

Appendices



A note about accessibility

Screen readers are unable to decipher information in the Appendices section. Please contact RMS' General Manager of Communication and Community Engagement on 132 213 for further information.

Contents

Appendix 1	Major works	159	Appendix 13	Land disposal	197
Appendix 2	Threatened Species Recovery Plans	166	Appendix 14	Payments to consultants	197
Appendix 3	Senior Executive Service performance statements	170	Appendix 15	Reporting of RMS contracts with private sector entities	198
Appendix 4	Industrial relations and policy	178	Appendix 16	Accounts payment performance 2012	198
Appendix 5	Equal Employment Opportunity	179	Appendix 17	Funds granted to non-government community organisations	199
Appendix 6	Multicultural Policies and Services Plan	182	Appendix 18	Privacy Management Plan	199
Appendix 7	Disability Action Plan	183	Appendix 19	Research and development	200
Appendix 8	Overseas travel by RMS officers	184	Appendix 20	Driver, vehicle and maritime statistics	202
Appendix 9	Access to government information	186	Appendix 21	Insurance	205
Appendix 10	Ombudsman complaints	190	Appendix 22	Public interest disclosures report to Minister	206
Appendix 11	Consumer response	191			
Appendix 12	Legal change	192			

Appendix 1: Major works

Table A1.1. Major works – roads

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
SYDNEY						
Alfords Point Bridge Northern Approach, widen to 4 lanes	Padstow Heights	Completed	2011	42,000	8,396	30,897
Alfords Point Road, Brushwood Drive to Georges River (planning)	Alfords Point	Planning	N/A	N/A	789	250
Anzac Bridge structural upgrades	Pyrmont	Construction	2015	60,000	23,186	8,025
Bringelly Road, Camden Valley Way to The Northern Road (planning)	Bringelly	Planning	N/A	N/A	1,890	3271
Camden Valley Way, Bernera Road to Cowpasture Road, widen to 4 lanes	Edmondson park	Completed	2011	48,000	2,468	42,881
Camden Valley Way, Cowpasture Road to Cobbitty Road, widen to 4 lanes (planning and construction)	Leppington - Harrington Park	Planning	2015	N/A	16,860	22,561
Camden Valley Way, Cobbitty Road to Narellan Road, widen to 4 lanes	Harrington Park	Completed	2012	33,000	18,850	13,432
Campbelltown Road, Camden Valley Way to Zouch Road (planning)	Ingleburn	Planning	N/A	N/A	851	806
Erskine Park Link Road, Old Wallgrove Road to Lenore Lane	Eastern Creek	Construction	2013	48,000	6,582	6,892
F5 widening, Brooks Road to Narellan Road (State and Federal funded)	Ingleburn/ Campbelltown	Completed	2011	116,000	24,759	85,825
General Holmes Drive, remove rail level crossing (planning, Federal funded)	Mascot	Planning	N/A	N/A	312	1,925
Heathcote Road, Deadmans Creek Bridge Upgrade	Sandy Point	Planning	N/A	N/A	649	14
Hoxton Park Road, Banks Road to Cowpasture Road, widen to 4 lanes	Hoxton Park	Completed	2011	62,000	6,789	54,248

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
M2 enhancements, Windsor Road to Lane Cove Road (State and private sector funded)**	Baulkham Hills - Macquarie Park	Construction	2013	550,000	3,759	12,277
M5 widening, King Georges Road to Camden Valley Way (planning and preconstruction, State and private sector funded)**	Beverly Hills - Prestons	Contracted	2014	400,000	966	19,693
Mona Vale Road, McCarrs Creek Road to Powder Works Road (planning)	Ingleside	Planning	N/A	N/A	724	836
Narellan Road, Camden Valley Way to F5 Freeway (planning)	Narellan - Campbelltown	Planning	N/A	N/A	435	470
Old Wallgrove Road, M7 to Erskine Park Link Road (planning)	Eastern Creek	Planning	N/A	N/A	1,064	664
Richmond Road, Bells Creek to Grange Avenue (planning)	Marsden Park	Planning	N/A	N/A	3083	730
Richmond Bridge congestion study (planning, Federal funded)	Richmond	Planning	N/A	N/A	1,065	81
Schofields Road, Windsor Road to Tallawong Road, widen to 4 lanes (planning and preconstruction)	Rouse Hill	Planning	2014	65,000	4,476	9,050
Schofields Road, Tallawong Road to Richmond Road (planning)	Schofields	Planning	N/A	N/A	4,981	2,848
Schofields Road, New Rail Bridge for future Westerly extension of Schofield Road	Schofields	Completed	2011	13,000	10,316	2,169
Showground Road, Old Northern Road to Carrington Road (planning)	Castle Hill	Planning	N/A	N/A	420	909
The Northern Road, Camden Valley Way to Bringelly Road (planning)	Oran Park	Planning	N/A	N/A	5,074	2,298
Werrington Arterial Stage 1, M4 Motorway to Great Western Highway (planning, State and Federal funded)	Claremont Meadows	Planning	N/A	N/A	437	54
Windsor Bridge over Hawkesbury River replacement	Windsor	Planning	N/A	N/A	3,023	1,859

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
Pinch Point Program	Sydney	Completed	2012	100,000	32,400	70,300
Strategic Bus Corridor Program	Sydney	Completed	2012	295,000	35,400	263,900
Spit Military Road improvement package	Sydney	Construction	2012	45,000	2,300	12,300
M4 Motorway realignment	Sydney	Completed	2012	6000	7,300	-
Galston Gorge vehicle restrictions	Galston	Completed	2012	4600	2,700	2,200
GREAT WESTERN HIGHWAY						
Woodford to Hazelbrook, Station Street to Ferguson Avenue, widen to 4 lanes (State and Federal funded)	Woodford, Hazelbrook	Construction	2014	175,000	25,271	92,745
Lawson, Ferguson Avenue to Ridge Street, widen to 4 lanes	Lawson	Construction	2012	220,000	40,701	163,232
Bullaburra, Ridge Street to Genevieve Road, widen to 4 lanes	Bullaburra	Planning	2015	N/A	2,112	9,285
Bullaburra to Wentworth Falls, Genevieve Road to Tableland Road, widen to 4 lanes	Bullaburra, Wentworth Falls	Construction	2014	85,000	12,458	14,035
Wentworth Falls East, Tableland Road to Station Street, widen to 4 lanes (State and Federal funded)	Wentworth Falls	Construction	2012	115,000	23,644	85,543
Mount Victoria to Lithgow (State and Federal funded)	Mount Victoria, Hartley	Planning/ construction	N/A	N/A	17,784 (multiple projects)	18,748
Kelso, Ashworth Drive to Stockland Drive, widen to 4 lanes (planning)	Kelso	Planning	N/A	N/A	2,687	1,907
HUME HIGHWAY						
Tarcutta Bypass dual carriageways (Federal funded)	Tarcutta	Completed	2011	290,000	58,314	204,969
Holbrook Bypass dual carriageways (State and Federal funded)	Holbrook	Construction	2013	247,000	79,065	28,027
Woomargama Bypass dual carriageways (Federal funded)	Woomargama	Completed	2011	265,000	53,156	179,844

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
PACIFIC HIGHWAY						
Bulahdelah Upgrade, dual carriageways (State and Federal funded)	Bulahdelah	Construction	2013	315,000	62,579	143,565
Failford Road to Tritton Road (planning)	Failford	Planning	N/A	N/A	857	4,396
Hérons Creek to Stills Road (State and Federal funded)	Hérons Creek	Construction	2013	60,000	12,387	12,404
Oxley Highway to Kempsey (planning and preconstruction, State and Federal funded)	Port Macquarie - Kempsey	Planning	N/A	N/A	23,611	19,528
Kempsey Bypass, dual carriageways (Federal funded)	Kempsey	Construction	2013	618,000	303,958	176,461
Frederickton to Eungai (planning and preconstruction, State and Federal funded)	Clybucca	Planning	2016	N/A	14,759	2,196
Warrell Creek to Urunga (planning and preconstruction, State and Federal funded)	Nambucca Heads	Planning	2016	N/A	18,672	42,943
Coffs Harbour Bypass (planning, State and Federal funded)	Coffs Harbour	Planning	N/A	N/A	3,807	40,132
Coffs Harbour (Sapphire) to Woolgoolga dual carriageways (State and Federal funded)	Woolgoolga	Construction	2014	705,000	147,785	259,861
Woolgoolga to Ballina (planning and preconstruction, State and Federal funded)	Grafton, Maclean	Planning	N/A	N/A	57,862 (multiple projects)	72,719
Glenugie Upgrade, dual carriageways (State and Federal funded)	Glenugie	Completed	2011	60,000	15,753	46,807
Devils Pulpit Upgrade, dual carriageways (State and Federal funded)	Tabbimoble	Construction	2013	77,000	12,042	10,288
Ballina Bypass dual carriageways (State and Federal funded)	Ballina	Completed	2012	640,000	39,894	592,472
Tintenbar to Ewingsdale dual carriageways (State and Federal funded)	Bangalow	Contracted	2014	862,000	54,738	115,880

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
Banora Point Upgrade, including Sexton Hill (State and Federal funded)	Banora Point	Completed	2012	359,000	124,031	195,784
PRINCES HIGHWAY						
Gerringong Upgrade, Mount Pleasant to Toolijooa Road	Gerringong	Contracted	2015	310,000	31,267	11,776
Foxground and Berry bypasses (planning and preconstruction)	Berry	Planning	N/A	N/A	17,821	27,276
Berry to Bomaderry Upgrade (planning)	Berry, Bomaderry	Planning	N/A	N/A	493	1,098
South Nowra duplication, Kingham Street to Forest Road	Nowra	Construction	2014	62,000	9,403	6,758
Victoria Creek realignment	Central Tilba	Construction	2013	40,000	13,738	4,437
Dignams Creek realignment (planning)	Dignams Creek	Planning	N/A	N/A	769	3,156
Bega Bypass (State and Federal funded)	Bega	Construction	2014	60,000	4,157	5,364
CENTRAL COAST						
Central Coast Highway, Brisbane Water Drive, Manns Road Intersection Upgrade (planning and preconstruction)	West Gosford	Planning	N/A	N/A	18,473	43,196
Central Coast Highway, Carlton Road to Matcham Road, widen to 4 lanes	Erina Heights	Construction	2012	75,000	14,693	55,018
Central Coast Highway, Matcham Road to Ocean View Drive, widen to 4 lanes	Wamberal	Construction	2013	80,000	22,875	29,641
Central Coast Highway, Wisemans Ferry Road Intersection Upgrade (planning and preconstruction)	Kariong	Construction	2013	13,000	2,970	614
F3 Freeway, Wyong Road Interchange Upgrade	Tuggerah	Construction	2013	18,000	1,575	1,292
Pacific Highway, Wyong Town Centre Upgrade (planning)	Wyong	Planning	N/A	N/A	668	2,139
Pacific Highway, Wyong Road Intersection Upgrade (planning)	Tuggerah	Planning	N/A	N/A	1,195	357
Pacific Highway, Lisarow to Ourimbah, Railway Crescent to Glen Road, widen to 4 lanes (planning)	Lisarow	Planning	N/A	N/A	3,268	7,924

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
Pacific Highway, Narara to Lisarow Upgrade, Manns Road to Railway Crescent (planning)	Narara - Lisarow	Planning	N/A	N/A	2,049	6,504
Terrigal Drive improvements	Erina - Terrigal	Planning	N/A	N/A	1,971	5,720
HUNTER						
Hunter Expressway, F3 to Branxton (State and Federal funded)	Seahampton - Branxton	Construction	2013	1,700,000	509,514	388,106
Hunter Expressway ancillary works, F3 to Broadmeadow (planning and preconstruction)	Wallsend - Broadmeadow	Construction	2013	61,000	12,696 (2 projects)	2,632
Limeburners Creek Road, upgrade of Williams River Bridge	Clarence Town	Planning	2014	N/A	646	2,138
Newcastle Inner Bypass, Shortland to Sandgate	Sandgate	Construction	2013	133,000	22,993	36,936
New England Highway, Scone level crossing study (planning, Federal funded)	Scone	Planning	N/A	N/A	731	65
Patterson Road, upgrade of Dunmore Bridge	Woodville	Construction	2013	14,500	4,358	3,634
NORTH COAST						
Oxley Highway, upgrade from Wrights Road to the Pacific Highway	Port Macquarie	Completed	2011	115,000	30,999	76,969
Summerland Way, additional crossing of the Clarence River at Grafton (planning)	Grafton	Planning	N/A	N/A	4,921	5,834
SOUTH WESTERN NSW						
Barton Highway safety improvements, Gounyan Curves realignment (Federal funded)	Murrumbateman	Completed	2011	22,000	7,909	12,669
Olympic Highway, Kapooka Bridge and approaches (planning)	Kapooka	Planning	N/A	N/A	1,804	471
Newell Highway safety works	Newell Highway	Completed	2012	20,000	7,100	8,900
WESTERN NSW						
Newell Highway safety works	Newell Highway	Completed	2012	10,000	3,600	6,400

Project description	Location	Status* (as at 30 June 2012)	Announced completion date	Announced estimated total cost (\$'000)	2011-12 exp (\$'000)	Expenditure in previous years (\$'000)
STATEWIDE						
NSW Federal Black Spot Program	NSW	Ongoing	Indefinite	19,200 per annum	19,800	-
Road Toll Response Package	NSW	Ongoing	2015	170,000	35,900	36,400
Real Time Travel Information	NSW	Ongoing	Not announced	Not announced	5,700	2,900
Heavy Vehicle Rest Area Program	NSW regional	Ongoing	2012	41,200	13,500	17,700
Wayfinding Program	NSW	Ongoing	-	-	17,200	23,300

* Status - Completed means 'open for use', some finalisation activities may be ongoing.

** Does not include private sector expenditure.

Maritime

Capital works expenditure, funded through the Waterways Fund, totalled \$13.92 million for the year, compared to a budget of \$17.1 million. The budgeted expenditure was underspent due to:

- A delay in the awarding of a contract for the Rozelle Fire Main Replacement.
- A delay in construction of the Rozelle Bay Western Access Road.
- The receipt of additional funding of \$2 million for the Sydney Harbour Commuter Wharf Upgrade Program which will be allocated to wharf upgrade works once Transport for NSW's Ferry Network Review is completed.

Upgrade works on Rose Bay and Neutral Bay Ferry Wharves are due to be completed in September 2012. Work was completed on Circular Quay Wharf No.1 and southern promenade (\$1.781 million), as well as Blackwattle Bay Foreshore Link (\$0.102 million).

Table A1.2. Major works - maritime

Project description		Allocation 2011-12 (\$M)	Estimated total cost (\$M)	Actuals 2011-12 (\$M)	Completion date
Commuter Wharf Upgrade Program	Upgrade of Sydney Harbour commuter wharves	11.410	89.500	11.868	2014
Charter Vessel Wharves Upgrade Program	Upgrade of Sydney Harbour charter vessel wharves	1.850	11.255	1.781	2015
Circular Quay Southern Promenade	Circular Quay Southern Promenade works	0.065	0.086	0.086	2012
Rozelle Bay precinct works Western Access Road		0.680	0.680	0.000	2013
Rozelle Bay precinct works fire main replacement		1.010	1.010	0.089	2013
Blackwattle Bay foreshore link	Blackwattle Bay foreshore link and pontoon	0.090	0.102	0.102	2012
Total		17.103	95.056	13.928	

Appendix 2: Threatened Species Recovery Plans

RMS is required by legislation to report on the cost and progress of Threatened Species Recovery Plans.

Table A2.1. Threatened Species Recovery Plans

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Acacia pubescens</i> (Downy Wattle) Recovery Plan			
Identify existing and potential threats to the <i>Acacia pubescens</i> population at Beverly Hills/ Narwee on the M5 (north of Windarra Street).	RMS staff to visit site and identify existing and potential threats to the population.	N/A	Site visited and extent of population mapped in 2000. Sites have been included on the roadside corridor management plans.
Develop and implement a threat and habitat management program for the <i>Acacia pubescens</i> population.	RMS to develop a threat and habitat management program to be incorporated into the maintenance plan for the M5.	N/A	Interlink Roads incorporated species threat and habitat management in landscaping management plans for the M5 Motorway.
Regularly monitor the <i>Acacia pubescens</i> population, assess the effectiveness of threat and habitat management programs.	RMS to conduct at least an annual inspection of the population, compare inspection records and initiate corrective action if required.	\$620	RMS inspected site September 2010. No corrective action required.
Assess development activities with reference to the recovery plan, the Environmental Impact Assessment (EIA) guidelines for <i>Acacia pubescens</i> and future advice from the National Parks and Wildlife Service (NPWS).	RMS staff to advise project manager of this requirement if aware of the proposed activity before the EIA process. Project manager to advise EIA consultant of this requirement. Environmental assessor to ensure that the recovery plan, EIA guidelines and NPWS advice have been considered in all relevant EIAs. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	<i>Acacia pubescens</i> populations and recovery plan considered in the Environmental Assessment (EA) for M5 West widening project. Office of Environment and Heritage (OEH) consulted about removing <i>Acacia pubescens</i> as part of the proposal. This also considered in the EA.
Prepare or review any relevant environmental policies or management plans with reference to the recovery plans and future advice from NPWS.	References to the <i>Acacia pubescens</i> recovery plan to be included in the Maintenance Environmental Management Plan for the M5.	N/A	Management plans implemented.
Forward to NPWS information on all planning decisions affecting populations of <i>Acacia pubescens</i> , including decisions that protect habitat and those leading to reduction of habitat/individuals.	RMS to forward the information to NPWS as required.	N/A	Project approval for M5 West widening project includes a requirement to offset the impact on planted <i>Acacia pubescens</i> within the motorway corridor. These were planted during the original motorway construction. Offset and translocation measures have been agreed with OEH.

Measures	Action taken to implement measures	Estimated annual cost	Status
<i>Grevillea caleyi</i> (Caley's Grevillea) Threatened Species Recovery Plan			
Control of drainage runoff from Ryland Track in Ku-ring-gai Chase National Park.	Investigations to determine controls of runoff from other side of road.	N/A	Site meeting with NPWS in Nov 2001. No further action required at this stage.
Sympathetic management of plants on roadways.	Inform maintenance contractor of appropriate maintenance techniques for minimising damage to <i>Grevillea caleyi</i> .	N/A	Known locations of <i>Grevillea caleyi</i> included on roadside corridor management plans.
<i>Microtis angusii</i> (Angus Onion Orchid) National Recovery Plan			
Consider impact of activities carried out in areas controlled by RMS that are known to contain <i>Microtis angusii</i> or are potential habitat.	RMS to advise project manager of this requirement during the development of projects if aware of the proposed activity prior to EIA process. Environmental assessor to take this requirement into account when preparing decision reports.	N/A	Ongoing.
Liaise with OEH, Warringah, Pittwater and Ku-ring-gai councils to achieve and maintain a permanent record of the location of <i>Microtis angusii</i> populations and potential habitats.	RMS to share information with other recovery team members and update records accordingly.	In-kind support.	Ongoing RMS involvement in recovery team.
Ensure roadworks and road maintenance at the known location at Ingleside will not cause destruction or degradation of any part of a <i>Microtis angusii</i> population, its habitat or potential habitat.	RMS to advise relevant project manager of this requirement prior to activity that may impact on this species. Environmental assessor to take this requirement into account when preparing decision reports for projects that may have an impact on this species.	N/A	Ongoing.
Ensure all environmental personnel are familiar with the location of <i>Microtis angusii</i> .	RMS to establish a central database for sensitive sites, including known and potential locations of <i>Microtis angusii</i> . RMS to brief Environmental Services Branch on location of populations and potential habitat.	N/A	Locations of sensitive sites to be included in the roadside corridor management plans. Relevant RMS staff briefed on the location of the <i>Microtis angusii</i> population.
Ensure all site personnel are familiar with the location of <i>Microtis angusii</i> populations and potential habitat.	RMS to provide information to maintenance contractors regarding identification of <i>Microtis angusii</i> , its known and potential locations and preferred weed control methods.	N/A	Maintenance contractors advised of location, potential habitat and preferred weed control in population locations.

Measures	Action taken to implement measures	Estimated annual cost	Status
Warringah Council in consultation with RMS and experts will prepare a site management strategy for the Ingleside population.	Warringah Council has engaged a specialist to develop a management strategy. RMS recovery team member to provide management strategy to maintenance contractors.	One-off cost of \$2500.	Ongoing.
Notify NPWS of any new <i>Microtis angusii</i> populations discovered.	RMS recovery team member to notify NPWS when new populations of this species discovered.	N/A	No new populations identified by RMS.
Warringah Council and RMS will monitor the population of <i>Microtis angusii</i> at Ingleside.	Warringah Council developing a monitoring procedure and management actions.		Warringah Council carrying out the monitoring program as to guide management of the sites. The population count indicates numbers are increasing.
<i>Isoodon obesulus</i> (Southern Brown Bandicoot) Recovery Plan			
Endorsement of the <i>Isoodon obesulus</i> Threatened Species Recovery Plan.	Formal notification to NPWS.	N/A	RMS has endorsed plan.
Liaise with NPWS, Hornsby, Warringah, Pittwater and Ku-ring-gai councils to manage areas with known <i>Isoodon obesulus</i> populations.	RMS to share information with other recovery team members to develop action plans.	In-kind support.	Ongoing RMS involvement in recovery team.
Ensure EIA surveys are conducted between May and October.	RMS to advise relevant project manager of this requirement prior to activity that may impact on this species. Project manager to advise EIA consultant of this requirement.	N/A	Ongoing.
<i>Phascolarctos cinereus</i> (Koala) Recovery Plan			
OEH will approach RMS to align its policy and practice with the NSW Koala Recovery Plan; exchange information and work on producing plans, given that koalas move across roads/highways; and ensure RMS has an active program of implementing engineering solutions and other public measures to reduce the adverse impacts of vehicles on koalas.	RMS works closely with OEH to manage and research the impacts of roads on koalas. RMS implements mitigation measures to reduce adverse impacts on koalas.	N/A.	Ongoing exchange of information.

Measures	Action taken to implement measures	Estimated annual cost	Status
Cumberland Plain Threatened Species Recovery Plan			
<p>Where impacts on the threatened biodiversity listed in Table 1 are unavoidable, as part of any consent, approval or licence that is issued, ensure offset measures are carried out in the priority conservation lands where practicable. (Offsets for impacts in growth centres to be in accordance with the Growth Centres Biodiversity Certification Order.)</p>	<p>Project teams working on projects in areas containing Cumberland Plain Woodland advised of this measure.</p>	<p>No additional cost.</p>	<p>No offsets required in 2011-12. RMS has identified a number of projects in or adjacent to the growth centres that will require offsetting in accordance with the Growth Centres Biodiversity Certification Order. RMS will liaise with the Department of Planning and Infrastructure and OEH to ensure offsets are carried out in priority areas.</p>
<p>State and Australian government agencies will manage, to best practice standards, lands they own or for which they have care, control and management and:</p> <ul style="list-style-type: none"> • contain any of the threatened biodiversity listed in Table 1. • are located within priority conservation lands or, if outside, have conservation as a primary management objective. 	<p>RMS will identify relevant lands under its care and control and manage in accordance with best practice standards.</p>	<p>No additional costs identified.</p>	<p>RMS has identified relevant land. It will review management practices to meet best practice standards.</p>

Appendix 3: Senior Executive Service performance statements

Table A3.1. SES Number 2007-08 to 2011-12

SES level	2007-08	2008-09	2009-10	2010-11	2011-12
Chief Executive under S.11A*	1	1	1	1	1
Level 6	5	6	4	5	4
Level 5	2	2	4	3	2
Level 4	11	8	9	10	11
Level 3	24	20	19	18	17
Level 2	3	0	0	0	2
Level 1	0	0	0	0	0
Other	0	0	3+	0	0
Total	46	37	37	37	37

Note: The number of SES positions occupied by women in the current year was six. The number of SES positions occupied by women in the 2011-12 financial year was five. No additional positions were created as shadow positions and there were no unattached positions.

* Chief Executive position is listed under S.11A of the *Statutory and Other Officers Remuneration Act 1975*.

RMS was formed on 1 November 2011 and has been developed along a line-of-business model to support the service delivery focus of RMS, putting the customer at the centre of everything RMS does and driving efficient and effective outcomes. The individual statements below relate to the organisational structure as at the end of June 2012.

Individual statements

Name	Peter Duncan
Position	Chief Executive, Roads and Maritime Services
Level	8
Period	1 November 2011 - 30 June 2012
Total remuneration package	\$ 340,354

Significant achievements 1 November 2011 - 30 June 2012:

- Drove a strong change agenda to implement the shift to a service delivery and customer focused model.
- Focused the organisation on its vision of being a leader in the management and delivery of safe, efficient and high quality services and infrastructure to the community and businesses of NSW.
- Directed a range of significant infrastructure activities, operational policies and delivery strategies in support of the NSW Government and transport cluster priorities.
- Led significant changes and improvements to the efficiency and management of RMS' business.
- Led the strategic change agenda for RMS ensuring the integration of the former RTA and NSW Maritime, which was supported through the implementation of a new operating structure on 27 February 2012.
- Defined the future direction of RMS and communicated this through a clear vision, corporate strategy and delivery commitments for the short, medium and long-term.
- Made RMS' vision tangible for staff, customers and the community through the definition of three aspirations:
 - Customer focus.
 - Efficiency and effectiveness.
 - Impact and reputation.
- Supported staff in delivering the vision through adopting and communicating new agency values of Collaboration, Solutions, Integrity, Safety and Customer focus.

- Drove the creation of the RMS 2012-16 Corporate Strategy to define where RMS is heading over the next four years.
- Led the Executive team to a create clear, specific, measurable RMS 2012-13 Corporate Delivery Plan, containing specific commitment to the services and deliverables that will be in place by June 2013.
- Created the RMS Customer Charter using input from members of the community, staff and partners to develop promised commitments.
- Supported the development of a Statement of Intent with Transport for NSW (TfNSW) to commit to working together in an intelligent partnership. The Statement of Intent makes a clear commitment to the services and deliverables that will be in place and how they contribute to the results of the transport cluster.
- Partnered with TfNSW in defining and delivering the TfNSW Corporate and Shared Services Reform.
- Led the RMS delivery towards its goals and targets in NSW 2021, (the State Plan) and partnered with TfNSW and the NSW Government to draft NSW 2021 Regional Action Plans.
- Contributed to the implementation of integrated transport planning for NSW, including supporting the draft Long Term Transport Master Plan.
- Led the delivery of significant road network infrastructure, such as the opening of the Ballina Bypass and the Banora Point Upgrade on the Pacific Highway.
- Led significant progress of the Hunter Expressway, providing improved network performance and supporting the efficient movement of freight.
- Ensured the effective management and delivery of the \$1.295 billion RMS road maintenance program.
- Managed the completion of the five year Pinch Point Program to improve traffic efficiency.
- Led the Sydney Harbour Bridge resurfacing and ensured that the impact of the longest closures in the history of the bridge were minimised to the public.
- Led the management of the Maritime Wharf Upgrade Program, which includes Milsons Point, Neutral Bay and Rose Bay Wharves.
- Delivered significant pavement strengthening and resurfacing works, such as on the M4 Motorway between Kingswood Road and Russell Street.
- Managed RMS contribution and implementation of Service NSW (Whole of Government) approach.
- Chaired the Road Freight Advisory Council for the Minister for Roads and Ports.
- Championed the RMS contribution to the development of a National Heavy Vehicle Regulator and a National Maritime Safety Regulator.
- Ensured the appropriate allocation of RMS' resources and budget across programs to achieve transport results and deliver services for the community that meet government priorities.
- Developed a new approach for functional design of the organisation and worked with executive members and staff across the agency to design an organisational structure that would support this line of business model.
- Developed 17 'roadmaps' to drive savings and efficiencies targets, in partnership with the Fiscal and Effectiveness Office within the Department of Premier and Cabinet.
- Championed a targeted focus on Work Health and Safety (WHS) commitments and actions, including supporting staff to understand and act upon their obligations under the new WHS legislation, and establishing working groups for the agency's top risks.

Name	Peter Wells
Position	Director Customer and Compliance
Level	5
Period	1 November 2011 – 30 June 2012*
Total remuneration package	\$178,851

* Acted in the role from 1 November 2011 to 30 June 2012.

Significant achievements 1 November 2011 – 30 June 2012:

- Continued to provide leadership to the Customer and Compliance Division in support of the RMS vision and RMS' three aspirations: customer focus, efficiency and effectiveness, and impact and reputation.
- Maintained a strong performance delivery culture through reporting and tracking of key performance indicators.
- Represented RMS on a range of Executive committees.
- Represented RMS as a key member of the Service NSW (Whole of Government) Transformation Committee.
- Continued the management of the camera enforcement network and progressed the implementation of key camera systems including point-to-point speed and safety cameras.
- Progressed the trial of the 'P' Driver Program with the first NSW 'P' Driver Program session held in western Sydney in January 2012. The 'P' Driver Program aims to improve the behaviour of young drivers through an innovative behaviour-based education program in collaboration with the Australian, NSW and Victorian governments plus a number of private organisations.
- Implemented the Vehicle Safety Compliance Certification Scheme for modifying vehicles, replacing the former Engineering Certification Scheme.
- Achieved 93 per cent of customers rating the overall quality of service as 'good' or 'very good' in the annual customer satisfaction survey of motor registries.
- RMS investigators led a series of operations targeting the speed management practices of transport companies. These operations involved enforcement staff targeting heavy vehicle compliance at various RMS heavy vehicle inspection stations and through on-road inspection of vehicles.
- Brought about significant reforms for freight access including publication of the NSW road network Higher Mass Limit approved route maps. All transport operators can access the maps and check if the available routes meet their needs.
- Removed the requirement for drivers of heavy vehicles operating under Notice to carry a copy of a significant number of Notices in the truck cabin.
- Developed a heavy vehicle Speeding Compliance Leadership Forum with industry to address speeding enforcement and cultural change.
- Progressed work towards the implementation of the 'Fair go for safe drivers' incentive to reward safe drivers having a driving record free of an offence for the preceding five years by providing a 50 per cent discount on licence renewal.
- Continued the two stage operational pilot of Electronic Work Diaries in partnership with the NSW Government and National Transport Commission together with the road and police agencies of Queensland, Victoria, South Australia and Western Australia.
- Enrolled more than 164 individual high risk cranes in the Intelligent Access Program (IAP) taking the total to 442 by the end of June 2012.
- Continued to work with the National Heavy Vehicle Regulator (NHVR) co-ordinating work across RMS, and linking to TfNSW to progress the transition to a new regulatory environment for heavy vehicles.
- Upgraded Campbelltown, Grafton and Muswellbrook motor registries to provide better facilities for customers with improved public seating, newly designed transaction counters and merchandise display units.

Name	Mike Veysey
Position	Director Network Management
Level	6
Period	1 November 2011 – 30 June 2012
Total remuneration package	\$209,229

Significant achievements 1 November 2011 – 30 June 2012:

- Led the delivery of a program of works in alignment with the RMS vision and RMS' three aspirations: customer focus, efficiency and effectiveness, and impact and reputation.
 - Hume Highway, Woomargama Bypass – opened to traffic on 7 November 2011.
 - Alford's Point Bridge, Northern Approach – opened to traffic on 14 November 2011.
 - Hume Highway, Tarcutta Bypass – opened to traffic on 15 November 2011.
 - Pacific Highway, Ballina Bypass opened on 29 November 2011.
 - Strategic Asset Management Plan (SAMP) was developed and submitted to TfNSW for the 2012-13 Asset Management process.
 - Sydney Harbour Bridge resurfacing completed. Over two weekends in January 2012, the Sydney Harbour Bridge was closed to general traffic to carry out resurfacing and the application of a waterproofing membrane. These closures were the longest closures in the history of the bridge. The project was completed on time and within budget.
 - Pacific Highway, Devils Pulpit Upgrade – started construction 13 December 2011.
 - Barton Highway Safety Improvement, Gounyan Curves realignment – opened to traffic 25 January 2012.
- Great Western Highway: Bullaburra to Wentworth Falls, Genevieve Road to Tableland Road – started construction 15 December 2011.
 - Construction completed on the M4 Cycleway project.
 - Live travel time information was launched on the M4 Motorway on 28 December 2011.
 - Next roll out of the school zone flashing lights began on 5 March 2012.
 - Pay by Phone Parking System legislation began March 2012.
 - Bus Priority project at the intersection of Bridge Street and King Georges Road, Hurstville was opened.
- The following projects began in May 2012:
 - Construction of Bega Bypass.
 - HW10 Pacific Highway – \$1 million curve improvements at City Road.
 - HW9 New England Highway – \$1.5 million reconstruction for 1 km section at Parkville.
 - HW9 New England Highway – \$800,000 reconstruction for 800 m section of Liverpool Range.
- The first of three overtaking lanes on the Newell Highway between Narrabri and Moree was completed in May 2012 (part of \$10 million election commitment).
- Launched the Restricted Access Vehicle Map Service on 5 June 2012 and implemented fortnightly update schedule.
- Delivered the \$1.295 billion 2011-12 Maintenance Program.
- Spit Bridge Upgrade delivered.
- M4 Motorway pavement strengthening and resurfacing between Kingswood Road and Russell Street completed.
- Completion of the five year Pinch Point Program as identified in the Urban Transport Statement. The program delivered 124 projects: 57 infrastructure projects, installation of 11 VMS and 56 CCTV cameras across Sydney for a cost of \$101 million.
- Completion of the seven year Strategic Bus Corridor Program. The program delivered 151 projects across Sydney for a cost of \$222 million. The program has increased the length of bus lanes throughout Sydney to 157 km.
- The Wallsend to Glendale cycleway was officially opened. This is a 3 km off road cycleway on a disused tramway corridor in western Newcastle.
- The Newell Highway Safety Review: \$30 million, three year program of safety works. Approximately 1060 km length of the highway has been completed.
- The Inner West Busway project opened to traffic on schedule in early 2011.

Name	Geoff Fogarty
Position	Director Infrastructure Development
Level	6
Period	1 November 2011 – 30 June 2012
Total remuneration package	\$203,320

Significant achievements 1 November 2011 – 30 June 2012:

- Program of works of \$2.2 billion (for 2011–12) delivered to plan in alignment with the RMS vision and RMS' three aspirations: customer focus, efficiency and effectiveness, and impact and reputation.
- Management of network infrastructure development works with delivery of several key projects and milestones, including:
 - Pacific Highway Upgrade Program:
 - Devils Pulpit – construction began in November 2011.
 - Bulahdelah Upgrade – traffic switch for contra flow on northbound opposite the golf course achieved in March 2012 and Myall River Bridges opened to construction traffic in June 2012.
 - Kempsey Bypass – flood mitigation house raising and flood mounds completed in March 2012, Crescent Head Road overbridge opened 8 February 2012 and Frederickton deviation opened to traffic in June 2012.
 - Frederickton to Eungai – tenders invited in March 2012.
 - Banora Point Upgrade – southbound traffic switched through Sexton Hill cut onto viaduct in April 2012 and northbound traffic switched through Sextons Hill cut and onto viaduct in May 2012.
 - Ballina Bypass – final stage opened to traffic in May 2012.
 - Safety and Minor Works Strategy – Swan Creek village access improvements opened to traffic in May 2012.
 - Glenugie Upgrade – final stage opened to traffic in February 2012.
 - Tintenbar to Ewingsdale – progressed detailed design and pre-commitment approvals.
 - M5 West widening – contract between RMS and Interlink Roads to widen the motorway from two to three lanes between King Georges Road and Camden Valley Way executed in June 2012.
 - M2 Upgrade – excavation of eastbound M2 tunnel completed. New Windsor Road west facing ramps nearing completion with opening to traffic expected July 2012.
 - F5 widening, Brooks Rd to Narellan Rd – opened to traffic in March 2012.
 - Hunter Expressway – first segment of the incrementally launched bridge BW04 launched over the F3 Freeway in March 2012.
 - MR82 F3 to Newcastle Upgrade – Longworth Avenue signalised roundabout operational May 2012.
 - Thornton Bridge – concrete bridge deck completed in May 2012.
 - Princes Highway:
 - Victoria Creek alignment – bridge piles completed in January 2012.
 - Bega Bypass – construction contract awarded in March and work started on site in May 2012.
 - Gerringong to Bomaderry – contract awarded in January 2012.
 - Sydney Growth Centres:
 - Camden Valley Way, Cobbitty Road to Narellan Road – opened to traffic in June 2012.
 - Camden Valley Way, Ingleburn Road to Raby Road – contract awarded in June 2012.
 - Schofields Road, Windsor Road to Tallawong Road – invited tenders for construction in April 2012.
 - Great Western Highway:
 - Lawson Upgrade – Stage 2 railway switch completed in January 2012.
 - Wentworth Falls East – new westbound carriageway opened to traffic in May 2012 and electric relocation over the railway completed in June 2012.
 - Bullaburra to Wentworth Falls, Genevieve Road to Tablelands Road (West) – construction began in December 2011.

- Hume Highway:
 - Woomargama Bypass - opened to traffic in November 2011.
 - Tarcutta Bypass - opened to traffic in November 2011.
 - Holbrook Bypass - work progressing on final section.
- F3 Freeway/Wyong Interchange Upgrade - construction began in March 2012.
- Central Coast Highway, Wisemans Ferry Road intersection commuter car park - opened in June 2012.
- Oxley Highway, Wrights Road to Pacific Hwy - opened to traffic in February 2012.
- Castlereagh Highway, Cudgong South - Stage 2 construction completed and opened to traffic in February 2012.
- Barton Highway, Gounyan Curves Realignment - opened to traffic in November 2011.
- Total of 128 properties with a management value of \$24.3 million transferred to Property Sales and Leasing Section, exceeding target plan of \$20 million.
- Inner West Busway completed with the installation of the joint RMS-funded pontoon for use by the public including fishers and kayakers.
- The Division secured several awards in the period including:
 - AILA NSW Landscape Architecture Award in the Planning Category for South West Growth Centre Road Network Strategy in November 2011. This was for the approach taken to the work in considering context, being sensitive to the environment, meeting both land use and transport needs, creating a hierarchy of road types to suit community needs and integrating different transport modes.
- Kempsey Bypass - Leighton Excellence Awards Winner for Environmental Excellence in September 2011.
- Banora Point secured the International Erosion Control Association (IECA) 2011 Environmental Achievement Award in November 2011 and International Erosion Control Association (IECA) Australasia 2012 Award of Environmental Excellence in May 2012.
- Ballina Bypass was awarded Winner, CCF Earth Awards - NSW in 'Category 5, Project More than \$75 Million'.

Name	Richard Boggon
Position	Director Commercial Division
Level	6
Period	1 November 2011 – 30 June 2012
Total remuneration package	\$203,320

Significant achievements 1 November 2011 – 30 June 2012:

- Provided leadership in the delivery of more than \$1 billion of services to the public in support of the RMS vision and RMS' three aspirations: customer focus, efficiency and effectiveness, and impact and reputation.
- Ensured a customer focus across the Commercial Division through the implementation of a Customer Service Improvement Program, with a specific focus on E-Toll products and services.
- Innovated and simplified commercial services and product offerings to improve customer satisfaction, including:
 - Consolidating a range of E-Toll services into four flexible products.
 - Developing a new eMU tolling pass that is available in service stations across NSW to make travel in Sydney easier for regional visitors and tourists.
 - Simplifying the myPlates and Tolling websites to make it easier for customers to transact with RMS.
- Launching the myPlates 'Bright Lights' range of specially designed coloured plates and progressing on 17 new plate designs.
- Delivered services for customers in road maintenance, tolling, incident management, personalised number plates, and traffic control training.
- Partnered with TfNSW to deliver timely and responsive incident management services for more than 14,000 road incidents.

- Sourced customer and stakeholder feedback on Commercial Division's services and prepared plans for implementation in 2012-13 that will align commercial services to achieve desired outcomes, financial results and improve customer satisfaction.
- Developed and implemented a Commercial Business Improvement program to drive a culture of improving services and putting the customer at the centre of everything we do.
- Provided road repairs, traffic control and incident response services during the floods across NSW.
- Completed major bus depot reconstruction projects for the State Transit Authority of NSW.
- Manufactured and supplied new linemarkers to Queensland Main Roads and RMS.
- Contributed to the achievement of RMS and TfNSW financial results and exceeded financial targets by delivering \$421 million in external revenue.
- Achieved efficiency savings of \$13.6 million against a target of \$5.6 million, including a reduction in staff overtime.
- Expanded the RMS E-Toll business to 1.2 million active tags, with growth of more than 8000 per month.
- Processed 3.5 million transactions per month on the Sydney Harbour Bridge and Tunnel.
- Simplified prices for myPlates customers and improved revenue results.
- Optimised public and economic value through effective commercial management and development of the RMS property portfolio, generating \$34 million from rental income and sales of surplus property.
- Expanded the outdoor advertising portfolio to 66 outdoor advertising sites, generating \$13 million of revenue.
- Constructed four outdoor advertising signs as part of a single development application to generate \$4.2 million of revenue over eight years.
- Leveraged RMS and TfNSW capabilities and operations to optimise public and economic value, drive operational efficiency and diversified revenue streams, including:
 - Ongoing support of the Sydney Coordinated Adaptive Traffic System (SCATS) internationally.
 - Commercialisation of the Bridge and Asset Spatial Information System (BAASIS).
- Maintained a strong performance delivery culture through weekly, monthly, quarterly and annual performance management systems.
- Improved visibility of financial performance and efficiency opportunities by further developing the commercial financial framework.
- Successfully delivered more than 100 projects across NSW through the Road and Fleet Services business, including:
 - Major repairs to the timber Coonamit Bridge over the Wakool River.
 - Resurfacing and waterproofing of the Sydney Harbour Bridge.
- Secured reaccreditation with the Federal Safety Commissioner for the Road and Fleet Services business.
- Developed and implemented new safety programs for working around mobile plant and in high volume traffic in consultation with senior RMS personnel, key industry leaders and stakeholders from Leighton Contractors, Abigroup, Civil Contractors Federation, Endeavour Energy, Telstra and subject matter experts.
- Delivered on the RMS partnership with Avis and Budget Rent-a-Car for an industry-first rental car tolling solution. This has eliminated red tape and improved the customer experience by reducing the cost of compliance for customers.
- Increased the Sydney Coordinated Adaptive Traffic Systems (SCATS) software product distribution network to 263 cities globally.
- Ensured visibility and effective management of key risks for the Division by establishing the Work Health and Safety and Environment Governance Steering Committee.
- Recycled more than 90 per cent of roadwork materials from Road and Fleet Services operations.

Name	Paul Hesford
Position	Director Corporate
Level	6
Period	1 November 2011 – 30 June 2012
Total remuneration package	\$209,229

Significant achievements 1 November 2011 – 30 June 2012:

- Led the reform project team to establish Roads and Maritime Services.
- Developed and finalised the functional model and organisation design for the newly formed RMS.
- Sponsored the delivery of the Customer Focus Program across RMS in support of the RMS vision and RMS' three aspirations: customer focus, efficiency and effectiveness, and impact and reputation.
- Worked in partnership with TfNSW to develop, deliver and support the TfNSW Corporate and Shared Services Reform, implementing the operating model and governance framework, and facilitating delivery of early benefits.
- In line with TfNSW Corporate Services Reforms, led and developed the operating model and organisational design of Corporate Services to support RMS.
- Led the start of work to determine and establish the RMS non-infrastructure project management office.
- Sponsored the roll out of electronic document management system – Objective – across RMS.
- Sponsored the delivery of finance services to the newly formed RMS through the review of financial controller roles and the consolidation of financial procedures and systems.
- Delivered the 31 October 'closing' audited and unqualified financial reports for the former RTA and NSW Maritime.
- Directed the 2011–12 Budget negotiations with TfNSW and NSW Treasury.
- Implemented NSW Treasury-mandated early hard close arrangements including Internal Control and Accounting Systems Certification.
- Represented RMS at the Finance Management Committee chaired by TfNSW which provides governance over the transport budget.
- Sponsored the delivery of Human Resource services to the newly formed RMS through the review of business partner roles and the consolidation of policy, procedures and systems.
- For the period 1 November 2011 to 30 June 2012, oversaw the renewal of the workforce through a range of Employment Programs including 42 into the RMS Graduate Recruitment and Development (GRAD) Program; 49 apprentices across six trade groups; 100 trainees studying Civil Construction, Government Services or Business Services; and 18 in our paraprofessional programs including six Road Designers in Training and eight Traffic Engineering Officers in Training.
- Continued to implement the Conversations for Performance Program targeted at frontline leaders.
- Sponsored the continuation of the High Performance Project.
- Sponsored the project management and change assistance for staff assigned to the Department of Transport and TfNSW.
- Sponsored the review and development of Work Health and Safety services for the newly formed RMS, including a review of priorities, partner roles and the consolidation of policy and procedures.
- Oversaw the start of an RMS five year strategy for WHS.
- Sponsored the finalisation of five of the seven WHS High Risk Working Parties.
- Oversaw an ongoing focus on improving Workplace Injuries and Lost Time Injuries (LTI's).
- Sponsored the review and development of IM&IT services for the newly formed RMS through the review of business partner roles and the consolidation of policy, procedures and IT systems.
- Successfully completed the annual Disaster Recovery test for the Data Centres.
- Continued to chair the Information and Communications Technology (ICT) Executive Committee which provided governance and leadership over the RMS ICT.
- Continued to support the Review and Advisory Panel to work with the ICT Executive Committee to prioritise the ICT requests for the 2012–13 year.

Appendix 4: Industrial relations and policy

Communication and consultation

Communication and consultation regarding industrial matters is incorporated through regular forums with unions and professional associations representing salaried and wages staff.

The Single Bargaining Unit (SBU) is the peak negotiation and consultation forum for wages staff. It includes representatives from five unions. The SBU met on six occasions between November 2011 and June 2012.

The Peak Consultative Committee (PCC) is the primary point of consultation between RMS and the salaried staff associations and unions. The PCC includes union officials and delegates from six unions and met on six occasions during the period.

Advice

Industrial relations advice was provided to the organisation in relation to individual matters and projects and to support the amalgamation of former RTA and NSW Maritime functions.

Human resources policies

A new RMS Code of Conduct and Ethics has been developed and amalgamation of the former NSW Maritime and RTA policies and procedures is ongoing. RMS is currently trialling a Retreat Space Procedure which may be used for prayer, meditation or other contemplative activity or physical exercise programs as part of a managed return to work program.

Movements in salaries, wages and allowances

RMS successfully negotiated a pay increase of 2.5 per cent with minimal lost time due to industrial action. All awards were agreed for a term of one year, with pay increases applying from the first pay period after 1 July 2012.

Under the Maritime Authority of NSW Enterprise Agreement 2010-13 a 4 per cent pay increase was applied to Maritime Division staff after 1 July 2012.

Industrial Relations Commission

RMS was involved in nine industrial disputes before the Industrial Relations Commission (IRC). One of these disputes is ongoing.

Six unfair dismissal applications were active during the reporting period. Three of those applications were resolved by 30 June 2012. Of the remaining applications at 30 June 2012, one claim is on appeal to the Full Bench of the IRC and the remaining two remain before the IRC.

Three promotional appeals were active during the period. Two of those appeals were resolved and one remains before the IRC.

Lost time due to staff participation in industrial action

The number of days lost due to staff participation in industrial action for the period November 2011 to June 2012 was 56.9 days.

Table A4.1. Total effective full-time employees by category

Year	Salaried staff	Wages staff	Casual staff	Total staff
As at 30 June 2012	5,423	1,756	16	7,195

Table A4.2. Employment category groups

Employment category groups	
Salaried staff	Wages
Cadets	Apprentices
Graduates	School crossing
Salaried	Wages
Senior executive staff	Wages - trainees
Trainees	

Note: Category groups exclude casual employees.

Appendix 5: Equal Employment Opportunity

Diversity and equity in RMS

Equal Employment Opportunity (EEO) is about ensuring that all employees have equal access to the opportunities available at work. RMS actively works to ensure the mix of staff within the organisation reflects that of the communities served.

RMS' Diversity and Equity Framework has six key focus areas:

- Developing female RMS staff for more senior management positions.
- Encouraging women to pursue engineering and technical careers.
- Increasing the employment and development of Aboriginal people at all levels of responsibility.
- Increasing the employment of people with a disability.
- Encouraging youth towards tertiary studies in engineering and related technical fields where there are skill shortages.
- Continuing the inclusion of skilled migrant workers within RMS project teams.

In May 2012, RMS was a finalist in two categories of the inaugural Australian Human Resource Institute Diversity Awards.

Towards gender equity

Improving female participation in the RMS workforce is critical to ensure the continued growth of the future workforce. Gender balance is monitored and reported monthly to directors and general managers. Women made up 34.5 per cent of the workforce (as at 30 June 2012), with a strong presence in frontline customer service roles of up to

71.91 per cent. The organisation has a range of gender specific programs in place to develop and support women in middle management roles.

The 2012 intake of RMS apprentices gained one female apprentice into the non-traditional construction trade of Bridge and Wharf Carpentry. RMS has participated in recent forums to develop the Women in NSW brand, specifically in the blue-collar trades sector.

Professional skills development of female staff was facilitated by active participation in:

- 'Lucy' Mentoring Program to facilitate short-term work placement of female engineering students into RMS workplaces, with the active support of a female engineer and mentor.
- Women Moving Forward Program (via the Chartered Institute of Transport and Logistics) to provide a self-directed/distance learning option for regional and technical staff.
- Formal voice training to build confidence and clarity in verbal communication and influencing skills.
- Multiple groups with strong gender and multicultural representation enrolled in formal training and assessment towards the Diploma in Policy Management.
- Seminars and training run by the Institute of Public Administration Australia.
- Financial assistance and study leave provisions to support female staff in postgraduate study.

- The Spokeswomen's calendar and newsletters promoting our annual information days and activities.
- The Professional Women's Network lunch meetings for senior female staff.

RMS is an active member of the NSW Equal Employment Opportunity Practitioners' Association, with regular presentations from the RMS Human Resource Strategy team.

RMS has strategic partnerships with NSW universities, TAFE colleges, commercial training providers and other government agencies to remain informed and connected with best practice initiatives to build gender equity.

Increasing the number of women in engineering

RMS provides guest speakers to schools and sponsored key Women in Engineering events to actively increase female enrolments at NSW engineering faculties. Results reported by the universities in April 2012 show an average increase of 3 per cent female enrolments since 2009-10. RMS female engineering graduates and paraprofessionals presented interactive learning workshops at these events, building their own confidence, logistics and formal presentation skills and acting as role models.

The following RMS sponsored events raise the awareness of senior high school students, their parents and teachers of the pathways into, and reward gained from, non-traditional roles:

- Women in Engineering weekend (November) at University of New England with 24 regional female participants, supported by two regional female engineers.
- Women in Engineering Summit 2012 (January) at University of Wollongong with 60 female high school participants, including site visits, four RMS leaders and guest speakers.
- Hands on Engineering and IT Day at the University of Technology Sydney (May) with 200 female senior high school students from the Sydney metropolitan area.
- Imagine-Design-Construct day at Nirimba campus, Western Sydney Institute of TAFE (April) with 19 per cent female Year 10 attendees, in conjunction with University of Western Sydney, TAFE, Department of Defence, Engineers Australia, Penrith and Blacktown local councils.

Increasing the employment and development of Aboriginal people

The Aboriginal Employment Strategy sets a strategic framework for improving recruitment, development and retention of Aboriginal people across RMS.

The strategy was supported by the 'Walk the road with our mob' DVD, which profiled current Aboriginal staff and their roles and services provided to the community. This resource has been widely distributed to school careers advisors and Indigenous career expos. RMS participated in Indigenous career expos and sponsored the Indigenous Engineering Summer School in January.

In partnership with the Aboriginal Education Consultative Group NSW, RMS supported six secondary scholarships for Aboriginal Year 11 and 12 students studying maths and science subjects (both engineering prerequisites). The recruitment campaign for the start of the 2012 school year has attracted a diverse pool of candidates. Of the three RMS HSC scholars who graduated in December 2011, one has started in the RMS Paraprofessional Program.

Targeted recruitment campaigns and a dedicated email address reached NSW communities and helped to improve Aboriginal employment, career development and retention rates across salary levels at a rate similar to non-Aboriginal staff. Aboriginal.Jobs@rms.nsw.gov.au received regular enquiries from individuals and job service centres and acted as a distribution network for Aboriginal identified roles.

A female Aboriginal archaeology cadet has started under the National Indigenous Cadetship Program and will carry out work placements within our Environment and Aboriginal Programs branches throughout her degree studies.

Relationships with secondary and tertiary institutions and the Department of Premier and Cabinet were strengthened to help ensure the availability of suitable Aboriginal graduates, cadets and trainees. Increased numbers in target areas are evidence of the partnership's success.

The RMS Aboriginal Cultural Education Training Program aims to build internal relationships and improve service delivery to RMS' Aboriginal employees and customers. The program is available to targeted RMS employees,

including managers and supervisors of Aboriginal employees as well as frontline customer service staff, policy officers and senior management.

RMS held its inaugural RMS Aboriginal Employee Network forum in June 2012. The establishment of the Aboriginal Employee Network is a retention strategy within the Aboriginal Employment Strategy with the following objectives:

- Provide greater employment opportunities for Aboriginal employees.
- Assist Aboriginal employees to fulfil career aspirations/ goals through learning and development.
- Ensure Aboriginal employees receive appropriate support.
- Increase understanding of the experiences of RMS' Aboriginal employees and reflect the awareness in our internal and external service delivery.

Increasing employment and participation of people with a disability

RMS sought to ensure it was supporting staff with disabilities equitably, building its 'disability confidence' as an employer and facilitating any workplace adjustments that may be required. Of the 6.63 per cent of staff identified as having a disability, 1.85 per cent are actively supported with workplace adjustments.

RMS attracted technically skilled staff to the organisation through the 'Stepping Into' limited duration internship program for university students with disabilities. Interns in engineering disciplines maintained part-time employment while

completing their final year studies. The Inner West Busway's imported Automated Cone Lifter research and testing phases formed the basis for a Mechatronics engineering thesis.

RMS supported four Australian Paralympian staff members who balanced their training commitments and preliminary trials with part-time work. Our entry level programs in 2012 have attracted candidates with a range of disability-related needs. Support included disability-specific training for supervisors and introduction of technological software tools to ensure accessibility to project work. RMS ensured that new or renovated premises comply with the National Access to Premises legislation and made Transport Access Guides available to the public for key RMS locations.

RMS held staff celebrations in Grafton, Newcastle and North Sydney locations for the December International Day of Disability. Staff diversity was promoted with an organisation-wide themed screensaver. RMS has provided short-term work placement trials for several external people returning to work following injury or illness.

RMS is a Gold member of the Australian Network on Disability and helped to promote inclusion by providing guest speakers from our staff network to the Goldman Sachs senior management team meeting and Raising the Bar conference, in May 2012.

Please refer to Appendix 7 for details of the Disability Action Plan.

Increasing the integration and retention of young people

In total, 6.91 per cent (30 June 2012) of RMS staff were aged under 25 years. RMS Employment Programs continued to manage more than 585 young people involved in entry level programs. Roles included student support, tertiary institution liaison and proactive participant placement for the RMS range of targeted pathways.

An increasing number of engineering scholars and cadets transitioned into our Graduate Program with advanced knowledge of RMS systems and processes. This provided a link between the entry level programs and greatly reduces advertising and recruitment costs.

The RMS Young Professionals Network is an active forum for staff aged under 35 years. It offers a range of social and business networking events in key locations and raises selected member profiles via the GradLink newsletter.

Increasing the participation of staff members with a multicultural background

The RMS workforce comes from a wide cross-section of cultural and ethnic backgrounds with greater than 18.29 per cent speaking a first language other than English. Twelve community languages were spoken by 23 frontline staff statewide, directly supporting customer service.

The Community Language Allowance scheme was reviewed, with no additional nominations for CLAS assessment. The RMS Multicultural Policies and Services Plan was drafted in consultation with all new RMS divisions.

Table A5.1. Representation of EEO groups

EEO group	Benchmark	2010	2011	2012
Women	50%	35.0%	35.6%	35.4%
Aboriginal People and Torres Strait Islanders	2.6%	3.5%	3.3%	1.6%
People whose first language spoken as a child was not English	19.0%	17.5%	18.4%	15.3%
People with a disability	N/A	7.8%	7.3%	6.2%
People with a disability requiring work-related adjustment	1.5%	2.6%	2.3%	1.9%

Table A5.2. Trends in the distribution of EEO groups

EEO group	Benchmark	2010	2011	2012
Women	100	88	89	89
Aboriginal People and Torres Strait Islanders	100	67	67	84
People whose first language spoken as a child was not English	100	112	110	114
People with a disability	100	99	95	99
People with a disability requiring work-related adjustment	100	100	96	105

Appendix 6: Multicultural Policies and Services Plan

The Multicultural Policies and Services Plan is a requirement of key NSW agencies under the State Plan, to be lodged with the Community Relations Commission.

RMS has reviewed the draft Multicultural Policies and Services Plan following the establishment of RMS, subsequent restructures and transfer of some responsibilities to Transport for NSW.

Proposed road and maritime infrastructure changes are advised to the community via forums, advertising, brochures and websites. Where relevant, formal documents are translated into community languages, for example: impending ferry wharf closures due to maintenance schedule or Fisheries policy amendments. Network Compliance Inspectors access telephone interpreting services as required, assisting in information flow to customers.

In May 2012, RMS was a finalist in the Australian Human Resource Institute Diversity Awards in the category of Inclusive Workplace of the Year.

Key 2012 activities for the period 1 November 2011 to 30 June 2012 include:

- Development of a new Human Resource policy, building asset allocation and outfitting to support the trial of a Prayer Room/Retreat Space in our headquarters building.
- Providing a community language option at the queue-matic system within all metropolitan motor registries to direct enquiries.
- Review of our policies on Proof of Identity specific to migrant and refugee applicants for driver licensing.
- Active support of our many individual staff and work teams from diverse cultures.

Community Language Allowance Scheme (CLAS)

RMS has 23 CLAS denoted officers offering 12 spoken languages to facilitate frontline customer services. CLAS officers are externally assessed for competence and retain CLAS accreditation for a period of up to 10 years.

Most CLAS officers use their community language daily for an average of 30 minutes during direct customer service interactions and by phone support for customers visiting other locations or calling the RMS Contact Centre. The spread of languages offered supports prompt, quality customer service.

Appendix 7: Disability Action Plan

Disability action planning is underpinned by the *Disability Services Act 1993 (NSW)*, the *Disability Discrimination Act 1992 (Cwlth)* and the Australian standard AS1428 – Design for access and mobility.

RMS, together with disability service providers and other transport agencies, has contributed to the Transport for NSW (TfNSW) Disability Action Plan. RMS is also an active participant on the Accessible Transport Action Group, led by TfNSW with broad representation from diverse advocates and representatives of the disability community.

RMS diversity employment strategies contribute to the Employability program targets set by the NSW Public Service Commission and the Ready, Willing and Able program target set by TfNSW. Currently 6.63 per cent of RMS staff identify as having a disability with 1.85 per cent requiring workplace adjustment. In May, RMS was a finalist in the Australian Human Resource Institute 2012 Awards for Disability Employment.

RMS monitors and annually reviews those staff who have disclosed disability and their workplace adjustments, to ensure the organisation is removing barriers and providing suitable support and practices for productive work.

RMS has attracted skilled applicants by offering support systems to trainees and by offering limited duration internships to university students with a disability. Of two Interns placed in the last intake, one intern has transitioned in 2012 to permanent staff.

RMS also supports a work placement program for Paralympic athletes, employing four athletes, with one staff member actively supported to prepare for and participate in the 2012 Paralympics.

RMS builds capability and awareness in its staff through online subscription to Link Disability magazine, available to all staff via the RMS Library. This resource profiles new technologies, practices and policy changes supporting the disability community.

RMS celebrated the inclusion of staff with disability at a range of well attended International Day of Disability events in Grafton, Newcastle and North Sydney.

RMS holds Gold membership with the Australian Network on Disability and, from May 2012, is scheduled to participate in the 2012 Australian trial of the Disability Standard. Based on the UK Employers' Forum on Disability audit format, this work will provide an Australian benchmark for improvements in performance of services to customers, clients, employees and stakeholders with disability.

Appendix 8: Overseas travel by RMS officers

Between the period 1 November 2011 and 30 June 2012, RMS officers travelled overseas on 21 occasions to carry out official duties for RMS. Details are presented in the table below.

Table A8.1. Overseas travel by RMS Officers 1 November 2011 – 30 June 2012

At no cost to RMS		
Position	Countries/cities visited	Purpose of visit
Supervising Pavement Engineer (Rigid Pavement)	Québec, Canada	Attendance at the 10th International Society for Concrete Pavements (ISCP).
Initial Survey Manager, Commercial Operations Unit, Maritime Division	Holyhead, UK; St Giles Croix de Vie, France; Wurzburg, Germany; Avigliana, Italy	Inspect yacht production facilities in France, Germany and Italy to assist in developing guidelines to streamline the acceptance of imported vessels for commercial operations in NSW. Inspect two new pilot vessels under construction in Holyhead, UK for Sydney Ports Corporation.
Initial Surveyor, Commercial Operations Unit, Maritime Division	Auckland, New Zealand	Survey inspection of vessel under construction for commercial operations in NSW.
Manager, Environmental Planning and Assessment	Porto, Portugal	Attend and present paper at the annual conference of the International Association for Impact Assessment.
Part or all costs met by RMS		
Position	Countries/cities visited	Purpose of visit
General Manager, Project Management	Auckland, New Zealand	To attend Austroads Project Delivery panel meeting and other meetings and site inspections with New Zealand Transport Agency officers.
Group General Manager, ETS Technology Program Manager Austroads	Auckland, New Zealand	Attendance at the Austroads Board Meeting held in November 2011.
Group General Manager, ETS Technology Program Manager Austroads	Auckland, New Zealand	Attendance at the Austroads Projects Delivery Taskforce in April 2012.
Bitumen Inspector Fleet Inspector	Papua New Guinea: Port Moresby, Mount Hagan, Goroka, Kokopo, Madang and Lae	To test and calibrate bitumen sprayers owned by Global Constructions Ltd. and other construction companies in Papua New Guinea, on a Fee for Service basis. This service has been provided for the past eleven years.
Strategic Projects Manager Compliance and Enforcement.	Amsterdam, Netherlands	Attendance at Telematics Europe to study industry use of Telematics/ICT systems for heavy vehicle regulation, fleet management safety and efficiency.
Strategic Projects Manager Compliance and Enforcement.	Amsterdam, Netherlands	Attendance at Intertraffic Europe examining speed and vehicle enforcement technology. Note primary travel costs funded by attendee.
Welding Engineer	Dongguan, China	Carry out assessment of technical competency of steel fabrication for Hunter Expressway projects. Continuous surveillance and monitoring during fabrication of the steel items to ensure key structural bridge beams met quality requirements.

Part or all costs met by RMS

Senior Surveillance Officer	Dongguan, China	Carry out assessment of technical competency of steel fabrication for Hunter Expressway projects. Continuous surveillance and monitoring during fabrication of the steel items to ensure key structural bridge beams met quality requirements.
Systems Analyst/ Software Engineer	Singapore	SCATS VAX Services Migration Site Acceptance Testing.
Systems Analyst/ Software Engineer	Singapore	SCATS VAX Services Migration Site Acceptance Tests.
A/Executive Manager, Transport Strategy and Systems	Singapore	SCATS VAX Replacement Project.
A/Executive Manager, Transport Strategy and Systems	Singapore	SCATS VAX Replacement Project.
A/Executive Manager, Transport Strategy and Systems	Wellington, New Zealand	Australia and New Zealand School of Government Executive Leadership Program sponsored by the Department of Premier and Cabinet.
General Manager, Infrastructure Asset Management	Paris, France	Attendance at the first meeting of the World Road Association technical committee on Road Asset Management. GM is Australia's representative on this committee, supported through Austroads.
Manager Program and Performance, Infrastructure Asset Management	Auckland and Wellington, New Zealand	Meet New Zealand Transport Authority personnel, maintenance contractors and consultants to discuss current procurement and management of maintenance contracts, and to assess their suitability for incorporation into future maintenance contracts in NSW.
Project Manager Maintenance Procurement, Infrastructure Asset Management	Auckland and Wellington, New Zealand	Meet New Zealand Transport Authority personnel, maintenance contractors and consultants to discuss current procurement and management of maintenance contracts, and to assess their suitability for incorporation into future maintenance contracts in NSW.
Maritime Investigator, Investigations Unit, Maritime Division	Yankton, South Dakota USA	Boating Accidents Investigations Training. Covered forensic examination of physical evidence resulting from boating accidents.

Appendix 9: Access to government information

Program for the release of government information

RMS releases a significant amount of information to members of the public and publishes technical documentation and many brochures and information sheets about its various functions including road and bridge engineering, road safety, environment protection and asset management. RMS is constantly preparing and reviewing information which it makes available to the public through these and other means. Details about the kind of available information held by RMS are contained within the RMS Information Guide, which is updated annually.

RMS formed a committee, with delegates from across the diverse business areas of RMS, to promote and encourage the proactive release of information. The Proactive Release and Open Access Committee (or PROAC) was launched in December 2011 and has been meeting regularly to discuss the proactive release of information and facilitate decisions in respect of RMS' obligations under Parts 2 and 3 of the *Government Information (Public Access) Act 2009* (GIPA Act).

PROAC developed a framework for RMS' program for proactive release and implemented the new program

to ensure that all areas of the business are considering authorised proactive release of information on an ongoing basis.

The framework has three components:

- Program of RMS' release of government information.
- Plans which describe how each business contributes to the release of government information.
- Proposals for the release of particular government information.

The 2012 program for authorised proactive release of information, as adopted by PROAC, is as follows:

Program for the Proactive Authorised Release

Currently released information	<p>All information which is currently released will be catalogued and assessed with regard to:</p> <ul style="list-style-type: none"> • What information is currently being released. • How the information is being released. • How easy it is to find the information. • How often it is updated. • Who is responsible for the information accuracy and updating. • Whether the information can be proactively released.
What other information can be disclosed?	<p>PROAC will consider:</p> <ul style="list-style-type: none"> • What information is being released in other NSW Government agencies. • What information is being released by comparable agencies in other states. • What information do other (non-government) organisations release. • What information has been regularly sought from RMS customers, stakeholders, members of the media, regular GIPA applicants etc.

How do each of the business areas identify information to be released?

Each business will have a specific plan which:

- Identifies information which is currently released (cataloguing).
- Includes specific categories of information to be considered for release.
- Describes the way in which new information is to be identified for release.
- Describes the requirements for the business area to support the proposals.

What is required for the information to be disclosed?

Each proposal must include a description of the information to be released including the consideration of:

- Engagement with external stakeholders.
- Priority and scheduling of release of information.
- Suitability for focused awareness of the release.

At 30 June 2012, PROAC had considered eight separate proposals for authorised proactive release of information.

It is anticipated that information which was approved for proactive release will be made available within the first few months of the new reporting year. As part of its previous program for proactive release of information, RMS makes the following information available on its website:

- The number and location of speed cameras.
- Travel speeds in the Sydney Metropolitan Area.
- RMS sponsorship.
- Safe-T Cam.
- Safe-T-Cam offences - updated quarterly.
- Heavy vehicle checking stations.
- Major projects - State Budget Paper 2010-11.

- Sydney Harbour Bridge Upgrade.
- Timber Bridge Partnership.
- Fatal crash statistics - updated daily (preliminary).
- Crash statistics - monthly bulletin (preliminary).
- Traffic volume data.
- Number of provisional licences cancelled and suspended.
- Total licences cancelled and suspended.
- Number of people who passed the Driver Knowledge Test.
- Number of licence holders with 10 or more demerit points.
- Number of people issued with penalty notices (State Debt Recovery Office website).
- Customer satisfaction survey results.
- Motor registry waiting times.

- Driving test waiting times.
- Better Boating Program grants.
- Sydney Harbour wharf upgrades.

Access applications

In the period 1 November 2011 to 30 June 2012, RMS received a total of 1781 access applications (including withdrawn applications but not invalid applications). At the end of the reporting year, 190 access applications remained unfinished.

Conclusive presumption against disclosure

Of the access applications dealt with under the GIPA Act during the reporting period, no application resulted in access being refused because there was a conclusive presumption of overriding public interest against disclosure of the information.

Statistical information

Statistical information as specified in Schedule 2 of the Government Information (Public Access) Regulation 2009 for the period 1 November 2011 - 30 June 2012 is provided on the following page.

Table A. Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm or deny whether information is held	Application withdrawn
Media	9	0	0	0	0	0	0	2
Members of Parliament	2	0	0	0	0	0	0	0
Private sector business	489	276	130	109	5	4	0	11
Not-for-profit organisations or community groups	4	0	32	33	0	0	0	0
Members of the public (application by legal representative)	55	6	12	11	4	1	0	0
Members of the public (other)	194	53	56	57	4	3	0	15

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

Table B. Number of applications by type of application and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm or deny whether information is held	Application withdrawn
Personal information applications**	21	1	9	3	1	0	0	2
Access applications (other than personal information applications)	729	334	221	207	12	8	0	32
Access applications that are partly personal information applications and partly other	3	0	0	0	0	0	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

** A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C. Invalid applications	
Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	143
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	143
Invalid applications that subsequently became valid applications	81

Table D. Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act	
	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application).

Table E. Other public interest considerations against disclosure*: matters listed in table to section 14 of Act	
	Number of occasions when application not successful
Responsible and effective government	3
Law enforcement and security	0
Individual rights, judicial processes and natural justice	556
Business interests of agencies and other persons	7
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision.

Table F. Timeliness	
	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	1534
Decided after 35 days (by agreement with applicant)	20
Not decided within time (deemed refusal)	57
Total	1611

Table G. Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	2	13	16
Review by Information Commissioner*	0	7	10
Internal review following recommendation under section 93 of Act	0	0	0
Review by Administrative Decisions Tribunal	0	0	2
Total	2	21	28

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H. Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Appendix 10: Ombudsman complaints

RMS welcomes customer feedback, including compliments, complaints and suggestions. Between the establishment of RMS in November 2011 and the end of June 2012, 43 complaints from the NSW Ombudsman were recorded. This was a decrease from the 108 referrals made by the NSW Ombudsman in the 2010-11 financial year.

Complaints received by RMS are grouped by subject:

Table A10.1. Complaints received by subject

Subject	Number of complaints
Registration	16
Tolling and E-tags	11
Licensing	10
Property	4
Number plates	2
Total	43

Appendix 11: Consumer response

Table A11.1. Number of complaints

Issue	1 Nov 2011 – 30 June 2012
Clearway towing	153
Customer service	256
Driver licensing	246
Road safety	186
Vehicle registration	111
Business systems	50
Transport efficiency	28
Organisational direction - management	0
Road asset provision - environment	26
Noise	17
Recreational boating	11
Maritime property	5
Commercial vessels	2
Commuter wharves	1
Other	2
Recreational boating	11

* Total noise complaints compiled in the Noise Abatement Program Geodatabase.

** Approximately 60 per cent of the Maritime property complaints received regarded Maritime Division's implementation of the IPART Report on Wetland Leases, which resulted in rent rate changes.

Note: Maritime Division has electronic complaints data from financial year 2010-11 onwards. The electronic database was rolled out to the Division progressively, therefore the data may not reflect all complaints received in the period.

RMS procedure is for customer complaints to be entered into a corporate record management system. Complaint numbers shown in the table are compiled from a corporate record management system. As detailed throughout this report, RMS takes the role of stakeholder engagement seriously. RMS reviews all complaints and improves its services appropriately. Details of improved services can be found in the main body of this Annual Report.

Appendix 12: Legal change

Legislation administered by the Minister for Roads and Ports

(Act then Regulation)

**City of Sydney Act 1988 No. 48
(Part 4A and Schedule 2, jointly
with the Minister for Transport)**

(the remainder, the Minister for
Local Government).

Driving Instructors Act 1992 No. 3

Driving Instructors Regulation 2009

Marine Pollution Act 1987 No. 299

Marine Pollution Regulation 2006

Marine Pollution Act 2012 No. 5*

Marine Safety Act 1998 No. 121

Marine Safety (Commercial Vessels)
Regulation 2010

Marine Safety (General)
Regulation 2009

**Marine Safety Legislation (Lakes
Hume and Mulwala) Act 2001
No. 78**

Maritime Services Act 1935 No. 47

Management of Waters
and Waterside Lands
Regulations - NSW

Port Authority - Land Traffic
Control Regulations - NSW.

**Motor Vehicles Taxation Act 1988
No. 111**

Motor Vehicles Taxation
Regulation 2008

Navigation Act 1901 No. 60

Photo Card Act 2005 No. 20

Photo Card Regulation 2005

**Ports and Maritime Administration
Act 1995 No. 13**

Ports and Maritime Administration
Regulation 2007

**Recreation Vehicles Act 1983 No.
136 (Parts 4 and 6 only)**

(remainder, the Minister for
Environment).

**Road Transport (Driver Licensing)
Act 1998 No. 99**

Road Transport (Driver Licensing)
Regulation 2008

**Road Transport (General) Act 2005
No.11**

Road Transport (General)
Regulation 2005

Road Transport (Mass, Loading and
Access) Regulation 2005

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

Road Transport (Safety and Traffic
Management) Regulation 1999

Road Rules 2008

**Road Transport (Vehicle
Registration) Act 1997 No. 119**

Road Transport (Vehicle
Registration) Regulation 2007

Roads Act 1993 No. 33

(except parts administered by the
Minister for Primary Industries,
jointly with the Minister for Regional
Infrastructure and Services, Minister
for Local Government and Minister
for Environment).

Roads Regulation 2008

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

Tow Truck Industry Act 1998 No. 111

Tow Truck Industry Regulation 2008

**Transport Administration Act 1988
No. 109 (Part)**

Transport Administration (General)
Regulation 2005 (Part)

Transport Administration (Staff)
Regulation 2005 (Part)

* The *Marine Pollution Act 2012 No.299* was assented to on 14 March 2012 but has not yet come into effect.

New legislation from 1 November 2011 – 30 June 2012

New Acts

1. Transport Legislation Amendment Act 2011

This Act was assented to on 13 September 2011 and implemented in part by Proclamation on 1 November 2011 and amended the *Transport Administration Act 1988*, to establish Transport for NSW and Roads and Maritime Services and abolished the Roads and Traffic Authority and the Maritime Authority of NSW.

2. Road Transport Legislation Amendment Act 2008

This Act was assented to on 1 July 2008 with initial parts of the Act (Schedules 1 and 3) commencing by Proclamation on 1 September 2008 and Schedule 4 by Proclamation on 29 September 2008. Schedule 5 [2] – [9] of the Act commenced by proclamation on 13 August 2010 and amended the *Roads Act 1993* to streamline toll offence enforcement to make the law consistent with current laws for other road transport offences detected by cameras. Schedule 5 [1] of the Act which amended the *Roads Act 1993* to extend the time within which proceedings for a toll offence may be started from six to 12 months, commenced by Proclamation on 1 March 2012.

3. Marine Pollution Act 2012

This Act was assented to on 14 March 2012 and will come into effect on a date to be proclaimed. The object of this Act is to protect NSW's marine and coastal environment from pollution by oil and other marine pollutants discharged from ships by implementing additional provisions of the International Convention of the Prevention of Pollution from Ships, 1973 (known as MARPOL), and repeal the *Marine Pollution Act 1987*, and other purposes.

4. Road Transport Legislation Amendment (Offender Nomination) Act 2012

This Act was assented to on 11 April 2012 with initial parts of the Act commencing on date assent. Schedules 1 [3], 2.1 and 2.2 have been proclaimed to commence on 1 July 2012. This Act amended the *Road Transport (General) Act 2005* to make further provision with respect to the nomination of offenders for certain camera recorded and parking offences; and to make consequential and other minor amendments to the *Fines Act 1996* and the road transport legislation.

5. Road Transport (General) Amendment (Vehicle Sanctions) Act 2012

This Act was assented to on 3 May 2012 with initial parts of the Act (Schedules 1 and 3.1[4], [16], [17] and [19]) beginning on date of assent and Schedules 2 and 3 (other than Schedule 3.1[4], [16], [17] and [19]) proclaimed to begin on 1 July 2012. The Act amended the *Road Transport (General) Act 2005* and repealed the provisions of Division 2 of Part 5.5 relating to the wheel clamping of vehicles, expanded the operation of Division 2 of Part 5.5 of the Act by enabling the imposition of sanctions in relation to certain high range speed and police pursuit offences and enabling the confiscation of number plates from motor vehicles as an additional sanction.

6. City of Sydney Act 1988 (Part 4A and Schedule 2 only – administered jointly with the Minister for Roads and Ports)

This Act was assented to on the 25 June 2012 with initial Part 4A and Schedule 2 commencing on date of assent. New sections 51L, 51M, and 51N containing notification and consultation requirements will commence on a date to be proclaimed. The Act inserts a new Part in the *City of Sydney Act 1988* establishing a Central Sydney Traffic and Transport Committee consisting of representatives of the State Government and the Sydney City Council to provide for effective co-ordination of transport and traffic management in the Sydney Central Business District.

New regulations

1. Road Amendment (Garbage Truck Driver Exemption) Rules 2011

This Regulation began on 2 December 2011 and amended the Road Rules 2008 to exempt a driver of a vehicle engaged in the collection of waste, garbage and related operations from certain provisions of the Road Rules 2008 that require a driver to make a vehicle secure when stopping and leaving the vehicle on the road.

2. Road Transport (Vehicle Registration) Amendment (Certification of Vehicles) Regulation 2011

This Regulation began on 2 and 19 December 2011 and amended the Road Transport (Vehicle Registration) Regulation 2007 to make provisions regulating the modification and certification of modified motor vehicles in NSW.

3. Road Transport (General) Amendment (Certification of Vehicles) Regulation 2011

This Regulation began on 2 December 2011 and amended the Road Transport (General) Regulation 2005 to permit a person who is aggrieved by certain decisions of Roads and Maritime Services under Part 5A of the Road Transport (Vehicle Registration) Regulation 2007 to appeal against the decision to a Local Court, as well as to prescribe certain offences under the Road Transport (Vehicle Registration) Regulation 2007 as penalty notice offences, and other amendments of a minor nature.

4. Ports and Maritime Administration Amendment (Maritime Advisory Council) Regulation 2011

This Regulation began on 2 December 2011 and amended the Ports and Maritime Administration Regulation 2007 to provide for the establishment of a Maritime Advisory Council by the Minister for Roads and Ports and for its membership and procedure. The functions of the Maritime Advisory Council are to advise the Minister on any matter that is referred to it by the Minister in connection with the operation of the marine legislation and to advise and make recommendations to the Minister on maritime safety and on expenditure priorities for the exercise of the functions of Roads and Maritime Services in connection with maritime infrastructure and maritime research.

5. Road Transport (Driver Licensing) Amendment (Temporary Overseas Visitors) Regulation 2011

This Regulation began on 16 December 2011 and amended the Road Transport (Driver Licensing) Regulation 2008 to provide for the special eligibility criteria for temporary overseas visitors in clause 43 of the Regulation to extend to visitors applying for learner licences as well as for other kinds of driver licences.

6. Road Transport (Vehicle Registration) Amendment (Written-off Vehicles) Regulation 2012

This regulation began on 20 January 2012 and amended the Road Transport (Vehicle Registration) Regulation 2007 to make certain types of vehicles eligible for the issue of an authorisation to repair; to update references to the Vocational Education Training Accreditation Board to reflect its replacement by the Australian Skills Quality Authority as the relevant accreditation authority; extend the date by which a superficially-damaged motor bike is exempt from certain requirements to 1 November 2012 so that motor bikes assessed as a total loss up until that date may be eligible for an authorisation to repair and an exemption from the obligation to be the subject of a certificate of compliance; ensure that the Authority will not be required to cancel the registration of a vehicle that is written-off solely due to hail damage and that is subsequently retained by a registered operator of the vehicle; and extend the period within which an assessor who carries out the vehicle damage assessment with respect to such a hail-damaged vehicle must notify the Authority that the vehicle has been written-off.

7. Road Transport (Driver Licensing) Amendment (Graduated Licensing Scheme) Regulation 2012

This regulation began on 27 January 2012 and amended the Road Transport (Driver Licensing) Regulation 2008 to provide for the circumstances in which provision P1 and P2 licences must be issued to applicants for driver licenses and the circumstances in which a person will be eligible to be issued with an unrestricted driver licence.

8. Road Transport (Safety and Traffic Management) Amendment (Parking Schemes) Regulation 2012

This regulation began on 16 March 2012 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to provide for the establishment and operation of phone parking schemes for the payment of parking fees by means of a mobile phone.

9. Road Amendment (Parking Schemes) Rules 2012

These rules began on 16 March 2012 and amended the Road Rules 2008 to provide for offences in relation to parking in phone parking areas and spaces as a consequence of new provision for the establishment of phone parking schemes (being schemes for the payment of parking fees by means of a mobile phone) in the Road Transport (Safety and Traffic Management) Regulation 1999, and to extend an existing exemption (for cash in transit and escort vehicle drivers) from the offence provisions in the Road Rules 2008 relating to other pay parking areas, to the offence provisions relating to phone parking areas.

10. Road Transport (General) Amendment (Parking Schemes) Regulation 2012

This regulation began on 16 March 2012 and amended the Road Transport (General) Regulation 2005 to prescribe as penalty notice offences, certain new offences under the Road Rules 2008 that relate to parking in phone parking areas or spaces (consistent with the current prescription of offences that relate to parking in other kinds of pay parking areas or spaces as penalty notice offences).

11. Road Transport (Driver Licensing) Amendment (Licence Renewal Fees) Regulation 2012

This regulation began on 4 May 2012 and amended the Road Transport (Driver Licensing) Regulation 2008 to allow Roads and Maritime Services to waive part of the fee payable in relation to the renewal of a driver licence (other than a provisional or learner licence) by up to 50 per cent of the amount of that fee.

12. Road Transport (Driver Licensing) Amendment (Police Exemptions) Regulation 2012

This regulation began on 4 May 2012 and amended the Road Transport (Driver Licensing) Regulation 2008 to exempt police officers driving police vehicles who are holders of provisional P1 licences from the licence condition imposed on such licence holders requiring the display of a red P plate on vehicles driven by them. A similar exemption currently exists in relation to the display of green P plates by police officers holding provisional P2 licences.

13. Road Amendment (Unrestrained Passengers Offence Exemptions) Rules 2012

These Rules began on 11 May 2012 and amended the Road Rules 2008 to exempt juvenile justice officers and correctional officers in respect of passengers who are in their custody and refuse or fail to wear a seatbelt, from the requirement that drivers of motor vehicles ensure that passengers wear a seatbelt.

14. Road Transport (Vehicle Registration) Amendment (Number-Plates) Regulation 2012

This regulation began on 11 May 2012 and amended the Road Transport (Vehicle Registration) Regulation 2007 to authorise the conduct of on-road number-plate testing by allowing a sample numberplate be affixed over the registered number plate as well as updating terminology relating to bicycle rack number-plates which are now known as auxiliary number-plates.

15. Road Transport (Safety and Traffic Management) Amendment (Declared Organisations) Regulation 2012

This Regulation began on 22 June 2012 and amended the Road Transport (Safety and Traffic Management) Regulation 1999 to prescribe the Tamworth Base Hospital, as part of the area of operations of the Hunter New England Local Health District for the purposes of being a declared organisation under the *Road Transport (Safety and Traffic Management) Act 1999* in order to establish paid parking schemes within its area of operation.

Significant judicial decisions

Supreme Court

Maritime Authority of NSW v Nikolai Rofe [2012] NSWSC 5

On 14 February 2010, Nikolai Rofe (a senior non-commissioned Officer of the Royal Australian Navy) conducted a training activity for Australian Defence Force Academy trainee officers, using a 6.3 metre ridge hull inflatable boat with an outboard motor and unguarded propeller on Lake Burrinjuck near Yass. After completing fast water insertion exercises, Petty Officer Rofe took a number of officer cadets out on the vessel for what was variously described as a “joy ride”. An officer cadet fell from the vessel and sustained serious injuries after his lower back connected with the propeller.

Petty Officer Rofe was charged under contravening section 13(1)(b) of the *Maritime Safety Act 1998* for operating a commercial vessel recklessly occasioning grievous bodily harm and under section 13(1)(a) for operating a commercial vessel negligently occasioning grievous bodily harm.

On 21 December 2010, Magistrate Beattie at the Local Court of Yass dismissed both charges. The then Maritime Authority of NSW appealed Magistrate Beattie's decision at the NSW Supreme Court submitting that Magistrate Beattie erred in law on four grounds:

1. In holding that for the purposes of *Marine Safety Act* sections 13(1)(a) and 13(1)(b) respectively, the existence of a possibility of serious harm was not sufficient to constitute recklessness and/or negligence.
2. In holding that contravention of section 13(1)(a) required a high and significantly culpable degree of negligence, being a higher degree of negligence than the standard applicable under civil law.
3. In treating the facts that the officer cadets who participated in the relevant boat rides did so for fun and willingly as exculpatory for the purposes of section 13(1)(a) and section 13(1)(b).
4. In failing to hold that the facts as found constituted a contravention of section 13(1)(b) or alternatively section 13(1)(a) of the Act.

On 16 January 2012, Justice Brereton of the NSW Supreme Court held the following:

- On the first ground, Justice Brereton confirmed that there was no error by the local court, as the mere existence of a possibility of serious harm was insufficient to found recklessness or, in the alternative, negligence, for the purposes of section 13(1)(b) and section 13(1)(a) respectively.
- On the second ground, Justice Brereton concluded that there was an error by the local court finding that contravention of section 13(1)(a) required a higher degree of negligence than the standard applicable under civil law.
- On the third ground, Justice Brereton found that there was no error by the local court by treating the voluntary participation of trainees as a relevant consideration rather than exculpatory factor.
- On the fourth ground, Justice Brereton found that there was no error by the local court because, on proper consideration of facts, the local court was not bound to find either offence proven.

Justice Brereton concluded that it would not be in the interests of justice to uphold the appeal on the basis of the second ground alone. The appeal was dismissed and the then Maritime Authority of NSW was ordered to pay Nikolai Rofe's costs.

Appendix 13: Land disposal

RMS owns property for administrative purposes and acquires property for road and maritime construction. Properties that are surplus to requirements are disposed of in accordance with NSW Government policy. Proceeds from property sales are used to support and improve the State's road network infrastructure.

In the eight months ended 30 June 2012, contracts were brought to account for the sale of 60 properties for a total value of \$18.410 million. Of these, seven properties were valued at more than \$500,000 each, to a total value of \$6.140 million. Major sales included properties in Parry Street, Newcastle (\$1.495 million), Wakehurst Parkway, Seaforth (\$1.430 million), Charles Street, Redfern (\$1.120 million), Boundary

Street, Roseville (\$885,000), Campbelltown Road, Denham Court (\$835,000), Ramsgate Road, Ramsgate (\$650,000 and \$617,000) and Park Ave, Ashfield (\$611,000).

No properties were sold to people with a family or business connection to the person responsible for approving the disposal. All documents relating to the disposal of properties are available under the *Government Information (Public Access) Act 2009*.

Appendix 14: Payments to consultants

Details of the amounts paid to consultants in 2011–12 are provided in tables 14.1 and 14.2.

RMS defines consultants in terms of the Department of the Premier and Cabinet's 'Guidelines for the Engagement and Use of Consultants' issued in July 2004, where a consultant is defined as a person or organisation engaged under contract on a temporary basis to provide recommendation or high level specialist or professional advice to assist decision-making by management.

Table A14.1: Consultants paid more than \$50,000

Project description	Consultant	Amount (\$)
Strategic Property Framework	Deloitte Touche Tohmatsu	432,167
Commercial Options	Ernst & Young	557,387
Pedestrian Bridges Project	PWC	90,563
RFS Future State Strategy	Evans & Peck	107,780
Overtime Management	Third Horizon	57,407
Management of RFS Estimation, Procurement, Quality, Safety and Environment review	Evans & Peck	78,960
RMS Formation - Phase 1	Booz & Co	260,880
RMS Formation - Phase 2	Third Horizon	220,699
Commercial Businesses Strategy	Third Horizon	207,805
Drives Delivery Process Improvement	Think Place	166,871
Maintenance Outsourcing Strategy	Halcrow	154,801
Maintenance Outsourcing Strategy	Pricewaterhouse	82,525
Review of Waterfront Rental Determination	Independent Pricing & Regulatory Tribunal	107,000
Review of Asset Management Systems	GHD	105,614
Total		2,630,459

Table A14.2: Consultants paid less than \$50,000

Total number of consultants	242,767
Total number of engagements	10
Total	2,873,226

Appendix 15: Reporting of RMS contracts with private sector entities

Under Part 3 of the *Government Information (Public Access) Act 2009* (GIPA Act), RMS is required to maintain a register of government contracts that records information about each government contract to which RMS is a party that has (or is likely to have) a value of \$150,000 or more.

The Premier's Memorandum No 2007-01 mandates the disclosure of particular information about invitations to tender.

RMS' government contracts register and tender disclosure information was available on the Department of Services, Technology and Administration eTender website at tenders.nsw.gov.au.

RMS also maintains a separate register of government contracts which was on its website and available for view by class of contract.

Any inquiries about RMS' tender of contract disclosure can be directed to the General Manager, Government Information and Privacy Branch on 02 8588 4990.

Appendix 16: Accounts payment performance 2012

Table A16.1. Ageing of amounts unpaid at month end

Quarter	Current	<30 Days overdue	30-60 Days overdue	60-90 Days overdue	>90 Days overdue
Sep 11	\$44,329,920.83	\$13,847,487.06	\$1,899,477.65	\$569,529.60	\$646,135.82
Oct 11	\$43,196,179.28	\$7,449,952.48	\$295,403.07	\$57,526.73	\$71,197.76
Nov & Dec 11	\$42,281,319.75	\$8,894,280.89	\$303,169.09	\$99,897.21	\$94,316.09
Mar 12	\$45,814,914.35	\$27,237,983.02	\$426,336.98	\$150,843.63	\$49,462.29
Jun 12	\$90,329,685.72	\$15,702,948.48	\$1,081,048.49	\$162,034.56	\$559,414.45

Table A16.2. Accounts payable payment performance - trade vendors

Quarter	Total accounts paid on time			
	Target %	Actual %	\$	Total
Sep 11	86%	92.91%	312,627,819.80	330,020,159.55
Oct 11	86%	92.96%	67,844,876.12	84,449,749.44
Nov & Dec 11	86%	92.75%	146,434,587.96	156,420,575.31
Mar 12	86%	90.65%	208,380,543.70	231,622,158.78
Jun 12	86%	92.10%	250,044,552.68	269,435,111.07

Accounts Payable Payment Performance exceeded the performance target for each quarter. Oct 11 Quarter only captures the October month data as RTA amalgamated to RMS. From Nov 2011 the RTA and NSW Maritime were amalgamated to RMS.

Appendix 17: Funds granted to non-government community organisations

Table A17.1. Funds granted to non-government community organisations 1 November 2011 – 30 June 2012

Division/ region	Name of recipient organisation	Amount of grant	Program area as per budget paper	Nature and purpose of the project including aims and target audience
Maritime	Tweed Marina	\$7,000	Better Boating Program	Slipway Cradle Refurbishment, Tweed Heads – recreational boating community.
Maritime	Wangi Wangi RSL sub branch	\$10,000	Better Boating Program	Wangi Wangi RSL Jetty Upgrade (investigation), Lake Macquarie – recreational boating community.
Maritime	Ulladulla Ski Club	\$64,000	Better Boating Program	Ulladulla Ski Club Boat Ramp Upgrade – Kings Point – recreational boating community.
Maritime	Concord and Ryde Sailing Club	\$10,000	Better Boating Program	Investigation study – restoration soft water access at Bennelong Park, Putney – sailing club and recreational boating community.
Maritime	National Marine Safety Committee	\$399,000		NMSC's purpose is to improve marine safety in Australia for the benefit of the community and the maritime industry. This national body is charged with promoting uniform national standards, supported by national data information, policy, research and safety education.
Network Services	Bicycle NSW	\$120,000	Road use	Sponsorship of the NSW Government Spring Cycle.
Total		\$610,000		

Appendix 18: Privacy Management Plan

RMS complies with the *Privacy and Personal Information Protection Act 1998* (the Act).

RMS is required to provide a statement of action taken in complying with the requirements of the Act and to supply statistical details of any review conducted by, or on behalf of, the agency under Part 5 of the Act.

RMS continues to do the following;

- Identify and consider the requirements of the Act, such as principles, codes, public register provisions and internal reviews.
- Identify collections of personal information for which RMS is responsible.

- Ensure measures are in place to provide an appropriate level of protection for personal information.
- Establish mechanisms to ensure RMS staff are aware of their obligations under the Act and are appropriately trained to apply the information protection principles.

In June 2012, all of the functions of dealing with privacy-related issues were transferred to the Government Information and Privacy Branch (GIPB) at North Sydney. The previous Roads and Traffic Authority (RTA) policies and procedures in respect of the management of privacy related

issues have been adopted and adapted to apply to all personal information held by RMS.

During the period from 1 November 2011 to 30 June 2012, RMS received three requests for review of conduct under Part 5 of the Act.

One of the requests for review of conduct arose as a result of concern that personal information had been mistakenly changed, resulting in correspondence being sent to the wrong address. The investigation found that the customer's information had been mistakenly changed and that there had been a breach of the information protection principles in respect of the use and disclosure of the customer's personal information.

In another matter, a customer was concerned that their personal information, regarding whether a vehicle was registered in their name, had been disclosed to a third party. The review of conduct concluded that RMS had improperly disclosed personal information – being the

fact of whether a car was registered in the customer's name – to a third party.

In the third review of conduct, the person alleged that RMS had breached a range of information protection principles, specifically

that the information had not been properly collected and had been improperly used and disclosed. There was no evidence to suggest that any of the information protection principles had been breached and consequently no breach found.

Appendix 19: Research and development

RMS has a research and development (R&D) program which identifies and develops innovative solutions to materials, products, equipment, systems and processes to achieve business improvements as well as a range of research projects focusing on road safety.

Specialist RMS staff carry out the work, with some projects being conducted in collaboration with universities or outsourced to specialist research groups. In recent years, there has been an increased focus on research into the performance of roads and bridges to assist planning of long-term maintenance needs and programs.

RMS and the University of Technology Sydney continued the development of a Grit Blasting Assistive Device (GAD) for blast cleaning of steel on bridges prior to re-painting. The GAD device is scheduled for full-time use on the Sydney Harbour Bridge in late July 2012.

RMS also contributes to R&D work funded by Austroads in conjunction with other road agencies to apply new technologies at a national level or assist with improving knowledge of the impact of increasing freight loads on road infrastructure.

Other projects carried out in 2011-12 include the following:

Pavements

- Based on extensive research, procedures are being developed for the assessment of in-situ pavement materials for foamed bitumen stabilisation.
- Use of non-complying marginal gravels as a pavement material.
- Investigation of transverse heaving in blended slag pavements in the Hunter Region and development of solutions to maintain these pavements.
- Maintained involvement on Warm Asphalt Mix (WAM) technology through input to Austroads project TT 1454 and liaison with industry groups.
- A review of triggers for intervention on seals and quad axle effects on the life of sprayed seals.
- Supported the second major "no-fines" concrete trial on the Hume Highway Bypass Project at Tarcutta with industry participation. The performance of this new surface is encouraging.

- Specialist technical support was provided to the Hunter Expressway project team to conduct the first low noise diamond grinding trial outside the USA. The preliminary results showed noise levels were less than an asphalt surface.
- Completed three year research thesis on effects of higher mass limits on heavy duty pavements with the University of Cambridge, based on RMS data.
- Studies on abrasion resistance of manufactured sands continued in conjunction with Cement Concrete Aggregates Australia (CCAA).
- Testing carried out on flexural fatigue characteristics of steel fibre concrete pavements.
- Delivered the second RMS pavements conference with great interaction in pavement innovations with key industry partners.
- Work began on the review of the skid resistance policy and technical documents to make further improvements with the delivery and maintenance of safe road surfaces.

Bridges

- Sacrificial cathodic protection systems were installed on six bridges and results were promising.
- Successful field trials and monitoring of chloride extraction systems.
- Two trials began on Concrete Culverts using migratory corrosion inhibitors as a means to prevent further corrosion.
- Literature review and initial trial began on passive re-alkalisation for concrete culvert rehabilitation.
- Testing and refining mixes for generic steel fibre reinforced reactive powder concrete (ultra-high performance fibre reinforced concrete).
- Assessment of the strength and behaviour of timber truss bridge components.
- Australian Research Council (ARC) Linkage Project with UTS to develop a crawling robot for condition assessment of difficult to reach bridge locations.
- A geotechnical review of rock socket pile design and construction was completed, with particular reference on weak to very weak rock.

Geotechnical

- Remote wireless monitoring of critical sites continued during the year and a guide was developed to cover real time monitoring. In addition, a stocktake of all RMS geotechnical instrumentation and monitoring locations, types and details across NSW was completed.

- Rockfall Fencing design improvement project involving computer simulations and actual physical testing of RMS rockfall fences was successfully completed.
- A vacuum consolidation workshop was held in December 2011 summarising this ground improvement technology and associated information has been placed on RMS intranet for reference.
- Soft Ground Engineering Guidelines have been completed illustrating innovative ground treatment methods used on RMS projects.

Road design engineering

- Ongoing work on longitudinal line marking mobile retro-reflectometer analysis.
- Continued development of new and innovative paint application systems on linemarking machines to deliver improved performance and durability at the minimised whole-of-life cost.

Transport planning

- Collection and analysis of trip generation and parking demand data for two land use types – high density residential developments and industrial estates/business parks.

Environment

- Research into the effectiveness of wildlife crossing mitigation structures, such as underpasses and overpasses, for quolls, emus, and squirrel gliders with VicRoads, the University of Melbourne, Southern Cross University and Macquarie University.

- RMS is a project partner of the Sustainable Built Environment National Research Centre, related to sustainable infrastructure procurement. The project aims to identify methods for measuring, minimising and controlling mass haul operations and reduce fuel consumption and emissions.

Materials technology

- Continued research to produce a guide document on alternative power and communications for Intelligent Transport System (ITS) installations and their advantages, disadvantages and whole-of-life-cycle costs.
- Continued development of an LED in-pavement light.
- Evaluation of radar-based vehicle detection to determine whether a non-intrusive (above-ground) vehicle detection system (radar) can be a suitable alternative to in-road loop detectors.

Transport Shared Services support

- Improvement and centralising of part of the accounts payable function to have visibility of invoices through the electronic scanning process.
- Improvement of the utilisation of purchase cards for low value, high volume purchases in accordance with the NSW Treasury Policy. This has resulted in further process improvements with the removal of petty cash floats and local orders.
- Implementation of processes to ensure small business invoices are processed within 30 days, including penalty interest for late payment in accordance with NSW Treasury policy.

Appendix 20: Driver, vehicle and maritime statistics

Table A20.1. Number of vehicles registered in NSW as at 30 June 2012 by year of manufacture

Year of manufacture	Number of vehicles
1900-1959	9,301
1960-1964	7,761
1965-1969	15,662
1970-1974	44,283
1975-1979	82,739
1980-1984	126,626
1985-1989	268,533
1990-1994	408,412
1995-1999	883,702
2000	243,833
2001	240,630
2002	266,298
2003	297,651
2004	311,123
2005	325,468
2006	317,985
2007	349,981
2008	343,518
2009	323,198
2010	366,373
2011	346,246
2012	135,997
Total	5,715,359

Table A20.2. Number of vehicles registered in NSW as at 30 June 2012 by vehicle type

Vehicle type	Number of vehicles
Passenger vehicles	2,957,172
Off-road vehicles	1,004,250
Small buses	17,133
Buses	14,940
Mobile homes	6,652
Motor cycles	187,464
Light vehicles	557,080
Heavy vehicles	80,397
Prime movers	23,480
Light plants	2,831
Heavy plants	6,450
Small trailers	525,720
Trailers	331,680
Other vehicles	110
Total	5,715,359

Intranet Table 1.1.1 Vehicle type - registered vehicles as at 30 June 2012.

Table A20.3. Number of vehicles registered in NSW as at 30 June 2012 by vehicle usage

Vehicle usage	Number of vehicles
Private	3,966,196
Pensioner concession	750,626
Primary producer concession	105,281
Business general	824,328
Taxi	6,990
Public bus and coach	7,203
Federal Interstate Registration Scheme (FIRS)	4,433
Other vehicle usages	50,300
Total	5,715,357

Table A20.4. NSW licensed drivers and riders as at 30 June 2012

By gender	Number of licence holders	% of total
Female	2,418,398	48.5%
Male	2,566,575	51.5%
Total	4,984,973	100.0%

Table A20.5. Licence holders by age

Age	Number of people
16-19	282,504
20-24	399,270
25-29	430,886
30-34	455,754
35-39	472,646
40-44	486,620
45-49	464,130
50-54	461,092
55-59	406,741
60-64	363,770
65-69	294,449
70-74	204,207
75-79	134,629
80-84	85,802
85+	42,473
Total	4,984,973

Table A20.6. NSW driver and rider licences on issue as at 30 June 2012

By licence class	Number of licences	% of total
C	4,432,276	80.5%
LR	86,186	1.6%
MR	127,679	2.3%
HR	202,892	3.7%
HC	110,908	2.0%
MC	21,054	0.4%
R	525,002	9.5%
Total	5,505,997	100.0%

Note: The total number of licences on issue exceeds the total number of licensed drivers and riders, because people who hold two licence classes (to drive and ride) are counted twice.

Table A20.7. Boat licences and registrations

Outputs	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
General non-personalised watercraft boating licences	414,173	419,080	447,253	452,803	447,194	445,436
Personalised watercraft boating licences	31,563	32,616	36,396	38,718	40,247	41,369
Non-personalised watercraft registered recreational vessels	206,271	209,767	214,614	218,161	214,705	217,511
Personalised watercraft registrations	7116	7307	7708	8354	8623	9123
Aquatic licences issued	637	675	637	655	697	711
Environmental assessments for mooring and aquatic licences	2831	2734	2797	2800	2331	3153
Educational seminars presented	432	246	245	56	31	28
Solar-powered navigation aids	1280	1298	1282	1444	1506	1520
Number of commercial vessel discharges at Maritime monitored sewage pump-out facilities	5224	4932	6249	7733	8306	9835
Volume of commercial vessel discharge at Maritime monitored sewage pump-out facilities (litres)	-	-	-	-	-	12,123,789
Number of "permission to lodge" development applications determined	132	174	121	114	290	225
Development applications determined	30	58	42	30	48	67
Projects offered Better Boating Program grant funds	39	46	53	74	70	64

Outcomes	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Fatalities per 100,000 total registered or licensed vessels	10.3	9.3	5.17	9.7	4.3	8.1
Safety compliance rate: recreational vessels, inc. personalised watercraft (percentage)	87.4	87.1	88.3	89	92.8	90.8
Safety compliance rate: commercial vessels (percentage)	89.8	93.4	91	88.3	91.6	93.9
Complaints received on the Maritime Division's Infoline (as percentage of total calls recorded)	0.3	0.3	0.3	0.3	0.3	0.2
Maritime Services Board (MSB) residual workers compensation exposure (\$ million)	1.5	1.3	1.6	1.9	1.8	1.9

*A programming error during transition to the GLS database lead to cancelled and surrendered licences being included for this result in the 2010-11 NSW Maritime Annual Report. This was discovered during an audit process and corrected above.

Appendix 21: Insurance

Principal arranged insurance

RMS provides principal arranged insurance via its broker AON. The program covers its contractors and subcontractors for all construction and maintenance work on roads and bridges and third party liability. A similar insurance program for real estate is also in place for building construction, maintenance and repair contracts.

Treasury Managed Fund (TMF)

TMF is a NSW Government arranged indemnity scheme operated by NSW Treasury. RMS utilises the scheme to provide indemnity cover for workers compensation, motor vehicles, property damage, legal liability, fidelity guarantee and travel.

Premium details and claim performance on the major insurance categories for the period 1 November 2011 to 30 June 2012 are as follows:

Insurance type	Premium (\$'m)	Claim performance
Workers compensation	5.31	8.2 claims per 100 employees
Motor vehicle	1.40	10.5 claims per 100 vehicles
Property	3.50	
Liability	10.50	

The scheme covers all NSW Government agencies and as such premiums levied are similar for those agencies presenting similar risk profiles.

Appendix 22: Public interest disclosures report to Minister

In accordance with Section 31 of the *Public Interest Disclosures Act 1994*, the following information (as stipulated by Clause 4 of Public Interest Disclosures Regulation 2011) is being supplied by RMS to the Minister for Roads and Ports and the Minister for Transport. The Act came into effect on 1 January 2012 and the reporting period for this report is 1 January 2012 to 30 June 2012.

The number of public officials who have made a public interest disclosure to RMS	5
The number of public interest disclosures received by RMS	8
The number of public interest disclosures (received since 1 January 2012) that have been finalised by RMS in this reporting period	7

The number of public interest disclosures received by RMS relating to each of the following categories

Corrupt conduct	7
Maladministration	Nil
Serious and substantial waste of public money or local government money (as appropriate)	1
Government information contraventions	Nil
Local government pecuniary interest contraventions	Nil

In accordance with section 6D of the *Public Interest Disclosures Act 1994*, RMS does have a Public Interest Disclosures internal reporting policy in place.

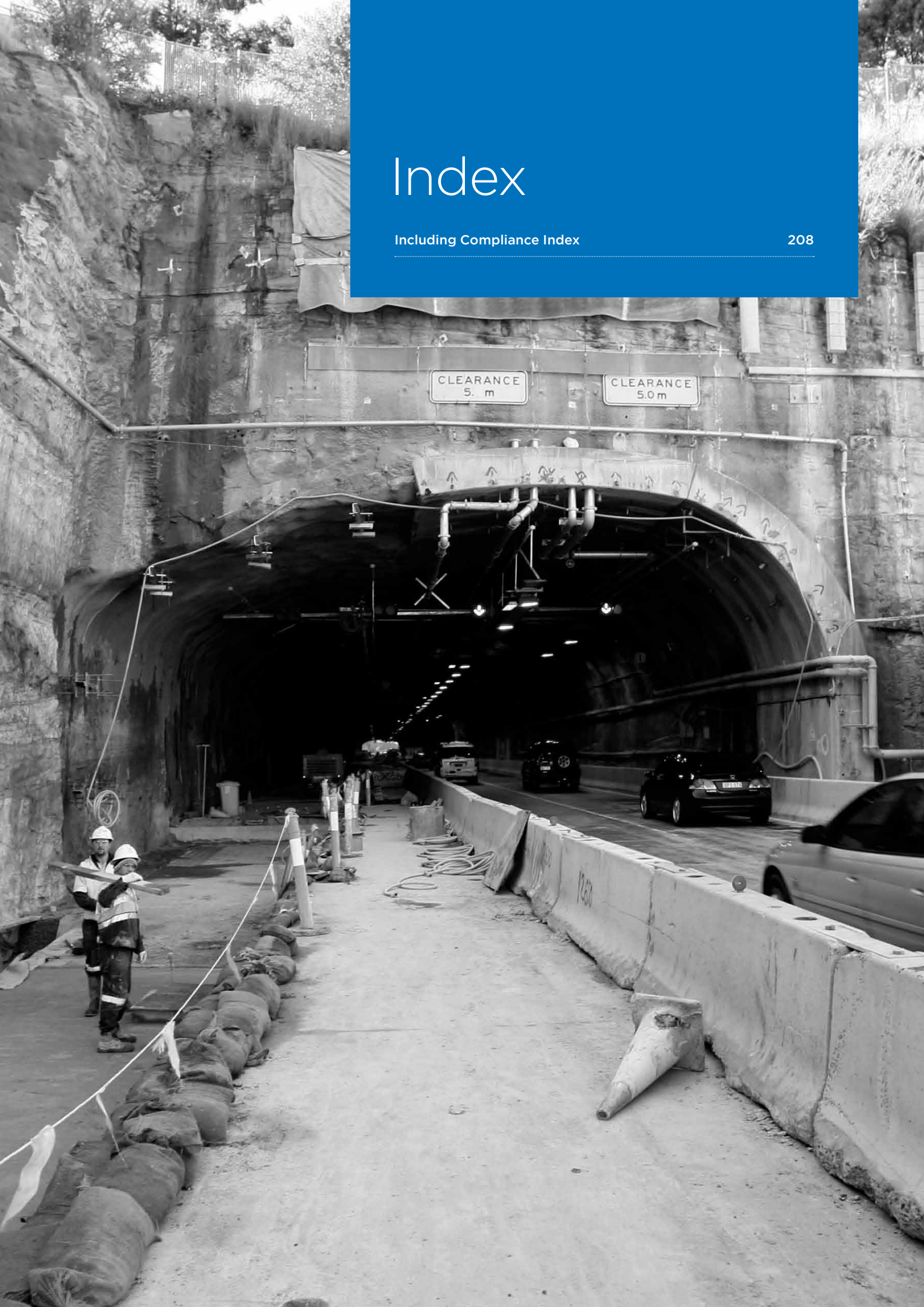
The Chief Executive of RMS has taken action to meet staff awareness obligations under Section 6E (1) (b) of the *Public Interest Disclosures Act 1994*. The actions taken by the Chief Executive of RMS include:

- Policy briefing from senior managers.
- Training provided to new staff during induction.
- Links to policy on RMS Intranet site.
- Statement of commitment by the Chief Executive.

Index

Including Compliance Index

208



Index

(Including Compliance Index)

The items in **bold** form the Compliance Index. This index lists the legislative requirements set out in the NSW Treasury checklist for public sector annual reporting and the pages on which the relevant information can be found. The checklist, including a detailed description of each requirement, is available at www.treasury.nsw.gov.au (click on 'information for agencies' and then 'annual reporting').

The principal entries for each listing are highlighted in *italics*.

- ## A
- Aboriginal heritage 20, 48–49
 - Aboriginal people 64, 179–181, 188
 - Access inside back cover**
 - Access to government information 186–190
 - Accounts 65–156
 - Additional matter for inclusion in annual reports**
 - **Privacy Management Plan 199**
 - **After balance date events 126**
 - **Total external costs of report inside back cover**
 - **Non-printed formats inside back cover**
 - **Internet address of report inside back cover**
 - Agreements with the Community Relations Commission 182**
 - Aims and objectives 6**
 - Air quality 52
 - Alcohol 8, 37, 43
 - Alternative transport 21
 - Anzac Bridge 27, 55
 - Application for extension of time N/A**
 - Arthur Hall VC Way 55
 - Assets 23–30, 85–93, 151
 - Audit 29, 47, 50, 51, 52, 58–60, 67–68, 139–140
 - Auditor General 40, 61, 97–98, 151–152
 - Austrroads 200
 - Awards 46, 50, 56, 64, 175, 178, 182–183
- ## B
- Ballina Bypass 15–16
 - Balls Head 35
 - Banora Point 16
 - Berrys Bay 30, 35
 - Biodiversity 45–46, 169
 - Black Spots Program 39, 43, 165
 - Blackwattle Bay 35, 50, 165
 - Boat builders 56
 - Boat importers 56
 - Boating safety 8, 10, 34, 42–43, 50, 56, 61
 - Boating weather information 10
 - Boat ramps 34
 - Bridges 3, 7, 16, 24–25, 27, 29, 32, 49, 50–51, 201, 205
 - Budgets 5, 57**
 - Bulahdelah Upgrade 16
 - Bus corridors 21, 173
 - Buses 12–13, 15, 21
- ## C
- Campaigns 27, 35, 42, 55
 - Cashback scheme 5
 - Central Coast Highway 12, 20–21, 45, 167, 175
 - Challenges 13, 22, 30, 35, 43, 53
 - Charter 3–4**
 - Chief Executive 2
 - Clean Safe Wharf 50
 - Climate change 51
 - Commercial Services 5
 - Community Language Allowance Scheme 181–182
 - Complaints (see Ombudsman)
 - Condition of State roads (see Infrastructure condition)
 - Consultants 197**
 - Consumer response 191**
 - Contractors 4, 13, 17, 47–48, 50, 62–63
 - Contracts with private sector entities 198**
 - Corporate framework 6
 - Corruption and fraud 60
 - Councils 4, 22, 24, 25, 27, 28, 29, 33, 34, 35, 39, 45, 46, 47, 167, 168, 180
 - Cranes 32–33
 - Crashlab 4
 - Credit card certification 57, 100**
 - Culverts 27, 201
 - Customers 2–4, 6, 9–13, 59, 61, 179, 180, 181, 182, 187, 190, 191
 - Cycling 3, 32

D

Disability Action Plan 183

Disability employment 64, 179, 180, 181

Disclosure of controlled entities 77

Disclosure of subsidiaries N/A

Driver, vehicle and maritime statistics 202-205

Department of Transport 56

Dredging 30, 90

Driver fatigue 8, 12, 37

Driver Reviver 12

E

Eco-driving 51

Economic or other factors 5, 7-8

Electronic work diaries 41, 172

eMu pass 13

Energy efficiency 52

Enforcement 8, 19, 39-41

Environment 44-53, 166-169

Environmental Performance Score 52

Environmental planning and assessment 47-48

Equal employment opportunity 179-181

Ethics 60, 178

E-toll 12, 59

Executive 57, 170-177

Exemptions N/A

F

Fair go for safe drivers 12

F3 Freeway 12, 13, 15, 20-22, 39

F5 Freeway 19, 48

Fatalities 2, 8, 37-38, 40

Fatigue 8, 12, 37, 39, 41, 61

Financial management 57

Financial overview 5

Financial statements 65-156

Form of Annual Report 3

Freedom of Information 189

Freight 2, 3, 11, 12, 24, 26, 32, 39

Fuel 25, 51, 52, 201

Funding 3, 5, 15, 17, 18, 19, 22, 24, 25, 26, 28, 34, 41, 46, 56

Funds granted to non-government community organisations 199

G

Grain Auger Permits 13

Great Western Highway 18, 32, 47, 59

Greenhouse gas emissions 8, 51-52

Governance 57-60

Government Access Centre 4, 12

Government Information and Privacy Act 186-190, 197, 198, 199

H

Heavy vehicles 8, 21, 25, 32, 33, 40, 41, 53, 202

Helmets 37

Heritage 2, 8, 20, 25, 27, 43, 46, 48-49, 50, 52, 53, 56, 88

Higher mass limits 27, 32, 200

Highways 10, 11, 12, 14-22, 25, 28, 32, 33, 39, 45, 46, 47, 48, 49, 59, 160-164, 200

Holbrook Bypass 18, 47, 161

Human resources 64, 178

Hume Highway 13, 18, 22, 45, 46, 161

Hunter Expressway 20, 48, 49, 164

I

Identification of audited financial statements 65-156

Implementation of price determination N/A

Incidents 10, 12, 27, 37-38, 40, 53, 56, 62, 63

Inclusion of unaudited financial statements N/A

Independent Auditor's Report 66-67, 139-140

Industrial relations 178

Information and communication technology 61

Information Technology 59

Infrastructure condition 25

Infrastructure grants 34

Inner West Busway 50

Insurance 84, 149, 205

Intelligent Access Program 32, 33

Intelligent Transport Systems 21, 22, 201

Internal audit and risk management policy attestation 58

Investment performance 5, 65-156

J

Judicial decision 196

K

Kamilaroi Highway 33

Kempsey Bypass 16, 17, 47, 162

L

Land and water management 48

Land disposal 197

Lane Cove Tunnel 13, 15, 21, 33, 160

Leases 30, 52

Legal change 192-196

Legislation 3, 49, 59, 62, 192-196

Letter of submission inside front cover

Liability management performance 8, 205

Licences 4, 8, 12, 30, 42, 48, 187, 194, 195, 204

Lifejackets 10, 38, 42

Live Traffic 10, 13, 61

Livestock 33, 46

Local government 29, 32, 39, 46, 47, 192

M

M2 Motorway 13, 15, 21, 47, 55, 107, 160
M4 Motorway 2, 10, 15, 18, 21, 22, 32, 55, 107, 160, 161
M5 Motorway 5, 13, 15, 21, 47, 55, 89, 107, 166
M7 Motorway 2, 10, 13, 15, 21, 160
Major works 7, 35, 159-169
Maintenance 24-30
Management and activities 2
Management and structure 6
Managed motorways 22
Maritime Alerts 10
Maritime Infoline 10
Maritime Medal 56
Maritime precincts 35
Media 11, 13, 40
Minister for Roads and Ports
 inside front cover
Mobile speed cameras 43
Motor registries 4, 7, 12, 13, 52
Motorcycles 4
myPlates 13
myRTA 11, 13
Multicultural Policies and Services Plan 182

N

National Maritime Safety Reform 42
Natural disasters 29, 30
Navigation 3, 30, 42, 43, 50
New England Highway 20, 26, 164
New Year's Eve event 13, 55
Newell Highway 26, 32, 39, 164
Noise management 48
Non-government organisations 199
NSW Auditor-General 67-68, 139-140
NSW Centre for Road Safety 8, 43
NSW Police Force 39, 43, 50, 56, 61
NSW State Plan 2, 25, 38, 171
Number plates 96, 175, 190, 193, 195

O

Occupational health and safety 40
Ombudsman complaints 60, 190
Online services 11
Organisational chart 6
Overseas travel 184-185
Oxley Highway 16, 27, 28, 47, 162, 164

P

'P' Driver project 41
Pacific Highway 15-17
Pavements 25-26, 200
Payment of accounts 198
Payment to consultants 197
Pedestrians 4, 32
People with a disability 64, 179, 180-181, 183
Performance and numbers of executive officers 170-177
Performance indicators 7-8, 25-26, 37, 47, 52, 57, 61, 63
Performance overview 7-8
Photo card 11
Pinch Point strategy 2, 22, 161
Pollution 2, 48, 50, 53
Point-to-point speed enforcement 40, 43
Police (see NSW Police Force)
Princes Highway 17-18, 21, 22, 46, 49, 163
Privacy Management Plan 199
Promotion (employee overseas visits) 184-185
Public availability of annual reports 212
Public Interest Disclosures 187, 206
Public transport information 21

Q

R

Railway crossing 40
Real time travel information 2, 10, 13
Recovery plans 166-169
Recruitment 64, 180
Recycling 2, 50, 51, 53, 61
Registration 4, 8, 10, 11, 42, 43, 58, 190, 191, 192, 194, 195
Registries (see motor registries)
Requirements arising from employment arrangements N/A
Research and development 200-201
Restricted Access Vehicles map 12
Ride quality 7, 25
Risk management and insurance 58-59, 60, 62
Risk 28, 32, 33, 38, 39, 48, 55, 58-59, 60, 62, 63, 112, 114, 115
Road and Fleet Services 28, 51, 61, 62
Road corridors 2, 15, 22
Road Freight Advisory Council 12
Road Projects website 4, 10, 48, 55
Road safety 8, 12, 19, 32, 37-38, 39-40, 186, 191, 200
Road toll 37, 39, 40, 41, 165
Roadside environment 46
Royal Easter Show 41
RMS Contact Centre 182
RMS corporate plan (see corporate plan)
RMS Crashlab (see Crashlab)

S

Safe-T-Cam 187
Safety cameras 40
SCATS (see Sydney Coordinated Adaptive Traffic System)
Schools 41, 48, 179
Senior Executive Service performance 170-177
Shared services 61, 201
Slopes 27, 28
Slow Down Road Show 41
Speed cameras 40, 43
Speed trends 37
Speed zones 39
Speeding 37, 40-41
Sponsorship 41, 199
Staff 2, 4, 8, 61, 64, 178, 179-181, 183
Stakeholders 2, 4, 11, 49, 55, 62
Submission of annual report inside front cover
Summary review of operations 9-64
Surveys 25, 30, 61
Sydney Coordinated Adaptive Traffic System 21, 22
Sydney Harbour Bridge 5, 10, 11, 25, 27, 49, 55, 59, 200
Sydney Harbour Tunnel 125, 127

T

Threatened species 166-169
Timber bridges 187
Timber truss bridges 25, 27, 201
Time for payment of accounts 198
Tolls 5, 49
Tow truck industry 192
Transport for NSW (TfNSW) 2, 3, 4, 10, 12, 13, 22, 41, 53, 56, 57, 59, 60, 61, 77, 83, 84, 97, 100, 129, 132, 133, 136, 171, 172, 173, 175, 176, 177, 182, 183, 193
Transport Management Centre 10, 22
Transport Operations Liaison Group 12
Travel time 19, 22, 61
Tri-axle dolly 32
Trucks (see heavy vehicles)

U

Urban design 50

V

Vehicle emissions 8, 51-52, 201
Vehicle safety 39, 41
Vision 2
Values 3

W

Waste (Reduction and Purchasing Plan) 8, 48, 50, 53
Wayfinding signage 11
Websites 10-13, 16, 32, 41, 55, 198
Weight tax 127
Wharves 2, 3, 7, 29, 34-35, 50, 165, 187
Wharf Upgrade Program 7, 34, 165, 187
Workforce capability 64

X

Y

Z

Contact details

General enquiries

13 22 13
(8.30am–5pm Monday to Friday,
8.30am–noon Saturday)

Traffic enquiries

132 701
(24 hours)

To report traffic conditions, incidents and signal faults

131 700
(24 hours)

Maritime Infoline

13 12 56

RMS Sydney and Regional Offices

131 782

International callers (outside Australia)

+61 2 4920 5500
(8.30am–5pm Monday to Friday,
8.30am–noon Saturday AEST)

www.rms.nsw.gov.au

myRTA.com customers can conduct registration renewals and transfers, book licensing tests, change their address, check their demerit points, carry out vehicle history checks, contact us, and much more.

To minimise environmental and financial impacts, RMS only produces hard copies of its annual report for Parliament, the Treasury and State Records. The report is available on the RMS website at www.rms.nsw.gov.au, under 'Publications, statistics and forms'.

The total external cost of producing this report will be around \$51,000 which includes \$25,000 for design, and \$26,000 for document development and editing services. Final invoices have not been received at time of publication so estimates have been based on revised quotes.

Head office

101 Miller Street,
North Sydney 2060
Locked Bag 928,
North Sydney 2059
Ph: 131 782
Fax: 02 8588 4105
DX 10516

Maritime Division Head Office

James Craig Road,
Rozelle 2039
Locked Bag 5100,
Camperdown 1450
Ph: 02 9563 8511
Fax: 02 9563 8522

Sydney Region

27–31 Argyle St,
Parramatta 2150
PO Box 973,
Parramatta CBD 2124
Ph: 131 782
Fax: 02 8849 2760
DX 28555 Parramatta

Hunter Region

59 Darby St,
Newcastle 2300
Locked Bag 30
Ph: 131 782
Fax: 02 4924 0344
DX 7813 Newcastle

Northern Region

31 Victoria St,
Grafton 2460
PO Box 576
Ph: 131 782
Fax: 02 6640 1301
DX 7610 Grafton

Southern Region

Level 4, 90 Crown St,
Wollongong 2500
PO Box 477,
Wollongong 2500
Ph: 131 782
Fax: 02 4227 3705
DX 5178 Wollongong

South West Region

1 Simmons St,
Wagga Wagga 2650
PO Box 484
Ph: 131 782
Fax: 02 6938 1183
DX 5407 Wagga Wagga

Western Region

51–55 Currajong St,
Parkes 2870
PO Box 334
Ph: 131 782
Fax: 02 6861 1414
DX 20256 Parkes
