

**Submission  
No 11**

**EXAMINATION OF THE AUDITOR-GENERAL'S  
PERFORMANCE AUDIT REPORTS SEPTEMBER  
2013 – JULY 2014**

**Organisation:** Transport for NSW

**Date Received:** 2 March 2015



Transport  
for NSW

Your ref: LAC14/372  
PI14/00014

Mr Jonathan O'Dea MP  
Chair  
Public Accounts Committee  
Parliament of NSW  
Macquarie Street  
SYDNEY NSW 2000

Dear Mr O'Dea,

Thank you for your letter of 19 November 2014 seeking the Transport Cluster's response to the Auditor-General's Report on *Improving legal and safe driving among Aboriginal people*.

To assist in the monitoring of implementation progress, please find in the attached appendix a summary of actions Transport for NSW and Roads and Maritime Services have delivered.

Should you wish to discuss this matter, please contact Ms Margaret Prendergast, General Manager, Centre for Road Safety on (02) 8265 7510.

Yours sincerely,

**Dave Stewart**  
Secretary

2 MAR 2015

**Update to the Public Accounts Committee – Performance Audit: Improving legal and safe driving for Aboriginal people (2013)**

| RECOMMENDATION   | ACCEPTED OR REJECTED | ACTIONS TO BE TAKEN   | DUE DATE  | STATUS (completed, on track, delayed) and COMMENT   | RESPONSIBILITY<br><br>(Section of agency responsible for implementation)                     |
|--|----------------------|---|-----------|---|--|
| <p>1 By June 2014 communicate widely that:</p> <ul style="list-style-type: none"> <li>o licence and registration concessions may be available for those on a Newstart Allowance if they hold a pensioner concession card</li> <li>o a Certificate of Aboriginality will be accepted as a primary proof of identity document if it is accompanied by a secondary proof of identity document</li> <li>o practice driver knowledge tests are available online and through social media</li> </ul> | Accepted             | <ul style="list-style-type: none"> <li>o TfNSW and RMS will work together to provide communications materials that make licensing services more accessible to Aboriginal people.</li> <li>o These will focus on the existing services already provided by RMS in the areas of licensing and registration concessions, proof of identity and availability of practice knowledge tests on-line and via social media.</li> </ul> | June 2014 | <p>Completed - Ongoing</p> <ul style="list-style-type: none"> <li>o RMS determines eligibility for concession based on the applicant having been granted a pensioner concession card. This information is currently provided on the RMS website. It should be noted however that people receiving Newstart allowances are not necessarily eligible for RMS licensing and registration concessions.</li> <li>o To improve community awareness, Transport for NSW and RMS will disseminate information identified in the recommendation to Aboriginal stakeholders.</li> <li>o Phase 1 of a communications plan has been completed and identifies approaches on how to best engage with Aboriginal communities in NSW about licensing issues and the key high risk behaviours that lead to serious casualties. This will guide delivery of initiatives in the NSW Aboriginal Road Safety Action Plan to provide clearer and improved access to information on pathways for entering and remaining in</li> </ul> | <p>TfNSW – Centre for Road Safety</p> <p>RMS - Operational Policy, Safety and Compliance</p> |

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|                |                      |   |           | <p>the licensing system (including how and where to obtain identity documentation).</p> <ul style="list-style-type: none"> <li>o Phase 2 of the plan will provide a more detailed approach to its application.</li> </ul> <p>To note:</p> <ul style="list-style-type: none"> <li>o Transport for NSW has commenced a review of the Driver Knowledge Test, Hazard Perception Test, and Driver Qualification Test. Through this process, it is proposed that current education materials related to computer tests will also be improved and adapted for new technology such as web and smart phone applications. The Driver Knowledge practice test iPhone application is currently promoted on the RMS website Geared, which is targeted at young people.</li> </ul> |  |
| 2              | Accepted             | <ul style="list-style-type: none"> <li>o A more integrated delivery of the resource into schools will be considered by TfNSW and its school sector partners, the Board of Studies, Department of Education and Communities, Catholic Education Commission and Association of Independent Schools.</li> <li>o Currently, the educational 'Yarnbusters: No Gammin' DVD is not formally part of the NSW</li> </ul> | June 2014 | <p>Completed.</p> <ul style="list-style-type: none"> <li>o Transport for NSW contacted the Department of Education and Communities (DEC) to make the link available to the 15 Connected Communities strategy.</li> <li>o All Department of Education and Communities (DEC) high schools in NSW have been made aware of the availability of the Yarnbusters: No Gammin' video on the RMS website via</li> </ul>   | TfNSW – Centre for Road Safety                                       |

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|  |                      | <p>school curriculum. TfNSW will target communications to high schools with a high number of Aboriginal children to provide guidance and increase awareness of the resource.</p>  |  | <p>the DEC road safety education e-newsletter.</p>  |  |
| <p>3 By June 2014 conduct targeted advertising to educate on the licensing process and obligations</p> | <p>Accepted</p>      | <ul style="list-style-type: none"> <li>○ TfNSW will collaborate with RMS to continue to conduct advertising that educates customers on licensing obligations and processes.</li> <li>○ Targeted advertising to Aboriginal people will be investigated in the implementation of the NSW Aboriginal Road Safety Action Plan which is currently being developed.</li> <li>○ Where possible, advertising will be developed to target specific Aboriginal communities and population groups under-represented in licensing, and/or at high risk of experiencing road injury.</li> <li>○ TfNSW is also developing an Aboriginal road safety communications strategy to determine how to better connect with Aboriginal audiences and educate on the licensing process.</li> </ul> | <p>Ongoing – more targeted channels from July 2014 onwards</p> | <p>On track</p> <ul style="list-style-type: none"> <li>○ Phase 1 of a communications plan has been completed and identifies approaches on how to best engage with Aboriginal communities in NSW about licensing issues and the key high risk behaviours that lead to serious casualties. This will guide delivery of initiatives in the NSW Aboriginal Road Safety Action Plan to provide clearer and improved access to information on pathways for entering and remaining in the licensing system (including how and where to obtain identity documentation).</li> <li>○ Phase 2 of the plan will provide a more detailed approach to its application.</li> </ul> <p>To note:</p> <ul style="list-style-type: none"> <li>○ All existing TfNSW school resources used in the NSW School Road Safety Education Program focus on road safety concepts. TfNSW has developed a number of resources specifically tailored to the Aboriginal community and these were developed in close</li> </ul> | <p>TfNSW – Centre for Road Safety</p>                                |

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|  |                                 |  |                                       | <ul style="list-style-type: none"> <li>o consultation with Aboriginal people.</li> <li>o The 'Bring the Mob Home Safely' tagline is used extensively in Stage 6 (Years 11 and 12). The resource, 'In the driver's seat' is a series of brochures, posters and radio advertisements that address complex road safety issues from an Aboriginal perspective. The resources target the areas of speeding, drink driving, pedestrian safety (elders and children); bicycle safety, child restraints and overloading; and provide key road safety messages to Aboriginal communities throughout NSW.</li> </ul> |  |
| <p>4 By June 2014 address the causes of the high failure rate of the driver knowledge test by:</p> <ul style="list-style-type: none"> <li>o altering the layouts of motor registries to meet clients' needs, where appropriate</li> <li>o identifying and clarifying the driver knowledge test questions contributing to the failure rate</li> </ul> | <p>Accepted</p> <p>Accepted</p> | <ul style="list-style-type: none"> <li>o RMS Customer and Support Services to collaborate with Service NSW if required</li> <li>o TfNSW will review test questions to identify those with a lower degree of effectiveness that contribute to a high failure rate. TfNSW will then request RMS to delete all identified questions from the test.</li> </ul> | <p>June 2014</p> <p>December 2014</p> | <p>On track</p> <p>Completed - ongoing</p> <p>On track<br/>Transport for NSW has identified questions which may be amended or removed from the test. A related but separate TfNSW project has commenced involving a review of current materials and test questions. Findings from the review will be used to help determine new test content and different approaches for delivery.</p>  | <p>Service NSW</p> <p>TfNSW - Efficiency and Effectiveness &amp; RMS</p> |

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| <ul style="list-style-type: none"> <li>o introducing greater flexibility with testing facilities and processes, such as mobile driver licensing tests and alternative options for remote testing</li> </ul> | Accepted             | <ul style="list-style-type: none"> <li>o RMS will undertake an evaluation of the current arrangements that support the delivery of the community based driver knowledge test and itinerant testing programs. It is anticipated that because of the scale of the review, RMS will need to engage an external consultant to conduct the evaluation and develop a strategy that will enable greater flexibility with testing facilities and processes.</li> </ul> | Mid 2015 | <p>On track</p> <ul style="list-style-type: none"> <li>o RMS currently provides a number of knowledge test computers which are located in various community centres, libraries, juvenile justice/ correctional facilities that enable applicants to practice the knowledge test questions free of charge. Similar services are provided by RMS itinerant testing officers during their scheduled visits to remote and rural locations as well as correctional facilities. These services are delivered via mobile technology (eg laptops).</li> <li>o While RMS accept and support the recommendation, it will not be possible to meet the timeframe proposed as an evaluation of the existing programs will first be required. The scale of the review that is necessary to deliver this recommendation necessitates a delayed due date.</li> </ul> | RMS – Customer and Support Services, Safety and Compliance        |
| 5 Starting in January 2014 periodically review regional/remote public transport routes to ensure that existing resources are used efficiently and serve the public as best as possible                      | Accepted             | TfNSW is developing Regional Transport Plans that will ensure that transport services and infrastructure are provided when and where they are needed.  | Ongoing  | <p>Completed</p> <ul style="list-style-type: none"> <li>o TfNSW has released all Regional Transport Plans.</li> <li>o The Regional Transport Plans will ensure that the transport system in the regions meets the needs of the community by: <ul style="list-style-type: none"> <li>➢ providing better transport services</li> </ul> </li> </ul>   | TfNSW – Community Transport Agreements                            |

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|                |                      |  |           | <ul style="list-style-type: none"> <li>➤ ensuring effective regulation</li> <li>➤ improving transport infrastructure</li> <li>○ The Regional Transport Plans identify actions for TfNSW to work with RMS, local operators and local councils to identify transport solutions for areas where significant transport demand occurs and develop transport service improvement programs for the major towns in the regions.</li> </ul>  |  |
| 6              | Accepted             | <ul style="list-style-type: none"> <li>○ TfNSW will review its existing Guidelines for community-based learner driver mentor programs and the Youthsafe Tool Kit to address learner driver on-road experience delivery in local Aboriginal communities.</li> <li>○ An evaluation of the Safer Drivers Course is scheduled to commence in early 2014. Outcomes of the evaluation will be used to inform the development of future Aboriginal learner driver on-road experience programs.</li> <li>○ The outcomes of the Driving Change Program will also be analysed to inform such future policies.</li> </ul> | June 2014 | <p>On track</p> <ul style="list-style-type: none"> <li>○ A review of the guidelines has been completed. The Centre for Road Safety is currently assessing policy options in response to the review.</li> <li>○ An evaluator has been engaged in June 2014 to develop an evaluation framework for the Safer Drivers Course that will guide the overall evaluation. Interim reports will be provided on a yearly basis.</li> <li>○ The Driving Change Program being led by The George Institute is operating at 12 locations (Condobolin, Dareton, Dubbo, Griffith, Raymond Terrace, Redfern, Shellharbour, Taree, Wagga Wagga, Campbelltown, Kempsey and Mount Druitt) with outcomes being evaluated. The program is supported by</li> </ul> | TfNSW – Centre for Road Safety                                       |



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|                |                      |   |               | AstraZeneca, Transport for NSW and NSW Health.  |  |
| 7              | Accepted             | TfNSW supports the recommendation but not the timing. The Pilot is being implemented over a two year period until 30 June 2015. An evaluation will be conducted but is not expected to be completed until November 2015. Any extension of the program will be considered in light of the evaluation of the pilot. | November 2015 | On track<br><br>A preliminary evaluation has been completed.<br><br>Findings from this evaluation and other information from the pilot will inform appropriate future policy responses regarding the design / implementation / continuation of the pilot. | TfNSW – CRS (Policy)   |
| 8              | Accepted             | Nil. Continued program improvements will occur to ensure the needs of regional and remote communities are met.  | June 2014     | Completed   | TfNSW – Community Transport Agreements   |
| 9              | Accepted             | TfNSW will consider such impacts in the development process for all new transport policies.   | Ongoing       | Completed - Ongoing   | TfNSW – Centre for Road Safety and Efficiency and Effectiveness<br><br>Department of Justice |

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| system  |                      |  |          |   |   |
| <p>10 Beginning June 2014 (with the Department of Attorney General and Justice) lead an inter-agency group of key government stakeholders, that reports to Cabinet, and is focused on increasing the number of Aboriginal people with an unrestricted driver licence. Initiatives of the group should include:</p> <ul style="list-style-type: none"> <li>o the investigation of promoting driver licensing awareness</li> <li>o improving access to experienced drivers by removing the obstacles to the reimbursement of volunteer drivers</li> <li>o assisting Service NSW to determine service centre locations to maintain or improve licensing testing coverage</li> <li>o promoting appropriate driver licensing programs as diversionary and sentencing alternatives for police and courts</li> </ul> | Accepted             | <ul style="list-style-type: none"> <li>o TfNSW will explore with the Department of Justice, Aboriginal Affairs and other Government agencies, what inter-agency governance structure would be most appropriate to coordinate policy development and implementation to reduce barriers Aboriginal people face in entering and staying in the licensing system.</li> <li>o TfNSW supports building local community capacity to deliver community solutions as this model of delivery best suits the diversity of Aboriginal communities. The NSW Aboriginal Road Safety Action Plan will investigate a range of options to build community capacity to improve driver licensing and road safety outcomes.</li> </ul> | Ongoing  | <p>On track and ongoing</p> <p>The inter-agency working group has met to discuss strategies for increasing the number of Aboriginal people with unrestricted licences and the next steps to be taken to meet this objective.</p> <p>TfNSW currently funds a number of Aboriginal Learner driver licensing support programs, including:</p> <ul style="list-style-type: none"> <li>o the Western NSW Aboriginal Driver Licensing Program (Birrang Enterprises)</li> <li>o the Lismore Adult Community Education (ACE) On the Road Program</li> <li>o The Driving Change Licensing Support Program - a research initiative led by The George Institute for Global Health with funding from Transport for NSW, AstraZeneca and NSW Health</li> <li>o Shoalhaven Learner Driver Mentoring Program - a partnership between Aboriginal Legal Service (NSW/ACT) and Red Cross NSW</li> <li>o Expansion of the Orana Driver Licence Pilot Program to Coonamble.</li> </ul> <p>In December 2014, TfNSW and RMS advertised a tender to provide driver licensing access services from July 2015 to disadvantaged Aboriginal people and other</p> | <p>TfNSW – Centre for Road Safety and Efficiency and Effectiveness</p> <p>Department of Justice</p> |

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| <ul style="list-style-type: none"> <li>o examining the introduction of 'work' or 'restricted' licences as a sentencing option for magistrates</li> <li>o reviewing the appropriateness and timeliness of cultural awareness training for frontline staff</li> <li>o reviewing the Habitual Traffic Offender declaration provisions.</li> </ul> |                           |                     |                     | <p>disadvantaged communities.</p> <p>In addition to this:</p> <ul style="list-style-type: none"> <li>o In June 2013, the NSW Parliament Legislative Assembly Committee on Law and Safety commenced an inquiry into driver licence disqualification to look at the disproportionate effect that long term licence disqualifications have on those living in remote NSW communities, particularly Aboriginal communities. The Committee's final report was tabled in Parliament in November 2013 and contained 16 recommendations for reform.</li> <li>o In June 2014 the NSW Government provided a response in support of the recommendations of the Committee. Work to develop the necessary legislative amendments will be led by the Attorney General's.</li> <li>o RMS currently implements Aboriginal cultural education training that is available for all RMS staff as a measure to break down licensing barriers.</li> <li>o TfNSW has undertaken a preliminary assessment and is currently considering options to remove the obstacles to the reimbursement of volunteer drivers to improve access to experienced drivers. Key stakeholders will be consulted on the most effective options.</li> </ul> |   |                 |
| 11   | Beginning June 2014 (with | Accepted            | See response above. | Ongoing   | On track  | TfNSW – CRS and |

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|--|----------------------------|---------------------|----------|--|---|
| <p>the Department of Attorney General and Justice) develop for the inter-agency group:</p> <ul style="list-style-type: none"> <li>o Terms of Reference</li> <li>o an accountability and reporting structure that includes targets and a strategy to build on local non-government organisation capacity to deliver local community solutions. This should, where possible, engage with Aboriginal non-government organisations and set funding commitments over the medium-term (three to four years)</li> <li>o a performance-based contracting model for engaging with non-government organisations</li> <li>o a program of evaluation for pilots to support evidence-based decisions about ongoing funding</li> <li>o a process to identify gaps in service provision, and where</li> </ul> |                            |                     |          | See response above.                                  | <p>Efficiency and Effectiveness</p> <p>Department of Attorney General and Justice</p> |

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| gaps continue, to<br>coordinate the best mix<br>of government<br>responses to address<br>these. |                            |                     |          |  |  |