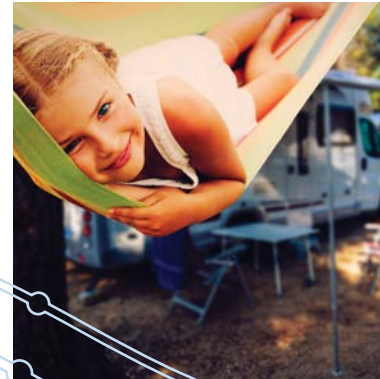
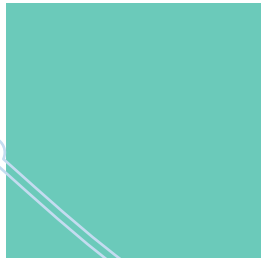
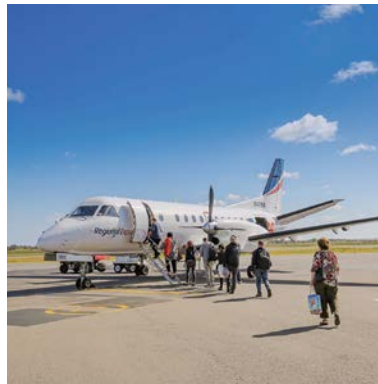




# SNAPSHOT

Find the full version of our Annual Report 2022-23 on the [DoT website](#).



# Executive summary

**Empowering our customers and keeping Western Australians connected, secure and safe is at the heart of everything we do at the Department of Transport (DoT).**

I'm delighted to share our 2022-23 highlights showcasing key projects which, aligned to our strategic priorities and core values, make WA a better place to live, work and visit.

The past year brought significant challenges for many DoT customers and the community, and we responded with innovation, haste and compassion.

We collaborated with others to reconnect people, places and freight supply following the devastating Kimberley floods. We moved quickly and sensitively to help our customers feel secure after several high-profile data breaches compromised their driver's licence details.

We made changes to our PDA booking system to ensure it's as fair as possible to meet increased demand while we continued to address challenges around supply and learner driver preparedness and confidence.



The delivery of the first package of the \$200 million Agricultural Supply Chain Improvements program ensures our farmers can get their produce to market faster and safer.

The expansion of our Principal Shared Path network encouraged more Western Australians to embrace active transport and we released Master Plans for the Fremantle Harbours and Exmouth Harbour, which will guide development in these locations for up to 40 years.

Our programs delivered benefits to regional WA, with more than 1,000 disadvantaged drivers supported through our Driver Access and Equity Program, our Regional Airfare Zone Cap Scheme provided 151,181 more affordable airfares to and from Perth, and \$245k in grants provided more accessible transport options for people with a disability.

As I reflect on the past year, I feel pride and gratitude for the opportunities, challenges and successes DoT has experienced and thank everyone who has been part of our journey.

We aim to build on our achievements and what we've learned over the past 12 months and look ahead with optimism to another exciting year in 2023-24.

Sincerely,

A handwritten signature in black ink, appearing to read 'Iain Cameron'.

**Iain Cameron**  
Managing Director  
Department of Transport



# 2022-23 at a glance

## Our customer milestones

1,989,189  
licensed drivers

1,221,598  
DoTDirect accounts

288,324  
recreational skipper  
ticket holders

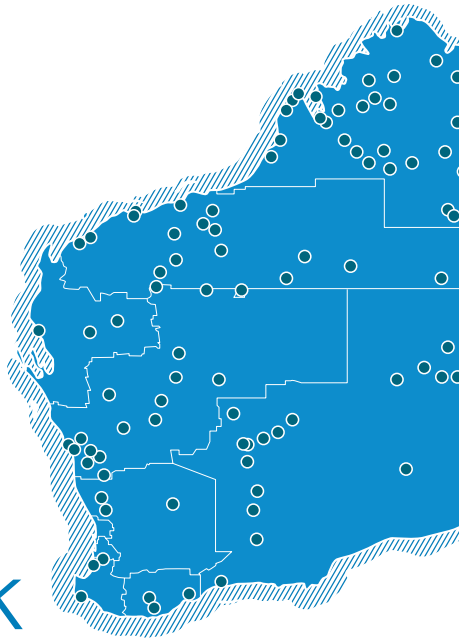
36,092  
passenger transport  
driver authorisations

## We improved access to services in regional and remote WA

2,434  
transactions and  
assessments

82  
locations

\$260k  
funding to improve taxi services for people living  
with a disability in regional WA




\$3.4m

Driving Access and  
Equity Program grants  
to improve access  
and employment  
opportunities

to assist

1,000+  
disadvantaged drivers  
supported through  
the entire licensing  
process across  
46 locations

 842  
driver's  
licences

 742  
assessments

 615  
learner's  
permits

 236  
vehicles  
licensed

## Our driver vehicle licensing centres provided advice, assessments and support

966,342 transactions

113,827 assessments undertaken  
Consisting of C (car) and R (motorbike) class assessments

20 centres



## We are transforming WA's ports and coastlines

\$3.55m      \$18.5m

grant funding allocated to protect WA's coastline

program of enabling works established in 2022-23 towards developing a future port in Kwinana



## We delivered safe paths and encouraged active transport

\$225k      \$8m      \$23.3m

grant funding to 51 schools to support active travel for students

per year investment for the WA Bicycle Network Grants Program to support active travel in the community

shared path constructed to connect Civic Place, Stirling and Reid Highway, Balcatta



## We invested in regular and affordable air services

151,181      \$4.05m

zone cap flights to make air travel affordable

investment to support an expansion of the Inter-Regional Flight Network (IRFN)



## We are improving freight supply chains across WA

\$42m      \$68m

secured to support freight movement until key routes in flood affected areas in northern WA are established

allocated to the upgrades, as part of the Agricultural Supply Chain Improvements Program



## At a glance

**4** Aboriginal trainees participated in the Solid Futures Aboriginal Traineeship Program

**30%** increase of women in Senior Executive Service

**167** people leaders attended Managing Workplace Behaviour, Bullying and Sexual Harassment workshops



## Our people

**1,649**  
total DoT staff

**1,134**  
permanent full-time

**18**  
Senior Executive Service



## Creating a capable, values-driven and future-ready organisation

**1,820+**  
learning initiatives completed by employees

**170**  
employees attended 'Welcome to DoT' induction sessions

**96%**  
of employees received WHS awareness training

**28**  
interns aged 24 and under received a work placement (paid and unpaid)

**420+**  
senior leaders and contractors attended integrity training

**200+**  
leaders attended the Leadership Summit on DoT's future roadmap

**54**  
people leaders completed Unconscious Bias training

Right: Corporate Executive. DoT delivers a diverse range of specialist transport services delivered through 10 business units overseen by Managing Director, Iain Cameron.



# DoT Direct Responding to significant challenges

Added data security

57,000

DoT Direct account holders registered for two factor authentication in 2022-23

## DoT customers impacted by third party data breaches

The Optus data breach in September 2022 and the Latitude Financial Services data breach in March 2023 resulted in DoT customers' personal information, including driver's licence details, being compromised.

To support our customers affected by these breaches, DoT responded quickly with replacement driver licence cards to protect their identity, and regular updates on the DoT website and social media.

A replacement driver's licence card from DoT remains the best defence as both the driver's licence number and licence card number are required to pass online document verification checks, commonly used by banks, telcos and other financial institutions to verify a person's identity.

Since January 2023, DoT customers have been able to opt in and use two-factor authentication (2FA) when logging into DoT Direct from the DoT website. Customers are prompted to sign up when logging into their account and there has been a steady uptake of people using this feature.

To further protect our customers against data breaches during 2022-23, DoT advanced mandatory 2FA for new and existing DoT Direct customers and developed a new licence block function to prevent a driver's licence from passing a document verification check, allowing customers to manage their own risk.





Work to upgrade rail infrastructure in the State's grain growing regions gained momentum in 2022-23, with the construction at Brookton and Broomehill rail sidings starting as part of the Agricultural Supply Chain Improvements program.

## Collaborating to achieve better outcomes

### Growing WA's agricultural freight infrastructure

Over the past year, DoT's Freight team has worked closely with the Public Transport Authority to deliver the first package of the \$200 million Agricultural Supply Chain Improvements (ASCI) program.

The four projects funded under the first ASCI package were determined in consultation with federal, state and local governments, Co-operative Bulk Handling (CBH), Arc Infrastructure, grower groups and regional communities.

Jointly funded by the State and Federal governments, the ASCI program will lower freight costs and improve supply chain capacity from farm gate to port from the Mid West, Wheatbelt, Esperance, Goldfields and Great Southern regions.

The program will also improve road safety and community amenity by reducing the number of heavy vehicles on the road, as well as reducing pollution, carbon emissions and road maintenance costs for local governments.

Future milestones for the ASCI program include starting construction on the Cranbrook and Moora rail sidings in 2023-24 and additional sidings in 2024-25, the start of the Midland Line upgrade and completion of investigations into the possible recommissioning of the Tier 3 rail lines in the Narrogin-Kulin-Wickepin area.

# Urban Mobility

## Progressing the shared path network

### Principal Shared Path network within 15km of CBD closer to completion

The expansion of the Principal Shared Path (PSP) network is making active transport safer, more connected and convenient for people of all ages and abilities, whether riding a bike, walking or on a scooter.

PSPs are a key action of the Western Australian Bicycle Network Plan, providing active transport options for everyone, initially focusing on completing PSPs within a 15 kilometre radius of the Perth CBD, with a particular emphasis along the freeway and railway corridors due to higher demand.

### Substantial progress was made on the PSP expansion program in 2022-23, including:

#### » Fremantle Railway PSP

Design development continued on the fourth stage of the PSP between North Fremantle Station and the Swan River, through the Swan River Crossing project. The PSP includes a proposed bridge across Tydeman Road and connections both over the Swan River and to the local path network.

#### » Mitchell Freeway PSP

This 3.7 kilometre PSP includes underpasses at Erindale Road (upgrade) and Karrinyup Road (new), delivering substantial safety and efficiency improvements. Local students from Lake Gwelup Primary School painted the art installation at the Erindale Road underpass, complementing the Indigenous Australian artwork at the Karrinyup Road underpass.

#### » Armadale Line PSPs

Through the PSP expansion program, DoT provided funding to the Town of Victoria Park, the City of Gosnells and the City of Armadale to close the gaps along the Armadale Line PSP with high-quality shared paths. A one-kilometre section of shared path was completed on The Crescent in Maddington by the City of Gosnells in March 2023.

#### Other PSP projects

In 2022-23, the PSP expansion program helped progress several other projects, including:

- » Supporting the City of Perth to commence construction on the first stage of the Winthrop Avenue shared path, connecting the University of Western Australia at Stirling Highway to QEII at Aberdare Road.
- » Design development of the Dundas Road shared path to improve connectivity and access to High Wycombe train station.
- » Design development of the PSP extension from Lloyd Street to Roe Highway, tying into the PSP extension planned from Morrison Road as part of METRONET's Midland station relocation project.

\$23.3 m

construction of the Principal Shared Path between Civic Place, Stirling and Reid Highway, Balcatta was completed in May 2023





# Maritime

## Master Plans provide blueprints for harbour development

The draft Fremantle Fishing Boat Harbours Master Plan and the Exmouth Master Plan were publicly released in 2022, following the release of the Hillarys Boat Harbour Master Plan in 2021.

Prepared by DoT's Maritime team, both master plans will guide the development of each location for up to 40 years, delivering a range of improvements, including:

- » improved connections from the harbours to surrounding areas and local government facilities;
- » development of sites to accommodate greater shared use, such as for events and enhanced family friendly public spaces;
- » maintaining the harbours' current and traditional activities and industries;
- » better integration with public transport and other transport modes at all locations; and
- » creation of new development sites to encourage commercial activities.

In 2022-23, progress was made on the design of new boat ramp access and parking at Exmouth. Planning also commenced on major electrical upgrades to allow embedded electricity generation, including the potential for solar power.

L-R: Mayor, Hannah Fitzhardinge, City of Fremantle, Hon. Rita Saffioti MLA and Hon. Simone McGurk MLA launching the draft Fremantle Fishing Boat Master Plan



## Driving Access and Equity Program grants

# \$3.4m

awarded to  
**12 organisations in  
2022-23 to support  
disadvantaged people  
across 46 locations  
in the Kimberley and  
Pilbara regions**

# \$3.3m

made available to  
**10 organisations in  
2022-23 across the  
Mid West, Gascoyne  
and Goldfields-  
Esperance regions**



## Driver and Vehicle Services

### Improving lives through the Driving Access and Equity Program

The Driving Access and Equity Program (DAEP) supported more than 1,000 disadvantaged drivers through the entire licensing process in 2022-23, improving connections to people, places, culture and employment in regional and remote Western Australia.

DoT awarded \$3.4 million in DAEP grants to 12 organisations in 2022-23, helping disadvantaged people in 46 locations in the Kimberley and Pilbara regions. 243 DAEP participants gained their driver's licence during the 2022-23 year.

DAEP was created with the purpose of removing the considerable barriers to obtaining a driver's licence that are faced by residents in remote communities. These include having access to someone who has a licence, a vehicle, and the time or ability to provide the required 50 hours of supervised driving.

Having a driver's licence is significantly associated with greater opportunities to secure full time employment and undertake post-secondary education. People who hold a driver's licence are four times more likely to be in full-time employment and two to four times more likely to have higher levels of formal education.

The DAEP funding supported 37 people to complete the Certificate IV in Car Driving Instruction in Kununurra, Broome, Port Hedland and Karratha. This resulted in more knowledgeable driving supervisors and the employment of 25 new driving instructors for these regions.

The Remote Services program continued providing access to driver and vehicle licensing services in remote communities, with approximately 286 visits across 82 locations undertaken in 2022-23.

Based on its initial success in the Kimberley and Pilbara, DAEP was expanded in February 2023, with a further \$3.3 million in grant funding made available to 10 organisations in the Mid West, Gascoyne and Goldfields-Esperance regions.

These projects are currently in the start-up phase and will provide for an additional 16 vehicles for supervision or instruction to assist 800 participants become safe, licensed and employable drivers.

An amount of \$5.8 million announced for the program in the 2023-24 State Budget will extend projects started in 2022, enabling continued support for more than 1,000 current participants through the licensing process.



## Regional support

# 151,181\*

zone cap fares were used in 2022-23

\*For a one-way flight (both ways) booked as a return flight.



# Aviation

## Regional communities welcome capped airfares

The State Government has recognised the impact of high-cost regional airfares on regional residents across Western Australia, especially when they need to travel at short notice to attend medical appointments, important life events, or care for family members.

In July 2022, the State Government introduced the Regional Airfare Zone Cap Scheme (RAZC), administered by DoT's Aviation team, to support more affordable air travel between Perth and the regions.

The scheme is the first of its kind in Australia and gives regional WA residents access to capped airfares at \$199 one-way for people living within 1,000 km of Perth, or \$299 one-way for people living beyond 1,000 km of Perth.

The capped airfares make travel to Perth more accessible, as well as helping families with the increasing cost-of-living pressures, potentially saving families thousands of dollars on travel to and from Perth.

The initiative is a partnership between the State Government and five airlines: Airnorth, Qantas, Rex, Skippers Aviation and Virgin Australia, with the State Government committing an initial \$19.8 million over three years to June 2025 to deliver the scheme.

The launch of the scheme was supported by an integrated promotional campaign, including radio, print and outdoor advertising, and social media to create awareness amongst regional communities.

In 2023-24, an evaluation of the RAZC Scheme will be undertaken to evaluate current operations, identify improvements and assess the future sustainability of the scheme to ensure it continues to provide affordable air travel for regional residents.





## On demand Transport

### Accessible transport service for regional WA

The Regional Wheelchair Accessible Vehicle (WAV) Taxi Service Grant scheme commenced in September 2022 and is administered by DoT.

In response to stakeholder concerns and feedback from industry, DoT examined options to support the provision of wheelchair accessible taxi services in regional WA.

In 2022-23, DoT awarded \$245,000 in grants to on-demand transport operators in five major regional centres to improve their accessible transport service offerings, including:

- » Albany
- » Collie
- » Geraldton
- » Kalgoorlie; and
- » Northam.

Over the next four years, \$260,000 per year has been allocated to improve access, with two types of taxi service grants, including:

- » grants of up to \$65,000 to support the establishment of new WAV taxi services in towns where none exist; and
- » grants of up to \$45,000 to support existing WAV taxi service providers replace an ageing WAV taxi or purchase an additional WAV taxi vehicle to meet demand.

These grants offset costs related to establishing and maintaining a WAV taxi service, including vehicle purchase, modification and fit-out.





## Acknowledgement of Country

The Department of Transport acknowledges the Traditional Custodians of the land throughout Western Australia and pay our respects to Elders both past and present. We acknowledge the members of all Aboriginal communities, their cultures and continuing connection to Country throughout the State.

Left: Extract of “Makuru”, a collaborative artwork by Deanne Tann, Sister Kate’s Home Kids Aboriginal Corporation and Department of Transport staff following Cultural Awareness Training workshops.

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### © Department of Transport 2023

This publication contains highlights from the 2022-23 Annual Report.

Find the full version of our 2022-23 Annual Report on the [DoT website](#).

## Contact us

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