in 1991 to 79 minutes in 2001. This represents an average growth rate of one per cent per annum.

Number of trips by mode by Sydney residents on an average weekday



Total kilometres travelled by Sydney residents by mode on an average weekday





TRANSPORT CO-ORDINATION AUTHORITY
FINANCIAL REPORT 30 JUNE 2003
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FINANCIAL PERFORMANCE SUMMARY

The Transport Co-ordination Authority transferred its functions and roles to the Ministry of Transport on 1 July 2003. This Financial Performance Summary relates to the activities of the Transport Co-ordination Authority (TCA). The TCA formulated transport policies and strategies. To achieve the Government's objectives, it purchased performance-based transport services from Government-owned and private operators to achieve equitable transport outcomes for the community of New South Wales. It accredited and regulated transport providers and evaluated and audited the performance of transport services.

The TCA developed and constructed integrated transport infrastructure and interchange facilities. It was also the Government's safety regulator for the rail industry and for passenger and maritime transport operators. It collected transport data to review performance and underpin decision-making and was the State's transport coordinator of major events. This was partly offset by transfer of completed infrastructure systems to other transport agencies.

The TCA negotiated, managed and distributed the State's budget allocation to most agencies within the Transport Portfolio.

The following financial performance covers the year ended 30 June 2003 but does not include the activities of the masterplanning and infrastructure division which was transferred to the Department of Infrastructure, Planning and Natural Resources on 2 April 2003.

2002/2003 FINANCIAL PERFORMANCE

The net cost of services was \$2,424m compared with \$2,120m in 2001-02. The 2002-03 operating surplus was \$23.3m (including land transfers of \$2.5m) compared with 2001-02 surplus of \$85.7m (including land transfers of \$67.2m). In both years land was transferred to the TCA in connection with the Parramatta Rail Link project. Excluding this land transfers the operating surplus for 2002-03 was \$20.8m that is \$2.3m higher than the 2001-02 operating surplus.

The Statement of Financial Performance (Note 33 to the Financial Statements) shows that expenditure for 2002-03 amounted to \$2,481m, an increase of \$248m on 2001-02 expenditure. Major variances in expenses comprise of:

- Employee-related expenses were \$4.830m over the previous year's expenditure figure. The main reason for the increase is the full impact of the 3 per cent salary increase from 1 January 2002 and part impact of the increase of 4 per cent effective from

1 January 2003 for public service employees. In addition, a number of vacant positions were filled. Salary costs associated with the Minister's Office have also been included in these financial statements for the first time.

- At \$16.1m other operating expenses were slightly lower than the previous year's expenditure figure. Other operating expenses includes office rent, contractors, legal services, advertising and promotion, printing, stationery and computer costs.
- An increase of \$248m (11.4%) in grants and subsidies reflected mainly the additional funding provided to private transport operators and individuals (\$27m), State Rail Authority (\$161m), State Transit Authority (\$9m), Rail Infrastructure Corporation (\$57m), Parramatta Rail Link project (\$21m) and Parramatta-Liverpool transitway project (\$5m). These increases were partially offset by reduction in freight rail services grants (\$25m).
- Other expenses were down by \$5m due to the capitalisation of the costs of the Integrated Ticketing project, which were previously expensed.

The revenue for the TCA (other than Consolidated Fund allocations) decreased to \$56.8m in 2002-03 from \$113.1m in 2001-02. The decrease in revenue is attributable mainly to:

- A net reduction of \$64.7m in the value of land transferred to the TCA in connection with the Parramatta Rail Link project.
- A reduction in grants for the integrated ticketing project (\$5.9m) which was funded by borrowings from NSW Treasury Corporation in 2002-03.
- Increased contributions (\$3.7m) received to fund the community transport program.

FINANCIAL PERFORMANCE SUMMARY

THE 2002/2003 BUDGET

The original Consolidated Fund budget allocation for the year ended 30 June 2003 was \$2.198b in recurrent funding and \$44.7m for capital funding. This allocation was amended to reflect the administrative transfer of infrastructure and masterplanning division to Department of Infrastructure, Planning and Natural Resources and additional supplementation of \$212m in recognition of the difficulties in the rail industry and acceleration of the Parramatta Rail Link project. These include:

- \$149m to the State Rail Authority for community service obligations.
- Additional funding was provided to the Rail Infrastructure Corporation of \$18m for redundancies.
- \$25m to the State Transit Authority in community service obligations.
- \$17.4m in accelerated capital grants for the Parramatta to Chatswood Rail Link.



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

TRANSPORT CO-ORDINATION AUTHORITY

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Transport Co-ordination Authority:

- (a) presents fairly the Authority's financial position as at 30 June 2003 and its financial performance and cash flows for the period ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E of the *Public Finance and Audit Act 1983* (the Act).

The opinion should be read in conjunction with the rest of this report.

The Director-General's Role

The financial report is the responsibility of the Director-General of the Transport Co-ordination Authority. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows, the program statement - expenses and revenues, the summary of compliance with financial directives and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Director-General in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Director-General had failed in his reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of the Transport Co-ordination Authority,
- that the Authority has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.



J Kheir BEc, FCPA
Director of Audit

SYDNEY
29 September 2003

TRANSPORT CO-ORDINATION AUTHORITY

**STATEMENT BY AUTHORITY HEAD
TRANSPORT CO-ORDINATION AUTHORITY
For the period from 2 April 2003 to 30 June 2003**

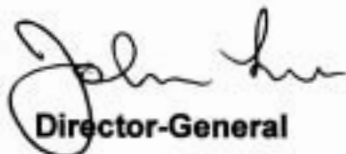
Pursuant to section 45F of the Public Finance and Audit Act 1983, I state that:

(a) The accompanying financial statements have been prepared in accordance with

- Applicable Australian Accounting Standards
- Other authoritative pronouncements of the Australian Accounting Standards Board;
- Urgent Issues Group Consensus Views;
- The requirements of the Public Finance and Audit Act and Regulations; and
- The Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act.

(b) The statements exhibit a true and fair view of the financial position and transactions of the Authority; and

(c) There are no circumstances, which would render any particulars included in the financial statements to be misleading or inaccurate.


Director-General

Date 26 SEP 2003

BEGINNING OF AUDITED FINANCIAL STATEMENTS
TRANSPORT CO-ORDINATION AUTHORITY
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Notes	Actual 2003 \$000	Budget 2003 \$000
Expenses			
Operating expenses			
Employee related	3(a)	8,176	6,761
Other operating expenses	3(b)	6,366	3,520
Depreciation	3(c)	405	390
Grants and subsidies	3(d)	741,097	762,201
Other expenses	3(e)	4,427	4,428
Total Expenses		760,471	777,300
Less:			
Retained Revenue			
Sale of services	4(a)	5,680	1,267
Investment income	4(b)	488	409
Retained taxes, fees and fines	4(c)	160	422
Grants and contributions	4(d)	8,461	5,545
Other revenue	4(e)	3,752	1,128
Total Retained Revenue		18,541	8,771
Net Cost Of Services	24	741,930	768,529
Government Contributions			
Recurrent appropriation	6	749,579	751,977
Capital appropriation	6	12,022	12,022
Acceptance by the Crown Entity of employee benefits and other liabilities	7	1,739	729
Total Government Contributions		763,340	764,728
SURPLUS/(DEFICIT) FOR THE PERIOD FROM ORDINARY ACTIVITIES		21,410	(3,801)
TOTAL CHANGES IN EQUITY			
OTHER THAN THOSE RESULTING			
FROM TRANSACTIONS WITH			
OWNERS AS OWNERS	19	21,410	(3,801)

The accompanying notes form part of these statements.

TRANSPORT CO-ORDINATION AUTHORITY

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2003

	Notes	Actual 2003 \$000	Budget 2003 \$000
ASSETS			
Current Assets			
Cash	10	39,803	8,088
Receivables	11	23,370	9,517
Other financial assets	12	93	-
Prepayments	13	6,444	6,259
Total Current Assets		69,710	23,864
Non-Current Assets			
Other financial assets	12	11,223	144
Other assets	13	14,000	-
		25,223	144
Property, plant and equipment			
Land	14	69,855	-
Leasehold improvements	14	2,245	367
Plant and equipment	14	9,693	4,750
Infrastructure systems	14	50,886	39,593
Total Property, plant and equipment		132,679	44,710
Total Non-Current Assets		157,902	44,854
Total Assets		227,612	68,718
LIABILITIES			
Current Liabilities			
Payables	15	46,316	36,303
Provisions	16	2,497	2,627
Other	17	2,398	-
Total Current Liabilities		51,211	38,930
Non-Current Liabilities			
Payables	15	24,170	-
Provisions	16	472	-
Interest bearing liabilities	18	4,000	-
Total Non-Current Liabilities		28,642	-
Total Liabilities		79,853	38,930
Net Assets		147,759	29,788
EQUITY			
Accumulated funds	19	147,759	29,788
Total Equity		147,759	29,788

The accompanying notes form part of these statements.

TRANSPORT CO-ORDINATION AUTHORITY
STATEMENT OF CASH FLOWS
FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Actual 2003 \$000	Budget 2003 \$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Payments		
Employee related	(5,585)	(5,876)
Grants and subsidies	(739,990)	(745,872)
Other	(11,888)	(18,840)
Goods and Services Tax paid	(14,273)	-
Total Payments	(771,736)	(770,588)
Receipts		
Sale of services and grants received	12,672	1,267
Retained taxes, fines and fees	153	422
Interest Received	-	443
Goods and Services Tax received	13,813	-
Total Receipts	26,638	2,132
Cash Flows from Government		
Recurrent appropriation	692,742	751,977
Capital appropriation	12,022	12,022
Cash reimbursements from the Crown Entity	246	729
Net Cash Flows from Government	705,010	764,728
NET CASH OUTFLOWS FROM OPERATING ACTIVITIES (NOTE 24)	(40,088)	(3,728)
CASH FLOWS FROM INVESTING ACTIVITIES		
Advances made to Tow Truck Authority	(880)	-
Purchase of property, plant and equipment	(24,495)	(22,339)
Investment of security deposit with TCorp	(10,170)	-
NET CASH FLOWS FROM INVESTING ACTIVITIES	(35,545)	(22,339)
CASH FLOWS FROM FINANCING ACTIVITIES		
TCorp loan for Integrated Ticketing Project	4,000	-
Contributions for capital projects	3,280	-
NET CASH FLOWS FROM FINANCING ACTIVITIES	7,280	-
NET (DECREASE)/ INCREASE IN CASH	(68,353)	(26,067)
Opening cash and cash equivalents	108,156	34,155
CLOSING CASH AND CASH EQUIVALENTS (Note 10)	39,803	8,088

The accompanying notes form part of these statements.

TRANSPORT CO-ORDINATION AUTHORITY

SUMMARY OF COMPLIANCE WITH FINANCIAL DIRECTIVES

FOR THE PERIOD 2 APRIL 2003 TO 30 JUNE 2003

	2003			
	Recurrent appropriation \$000	Expenditure/net claimed on Con. Fund \$000	Capital appropriation \$000	Expenditure/net claimed on Con. Fund \$000
Original Budget				
Appropriation/Expenditure				
Appropriation Act	-	-	-	-
Additional Appropriations	-	-	-	-
S21A PF & AA	-	-	-	-
Special Appropriation	-	-	-	-
S24 PF & AA	643,075	640,677	8,542	8,542
	643,075	640,677	8,542	8,542
Other Appropriations/Expenditure				
Treasurer's advance	91,902	91,902	5,000	3,480
S22 – expenditure for certain works & services	-	-	-	-
Transfer to/from another agency (S25 Appropriation Act)	17,000	17,000	-	-
	108,902	108,902	5,000	3,480
Total appropriation/Exps	751,977	749,579	13,542	12,022
Drawdowns from Treasury	751,977*	751,977	12,022	12,022
Liability to Consolidated Fund	-	2,398	-	-

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

* This figure includes \$59.980m which was drawdown prior to 2 April 2003.

**TRANSPORT CO-ORDINATION AUTHORITY
PROGRAM STATEMENT – EXPENSES AND REVENUE
FOR THE PERIOD 2 APRIL 2003 TO 30 JUNE 2003**

	Program 69.1.1	Program 69.2.1	Not Attributable	Total
	2003	2003	2003	2003
	\$000	\$000	\$000	\$000
EXPENSES				
Operating expenses				
Employee Related	(1,985)	(6,191)		(8,176)
Operating Expenses	(1,546)	(4,820)		(6,366)
Depreciation	(98)	(307)		(405)
Grants & Subsidies	(171,711)	(569,386)		(741,097)
Other	(3,436)	(991)		(4,427)
Total Expenses	(178,776)	(581,695)		(760,471)
RETAINED REVENUE				
Sale of Services	1,379	4,301		5,680
Investment Income	118	370		488
Retained Taxes, Fees & Fines	160	-		160
Grants/Contributions	2,054	6,407		8,461
Other Revenue	-	2,583		2,583
Emerging Value of UPLRT	-	1,169		1,169
Total Revenue	3,711	14,830		18,541
Net Cost of Services	(175,065)	(566,865)		(741,930)
Government Contributions			763,340	763,340
NET (EXP)/REVENUE	(175,065)	(566,865)	763,340	21,410
ADMINISTERED REVENUE				
Fees			1,722	1,722
Port Cargo Access Charges			2,802	2,802
Fines			16	16
TOTAL			4,540	4,540

The names and purpose of each program is summarised in Note 9. Appropriations are made on an agency basis and not to individual program.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Public Sector Employment and Management (General) Order 2003 dated 2 April 2003, established the Transport Co-ordination Authority as a Department of the Public Service with effect from 2 April 2003. In accordance with the Financial Reporting Code for Budget Dependent General Government Sector Agencies and Treasury Guidelines on Administrative Restructures, these financial statements cover the period from 2 April 2003 (the establishment date) to 30 June 2003. As this is the Authority's first operating period no comparative figures are available.

The Transport Co-ordination Authority as a reporting entity comprises all the operating activities under its control including the Transport Administration Corporation but excludes operations of the Air Transport Council and the Tow Truck Authority and the functions transferred to the Department of Infrastructure, Planning and Natural Resources, which are reported separately.

The Transport Administration Corporation is established as a body corporate under S104D(3) of the *Transport Administration Act 1988*. The Corporation is a statutory body representing the Crown. The Corporation is, for the purposes of the *Public Finance and Audit Act 1983*, the *Annual Reports (Departments) Act 1985* or any other prescribed Act, taken to be part of the Authority.

The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The role of the Transport Co-ordination Authority is to provide independent, considered policy advice and strategic financial and budgetary co-ordination for the transport portfolio and general support for the Minister for Transport Services. The Authority also plays a lead role in strategic advice on bus and ferry operations, including management and reform of the school student and community transport services.

(b) Basis of Accounting

The Authority's financial statements are a general purpose financial report, which has been prepared on an accruals basis and in accordance with:

- Applicable Australian Accounting Standards.
- Other authoritative pronouncements of the Australian Accounting Standards Board (AASB).
- Urgent Issues Group (UIG) Consensus Views.

- The requirements of the *Public Finance and Audit Act* and Regulations.
- The Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under Section 9(2)(n) of the Act.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed. In the absence of a specific Accounting Standard, other authoritative pronouncements of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS 6 'Accounting Policies' is considered.

Except for certain infrastructure assets, which are recorded at valuation, the financial statements are prepared in accordance with the historical cost convention. All amounts are rounded to the nearest thousand dollars and are expressed in Australian currency.

(c) Administered Activities

The Authority administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the Authority's own objectives.

Transactions and balances relating to the administered activities are not recognised as the Authority's revenues, expenses, assets and liabilities, but are disclosed in Notes 26 to 28 as Administered Assets and Liabilities, Administered Revenue – Crown Revenue and Administered Revenue – Schedule of Uncollected Amounts.

The accrual basis of accounting and all applicable accounting standards have been adopted for the reporting of the administered activities.

(d) Revenue Recognition

Revenue is recognised when the Authority has control of the good or right to receive, it is probable that the economic benefits will flow to the Authority and the amount of revenue can be measured reliably. Additional comments regarding the accounting policies for the recognition of revenue are discussed below:

(i) Parliamentary Appropriations:

Parliamentary appropriations are recognised as revenues when the Authority receives the funds from Consolidated Fund.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

An exception to the above is when appropriations are unspent at year-end. In this case the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

The liability is disclosed in Note 17 as part of 'Current Liabilities – Other'. The amount will be repaid and the liability will be extinguished next financial year. Any liability in respect of transfer payments is disclosed in Note 26 'Administered Assets and Liabilities'.

(ii) Sale of Services:

Revenue from the sale of services comprises revenue from the provision of services, ie user charges. User charges are recognised as revenue when the Authority obtains control of the assets that result from them.

(iii) Investment Income:

Interest revenue is recognised as it accrues.

(iv) Grants and contributions:

Grants and contributions relating to reimbursement of costs incurred are recognised as revenue when the services are provided.

(e) Employee Benefits and other provisions

(i) Salaries, Annual Leave, Sick Leave and oncosts:

Liabilities for salaries (including non-monetary benefits), annual leave and vesting sick leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability, as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Accrued salaries – reclassification

As a result of the adoption of Accounting Standard AASB 1044 'Provisions, Contingent Liabilities and Contingent Assets', accrued salaries and on-costs has been reclassified to 'payables' instead of 'provisions' in the Statement of Financial Position and the related

note disclosures, for the current period. On the face of the Statement of Financial Position and in the notes, reference is now made to 'provisions' in place of 'employee entitlements and other provisions'. Total employee benefits (including accrued salaries and wages) are reconciled in Note 16 'Provisions'.

(ii) Long Service Leave and Superannuation:

The Authority's liabilities for long service and superannuation are assumed by the Crown Entity. The Authority accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as 'Acceptance by the Crown Entity of Employee benefits and other Liabilities'.

Long service leave is measured using the present value method. This method uses expected remuneration rates adjusted by Treasury-determined factors to calculate long service leave benefits of employees with more than five years of service.

The superannuation expense for the financial period is determined by using the formulae specified in the Treasurer's Circular. The expense for certain superannuation schemes (ie. Basic Benefit and First State Super) is calculated as a percent age of the employees' salary. For other superannuation schemes (ie. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(iv) Other Provisions

Other provisions exist when the Authority has a present legal, equitable or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

Any provisions for restructuring are recognised either when a detailed formal plan has been developed or will be developed within prescribed time limits and where the Authority has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring.

(f) Borrowing costs

Borrowing costs are recognised as expenses in the period in which they are incurred (except where they are included in the costs of qualifying assets).

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

(g) Insurance

The Authority's insurance activities are conducted through the NSW Treasury Managed Fund scheme of self-insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience.

(h) Grants and Subsidies

Grants and subsidies payable under the private bus operators scheme and community and certain individuals scheme are accounted for on an accrual basis in accordance with the various contractual and scheme rates applicable. Grants and subsidies payable to State-owned transport agencies are accounted for when paid.

(i) Accounting for Goods and Services (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where:

- Receivables and payables are stated with the amount of GST included.
- The amount of GST incurred by the Authority as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.

(j) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Authority. Cost is determined as the fair value of the assets given as consideration plus costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable, willing seller in an arm's length transaction.

Land comprises land held for use of offices and for storage of equipment connected with the construction of the Parramatta Rail Link project. The State Rail Authority holds legal title to this land but does not control it. Accordingly the Authority reports this land as an asset which will be sold on completion of this project.

Leasehold improvements comprise office improvements.

Plant and equipment comprise office furniture and equipment and computer systems and equipment including the integrated ticketing project. The Authority acquires most of its computers under operating leases. The costs of the integrated ticketing project are capitalised to reflect the nature of the project, which on completion will result in the introduction of a smart card for use on all transport modes in the Sydney Metropolitan area.

The Infrastructure Systems comprise interchanges, car parks and freight projects in course of completion and the reversionary interest in the Ultimo-Pyrmont Light Rail Train system. The Authority manages these projects and on completion transfers them to other state-owned transport agencies or local government agencies as appropriate for no consideration. The Authority's reversionary interest in the Ultimo-Pyrmont Light Rail Train system has been valued by reference to the emerging share of the gross replacement cost of the asset apportioned over the period of the agreement.

Generally assets costing \$5,000 and above individually are capitalised.

(k) Depreciation

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Authority. The principal rate used for leasehold improvements and office furniture, equipment and computer equipment and systems was 20 per cent.

The Authority owns a number of physical non-current assets that have been fully depreciated. These consist mainly of office equipment and computers whose value is not material to require recognition in these accounts.

(l) Leased Non-Current Assets

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred. The Authority does not have any Finance leases.

(m) Receivables

Receivables are recognised and carried at cost, based on the original invoice amount less a provision for any uncollectable debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

(n) Prepayments

Prepayments are recognised on a cost basis.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

(o) Other Financial Assets

Other financial assets are generally recognised at cost with the exception of Treasury Corporation Hour-Glass Facilities which are measured at market value.

(p) Equity Transfers

The transfer of net assets between agencies as a result of an administrative restructure, transfers of programs/functions and parts thereof between NSW public sector agencies are designated as a contribution by owners by NSWTC 01/11 and are recognised as an adjustment to 'Accumulated Funds'. This treatment is consistent with Urgent Issued Group Abstract UIG 38 'Contributions by Owners Made to Wholly Owned Public Sector Entities'.

Transfers arising from an administrative restructure between government departments are recognised at the amount at which the asset was recognised by the transferor government department immediately prior to the restructure. In most instances this will approximate fair value. All other equity transfers are recognised at fair value.

(q) Payables

These amounts represent liabilities for goods and services provided to the Authority and other amounts, including interest. Interest is accrued over the period it becomes due.

(r) Interest Bearing Liabilities

All loans are valued at current capital value.

(s) Budgeted Amounts

The budgeted amounts are drawn from the State budgets, adjusted for the effects of additional appropriations, S21A, S24 and/or S26 of the *Public Finance and Audit Act 1983*.

2. TRANSFER OF PROGRAMS ON 2 APRIL 2003

The Authority has taken over the functions previously carried out by the Department of Transport with the exception of those functions transferred to the Department of Infrastructure, Planning and Natural Resources. A combined Statement of the Financial Performance of these functions for the year ended 30 June 2003 is provided in Note 33.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

3. EXPENSES

	3 months to 30 June 2003
	\$000
(a) Employee related expenses	
<i>comprise the following specific items:</i>	
Salaries (including recreation leave)	4,880
Superannuation	484
Long service leave	1,220
Workers' compensation insurance	84
Payroll tax and fringe benefit tax	647
Redundancies	861
	8,176
(b) Other operating expenses	
Accommodation	
Property rentals	617
Other property costs	63
External services	
Contractors	2,561
Consultants	27
Legal Services	562
Audit fees – internal	104
Audit fees – external	20
Others	65
Information Technology	
Computer leasing	110
Communication lines	41
Other computer costs	109
Motor Vehicle running expenses	
Operating lease rentals	69
Other motor vehicle costs	61
Advertising and promotion	661
Staff training and development costs	154
Administration	
Printing and stationery	143
Telephones	109
Postage and courier	75
Travel	45
Insurance	115
Bad Debts	150
Others	505
	6,366

3 months to 30 June 2003

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

3 months to 30 June 2003
 \$000

(c) Depreciation

Leasehold improvements	155
Plant and equipment	250
	405

(d) Grants and subsidies

(i) Private operators

SSTS private buses	100,452
Pensioner half fare concession	1,083
Taxi transport subsidy scheme	3,695
	105,230

(ii) Community Groups & Certain Individuals

Community transport groups	5,039
Private vehicle conveyance	3,613
	8,652

(iii) State Rail Authority

SSTS	5,240
Concessions	48,628
Community service obligations	162,403
Maintenance	60,200
Transitional funding	9,273
Redundancies	3,300
Capital grant	129,907
	418,951

(iv) State Transit Authority

SSTS	10,058
Concessions	23,375
Community service obligations	25,834
	59,267

(v) Freight Rail Services

Community service obligations	2,007
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(vi) Rail Infrastructure Corporation

Community service obligations	79,156
Redundancies	18,000
	97,156

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

3 months to 30 June 2003
\$000

(vii) Capital Projects	
Construction costs of completed assets transferred to other transport agencies	2,517
Construction costs – other transport facilities	
Transitways – Parramatta to Liverpool	15,500
Parramatta Rail Link – Grants to SRA	23,787
	41,804
(viii) Other grants and subsidies	
Port Kembla Port Corporation	3,256
Major events	4,774
	8,030
TOTAL GRANTS AND SUBSIDIES	741,097
Summary by payment type	
School students transport scheme	115,750
Pensioner concessions	73,086
Taxi transport subsidy scheme	3,695
Community transport groups	5,039
Private vehicle conveyance	3,613
Community service obligations	269,400
Maintenance	60,200
Transitional funding	9,273
Redundancies	21,300
Capital grant	129,907
Transitways – Parramatta to Liverpool	15,500
Parramatta Rail Link project	23,787
Port Kembla Port Corporation	3,256
Others	7,291
TOTAL GRANTS AND SUBSIDIES	741,097
(e) Other expenses	
Contracted passenger services	991
Rail and bus services enquiries	1,000
Taxi Advisory Committee	159
Integrated transport information service	2,277
	4,427

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

4. REVENUES

	3 months to 30 June 2003 \$000
(a) Sale of services	
Rendering of services	5,680
(b) Investment income	
Interest	488
(c) Retained taxes, fees and fines	
Taxi drivers accreditation renewal fees	160
(d) Grants and contributions	
Community transport projects	4,956
Integrated transport information service	1,737
Contributions for capital projects	1,768
	8,461
(e) Other Revenue	
Land transferred from SRA	2,583
Emerging value of private sector provided infrastructure	1,169
	3,752

Land was transferred from the State Rail Authority (SRA) for use as works offices and for storage of equipment used during the course of construction of the Parramatta Rail Link project. This land will be disposed of on completion of the project.

5. CONDITIONS ON GRANTS AND CONTRIBUTIONS RECEIVED

In the period to 30 June 2003 the Authority received the conditional and contribution grants itemised in note 4(d). These grants and contributions can only be used for specific purposes. The Authority has fully complied with these conditions and accordingly there is no liability for repayment of these grants and contributions arising from failure to meet these conditions.

6. APPROPRIATIONS

Recurrent appropriations

Total recurrent drawdowns from Treasury (per Summary of Compliance)	751,977
Less: Liability to Consolidated Fund (per Summary of Compliance)	2,398
Recurrent appropriations (per Statement of Financial Performance)	749,579

Capital appropriations

Total capital drawdowns from Treasury (per Summary of Compliance)	12,022
Less: Liability to Consolidated Fund (per Summary of Compliance)	-
Capital appropriations (per Statement of Financial Performance)	12,022

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

7. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

	3 months to 30 June 2003
	\$000
The following liabilities and/or expenses have been assumed by the Crown Entity	
Superannuation	484
Long service leave	1,220
Payroll tax on superannuation	35
	1,739

8. TRANSFER PAYMENTS

Transfer payments are defined as amounts received by the Authority for transfer to the Parramatta Rail Link project consistent with parameters established by Treasury. During the period the Authority received \$77.7m from Rail Infrastructure Corporation to fund the Parramatta Rail Link project. As the Authority does not control these transfer payments, they are not recognised as revenue and expenses in the Statement of Financial Performance and as receipts and payments in the Statement of Cash Flows.

9. PROGRAM INFORMATION

The Authority has two programs namely:

Program 69.1.1 – Integrated Planning and Development

Objective: To meet the transport needs of the New South Wales community in an optimal way, balancing social and economic objectives.

Program Description: Deliver transport outcomes in New South Wales based on detailed strategies and policies designed to achieve these results. Advise the Minister and develop performance measures for the appropriate monitoring and regulation of transport activities.

Program 69.2.1 – Delivery of Equitable and Quality Services

Objective: To improve community mobility and access to quality public and private transport.

Program Description: Service monitoring and funding to the State Rail Authority, State Transit Authority, private transport operators, Rail Infrastructure Corporation and assistance for general track and freight services that would not otherwise be available at the current fare and/or service levels. Funding for new rail infrastructure to enable rail entities to operate more efficiently, and to community groups and certain individuals for particular services.

10. CURRENT ASSETS – CASH

	30 June 2003
	\$000
Cash at bank and on hand	39,803
	39,803

For the purposes of the Statement of Cash Flows, cash includes cash on hand and cash at bank. Cash assets recognised in the Statement of Financial Position are reconciled to cash at the end of the financial year as shown in the Statement of Cash Flows.

Cash on hand includes unspent Parking Space Levy funds of \$20.7m and Taxi Accreditation Fees of \$3.8m. These restricted funds earn interest at the going Treasury interest rate. These funds can only be used for specific purposes.

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

11. CURRENT/NON-CURRENT ASSETS - RECEIVABLES

	30 June 2003 \$000
Current receivables:	
Sale of services	17,304
Goods and Services Tax – recoverable	6,542
	23,846
Less: Provision for doubtful debts	476
	23,370

12. OTHER FINANCIAL ASSETS

CURRENT ASSETS

Repayable interest-free advances	
Taxi operators	93
	93

NON-CURRENT ASSETS

Treasury Corp – Hour Glass investment cash facility	10,170
Repayable interest-free advances	
Taxi operators	173
Tow Truck Authority	880
	11,223
Advances to taxi operators	
Later than one year but not later than two years	73
Later than two years but not later than three years	46
Later than three years but not later than four years	54
	173

The Treasury Corporation-Hour Glass investment cash facility, which is a restricted asset, represents the security deposit plus interest held by the Authority under the Integrated Ticketing Project. The interest-free advance to the Tow Truck Authority has no repayable terms.

13. CURRENT/NON-CURRENT PREPAYMENTS AND OTHER ASSETS

CURRENT ASSETS

Payments in advance under Pensioner Concessions Scheme	6,301
Prepaid expenses	143
	6,444

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

30 June 2003
\$000

NON-CURRENT ASSETS

Other assets (Note below)	14,000
	14,000

The amount of \$14m represents a prepayment required to be made to the contractor engaged for the Integrated Ticketing Project under the contract. In line with contract agreement, the prepayment was not made, but offset against part of the security deposit required to be lodged by the contractor under the same agreement. (Note 15 refers)

14. NON-CURRENT ASSETS – PROPERTY, PLANT & EQUIPMENT

Land

At fair value	69,855
	69,855

Leasehold Improvements

At fair value	2,400
Less: Accumulated depreciation	155
	2,245

Plant and equipment

At fair value	9,943
Less: Accumulated depreciation	250
	9,693

Infrastructure Systems

At fair value – in course of construction	23,327
At fair value – Ultimo Pyrmont Light Rail Train	27,559
	50,886

Total Property, Plant and Equipment At Net Book Value	132,679
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Reconciliation of the carrying amounts by asset class at the beginning and end of the period are set out below:

	Land \$000	Leasehold Improvements \$000	Plant & Equipment \$000	Infrast systems \$000	Total \$000
Carrying amount					
2 April 2003	67,272	2,387	4,288	34,654	108,601
Additions	2,583	13	5,655	20,593	28,844
Depreciation expense	-	(155)	(250)	-	(405)
Transfer to other Transport agencies	-	-	-	(4,361)	(4,361)
Carrying amount 30 June	69,855	2,245	9,693	50,886	132,679

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

15. CURRENT/NON-CURRENT LIABILITIES – PAYABLES

	30 June 2003 \$000
CURRENT LIABILITIES	
Creditors	11,326
Accruals	
Salaries and on-costs (note 16)	1,461
Transport schemes	14,946
Others	9,744
Prepaid Income	8,839
	46,316
NON-CURRENT LIABILITIES	
Creditor	24,170

Non-current creditor comprises the security deposit required to be lodged by the contractor engaged for the Integrated Ticketing Project under the contract and interest earned on the security deposit and payable to the contractor. In line with contract agreement, the \$14m in security deposit was not paid, but offset against the prepayment required to be made to the contractor under the same agreement. (Note 13 refers)

16. CURRENT/NON-CURRENT LIABILITIES – PROVISIONS

CURRENT LIABILITIES	
Recreation leave	2,169
Others	328
	2,497
NON-CURRENT LIABILITIES	
Recreation leave	131
Others	341
	472
Aggregate employee benefits and related on-costs	
Provisions – current	2,497
Provisions – non-current	472
Accrued salaries & on-costs (Note 15)	1,461
	4,430

17. CURRENT LIABILITIES – OTHER

Liability to Consolidated Fund	2,398
	2,398

The liability to Consolidated Fund represents allocations drawn down by the Authority in anticipation of payments expected to be made in June 2003, which did not occur. The amount of \$2.398m will be repaid to Consolidated Fund in 2003-04.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

30 June 2003
\$000

18. INTEREST BEARING LIABILITIES

Treasury Corp – Borrowings for the Integrated Ticketing Project	4,000
	4,000
Repayment of Borrowings	
Not later than one year	-
Between one and five years	4,000
Later than five years	-
	4,000

19. CHANGES IN EQUITY

Changes in equity – transactions with owners as owners	-
Increase in net assets from equity transfer (Note 20)	126,349
Changes in equity – other than transactions with owners as owners	-
Surplus for period	21,410
Balance at the end of the financial period	147,759

20. INCREASE IN NET ASSETS FROM EQUITY TRANSFERS

As a result of the Public Sector Employment and Management (General) Order 2003 dated 2 April 2003 the Authority acquired at fair value the net assets of the Department of Transport. Assets and liabilities transferred are listed below:

Assets	
Cash at bank	108,156
Receivables	14,612
Prepayments	19,076
Property, plant and equipment	108,600
	250,444
Liabilities	
Payables	61,741
Liability to Consolidated Fund	59,980
Employees benefits	2,374
	124,095
Net assets transferred to Authority (Note 19)	126,349

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

30 June 2003
\$000

21. COMMITMENTS FOR EXPENDITURE

(a) Capital Commitments

Aggregate capital expenditure contracted at balance date and not provided for:	1,324,450
	1,324,450
Not later than one year	425,530
Later than one year but not later than five years	898,920
Later than five years	-
Total (including GST)	1,324,450

(b) Other Expenditure Commitments

Aggregate other expenditure contracted for at balance date and not provided for:	
Not later than one year	12,567
Later than one year but not later than five years	-
Later than five years	-
Total (including GST)	12,567

(c) Operating Lease Commitments

Future non-cancellable operating lease rentals not provided for and payable:	
Not later than one year	3,246
Later than one year but not later than five years	2,581
Later than five years	3,963
Total (including GST)	9,790

The Authority leases its motor vehicles, computers and office accommodation.

22. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

- (a) In August 2001, the Government announced Integrated Transit Solutions (ITS) as the preferred proponent with which to negotiate a contract to deliver a smart card-based integrated ticketing system for the public transport network of the Greater Sydney region. In December 2001, the unsuccessful proponent, Cubic Transportation Systems (Cubic) obtained an interlocutory injunction in the NSW Supreme Court, preventing the Government from awarding a contract to ITS. Cubic's challenge related to a series of probity and process issues which led to the selection of ITS as preferred proponent.
- On 26 July 2002, Justice Adams dismissed Cubic's case and the injunction was dissolved as a result.
- In November 2002, Cubic lodged an appeal, seeking costs and damages, but not seeking to overturn the selection of ITS as the preferred proponent or to prevent the Government from awarding a contract to ITS. The appeal is scheduled for hearing in the Court of Appeal in September 2003. At balance date the damages, if any, cannot be quantified.
- (b) The Authority has commissioned a private sector study for the extension of the light rail in the Sydney central business district. The Authority may be liable for reimbursement of the study costs if the extension does not go ahead. The compensation is not considered to be material.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

Contingent Assets

The Authority is holding performance bonds and deeds including bonds for \$110m relating to the sale of Freight Corporation.

23. BUDGET REVIEW

Net Cost of Services

The net cost of services for the three months ended 30 June 2003 is \$741.9m compared to the budget of \$768.5m, an underspending of \$26.6m:

- **Employee Related expenses** exceeded budget by \$1.4m due mainly to a change in the method of calculating long service leave and related benefits. Of this amount, \$1m has been assumed by the Crown.
- **Other operating expenses** are \$2.9m over budget. This apparent over-spending was offset by higher revenue from sale of services which is \$4.4m above budget. Sale of services includes revenue from major events and recoverable costs.
- **Other expenses** are in line with the budget.
- **Grants and subsidies:** The budget includes supplementary funding of \$17.4m for Parramatta Rail Link project, \$65m for the State Rail Authority and \$25m for the State Transit Authority. Actual grants and subsidies are \$21.1m below budget due to lower value of completed infrastructure projects (\$10.8m) and half fare concessions (\$6.3m) included in 2002-03 budget allocation but treated as a prepayment and budget allocations drawdown not utilised of \$2.4m.
- **Other revenue** comprise the emerging value of the Ultimo Pyrmont Light Rail and the value of land transferred free of charge by the State Rail Authority to be used for the Parramatta Rail Link project. The latter was not budgeted for.

Assets and Liabilities

The main changes in the statement are set out below:

- **Cash** held is higher than budget due mainly to unspent Parking Space Levy funds. These funds are required in future years for the Parramatta interchange.
- The higher **receivables** are due to Goods and Services Tax recoverable for June and amount owing by Rail Infrastructure Corporation for the Parramatta Rail Link project.
- **Other financial assets** include \$10.1m being security deposit plus interest received by the Authority under the Integrated Ticketing Project. Other assets of \$14m and the non-current payables of \$24m also relate to this project.
- **Land** comprises land received free of charge from the State Rail Authority in respect of the Parramatta Rail Link project. This land is used for office and storage sites and will be sold on completion of the project.
- **Infrastructure systems** are higher than budget due to the carrying forward of costs relating to freight projects. These costs will be expensed on completion of the projects.
- **Accounts payable:** The increase in accounts payable is due to the inclusion of liabilities associated with the Parramatta Rail Link project.
- **Loan:** In June 2003 the Authority drew down \$4m from Treasury Corporation to fund expenditure incurred on the Integrated Ticketing Project.

TRANSPORT CO-ORDINATION AUTHORITY
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

Cash Flows

Net cash flows from operations amounted to \$40.1m compared to budget of \$3.7m. Expenditure on infrastructure systems, plant and equipment amounted to \$24.5m compared to budget of \$22.3m and contributed to the net cash outflow from investing activities of \$35.5m compared to budget of \$22.3m.

For the reporting period there was a net cash outflow of \$68.4m which reduced the cash on hand at 30 June 2003 to \$39.8m.

3 months to 30 June 2003
\$000

24. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES

Net Cash used on Operating Activities	(40,088)
Cash flows from Government/Appropriations	(705,008)
Non-cash revenue including emerging value of private sector provided infrastructure	2,862
Completed infrastructure assets	(2,518)
Acceptance by the Crown Entity of Employee Entitlements	(2,462)
Goods and Services Tax	(444)
Grants to fund capital projects	3,400
Depreciation	(406)
Increase in prepayments	5,311
Increase in receivables	9,604
Increase in creditors	(12,181)
Net Cost of Services	(741,930)

25. NON-CASH FINANCING AND INVESTING ACTIVITIES

During the period, the Authority undertook the following non-cash financing and investing activities:

Employees' entitlements and liabilities assumed by the Crown Entity (Note 7)	1,739
	1,739

26. ADMINISTERED ASSETS AND LIABILITIES

	30 June 2003
	\$000
Administered Assets	
Cash ⁽¹⁾	63
Receivables ⁽²⁾	1,134
Total Administered Assets	1,197
Administered Liabilities	
Payables	1,197
Total Administered Liabilities	1,197

⁽¹⁾ This amount represents Crown revenue collected but not remitted to the Crown.

⁽²⁾ Receivables relate to Crown revenue (rail accreditation fees) not yet collected.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

27. ADMINISTERED REVENUE

CROWN REVENUE	3 months to 30 June 2003
	\$000
Private transport operators fees	1,621
Rail operators accreditation fees	53
Fines	16
Unclaimed monies	48
Port Cargo Access Charge	2,802
	4,540

28. ADMINISTERED REVENUE – SCHEDULE OF UNCOLLECTED AMOUNTS

	30 June 2003		
	\$000		
Uncollected administered revenue			1,134
			1,134
	30 Days	90 Days	Total
	\$000	\$000	\$000
Receivables – rail accreditation fees – 2003	1,076	58	1,134
	1,076	58	1,134

29. FINANCIAL INSTRUMENTS

Cash

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation 11am unofficial cash rate adjusted for a management fee to Treasury.

Receivables

All trade debtors are recognised as amount receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts, which are known to be uncollectible are written off. A provision for doubtful debts is raised when some doubt as to collection exists. The credit risk is the carrying amount (net of any provision for doubtful debts). No interest is earned on trade debtors. The carrying amount approximates net fair value. Sales are made on 30 days terms.

Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

(a) Interest Rate Risk

Interest rate risk is the risk that the value of the financial instruments will fluctuate due to changes in market interest rates. The exposure to interest rate risk and the effective interest rates of financial assets and liabilities both recognised and unrecognised at 30 June 2003 are as follows:

Financial Instruments

	Floating Interest rate 2003 \$000	Non-Interest Bearing 2003 \$000	Total carrying amount as per statement of Financial Position 2003 \$000	Weighted average effective interest rate 2003 %
Financial Assets				
Cash	39,803	-	39,803	3.30
Receivables	-	23,370	23,370	
Other financial assets	10,170	1,146	11,316	4.79
Total	49,973	24,516	74,489	
Financial Liabilities				
Interest bearing liabilities	4,000		4,000	4.87
Payable	10,170	65,683	75,853	4.79
Total	14,170	65,683	79,853	

(b) Credit Risk

Credit risk is the risk of financial loss arising from another party to a contract or financial position failing to discharge a financial obligation thereunder. The Authority was not exposed to a credit risk from carrying amounts of financial assets in the Statement of Financial Position.

30. INVESTIGATION OF FRAUDULENT PRACTICES

The Authority is investigating alleged fraudulent practices relating to the Taxi Transport Subsidy Scheme. The alleged fraudulent practices have been perpetrated by both users and suppliers of the service. Some cases are currently before the courts.

31. SHARES IN PARRAMATTA RAIL LINK COMPANY PTY LTD

The Authority holds 33.3 per cent (10 shares) of the issued share capital of 30 shares of \$1 each of the Parramatta Rail Link Company Pty Ltd. The Parramatta Rail Link Company Pty Ltd is the agent for the Authority, the State Rail Authority and Rail Infrastructure Corporation to construct the Parramatta to Chatswood Rail Link.

32. AFTER BALANCE DATE EVENTS

As per Government Gazette Special Supplement of 18 June 2003 the name of the Authority has been changed to the Ministry of Transport with effect from 1 July 2003.

TRANSPORT CO-ORDINATION AUTHORITY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

33. STATEMENT OF FINANCIAL PERFORMANCE

The following Statement of Financial Performance reports on the functions undertaken by the former Department of Transport for the period from 1 July 2002 to 1 April 2003 and the Transport Co-ordination Authority for the period from 2 April 2003 to 30 June 2003. The functions undertaken by the Transport Masterplanning and Infrastructure Division have been excluded as these are reported in the financial statements of the Department of Infrastructure, Planning and Natural Resources.

	Dept of Transport 9 months to 1 April 2003 \$000	Transport Co-ordination Authority 3 months to 30 June 2003 \$000	Total 12 months to 30 June 2003 \$000	Total 12 months to 30 June 2002 \$000
Expenses				
Employee related	15,387	8,176	23,563	18,733
Other operating expenses	9,736	6,366	16,102	16,393
Depreciation	1,058	405	1,463	854
Grants and subsidies	1,683,690	741,097	2,424,787	2,177,209
Other expenses	10,378	4,427	14,805	19,836
Total Expenses	1,720,249	760,471	2,480,720	2,233,025
Sale of services	4,019	5,680	9,699	9,984
Investment Income	1,371	488	1,859	1,369
Retained taxes, fees & fines	961	160	1,121	611
Grants & Contributions	28,401	8,461	36,862	29,233
Other revenue	3,505	3,752	7,257	71,913
Total Revenue	38,257	18,541	56,798	113,110
Net Cost of Service	1,681,992	741,930	2,423,922	2,119,915

The tables below provide further analysis of the above figures.

	Year ended 30 June 2003 \$000	Year ended 30 June 2002 \$000
(a) Employee related expenses comprise the following specific items:		
Salaries (including recreation leave)	17,057	15,398
Superannuation	1,571	1,470
Long service leave	1,899	600
Workers' compensation insurance	207	109
Payroll tax and fringe benefit tax	1,676	1,156
Other employee costs	1,153	-
	23,563	18,733

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Year ended 30 June 2003 \$000	Year ended 30 June 2002 \$000
(b) Other operating expenses		
Accommodation		
Property rentals	2,297	2,100
Other property costs	142	158
External services		
Contractors	4,720	2,468
Consultants	188	230
Legal Services – Cubic Case	-	4,483
Legal Services – Others	1,105	879
Audit fees – Internal	169	77
Audit fees – External	80	72
Others	151	293
Information Technology		
Computer leasing	392	376
Communication lines	190	125
Other computer costs	473	397
Motor Vehicle running expenses		
Operating lease rentals	216	134
Other motor vehicle costs	219	258
Advertising and promotion	1,107	1,020
Staff training and development costs	558	412
Administration		
Printing and stationery	638	505
Telephones	369	346
Postage and courier	246	231
Travel	201	223
Insurance	454	453
Bad Debts	150	348
Others	2,037	805
	16,102	16,393
(c) Depreciation		
Leasehold Improvements	620	96
Plant and equipment	843	758
	1,463	854

TRANSPORT CO-ORDINATION AUTHORITY
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Year ended 30 June 2003 \$000	Year ended 30 June 2002 \$000
(d) Grants and subsidies		
(i) Private operators		
SSTS private buses	349,911	331,350
Pensioner half fare concession	31,868	29,708
Taxi transport subsidy scheme	14,434	13,192
	396,213	374,250
(ii) Community Groups & Certain Individuals		
Community transport groups	22,024	19,548
Private vehicle conveyance	18,859	16,367
	40,883	35,915
(iii) State Rail Authority		
SSTS	24,226	22,073
Concessions	190,634	188,017
Community service obligations	554,612	423,992
Maintenance	166,200	141,270
Transitional funding	36,992	34,600
Redundancies	12,000	12,000
Capital grant	280,010	282,030
	1,264,674	1,103,982
(iv) State Transit Authority		
SSTS	38,465	36,327
Concessions	106,166	106,649
Community service obligations	95,190	68,231
Capital grant	3,114	22,902
	242,935	234,109
(v) Freight Rail Services		
Community service obligations	7,655	32,780
(vi) Rail Infrastructure Corporation		
Community service obligations	286,087	246,628
Redundancies	18,000	-
Capital grant	-	859
	304,087	247,487
(vii) Capital Projects		
Construction costs of completed assets transferred to other transport agencies	37,926	32,591
Construction costs – other transport facilities		
Transitways – Parramatta to Liverpool	15,500	10,194
Parramatta Rail Link grants	99,401	78,306
	152,827	121,091

TRANSPORT CO-ORDINATION AUTHORITY
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Year ended 30 June 2003 \$000	Year ended 30 June 2002 \$000
(viii) Other grants and subsidies		
Port Kembla Port Corporation	8,484	9,290
Rural transport facilities	1,481	1,472
Major events	5,395	6,534
Other	153	10,299
	15,513	27,595
TOTAL GRANTS AND SUBSIDIES	2,424,787	2,177,209
Summary by payment type		
School students transport scheme	412,602	389,750
Concessions	328,668	324,374
Taxi transport subsidy scheme	14,434	13,192
Community transport groups	22,024	19,548
Private vehicle conveyance	18,859	16,367
Community service obligations	943,544	771,631
Maintenance	166,200	141,270
Transitional funding	36,992	34,600
Redundancies	30,000	12,000
Capital grant	283,124	305,791
Transitways – Parramatta to Liverpool	15,500	10,194
Parramatta Rail Link project	99,401	78,306
Port Kembla Port Corporation	8,484	9,290
Parking Space Levy funded projects	37,926	32,591
Others	7,029	18,305
TOTAL GRANTS AND SUBSIDIES	2,424,787	2,177,209
(e) Other expenses		
Contracted passenger services	4,039	3,964
Taxi Advisory Committee	1,120	611
Integrated transport information Service	8,646	9,266
Integrated Ticketing Project	-	5,995
Others	1,000	-
	14,805	19,836

TRANSPORT CO-ORDINATION AUTHORITY
 NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
 FOR THE PERIOD FROM 2 APRIL 2003 TO 30 JUNE 2003

	Year ended 30 June 2003 \$000	Year ended 30 June 2002 \$000
(f) Revenue		
(i) Sale of services		
Rendering of services	9,699	9,984
(ii) Investment income		
Interest	1,859	1,369
(iii) Retained taxes, fees and fines		
Taxi drivers accreditation renewal fees	1,121	611
(iv) Grants and contributions		
Community transport projects	19,270	15,611
Integrated transport information service	7,212	7,627
Contributions for capital projects	10,380	-
Integrated Ticketing Project	-	5,995
	36,862	29,233
(v) Other Revenue		
Land acquired free of charge	2,582	67,273
Emerging value of private sector provided infrastructure	4,675	4,640
	7,257	71,913

END OF AUDITED FINANCIAL STATEMENTS

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APPENDICES

APPENDIX 1: MANAGEMENT & STRUCTURE

Principal Officers (as at 30 June 2003)

Name	Position	Qualifications
John Lee	Director General, SES 7	B Ed
Michael Deegan	Unattached, SES 7	
John Rogan	Unattached, SES 6	BA, LLB (Hons), BCom, CPA, MPA
Allan Cook	Executive Director, Finance & Corporate Services, SES 6	B Bus (Accounting), Transport Admin Cert (Hons)
Kent Donaldson	Executive Director, Transport Safety & Rail Safety Regulator, SES 6	B Ec, B Sc
John Barraclough	Project Director, Parramatta Rail Link, SES 6	B Eng (Civil), (Hons)
Joanna Quilty	Director, Bus & Ferry Reform, SES 2	BA, BSW, MA
Barry Barford	Unattached, SES 2	Dip Bus, MCIT, SFCDA, DipCD
Paul Hayes	Unattached, SES 2	BA
Bev Lange	Unattached, SES 2	

APPENDIX 2: SIGNIFICANT COMMITTEES

In 2002-03, the former Department of Transport achieved its aim of using its committee structure to foster a portfolio-wide approach to transport and was able to rationalise that structure. In addition, preparatory to the establishment of the Ministry of Transport, the Urban Planning and Infrastructure Steering Committee was transferred to the new Department of Infrastructure, Planning and Natural Resources.

Committee	Ministry Members
Budget and Investment Steering Committee	Allan Cook (Chair) Andrew Nicholls
Infrastructure Project Delivery Committee	Allan Cook (Chair) Stephen Fox Kevin Robinson
Parramatta Rail Link Board	John Lee
Public Transport Authority	John Lee
Safety and Security Steering Committee	John Lee Kent Donaldson
School Student Transport Scheme Appeals Panel	Carolyn Boden
Transport Coordination Forum	John Lee (Chair)
Transport Senior Executives	John Lee Allan Cook Paul Low
Transitways Project Control Group	John Lee George Pund

APPENDICES

APPENDIX 3: GRANTS TO NON-GOVERNMENT COMMUNITY ORGANISATIONS

During 2002-03 \$22.024 million was allocated to Government and non-Government organisations under the Home and Community Care (HACC) Community Transport sub-program, the NSW Community Transport Program and the Area Assistance Scheme – Community Transport pick-up projects.

The HACC Community Transport sub-program delivered 817,585 trips to 31,723 frail older people, younger people with a disability and their carers. This data is based on a provider return rate of 84 per cent.

In addition to the above, the Community Transport Program delivered 200,327 trips to an estimated 5,390 transport disadvantaged individuals, and the Area Assistance Scheme – Community Transport pick-up projects delivered a further 29,637 trips to an estimated 890 transport disadvantaged individuals per annum. Some estimation was required due to the introduction of a new data collection system.

COMMUNITY TRANSPORT GRANTS DISBURSED TO NON-GOVERNMENT ORGANISATIONS 2002 – 2003

ORGANISATION	HACC \$	HACC N/R \$	CTP \$	AAS \$
Aboriginal Corporation Enterprises Services			32,942	
Banjeeri Aboriginal Corporation	150,031			
Bankstown Community Transport Inc	300,849	60,469		
Baptist Community Services (Auburn)	132,090		54,817	
Baptist Community Services (Bankstown Project)	40,475			
Baptist Community Services (Wagga Wagga)	132,484	43,000		
Bathurst Community Transport Group Inc	357,379		59,381	
Batlow Community Transport Service Inc	37,776		10,411	
Bega Valley Community Transport	125,188	85,000	18,197	
Biripi Aboriginal Corporation Medical Centre	3,719			
Blacktown Community Transport Inc	236,615	1,170	41,413	
Bland Community Transport Group Inc	57,269			
Blind And Vision Impaired Support Group				7,020
Botany Neighbourhood Centre Inc	43,758			
Bungree Aboriginal Association Inc	97,248			
Central Sydney Community Transport Group Inc	125,555			
Cessnock Community Transport Inc	91,737	1,100	130,971	
Clarence Community Transport Inc	291,907	124,340	58,876	13,140
Coalfields Neighbour Aid And Transport Service Inc	112,981			
Coastwide Community Transport Inc	577,613		29,933	
Coffs Harbour Bellingen & Nambucca Comm Trans Inc	379,022	38,000	64,329	51,070
Community Transport (Central Coast) Inc	190,184			
Community Transport Group Of Port Stephens Inc	201,133		73,889	
Community Transport Warren Inc	42,405			
Community Wheels Inc	135,317			
Cootamundra Community Centre Inc	44,225			
Cowra Information & Neighbourhood Centre	21,625		35,026	
Dapto Neighbourhood Centre Inc			41,124	

APPENDICES

COMMUNITY TRANSPORT GRANTS DISBURSED TO NON-GOVERNMENT ORGANISATIONS 2002 – 2003

ORGANISATION	HACC \$	HACC N/R \$	CTP \$	AAS \$
Deniliquin Council For Social Development Inc	59,078		15,038	
Disabled Alternative Road Travel Services	219,319			
Dubbo Comm Services & Information Services Inc	188,810	28,525	9,665	
Dungog & District Neighbourcare Inc	57,164		3,358	4,073
Far West Area Health Service (Wentworth)	24,765		6,866	
Far West Area Health Services (Broken Hill)	73,452		16,755	
Far West Health Service (Balranald)	4,008		7,749	
Greater Inner West Community Transport Inc	98,616	135,000		
Griffith Community And Regional Transport Service	90,247		34,319	
Guriwal Aboriginal Corporation	69,025			
Gwydir HACC Services Inc	108,053		15,222	
Hastings Macleay Community Transport Service Inc	332,720		10,783	
Holdsworth Street Community Care Inc	86,142			
Holroyd Community Transport Group Inc	92,033		74,861	
Home Care Service of NSW (Coonamble)	56,644		29,714	
Home Care Services of NSW (Injamurra)	105,388			
Home Care Services of NSW (Wiradjuri)	98,830			
Home Care Services of NSW (Wilcannia)	38,824			
Hornsby Ku-ring-gai Community Aged/Disabled Transport Service Inc	252,173			
Inner West Comm Transport (Incl Greater Inner West Community Shopping & Transport)	470,630	66,700		
Inverell HACC Services Inc	109,117		6,050	
Kalianna Enterprises Inc	238,261		20,013	
Lake Cargelligo & District Care for the Aged Association	32,758		6,171	
Lane Cove Meeting House Association Inc	9,516			
Leichhardt Community Transport Group Inc	157,783		53,857	
Lithgow Community Transport (Translinc) Inc	141,291		26,865	
Liverpool District Combined Senior Citizens Progress Committee			23,305	
Lockhart & Districts Aged Care Association Inc	23,561	10,000	9,934	
Lower North Shore Community Transport Inc	573,751	16,580	29,566	
Maitland Community Transport & Neighbour Aid Inc	188,159		55,329	
Manly-Warringah Pittwater Community Transport Inc	218,162	18,000	32,493	
Manning Valley & Area Community Transport Group Inc	352,054		101,439	
Marrickville-Canterbury Comm Transport Association Inc	232,028	60,000		
Meeting House Association Inc	28,762			
Mercy Community Services	157,716		70,566	
Mountains Community Transport Inc	307,861		12,916	27,158
Murrumburrah-Harden Flexible Care Services Inc	11,292		2,550	
Narrabri HACC Community Inc	72,779		28,817	

APPENDICES

COMMUNITY TRANSPORT GRANTS DISBURSED TO NON-GOVERNMENT ORGANISATIONS 2002 – 2003

ORGANISATION	HACC \$	HACC N/R \$	CTP \$	AAS \$
Nepean Community Transport Inc	316,934		18,208	
Newlake Community Transport Group Inc	260,668	2,781		
Northern Rivers Community Transport Inc	268,714	124,340	59,640	4,973
Northern Rivers Social Development Council				71,622
Orange Community Transport Inc	153,255			
Oxley Community Transport Service Inc	223,648		83,162	
Parkes & District Information & Neighbourhood	115,725		38,002	
Parramatta Community Transport Association Inc	114,762			
Peak Hill Community Bus Committee Inc	13,951			
Randwick-Waverley Community Transport Group Inc	320,125			
Ryde-Hunters Hill Community Transport Association	272,749			
Scotland Island Residents Association Inc			12,798	
Shoalhaven Community Transport Service	309,278	175,000	98,272	39,454
Singleton HACC Services Inc	122,459			
South East Neighbourhood Centre	90,841			
South Sydney Community Transport Inc	271,037		58,607	
South West Comm Transport Inc	1,147,999	98,900	17,505	
Southern Health Service (Boorowa)	15,059			
Southern Highlands Community Transport Inc	109,103		64,108	
St George Comm Transport Project Inc	468,574	174,000	34,427	
Sutherland Shire Community Transport Inc	275,520		25,585	
Tenterfield HACC Committee Inc	177,310			
Tweed Byron Ballina Community Transport Project Inc	407,697	124,340	39,817	24,805
Upper Clarence Valley Health and Welfare Council Inc	4,264			
Upper Hunter Community Care Inc	162,521		26,179	40,627
Volunteer Drivers Scheme	92,649		48,686	
Weddin Community Services Inc	51,241		10,096	
Wee Waa Community Transport Service			9,772	
Western Region Community Transport Forum Inc	16,400			
Western Sydney Community Forum				27,967
Wyong Community Transport	173,688		23,757	
Young Community Transport Service Inc	76,739		12,489	
TOTALS	15,342,267	1,387,245	2,036,617	311,909

HACC – Home and Community Care Program (Community Transport Component)

CTP – NSW Community Transport Program

AAS – Area Assistance Scheme Pick-Up

N/R – Non-Recurrent Expenditure

APPENDICES

APPENDIX 4: LEGAL CHANGES

1. Rail Safety Act 2002

This legislation replaces the *Rail Safety Act 1993* and significantly enhances the capacity of the Ministry to regulate the operators of railways. The object of the legislation, as stated in section 3, is to promote the safe construction, operation and maintenance of railways. There were cognate amendments to the *Transport Administration Act 1988*.

2. Statute Law (Miscellaneous Provisions) Act (No. 2) 2002

Included in this measure are amendments to the *Passenger Transport Act 1990* to authorise the making of regulations respecting penalty notices and amendments to the *Ports Corporatisation and Waterways Management Act 1995* with respect to port charges.

3. Parking Space Levy Amendment (Exemption) Regulation 2003

This regulation provides temporary exemption in respect of areas newly brought within the City of Sydney by boundary changes effected under the *Local Government Act 1993*.

4. Passenger Transport (Bus Services) Amendment (Driver Authority Fees) Regulation 2002

The object of the regulation was to increase bus driver authority fees at both the application and renewal stages.

5. Passenger Transport (General) Amendment (Driver Authority Fees) Regulation 2002

The object of this regulation was to increase fees, at both the application and renewal stages, for driver authorities in respect of tourist services and to simplify the classification of driver authorities.

6. Passenger Transport (Private Hire Vehicle Services) Amendment (Sydney Airport) Regulation 2002

The objective is to increase penalties for certain offences involving private hire vehicles when committed in the Sydney Airport precinct, to introduce new offences relating to this subject, to further regulate the driving of private hire vehicles and to allow certain offences to be dealt with by penalty notice.

7. Passenger Transport (Taxi-Cab Services) Amendment (Sydney Airport) Regulation 2002

This regulation increases penalties for certain offences involving taxi-cabs in the Sydney Airport precinct, introduces new offences relating to that subject and further regulates the driving of taxi-cabs.

8. Rail Safety (General) Regulation 2003

This regulation is made under the *Rail Safety Act 2002* and deals with matters previously regulated under the *Rail Safety Act 1993*, including railway journeys, tickets and fares, conduct on or near railway land and the employees of persons accredited to operate railways.

9. Rail Safety (General) Amendment (Inspection of Tickets) Regulation 2003

This regulation further defines the restricted area of a railway station and allows the inspection of tickets outside that area without disturbing the regime for inspections within it.

10. Rail Safety (General) Amendment (Disclosure of Information) Regulation 2003

This regulation allows the disclosure of train safety records for the purposes of the Special Commission of Inquiry into the Waterfall train accident.

11. Cubic Transportation Systems Inc v. State of NSW

The case was determined by Adams J in the Supreme Court on 26 July 2003, favourably to the State, which had been restrained on an interlocutory basis from entering into a contract with a competitor of the plaintiff for the Smart Card ticketing system for public transport in Sydney. It occupied many hearing days and was a very costly piece of litigation but had major potential implications for Government tendering processes generally. Appeal proceedings were instituted by Cubic but the matter was settled prior to going to a hearing and without disturbance to the terms of the original decision.

12. Special Commission of Inquiry into the Waterfall Rail Accident

On 31 January 2003, seven people were killed and many others injured when a south-bound passenger train derailed near Waterfall. The Government appointed a Special Commission of Inquiry and the Ministry of Transport is represented before it. Representation, together with conduct of the parallel statutory investigation under the *Rail Safety Act*, has been time-consuming and expensive, although entirely appropriate. The Commission is continuing.

APPENDIX 5: MANAGEMENT & ACTIVITIES

The Director General has direct responsibility and accountability to the Minister for Transport Services and Parliament for the overall performance of the Ministry. Divisional Directors who comprise the Executive Committee of the Ministry support the Director General.

Going forward, the Ministry's responsibilities take in:

- Transport policy and strategy.
- Ministerial and strategic coordination of transport matters.
- Coordination of the State's Transport budget allocation.
- Contracting and regulating service providers.
- Provision of internal corporate service support.
- Management of the Smart Card ticketing project.

The Ministry operates a number of advisory boards and committees all of whom operate under the NSW Government's Code of Conduct Guidelines.

These Guidelines provide detailed information on the responsibilities of members, including legal responsibilities, accountability for financial expenditure, use of public resources, and use of official information.

Both internal and external audit processes monitor the Ministry's administrative and financial processes to ensure compliance with Government policy.

APPENDICES

Performance Measures

The agency commenced reporting a set of publicly available performance measures, which were published daily on the web site.

A summary of key performance measures:

	2000-01	2001-02	2002-03
Licensed Taxis	4,737	5,548	5,746
Authorised Taxi Drivers	21,056	22,773	22,810
Licensed Hire cars	458	475	455
Authorised Hire Car Drivers	2,994	3,083	3,129
Taxi Inspections	18,706	16,470	14,094
Accredited Regular Passenger Service Bus Operators	1,911	1,800	1,858
Authorised Bus Drivers	46,088	*41,285	*30,701
Bus Operator Audits	170	200	225
Bus Driver Authorities Transacted	10,429	23,130	13,396

* In late 2001-02 a project commenced to merge the Regular Passenger Driver and Long Distance Driver authorities into a single Bus Driver Authority. Drivers who previously held two authorities now hold one.

Internal & External Performance Reviews

The agency's Audit and Risk Committee directed the ongoing program of internal audit, as follows:

Internal audit	Results and benefits from review
Tow Truck Authority Job Allocation Scheme	Identified JAS working in accordance with anticipated requirements. Final report is still being reviewed.
Schemes – HACC, CTP, AAS, HFCS	Review will provide assurance of appropriateness of present arrangements and identify opportunities to enhance management of schemes. Final report to be submitted in 2003-04.
IT Security	Review current practices for IT security and make recommendations to ensure the Ministry remains in accord with contemporary IT security practices. Final report to be submitted in 2003-04.
Parramatta Rail Link Funding	Review found existing funding arrangements are satisfactory and meeting needs of all parties.
Staff Engagement and Selection Processes	Review found staff engagement selection practices are being implemented consistent with public sector guidelines.
CSO Payments – RIC and freight payments	Review will provide assurance of appropriateness of current practice for payments linked to CSO agreements and make recommendations for enhancement. The audit was still in progress as at 30 June 2003.
SAP Financials Post Implementation Review	Review found the roll-out of the SAP financials project was efficiently managed and was appropriate to achieve the outcomes of the project.

In addition, the agency requires ongoing reporting from service delivery organisations as a contingent part of funding of service and capital outcomes.

APPENDICES

The following table encapsulates the key performance measures, which also appear in the budget papers:

Outputs	Units	2000-01	2001-02	2002-03
CityRail services				
Total concession trips	mill	81.4	81.1	80.7
Average concession subsidy per trip	\$	2.03	2.06	2.12
Total passengers, including concession recipients	mill	285.6	276.4	273.4
Average subsidy per trip, including concessions	\$	1.63	2.02	2.49
Average subsidy per trip, excluding concessions	\$	1.05	1.41	1.86
CountryLink services				
Total concession trips	mill	1.1	1.2	1.1
Average concession subsidy per trip	\$	39.24	39.30	38.92
Total passengers, including concession recipients	mill	2.1	2.2	2.1
Average subsidy per trip, including concessions	\$	37.04	35.46	41.75
Average subsidy per trip, excluding concessions	\$	15.89	13.54	21.13
State Transit bus and ferry services				
Total concession trips	mill	118.0	115.6	115.5
Average concession subsidy per trip	\$	1.16	1.24	1.25
Total passengers, including concession recipients	mill	222.5	218.1	212.4
Average subsidy per trip, including concessions	\$	0.87	0.97	1.13
Average subsidy per trip, excluding concessions	\$	0.25	0.31	0.45
School Student Transport Scheme				
Total beneficiaries	'000	671.8	674.8	675.2
Cost per beneficiary	\$	574.1	601.8	632.7

Management Improvement Plans

The Ministry of Transport maintained an integrated planning, budgeting and reporting system to provide the strategic management of the agency, directly linked to the Government's four strategic pillars and the agency's budget programs.

In 2002-03, the agency implemented:

- Corporate Plan.
- Business Plans for each Division.
- Action Plans (ie project level Gantt plans, linked directly to Executive reporting).
- Divisional budgets linked directly to Business Plans (an activity-based approach).
- Executive Performance Agreements, linked to Business Plans.
- Risk Profile and Plan.
- Internal Audit program.

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Program Performance Evaluation

The program of Performance Evaluation is incorporated in the annual Internal Audit program.

APPENDIX 6: MAJOR WORKS IN PROGRESS

1. Parramatta-Epping section of Parramatta Rail Link

The Parramatta Rail Link project team conducted studies to ascertain the advisability of proceeding with the extension from Epping to Parramatta and included interfacing issues between the two sections of the project. The cost of the studies was funded from the \$1 million allocation from the Ministry of Transport and supplemented where required by existing PRL funding. The Minister for Transport Services announced the deferment of the project stage on 21 August 2003.

2. Transport Interchanges and Carparks

The Ministry of Transport administered the Parking Space Levy fund. These funds are hypothecated to the provision of transport infrastructure to facilitate access to public transport services. The Ministry manages a program of works to provide intermodal interchanges and commuter car parks. An amount of \$24 million was allocated for these works in addition to the \$15.5 million provided to RTA as a contribution to bus stations along the new Liverpool-Parramatta rapid bus-only Transitway. Interchange works expenditure amounted to \$15.1 million as a result of delays in scheduled work. These projects are due for completion in 2003-04.

3. Wollongong High Speed Rail Link

Investigation of the alternative routes for an upgraded railway to provide reduced travel times was scheduled in 2002-03. These studies were being completed towards the end of the financial year.

4. Epping-Castle Hill Rail Link

The project was progressed during the year with work on Travel Demand Patronage Studies, Land Acquisition Strategy (Corridor Reservation Strategy), technical assessment related to location of the rail link within Integral Energy easement; resolution of road/Transitway interface issues and alignment in relation to the Balmoral Road release.

5. General Freight

Works concentrated on the upgrade of the freight link between Marrickville and Port Botany. The primary purpose of providing a priority freight track through Sydney has been deferred pending the outcome of negotiations with ARTC on the proposal to lease major freight lines.

6. Newcastle High Speed Rail Link

Investigation of the alternatives for upgrades to the railway to provide reduced travel times was scheduled in 2002-03. These studies were being completed towards the end of the financial year.

7. SAP Integrated Information System

An integrated financial system based on the SAP system was introduced in 2002-03 and further phases of the work were investigated during the year. A decision to progress the addition of further modules has been made and the work is continuing in 2003-04.

8. Smart Card Ticketing Project

Transport Administration Corporation signed a contract in February 2003 with Integrated Transit Solutions (ERG & Motorola consortium) to deliver the system. Cabinet Standing Committee on the Budget approved fully financing the remaining cost of delivering the system (\$167.5 million) through TreasuryCorp borrowings. Extensive system design, development and testing progressed through the year and will continue to 2005. System implementation will follow, on a phased basis, across the public transport network from the second half of 2005 to late 2006.

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APPENDIX 7: RESEARCH AND DEVELOPMENT

The Transport Data Centre (TDC), which formerly operated within Transport NSW, completes a household travel survey across the greater Sydney metropolitan region each year. The TDC was relocated in April 2003 to the Department of Infrastructure and Planning and their activities for the 2002-03 year can be found in the Department of Infrastructure, Planning and Natural Resources' Annual Report.

APPENDIX 8: HUMAN RESOURCES

Number of officers and employees by category

Subgroup as Per cent of Total Staff at each Level Subgroup as Estimated Per cent of Total Staff at each Level

Level	Total Staff (Number)	Respondents	Men	Women	Aboriginal People and Torres Strait Islanders	People from Racial, Ethnic, Ethno-religious Minority Groups	People whose Language First Spoken as a Child was not English	People With a Disability	People with a Disability Requiring Work-related Adjustment
< \$30,103	10	100%	40%	60%	30%	10%	30%	10%	0%
\$30,104 - \$39,594	10	90%	33%	67%	0%	0%	0%	11%	11%
\$39,595 - \$44,263	20	85%	24%	76%	0%	35%	29%	6%	6%
\$44,264 - \$56,011	82	88%	39%	61%	0%	26%	24%	10%	4%
\$56,012 - \$72,435	49	96%	64%	36%	0%	26%	17%	0%	0%
\$72,436 - \$90,541	57	82%	62%	38%	0%	19%	15%	11%	2%
> \$90,542 (non-SES)	37	78%	72%	28%	0%	3%	0%	10%	3%
> \$90,542 (SES)	10	90%	90%	10%	0%	0%	0%	10%	10%
TOTAL:	275	87%	53%	47%					

During the reporting period there was a four per cent increase in staff salaries effective from 1 January 2003.

The Employee Relations Unit continued to review and monitor existing policies and procedures. The introduction of the new *Public Sector Employment and Management Act 2002* and the Crown Employees Conditions Award 2002 resulted in a review of recruitment practices, unsatisfactory performance and conduct, and the management of leave and attendance.

Arrangements were finalised to introduce salary packaging to all non-SES staff members.

A training review was undertaken in conjunction with an organisation wide staff survey, which resulted in a number of additional computer courses and other relevant courses being added to the training program.

Three scholarships were awarded to staff to undertake the Executive Development Program (Graduate Certificate in Public Sector Management) through the Premier's Department.

The management of the Ministry of Transport continued to liaise with the staff representatives and union organisers of the Joint Consultative Committee. The implementation of structural change as a result of new leadership and direction in May 2003 is being progressed in close consultation with all unions.

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APPENDIX 9: CONSULTANTS

Name of Consultant Consultants (over \$30,000)	Amount \$000	Purpose
Booz Allen Hamilton	34	Bus Reform review
Indec Consulting	58	Financial Viability Study of private bus industry
Greenway Dairies	72	Review of Enfield freight terminal
Consultants (Below \$30,000)		
1 Consultant	24	
TOTAL	188	

APPENDIX 10: EQUAL EMPLOYMENT OPPORTUNITY

Major EEO outcomes for the year included:

- Implemented new policies and guidelines on EEO, harassment and grievance handling procedures.
- Training was conducted by the Anti-Discrimination Board for all staff support officers and managers.
- Employee Relations staff received training in harassment and grievance procedures in order to provide on-going training to staff.
- The Ministry participated in a work retraining program, offering vocational training for six people with a disability resulting in two of the participants offered longer term employment with the Ministry.
- The Ministry continued to promote the Skillmax program to all eligible staff.
- Policy for selection committee members with an intensive training program.
- Internal promotion for all positions below SES level as a result of the restructure.
- Employment of three Aboriginal cadets.

Major planned EEO outcomes include:

- Review and implementation of working from home arrangements.
- Management of the restructure program to ensure EEO is given priority consideration.
- Training for EEO target groups to be high on the agenda when reviewing the training program.
- Review of induction program to include awareness of workplace equity issues.

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Table of trends in representation and distribution of EEO groups

Representation	2000	2001	2002	2003	Depts 2002	Public Sector 2002	Benchmark or Govt Target
Women (% of full-time staff)	49%	47%	48%	46%	60%	51%	50%
Women	51%	49%	50%	47%	60%	56%	50%
Aboriginal People and Torres Strait Islanders	0%	0%	0.4%	1.2%	1.8%	1.6%	2%
People Whose First Language was not English	14%	0%	18%	20%	12%	14%	19%
People with a Disability	9%	6%	6%	8%	7%	6%	12%
People with a Disability Requiring Work-Related Adjustment	6.2%	0%	2.7%	3.6%	2.2%	1.8%	7%
Total Staff	257	269	294	248	130,525	281,719	n/a
Response Rate	78%	100%	88%	89%	58%	60%	80%

Notes:

1. Figures for EEO groups other than women have been adjusted to compensate for the effects of non-response to the EEO data collection. Estimates based on response rates of less than 80 per cent may not be accurate.
2. Representation is calculated as the estimated number of staff in each group, divided by the total number of staff.
3. n/a = Data not available.
4. Total staff does not include Minister's staff and staff who did not receive a salary for the data collection pay period.

Distribution	2000	2001	2002	2003	Depts 2002	Public Sector 2002	Benchmark or Govt Target
Women	73	80	82	87	87	89	100
Aboriginal People and Torres Strait Islanders	n/c	n/c	n/c	n/c	85	83	100
People Whose First Language was not English	80	n/c	89	95	98	95	100
People with a Disability	102	n/c	n/c	n/c	100	102	100
People with a Disability Requiring Work-Related Adjustment	n/c	n/c	n/c	n/c	100	101	100

Notes:

1. A Distribution Index of 100 indicates the average salary level of the EEO group is the same as that of other staff. Values less than 100 mean the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the Index may be more than 100, indicating the EEO group is less concentrated at lower salary levels.
2. n/c = Not Calculated. The Distribution Index is not calculated where the estimated number of staff in an EEO group is less than 20.

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APPENDIX 11: DISABILITY PLAN

Under the *NSW Disability Services Act 1993* the Ministry of Transport is the coordinating agency for planning within the Transport portfolio. The Ministry and relevant transport agencies have developed a portfolio-wide Accessible Transport Action Plan.

The Action Plan outlines:

- Responsibilities of transport agencies.
- The guiding principles towards integrating accessible transport services.
- Progress to date and future strategies for the provision of accessible transport services.

The Plan was completed in December 2002 following consultation, and will be updated on an annual basis.

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

APPENDIX 12: LAND DISPOSAL

There were no property disposals in 2002-03.

APPENDIX 13: PUBLICATIONS

- SmartCard Ticketing – Making Transport Easier (Brochure).
- Taxi News (Newsletter).
- Public Transport Guide for the 2003 Sydney Royal Easter Show.
- Oak Flats Interchange Access Guide.
- Rockdale Interchange Access Guide.
- Holsworthy Interchange Access Guide.
- Hire Car Hardship Assessment Panel Final Report, February 2003.
- Transport and Events Guide for Sydney New Year's Eve 2002.
- 2002 National Taxi Users Survey Report.
- NSW Transport Customer Commitment (Arabic, Chinese, English, Filipino, Spanish, Vietnamese).
- Kogarah Station Interchange Access Guide.
- Jump on Board – Annual Travel Pass (Brochure).
- Best Practice Guidelines for NSW Public Transport Signage and Information Displays.
- Sydney Knowledge & Regulation Test – A Guide for Taxi Drivers.
- 2001-2002 Annual Report.
- Fact Sheets.

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- The Godfrey Report – Independent Review of Rail Infrastructure Corporation (RIC) Metropolitan Maintenance Funding and Related Issues.
- Sydney 2002 Gay Games VI Transport Guide.
- Corporate Plan 2001-2004 – 2002 Update.
- The Central Coast Transport Action Plan: Connecting the Central Coast.
- Guidelines for Managing School Students' Behaviour on Buses and Code of Conduct (Arabic, Chinese, English, Filipino, Spanish, Vietnamese).
- School Students' Behaviour on Buses.
- School Student Transport Scheme Booklet (Arabic, Chinese, English, Filipino, Spanish, Vietnamese).
- School Student Transport Scheme Bus Operators Manual.
- School Student Transport Scheme – A Manual for Schools.
- North-West T-way Environmental Impact Statement (EIS) Brochure (Arabic, Chinese, English, Korean and Vietnamese).
- Liverpool-Parramatta T-way (Brochure).

Published information is available on the Ministry of Transport web site at: www.transport.nsw.gov.au

APPENDIX 14: OVERSEAS VISITS

Officer	Date	Destination	Purpose	Cost \$
Michael Deegan	August 2002	New Zealand	To attend meeting of Australian Transport Council	\$2,218
Jim Glasson	November 2002	UK, Canada & USA	To review maritime security policy and arrangements	\$15,603
Mark Brimfield	April 2003	New Zealand	Bus Industry Confederation Meeting	\$2,360
Kent Donaldson	November 2002	Japan	International Rail Safety Conference Tokyo 2002	\$7,534

APPENDIX 15: CONSUMER RESPONSE

A combined NSW Transport Customer Commitment was negotiated and published on agency websites in February 2003. The participants in the published Customer Commitment were StateRail, Rail Infrastructure Corporation, State Transit, the Bus and Coach Association of NSW and the Ministry of Transport. The Customer Commitment is the first cross-portfolio commitment of its kind and defines standards passengers can expect from public transport providers.

APPENDIX 16: GUARANTEE OF SERVICE

The Guarantee of Service establishes our service standards.

We aim to respond to your needs efficiently, promptly, courteously and fairly. We will:

- Tell you who we are on the phone, in letters or when you meet us, so you can contact the same person again if you need to.
- Return your phone calls as quickly as possible and always within one working day. If you have a complaint we will attempt to resolve your concern within five working days.
- Respond to your letters within two weeks.
- Give a clear response to your enquiries.

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- Where possible, give decisions, advice and support 'on the spot', using our frontline handling procedures for complaints and information.
- Refer problems and complaints about transport services to the appropriate service provider. If required, we will tell you their response and what will happen.
- Do our best to understand your business objectives and help you meet them while recognising, as you do, that wider public and transport consumer interests also need to be supported.
- Stand by our decisions and advice – and accept the consequences if they turn out to be wrong.
- Explain your options and give you ample opportunity to present your case if we are unable to agree to your requests.
- Put you in touch with someone who can resolve your problems if we are unable to do so ourselves.
- Ensure that when confidential matters are at stake, confidentiality is maintained.

APPENDIX 17: PAYMENT OF ACCOUNTS

Aged analysis at the end of each quarter

Quarter	Current (Within due date) \$	Less than 30 days overdue \$	Between 30 and 60 days overdue \$	Between 60 Days and 90 days overdue \$	More than 90 days overdue \$
September	1,087,846	-	-	-	-
December	6,683,162	-	-	-	-
March	6,044,211	-	237,799	-	-
June	16,141,980	-	-	-	-

APPENDIX 18: TIME FOR PAYMENT OF ACCOUNTS

Accounts paid on time within each quarter

	Target %	Actual %	Amount not paid on time \$	Total Amount Paid \$
September	100	95	19,572,344	425,219,635
December	100	95	28,573,097	710,012,410
March	100	88	78,651,452	637,596,428
June	100	91	79,549,025	918,228,549
				\$2,691,057,022

APPENDIX 19: RISK MANAGEMENT AND INSURANCE ACTIVITIES

The Ministry of Transport maintained an Audit and Risk Management Committee. The Committee meets quarterly and is comprised of senior officers of the agency, representatives of the Audit Office, the internal auditors and an independent member. In February 2003, a revised risk management policy and strategy was developed and put in place to enhance the management of the activities being undertaken by the agency. The agency continued to use the Treasury Managed Fund for its insurance purposes.

APPENDIX 20: DISCLOSURE OF CONTROLLED ENTITIES

The Ministry has no controlled entities.

APPENDIX 21: ETHNIC AFFAIRS PRIORITIES STATEMENT

Ethnic affairs considerations and initiatives continue to be fully integrated within the business planning process. It is important to note that because of the abolition of the Department of Transport with the establishment of the Transport Co-ordination Authority in April 2003 and the impending creation of the Ministry from 1 July 2003, EAPS initiatives are under consideration with a view to integration into the new role of the Ministry from 1 July 2003. This is to ensure the initiatives will be aligned with the new direction of the Ministry.

APPENDIX 22: ACTION PLAN FOR WOMEN

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

To improve the quality of life of women in NSW, the Ministry of Transport supports the Spokeswomen Program developed by the NSW Government to help improve equality in the workplace for women in the public sector. The Spokeswomen Program provides an opportunity for women to learn about employment issues affecting women, extending knowledge and skills to advance career prospects. It is achieved by:

- Identifying and acting on matters affecting women in the workplace.
- Providing information and development opportunities for women.

This program has been of significant benefit to women in increasing workplace opportunities and experiences, as well as confidence, skills and capacity to move on to new career opportunities.

The Ministry of Transport also continued the implementation of the NSW Government's Action Plan for Women via projects in Action for Transport 2010, and other initiatives to improve public transport accessibility.

APPENDIX 23: OCCUPATIONAL HEALTH AND SAFETY

The Ministry of Transport continued its commitment to providing a safe and healthy working environment for its staff and visitors to Ministry premises. In support of this commitment, arrangements were made for OHS safety compliance audits to be conducted at all work locations. The intention of the audits was to identify any weaknesses in the health and safety systems within the workplace, to highlight risks, and to take action to minimise those risks. The final report stated "the Ministry of Transport exhibits a much better than average occupational health and safety standard when compared to similar organisations of its size".

A further phase in the Ministry's program of risk minimisation was to offer all staff an individual workplace assessment, undertaken by CRS Australia. During the assessments staff were educated about good workplace set-up and appropriate use of equipment. Recommendations for the supply of additional items of equipment are being acted upon and strategies to improve OHS awareness within the workplace, particularly among new staff, are being progressed.

The OHS Workplace Committee continues to meet regularly. It has been acknowledged by the OHS Committee that the Ministry's restructure will involve changes to work groups, work practices and perhaps work locations. The Ministry has therefore commenced negotiations with the Public Service Association and the Australian Services Union in relation to the future structure of the committee and opportunities for improved staff consultation.

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Ministry of Transport occupational health and safety performance 2002-2003

Number of work-related injuries:	5
Number of work-related illnesses:	2
Total weeks lost due to work-related injuries or illnesses:	24
Number of workers compensation claims:	7
Number of prosecutions reported during the last financial year:	0
Prosecutions under the <i>Occupational Health and Safety Act 2000</i> :	0

APPENDIX 24: WASTE

The Ministry undertook a number of initiatives during the year to further improve its level of recycling and corresponding reduction in waste. One key initiative was to ensure priority is given to the purchase of recycled stationery. In all stationery orders, recycled goods are made available ahead of other stationery products. Non-recycled goods are only purchased when no other alternative is available.

The Ministry's Waste Reduction & Purchasing Policy (WRAPP) is available to all staff on the Ministry's Intranet Site. The Ministry reviews its WRAPP each year, and is continually exploring opportunities to minimise waste. In one such initiative, the Ministry recently purchased its first hybrid vehicle that has resulted in a significant reduction in fuel consumption and related expenditure.

APPENDIX 25: LIST OF MAJOR ASSETS

The Ministry's assets include land, office improvements, transport infrastructure systems, computer systems and office furniture. The Ministry is not a holder of major assets but generally holds assets in the interim periods on behalf of other agencies. The Ministry acquired SAP phase 2 software this year. The Ministry leases all motor vehicles and office space.

APPENDIX 26: CODE OF CONDUCT

The Code of Conduct has been issued to all current staff. All new staff members receive and acknowledge they have read and understand the Code of Conduct prior to commencing with the Ministry. The Code of Conduct is published on the Ministry's Intranet site. No amendments were made to the Code of Conduct during the reporting year.

APPENDIX 27: AFTER BALANCE DATE EVENTS

The establishment on 1 July 2003 of the Ministry of Transport will have substantial impact on operations and future reporting. In particular, all functions associated with Transport Planning have been incorporated formally with the Department of Infrastructure, Planning and Natural Resources from 1 July 2003.

On 1 January 2004 it is proposed a Transport Safety and Reliability Regulator be established, which will incorporate most of the safety functions of the Ministry. Marine Safety and Environment was relocated to the Waterways Authority in September 2003.

The new Ministry of Transport has a primary focus on policy, budget coordination and Ministerial support, along with existing contracting and regulatory responsibilities. As a result, the Ministry will exit certain business activities (eg, certain communications activities and some cross-portfolio management activities), but will take on new responsibility as the host agency for the Minister's office and direct management of the Smart Card ticketing project. The new alignment of business operations will result in revised business plans and a shift in emphasis from former transport entities.

APPENDIX 28: ANNUAL REPORT

The Ministry of Transport's Annual Report is available through the Ministry's web site. Refer page 84 for contact details. The Ministry printed 75 annual report copies. The average cost per copy was \$33.88. The Ministry's total external annual reporting cost was \$10,791.

APPENDIX 29: PERFORMANCE AND NUMBERS OF EXECUTIVE OFFICERS

Executive positions at each level for current and prior year

Level	2002	2003
1	0	0
2	5	1
3	1	2
4	0	0
5	2	0
6	4	3
7	1	1
Female executive officers	3	2

Statement of performance and performance pay for executive officers level 5 and above

Name: Michael Deegan
 Title: Unattached
 Remuneration package: \$320,000
 Level: SES Level 7
 Performance review:
 Performance pay and criteria: Nil

Name: John Rogan
 Title: Unattached
 Remuneration package: \$251,317
 Level: SES Level 6
 Performance review:
 Performance pay and criteria: Nil

Name: John Lee
 Title: Director General
 Remuneration package: \$250,000
 Level: SES Level 7
 Performance review:
 Performance pay and criteria: Nil

Name: Allan Cook
 Title: Executive Director, Finance & Corporate Services
 Remuneration package: \$235,817
 Level: SES Level 6
 Performance review:

Allan Cook has performed as the Executive Director of Finance and Corporate Services. In this capacity he has successfully ensured effective and efficient management of the Transport budget allocation, as well as monitoring the effectiveness of governance strategies resulting in continued and coordinated management of the portfolio's budget and assets.

Mr Cook's priorities during the year continued to be focused on managing the review and reform of the Ministry to improve performance and accountability of the Divisions within the organisation.

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Mr Cook's other responsibilities include ensuring the efficiency and effectiveness in meeting the objectives of the Ministry in the areas of resource management, employee relations, records management, information management and technology to promote and support efficient business operations.

Performance pay and criteria: Nil

Name: Kent Donaldson

Title: Executive Director, Transport Safety & Rail Safety Regulator

Remuneration package: \$195,479

Level: SES Level 6

Performance review: Kent Donaldson has performed as Executive Director Transport Safety and Rail Safety Regulation.

In this capacity he has successfully managed and coordinated the safety policy and regulatory frameworks administered by the Transport Safety and Rail Safety Regulation Division and has appropriately and effectively utilised his powers and functions under the *Rail Safety Act*.

Mr Donaldson's priorities during the year were focused on enforcing compliance and investigating rail organisations in respect to their safety and performance.

Mr Donaldson's other responsibilities during the year included overseeing a wide range of safety related activities including training, train driver audits, monitoring of trackside workers, development of risk management framework, testing of safe working rules, developing railway communications, monitoring Network Control Centres and auditing random alcohol breath testing procedures of safety critical staff.

Performance pay and criteria: Nil

APPENDIX 30: FREEDOM OF INFORMATION

Comparison with prior year

This year the Ministry of Transport processed five personal applications, three more than last year, and 34 other applications, 14 more than last year. This resulted in an overall increase in the number of FOI applications processed over the previous year by 56 per cent. This increase can in part be explained by the State election, which was responsible for an increased number of applications from both journalists and politicians.

Major issues arising during the year

A significant number of applications were concerned with aspects of rail safety arising from the closure of the Menangle Rail Bridge in March this year. One application concerned contractual documentation relating to the Smart Card ticketing project, which has been the subject of major commercial litigation during the year.

Circumstances and outcomes of investigations or applications for review

There have been two applications for internal reviews and one application to the Ombudsman for external review this year. The subjects have related to the Transport Property Committee (which was charged with a review of assets held by agencies in the former Transport portfolio), rail safety audits and, although it did not proceed to finality, contractual documentation concerning the Sydney Light Rail System. There have been no applications to the Administrative Decisions Tribunal.

FOI STATISTICS

Section A

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

FOI Requests	Personal	Other	Total
A1 New (including transferred in)	6	34	40
A2 Brought forward	-	5	5
A3 Total to be processed	6	39	45
A4 Completed	4	35	39
A5 Transferred out	-	-	-
A6 Withdrawn	1	1	3
A7 Total processed	5	34	39
A8 Unfinished (carried forward)	-	5	5

Section B

What happened to completed cases?

Result Of FOI Request	Personal	Other
B1 Granted in full	3	11
B2 Granted in part	-	4
B3 Refused	1	20
B4 Deferred	-	-
B5 Completed	4	35

Section C

Ministerial Certificate

C1 Ministerial Certificates issued	-
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Section D

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

	Issued	Total
D1 Number of requests requiring formal consultations	11	11

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Section E

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

Result of Amendment Request	Total
E1 Result of amendment - agreed	-
E2 Result of amendment - refused	-
E3 Total	-

Section F

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

F1 Number of requests for notation	-
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Section G

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

Basis of disallowing or restricting access	Personal	Other
G1 Section 19 (application incomplete, wrongly directed)	-	-
G2 Section 22 (deposit not paid)	-	7
G3 Section 25 (1) (a1) (diversion of resources)	-	3
G4 Section 25 (1) (a) (exempt)	-	8
G5 Section 25 (1) (b), (c), (d) (otherwise available)	-	-
G6 Section 28 (1) (b) (documents not held)	1	6
G7 Section 24 (2) – deemed refused, over 21 days	-	-
G8 Section 31 (4) (released to Medical Practitioner)	-	-
Other Section 25(4)	-	-
Other Section 4 (1) (a)	-	-
G9 Totals	1	24

Section H

Costs and fees of requests during the period (ie, those included in lines A4, A5 and A6). Does not include costs and fees for unfinished requests (ie, those requests included in line A8).

	Assessed Costs	FOI Fees Received
H1 All completed requests	\$ 5,160	\$ 3,330

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Section I

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

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

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

Section J

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

Elapsed Time	Personal	Other
J1 0 – 21 days	2	34
J2 22 – 35 days	3	-
J3 Over 35 days	-	1
J4 Totals	5	35

Section K

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

Processing Hours	Personal	Other
K1 0-10 hrs	3	34
K2 11-20 hrs	2	-
K3 21-40 hrs	-	1
K4 Over 40 hrs	-	-
K5 Totals	5	35

Section L

Reviews and Appeals – number finalised during the period.

L1 Number of internal reviews finalised	2
L2 Number of Ombudsman reviews finalised	1
L3 Number of Administrative Decisions Tribunal appeals finalised	-

APPENDICES

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

Bases of Internal Review Grounds on which internal review requested	Personal		Other	
	Upheld *	Varied *	Upheld *	Varied *
L4 Access refused	-	-	2	-
L5 Deferred	-	-	-	-
L6 Exempt matter	-	-	-	-
L7 Unreasonable charges	-	-	-	-
L8 Charge unreasonably incurred	-	-	-	-
L9 Amendment refused	-	-	-	-
L10 Totals	-	-	2	-

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

APPENDIX 31: IMPLEMENTATION OF PRICE DETERMINATION

The Ministry is not subject to price determinations or recommendations of IPART. However, the Director General determines private bus, ferry and taxi fares following recommendations from IPART.

APPENDIX 32: PRIVACY MANAGEMENT PLAN

Under the reporting provisions of Section 33(3)(a) and (b) of the *Privacy and Personal Information Protection Act*, the Ministry of Transport received no requests for internal reviews in the year from 1 July 2002 to 30 June 2003.

The Ministry has a Privacy Management Plan, as is required under the Act. A copy of this plan is with the Privacy Commissioner.

No amendments were made to the plan during the year.

APPENDIX 33: PRINCIPAL LEGISLATION ADMINISTERED BY THE MINISTRY

The following Acts (and regulations made under them) are administered by the Minister for Transport Services. The Ministry of Transport exercises functions under some of them, as do other agencies responsible to the Minister, and provides policy input as required. It additionally has provided input for planning instruments under the *Environmental Planning and Assessment Act 1979* to the Department of Infrastructure, Planning and Natural Resources and North Sydney Council in matters affecting transport.

Air Navigation Act 1938

Air Transport Act 1964

Border Railways (Grain Elevators) Amendment Act 1957

Broken Hill to South Australia Border Railway Agreement Act 1968

Civil Aviation (Carriers' Liability) Act 1967

Commercial Vessels Act 1979

Glenreagh to Dorrigo Railway (Closure) Act 1993

Marine (Boating Safety – Alcohol and Drugs) Act 1991

Marine Pilotage Licensing Act 1971

Marine Pollution Act 1987

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Marine Safety Act 1998
Marine Safety Legislation (Lakes Hume and Mulwala) Act 2001
Maritime Services Act 1935
National Rail Corporation (Agreement) Act 1991
Navigation Act 1901
Parking Space Levy Act 1992
Passenger Transport Act 1990
Ports Corporatisation and Waterways Management Act 1995
Rail Safety Act 2002
Railway Construction (East Hills to Campbelltown) Act 1983
Railway Construction (Maldon to Port Kembla) Act 1983
Tow Truck Industry Act 1998
Transport Administration Act 1988

APPENDIX 34: DEPARTURES FROM SUBORDINATE LEGISLATION

There were no departures from Subordinate Legislation.

APPENDIX 35: GOVERNMENT ENERGY MANAGEMENT POLICY

The Ministry is committed to achieve savings in energy usage and sustained energy management principles. The Ministry has a number of sites. These purchase electricity in the contestable market through the Department of Commerce contracts. The purchase of electricity in the contestable market has lowered costs and achieved a reduction of greenhouse gas emissions by purchasing a percentage of green power.

Energy management strategies include the introduction of lighting circuit zones that allow for lights to be switched on in the occupied sections of floors, instead of on all floors. Greater utilisation was made of individual switches particularly in meeting rooms and offices.

The Ministry's is also committed to purchasing electrical equipment that has a high energy saving rating and installation of low wattage tubes.

APPENDIX 36: ELECTRONIC SERVICE DELIVERY

The Ministry of Transport met all of the required targets of the Electronic Assessment Audit and these were posted on the Office of Information Technology's web site reflecting the Ministry of Transport's Electronic Service Delivery Status.

During the year nine new web-based transactional systems were added to the Internet site. These include systems for the School Student Transport Scheme, the Confidential Incident Reporting Service for transport workers, the Marine Oil Spill Response Operations site and the Transit Stop Signage Grants Program application for use by local councils.

APPENDIX 37: CREDIT CARD CERTIFICATION BY DIRECTOR GENERAL

In his performance review with the Minister the Director General certified credit card usage in the Ministry was in accordance with Premier's Memoranda and Treasurer's Directions.

APPENDIX 38: RESPONSE TO MATTERS RAISED BY THE AUDITOR GENERAL

In 2003 the Auditor General reviewed the policies and procedures adopted by the Ministry of Transport relating to the accreditation and management of contracts with bus operators.

The review identified certain deficiencies in the process adopted in the accreditation and management of contracts. Based on the findings, the Audit Office recommended the Ministry should review all aspects of its accreditation and contract management processes, including a more rigorous definition of what constitutes financial viability.

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The Auditor General also commented on overpayments of \$144,043 made to Kings Bros under the School Student Transport Scheme (SSTS). These overpayments resulted from suspected improper SSTS claims made by Kings Bros. The overpayments have since been recovered and a change made to the method of payments to Kings Bros as from 1 February 2003.

The Ministry has undertaken a number of initiatives in order to improve the administration of the SSTS and accreditation procedures including:

- Implementation of a bus operators manual, a manual for schools and an internal SSTS policy and procedures manual to clarify roles, responsibilities and processes.
- Undertaking a new pass usage survey (last done in 1994) which will have implications for the pass usage rate, the SSTS payment formula and ensuring payments more closely reflect actual usage.
- Establishing an interactive web site to enable schools to provide information on changed student circumstances to operators on a monthly basis. This streamlines and automates a task previously undertaken manually and is essential for accurate payments.

The Ministry is also reviewing regulatory arrangements for the provision of bus services in NSW, including the requirements of the *Passenger Transport Act 1990*, current contract provisions and funding arrangements. The aim of this is to ensure improvements in terms of flexibility, patronage growth, value for money and accountability.

Smart Card-based ticketing, scheduled to commence in 2005, also presents an opportunity to collect reliable patronage data and move to payment of SSTS on actual use. In the meantime, new reporting arrangements with operators and the collection of a range of patronage and performance are being explored.

APPENDIX 39: EXEMPTIONS

The Ministry did not apply for or receive any exemptions from the reporting provisions.

APPENDIX 40: CONTRACTING AND MARKET TESTING POLICY

The following Ministry major services were contracted out during 2002-03:

- Records management and storage services, mail handling services.
- Computer Help Desk.

The Ministry follows the procurement guidelines set out by the NSW Government and the State Contracts Control Board.

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Tel: (02) 4929 7006
Fax: (02) 4929 6288
Toll Free: 1800 049 983

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Level 6, NRMA Building
221-229 Crown Street
Wollongong NSW 2500

Tel: (02) 4224 3333
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Toll Free: 1800 049 961

Sydney and Western Region Office

Level 1
16-18 Wentworth Street
Parramatta NSW 2150

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Taxi and Hire Car Bureau

Level 5
6 Parkes Street
Parramatta NSW 2150

Tel: (02) 9689 8888
Fax: (02) 9689 8813

All offices are open between 8.30am and 4pm for personal access by the public without appointment. Offices are staffed between 7.30am and 5pm and appointments may also be made on a needs basis during these hours.

Transport Services and Enquiries

General Enquiries: (02) 9268 2800
Transport Infoline 131 500
Your Say Public Transport Complaints Hotline: 1800 648 478
Bus Operator Accreditation Renewal Hotline: 1800 227 774
Taxi Transport Subsidy Scheme: 1800 623 724
TTY (for people with hearing impairments): 1800 637 500
Wheelchair accessible taxis: 1800 623 724
Freedom of Information: (02) 9268 2801
Media Enquiries: (02) 9268 2800
Air Transport Council: (02) 9268 2800



