

Annual Report 2004



Roads and Traffic Authority of New South Wales
 Appendices for the period ended 30 June 2004

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APPENDIX 01 // MAJOR WORKS (AS PER 2003 BUDGET PAPER No.4)

PROJECT	ANNOUNCED* COMPLETION	ESTIMATED* TOTAL COST \$000	2003-04 EXPENDITURE \$000	EXPENDITURE TO JUNE 2004 \$000
SYDNEY MAJOR ROUTES DEVELOPMENT				
Metroad 2 – Sydney to Windsor				
Lane Cove Tunnel and associated road improvements (proposed private sector funding)20071,100,00019,26841,105
*Expenditure does not include private sector expenditure.				
Windsor Road, Roxborough Park Road to Showground Road, Stage 1, widening Showground Road to Norwest BoulevardCompleted 2004Stage 1 & 2Combined 70000670810,948
Windsor Road, Roxborough Park Road to Showground Road, Stage 2, widening Norwest Boulevard to Roxborough Park Road200630,000		
Windsor Road, Acres Road to Old Windsor Road, widening200640,0009382385
Windsor Road, Merriville Road to Schofields Road, wideningCompleted 200310,000284410,436
Windsor Road, Schofields Road to Mile End Road, wideningCompleted 200316,00012,19618,553
Windsor Road, Mile End Road to Boundary Road, widening200670,000271510,666
Windsor Road, Boundary Road to Henry Road, widening200540,00072159858
Windsor Road, South Creek Crossing (Hawkesbury Nepean Floodplain Management Strategy)200668,00016293158
Metroad 4 – Sydney to Lapstone				
Western Distributor widening, Kent Street to south of King StreetCompleted 200318,900456620,342
M4 East Feasibility StudyNANA12772301
Metroad 5 – Mascot to Menangle				
M5 East, Mascot to Beverly Hills (finalisation of acquisitions)Completed 2004794,00018,009795,602
F5 south-facing ramps, Ingleburn (Local Government and Federal funding)200612,000405504
Westlink M7				
Westlink M7 from Camden Valley Way to the M2 (Federal and private sector funding)20061,500,00087,291268,534
*Expenditure does not include private sector expenditure.				
Transitways				
Liverpool to Parramatta2004315,00054,542298,012
North West Transitway Network (Stage 1)2007493,000108,120135,785
Other Transitways (planning)NANA30,68236,267
Great Western Highway (Blue Mountains)				
Linden Bends Stage 4, Tollgate Drive (east) to Hepburn Road, widen to 4 lanes (Federal funding)Completed 200314,000207913,675
Woodford to Hazelbrook widening to 4 lanesNA66,00026903223
Lawson Section 1, Ferguson Ave to Honour Ave widening to 4 lanesNANA20723002
Lawson Section 2, Honour Ave to Ridge Street widening to 4 lanes (planning)NANA20444509
Wentworth Falls West, Falls Road to West Street, widening to 4 lanes(State and Federal funding)200415,00041094769
Leura, Mount Hay Road to Bowling Green Ave, widening to 4 lanes200682,00016,56930,405
Shell Corner, Mort St to Nellies Glen Road Katoomba widening to 4 lanes (Federal funding)Completed 200442,00013,43640,628
Medlow Bath, Bellevue Crescent to Cox Ave, widening to 4 lanes and new railway overpass (Federal funding)Completed 200317,800519618,019

PROJECT	ANNOUNCED COMPLETION	ESTIMATED TOTAL COST \$000	2003-04 EXPENDITURE \$000	EXPENDITURE TO JUNE 2004 \$000
OTHER SYDNEY ROADS				
Botany to City via Southern Arterial				
Southern Arterial and Green Square	.NA	.NA	.237	.687
Sutherland to Bankstown route				
Bangor Bypass, new road between Old Illawarra Road and Akuna Ave, Menai	.2004	.95,000	.42,049	.64,211
Bangor Bypass, new road between Alford's Point Road and New Illawarra Road (preconstruction)	.NA	.40,000		
Liverpool to Smithfield route				
Cowpasture Road, North Liverpool Road to Elizabeth Drive and Elizabeth Drive, Cowpasture Road to Windsor Road, widening to 4 lanes	.Completed 2003	.32,000	.6818	.28,026
Sydney to Palm Beach route				
Spit Bridge and approaches, widening	.NA	.35,000	.103	.1131
Hoxton Park Road				
Hoxton Park Road, Brickmakers Creek to Hill Road, widen to 6 lanes including Transitway lanes	.2005	.35,000	.13,500	.21,088
The Horsley Drive				
The Horsley Drive, Mimosa Road to Lily Street, widening	.Completed 2004	.17,000	.7080	.13,226
The Horsley Drive, Landon Street to Fairfield Street, widening	.2004	.8000	.5800	.6881
Sunnyholt Road				
Sunnyholt Road, James Cook Drive to Quakers Hill Parkway, widening (State and private sector funding)	.2006	.30,000	.0	.2326
OTHER STATE ROADS IN SYDNEY				
Bexley to Turrella Cycleway	.2004	.6000	.222	.648
Cross City Tunnel and associated works (private sector funding)	.2005	.680,000	.20,978	.73,857
*Expenditure does not include private sector expenditure.				
SYDNEY-NEWCASTLE FREEWAY				
Hawkesbury River to Calga, widening to 6 lanes (Federal funding)	.2004	.81,700	.47,678	.69,162
NEWCASTLE ROAD IMPROVEMENT				
Newcastle Inner City Bypass				
Shortland to Sandgate (planning)	.NA	.NA	.163	.678
Morrisset – Wallsend Road				
MR217 duplication from Booragul Roundabout to Speers Point Roundabout	.2006	.32,000	.1582	.4136
Other roads in Newcastle area				
Cessnock traffic relief route	.Completed 2004	.10,000	.5072	.10,607
Anderson Drive to Thornton Road Link Road, Beresfield	.Completed 2003	.7000	.715	.6276
Nelson Bay Road reconstruction from Bobs Farm to Port Stephens Drive, Stage 1 & 2	.Stage 1 Complete, Stage 2 2006	.9000	.663	.4974
Nelson Bay Road, Tourle Street Bridge over Hunter River South Arm, duplication (planning)	.NA	.NA	.197	.729
CENTRAL COAST ROAD IMPROVEMENT				
Pacific Highway				
Tuggerah Straight dual carriageways (planning)	.NA	.NA	.1490	.2370
Kariong to Doyalson route development	.NA	.18,000	.2244	.2921
Other roads in Central Coast				
The Entrance Road, intersection upgrade at Avoca Drive	.Complete 2004	.4800	.3917	.4379
The Entrance Road intersection upgrade at Terrigal Drive	.2004	.10,000	.1750	.2090

Appendix 01 (continued)

PROJECT	ANNOUNCED COMPLETION	ESTIMATED TOTAL COST \$000	2003-04 EXPENDITURE \$000	EXPENDITURE TO JUNE 2004 \$000
The Entrance Road, Terrigal Drive to Carlton Road	2005	9000	363	575
The Entrance Road, Ocean View Drive to Tumby Road	.NA	16,600	1467	1987
Avoca Drive, new roundabout at Empire Bay Drive	Completed 2004	4350	3263	4766
Avoca Drive route development	.NA	30,000	796	797
WOLLONGONG ROAD IMPROVEMENT				
Princes Highway				
Wollongong Northern Distributor (preconstruction)	2007	42,000	4459	7081
Princes Highway intersection with Lawrence Hargrave Drive (planning)	.NA	20,000	159	411
Oak Flats to Dunmore (planning)	.NA	.NA	1074	5460
North Kiama Bypass (State and Federal funding)	2005	179,000	38,828	105,189
RURAL – HUME HIGHWAY IMPROVEMENT				
Albury upgrade (Federal funding)	2007	408,000	6994	32,719
RURAL – NEW ENGLAND HIGHWAY IMPROVEMENT				
Weakleys Drive Interchange (planning – Federal funding)	.NA	.NA	327	402
National Highway extension, F3 Freeway to New England Hwy West of Maitland (planning – Federal funding)	.NA	.NA	7613	16,872
Devils Pinch realignment 27km to 31km north of Armidale (Federal funding)	2005	24,800	2980	5662
Duval Ck realignment 13km to 15km north of Armidale (Federal funding)	2004	8700	3752	4319
RURAL – PACIFIC HIGHWAY IMPROVEMENT				
Karuah Bypass, dual carriageways (State and Federal funding)	2004	123,000	22,739	97,253
Karuah to Bulahdelah, dual carriageways Stage I (State and Federal funding)	2006	114,000	8054	15,364
Bulahdelah Bypass, dual carriageways (planning)	.NA	.NA	1748	7127
Bundacree Ck to Possum Brush, duplicate existing highway (State and Federal funding)	2006	115,000	16,277	22,583
New interchange with The Lakes Way at Rainbow Flat	2005	7000	656	692
Taree to Coopernook, duplicate existing highway (State and Federal funding)	2005	59,000	16,781	33,058
Coopernook Deviation, dual carriageways including new bridge over Lansdowne River	2006	69,000	10,161	28,619
Moorland to Herons Creek, duplication of existing highway (planning)	.NA	.NA	1226	6262
Kempsey to Eungai (planning)	.NA	365,000	2839	6740
Macksville to Urunga (planning)	.NA	.NA	1273	1675
Bonville Bypass, Repton to Lyons Road Coffs Harbour dual carriageways (planning)	.NA	.NA	588	11,708
Coffs Harbour to Woolgoolga (planning)	.NA	.NA	1565	6883
Halfway Creek truck stop, northbound overtaking lane	Completed 2003	21,500	6802	22,888
Ballina Bypass dual carriageways (planning and preconstruction)	.NA	.NA	5901	14,088
Brunswick Heads to Yelgun dual carriageways (State and Federal funding)	2007	209,000	6799	24,482
Yelgun to Chinderah dual carriageways (finalisation, State and Federal funding)	2002	348,000	1557	331,721
RURAL – NEWELL HIGHWAY IMPROVEMENT				
Ardlethan realignment (Federal funding)	2005	11,000	564	652
Bogan Road to Coobang Road reconstruction 3km to 13km north of Parkes (planning – Federal funding)	2006	20,000	262	687
Moree Bypass (Federal funding)	2006	35,000	3403	6140
Coonabarabran Bypass (planning – Federal funding)	.NA	34,000	4	509
RURAL – CASTLEREAGH HIGHWAY IMPROVEMENT				
Reconstruction between Lidsdale and Coxs River including widening of bridge over Coxs River	2005	22,000	4,269	7013

PROJECT	ANNOUNCED COMPLETION	ESTIMATED TOTAL COST \$000	2003-04 EXPENDITURE \$000	EXPENDITURE TO JUNE 2004 \$000
RURAL – OXLEY HIGHWAY IMPROVEMENT				
Upgrade from Wrights Road to the Pacific Highway (planning)	.NA	.NA	.1687	.2560
RURAL – BRUXNER HIGHWAY IMPROVEMENT				
Alstonville Bypass (State and Federal funding)	.2006	.36,500	.7818	.9608
RURAL – OLYMPIC HIGHWAY IMPROVEMENT				
Grade separated rail crossing at Gerogery	.2005	.18,500	.7695	.8749
RURAL – KINGS HIGHWAY IMPROVEMENT				
Queanbeyan heavy vehicle northern route upgrade (State and Federal funding)	.2005	.6,800	.914	.2002
SUMMERLAND WAY				
Macleans Bridge realignment (Federal funding)	.Completed 2004	.4,200	.2212	.3921
Second bridge over the Clarence River at Grafton (planning)	.NA	.NA	.758	.900
MURRAY RIVER CROSSINGS				
New bridge and approaches at Corowa, Wahgunyah (Federation and State funding)	.2005	.22,000	.9890	.13,386
New bridge and approaches at Euston, Robinvale (Federation and State funding)	.2006	.50,800	.2343	.4257
New bridge and approaches at Echuca, Moama (Federation and State funding)	.NA	.NA	.55	.188
OTHER RURAL ROADS				
MR92 Nowra to Nerriga upgrade (Local Government, State and Federal funding)	.NA	.80,000	.1076	.6115

*NOTE: Announced completion and estimated total cost as shown in 2003-04 Budget Paper No.4, or as updated in 2004-05 Budget Paper No.4.

APPENDIX 02 // HERITAGE AND CONSERVATION REGISTER

The RTA has a responsibility to identify and manage the items of environmental heritage that are in its ownership, care or control. These items are predominantly bridges. However, the RTA is also responsible for a number of other items including vehicular ferries and property assets.

To assist heritage management and to meet its statutory obligation under Section 170 of the *Heritage Act 1977*, the RTA holds a Heritage and Conservation Register. Furthermore, in accordance with the Section 170A of the *Heritage Act*, the RTA is required to provide a statement on the condition of items on its register in the annual report (see the table at the bottom of this page).

Conservation Management Plans for all timber truss road bridges on the State Heritage Register remain in draft form, given the sustainability issues surrounding management of these bridges.

Progress update for heritage items:

- Item 4300304 (Redbournberry Bridge over the Hunter River).
Work continues on the conversion of the steel truss component of the bridge to pedestrian footway and cycleway.
- Item 4300008 (Bridge over Five Day Creek at Kempsey).
The bridge remains closed and options for the bridge continued to be considered.
- Item 4300181 (Bulga Bridge over Wollombi Brook, Singleton).
Emergency works were undertaken, requiring pier replacement, driving of new piles and a second row of piles.

The NSW Heritage Council has approved applications under Section 60 of the *Heritage Act 1977* for the following work:

- Statement of Heritage Impact for the proposed rehabilitation and strengthening works on Hinton Bridge over the Paterson River; Hinton (approved on 1 July 2003).
- Statement of Heritage Impact for the proposed strengthening works on Wee Jasper Bridge over the Goodradigbee River; Wee Jasper (approved on 11 August 2003).
- Statement of Heritage Impact for the emergency strengthening works on Vacy Bridge over the Paterson River; Vacy (approved on 10 November 2003).
- Item 4300177 (Cooreei Bridge over Williams River; Dungog).
There was a change in configuration from four to five piles by driving new piles at piers one, two, four and eight.

Number of items	291	
State Heritage Register listings	35	
Condition	Good	107
	Fair	63
	Poor	50
	*Not known or applicable	71

* These items are currently being assessed for condition.

APPENDIX 03 // THREATENED SPECIES RECOVERY PLANS

The RTA is required by legislation to report on Threatened Species Recovery Plans and their progress for the year:

RTA action to implement measures from the *Acacia pubescens* (Downy Wattle) recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
Identify existing and potential threats to the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street).	Environmental Services Representative to visit site and identify existing and potential threats to the population.	\$525	Site visited and extent of population mapped in 2000. Sites to be included on the Roadside Corridor Management Plans.
Develop and implement a threat and habitat management program for the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street).	Asset Services to develop a threat and habitat management program to be incorporated into the Maintenance Plan for the M5, with advice from Environmental Services Representative Asset Services to ensure that the program is implemented.	\$1500	Interlink Roads have incorporated threat and habitat management of the species into landscaping management plans for the M5 Motorway.
Monitor the <i>A. pubescens</i> population at Beverly Hills/Narwee on the M5 (north of Windarra Street) on a regular basis assess the effectiveness of the threat and habitat management programs.	Environmental Services Representative to conduct at least an annual inspection of the population, including photographic survey. Following each inspection compare inspection records and initiate corrective action if required.	\$525	Inspection completed for 2003.
Assess development activities with reference to the recovery plan, the EIA Guidelines for <i>A. pubescens</i> and future advice from DEC.	Environmental Services Representative to advise Project Manager of this requirement if aware of the proposed activity prior to EIA process. Project Manager to advise EIA Consultant of this requirement. Environmental Assessor to ensure that the recovery plan, EIA guidelines and DEC advice have been considered in all relevant EIAs. Environmental Assessor to take this requirement into account when preparing Decision Reports.	N/A	<i>A. pubescens</i> was included in the Bangor Bypass Environmental Impact Assessment. The assessment made reference to the Recovery Plan.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and any future advice from the DEC.	For the Bangor Bypass, management plans prepared in accordance with the recovery plans and DEC. During next review of the Maintenance EMP for the M5, Asset Services to add references to <i>A. pubescens</i> Recovery Plan with advice from Environmental Services Representative.	\$750	Management Plans implemented.
Forward information on all planning decisions which affect populations of <i>A. pubescens</i> , including decisions that protect habitat as well as those that lead to reduction of habitat and/or individuals, to the DEC.	Environmental Services Representative to advise Project Manager of this requirement. RTA Project Manager to forward the information to DEC.	N/A	All information was forwarded from the Project Team to DEC regarding the affect of the Bangor Bypass on <i>A. pubescens</i> .

RTA action to implement measures from the *Darwinia biflora* draft threatened species recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
Endorsement of the <i>D. biflora</i> Threatened Species Recovery Plan.	Comments on draft recovery plan provided to DEC.	N/A	Comments sent to DEC February 2003.
Public authorities will implement threat and habitat management programs on public lands.	Identify threats to population adjacent F3 Freeway at Mt Colah. Manage threats appropriately.	N/A	This population is situated some distance back from the freeway on top of a cutting. The population is relatively secure and is not under threat from any RTA activities.
Informed environmental assessment and planning decisions will be made.	<i>D. biflora</i> EIA guidelines to be used when considering any activity that may impact on the species.	N/A	No activity has been proposed in 2003-04 that may have an impact on the species.
DEC to be advised of any consents or approvals which affect <i>D. biflora</i> .	Advise DEC when RTA proposals will affect <i>D. biflora</i> .	N/A	No activity has been proposed in 2003-04 that will have an impact on the species.

RTA action to implement measures from the *Microtis angusii* (Angus Onion Orchid) threatened species recovery plan

Measures	Action taken to implement measures	Estimated annual cost	Status
Consider the impact of any activities undertaken within areas under control of the RTA that are known to contain <i>M. angusii</i> or are potential habitat.	Environmental Services Representative to advise Project Manager of this requirement if aware of the proposed activity prior to EIA process. Project Manager to advise EIA Consultant of this requirement. Environmental Assessor to ensure that impact of a proposed activity is considered in all relevant EIAs. Environmental Assessor to take this requirement into account when preparing Decision Reports.	N/A	No activity has been proposed in 2003-04 that may have an impact on the species.
Liaise with DEC, Warringah Council, Pittwater Council and Ku-ring-gai Council to achieve and maintain a permanent record of the location of <i>M. angusii</i> populations and potential habitats.	RTA Recovery Team member to share information with other Recovery Team members and update records accordingly.	In-kind support.	Ongoing RTA involvement in Recovery Team.
Ensure that roadworks/maintenance will not cause destruction of degradation to populations of <i>M. angusii</i> .	Environmental Services Representative to advise relevant Project Manager of this requirement prior to any activity that may impact on this species. Project Manager to include this requirement in any relevant contract documentation. Environmental Assessor to take this requirement into account when preparing Decision Reports for projects that may have an impact on this species.	N/A	No activity has been proposed in 2003-04 that may have an impact on the species.
Ensure that all environmental personnel are familiar with the location of <i>M. angusii</i> .	RTA Environmental Services to establish central database for sensitive sites, including known and potential locations of <i>M. angusii</i> locations. RTA Recovery Team to brief Environmental Services Branch on location of <i>M. angusii</i> populations and potential habitat.	N/A	Locations of sensitive sites to be included on the Roadside Corridor Management Plans. Environmental Services Branch staff briefed on location of populations and potential habitat.
Ensure that all site personnel are familiar with the location of <i>M. angusii</i> populations and potential habitat.	RTA Recovery Team member to provide information to maintenance contractors regarding identification of <i>M. angusii</i> , known and potential locations of <i>M. angusii</i> populations and preferred weed control methods.	\$750	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.
Ensure that Environmental Impact Assessment surveys are conducted between May and October.	Environmental Services Representative to advise relevant Project Manager of this requirement prior to any activity that may impact on this species. Project Manager to advise EIA Consultant of this requirement.	N/A	No activity has been proposed in 2003-04 that may have an impact on the species.
Notify DEC of any new <i>M. angusii</i> populations discovered.	RTA Recovery Team member to notify DEC when new populations of this species discovered.	N/A	No new populations have been identified by the RTA.

APPENDIX 04 // WASTE REDUCTION AND PURCHASING POLICY

BACKGROUND

The NSW Government's Waste Reduction and Purchasing Policy (WRAPP) was instigated in 1997 to minimise the waste generated across all Government sectors and help increase the market for materials containing recycled content. The RTA's WRAPP plan was submitted to the NSW Environment Protection Authority (EPA) in 1998 to document the steps that the RTA was taking to implement the WRAPP.

The RTA has a statutory requirement under the *Waste Avoidance and Resource Recovery Act 2001* to report on WRAPP implementation within the RTA annual report. The 2004 RTA Annual Report is the third such report with this mandatory requirement, and covers the 2003-04 financial year.

CONSTRUCTION AND MAINTENANCE

Avoidance

The RTA has implemented a number of initiatives to avoid the production of waste from construction and maintenance activities. Avoidance initiatives are outlined within standard RTA specifications, identified within the Environmental Impact Assessment process or may have become standard practices for some contractors. Examples of avoidance initiatives include:

■ A quality approach

Contractors are required to implement a quality system approach for implementing RTA contracts. This maximises the likelihood of project works being performed as required, thus minimising waste associated with rework or failure of works before the end of design life. RTA specifications are commonly used by others within the road industry, such as local councils, providing additional waste avoidance benefits across NSW.

■ Balancing of earthworks

During the initial and detailed design processes for a project, all attempts are made to balance the amount of material required for road fills with the amount of spoil generated from cutting activities. This avoids the need for importing additional fill or exporting spoil from a project.

■ Pavement stabilisation

Stabilisation is the addition of binders to a road pavement material, enhancing the material's ability to perform its function. It can provide considerable economic and environmental benefits when used in pavement construction and rehabilitation. Using existing materials preserves natural resources and has indirect benefits such as reduced road transportation. Stabilisation also utilises industrial by-products such as ground granulated blast furnace slag and fly ash from coal-fired power stations.

Reuse and recycling

Initiatives to reuse excess materials from construction and maintenance activities include:

■ Reuse of spoil – Cross City Tunnel

The Cross City Tunnel has a target to reuse 93 per cent of spoil generated, which represents 100 per cent of virgin excavated natural material (VENM). VENM spoil is associated with tunnelling, hard ground cut and cover and shaft excavation. The remaining 7 per cent of spoil includes fill and other excavated material that is not suitable for reuse. Reuse destinations included rehabilitation and remediation at various sites (including quarries, landfills and service stations), road and other construction projects and onsite reuses.

817,671m³ of spoil were generated by the project during the 2003-04 financial year. 7039m³ (1 per cent) of this spoil were reused onsite, 744,729m³ (91 per cent) were reused offsite and 65,903 m³ (8 per cent) were disposed to landfill.

■ Reuse of reclaimed asphalt pavement (RAP) wastes

Considerable amounts of RAP wastes are produced during maintenance works on asphalt road surfaces. An estimated 250,400 tonnes of RAP were generated by, or on behalf of, the RTA during 2003-04. Maintenance contractors are contractually bound to take ownership of RAP wastes and must develop waste management plans that minimise waste where permitted. RAP has multiple potential reuses including within new asphalt mixes, in blended road products as natural aggregate replacements and as fill and road shoulders.

■ Reuse of Sediment Fences

Following discussions between RTA Northern Region and the NSW Wildlife Information and Rescue Service (WIRES), it was decided that recycled RTA sediment fence could be used on WIRES cages to prevent birds of prey from sighting and harassing injured birds while they were recovering. This was a great example of finding ways to utilise on-site waste and will be an ongoing arrangement for as long as WIRES requires it.

ESTIMATES OF THE MAJOR WASTE MATERIALS PRODUCED AND REUSED/RECYCLED (data is not available for all construction and maintenance projects)

Material	Estimated quantity of waste produced (tonnes)	Estimated quantity recycled or reused (tonnes)	Comments
Vegetation Waste	16,700	16,400	Includes: <ul style="list-style-type: none"> ■ 2000 tonnes cleared for Westlink M7 project (100% reused). ■ Estimated 6650 tonnes cleared for general construction projects (derived from hectares cleared). ■ 8070 tonnes from maintenance projects (98% reused).
Concrete	9100	7300	Maintenance projects only. Information from construction projects was not available.
Fill/ VENM (virgin excavated natural materials)	20,000,000	19,938,000	These figures estimate the total amount of materials excavated within projects. Road designers endeavour to balance earthworks so that there is no spoil (excess of excavated material) or import (material that needs to be brought to the site). The quantity of material that is excavated on a road project is designed to be as close as possible to the quantity that is required to be placed on the project, including landscaping quantities, and utilising any unsuitable material where possible. Although identified here as 'reused', materials extracted from cuts located and sized to meet specific fill requirements within a project are considered by the RTA to be virgin materials excavated for use (not 'reuse') within projects.
Asphalt	250,400	228,900	Includes maintenance contracts. No information was available for construction projects other than Westlink M7.

Construction and maintenance specifications

RTA construction and maintenance specifications continue to increasingly allow for recycled content and waste minimisation. Changes to specifications this year included:

- G35 and G36 for construction works – contractors are now required to propose recycled-content materials where they are cost and performance competitive and at least the environmental equivalent of the non-recycled alternative. The cost-competitiveness of a product or material must be assessed on a project lifecycle basis, considering issues such as impacts on construction practices and future maintenance and disposal requirements. Contractors are also required to report waste minimisation quantities, initiatives and barriers to the RTA.
- R103 – High Pressure Waterblasting of Bituminous Seals. This process restores surface texture for chip seals, providing a safer driving surface without the need for other more resource intensive options such as resealing, milling and resurfacing, or chemical and grit treatments.
- G40 Clearing and Grubbing – attempts to maximise reuse of cleared vegetation.

Other key specifications allowing major use of recycled materials include:

- G34 for maintenance works – contractors are required to propose materials and products with recycled content where they are cost- and performance-competitive and environmentally preferable to the non-recycled alternative.
- RTA QA Spec R116 Asphalt – allowing up to 15 per cent reclaimed asphalt pavement within asphalt. Percentages greater than this must be accompanied by appropriate testing and qualified technical assessment.
- RTA QA Specs 3051/3052 allow for the use of recycled materials within base and sub-base of pavements.
- RTA QA Spec 3071 allows for recycled content within selected formation material.
- RTA QA Spec 3252 allows use of scrap rubber within certain modified binder classes.
- RTA QA Spec R178 allows stockpiling and reuse of soil from site and the use of cellulose fibre mulch, which must be produced from pinus radiata plantation timber or from recycled paper.
- Various concrete specifications allow for the use of fly ash, slag and silica fume within concrete mixes.
- R73 for heavily bound pavement course permits the use of recycled materials as aggregates and binders at depths of around 170 to 300 mm within pavements.
- RTA QA Spec R75 – In Situ Pavement Recycling by Deep-Lift Cementitious Stabilisation. Allows mechanical incorporation of existing pavement with binding agents (by-products of the steel and electricity industries).
- RTA G38 and G39 allow for the use of recovered water for road projects.
- RTA R63 permits the use of recycled materials in the manufacture of geotextiles.
- RTA R50 allows for the use of slag/lime blends for stabilisation of earthworks.

Research and development

RTA research and development projects for 2003-04 included:

- Scrap rubber asphalt
 - This is a joint project to (i) carry out a comprehensive risk assessment; (ii) develop a Code of Practice for the manufacture and handling of asphalt containing scrap rubber granulate, and (iii) to promulgate the commercial application of scrap rubber asphalt (SRA) technology. The Code of Practice would provide an industry-wide standard to assist in reducing the current barrier preventing use of this valuable and technically-proven technology, which would then be adopted for RTA activities where technically/economically feasible to non-SRA alternatives. Equal funding is being provided by DEC (Sustainability Programs Division) and the RTA. The project is expected to be a model for future collaborative efforts between RTA and DEC.
- Steel slag in pavements
 - Bound pavements incorporating steel slag are becoming a major pavement type in rehabilitation and widening for the RTA. A report on the benefits and safeguards for use of these materials was produced during 2003. A 'Towards Best Practice' note was issued to inform staff of findings and limitations.
- Manufactured sands
 - This project recognises that traditional sources of natural sands are rapidly diminishing. There is increasing need to consider alternative materials including industrial by-products and recycled materials. An international literature search has recommended a suite of test methods which should be investigated for the objective assessment of various sand types. It is expected that the project will result in revised specification acceptance criteria for sands, covering both natural and manufactured sands, for both asphalt and concrete mixes.
- Increased use of reclaimed asphalt pavement within new asphalt mixes
 - A draft technical direction was prepared - and the proposed methodology reviewed to allow increased percentages of reclaimed asphalt pavement (RAP) within new asphalt mixes. This work will be finalised during 2004-05.
- Use of RAP and recycled concrete in flexible pavement
 - RTA QA Specification 3071 (Selected Formation Material) was finalised. A trial was arranged and constructed on Reservoir Rd, Blacktown, using a blend of milled asphalt and recycled crushed concrete. An educational best practice note was written on RAP/crushed concrete blends and issued for comments. Additional work will involve reporting on findings from current projects and assessing new sites for trials.
- Use of recycled organic products
 - A research partnership has been established with DEC and a university to assess the performance of recycled organics in roadside landscaping.

Appendix 04 (continued)

ESTIMATED PURCHASING OF MATERIALS

The following table provides estimated quantities of materials purchased for construction and maintenance (data is not available for all construction and maintenance projects).

Material	Estimated total quantity purchased/used (tonnes)	Estimated total quantity purchased/used with recycled content (tonnes)	Comments
Landscaping materials	1400	1100	Based on areas reported as mulched and an assumed average mulch rate. It has been assumed that straw mulch does not contain recycled content and that hydromulch is 100% recycled content.
Concrete	374,000	High	Most concrete mixes include some recycled content, including fly ash. Fly ash represents about 2.5% of the total concrete mass, or estimated as about 9350 tonnes. Figures are only for concrete used within pavements. No other concrete uses are included.
Fill/VENM (virgin excavated natural materials)	4,700,000	Not available	At the time of reporting, information was not available on the recycled content of imported fill and VENM materials. It is hoped that the new reporting arrangements will provide this information for the next annual report. All four million tonnes of Fill/VENM imported to Westlink M7 came from other projects such as Parramatta Rail Link.
Asphalt	585,000	271,000	Assumed density of asphalt is 1.65 tonnes per m ³ .

OFFICES

Avoidance

Motor registries

In conjunction with Canada Bay Council's Green Business Program, an innovative trial is being conducted by the RTA at Five Dock Motor Registry to investigate environmental improvements in business practices. RTA staff, site and facility management are involved in identifying energy, water and resource efficiency initiatives, as well as reducing waste and impacts on the local environment. Outcomes from the trial will be assessed to identify improvements that can be implemented for all RTA motor registries across the State. Initial staff and facility management response to the trial has been very positive.

RTA publications

A CD-ROM has been developed that contains 16 community language translations of Safe School Travel brochures, road safety excerpts for school newsletters and other materials that schools can use in their communications with parents. This allows schools to select and print materials in languages that are most relevant to their particular needs, avoiding large amounts of unnecessary paper usage.

Internet and intranet sites

The RTA was an early adopter of web technology and has established wide-ranging internet and intranet sites. The internet site provides public access to RTA publications in an electronic format, avoiding the need for a paper copy and a trip to the registry. Online services include renewal of vehicle registration, ordering of customised number plates, booking a licence test and an interactive practice test. Numerous information sources such as annual reports, annual environment reports, educational materials, safety brochures and environmental impact statements are also available on the website. The effectiveness of using the internet as a communications medium, avoiding resource use, is illustrated in the table at the bottom of the page. If customers choose not to print the downloaded documents, there is the potential to avoid tonnes of paper usage.

The RTA's intranet site is a key tool for internal RTA communications with document search, corporate news, phone directories and other information available online, reducing the need for paper documents. An improved intranet site has been completed to provide better internal communication.

RTA PUBLICATION

NUMBER OF DOWNLOADS – January to March 2004

Driver Knowledge Test Questions – Class C (Car) Licence	91,257
Road User Handbook	38,563
Driver Qualification Handbook	21,893
Hazard Perception Handbook	13,254
Driver Knowledge Test Questions – Class R (Motorcycle) Licence	8704
Total	173,671 downloads

Reuse and recycling

New cleaning contracts have been rolled out in regional areas, and within half of the metropolitan area. The new contracts will also be applied to all remaining buildings before 2005. These contracts require cleaners to separate recyclables from the general waste stream wherever possible. This arrangement complements existing security bin collection systems for confidential paper within offices and motor registries.

Number plate recycling

The RTA oversees the production and destruction of vehicle number plates. As part of the contract for number plate manufacturing, the contractor is responsible for the collection and destruction of 'old' number plates. 169,400kg of number plates were collected for recycling during 2003-04, including 140,000kg of steel and 29,400kg of aluminium.

Toner recycling

The RTA has a collection service at the major Sydney offices which has collected 465 toners for remanufacture. An additional 871kg of toners were broken up and materials recycled. This arrangement is being considered for expansion to all major buildings.

RTA computer use

3175 leased personal computers and laptops were returned to the lessor company at the end of the lease cycle for resale overseas. Eighty-seven owned PCs/laptops were sent to auction. No other disposal methods were used during 2003-04.

Purchase of recycled content materials

The majority of the RTA's office products were ordered through a single supply contract during the year. This allowed easy compilation of the majority of office consumable purchases for this report. However, consumables purchased directly from other equipment suppliers – such as toners ordered directly from printer suppliers – have not been included within the table at the bottom of the page.

Initiatives to increase recycled content

The use of recycled-content paper or toner cartridges was undertaken on a site-by-site basis during 2003-04. The percentage of recycled-content A3 and A4 paper purchased by the RTA increased from approximately 2 per cent in 2001-02 to 9 per cent in 2003-04.

A range of recycled, re-manufactured and environmentally sensitive products is available for purchase through the RTA's office-consumables supply contract. Fifteen per cent of office consumables purchased during the first half of 2004-05 are expected to be from this 'environmentally friendly' range.

CONCLUSION

The RTA is progressing its efforts to:

- Increase purchases of recycled content construction/maintenance and office products, where economically and technically viable.
- Undertake R&D and guideline development to improve the ability of the RTA and others to maximise reuse of materials in construction/maintenance activities.
- Improve the management of excess office and construction/maintenance materials.

The RTA will report annually to the public on our success in promoting the efficient use, reuse and recycling of resources and the minimisation of waste.

PURCHASE OF RECYCLED CONTENT MATERIALS

Office consumable	Total quantity purchased	Total quantity purchased with recycled content	Total quantity percentage with recycled content	Comments
Printing and publications paper	365.5 tonnes	21.2 tonnes	6%	
A4 paper	91,724 reams	8553 reams	9.3%	Includes: 8337 reams of 50% recycled content. 71 reams of 60% recycled content. 145 reams of 100% recycled content.
A3 paper	2819 reams	Not available	Not available	
Coloured paper	1866 items	0	0%	Coloured paper is not available with recycled content.
Diaries	4139 items	0	0%	Information is not available on recycled content.
A4 pads and notebooks	18,202 items	14	0.08%	
Toner cartridges	10,248 cartridges	4	0.04%	This includes fax, inkjet cartridges and printer ribbons.
Post-it Notes	31,657 items	1,271	4%	
Envelopes	124,840 items	86,362	69%	These do not include envelopes with RTA letterhead, which are included within 'Printing and publications paper' above.

APPENDIX 05 // COMMITTEES AND SIGNIFICANT ADVISORY GROUPS

ROADS AND TRAFFIC ADVISORY COUNCIL

Established under the *Transport Administration Act 1988*, the Roads and Traffic Advisory Council advises the RTA and the Minister on:

- The promotion of traffic safety.
- Improvements in the movement of traffic.
- Improvements in the movement of freight.
- Requirements of vehicle drivers.
- Requirements for roads and vehicles.
- Promotion of industrial development, primary production and tourism in relation to roads and traffic.
- Protection of the environment in relation to roads and traffic.
- Roads and traffic legislation.
- Any other matter relating to roads and traffic that the Council considers appropriate.

Membership

Membership of the Roads and Traffic Advisory Council is by appointment by the Minister for Roads and comprises representatives from various organisations. As at 30 June 2004, the council comprised:

- Councillor Allan Smith (Chair), representing the Local Government and Shires Associations.
- Mr. David Anderson, representing the road freight industry.
- Mr. Peter Steele, representing the NRMA Limited.
- Mr. Warrick Irvine, representing the Labour Council of New South Wales.
- Emeritus Professor Ron Huckstep, representing the medical profession.

There are also four ex-officio members:

- Chief Executive of the RTA.
- Director-General of the Department of Infrastructure, Planning and Natural Resources.
- Director-General of the Ministry of Transport.
- Commissioner of New South Wales Police Service.

During the year, Mr Bill Wallace retired after six years as the Chair of RTAC.

GOVERNMENT AGENCIES ROAD SAFETY COUNCIL (GARS)

- Mr Paul Forward, RTA (Chair)
- Mr John Feneley, Attorney General's Department
- Chief Superintendent John Hartley, NSW Police
- Mr Bill Bellew, NSW Health
- Mr Kent Donaldson, Transport NSW
- Mr David Bowen, Motor Accidents Authority
- Mr Rob Randall, Department of Education and Training
- Mr Garry Payne, Department of Local Government
- Ms Catriona McComish, Department of Corrective Services
- Ms Jenny Thomas, NSW WorkCover
- Ms Gillian Calvert, Commission for Children and Young People
- Ms Cathy Craigie, NSW Department of Aboriginal Affairs
- Dr Soames Job, RTA

Purpose: The purpose of GARS is to lead, at executive level, partnering and the opening up of new synergies between agencies of the NSW Government in the pursuit of road safety objectives.

RTA/POLICE LIAISON COMMITTEE

For Police: ■ Chief Superintendent John Hartley (alternate Chair)

- For RTA: ■ Mr Paul Forward (alternate Chair)
- Mr David Stuart-Watt
 - Mr Jim Peachman
 - Mr Chris Ford
 - Mr Paul Willoughby

Purpose: The RTA/Police Liaison Committee discusses road safety and traffic issues of a high-level policy or strategy nature. Its aim is to enhance the existing strategic partnership of these two key stakeholders in road safety and traffic matters.

ROAD SAFETY TASK FORCE

- Mr Paul Forward, RTA (Chair)
- Mr Peter Steele, NRMA Ltd
- Mr David Bowen, Motor Accidents Authority
- Mr Les Tree, Ministry for Police
- Chief Superintendent John Hartley, NSW Police
- Professor Danny Cass, Children's Hospital Westmead
- Dr Jane Elkington, Health consultant
- Associate Professor Soames Job, University of Sydney (up to October 2003)
- Dr Julie Hatfield, University of New South Wales
- Mr John Mills, MP, Member for Wallsend

Purpose: The Road Safety Task Force was established by the Minister for Roads in January 2001 following an increase in fatalities in 2000, and especially a sharp increase in the Christmas/New Year period that year.

It was convened to bring individual views, experience, knowledge and skills from a group of road safety experts, and to make recommendations for improving the effectiveness of road safety interventions and initiatives to reduce the road toll over time.

ROAD FREIGHT ADVISORY COUNCIL

- Mr Bob Angus, Chairman
- Mr Warrick Irvine, Transport Worker's Union
- Mr John Pierce, NatRoad Limited
- Mr Robert Gunning, Livestock Transporters Association of NSW
- Mr Alan Eipper, NSW Road Transport Association
- Mr John Morris, Australian Road Train Association
- Mr David George White, Warehousing/distribution operator
- John McNaught, Country-based operator
- Mr Peter Angus, Small fleet operator
- Mr Paul Forward, Chief Executive, RTA
- Mr Peter McMahan, RTA advisor

Purpose: The council provides a consultative forum for industry and Government to consider matters related to the development, coordination, planning and regulation and operation of road freight transport services in NSW.

NSW BICYCLE ADVISORY COUNCIL

The Bicycle Advisory Council (BAC) was established to provide the RTA with advice and recommendations on all bicycle related matters; to facilitate all activities of the RTA which impinge on bicycling; to assist in the efficient coordination of effective programs to benefit cyclists throughout the public and private sectors; to facilitate but not necessarily undertake provisions for cyclists by all levels of government; to assist in the development and ongoing review of the RTA strategic plans for bicycles; and to provide an effective consultation forum for cyclist organisations and government.

The members of the Bicycle Advisory Council are:

- Local Government and Shires Associations
- Bicycle NSW
- Newcastle Cycleways Movement
- NSW Police
- RTA
- DIPNR
- Bicycle Industries Australia

APPENDIX 06 // SENIOR EXECUTIVE PERFORMANCE STATEMENTS

Name Paul Forward
Position: Chief Executive
Level: SES 8
Period in the Position: 2003-04
Total remuneration package: \$342,000

Mr Forward provided positive and strategic leadership to the RTA in the development and delivery of key programs in the organisation's core business areas of road safety, road network infrastructure development and maintenance, road user management and traffic management. He continued to maintain a strong focus on the effective management of environmental issues.

Mr Forward led the development of initiatives by the RTA to address the challenges of road safety. Major road safety initiatives included convening the Country Road Safety Summit to address issues relating to the high incidence of country road fatalities, the introduction of zero blood alcohol limits for novice drivers and the trial of point-to-point speed cameras.

He led the development and maintenance of the State Road Network, focusing on strategic routes to meet the Government's economic and social objectives. Mr Forward oversaw the continuing development of key routes including the Pacific Highway, Great Western Highway and the Windsor/Old Windsor Roads projects with a number of major stages of the Great Western Highway and Windsor Road being opened to traffic during the year. Under his leadership construction commenced on two major private infrastructure projects, the Cross City Tunnel and the Westlink M7, and financial arrangements were finalised for the Lane Cove Tunnel.

He continued to lead the implementation of technological and other initiatives to improve the delivery of driver and vehicle services, including the enhancement of licensing and registration online services and the introduction of the revised Mobility Parking Scheme. Mr Forward also ensured that the RTA worked closely with other agencies such as the Department of Commerce to deliver a range of government services utilising RTA motor registries and supporting technology for customers in regional and rural areas.

He ensured continued emphasis on a rapid response to incidents on the road network and a cross agency co-ordinated approach on traffic arrangements for special events such as the Rugby World Cup. Under his leadership the RTA has begun the development of works to improve priority for buses on the strategic corridors identified by the Government's Review of Bus Services. The continued promotion of electronic tolling has resulted in increasing use. During the morning peak, over 60 per cent of vehicles on the Sydney Harbour Bridge and Tunnel now use electronic tags.

Mr Forward visited regional and metropolitan offices to personally explain the organisation's vision, mission and key priorities to staff and respond to issues raised by staff. He led the implementation of the RTA's Workforce Capability Plan 2003–2008, addressing key issues including future workforce needs, leadership and management capability and occupational health and safety.

Mr Forward continued to represent the Government's views at national forums such as the Standing Committee on Transport and Austroads. He continued to participate as a leading member of key co-ordinating bodies such as the Chief Executives Co-ordination Committee. Mr Forward also worked closely with other agencies such as the Ministry of Transport and the Department of Infrastructure Planning and Natural Resources in a whole-of-Government approach focussed on integrated transport and land-use planning in support of Government priorities.

Name: Chris Ford
Position: Director, Traffic & Transport
Level: SES 5
Period: 2003-04
Total remuneration package: \$216,920

Mr Ford has made a significant contribution to fulfilling the authority's role in managing traffic and transport and the achievement of associated outcomes. In 2003-04, Mr Ford has led significant improvements in network management.

The incident response and information systems of the Transport Management Centre have been further enhanced. Mr Ford's continued leadership has contributed to the success of traffic and transport arrangements of major events such as the Rugby World Cup at Sydney Olympic Park and other venues.

Mr Ford has directed the development of an enhanced version of the Sydney Coordinated Adaptive Traffic System (SCATS), which is used for traffic signal coordination. Continued growth in the use of SCATS by other Australian and overseas cities is evidence of its success. The next generation version of SCATS reached a major milestone with its deployment in June 2004 and this enables improved features to be introduced.

Mr Ford was a key contributor to the Government's Review of Bus Services. An outcome of the review was a focus on strategic bus corridors and identification has begun of options to provide priority for buses. Bus priority at traffic signals is a feature of the SCATS enhancement and a trial on Route 400 (Bondi Junction to Burwood), involving active bus priority at 51 traffic signal sites, has demonstrated its benefits. A camera-based monitoring system has been developed to reduce inappropriate usage of bus lanes.

Usage of electronic toll tags has increased rapidly since the flexibility was achieved of using a tag issued for any motorway, on all motorways. In the morning peak, two out of every three tolls on the Bridge and Tunnel were paid by tag. Mr Ford has directed programs to use this take-up of the technology, to improve the traffic flow through the toll plazas on the Sydney Harbour Bridge and Tunnel. The advantages make tag use even more attractive.

Through the development and application of an enhanced 'real-time' traffic modelling capability, Mr Ford has assisted in defining the scope and functional requirements of major works such as the Cross City Tunnel, Lane Cove Tunnel, Westlink M7 and M4 East and specifying the traffic arrangements and provision for public transport, bicycles and pedestrians, during and after construction.

Another aspect of making traffic flow more efficiently is making alternatives to the motor car, such as cycling and walking, more attractive. Program achievements in 2003-04 led by Mr Ford included continued expansion of the cycleway network, support for bicycle promotions such as the RTA Big Ride and Cycle Sydney and the further development of Pedestrian Access and Mobility Plans (PAMPs). PAMPs identify facilities to improve pedestrian mobility and safety. Pedestrian bridges were under construction at Leichhardt and East Gosford and were being designed for sites at Canterbury and Epping West.

Mr Ford also directed programs to maintain the condition of traffic facilities. Energy efficient LED displays for traffic signal lamps have been introduced and arrangements for the bulk replacement of existing high voltage lamps were being negotiated.

Name: Ulf Fraser
Position: Director, Operations
Level: SES 5
Period in the Position: 2003–04
Total remuneration package: \$219,850

Throughout the fifth year of activity of the Operations Directorate, Mr Fraser focused heavily on achievement of the increased financial performance targets set, improved OHS performance and on building an external works portfolio in Road Services and Fleet Services, in particular, to ensure cost effective delivery of products and services to RTA and external clients.

Under the leadership of Mr Fraser, RTA Operations successfully delivered works and services to the value of \$899 million and generated an amount of \$68 million. Allowing for the annual corporate management fee, this represented a financial result of \$33 million which was directed back into the RTA's programs. Some \$34 million was earned from external clients during 2003-04. These are the best financial results achieved since the formation of RTA Operations.

Road Services continued to operate successfully and earned \$553 million in income over the financial year, an increase of \$25 million over the previous year.

Appendix 06 (continued)

The financial result achieved, \$38 million, was an increase of \$5 million compared to 2002–03. Some \$23 million was earned from external clients during 2003–04, an increase of \$1 million over the previous year. The diverse range of projects won included the South West Region and ACT bitumen sealing contracts, variable message/speed limit sign contracts in Melbourne, Brisbane, Mooloolaba and Sydney, reconstruction of the Old Illawarra Road/Bangor Bypass intersection, overtaking lanes south of West Wyalong on the Newell Highway, reconstruction and widening of the Sturt Highway at Gunderline Station, west of Narrandera, reconstruction and widening of the Lachlan Valley Way south of Cowra and various works for the Sydney Catchment Authority. The carriageway duplication works on the Pacific Highway at Halfway Creek, south of Grafton, were also completed during the year.

Fleet Services earned \$47 million during the year – an increase of \$3 million over the previous year. Income from external clients totalled \$6 million, the same as in 2002–03. The financial result achieved, \$8 million, was up \$2 million compared to the previous year.

Following introduction of the new WorkCover provisional liability scheme, there has been an average 23 per cent increase in the number of OHS claims across the public sector. In 2003–04 there was a 6 per cent decrease in lost time injuries across the RTA as a whole and a 7 per cent decrease across RTA Operations. All compensable workplace injuries across the RTA as a whole decreased by 14 per cent and across RTA Operations by 16 per cent.

Mr Fraser continued with his senior roles on the RTA's Single Bargaining Unit and Continuous Improvement Steering Committee involved in high-level industrial representations with the unions/staff associations throughout 2003–04 and several structural changes were successfully implemented during the year without any industrial disputations on this account. He also led one of the six self-assessment teams set up to undertake a capability review of the RTA's programme areas during the year.

Finally, Mr Fraser continued as an active member of the RTA's Audit Committee throughout the year as well as continuing his dual role as a director of ARRB, Transport Research Ltd and as the RTA's member representative. He was elected Chairman of ARRB in May 2004.

Name:	Mike Hannon
Position:	Director, Road Network Infrastructure
Level:	SES 6
Period in Position:	2003-04
Total Remuneration package:	\$247,100

Mr Hannon continued to focus on the RTA's strategic direction and Government priorities, overall management of the Road Network Infrastructure (RNI) programs and the implementation of the appropriate linkages between programs within RNI as well as with other directorates.

Mr Hannon led and managed the directorate's involvement in privately funded infrastructure (until the creation of Motorways Directorate in April 2004), achieving a number of key milestones during the year. Substantial construction work has progressed on the Westlink M7 Motorway and on the Cross City Tunnel (CCT). Financial close for Lane Cove Tunnel was accomplished in December 2003. Mr Hannon chaired the Senior Project Control Group, with membership comprising senior executives of the RTA, and senior management of the Cross City Motorway Pty Ltd and Westlink Consortia for the financing, construction, operation and maintenance of CCT and M7, respectively. Mr Hannon also chaired the Review Committee for these projects with membership from Treasury, Department of Transport and Regional Services, Department of Commerce and the RTA.

He developed and maintained strategic partnerships with the Minister's Office, Federal Government, contractors, consultants, industry associations and internal service providers. Mr Hannon led the negotiations with DoTaRS on implications of the Federal Government's AusLink proposal on RTA programs. Mr Hannon oversaw the management of the development of key road planning strategies to develop sustainable land use and transport solutions in consultation with Department of Infrastructure, Planning and Natural Resources, Department of Environment and Conservation and other transport agencies.

Mr Hannon also led and managed the Directorate's involvement in major projects such as Transitways, M4 East, F3 to Sydney Orbital Link, major works on the Pacific, Princes and the Great Western highways and on the Windsor program. Strategic project achievements under Mr Hannon's leadership include:

- Cowpasture Road: widening between North Liverpool Rd and Elizabeth Dr (Sep 03)
- Elizabeth Drive: between Cowpasture Road and Windsor Road (Sep 03)
- Great Western Highway: Linden Bends final stage (Aug 03) and Medlow Bath, Bellevue Cr to Cox Av (Dec 03)
- Western Distributor: widening between Kent St and King St (Oct 03)
- Windsor Road: Merriville Rd to Schofields Rd (Aug 03), Schofields Rd to Mile End Rd (Apr 04), Level Crossing Rd to Henry Rd (Apr 04), Curtis Rd to Pitt Town Rd (Apr 04)
- The Horsley Drive: Mimosa Rd to Lily St (Feb 04)
- F3 Freeway: widening from Hawkesbury River to Calga (Apr 04)
- Summerland Way: Macleans Bridge Realignment (Nov 03)
- Pacific Highway: Halfway Ck (Dec 03)

In addition Mr Hannon oversaw the successful completion of Environmental Impact Assessment for a number of key projects on the Pacific Highway, Great Western Highway and Windsor Road, as well as the North-West Bus Transitway Network.

Mr Hannon led the management of the \$787 million Infrastructure Maintenance Program to ensure the road infrastructure is maintained to meet acceptable standards. Major initiatives that continued under Mr Hannon's leadership include the directorate's involvement in the delivery of the asset renewal program, the Rebuilding Country Roads Program, completion of the Country Timber Bridge program to refurbish or replace 140 bridges, and the NSW Government Road Maintenance Reform Package.

Mr Hannon chaired the Maintenance Contracting Reference Committee, comprising representatives from the Local Government Shires Association, Institute of Public Works Engineers Australia, Municipal Employees Union and the RTA, managing the implementation of Single Invitation Contracts for State Roads Maintenance.

Mr Hannon continued to lead and manage the development of the RTA's urban design policy. Initiatives to promote this policy include publishing a 2004 update of the RTA's urban design guidelines document Beyond the Pavement on the RTA internet site and the RTA representation on the Year of the Built Environment Government Working Group. The RTA's urban design policy is widely applied on key projects such as Lawrence Hargrave Drive, and all motorways and Pacific Highway projects. Corridor urban design strategies are also being developed for Richmond Road, Cowpasture Road and the Pacific Highway on the Central Coast.

Under Mr Hannon's leadership improvements to contract management were accomplished by:

- Commencing the introduction of the Government-wide General Conditions of Contract (GC21) in the RTA, including amendments to model documents, updating of the Engineering Contracts Manual and training;
- Implementing the Lawrence Hargrave Drive Alliance to develop a solution to the re-opening of Lawrence Hargrave Drive whilst minimising risk to the road user; and
- Progressing tender and contract documentation for the following significant projects being delivered by the Design Construct and Maintenance model to ensure consistency of process and manage RTA's risk as well as the resolution of emerging issues:
 - Karuah Bypass
 - Bundacree Creek to Possum Brush
 - Karuah to Bulahdelah, Stage I
 - North West Transitway Network
 - Albury - Wodonga project
 - Brunswick Heads to Yelgun

Name: Sue Sinclair
Position: Director, Road Safety, Licensing & Vehicle Management
Level: SES 5
Period in the Position: 2003-04
Total Remuneration Package: \$219,850

Ms Sinclair led road safety, compliance and customer service strategies.

In implementing *Road Safety 2010*, Ms Sinclair worked closely with NSW Police to implement a program to extend the level of Police enforcement targeting speeding, drink-driving, fatigue and restraint use. There were eight Statewide operations conducted at key holiday and travel times.

Under Ms Sinclair's direction, a major road safety review of the Pacific Highway was undertaken. An additional \$19 million of State funding was allocated for road safety improvements to the highway, including provision of wire rope safety barriers, road widening, skid resistance and intersection improvements.

Ms Sinclair played a key role in ensuring the continued enhancement of the Fixed Digital Speed Camera (FDSC) program, consisting of 110 fixed speed camera sites located throughout NSW. This includes 13 speed camera sites currently being trialled within school zones. These cameras are being evaluated to measure their effectiveness in reducing the speed of motorists, particularly during 40km/h school zone times.

Under Ms Sinclair's direction, the RTA also commenced a trial of in-car digital speed cameras to target the problem of heavy vehicle speeding. In addition, the RTA commenced trials of new technology for point-to-point and bi-directional speed cameras.

Ms Sinclair supervised the development of an alcohol interlock program and its supporting legislation. The program, which commenced in September 2003, provides courts with a new rehabilitative option to use in the sentencing of drivers convicted of serious drink-driving offences. The courts ordered a total of 184 interlock orders by end June 2004. Ms Sinclair also directed the Statewide rollout of the Sober Driver Program, a whole-of-government educational option for repeat drink drive offenders.

Ms Sinclair supervised the successful implementation of the 50km/h default urban speed limit in NSW on 1 November 2003. Additional 40km/h zones were also implemented throughout NSW in areas with high pedestrian activity – a total of 11 towns and city centres now have 40km/h zones and associated traffic calming features.

Ms Sinclair directed the implementation of initiatives under the new Graduated Licensing System to improve the standard of driver development in NSW. The new Driver Qualification Test (DQT) was successfully implemented in all motor registries on 1 July 2003. The test uses touch screen computer technology to assess applicants' knowledge of safe driving practices and hazardous situations. Applicants must pass the test to progress to an unrestricted Class C licence. Ms Sinclair also introduced legislation that prohibits Learner and Provisional drivers from driving vehicles where any occupant is not in a seat and restrained by an approved restraint system.

Ms Sinclair played a key role in ensuring that the NSW position with respect to national road reform was developed and promoted. NSW contributed to heavy vehicle reform by progressing the implementation of national Compliance and Enforcement legislation that establishes nationally consistent enforcement powers; chain of responsibility provisions for off-road parties in the transport chain; and more options for courts to impose penalties that foster a culture of compliance within the heavy vehicle industry. Changes to the Heavy Vehicle Inspection Scheme were implemented in November 2003, including modifications to vehicle classifications subject to inspection under the scheme.

Under Ms Sinclair's leadership, the revised Mobility Parking Scheme (MPS) commenced in September 2003. The new scheme will reduce fraudulent use of MPS cards. It includes a new style card with security features (such as a hologram and photograph of the cardholder) and more stringent eligibility criteria.

Ms Sinclair led customer service programs to provide options for service delivery and improve the quality and speed of the services. A total of 92 per cent of customers rated motor registry services as 'good' or 'very good'.

Under Ms Sinclair's leadership, the motor registry network was further developed with new premises for the Lithgow registry, enhancements at Castle Hill and Penrith and the relocation of the Camden Registry to improved facilities at Narellan.

Ms Sinclair continued the RTA's successful management of the 67 Government Access Centres (GAC) in NSW. These one-stop shops provide people in rural and remote areas with access to services for eight Government departments and agencies and up to 27 different types of transactions. It is estimated that 93 per cent of the NSW population living in rural areas (outside the Newcastle-Sydney-Wollongong corridor or a major regional town) now have access to a GAC within an 80km radius.

The RTA Customer Call Centre in Newcastle continued to offer valuable support to customers. Operators answer enquiries and undertake a number of transactions for registration, licensing and e-toll services. The centre answered 3.5 million calls during the 2003-04 year (about 67,000 calls per week). The service helps to prepare customers to undertake transactions and therefore reduces waiting times for customers at registries.

Online services were enhanced during the year to increase the availability and useability of services and provide faster response times. Online services now comprise 2 per cent of total registration and licensing transactions.

Online sales of number plates continue to grow. The RTA introduced new options to meet customer demand. A total of four new colours were introduced to the range in September 2003. The e-Safety Check system to enable the electronic transfer of vehicle inspection reports (Pink Slips) was expanded to 800 Authorised Inspection Stations. The number of online registration renewals grew by over 40 per cent on the previous year.

Note: Ms Sinclair was seconded to Sydney Ferries from 5 April 2004 to 30 June 2004.

Name: Brett Skinner
Position: Director, Finance
Level: SES 6
Period in the Position: 2003-04
Total Remuneration Package: \$252,663

Mr Skinner successfully led the Finance Directorate during the year to deliver a range of significant projects and initiatives to consolidate and further improve the financial and commercial management of the RTA's resources.

Implementation of the RTA's approved Financial Framework continued during the period with the Finance Strategy Committee established in July 2003 and Financial Controllers appointed to core Directorates by December 2003. These initiatives contribute to the sound financial management of the RTA by establishing a strategic Executive focus for budget-related and other key financial management decisions and providing strong financial support and advice to core directorates.

Under Mr Skinner's direction, a new Financial Management reporting regime has been implemented with 'Flash' reports distributed to the Executive within two days of month end and draft monthly management reports available within six days of month end. These reports supply more focused management information and are provided significantly earlier than those previously provided.

In addition, a new budget and reporting framework, the Budget Management System (BMS), was developed and rolled out across the RTA for development of the 2004-05 budget. The BMS has been designed to improve the RTA's budget management processes at all levels across the organisation and will provide key financial information to the Finance Strategy Committee and the Executive.

Stage I of the review of the RTA's revenue and funding streams, undertaken under Mr Skinner's direction, was completed during the period. Data from the review was utilised in presentations to other key government agencies to demonstrate the financial drivers that affect delivery of our roads program.

Mr Skinner was involved in the provision of financial advice on private sector infrastructure proposals during the period which included a number of refinancing proposals. Advice on a number of business proposals was also

Appendix 06 (continued)

provided which included Crashlab, special number plates, fees and charges review, SCATS and contractor business assessment, to name a few.

Mr Skinner contributed to the RTA's Executive leadership through his involvement on a range of Executive Steering Committees for significant RTA projects, including:

- Business Services Advisory Committee
- Business Improvement Steering Committee
- Operations Review Committee
- Procurement Strategy Committee
- RTA Capability Review Steering Committee

Under his direction, the Strategic Risk Management process to identify major strategic risks for the RTA has been developed and documented and initially implemented during the period. Further work on implementation will continue into 2004-05 as key positions are recruited. The Corruption Assurance Program has also been developed and fully implemented in Fleet Services.

A review, directed by Mr Skinner, was undertaken of the major components of the RTA land portfolio and has enabled better categorisation of our land holdings. A result of this allowed increased surplus land to be identified for increased sales in 2004-05 and future years.

This has been reflected in the development of a two year forward sales program to improve accuracy of financial forecasts with assessments made of timing, values and probability of realisation.

A significant focus has been maintained on identifying, implementing and protecting the RTA's commercial opportunities, with initiatives such as leasing advertising space on seven pedestrian bridges generating \$6 million over three years, investigating retail development potential for northern approaches to the Sydney Harbour Bridge and working with Landcom to review a number of RTA sites for residential/commercial development potential versus sales potential. Overall for the year, surplus property sales amounted to \$26.8 million and rental income of \$15 million was generated.

Name: David Stuart-Watt
Position: Director, Client Services
Level: SES 5
Period in Position: 2003-04
Total Remuneration Package: \$219,850

Mr Stuart-Watt's major focus for this period has been on managing the delivery of client programs and projects and providing value for money. Under Mr Stuart-Watt's leadership, the core programs of road development, road maintenance, road safety and traffic management, amounting to \$1.9 billion, were delivered to meet community needs across the State.

Mr Stuart-Watt has led significant improvements in process enhancements and managed the integration of programs at the local level. Mr Stuart-Watt has actively promoted the development of staff skills.

Significant accomplishments for Mr Stuart-Watt include awarding the \$42 million contract for the new crossing of the Murray River at Euston/Robinvale; invitation of tenders for the Albury/Wodonga National Highway; excellent progression on the North Kiama Bypass; completion of the Windsor Road concept development; opening of the 3.4km Halfway Creek Deviation; awarding two Design, Construct and Maintain contracts for Pacific Highway projects; starting work on the Westlink M7 and the opening to traffic of the F3 widening ahead of schedule.

Other achievements include the Statewide implementation of the electronic tendering system for procurement of construction contracts which has improved quality and consistency of documentation and brought about a greater efficiency and reliability in tender communications; the continuous improvement of the Project Management System (PM2.1s) and the development of an updated Project Management Guide.

The Road Safety Program continued to deliver programs that contribute to the reduction of fatalities and injuries through refinement of Police operations across the State including Westroads, Southroads, Westsafe, Northroads

and RoadSafe; coordination and management of the Federal black spot program; logistical support for the speed camera program; project management of the 40km/h school safety program and delivery of road safety audits and crash investigations; and successful coordination of the 40km/h High Pedestrian Activity Program across councils in Sydney. The country fixed speed camera program and the Pacific Highway Road Safety Strategy were successfully implemented. The Snow and Ice Warning system on the Great Western Highway, east of Bathurst was operationalised.

Mr Stuart-Watt has successfully maintained the operation of 110 fixed digital speed cameras, and has introduced bi-directional and variable speed limit enforcement technology in tunnel and school zone locations for the first time anywhere in the world.

Mr Stuart-Watt has strengthened partnerships with Local Government and has maintained a close working relationship with the Police throughout the State. Mr Stuart-Watt has chaired the State Road Authorities Project Management Executive and represented the RTA on the executive of the Australian Road Federation.

RTA SENIOR EXECUTIVE SERVICE PROFILE OF POSITIONS

SES Level	No. of positions		
	in the current year	2002-03	2001-02
CEO under S.11A#	1	1	1
Level 6	2	2	2
Level 5	4	4	4
Level 4	8	7	7
Level 3	15	14	14
Level 2	14	16	14
Level 1	0	0	1
Other	0	0	1
Total	44	44	44

CEO position is listed under S.11A *Statutory and Other Officers Remuneration Act 1975*.

Note: Number of positions occupied by women in the current year is three. The number of positions occupied by women in the previous year was also three.

APPENDIX 07 // CONTROL MANAGEMENT SERVICES

The primary objective of the RTA's Control Management Services (CMS) Branch is to provide a reasonable level of assurance to the Chief Executive and senior management that the operations of the RTA exist in an appropriately controlled environment.

To achieve this, CMS coordinates and integrates a range of functions including internal audit, investigations and a variety of risk management initiatives.

When these functions are performed well, the CE and senior management are provided with the support and advice they need to meet the greater levels of accountability required to properly manage the RTA's operations.

INTERNAL AUDIT

The internal audit function has four sections.

The audit of the Licensing and Vehicle Management business

A major focus of the current year was a review of an operational risk management process implemented in this area. The review examined the development and implementation of a suite of registry information and control reports.

IT audit

IT audit focused on general IT Audits, IT security and e-commerce audits and an IT Risk Assessment Facilitation Service. General IT audits cover systems being purchased and installed within the RTA, systems under development and systems in production. IT security and e-commerce audit focuses on operating systems (access and permissions security, audits of systems under development or purchased with e-commerce application and audits of business continuity plans). IT audit also facilitates risk assessment for new IT system purchases and developments.

Other financial and operational aspects

This includes the RTA's support functions (such as finance and human resources) and the Road Safety and Traffic and Transport businesses. While the audit's main focus was to identify major operational risks and ensure that they were being properly controlled, compliance with RTA policies and procedures was also reviewed.

A range of systems, activities and asset categories identified as high risk were targeted during the year and major reviews included:

- Cash management.
- Inventory management.
- Accounts receivable.
- Salaries payroll.
- Accounts payable.
- Superannuation administration.
- Drink driving program.
- Enhanced enforcement program.
- E-toll administration.
- Administrative support functions conducted by a number of regional administration centres.

Engineering audit

Engineering audit undertook system and project-based reviews of activities in Road Network Infrastructure, Traffic and Transport, Client Services and Operations directorates. These reviews assessed the appropriateness, effectiveness, compliance and efficiency of delivery. In consultation with line management and the Project Management Office, the audits have identified significant opportunities for improvement to current practices.

Some major reviews completed included:

System audits

- Follow up of recommendations from the Ministerial Inquiry into Management of Contractors Health and Safety on RTA Construction Projects.
- Bridge Information System.
- Traffic Management Policy and Guidelines.

Compliance audits:

- Project Management Scope and Costs.
- Regional Block Grant Agreement.

INVESTIGATIONS

The Investigation Section has two units: internal investigation and external fraud.

The Internal Investigation Unit assesses reported allegations of corruption committed by staff members. Where appropriate, matters are investigated and outcomes forwarded to RTA senior management to consider whether disciplinary action is required. Recommendations are made to line management to address any weaknesses or areas of concern relating to policies, procedures or controls highlighted by the investigations.

The External Fraud Unit addresses allegations of external fraud (fraud committed by members of the public) which impact the Licensing and Vehicle Management business. Outcomes from these matters are primarily referred to the NSW Police for investigation and prosecution and, as appropriate, to RTA senior management to address any policy, procedure and control issues identified by the investigations.

This unit also addresses matters referred by law enforcement agencies (such as identity fraud and motor vehicle rebirthing).

CORRUPTION RISK MANAGEMENT

The Corruption Risk Management Section focuses on minimising the risk of corrupt activity by RTA staff. Highlights of its activities during the year included:

- The development and piloting of a corruption risk assurance program directed at strengthening the direct control of corruption risks by line management in RTA businesses/functions. Development and implementation of this strategy is ongoing. Feedback from staff involved in the pilot was very positive.
- Conducting seminars with new and existing staff as part of induction and at other appropriate times. These seminars reinforce the corruption resistant culture of the RTA.
- The provision of corruption risk related information through the RTA's intranet and quarterly updates to staff.
- Providing advice to staff and management on a broad range of corruption risk, ethical, probity and policy issues.

RISK MANAGEMENT

To facilitate their management, risks inherent in the operations of the RTA are identified and broken down into two categories: Organisational Strategic and Business.

While responsibility for the identification and management of these risks lies with the appropriate level of RTA management, CMS provides a range of services to assist them in this task.

In regard to Organisational Strategic risks, CMS has developed and implemented a framework to monitor and report to executive management on how these risks are being managed.

In regard to Business risks CMS is working with the owners of the RTA's businesses/functions to identify major strategic and operational risks and establish a control environment to address these risks.

APPENDIX 08 // RISK MANAGEMENT

INSURANCE PROGRAM

Principal Arranged Insurance

In October 2001 the RTA arranged, via its insurance broker, a Principal Arranged Insurance program (for works and third party liability) for all construction and maintenance related contracts. The program covers the RTA, its contractors and their sub-contracts.

Treasury Managed Fund

The RTA has insurance cover through the Treasury Managed Fund, operated by the NSW Treasury, which includes workers' compensation, motor vehicle accident, property damage, legal liability and miscellaneous (including fidelity guarantee and travel) insurance covers.

WORKERS' COMPENSATION

Frequency of claims has decreased from the level of 10 per 100 employees in 1999-2000. The incident rate rose marginally to 9.9 in 2002-03 from the five-year low of 8.7 in 2003-04. Based on current estimates and projections of claim costs, there is a continuing reduction in premium costs. This is because the RTA is expecting rebate on the deposit premiums paid in 2000-01 which have not been included in the attached graphs. This excellent outcome results from the commitment of RTA management and staff to improve workplace safety.

MOTOR VEHICLE

The number of claims per 100 vehicles has fallen from 14.3 in 1999-2000 to a low of 10 in 2002-03. The number of claims per 100 vehicles has increased by 10 per cent for the 2003-04 year, compared to 2002-03.

PROPERTY

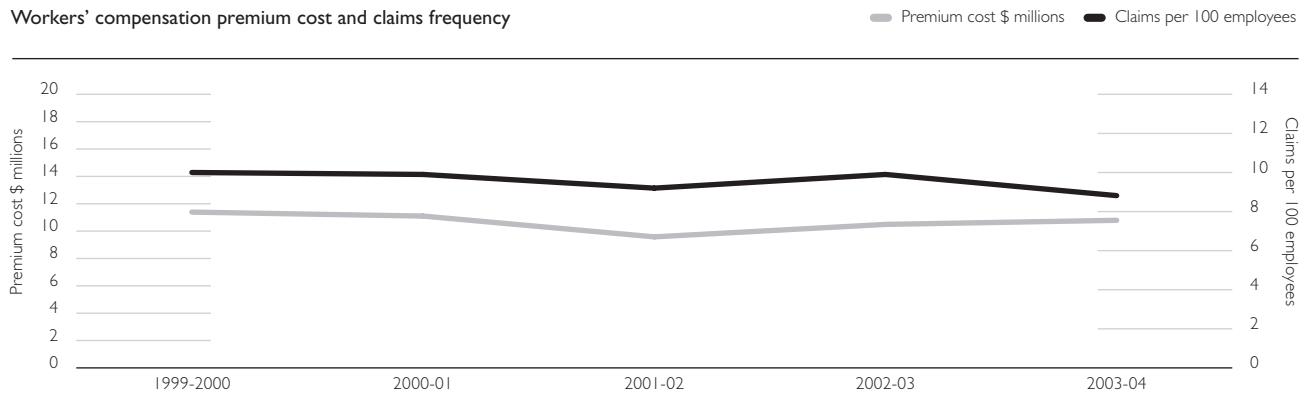
The 2003-04 premium increased by 15 per cent compared to 2002-03. This increase is mainly due to an increase in a number of bridge claims caused by third parties and an increase in the asset values in the cover provided through the Treasury Managed Fund.

LIABILITY INSURANCE PREMIUM

The 2003-04 premium increased by 40 per cent compared to 2002-03. The Treasury Managed Fund reinsurance cost increased by 27 per cent compared to 2002/03. RTA small claims (<\$250K) increased by 17 per cent and large claims increased by 27 per cent compared to 2002-03. Claim costs and premiums are expected to level out this year.

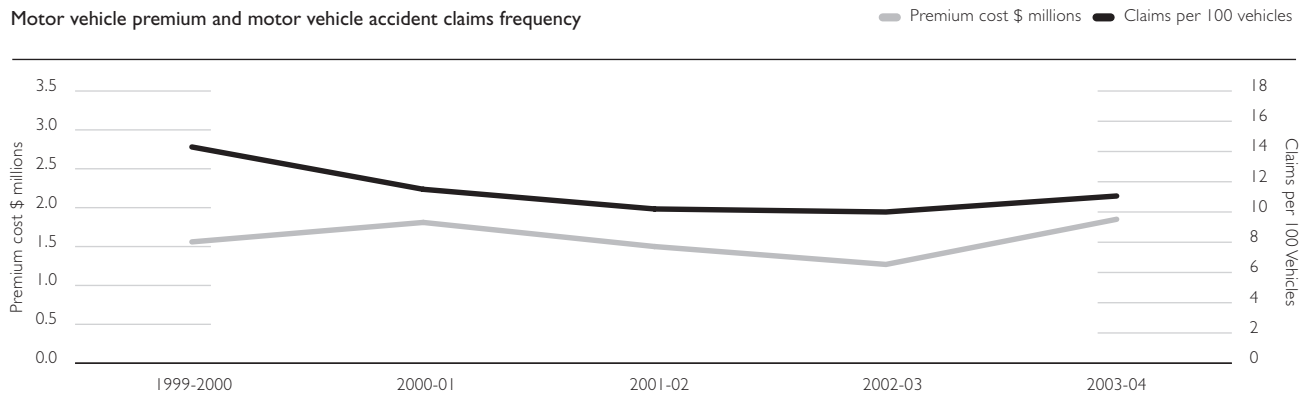
Note: In relation to all the above Treasury Managed Fund insurances, premium costs are expressed as constant 2003-04 dollars using Sydney CPI.

Workers' compensation premium cost and claims frequency



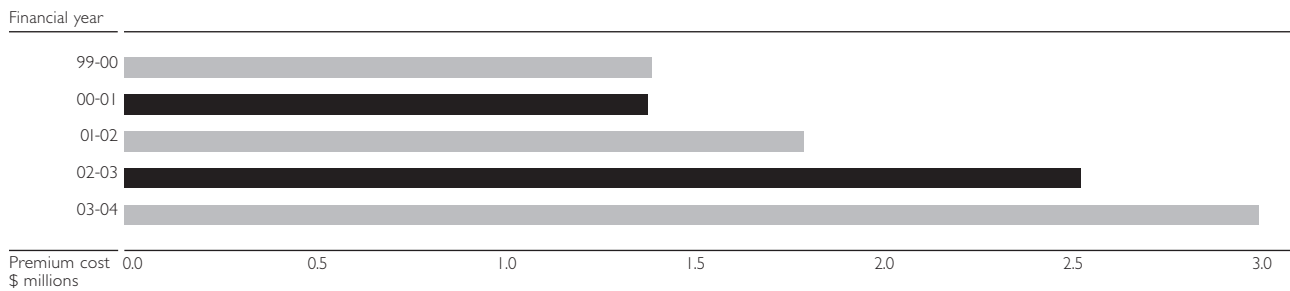
Note: - 2000-01, 2001-02 & 2002-03 premium cost is the initial premium deposit paid.

Motor vehicle premium and motor vehicle accident claims frequency

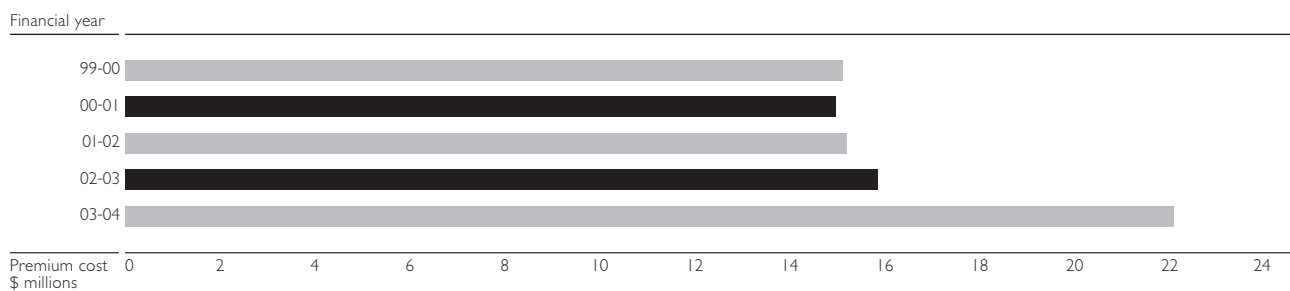


Note: - 2003-04 premium is an estimate based on claims incurred.

Property premium cost



Liability insurance premium cost



APPENDIX 09 // CODE OF CONDUCT AND ETHICS

The RTA's Code of Conduct and Ethics was revised and re-issued in a more concise format. The code sets out the ethical principles and professional standards that RTA staff are expected to adopt. In line with statutory requirements, the complete code is reprinted here.

INTRODUCTION

The RTA Code of Conduct and Ethics sets out the ethical principles and professional standards of conduct that you are expected to adopt in the course of your employment with the RTA and in the performance of your duties. The Code is not intended to be a comprehensive set of rules but rather a set of principles that will form an ethical framework for your conduct and behaviour in the workplace.

It provides guidance on how to:

- Carry out your duties in a lawful and ethical way.
- Interact with other RTA staff and members of the public in a fair and courteous manner.

The key principles that all RTA staff, as public sector employees, should aspire to are:

- Serving public above private interests.
- Accountability.
- Leadership.
- Openness and objectivity.
- Honesty.
- Courage.

All RTA permanent, temporary and casual staff are required to comply with the RTA Code of Conduct and Ethics and approved RTA policies. If you have any concern or are uncertain about your own responsibilities or the lawfulness or appropriateness of an RTA policy, practice or direction you should discuss your concern with a more senior member of staff. Alternatively, you can call the RTA Ethics Hotline on 1800 043 642 for a confidential discussion.

While your concern is being handled you should, as far as practical, comply with the policy or practice in question, unless it would be unsafe to do so.

At the conclusion of the Code is a list of policies that cover specific areas addressed within this Code. These policies expand on your responsibilities, provide further information and contain guidelines and procedures for dealing with matters covered within this Code.

PERSONAL RESPONSIBILITIES

You must act in a way that promotes public trust and confidence in the integrity of the RTA's operations and administration. You need to be aware that the reputation of the RTA can be affected by your actions when at work, and, in certain circumstances, by your conduct outside the workplace where there is an impact on your duties or on the RTA.

This means you are required to:

- Behave in a lawful manner and comply with any relevant legislative, industrial and administrative requirements.
- Conduct yourself in a professional and ethical manner at all times while at work and not bring the RTA into disrepute.
- Be prepared to take personal responsibility and be accountable for your own conduct, actions and omissions.
- Act within your delegated authority and in accordance with approved RTA policies and procedures.
- Co-operate with and obey lawful requests, directions or instructions given to you in the course of your employment by any person having the authority to do so.
- Keep up to date with advances and changes in your area of expertise and in the RTA in general.
- Disclose to your manager or supervisor any charge or conviction, that may adversely affect your capacity to carry out your duties (e.g. loss of driver's licence).
- Report behaviour that breaches RTA policy.

The RTA has a responsibility to bring to your attention the relevant policies and procedures that you are required to comply with and you have a responsibility to familiarise yourself with them and to co-operate in implementing them. You also have a responsibility to make appropriate enquiries on your own behalf where you are unsure about actions you can take.

Appendix 09 (continued)

MANAGER AND SUPERVISOR RESPONSIBILITIES

An essential function of all managers and supervisors is the fair and effective management of staff under their supervision. If you are a manager or supervisor you are expected to model high standards of ethical conduct in your own behaviour and lead by example.

- Be accountable for the actions or omissions of yourself and your staff particularly where those acts or omissions are sufficiently serious, repeated or widespread enough that you should have been aware of and corrected them.
- Be fully informed on the matters you deal with.
- Record and give reasons for your decisions and actions to those people who are affected.
- Ensure appropriate procedures and practices are established in your area, complied with, and regularly reviewed.
- Ensure your staff are informed of their duties and responsibilities, and receive adequate information, instruction and training to perform them effectively, efficiently and safely.
- Inform staff of the performance standards and results expected and provide your staff with constructive feedback on their performance.
- Share information with your staff and encourage open communication and staff participation in the business of the workplace through individual and team consultation.
- Make sure the workplace is free from all forms of harassment, discrimination and workplace bullying and resolve workplace disputes and grievances in a fair and timely manner.
- Treat your staff courteously and fairly and consider different views.
- Promote and acknowledge excellence and innovation and deal fairly and effectively with instances of under-performance.
- Ensure work practices take account of the diversity of staff members and customers including those from different ethnic backgrounds and those with a disability.
- Ensure adequate supervision so all tasks are developed, performed and completed safely and with regard to the safety of others.

WORKING ETHICALLY

No matter what position you hold in the RTA, you make decisions and take actions every day while performing your work and when dealing with other staff and members of the public. How do you know if your decision or action is an appropriate one?

Regardless of the type of decision or action, you should ask yourself if you could say "YES" to all of the following questions:

- Is the decision or action lawful?
- Is the decision or action consistent with Government policy and approved RTA policies or procedures?
- Will the decision be made honestly, fairly and impartially?
- Has only relevant information been taken into account?
- Has the effect of the decision or action on others been given careful consideration?
- Can the decision or action be justified in terms of the public interest and would it withstand RTA and public scrutiny?
- Has the potential for a conflict of interest or private gain at public expense been addressed?

If you answer "NO" to one or more of the above questions you need to discuss and resolve the issues with your manager or other appropriate person in the RTA before taking the decision or action.

RESPONSIBILITY TO THE GOVERNMENT AND PEOPLE OF NSW

The people of NSW elect the NSW Government to put into practice the policies the people believe to be in the best interests of the wider community. As a member of the community you have a right to enter into public debate on political and social issues, however, consistent with your employment in the NSW public sector you are required to:

- Implement the policies and decisions of the Government of the day in an impartial, efficient and effective manner.
- Provide impartial and accurate advice.
- Put the interests of the public above your personal interests or the interests of another individual or group.
- Ensure that any participation in party political activities does not conflict with your RTA duties.
- Ensure there is no likelihood that your comment on public issues could be interpreted as being official RTA comment made in your capacity as a staff member, unless you are authorised to make such public comment.
- Direct all media enquiries to the Director, Communications and Corporate Relations and do not speak to the media without prior and written authorisation.
- Observe any requirements to resign or take leave if standing for election to State or Federal Parliament.

CORRUPT CONDUCT AND UNLAWFUL CONDUCT

Corrupt or unlawful conduct by a staff member in the course of their duties is not acceptable and will not be tolerated. Corrupt conduct includes any dishonest or improper use of position or information or a breach of public trust by a staff member. Corrupt conduct also includes any action by a member of the public to influence you to act corruptly when carrying out your duties. Certain types of corrupt conduct may amount to a breach of NSW or Commonwealth law and may be referred to the Police for investigation.

Corrupt and unlawful conduct in the course of employment may include, but is not limited to:

- Theft and misappropriation of RTA material or financial resources.
- Offering or accepting bribes, commissions or secret payments.
- Accepting a gift or benefit that is intended to, or is likely to cause you to act in a partial manner.
- Fraudulent or criminal conduct.
- Forgery, and making false or fraudulent claims.
- Misuse or unauthorised disclosure of information or material owned, held or maintained by the RTA.
- Wilful or negligent damage to RTA or other resources.
- Discriminatory behaviour.
- Assault or other forms of unlawful violence against a person.

All staff have an obligation to report any suspected corrupt conduct, maladministration and serious and substantial waste of public resources. Reports may be made to your manager or supervisor; your Director or other senior manager; the General Manager Control Management Services, or the Chief Executive. The RTA operates an Ethics Hotline (Free Call 1800-043-642) where reports can be made confidentially. Reports may also be made to external bodies such as the Independent Commission Against Corruption (corruption), the Ombudsman (maladministration) or the Auditor-General (waste of public resources).

The RTA will support you, if you:

- Report any suspected wrongdoing in accordance with the above reporting system.
- Deal properly and quickly with reports you receive of suspected wrongdoing.

The *Protected Disclosures Act 1994 (NSW)* affords protection against victimisation or discrimination to people who report suspected corrupt conduct to one of the persons or agencies specified above. The RTA may take disciplinary action against any staff member found to have taken detrimental action against a person making a report of suspected corrupt conduct.

CONFLICT OF INTEREST

A conflict of interest exists when it is likely that a staff member could be influenced, or may appear to be influenced, by a personal interest (financial or otherwise) in carrying out their RTA duties. A conflict of interest that leads to partial or biased decisions may constitute corrupt conduct.

Some related interests that may give rise to a conflict of interest include:

- Where you have a financial interest or you are aware that a family member, relative, friend or associate has a financial interest in a matter you deal with or the RTA deals with.
- Personal relationships with the people you or the RTA deals with that go beyond the level of a professional working relationship.
- Secondary employment that conflicts with your duties or the work of the RTA.
- Party political activities or making adverse public comments that relate to RTA work or affect your capacity to undertake your duties effectively and in an impartial way.
- Misusing your position to secure future employment advantages outside the RTA.

You may often be the only person aware of the potential for conflict. To ensure that your honesty and integrity is not questioned, it is your responsibility to:

- Recognise and disclose any actual or potential conflict of interest to your immediate manager or other senior staff member.
- Take appropriate steps to resolve the conflict of interest in accordance with policy and prior to engaging in the affected work.
- Seek approval from your Director prior to embarking on any proposed private employment, while giving employment with the RTA primary consideration.
- Not misuse your position or make decisions that may, or may appear to, obtain a benefit of any kind for yourself, family members, relatives, close friends or associates.

If you are uncertain whether a conflict exists, you should discuss the matter with your manager:

RESPECT FOR PEOPLE

The RTA is committed to creating an environment where staff members can enjoy rewarding and fulfilling professional working relationships with each other and where differences are respected. Administrative decisions are to be based on sound management principles and on respect for people.

As a member of staff, or as a manager or supervisor, you are required to:

- Treat other staff, customers or members of the public fairly and with courtesy and respect.
- Not discriminate against, harass, intimidate, bully or threaten other staff or members of the public.
- Not give preferred treatment or favours to certain staff, customers or members of the public compared to other staff, customers or members of the public.
- Commit to resolving personal or work-related disputes or differences in a constructive and co-operative manner.
- Not use the internet or email to access, create, store or distribute offensive documents or images including material that may be discriminatory, harassing, offensive or pornographic. Any inappropriate email inadvertently opened by you should be deleted or reported immediately.
- Be sensitive to and respect the culture of the indigenous community of Australia.
- Be sensitive to and respect the diverse ethnic and cultural background of staff, customers and the public.
- Report to an appropriate person instances of intimidation, bullying, discrimination or harassment that come to your attention.

Harassment or discrimination on the grounds of sex, marital status, pregnancy, age, race, ethnic or national origin, carers' responsibility, physical or intellectual impairment, transgender status, or homosexuality may be an offence under the *Anti-Discrimination Act 1977*. In addition, staff must not harass or discriminate against others on the grounds of political or religious conviction.

Instances of harassment, discrimination or workplace bullying that come to your attention should be reported to your manager or other senior manager. All such reports must also be referred to the General Manager; Human Resources.

CUSTOMER SERVICE

The people of NSW and other RTA staff have a legitimate expectation that the service they receive from RTA staff is of the highest standard that can be achieved with the available resources. In order to achieve a high level of customer service, the RTA, and you as an individual, are required to:

- Deliver services in the most efficient and timely way.
- Strive to improve standards of service.
- Treat customers with respect, fairness and courtesy.
- Listen to and understand what the customer wants and give them an opportunity to express their opinion.
- Provide clear and accurate information and advice that is up to date and complete.
- Explain why, if you cannot provide the service requested, and where possible, enquire if the service can be provided in future.
- Respond to customer complaints sensitively, appropriately and without undue delay.

WORKING EFFICIENTLY

The RTA is entrusted with managing substantial public financial and material resources by the Government of the day for the benefit of the people of New South Wales.

It is the responsibility of all staff, whether involved in the planning or carrying out of work to:

- Ensure that your work is performed in an efficient, economical and effective manner and to a standard acceptable to the RTA.
- Be conscientious in carrying out your duties and make the most productive use of your time while on duty.
- Work co-operatively and effectively within a team environment.
- Look for ways to improve the way work is performed and services are delivered.
- Ensure value for money is provided in all RTA activities including services provided by or purchased from other public and private sector organisations.
- Avoid waste in the use of RTA financial, material and human resources.
- Use RTA resources efficiently and effectively and for official purposes only, unless personal use is approved within policy guidelines.

OFFICIAL AND PERSONAL INFORMATION

All staff members must take care to maintain the integrity and security of RTA records and information including personal information concerning staff and members of the public held by the RTA.

As a general rule, you may only disclose RTA information or records that are normally given to members of the public seeking that information.

You may only disclose other RTA information or records:

- Where your duties require you to do so.
- When proper authority has been given.
- When required or authorised to do so by law.
- When called to give evidence in court.

In respect of personal information, you are required to:

- Only collect personal information for a lawful and authorized purpose and where it is required as part of the exercise of your duties.
- Only use personal information for the purpose for which it is collected or held, unless authorized to do otherwise.
- Not access or disclose or allow others to access personal information without proper authority.
- Not alter personal information held by RTA without authorisation.

Misuse of official information is specifically included in the definition of corrupt conduct in the *Independent Commission Against Corruption Act 1988*. The corrupt use or disclosure of personal information that an RTA staff member has access to in the exercise of their duties is an offence under the *Privacy and Personal Information Protection Act 1998*.

Appendix 09 (continued)

ENVIRONMENTAL AWARENESS

The RTA is committed to respecting the built and natural environment in the planning, design, construction and maintenance of the physical infrastructure it provides and for which it is responsible.

To ensure that RTA activities are consistent with ecologically sustainable development you are required to:

- Respect and comply with all relevant environmental legislation, regulations and Government policies.
- Adhere to all approved environmental guidelines and standards applicable to your area of work.
- Minimise pollution and environmental impacts as a result of RTA activities.
- Where appropriate, involve the community in planning and implementation decisions.
- Be responsive to and take seriously the environmental issues expressed by the public and interested or affected parties.

WORKPLACE SAFETY

The *Occupational Health and Safety Act 2000* and Regulations impose obligations on the RTA to provide a safe workplace for its staff and other persons who may visit RTA premises and work sites. Equally, the Act imposes an obligation on all staff to take reasonable care of other persons at the workplace and to co-operate with the implementation of safe systems of work.

To ensure a safe workplace you are required to:

- Follow all safety instructions and approved safe methods of work, including the wearing of safety clothing and equipment provided to you.
- Be familiar with and follow policies and procedures for the safety and security of staff, customers and RTA premises, plant and equipment.
- Report any unsafe work practices or situations with potential to harm or injure staff or members of the public.
- Take swift and appropriate action, to the best of your ability and expertise, to protect and ensure the safety of staff and the public in the event of an accident or incident.
- Take reasonable care for the health and safety of people at an RTA place of work who may be affected by your conduct.
- Ensure you are not impaired by drugs or alcohol while at work or while carrying out your duties.
- Participate, when required, in workplace health and safety consultation and training.
- Assist in identifying risks at work and eliminating or controlling risks where requested to do so.
- Not damage or destroy any information, materials, plant or equipment that are designed to ensure safety in the workplace.

The RTA also has reporting obligations under Occupational Health and Safety legislation. Where an accident has occurred at work or on RTA premises, the RTA must report the incident to the WorkCover Authority.

As a consequence, you are required to:

- Report any accidents or injuries at work in accordance with approved procedures.
- Direct any enquiries relating to incidents at work or on RTA premises to your supervisor or manager.

ROAD SAFETY

The RTA has a primary responsibility for implementing the Government's *Road Safety 2010* program. You can contribute to the safety on our roads by:

- Driving RTA vehicles and operating RTA plant safely, in accordance with the law and the RTA Safe Driving Policy.
- Not driving RTA vehicles and operating RTA plant while impaired by drugs or alcohol, including prescribed or patented medicines.
- Where required, ensuring that appropriate traffic control plans and other road safety procedures and protocols are established and followed on RTA roadwork sites.

BREACHES OF POLICY

Breaches of the Code of Conduct and Ethics or approved RTA policies and practices may result in disciplinary action being taken, up to and including dismissal.

This Code does not affect your rights as an employee under common law, relevant legislation, and industrial awards and agreements.

RELATED POLICIES

The policies listed below provide further information on, and procedures for dealing with, the issues addressed in this Code. These policies and the Code of Conduct and Ethics can be accessed from the Ethics site on the RTA intranet home page.

- Corrupt Conduct and Maladministration.
- Bribes, Gifts and Other Benefits.
- Conflict of Interest.
- Secondary Employment.
- Harassment, Discrimination and Workplace Bullying.
- Grievance Resolution.
- Private Use of RTA Resources.
- Use of Internet and Email.
- Protection of Personal Information and Official Records.
- Community and Political Participation.
- Safe Driving.

APPENDIX 10 // INDUSTRIAL RELATIONS

Awards/enterprise agreements

All industrial instruments covering salaried and wages staff in the RTA are due for renegotiation in 2004-05.

Communication and consultation

An agreed consultative process with all unions was implemented in 2003-04. This includes both ongoing and issue-based forums and committees.

Movements in salaries, wages and allowances

All staff received a 5 per cent increase in salaries and wages from the first full pay period after 1 July 2003.

Industrial relations policies and practices

The Wages Classification Structure project is in the final stage of implementation. Training needs for individual staff have been identified through Personal Development Plans. It is estimated that by the end of 2004-05 all training needs will be addressed and the project completed.

A new Grading and Salary Structure was introduced for Professional Engineers. The new structure is aligned with the Unified Salary Scale and the grades are based on a set of descriptions that appropriately describe the requirements for each grade of Engineer.

Industrial Relations Commission

Five dispute notifications were lodged with the Industrial Relations Commission of NSW. Four were withdrawn, one was settled in conciliation and one remains outstanding.

Three unfair dismissals were lodged. One was withdrawn by the applicant before hearing and two are pending.

GREAT APPEALS

Promotional

Eighteen promotional appeals were lodged with the Government and Related Employees Appeal Tribunal (GREAT). Three appeals were withdrawn, 14 were dismissed and one decision is pending.

Disciplinary

No disciplinary matters were heard before GREAT.

Reinstatement applications

No reinstatement applications were heard before GREAT.

STAFF NUMBERS 2000-01 to 2003-04

Year	Salaried staff	Wages Staff	Casual Staff	Total Staff
2000-01	4489	1780	195	6464
2001-02	4685	1647	155	6487
2002-03	4797	1629	92	6518
2003-04	5225	1636	46	6907*

The RTA employs part-time, full time and casual staff.

* From 2003-04 the equivalent full-time (EFT) count now includes additional time worked by part-time motor registry staff. There has been no increase in head count in this inclusion. The inclusion has had a major impact on overall EFT numbers.

APPENDIX 11 // OHS POLICY AND COMMITMENT STATEMENT

The RTA Occupational Health and Safety (OHS) Policy statement is reviewed annually and displayed prominently throughout RTA workplaces. The statement commits the RTA to developing a safety culture based on ongoing communication and awareness raising, active reporting of hazards and incidents, continuous learning from experience and flexible decision-making in managing workplace risks.

The RTA OHS Strategic Plan sets priorities for:

1. Strengthening the foundations of the RTA's OHS management through:
 - Monitoring and reporting of performance to facilitate targeting of initiatives and resources.
 - Consultative arrangements to allow participation in decision-making impacting on health and safety.
 - Systematic management of OHS in accordance with RTA standards and specifications.
2. Establishing drivers for OHS improvement through:
 - Processes to identify and eliminate or minimise risk.
 - Systems of inspection and audit.
 - Targets for injury prevention and management.
3. Providing support to managers and employees to meet OHS requirements through:
 - Training.
 - Awareness promotion.
 - Practical guidance.

The key corporate initiatives set out in the OHS Strategic Plan 2003-2008 are:

1. Achievement of a partnership arrangement with WorkCover to manage regulatory compliance.
2. Annual self-assessment against the RTA OHS management standard.
3. Integration of OHS improvement plans into directorate business plans.
4. Adoption of best practice arrangements for consultation and communication with staff and contractors on OHS issues.
5. Compulsory OHS training for all RTA staff.
6. Implementation of claims management strategies in identified high claims business units.

Chief Executive's statement

In my 2003 staff presentations I announced that I would be establishing an Executive OHS Committee to drive a renewed focus on health and safety for everyone at the RTA. The RTA Executive accepts that we have both a legal and a moral responsibility to provide a safe and healthy workplace. We recognise that we need to work in partnership with staff and managers to achieve this. The Executive OHS Committee meets monthly at different locations around NSW to review OHS performance and drive improvement initiatives. By meeting locally the Executive is able to see and hear first-hand from managers and staff about local OHS initiatives and demonstrate our leadership and support.

APPENDIX 12 // EQUAL EMPLOYMENT OPPORTUNITY

EEO STATISTICAL INFORMATION – BENCHMARKS

Trends in the representation of EEO groups ⁽¹⁾

EEO Group	% of total staff ⁽²⁾		
	Benchmark*	RTA 2003	RTA 2004
Women	50%	29%	30%
Aboriginal people & Torres Strait Islanders	2%	2.1%	2.2%
People whose language first spoken as a child was not English	20%	17%	19%
People with a disability	12%	13%	11%
People with a disability requiring work related adjustment	7%	4.5%	3.9%

EEO Group	Distribution Index ⁽³⁾		
	Benchmark*	RTA 2003	RTA 2004 ⁽⁴⁾
Women	100	95	76
Aboriginal people & Torres Strait Islanders	100	78	89
People whose language first spoken as a child was not English	100	98	93
People with a disability	100	91	105
People with a disability requiring work related adjustment	100	83	95

Notes: 1. Staff numbers as at 30 June 2004.

2. Excludes casual staff.

3. A Distribution Index of 100 indicates that the centre of the distribution of EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that 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 that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by Office of Employment Equity and Diversity (OEED).

4. The remuneration levels used to determine the Distribution Index have increased since 2003; as such this has changed the index for some categories.

* The benchmark is set by OEED.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The RTA's commitment to equity and diversity is reflected in strategic, workforce and business plans. The RTA's major EEO outcomes for 2003-04 are as follows:

- A full range of flexible options are available to staff, and policies are published on the RTA's intranet.
- The new Employee Self Service (ESS) module, as part of the Human Resources Information System, enables staff to update their EEO data, thus ensuring improved privacy and confidentiality. ESS presentations have been completed and there has been a steady increase in the use of ESS online transactions.
- The RTA's Code of Conduct and Ethics has been reviewed and relaunched. It directly addresses issues of harassment, discrimination and workplace bullying.
- A review of the RTA Grievance Policy and associated Grievance Contact Officer Network resulted in the appointment of 25 Grievance Contact Officers. The Grievance Policy provided a structured mechanism for dealing with interpersonal conflict in the workplace.
- Seven additional staff supported the business and service goals through their community language capability.
- Six trainee placements were created for people with disabilities and 16 for Aboriginal people and Torres Strait Islanders.
- Aboriginal employment was encouraged through the creation of a one year temporary employment position for an Aboriginal Project Officer and an Aboriginal Program Consultant, employment of an Aboriginal Apprentice Plant Mechanic and through the construction contracting process.
- Participated in the migrant career development program by offering a nine month employment opportunity to a female candidate.

- The Wages Classification Structure Assessment project is a formal workplace assessment of competencies aligned to jobs. It ties career development to performance and skills to ensure equity in employment. The project instruments and processes were designed to maintain reliability and fairness whilst making adjustments to meet individual needs. The assessors undertook training in equity issues and staff had access to an Indigenous assessor, an assessor from a non-English speaking background and interpreters. The resulting design meant that a candidate's gender, ethnicity, disability or work location had no impact on the assessment outcomes. As a means of reducing anxiety, several assessments occurred in the presence of a non-participating support person.
- As human resources policies are reviewed and revised, multiple communication methods are used to ensure all staff and managers are aware of changes.

The RTA's key outcomes for 2004-05 are:

- Development of an employer of choice strategy which will focus on work and life balance issues, a workplace culture based on respect for others and include activities to identify and remove structural barriers to employment and career progression for EEO groups.
- Progression towards the benchmarks for EEO collection.
- Information from the staff survey will be used in the development of strategic, workforce and business plans, particularly to identify and address issues for EEO groups.
- Implementation of the reviewed exit questionnaire, which will collate more relevant and useful data, to provide the RTA with a better understanding of working conditions that may impact upon EEO groups.

APPENDIX 13 // NSW ACTION PLAN FOR WOMEN

The NSW Action Plan for Women is grounded on the principles of equity, access, rights and participation. The action plan addresses the daily experiences of women: paid and unpaid work; health and housing; violence and safety; justice and legal equality; child care, education and training; decision-making and leadership; and access to information.

The RTA supports the NSW Government's aim for a society in which women have full and equal access to every benefit and opportunity in the

community, where women's needs are recognised and addressed in government policies and services.

The nature of the RTA's business is to service all people of NSW. The needs of all EEO groups, including women, are addressed in the RTA's policies and programs to ensure equity of access to all people of NSW.

The RTA's Diversity and Equity Plan identifies a range of actions to achieve equity of representation for women and all other EEO groups.

APPENDIX 14 // ETHNIC AFFAIRS PRIORITY STATEMENT AND PLAN

The RTA provides products and services to people and organisations in the most culturally diverse State in Australia. The RTA serves all road users and will continue to ensure easy access and use of services.

The following is the RTA's progress in implementing the EAPS in 2003-04.

- The Driver Knowledge Test, Hazard Perception Test and Driver Qualification Test are provided in electronic and audio modes, and the accompanying handbooks are provided in electronic and written modes, in a number of community languages (Arabic, Chinese, Croatian, Greek, Japanese, Korean, Serbian, Spanish, Turkish and Vietnamese).
- Interpreters will continue to be engaged through the Community Relations Commission to provide interpreting services for the computer-based licence tests, without cost to licence applicants. In 2003-04 approximately \$303,000 was spent providing interpreter services to licence applicants. These services are available in 56 languages at motor registries in NSW.
- An information campaign announcing the introduction of the new zero alcohol law was conducted throughout May 2004 in 14 community languages.
- The RTA will continue to spend above the required 3 per cent in future electronic advertising campaigns.
- As the naming rights sponsor of the RTA Big Ride and RTA Cycle Sydney, the RTA will continue to request that the organiser promote the events through the ethnic press.
- An M5 East Transport Access Guide was produced in Arabic, Bosnian, Chinese, Fijian, Indonesian, Italian, Korean, Samoan, Spanish and Tongan for the ethnic communities accessing the Canterbury-Bankstown Migrant Resource Centre.
- The pamphlet, *Wear the Hardware*, continues to be available in Arabic, Vietnamese, Italian, Chinese, Spanish and Greek.
- All Early Childhood Road Safety Education materials developed include images of children, parents and carers from a wide range of ethnically diverse backgrounds.
- A new catalogue, poster and stickers, featuring students from culturally diverse backgrounds, were developed for the Move Ahead with Street Sense program.

- The Move Ahead with Street Sense Translations CD-ROM was distributed free of charge to all NSW primary schools and council road safety officers. The CD provides information for parents, carers and school communities in English, Arabic, Bengali, Bosnian, Chinese, Croatian, Filipino, Greek, Hindi, Indonesian, Italian, Khmer, Korean, Macedonian, Persian, Punjabi, Samoan, Serbian, Somali, Spanish, Tongan, Turkish and Vietnamese. The information focuses on safe travel to and from schools, bicycle safety, safe school bus travel and information for parents about safe practices near school (eg parking and parking fines, observing 40km/h school zones and safety around school buses). Information for inclusion in school newsletters is included.

Key EAPS strategies for 2004-05

- Continue to fund the Youthsafe Young Driver Project. This project will have facts sheets about young driver issues and information for parents/carers. The project's media and communications strategy uses the ethnic press to target ethnic parents of learner drivers.
- Conduct a study on the feasibility of interpreters translating the computer-based licence tests to applicants through a 'tele-conferencing' system.
- Develop an Early Childhood Road Safety resource targeting families, parents and carers from rural and remote areas, including ethnic and Aboriginal communities.
- Develop the new *Cycling Skills Manual* for distribution (on request) to NSW primary and secondary schools and CARES facilities.
- Develop Youthsafe Young Driver Project information in Arabic and Chinese for parents.
- Enhance the multilingual computer-based licence tests and include new test questions.
- Make available the new version of the *Road Users' Handbook* in 10 languages.
- Further review the Community Language Allowance Scheme (CLAS), finalise CLAS language needs, call for an Expressions of Interest and select new CLAS recipients.

APPENDIX 15 // DISABILITY ACTION PLAN

The RTA's responsibilities for the provision of accessible transport services for customers and employees is addressed in the Transport NSW Accessible Transport Action Plan (2002) for all NSW transport agencies.

Community outcomes outlined in the RTA's corporate plan, *The Journey Ahead 2003-08*, impact on the people of NSW, including people with a disability and older people.

Progress in implementing disability plan

- Online services provide the community with convenient access to registration and licensing information and services, reduce waiting times in motor registries and help people who find it difficult to get to registries.
- Hearing loops are provided at all RTA motor registries. Customers who have a tele-typewriter can conduct conversations with staff via the phone lines using their typewriter keyboards. Customers, including those with speech impairment, can also contact the call centre by SMS. A deaf sign interpreter is provided free of cost to hearing and/or speech impaired applicants who

wish to undertake a road rules knowledge test for a drivers license. Motor registries are fitted with writing slopes that allow people in wheelchairs to complete forms at a comfortable writing height.

- The Driver Knowledge Test (DKT) and Hazard Perception Test (HPT) incorporate features designed to assist applicants with disabilities, including touch screen computers, provision of an audio facility, and use of graphics and animations to enhance comprehension of questions.
- Graphics and animations in the Driver Knowledge Testing program are such that vision and colour-impaired persons are not disadvantaged.
- 98 per cent of motor registries are accessible. In 2003-04 the RTA improved disability access at Lismore, Moree, Wyong, Penrith and Castle Hill motor registries.
- The Pedestrian Safety Action Plan has specific strategies for people with a disability, older people and children.

Appendix 15 (continued)

- From January 2004, all Mobility Parking Authority Scheme holders receive automatic renewal notices.
- Six new Pedestrian Access Mobility Plans were completed in 2003-04. The RTA continues to assist local councils to implement pedestrian facilities based on these plans.
- 73 per cent of traffic lights in NSW are now fitted with audio-tactile push buttons. High visibility road markings are used on at least 90 per cent of the State Road network.
- A standard design process for rest areas ensures disability accessibility. During 2003-04 rest areas were constructed at various sites including Lowesdale, Tongaboo and Sandstone. These rest areas provide toilets with access ramps, handrails and basins, accessible parking and lighting and access to picnic tables.
- The RTA Design Guide stipulates that the requirements of people with disabilities (location and height) be considered when installing emergency roadside telephones. About 580 of the RTA's roadside help phones are suitable for use by people with a hearing impairment and have been successfully tested for use by a person with legal quadriplegia.
- All road safety education program videos are made available in supertext.

APPENDIX 16 // OVERSEAS TRAVEL BY RTA OFFICERS

From 1 July 2003 to 30 June 2004, RTA officers travelled overseas on 32 occasions to undertake official duties for the RTA and the NSW Government.

There were 10 visits by officers from the RTA's Traffic Systems Branch to Hong Kong, Singapore and New Zealand in connection with the technical support, testing, reviewing and upgrading of the RTA's Sydney Co-ordinated Adaptive Traffic System (SCATS) which is used in these places. All associated costs incurred by the RTA on the SCATS visits are fully recoverable along with a margin of profit.

Also, at no cost to the RTA, overseas visits were made by:

- A Bitumen Sprayer Inspector to Papua New Guinea for the testing and calibrating of bitumen sprayers.
- The Crash Barrier Manager to Gunmar City, Japan, to audit the preparation, conduct and data analysis of a vehicle crash test for the Australian New Car Assessment Program.

Visits during 2003-04, for which all or part of the costs were met by the RTA, were as follows:

- The A/Manager, Community and Interagency Programs, travelled to Wellington and Auckland, New Zealand, to provide the New Zealand Land Transport Safety Authority with information on the Local Government Road Safety Program and community based road safety programs.
- The Traffic Facilities Asset Manager travelled to Auckland, New Zealand, for a road marketing seminar.
- A delegation comprising the Director, Communications and Corporate Relations, the General Manager, Motorway Services, and the General Manager, Environment, travelled to Japan to investigate Japanese tunnel ventilation technologies and practices.

- The Senior Project Officer, Project Design, and the Survey Systems Officer, Survey Section, travelled to Rotorua, New Zealand, to attend and report on the latest developments in MX (main civil design) software.
- The Chief Executive, General Manager, Private Infrastructure, and General Manager, Motorway Services, attended the XXIIInd PIARC World Road Conference in Durban, South Africa.
- The Manager, Vehicle Emissions Management Program, travelled to Manila, Philippines, to attend and make a presentation at the Better Air Quality 2003 Conference.
- The Surveillance Officer (Steel), Bridge Technology, travelled to Thailand on two occasions for surveillance of fabrication of modular beam expansion joints for the Karuah Bypass project.
- The Senior Manager, Bridge Design Projects, travelled to Hong Kong to attend a High Performance Stay Cable Conference.
- The Survey Systems Officer and two Senior Project Designers travelled to Los Angeles and Orlando, USA, to attend the 2004 Bentley Conference, sponsored by the Bentley Institute (provider of CADD road and bridge drafting and design software).
- The A/Director, Motorways, travelled to France to attend the PIARC Technical Committee and meet with the French Ministry of Transport.
- A Project Manager, Traffic Projects, attended a course at the Australia New Zealand School of Government in Wellington, New Zealand.
- A Contract Manager, Sydney Project Management Services, travelled to Singapore to attend the World Tunnel Conference.

APPENDIX 17 // FREEDOM OF INFORMATION

In 2003-04 the RTA received 1376 requests for information under the *Freedom of Information Act 1989*, compared with 1374 in 2002-03. Two hundred and one applications were brought forward into the current period, compared to 91 in 2002-03. Two hundred and twenty-three applications were not completed at the end of the 2003-04 reporting period.

FOI requests continued to be received for access to internal documents concerning decisions made, details of the history of motor vehicles, the names and addresses of certain Authorised Inspection Stations (AIS), the sources of complaint letters, accident reports on motor vehicles, documents relating to the planning, construction, maintenance and funding of roads and records relating to maintenance of the road system.

The use of FOI by legal practitioners and finance company investigators has continued to increase significantly. The majority of these applicants use FOI to obtain the identity and address of registered operators of motor vehicles they are trying to trace. The tightening of the availability of registration and licensing data in other jurisdictions, the increasing awareness of the rights of

access under FOI and the progressive introduction of privacy legislation is believed to be a contributing factor in the increase in applications lodged with the RTA. At the same time there has been a significant decrease in the number of people wanting access to their own records.

Of the 1346 requests completed, 955 were granted in full, 60 in part, and 233 were refused, four were transferred to other agencies, nil were deferred and 101 were withdrawn. Of the 220 applications refused in full or in part, 13 were refused on the grounds that the information was otherwise available, 175 were refused as the documents were not held by the RTA and 45 were refused as the applicant did not pay the necessary fees.

Of those requests not granted in full, six applicants sought an internal review of the decision (compared with 13 in 2001-02) and one took the matter to the Ombudsman (compared with one in 2002-03).

There was one appeal to the Administrative Decisions Tribunal this year (compared with two last year).

Seven hundred and eighty-nine applications required consultation with a total of 980 third parties outside the RTA (537 applications required a total of 822 consultations in 2002-03).

Processing FOI requests cost an estimated \$44,113.25 (\$86,902.50 in 2002-03) and fees received totalled \$56,620 (\$58,425.65 in 2002-03). The fees received include application fees of \$37,036. This means that the RTA only received \$19,584 of the estimated \$44,113.25 it cost to process the applications. There were no requests for amendments to personal records (none in 2002-03). There were two requests for notations to personal records (none in 2002-03) and no Ministerial certificates have ever been issued.

A total of 742 applications were finalised after the statutory 35-day processing period. One of the contributing factors for this was the continuing high number of applications. In 2001-02 there was a 70.5 per cent increase in applications over the previous period. This was followed by a further 156 per cent increase in applications in 2002-03 and an increase of approximately 15 per cent in 2003-04. In 2003-04 the RTA continued to review the resources available to the area responsible for Freedom of Information, Privacy and contract reporting. This resulted in the approval to second two additional staff to the unit to deal with these vital functions. The total number of staff now stands at nine. The RTA will continue to monitor the area over the next 12 months.

The RTA continued with the identification, computerised recording and the provision of policy documents in accordance with the requirements of the FOI Act. The RTA's Summary of Affairs is published on its website (www.rta.nsw.gov.au).

FOI APPEALS TO THE OMBUDSMAN

There was one new appeal to the Ombudsman in 2003-04 and one matter carried over from the previous reporting period.

In the first case, on 28 November 2001 the applicant applied for copies of documents regarding the contract with BridgeClimb Australia, and other relevant details in relation to the contract, excluding any financial details. The RTA consulted with the third party. On 21 January 2002 the RTA determined to release part of the documentation, but withhold some documents on the grounds that they contained information relating to the third party's business affairs and that the release of the information would be exempt, under Clause 7, Schedule 1, of the FOI Act.

On 25 February 2002 the third party lodged an Internal Review against the RTA's determination. The RTA's Internal Review determination varied the original determination, but refused to withhold all the documents the third party objected to releasing. On 27 July 2002 the third party lodged an appeal with the NSW Ombudsman's office. On 29 April 2004 the NSW Ombudsman's Office advised that it had decided not to take any further action about the complaint. On 15 June 2004 the applicant was advised that the RTA had refused the application on the grounds that the applicant no longer met the requirements of Section 17 of the FOI Act (which sets out the criteria for a valid application and includes a requirement that the applicant nominate an Australian mailing address).

In the second case, on 21 July 2003 an application was made for the name and address of the current registered operator of a motor vehicle. The third party was consulted and objected. On 29 August 2003 the RTA determined that the applicant would be provided with the requested documents.

The third party lodged an Internal Review application on 30 September 2002. On 10 October 2003 the RTA advised both parties that the Internal Review upheld the original determination.

The applicant lodged an appeal to the Ombudsman on 23 January 2004. The Ombudsman's Office advised the applicant, on 11 February 2004 that it had decided not to take any further action about the complaint.

The third party appealed to the NSW Administrative Decisions Tribunal on 13 April 2004. The third party sought a number of adjournments and the matter had not been before the tribunal prior to 30 June 2003.

FOI APPEALS TO THE ADMINISTRATIVE DECISIONS TRIBUNAL (ADT)

There were four appeals to the ADT in 2003-2004.

The first application was originally referred to in the previous annual report, but was not finalised as at 30 June 2003. The application had been lodged on 4 December 2002 and related to an application for an extensive number of

documents relating to a range of RTA functions. The RTA estimated that it would take 11,800 hours and \$354,000 to process the application.

On 13 December 2002 the applicant was asked to review and modify his application in order to avoid a determination that the application was refused on the grounds of an unreasonable diversion of resources. On 8 January 2003 the applicant varied his application and the estimate was reduced to 190 hours and \$5700. Therefore, on 20 January 2003, the RTA declined to continue with the application on the grounds that it would require an unreasonable diversion of resources.

The applicant lodged an Internal Review on 30 January 2003 and, at the same time modified his application for the second time. As a result the estimate was reduced to 57 hours and \$1700. An advance deposit of \$760 was requested.

The applicant lodged an appeal to the ADT on 24 February 2003. After preliminary meetings on 28 March 2003 and 14 May 2003, the Judicial Member of the ADT directed that the RTA should reconsider the application as a result of a further revision of the application by the applicant.

Fresh estimates were obtained and, on 16 June 2003, the applicant was advised that the estimate was now approximately 109 hours plus at a cost of at least \$3285 and an advance deposit of \$2190 was requested. The applicant paid an advance deposit of \$540 and the RTA commenced processing the application until it was estimated that the \$540 had been expended.

On 10 July 2003 the RTA was advised on that applicant had lodged a fresh appeal with the ADT. The RTA attended a fresh planning meeting on 26 August 2003. The meeting was held before a different Judicial Member and a formal hearing was heard on 14 November 2003.

On 10 March 2004 the Judicial Member determined the ADT did not have the jurisdiction to hear the appeal. She also determined that the applicant should have lodged a fresh Internal Review (which had not been done). The ADT also pointed out that the RTA could extend the period for the lodgement of an Internal Review. Alternatively, the applicant could pay the advance deposit requested, make a fresh application or appeal the Judicial Member's decision. As of 30 June 2004, the applicant had not taken any further action in relation to this matter.

The second appeal resulted from an FOI application lodged on 27 March 2003, for documents confirming the ownership of a tip truck in the name of a husband and wife in relation to an accident that occurred in 1998. The RTA wrote to the applicant on 13 May 2003 and determined that the documents requested were exempt under the personal affairs exemption, Clause 6, Schedule 1, of the FOI Act.

The applicant lodged an Internal Review on 10 June 2003. On 19 June 2003, the RTA advised the applicant and the third parties that it upheld the original determination.

The applicant lodged an appeal with the ADT on 27 August 2003. A preliminary meeting was held on 23 September 2003. At the hearing, additional documentation was produced by the applicant and, as a result and at the request of the RTA, the Judicial Member issued a Direction under Section 65 of the ADT Act to allow the RTA to reconsider its decision to claim an exemption.

Following consultations with the third parties and the applicant, the third parties withdrew their objection and the information was released by way of consent order under Section 87 of the ADT Act.

The circumstances relating to the third appeal are set out in case number two under appeals to the NSW Ombudsman.

The fourth appeal resulted from an application by a council for documents concerning the Option Feasibility Assessment for the M4 East Options Study - Overview Report, December 2003. On 28 May 2004 the RTA determined that the documents were exempt as Internal Working documents, under Clause 9, Schedule 1 of the FOI Act.

However, unbeknown to the RTA, the council had lodged an appeal to the ADT on 20 August 2004 on the grounds of a deemed refusal, as the RTA had not made a determination within the statutory time period.

Representatives from the RTA and the council appeared at a preliminary meeting on 29 June 2004 and the circumstances were explained to all parties. As a result the council lodged an Internal Review with the RTA on the same day (29 June 2004). As of 30 June 2004 the matter had not been finalised.

Appendix 17 (continued)

FOI REQUESTS

	Personal		Other		Total	
	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04
New (including transferred in)	117	11	1162	1365	1279	1376
Brought forward (incomplete requests from previous year)	4	10	91	191	95	201
Total to process	121	21	1253	1556	1374	1577
Completed	106	18	986	1223	1092	1241
Transferred out	0	0	0	4	0	4
Withdrawn	4	2	73	99	77	101
Total processed	110	20	1059	1326	1169	1346
Unfinished (carried forward)	10	1	194	222	204	223

RESULTS OF FOI REQUESTS

	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Grant in full	67	9	704	946
Grant in part	14	2	60	58
Refused	23	6	191	214
Deferred	0	0	0	0
Completed	104	17	955	1218

BASIS OF DISALLOWING OR RESTRICTING ACCESS

	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Section 19 (application incomplete, wrongly directed)	0	0	0	0
Section 22 (deposit not paid)	0	1	42	44
Section 25 (1) (a1) (Unreasonable diversion of resources)	0	0	0	2
Section 25 (1) (a) (exempt)	4	3	58	26
Section 25 (1) (b), (b1), (c), (d) (otherwise available)	4	2	11	11
Section 28 (1) (b) (documents not held)	2	2	124	173
Section 24 (2) (deemed refused, over 21 days)	0	2	0	12
Section 31 (4) (released to medical practitioner)	0	0	0	0
Totals	10	10	235	268

DAYS TO PROCESS

	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
0-21	37	2	296	329
22-35	34	2	349	160
Over 35	34	13	307	729
Over 21 (Out of time)	0	0	0	0
Over 35 (Out of time)	0	0	0	0
Totals	105	17	952	1218

HOURS TO PROCESS

	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
0-10	105	17	975	1209
11-20	1	0	2	5
21-40	0	0	1	2
Over 40	0	0	3	3
Totals	106	17	981	1219

TYPE OF DISCOUNT ALLOWED ON FEES CHARGED

	Personal		Other	
	2002-03	2003-04	2002-03	2003-04
Public interest	0	0	0	2
Financial hardship – Pensioner/Child	4	2	4	25
Financial hardship – Non profit organisation	5	1	5	149
Totals	9	3	9	176
Significant correction of personal records	0	0	0	2

GROUNDS ON WHICH INTERNAL REVIEW REQUESTED

	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04
Access refused	0	0	0	0	0	0	0	0
Deferred release	0	0	0	0	0	0	0	0
Exempt matter	0	0	0	0	6	4	4	0
Unreasonable estimate of charges	0	0	0	0	0	0	0	0
Charges unreasonably incurred	0	0	0	0	0	0	1	0
Amendment	0	0	0	0	0	0	0	0
Totals	0	0	0	0	6	4	5	0

APPENDIX 18 // OMBUDSMAN

In 2003-04, the RTA responded to five complaints referred by the Ombudsman to the RTA for investigation. This compares to one complaint referred for investigation in the previous financial year.

The complaints were received from the Ombudsman are outlined below.

A complaint was received in mid-July 2003 from solicitors on behalf of clients regarding the construction of a roundabout outside their place of business. The Ombudsman sought detailed responses to a number of questions in order to determine whether the matter warranted investigation. The questions were in relation to the RTA's decision to construct a roundabout and noise issues associated with construction. The RTA was also asked to put forward any suggestions that may help resolve the issue. The RTA provided detailed answers to all of the Ombudsman's questions. In late August 2003, the Ombudsman wrote again asking further questions about noise monitoring undertaken by the RTA. In response, the RTA advised that a final report by an external acoustic consultant would be forwarded when complete. In addition, all correspondence between the RTA and the complainant was provided. The report was subsequently sent to the Ombudsman and the RTA suggested a meeting between all parties to find a mutually acceptable solution. A meeting was held and an offer of noise attenuation was made. Following a further offer of a lump sum payment as an alternative, the Ombudsman's office indicated that it did not intend to pursue the matter further.

A complaint was received in early September 2003 from a person about the recall of his number plates on the grounds that they were considered offensive. The Ombudsman reviewed the RTA's decision and concluded that there was no evidence of maladministration or unreasonable conduct. However, the Ombudsman had some concerns about the RTA's Custom Plates Policy/Procedures. The Ombudsman offered some suggestions and the RTA advised that they would be considered as part of its review of number plate policy.

In January 2004, the RTA received a complaint from a person about its requirement that the person's driver licence be endorsed with the condition 'Must wear artificial leg'. The person in question also brought this matter to the attention of the Anti-Discrimination Board. The Ombudsman asked the RTA to provide answers to a number of questions before deciding whether there was sufficient evidence of improper, unreasonable or wrong conduct justifying further action. The RTA provided detailed answers to all the Ombudsman's questions. The Ombudsman subsequently advised that no further action would be taken on this matter.

A complaint was received in mid June 2004 regarding the RTA's process for permitting B-Doubles on the Pacific Highway within Byron Shire as published in the *NSW Government Gazette* on 5 August 2002. The Ombudsman also raised concerns about the Route Assessment Guidelines for Restricted Vehicles. A detailed response was provided to the Ombudsman answering a number of questions and advising that the guidelines were to be revised. The Ombudsman subsequently advised the RTA that the matter would not be the subject of an investigation under the *Ombudsman Act 1974*.

The Ombudsman wrote to the RTA in relation to a reportable allegation involving a former school crossing supervisor with the RTA. The Ombudsman decided to monitor this matter in accordance with a section of the *Ombudsman Act* which requires it to determine whether reportable allegations were properly handled and appropriate action was taken. After reviewing the report provided by the RTA on this issue, the Ombudsman advised that it considered some aspects of the RTA's investigation were not handled satisfactorily at the time. However, the Ombudsman did not require the RTA to take any further action at that time and determined that the action taken by the RTA at the conclusion of its investigation was satisfactory.

In addition to these complaints, the RTA investigated and responded directly to a number of complaints from correspondents who had been advised by the Ombudsman to raise their issues of concern directly with the RTA in the first instance.

APPENDIX 19 // CUSTOMER FEEDBACK

The following table collates the number of complaints received by the RTA

Issue	1999 – 2000	2000 – 01	2001 – 02	2002 – 03	2003 – 04
Business systems	9	2	12	5	25
Driver licensing	103	151	207	125	132
Vehicle registration	100	150	120	69	324
Customer service	384	481	310	164	330
Organisational direction – management	26	56	34	10	19
Olympics	-	6	-	2	1
Road asset provision – environment	86	146	251	178	34
Noise	227	227	325	35	451*
Transport efficiency	45	208	186	67	33
Road safety	1078	2303	2300	1208	1537

* Complaints relating to Noise Abatement Program for existing roads

APPENDIX 20 // LEGAL CHANGE

LEGISLATION ADMINISTERED BY THE RTA
ON BEHALF OF THE MINISTER FOR ROADS (2003-04)

Transport Administration Act 1988 No 109 (Part)

Transport Administration (General) Regulation 2000 (Part 4)

Transport Administration (Staff) Regulation 2000 (Part)

Roads Act 1993 No 33

Roads (General) Regulation 2000

Road Transport (Mass, Loading and Access) Regulation 1996

Road Transport (General) Act 1999 No. 18

Road Transport (General) Regulation 1999

Road Transport (General) (Penalty Notice Offences) Regulation 2002

Road Transport (Safety and Traffic Management) Act 1999 No. 20

Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999 (which picks up the Australian Road Rules) *Road Transport (Safety and Traffic Management) (Driver Fatigue) Regulation 1999*

Road Transport (Vehicle Registration) Act 1997 No 119

Road Transport (Vehicle Registration) Regulation 1998

Road Transport (Driver Licensing) Act 1998 No 99

Road Transport (Driver Licensing) Regulation 1999

Motor Vehicles Taxation Act 1988 No.111

Motor Vehicles Taxation Regulation 2003

Road Transport (Heavy Vehicles Registration Charges) Act 1995 No 72

Road Transport (Heavy Vehicles Registration Charges) Regulation 2001

Driving Instructors Act 1992 No 3

Driving Instructors Regulation 2003

Sydney Harbour Tunnel (Private Joint Venture) Act 1987 No 49

Campbelltown Presbyterian Cemetery Act 1984 No.19.

NEW LEGISLATION FROM 1 JULY 2003 – 30 JUNE 2004

New Acts

The *Road Transport (Safety and Traffic Management) Amendment (Alcohol) Act 2004* (No. 17) commenced on 3 May 2004 and amends the *Road Transport (Safety and Traffic Management) Act 1999* by prohibiting learner drivers and provisional licence holders from driving with any alcohol present in their blood.

The *Driving Instructors Amendment Act 2002* (No. 127) was assented to on 16 December 2002 and commenced on 1 September 2003. The Act amends the *Driving Instructors Act 1992* to make further provision with respect to the licensing of driving instructors, including the insurance of

motor vehicles used for driving instruction and the reporting of alleged misconduct by driving instructors.

The *Road Transport Legislation Amendment (Interlock Devices) Act 2002* (No. 72) was assented to on 25 September 2002 and commenced on 8 September 2003. The Act amends the *Road Transport (General) Act 1999* to enable a court to order the use of breath alcohol interlock devices fitted to motor vehicles as a partial alternative to disqualification for drivers convicted of certain alcohol-related driving offences. The Act also amends the *Road Transport (Driver Licensing) Act 1998* to enable the regulations made under that Act to provide for the issue of conditional licences restricting their holders to driving motor vehicles fitted with breath alcohol interlock devices and to provide for the installation, removal, maintenance and use of such devices.

The *Road Transport Legislation Amendment (Public Transport Lanes) Act 2004* (No. 22) commenced on 16 April 2004 (the date of its assent). The Act amends the *Road Transport (Safety and Traffic Management) Act 1999* in order to allow the use of approved traffic lane camera devices to detect offences involving vehicles driven in traffic lanes dedicated primarily for the use of public transport. The new Act also amends the *Road Transport (General) Act 1999* in order to introduce operator onus enforcement of those offences. [It is anticipated that the new Act will become operational in the near future.]

UNCOMMENCED ACTS (AS AT 30. 6. 04.)

The *Road Transport (Safety and Traffic Management) Amendment (Blood Sampling) Act 2000* (No. 78) was assented to on 9 November 2000 and will commence on a date to be proclaimed (suitable to NSW Police and NSW Health). The Act adopts as far as road transport legislation is concerned, new procedures for blood collection and analysis relating to any motor vehicle driver who may have been under the influence of alcohol or some other drug.

The *Road Transport (General) Amendment (Licence Suspension) Act 2004* was assented to on 6 July 2004 and will commence on a date to be proclaimed. The Act amends the *Road Transport (General) Act 1999* and entitles police to suspend readily the driver licences of offenders who have committed a serious offence that comes within a specified range of driving offences. The new Act repeals the uncommenced provisions of the *Road Transport (General) Amendment (Operator Onus Offences) Act 2002* (No. 11) and will also make provision with respect to the content of statutory declarations where the identity of the driver of a vehicle cannot be ascertained in relation to a parking offence or camera recorded offences.

The *Road Transport (General) Amendment (Operator Onus Offences) Act 2002* (No. 11) was assented to on 22 April 2002 and had partially commenced (before the repeal of its uncommenced provisions). Amendments that commenced on 1 August 2003 relate to sections 43(5), 47(2) -(3) and Schedule 2 of the *Road Transport (General) Act 1999* and included the extension from six months to one year for proceedings to be taken for traffic infringement notices in respect of operator onus offences and an increase in penalty for a corporation. Amendments that commenced on 1 September 2003 and which

relate to new sections 43(4A) and 46(7A) of the *Road Transport (General) Act 1999* and provide for rebuttable presumptions that service of a penalty notice by post is effected after 21 days and that an evidentiary certificate is proof of the specified date of posting of a penalty notice to a specified person.

NEW REGULATIONS

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Safety) Regulation 2003* commenced on 11 July 2003 and creates offences not only relating to holders of learner and provisional licences driving without wearing a seatbelt or driving with passengers who are not appropriately restrained, but also relating to drivers of certain motor vehicles where a person is in or on the boot of the vehicle.

The *Road Transport (Driver Licensing) Amendment (Learner Licences and Demerit Points) Regulation 2003* commenced on 11 July 2003 and not only specified demerit points for some novice driver related offences for non-use of seatbelts but also provided for further circumstances in which the RTA may cancel or suspend a learner licence.

The *Driving Instructors Regulation 2003* commenced on 1 September 2004 and replaces the repealed *Driving Instructors Regulation 1993*. The new Regulation sets minimum standards of competency, probity and character for driving instructors. The Regulation also is designed to minimise the potential for corruption and inappropriate behaviour and promotes safety and protection for learner drivers.

The *Road Transport (General) Amendment (Interlock Devices) Regulation 2003* commenced on 8 September 2003 and removes a right of appeal where the RTA cancels an interlock driver licence. However, the Regulation confers a right of appeal on any approved interlock installer or approved interlock service provider whose approval has been revoked by the RTA.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Interlock Devices) Regulation 2003* commenced on 8 September 2003 and removed the enforcement option of a penalty notice where an offence of failing to comply with a condition of a driver licence applies to an interlock driver licence.

The *Road Transport (Driver Licensing) Amendment (Interlock Devices) Regulation 2003* commenced on 8 September 2003 and facilitates the issue of interlock driver licences and the use of approved interlock devices.

The *Motor Vehicles Taxation Regulation 2003* commenced on 1 September 2003 and it remakes, without substantial changes, the former *Motor Vehicles Taxation Regulation 1998*. This new Regulation provides for the amount of motor vehicle taxes that may be refunded on surrender of registration, to be calculated on the basis of the number of whole days of unexpired registration.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Authorised Officers) Regulation 2003* commenced on 1 October 2003 and allows authorised officers employed in the Office of State Revenue, NSW Treasury, to issue penalty notices under road transport legislation and other legislation (following the transfer of functions of the Infringement Processing Bureau, NSW Police, to that Office).

The *Road Transport (Driver Licensing) Amendment (Medical Examinations) Regulation 2003* commenced on 1 October 2003 and replaces the existing separate publications setting out standards for the conduct of medical examinations to determine the medical fitness of persons to hold licences to drive heavy and lighter vehicles with a single publication covering drivers of all vehicles.

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Mobility Parking Scheme) Regulation 2003* commenced on 29 September 2003 and provides for the issue and use of mobility parking scheme authorities by or for persons with disabilities.

The *Road Transport (General) Amendment (Mobility Parking Scheme) Regulation 2003* commenced on 29 September 2003 and inserts provisions relating to the giving of notices to, or the service of notices on, unincorporated associations of persons in respect to applications for mobility parking scheme authorities.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Mobility Parking Scheme) Regulation 2003* commenced on 29 September 2003 and the Regulation not only increases the penalty payable if a penalty notice is issued for the offence of stopping in a parking area for people with disabilities without a permit, but also prescribes offences relating

to mobility parking scheme authorities to be penalty notice offences.

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Drinking While Driving) Regulation 2003* commenced on 13 October 2003 and creates the offence of consuming alcohol while driving a motor vehicle on a road.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Drinking While Driving) Regulation 2003* commenced on 13 October 2003 and prescribes the offence of consuming alcohol while driving a motor vehicle on a road to be a penalty notice offence.

The *Road Transport (Driver Licensing) Amendment (Drinking While Driving) Regulation 2003* commenced on 13 October 2003 and prescribes the relevant demerit points incurred for the offence of consuming alcohol while driving a motor vehicle on a road.

The *Road Transport (Safety and Traffic Management) Amendment (Default Urban Speed Limit) Regulation 2003* commenced on 1 November 2003 and decreases the default speed limit applying to a length of road in a built-up area (where no speed limit sign applies) from 60 to 50 kilometres per hour.

The *Road Transport (General) Amendment (Impounding Fee) Regulation 2003* commenced on 17 October 2003 and increases the daily fee payable for the storage of an impounded vehicle.

The *Roads (General) Amendment (Lane Cove Tunnel Declarations) Regulation 2003* commenced on 21 November 2003 and declares the RTA to be the roads authority for specified public roads, being part of Epping Road that extends from the south eastern bank of the Lane Cove River to Mowbray Road West, Lane Cove West, and part of Mowbray Road West that extends from Epping Road to a point approximately 290 metres east of Epping Road, Lane Cove West.

The *Road Transport (Vehicle Registration) Amendment (Inspection) Regulation 2003* commenced on 24 November 2003 and alters the manner in which vehicles are classified for RTA inspection, from a vehicle's tare mass limit (unloaded weight) to its gross vehicle mass (weight when carrying maximum load). The Regulation also provides for the charging of a further inspection fee when a registrable vehicle is not presented for an inspection in accordance with an agreement between the registered operator of the vehicle and the RTA.

The *Road Transport (Driver Licensing) Amendment (Christmas – New Year 2003-2004 Demerit Points) Regulation 2003* technically commenced on 19 December 2003 but only ensured that specified offences committed over the Christmas–New Year 2003-04 period (24 December 2003 until 4 January 2004 inclusive) accrued extra demerit points for offending driver licence holders.

The *Road Transport (General) Amendment (Driver Licence Appeals) Regulation 2004* contained a commencement date of 30 April 2004 and was to clarify the situation with appeal rights against both a decision not to grant an application for issue or variation of a driver licence (where the applicant had been licensed and he or she would be liable to have his or her licence cancelled because such an applicant had accumulated 12 or more demerit points) and a decision to suspend a driver licence because 12 or more demerit points had been incurred by the licence holder. NOTE: This Regulation was disallowed by the Legislative Council on 29 June 2004.

The *Road Transport (Vehicle Registration) Amendment (Lights) Regulation 2004* commenced on 30 April 2004. It addresses matters such as specifying any larger number plate is to be attached to the rear of the vehicle, removing an outdated reference to manuals, prohibiting the use of blue lights on vehicles other than police vehicles and certain emergency vehicles, not requiring police vehicles and RTA vehicles to have a light mounted on top of the vehicle, and indicating that requirements relating to visibility of warning lights on oversize vehicles and pilot and escort vehicles contained in the *Road Transport (Mass, Loading and Access) Regulation 1996* prevail over inconsistent requirements in the *Road Transport (Vehicle Registration) Regulation 1998*.

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Children's Crossings) Regulation 2004* commenced on 30 April 2004 and extends the authorised children's crossings schemes to include pedestrian crossings as well as children's crossings.

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (University of Wollongong) Regulation 2004* commenced on 16 February 2004 and declares the University of Wollongong as a parking authority with its

Appendix 20 (continued)

specified area of operations so that the organisation can establish and operate pay parking schemes (under Part 4 of the *Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999*) and issue parking permits (under Part 6 of the *Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999*).

The *Road Transport (Mass, Loading and Access) Amendment Regulation 2004* commenced on 30 April 2004 and provides that an ultra-low floor bus is no longer required to be a complying bus (a complying bus is defined in the *Road Transport (Mass, Loading and Access) Regulation 1996* and is required to meet certain Australian Design Rules that are not appropriate in the case of an ultra-low floor bus because of its low centre of gravity and low floor height).

The *Roads (General) Amendment (Alpine Way Declaration) Regulation 2004* commenced on 17 May 2004 and declared the RTA to be the roads authority for parts of the Alpine Way and Kosciuszko Road within the Kosciuszko National Park.

The following additional regulations (gazetted on 27 June 2003) commenced on and from 1 July 2003 and they also increase fees and fix penalties (payable pursuant to a penalty notice) generally in line with the 2.9% movement in the CPI except in the case of the last listed regulation:

The *Road Transport (Driver Licensing) Amendment (Fees) Regulation 2003*

The *Road Transport (General) Amendment (Fees) Regulation 2003*

The *Driving Instructors Amendment (Fees) Regulation 2003*

The *Road Transport (Mass, Loading and Access) Amendment (Fees) Regulation 2003*

The *Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2003*

The *Road Transport (Safety and Traffic Management) (Driver Fatigue) Amendment (TFMS Fee) Regulation 2003*

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Tow-away Charge) Regulation 2003*.

The *Roads (General) Amendment (Penalty Notice Offences) Regulation 2003*.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Penalties) Regulation 2003*.

Road Transport (Heavy Vehicles Registration Charges) Amendment Regulation 2003 (all fees were indexed by 3% from 1 July 2003 in the case of this Regulation).

The following regulations were (first) published in the NSW Government Gazette on 1 July 2004 and commenced on 1 July 2004 and adjust fees and fixed penalties payable pursuant to a penalty notice in accordance with movement in the CPI (averaged at 2.44% and rounded to the nearest dollar):

The *Driving Instructors Amendment (Fees) Regulation 2004*.

The *Road Transport (Mass, Loading and Access) Amendment (Fees) Regulation 2004*.

The *Road Transport (Safety and Traffic Management) (Driver Fatigue) Amendment (Fees) Regulation 2004*.

The *Road Transport (Safety and Traffic Management) (Road Rules) Amendment (Tow-away Charge) Regulation 2004*

The *Road Transport (Vehicle Registration) Amendment (Fees) Regulation 2004*.

The *Road Transport (Driver Licensing) Amendment (Fees) Regulation 2004*.

The *Roads (General) Amendment (Penalty Notice Offences) Regulation 2004*.

The *Road Transport (General) (Penalty Notice Offences) Amendment (Penalties) Regulation 2004*.

The following regulation was published in the NSW Government Gazette on 25 June 2004 and commenced on 1 July 2004 and increases annual registration charges for heavy vehicles by 0.3% in accordance with a direction of the Australian Transport Council (of which the Minister for Roads (NSW) is a member):

The *Road Transport (Heavy Vehicles Registration Charges) Amendment Regulation 2004*.

SUBORDINATE LEGISLATION ACT 1989

There were no departures from the *Subordinate Legislation Act 1989*.

JUDICIAL DECISIONS AFFECTING THE RTA

Ryan v Pledge & Ors; Pledge v RTA & Ors [High Court, 11 March 2004]

In July 1994 the Plaintiff was struck by a motor vehicle and suffered serious injuries. She sued the driver of the other vehicle, the RTA and the Blue Mountains City Council on the grounds of negligence for the injuries she suffered and recovered a verdict against all three Defendants. The RTA and the Council appealed against the decision and the Court of Appeal held the failure on the part of the RTA and the Council to clear the vegetation by one metre from the kerb did not contribute to the collision.

The Plaintiff appealed to the High Court, which delivered its judgment on 11 March 2004 upholding the appeal in part. The High Court held that the NSW Court of Appeal was in error in exculpating the RTA and Council on a number of grounds including its view that the bushes did not contribute to the accident. Accordingly, the High Court remitted the matter to the NSW Court of Appeal for reapportionment of liability between the driver of the vehicle, Mr Pledge (represented by his CTP insurer), the RTA and Council.

Wilson v RTA & Anor [(2003) NSWCA279 – Ct of Appeal, 3 October 2003]

Mr Wilson exceeded the relevant number of demerit points and elected to be of good behaviour. During this period of good behaviour he incurred further demerit points. The RTA suspended Mr Wilson's licence. Mr Wilson appealed to a Local Court and the Magistrate dismissed the appeal.

Mr Wilson successfully appealed to the NSW Supreme Court, which held the Magistrate had erred. In response the RTA appealed to the NSW Court of Appeal against that decision. The NSW Court of Appeal held that Mr Wilson had no right of appeal against anything but a decision. At no stage did any person make any decision to suspend the licence within the meaning of section 16 (9) of the *Road Transport (Driver Licensing) Act 1998* NSW, because, pursuant to that provision, the suspension occurred automatically on incurring the demerit points. As there was no decision, there was nothing to appeal against.

RTA v Hillyard & Anor [(2003) NSWca284 – Ct of Appeal 3 October 2003]

In this case Mr Hillyard incurred 10 demerit points for various driving offences and then three more were incurred when the driver of the car disobeyed traffic lights. He was not the driver of the car at the time. The matter proceeded for hearing in the Local Court when the offence was proved, but no conviction was recorded on the grounds that Mr Hillyard was not the driver of the car. However, the three demerit points accumulated on Mr Hillyard's licence. The RTA suspended the licence. He appealed and the Local Court allowed the appeal. The RTA appealed to the Supreme Court, which dismissed the RTA's appeal, upholding the Local Court's decision. The RTA appealed to the Court of Appeal. The Court of Appeal noted that no question was taken on the jurisdiction of the Local Court as both parties argued the case on the assumption it existed. "The assumption is doubtful, if not erroneous, but is made for the purposes of this case only." The Court of Appeal held on this assumption there was no error to be detected in the Magistrate's decision. All that the Magistrate did was to decide that, notwithstanding the commission of a traffic offence and the incurring of three demerit points, the suspension should be quashed.

The essential element of the RTA's case was that the Magistrate examined all the circumstances of the offence in coming to that decision. The RTA considered this was contrary to the provision of the Regulation that the Court cannot consider the guilt or innocence of the person concerned or the imposition of a penalty or the level of a penalty imposed.

The Court of Appeal considered that the action of the Magistrate in considering the circumstances of the offence did not amount to a review of the guilt or innocence of the person concerned.

RTA v Castrodes & Anor [(2003) NSWSC990 – Supreme Court, 3 November 2003]

Mr Castrodes was the driver of a motor vehicle, which was on the incorrect side of the road when it collided with another vehicle travelling in the opposite direction. As a result, Mr Castrodes was charged with negligent driving occasioning grievous bodily harm.

The RTA advised Mr Castrodes that it considered he was not medically fit to safely drive a motor vehicle and his licence was suspended on the grounds that he was not fit and proper to hold a licence because he occasioned grievous bodily harm to a person as a result of having become incapable of controlling the motor vehicle.

The charges against Mr Castrodes were dismissed. Although the RTA suspended Mr Castrodes' licence on 10 March 2003, he did not lodge an appeal against the RTA's suspension of his licence until 17 July 2003, which was outside the period of 28 days provided by the *Road Transport (General) Regulation 1999*.

The Supreme Court held the legislation did not provide for an extension of time in which to appeal. The Supreme Court also commented that the onus is on the plaintiff to satisfy clause 7A of Schedule 2 to the *Road Transport (General) Regulation*.

RTA v Weir [(2004) NSWSC154 – Supreme Court, 12 March 2004]

In this matter Mr Weir incurred 12 demerit points for four offences, six of which were for an offence that occurred on 1 January 2003.

In respect of those offences, the Defendant elected to have those matters dealt with by a Local Court. The Court found the Defendant guilty of the offences, but dismissed the proceedings without recording a conviction, pursuant to section 10 of the *Crimes (Sentencing Procedures) Act 1999* NSW. The RTA nevertheless recorded the six demerit points as the court, although not recording a conviction, had found the Defendant guilty.

The Magistrate suggested in his decision that a finding of guilt pursuant to section 10 of the *Crimes (Sentencing Procedures) Act 1999* may have not resulted in that person having been found guilty for the purpose of the demerit point provisions in the *Road Transport (Driver Licensing) Act 1998*. The Supreme Court held that a finding of guilt pursuant to section 10 of the *Crimes (Sentencing Procedures) Act 1999* does result in a person having been found guilty for the purposes of the *Road Transport (Driver Licensing) Act* so that

demerit points accrue. Hence the RTA was required to suspend the licence of the Defendant.

Brown v RTA [(2004) NSWSC494 – Supreme Court, 29 April 2004]

In this case the Plaintiff had entered into a good behaviour election, but subsequently committed an offence of exceeding the speed limit. Between the date of the election and the date of that offence, the points for that offence had increased and the RTA suspended the licence in accordance with the legislation. The Plaintiff alleged that alteration in the number of demerit points was such as to effect a right accrued by the Applicant at the time of entering into the election.

The Supreme Court held that there was no right or privilege acquired or accrued under the legislation in respect of any possible future increase in the number of demerit points applicable to any offence such that the Plaintiff might become immune from the affect of the increased penalty.

The Supreme Court also held that an earlier consent order made between the parties whereby the RTA and the Plaintiff agreed that the RTA would not suspend the licence pending the outcome of the substantive matters could not stand because RTA was not empowered under the legislation to enter into such an agreement and the Court could not displace the operation of an act of Parliament by making an order that was against the legislation.

DPP v Greene [(2003) NSWSC613 – Supreme Court, 8 July 2003]

In this case the Supreme Court upheld the decision of a Magistrate dismissing an information laid against a Defendant, Mr Greene, for the offence of driving a motor vehicle on a road whilst his licence was cancelled.

Mr Greene's licence was cancelled for non-payment of fines. Subsequently his licence expired. Later, the Defendant was apprehended by the Police and charged with the offence of 'drive on road whilst licence cancelled'. The Magistrate held that as the licence had expired, it could not be a cancelled licence, and therefore the Defendant was an unlicensed driver and not a driver whose licence had been cancelled.

After examining the relevant provisions and prior cases, the Supreme Court held that the Magistrate's decision was correct and dismissed the appeal.

APPENDIX 21 // LAND DISPOSAL

The RTA owns property for administrative purposes and acquires property for road construction.

Properties that are surplus to requirements are disposed of in accordance with Government policy.

During 2003-04 contracts were brought to account for the sale of 90 properties for a total value of \$26.758 million (net of GST). Of these, 14 properties were valued at more than \$0.5 million each, with a total value of \$22.191 million.

A property at George Street, Parramatta, was sold to the Landcom for \$6.6 million.

No properties were sold to people with a family or business connection between the purchaser and the person responsible for approving the disposal.

Proceeds from property sales are used to improve the State's road network infrastructure.

All documents relating to the disposal of properties are available under the *Freedom of Information (FOI) Act*.

APPENDIX 22 // PUBLICATIONS

The RTA produces a wide range of publications to assist customers, to promote road safety and new technology, and to fulfil statutory requirements under annual reporting, environmental and freedom of information legislation. Publications on driver licensing, vehicle registration and road safety are available free from motor registries.

Technical and AUSTRROADS publications are available for sale from the RTA Information & Reference Services at Pod D, Level 1, Octagon Building, 99 Phillip Street, Parramatta (tel 02 8837 0151). The library's collection of books, journals and CD-ROMs includes extensive coverage in the areas of road and bridge engineering, road safety, environment and management.

The following new or substantially revised titles were issued during 2003-04.

BICYCLES

- Cycling to work, works! For employees, for business and for the environment
- Off to work? On your Bike! A guide for easy and enjoyable cycling to work
- Sydney Cycleways map: Liverpool and Parramatta
- Sydney Cycleways map: Sydney and Parramatta
- Western Sydney cycleways network: A better future for cyclists

CORPORATE

- Annual Report 2003 (hard copy and CD-ROM versions)
- Apprenticeship scheme
- Inside RTA - the intranet home page explained
- Looking for a career with drive? Graduate Recruitment and Development (GRAD) Program
- M4/M5 Cashback Scheme: Important Information on Claiming a Rebate
- M4/M5 Cashback Scheme: Request to pay M4/M5 Cashback rebate into your bank account
- SpeedBlitz Blues: speeding Z card
- The RTA celebrates 75 years - Parkes 1928-2003
- Traineeship scheme (careers brochure)
- Workforce Capability Plan 2003-2008
- The Journey Ahead 2003-08, RTA corporate plan

DRIVERS AND VEHICLES

- A Guide for Older Drivers
- A guide to heavy vehicle competency based assessment
- Add a little colour to your car: New colour number plates
- Audit Points for Clean Fleet
- AUVIS Bulletins: A.I.S. Rules – Reminder
- AUVIS Bulletins: Reducing seating capacity in Toyota Troop Carriers
- Beyond Test Routes manual: Teaching low-risk driving manual
- Contacting Us - Four easy ways to access the RTA
- Demerit points: Encouraging safe driving
- Driving and your health
- Guide for international drivers: Licensing requirements for drivers from other countries (English printed and internet versions)
- Guide for international drivers: Licensing requirements for drivers from other countries (Chinese, Korean and Japanese internet version)
- Hazard Perception Test
- How to get your rider's licence
- How to prove who you are to the RTA
- Medical and driving tests
- Mobility Parking Scheme application
- National driver licence classes
- National Heavy Vehicle Accreditation Scheme (NHVAS)
- NSW Vehicle Registration Statistics (for June, July, Aug, Sept, Oct, Nov, Dec 2003 and Jan, Feb, Mar, Apr, May 2004)

- NSW Driver and Vehicle Statistics, (for 2002 and 2003)
- Purchasing and registering a heavy vehicle
- Safe-T-Cam: Managing heavy vehicle speed and fatigue
- Shame Flyers (Mobility parking scheme)
- Steps to download the RTA 'Road Users' handbook
- The risks of driving unregistered
- To check driver licence demerit points balance, go to myRECORDS at myRTA.com
- Vehicle Inspectors Bulletin: Inspection of vehicles operated by the Rural Fire Service
- Vehicle Inspectors Bulletin: Inspection procedures for draglinks on Sterling trucks
- Vehicle Inspectors Bulletin: Amendments to the Rules for Authorised Inspection Stations - Heavy Vehicles
- Vehicle Inspectors Bulletin: Changes to Heavy Vehicle Inspection Scheme and inspection of country taxi cabs with 'TC' number plates
- Vehicle Inspectors Bulletin: Brake tests for heavy vehicles
- Vehicle Inspectors Bulletin: Vehicle Compliance Certification Pilot Scheme (VCCPS)
- Vehicle Inspectors Bulletin: e-Safety Check - Revised hours for Online Systems Support on Saturdays
- What are diesel engine exhaust gas emissions?
- What you'll need to park (Mobility parking scheme)
- You'll need a new permit to park here from 1 August 2004

ENVIRONMENT

- Annual Environment Report 2003 (hard copy and CD-ROM versions)
- Bridging the Murray River Albury to Swan Hill regions Heritage Drives: Self-guided Tours
- Greenhouse Gas Inventory
- Oral History - NSW Vehicular Ferries
- Oral History - Pavement Recycling and Stabilization (summary report and CD)
- Sydney Harbour Bridge Maintenance Cranes Oral History (CD)

HEAVY VEHICLES

- 14.6 Metre Semi-Trailers
- 14.9 Metre Refrigerated Semi-Trailers
- 4.6 Metre High Truck Routes and Loading Requirements
- A truck driver's guide to managing fatigue on a long haul (Don't die for a deadline booklet for drivers)
- A truck driver's guide to the dangers of using drugs to stay awake
- B-Doubles (including 19 metre B-Doubles)
- Car Carriers (longer than 19 metres)
- Conditional Registration: Registration for vehicles with limited road access
- Controlled Access Buses (Buses longer than 12.5 metres)
- Converter Dolly Combinations
- Getting a heavy vehicle driver's licence
- Heavy vehicle competency based assessment: Assessor's Log Book
- Heavy vehicle competency based assessment: Learner's Log Book
- Permit Notice for the Operation of B-Doubles, Road Trains & 4.6m High Vehicles
- Road Trains
- Seatbelts save truckies too
- Three Strikes and You're Out! Managing heavy vehicle speed
- Truck and Dog Trailers over 42.5 tonnes

- Useful contacts: Heavy vehicle (contact cards)
- Working with or around trucks? Free test voucher

INFRASTRUCTURE

- Additional crossing of Clarence River; Grafton, community update
- Additional crossing of Clarence River: Planning for a new bridge in the Grafton area
- Alstonville Bypass: Bruxner Highway, community update
- Bangalow to Helena - Upgrading the Pacific Highway, Representations Report
- Bangor Bypass: Modification to noise wall locations – Review of Environmental Factors
- Bangor Bypass: North-South Link, community update
- Bangor Bypass REF
- Bangor Bypass community fact sheet: Community liaison
- Bangor Bypass community fact sheet: Construction
- Bangor Bypass community fact sheet: Protecting the natural environment
- Bangor Bypass Seeking your opinion - Bardonia Road
- Banora Point Upgrade: Pacific Highway Upgrading Program, community update
- Bean Tree Bridge over Richmond River at Wiangaree, community update
- Bells Line of Road: Slope remediation program, community update
- Beyond the Pavement 2004 Update: RTA urban and regional design practice notes
- Bridge Aesthetics – Design guidelines to improve the appearance of bridges in NSW
- Bridge restoration – Hinton Bridge over Paterson River, community update
- Camden Valley Way Upgrade - Bernera Road to Westlink M7/M5 Motorway interchange, Prestons, community update
- Can you run a tight ship? RTA Vehicular Ferry contracts (Sydney)
- Can you run a tight ship? RTA Vehicular Ferry contracts (Northern Region)
- Coffs Harbour Highway Planning: Southern and Northern Sections, community update
- Concrete Roundabout Pavements – A Guide to their Design and Construction, Issue 3.0, guide
- Cowpasture Road upgrade: Hoxton Park Road to Camden Valley Way, community update
- Cowpasture Road upgrade: North Liverpool Road to Camden Valley Way, community update
- Cudgera Creek Road Upgrade, community update
- F3 Freeway to Branxton: National Highway link – Additional Aboriginal Heritage Assessment
- F3 Freeway to Branxton: National Highway link – Additional Flora and Fauna Assessment
- F3 Freeway to Branxton: National Highway link – Compensatory Habitat Assessment – Stage I
- Five Islands Road project, community updates
- Five Islands Road Project: Post Determination Modifications Report
- Frederickton Improvements – Pacific Highway, community update
- Galston Road slope remediation works, Galston Gorge, community update
- Great Western Highway Upgrade: Leura to Katoomba, community update
- Great Western Highway Upgrade: Safety improvements between Governors Drive, Lapstone and Mount Street, Glenbrook, community update
- Great Western Highway Upgrade: Station Street, Woodford to Ferguson Avenue, Hazelbrook, community update
- Great Western Highway Upgrade: Wentworth Falls East – Table Road to Station Street, community update
- Great Western Highway: Lawson Section I, community update
- Great Western Highway: Soldiers Pinch – scar tree signage
- Hoxton Park Road widening – Hill Road to Brickmakers Creek, community update
- Hume Highway – on and off ramps at Ingleburn, community update
- Hume Highway junctions with Towrang and Carrick roads, community update
- Hume Highway, Liverpool, community update
- Iron Cove Bridge maintenance - night work, community update
- Iron Cove Bridge maintenance, community update
- Lane Cove Tunnel alternative mid tunnel access sites/construction compounds: Environmental Overview report
- Lane Cove Tunnel Mid Point Access newsletter
- Lane Cove Tunnel Mid tunnel access sites: Comparative Assessment of Options report
- Lawrence Hargrave Drive - Clifton to Coalcliff
- Lawrence Hargrave Drive, community update
- Lawrence Hargrave Drive, History and Repair
- Lawrence Hargrave Drive: Preferred option for repairing the road - Review of Environmental Factors
- Lisarow to Ourimbah Stage I: Upgrading the Pacific Highway between Glen Road and Burns Road, community update
- M4 East options study, community update
- M4 East options study, Overview Report
- Main Road 92 Upgrade: Nowra to Nerriga Preferred Activity Report
- Main Road 92 Upgrade: Nowra to Nerriga Representations Report
- Main Road 92 Upgrade: Nowra to Nerriga Supplementary Species Impact Statement
- New crossing of Murray River between Cobram and Barooga Preferred Activity Report
- New crossing of Murray River between Cobram and Barooga Representations Report
- New Crossing of Murray River between Corowa & Wahgunyah, community update
- New Crossing of the Murray River between Corowa and Wahgunyah, community update
- Newell Highway Bypass of Moree Town Centre Preferred Activity Report
- Newell Highway Bypass of Moree Town Centre Representations Report
- Newell Highway: Coobang Upgrade, community update
- North Kiama Bypass: Panama Street Link and Northbound Off Load Ramp, Hutchinson Street - REF
- Old Windsor Road/Norwest Boulevard intersection, Bella Vista, community update
- Oxley Highway Upgrade Port Macquarie - Wrights Road to the Pacific Highway, community updates
- Oyster Channel Bridge Widening, community update
- Pacific Highway - Kempsey to Eungai Upgrade, community update
- Pacific Highway - Moorland to Herons Creek, community update
- Pacific Highway: Coffs Harbour Highway Planning Strategy Route Options for Coffs Harbour, community update
- Proposed improvements on The Entrance Road at Terrigal Drive, Erina
- Punchbowl Road rehabilitation works, community update
- Putty Road slope remediation works, Colo community update
- Shell Corner Upgrade: Albion Street to Watson Way, Katoomba, community update

Appendix 22 (continued)

- Sportsmans Creek Bridge, community update
- Sunnyholt Road upgrade – Garling Road to James Cook Drive at Kings Park, community update
- The Horsley Drive and Cowpasture Road north intersection, community update
- The Horsley Drive upgrade: Mimosa Road to Lily Street, community update
- Third Hunter River crossing: Planning for a new bridge in the Maitland/Morpeth area, community update
- Third Hunter River crossing: Planning for a new bridge in the Maitland area – Display of options, community update
- Tom Ugly's northbound bridge - repainting & maintenance works, community update
- Upgrading the Pacific Highway: Brunswick Heads to Yelgun Upgrade, community update
- Upgrading the Pacific Highway: Cudgera Creek Road Upgrade
- Upgrading the Pacific Highway program – Karuah Bypass, community update
- Upgrading Windsor Road: Acres Road to Old Windsor Road/Windsor Road intersection, Kellyville, community update
- Warringah Road slope remediation works, community update
- Windsor flood evacuation route – CE determination; Minister Infrastructure & Planning approval; Dir General Dept of IPNR
- Windsor Flood evacuation route – Planning approval

OPERATIONS

- RTA Operations Directorate newsletter; August 2003
- RTA Operations Directorate newsletter; December 2003
- RTA Operations Directorate newsletter; April 2004

ROAD SAFETY

- 50. There's a new default urban speed limit.
- Accident Reduction Guide manual
- Alcohol Interlock Program: Information package for criminal law specialists
- Alcohol Interlock Program: Information package for participants
- Alternative Late Night Transport Program (information card)
- Braking Habits pocket book
- Bring the Mob Home Safely, Aboriginal Road Safety Calendar
- Bring the Mob Home Safely: Carry a safe mob not a big mob
- Bring the Mob Home Safely: Helmets are cheap – Our kids are priceless
- Bring the Mob Home Safely: Look out for our kids
- Bring the Mob Home Safely: Slow down, Don't speed
- Bring the Mob Home Safely: You love me – keep me safe
- Child restraints save lives – Choose Right. Buckle Right. (Hunter campaign)
- Click clack front 'n' back (single bear sticker)
- Compliance and Enforcement Notices: Assessment of Car Carriers
- Compliance and Enforcement Notices: Interim registration labels
- Don't ignore the early warning signs of driver fatigue. (Driver Fatigue Western Region)
- Driving and medicines
- Driving hours regulations: Transitional Fatigue Management Scheme for heavy vehicle drivers
- Drugs and driving: Don't get smashed by driving on drugs
- LPP: The legal blood alcohol limit for your licence is ZERO
- Management of Skid Resistance Data Using SCRIM, Technical Procedure

- Motorcycle safety issues and countermeasures (brochure and CD-ROM)
- Move Ahead with Street Sense poster: Hold a grown-up's hand when you're on the footpath
- Move Ahead with Street Sense poster: My seat belt gives me a great big hug
- Move Ahead with Street Sense poster: Wear the hardware
- Move Ahead with Street Sense Stage One Road Safety stickers
- Move Ahead with Street Sense Stage One Safety stickers (wheels sticker sheets)
- Move Ahead with Street Sense Stage Three Road Safety stickers
- Move Ahead with Street Sense Stage Three Safety stickers (wheels sticker sheets)
- Move Ahead with Street Sense Stage Two Road Safety stickers
- Move Ahead with Street Sense Stage Two Safety stickers (wheels sticker sheets)
- Move Ahead with Street Sense Translations CD-ROM
- Move Ahead with Street Sense: Always wear a helmet when you ride or skate (poster)
- Move Ahead with Street Sense: Wait till the bus has gone, then use a safe place to cross (poster)
- Northern NSW Regional Road Statistics, community update
- NSW Sober Driver Program - Condensed Version (kits)
- Pacific Highway Safety Review community update
- Restraint Fitting Guidelines: Retractable lap/sash seatbelt installation for the centre rear seating position of various vehicles manual
- Road Environment Safety Update: Fatal Roadside Object Study
- Road Environment Safety Update: Flashing Lights at Fixed Locations in the Road Environment
- Road Environment Safety Update: Rest Area Best Practice Design Guide
- Road Environment Safety Update: Rural Road Crash Rates by Road Stereotype
- Road Environment Safety Update: Safety Barrier Terminal – MELT
- Road Environment Safety Update: The use of Crashcam for crash analysis and investigation
- Road Environment Safety Update: Wire Rope Safety Barrier Crash Test
- Road Risks: Your Choice – Road Safety Education Program Stage 4 (plastic box)
- Road Risks: Your Choice – Road Safety Education Program Stage 4 (teacher manual)
- Road Risks: Your Choice – Road Safety Education Program Stage 4 (CD-ROM)
- Road Risks: Your Choice – Road Safety Education Program Stage 4 (DVD)
- Road Risks: Your Choice – Road Safety Education Program Stage 4 (Video)
- Safe school travel, Tips for parents and carers
- School bus safety – How parents can help
- Stop. Revive. Survive. NSW road map with rest areas and Driver Reviver stops map
- Technical Direction for Road Safety Practitioners: Accident Reduction Guide
- Technical Direction for Road Safety Practitioners: Management of Skid Resistance Data Using SCRIM
- Technical Direction for Road Safety Practitioners: Non-reflective raised pavement markers for lane lines on freeways and dual carriageways
- Technical Direction for Road Safety Practitioners: Policy for Road Safety Audits of Construction & Reconstruction Projects

- The law and safety advice for bicycles, rollerblades, scooters and skateboards (Information for parents and carers about safety on wheels)
- Vehicle Standards Information No 14: LPG fuelled vehicles
- Vehicle Standards Information No 15: Engineering Signatories
- Vehicle Standards Information No 16: CNG fuelled vehicles
- Vehicle Standards Information No 18: Dimension and mass limits for vehicles and trailer combinations
- Vehicle Standards Information No 27: Mopeds and motor assisted bicycles
- Vehicle Standards Information No 36: Sectional repairs on mono-constructed vehicles
- Vehicle Standards Information No 4: Imported vehicles
- Vehicle Standards Information No 40: Registration of left-hand drive vehicles
- Vehicle Standards Information No 9: Guidelines for alternative wheels and tyres
- We always use the 'Safety Door' (parent note and sticker)
- Your business will feel the impact long after the crash. Make driver safety your business
- You're not the only one with your eyes on the road... (Animals on Country Roads)
- Railway Terrace and West Street, Petersham, community update
- Restricted parking area Version 2, July 2003, manual
- Technical Direction for traffic and transport practitioners: Motorbike parking
- Technical Direction for traffic and transport practitioners: Use of Class I Retroreflective sheeting on roadworks signs
- Technical direction: NSW bicycles guidelines
- Technical direction: Restricted parking areas
- Technical direction: Tourist signposting
- Technical direction: Traffic control at work sites
- Tourist signposting manual, cover only
- Traffic control at work sites Version 3 manual
- Traffic volume data 2002 - Sydney region Volume 1
- Traffic volume data 2002 - Sydney region Volume 2
- Traffic volume data 2002 - Western region
- Warringah Road bus corridor, community update
- Warringah Road bus corridor: Frenchs Forest to Chatswood Station, Sept 2003

TRAFFIC

- Cycling Guidelines manual
- E-Toll ... The easy way to pay: Now accepted on all Sydney and interstate toll roads
- Guide to Parking rules in NSW
- Hands on control: Sydney's Transport Management Centre, booklet
- Hands on Control: Sydney Transport Management Centre, brochure
- M5 Merge Safe Campaign
- Need a receipt for the Sydney Harbour Tunnel?

COST OF THIS ANNUAL REPORT

The external cost of producing this report was \$49,200. The report has been produced on CD-ROM and is available on the internet at www.rta.nsw.gov.au (click on Publications, statistics and forms).

APPENDIX 23 // PAYMENTS TO CONSULTANTS

Details of the amount paid to consultants in 2003-04 are provided below.

Project	Consultant	\$
Probity audit in relation to the Lane Cove and Cross City tunnel projects	Paji Pty Ltd	13,184
Consultants individually costing \$30,000 or less	9	67,996
Total		81,180

The RTA also engages numerous contractors for professional services not classified as consultancies, including valuation, legal services, road and bridge design, investigation, construction supervision, preparation of Environmental Impact Statements, as well as contract agency services and personnel.

APPENDIX 24 // REPORTING OF ALL RTA CONTRACTS WITH THIRD PARTIES

On 27 April 2000 the Government issued Premier's Memorandum 2000-11, which requires the disclosure of certain information on Government contracts (including panels) with the private sector. This applies to any case where there was an opportunity for a number of parties to tender or express interest in supplying the goods or services.

As a result the Chief Executive issued Corporate Policy Statement No.33, 'Disclosure of details of all RTA contracts with the private sector'.

Generally, contracts are categorised as follows:

- Up to \$100,000,
- \$100,000 to \$5 million
- More than \$5 million.

Specific information is required, depending on the value of the contract.

The Records Access Unit either records the information on its own database or, where the contract value exceeds \$100,000, arranges for it to be placed on the RTA's Internet site under the category **Doing Business With Us**.

To date the total value of reported contracts with the private sector exceeds \$463 million.

Any inquiries can be directed to the Privacy and Contract Reporting Co-ordinator on (02) 9218-3667.

APPENDIX 25 // ACCOUNTS PAYMENT PERFORMANCE

AGEING OF AMOUNTS UNPAID AT MONTH END

Quarter	Current	<30 days overdue	30-60 days overdue	60-90 days overdue	>90 days overdue
Sep 03	\$17,420,190.23	\$8,406,875.17	\$4,231,192.07	\$213,508.67	\$98,049.34
Dec 03	\$14,523,819.99	\$5,973,700.02	\$1,796,471.94	\$670,866.65	\$5,020,683.38
Mar 04	\$24,340,946.03	\$8,755,664.72	\$191,151.72	\$30,061.60	\$37,050.66
Jun 04	\$64,814,794.97	\$3,885,343.09	\$361,515.59	\$47,760.24	\$(213,658.49)*

*Unallocated payment cleared in July.

ACCOUNTS PAYABLE PAYMENT PERFORMANCE

Quarter	Total accounts paid on time			
	Target %	Actual %	\$	Total
Sep 03	.86%	.81.0%	205,706,324.27	224,828,736.08
Dec 03	.86%	.88.9%	198,351,384.88	210,046,939.86
Mar 04	.86%	.85.7%	203,654,112.60	207,679,248.66
Jun 04	.86%	.84.8%	334,935,635.80	344,564,645.64

- Overall performance for the financial year is only slightly behind the performance target.
- Payment performance in 2003-04 shows an improvement over previous years.

- The implementation of Imaging and Intelligent Character Recognition technology at the Sydney Business Services Centre is now complete and it is anticipated that increased use of this technology will further improve accounts payable payment performance.

APPENDIX 26 // FUNDS GRANTED TO NON-GOVERNMENT COMMUNITY ORGANISATIONS

Event	Description	Organisation	Cost	Performance Area
SunRace 2004	Sponsorship of SunRace – solar car race from Adelaide to Sydney (race deferred)	Sustainable Energy Enterprise Developments	\$25,000	Environment Branch
National Trust Heritage Festival	RTA participation in festival	N/A	\$25,000	Environment Branch/ Road Network Infrastructure Maintenance
Grant	Financial support for Roadside Environment Committee providing for an Executive Officer, committee costs, research and the annual award scheme.	Roadside Environment Committee	\$71,500 + \$25,000 for costs	Environment Branch
Roadside improvements	Trial in using volunteers in roadside environmental improvement	Conservation Volunteers Australia	\$50,000	Environment Branch
Coordination between wildlife carer groups	Preparation of manual	RSPCA	\$25,000	Environment Branch
Kyogle Youth Road Safety Project (Northern Region)	Develop a youth road safety action plan for Kyogle LGA	Adult Community Education	\$15,000	Client Services
Driver Reviver	The project fulfilled local Driver Reviver Committee needs July 2003-June 2004	New Italy Museum Inc	\$4607	Client Services
Driver Reviver	RTA contribution to assist in the connection of power lines to Macksville Driver Reviver	Macksville Driver Reviver Committee (payment made to Country Energy)	\$4523	Client Services
Walk to Work Day	Promoting walking	Pedestrian Council of Australia	\$25,000	Traffic and Transport
RTA Cycle Sydney	Promoting cycling	Bicycle NSW	\$125,000	Traffic and Transport
RTA Big Ride (Gloucester to Sydney)	Promoting safe cycling	Bicycle NSW	\$118,000	Traffic and Transport
Walk Safely to School Day	Promoting safe pedestrian behaviour around schools	Pedestrian Council of Australia	\$25,000	Traffic and Transport
Sydney to the 'Gong	Promoting cycling as a viable transport alternative	Multiple Sclerosis Society	\$103,000	Traffic and Transport

APPENDIX 27 // PRIVACY

PRIVACY MANAGEMENT PLAN

Statement of action taken by the RTA and results of reviews

Section 33(3)(a) of the *Privacy and Personal Information Protection Act* requires the RTA to provide a statement of the action taken in complying with the requirements of the Act.

In order to comply with the Act the RTA continues to:

- Identify and consider the requirements of the Act – principles, codes, public register provisions and internal reviews.
- Identify collections of personal information for which the RTA is responsible.
- Ensure measures are in place to provide an appropriate level of protection for personal information.
- Review the RTA's first Privacy Management Plan, which was placed on the RTA's website to ensure its availability to clients.
- Establish mechanisms to ensure RTA staff are aware of their obligations under the Act and appropriately trained to apply the information protection principles. The RTA is developing a training program which will incorporate privacy issues and be presented to all RTA staff. A series of internal memos have been distributed to staff to highlight the needs of the *Privacy Act*.

Part of the role of the Records Access Unit is to address the RTA's responsibilities under the *Privacy Act*. The Privacy and Contract Reporting Coordinator is responsible for processing any allegations of improper use of personal information. Such allegations are termed, under the *Privacy Act*, Reviews of Conduct.

The *Privacy Act* requires the Reviews of Conduct to be finalised within 60 days.

REVIEWS CARRIED OVER FROM 2002-03

There was one matter carried over from the financial year 2002-03. As at 30 June 2004 the matter was still before the Administrative Decisions Tribunal. As previously reported, on 6 September 2002 a customer asked the RTA to carry out a Review of Conduct, alleging an employee had obtained personal information about her without authorisation and presented the information to a Guardianship Tribunal hearing.

The RTA investigation concluded that the officer's purpose for accessing the personal information was not linked to a business transaction and she had engaged in inappropriate conduct. Disciplinary action was taken against the officer.

The customer was advised of the findings on 17 July 2003. The customer lodged an application with the NSW Administrative Decisions Tribunal on 16 September 2003. The complainant sought financial compensation and wanted further action taken against the staff member concerned.

REVIEWS 2003–04

Thirteen Requests for a Review of Conduct were received between the 1 July 2003 and 30 June 2004. Details of the matters addressed by the RTA are:

On 19 September 2003, a customer sought a review, believing that the RTA breached her privacy by releasing her name and address to the registered operator of a vehicle following a motor vehicle accident. Following an investigation, the RTA determined the customer's records had only been used to effect legitimate licensing transactions. There was evidence that NSW Police and ICAC staff had accessed the customer's records. Their access to the records was also justified. It was eventually confirmed the information the customer had been concerned about had been obtained from the NSW Police when the individual in question obtained a copy of the accident report. On 24 May 2004 the customer was advised of the RTA's determination. To date the customer has not lodged an appeal.

On 24 September 2003, a customer sought a review, believing that the RTA breached his privacy by issuing, to his former partner, a registration renewal notice carrying his new address. It was determined the registry services officer involved had complied with RTA policy and procedures when the transaction took place and the officer had not engaged in improper conduct. On 24 December 2003 the customer was advised of the RTA determination. On 10 February 2004 the customer lodged an appeal, which is currently before the NSW Administrative Appeals Tribunal.

On 24 October 2003, a customer sought a review, believing that the RTA breached his privacy by making his vehicle registration details available to his work mates. The RTA determined the only use of the customer's records had been to effect RTA transactions. On 17 November 2003 the customer was advised of the circumstances and the RTA determination. To date the customer has not lodged an appeal.

On 29 November 2003, a customer alleged the RTA breached his privacy by incorrectly changing his records with a change of address that should have been placed on another customer's records. Although it was determined the RTA had breached Information Protection Principle 11 and Section 18 of the Act, it was deemed the registry services officer involved had made an error and had not engaged in improper conduct. The RTA apologised to the customer and pledged that it would make every endeavour to ensure there would be no recurrence of the error. On 27 January 2004 the customer was advised of the RTA determination. To date the customer has not lodged an appeal.

On 7 January 2004, a customer sought a review, believing that the RTA breached her privacy when a Registry Services Officer, at a particular motor registry, had released her personal details to an unknown person who then harassed her. It was determined that the customer's RTA records had not been accessed by any RTA staff. The only accesses had been by the Infringement Processing Bureau (IPB) and other organisations. On 10 February 2004 the customer was advised of the RTA's determination. The customer originally stated that she did not want the non-RTA accesses investigated. However, on 11 March 2004 the customer again approached the RTA and asked to have the accesses investigated. As the IPB had been transferred to the State Debt Recovery Office (SDRO) from the NSW Police Force, this organisation was contacted to confirm the reasons for access. In the meantime, the Acting Privacy Commissioner intervened and recommended that all staff at the nominated motor registry be questioned. However, as of 30 June 2004, the matter had not been finalised.

On 20 January 2004, a customer sought a review, believing that the RTA breached his privacy when his former partner, a Registry Services Officer at a particular motor registry, had accessed his traffic offences record and released the information to her solicitor. It was determined that the customer's RTA records had not been accessed by his former partner: they had only been accessed to effect legitimate RTA transactions. On 6 February 2004 the customer was advised of the RTA determination. To date the customer has not lodged an appeal. However, the Acting Privacy Commissioner intervened and recommended that all staff at the nominated motor registry be questioned. These enquiries had not been finalised by 30 June 2004.

On 30 January 2004, two customers (husband and wife) sought a review, believing that the RTA breached their privacy when a RTA contracted employee used their personal information under improper circumstances. Because of the need to make enquiries with several NSW agencies, the matter had not been finalised by the 30 June 2004.

On 10 February 2004, a customer sought a review, believing that the RTA breached his privacy by releasing his name and address, under improper circumstances, to the registered operator of a vehicle with which his vehicle had collided. Due to the need to make enquiries with a NSW agency, the matter had not been finalised by the 30 June 2004.

On 24 February 2004, a customer sought a review, believing that the RTA breached her privacy by advising her parents that she is eligible to claim a pensioner concession on her registration. It was determined the RTA had breached Information Protection Principle 11 and Section 18 of the Act. However, it was deemed the registry services officer involved had made an error in judgement and had not intentionally engaged in improper conduct. On 28 June 2004 the customer was advised of the RTA determination. The RTA apologised to the customer, and pledged that it would make every endeavour to ensure there would be no recurrence of the error. To date the customer has not lodged an appeal.

On 21 April 2004, a customer sought a review, believing that the RTA breached her privacy when it allowed an unknown person to identify her as the registered operator of a motor vehicle. The customer believed the alleged breach led to her being harassed. It was determined that RTA staff had only accessed her personal information to conduct RTA business. On 23 June 2004 the customer was advised of the RTA determination. To date the customer has not lodged an appeal.

Appendix 27 (continued)

On 13 May 2004, a customer sought a review, believing that the RTA breached his privacy by releasing his name and address, as the registered operator of a vehicle, to the company authorised to issue infringement notices on behalf of the Sydney Airports Corporation. It was determined that the RTA had not disclosed the information to the company named by the customer. The information had been accessed by Sydney Airports Corporation in accordance with the requirements of the *Airports (Control of On-Airport Activities) Regulations 1997*, for the recovery of fines associated with parking infringements at Sydney Airport. On 21 June 2004 the customer was advised of the RTA determination. To date the customer has not lodged an appeal.

On 27 May 2004, a customer sought a review, believing that the RTA breached his privacy when it allowed another agency to access personal information about him without legitimate reason. Because of enquiries with a NSW agency, the matter had not been finalised by the 30 June 2004.

On 5 May 2004, the Acting NSW Privacy Commissioner sought a review on behalf of a person who had complained to Privacy NSW that incorrect advice given to her by a Registry Services Officer would have caused her to wrongly display her Mobility Parking Scheme parking authority in a way that would allow the public to learn her identity as the registered operator of her vehicle. The matter had not been finalised as of 30 June 2004.

Privacy NSW has been notified of the receipt of the matters received directly from customers. Five of the 13 matters were responded to within the statutory timeframe of 60 days. The system is being reviewed to reduce the response times and, in addition, representations are being made to those agencies that did not promptly respond to RTA requests for information regarding accesses to personal information held by the RTA.

APPENDIX 28 // RESEARCH AND DEVELOPMENT

The RTA encourages research and development activities to create innovative solutions to issues related to road construction and maintenance, traffic, road safety, environment impacts and to provide high quality service for its customers. In many projects, the RTA works with other research agencies that undertake related fields of research, such as the CSIRO.

In 2003-04, \$2.4m was invested in more than 25 strategic research projects. Examples of research and development projects carried out in 2003-04 include:

- Improving the long-term performance of asphalt in pavements.
- Multi-post breakaway (road) sign structure.
- The impact of bridges on estuarine environments.
- The development of collapsible sign structures to minimise casualties from vehicle impacts.

APPENDIX 29 // DRIVER AND VEHICLE STATISTICS**NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2004
BY YEAR OF MANUFACTURE**

Year of manufacture	No of vehicles
Pre-1960	8,610
1960 to 1964	9,787
1965 to 1969	20,705
1970 to 1974	71,734
1975 to 1979	151,611
1980 to 1984	303,824
1985 to 1989	605,128
1990 to 1994	875,754
1995 to 1999	1,271,829
2000	303,296
2001	293,437
2002	317,435
2003	339,574
2004	133,213
Unknown	66,745
Total	4,772,682

**NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2004
BY VEHICLE TYPE**

Vehicle type	No of vehicles
Off road passenger vehicles	359,381
Passenger vehicles	2,822,435
Small buses	32,851
Buses	11,741
Mobile homes	8,184
Motorcycles	105,289
Light trucks	621,581
Heavy trucks	77,354
Prime movers	15,176
Light plant	6,756
Heavy plant	10,715
Small trailers	483,764
Trailers	216,902
Other vehicles	553
Total	4,772,682

**NUMBER OF VEHICLES REGISTERED IN NSW AS AT 30 JUNE 2004
BY VEHICLE USAGE**

Vehicle usage	No of vehicles
Private	3,202,635
Pensioner Concession	601,206
Primary Producer Concession	97,621
Business General	716,641
Taxi	5,924
Public Bus and Coach	9,168
FIRS	2,658
Other Vehicle Usages	136,829
Total	4,772,682

HEAVY VEHICLE OFFENCE TOTALS BY REGION 2003-04

ITEM	Central West	North	South	Total
Defect Notices (Including HVIS activities)	20,977	12,967	19,115	53,059
Traffic Infringement Notices	3,026	4,989	10,267	18,282
Breaches (Weight and Longhand)	1,014	3,428	4,098	8,540

NSW LICENSED DRIVERS AND RIDERS AS AT END JUNE 2004

By sex	Number of licence holders	% of total
Female	2,070,759	47.7
Male	2,270,749	52.3
Total *	4,345,070	100.0

* Including 0.08% cases where licence holders' sex was not recorded.

By age group	Number of licence holders	% of total
16	41,800	1.0
17	61,945	1.4
18-25	565,708	13.0
26-29	312,238	7.2
30-39	896,665	20.6
40-49	906,279	20.9
50-59	741,513	17.1
60-69	457,459	10.5
70-79	286,308	6.6
80 & over	75,155	1.7
Total	4,345,070	100.0

**NSW DRIVERS' AND RIDERS' LICENCES ON ISSUE
AS AT END JUNE 2004**

By licence class	Number of licence holders	% of total
C	3,790,084	79.8
LR	73,771	1.6
MR	108,541	2.3
HR	227,258	4.8
HC	128,551	2.7
MC	13,957	0.3
R	405,661	8.5
Total	4,747,823	100.0

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Customer Service/Motor Registries

For information on vehicle registrations, drivers' licences, motor registry locations and opening hours call 13 22 13 from anywhere in NSW.

Monday-Friday 8.30am-5pm

Saturday 8.30am-12pm

For corporate and regional offices call 131 782 from anywhere in NSW.

Monday-Friday 8am-5.30pm

Transport Management Centre

25 Garden St

Eveleigh 1430

PO Box 1625

Strawberry Hills 2012

Telephone 02 8396 1400

Fax 02 8396 1425

Monday-Friday 8am-5pm

To report traffic incidents

131700 (24 hours)

Traffic inquiries 132 701 (24 hours)

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260 Elizabeth St

Surry Hills 2010

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DX 13 Sydney

Telephone 131 782

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81-85 Flushcombe Rd

Blacktown 2148

PO Box 558

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DX 8120 Blacktown

Telephone 131 782

Fax 02 8814 2593

Monday-Friday 8.30am-5pm

Hunter region

59 Darby St

Newcastle 2300

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DX 7813 Newcastle

Telephone 131 782

Fax 02 4924 0344

Monday-Friday 8.30am-5pm

Northern region

31 Victoria St

Grafton 2460

PO Box 576

DX 7610 Grafton

Telephone 131 782

Fax 02 6640 1301

Monday-Friday 8.30am-5pm

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71-77 Kembla St

Wollongong 2500

PO Box 477

Wollongong East 2520

DX 5178 Wollongong

Telephone 131 782

Fax 02 4227 3705

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Wagga Wagga 2650

PO Box 484

DX 5407 Wagga Wagga

Telephone 131 782

Fax 02 6938 1183

Monday-Friday 8.30am-5pm

Western region

51-55 Currajong St

Parkes 2870

PO Box 334

DX 520256 Parkes

Telephone 131 782

Fax 02 6861 1414

Monday-Friday 8.30am-5pm

Pacific Highway Office

21 Prince St

Grafton 2460

PO Box 546

DX 7610 Grafton

Telephone 1800 653 092

Fax 02 6640 1001

Monday-Friday 8.30am-5pm

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