OUR PURPOSE

We plan and deliver transport solutions for the prosperity of Western Australians. We do this through our commitment to the highest standard of integrity and accountability, and collaboration with all public sector agencies and other key stakeholders. Together, we are focused on delivering Government’s priorities for the community.
Strategic Priority

CONTEMPORARY CUSTOMER SOLUTIONS

Designing and delivering services for all Western Australians

Key Initiatives

- Embed ‘customer experience’ methodology to design of services
- Provide effective online services
- Implement cross-agency service delivery model and effective community partnerships for optimal solutions
- Enhance the remote service delivery model to increase efficiency and effectiveness
- Develop and implement clear strategies to lead DoT’s transition and support community recovery from COVID-19.

Future State

- Convenient and easy access to connected services for all Western Australians:
  - Accessible services
  - People-focused
  - Meeting the diversity of needs
  - Security and privacy of personal information
  - Contribution to whole of public sector responses
- Broadened assurance and compliance services to the community
- Identity as a service is provided to Government Agencies
- Streamlined regulation and services.
Strategic Priority

SAFE AND EFFECTIVE TRANSPORT

As a contemporary regulator, planner and facilitator, design and deliver accessible services, facilities and infrastructure to meet the community’s needs.

Key Initiatives

» Provide robust testing regimes for vehicles, drivers and skippers
» Implement On-demand Transport industry reform
» Implement Tranche 2 Port Governance Reform.

Future State

» Communities are safe, liveable and prosperous in line with government priorities:
  - Safe drivers, vehicles and waterways
  - Safe and effective coastal infrastructure
  - Risks for contemporary regulation are identified and managed.
Strategic Priority

SUSTAINABLE TRANSPORT SOLUTIONS

Designing and influencing strategy, policy and regulation for long-term integrated and accessible transport solutions for mobility of people and mobility of freight in line with contemporary thinking.

Key Initiatives

- Develop and implement overarching and coordinated transport strategies including:
  - Fremantle Port’s inner and outer harbour freight supply chains
  - Regional supply chains to support efficient movement of freight throughout WA
  - State Aviation Strategy
  - Mobility as a service (including financial modelling of new options)
  - State-level strategies, policy and regulations for connected and autonomous vehicles and vessels, electric vehicles, and transport funding
- Undertake travel demand analysis to increase on-demand transport and public transport usage
- Implement Government recommended decisions for Westport by investigating sustainable economic, social, cultural and environmental outcomes for Western Australia in relation to a new container port.

Future State

- Complementary, integrated transport systems and networks
- Efficient freight supply chains and intermodal freight networks that support economic development and regional prosperity across rail, road, ports, waterways
- Intelligent transport systems that enhance mobility
- An extensive network of air routes with affordable flight options
- Effective and fit for purpose regulation of automated vehicles and other emerging technologies
- Sustainable funding sources for transport infrastructure
- Transport solutions adaptable to climate change
- Integrated land use and transport systems
- A collaborative inter-agency approach to address sometimes competing demands and interface issues, based on a shared understanding of the broader policy and planning context and objectives.
Strategic Priority

CAPABLE AND FUTURE-READY ORGANISATION

Designing and building the right capability and capacity for the organisation to deliver what it needs in a sustainable manner

Key Initiatives

» Drive a culture of integrity, accountability and ethical behaviour to achieve business outcomes.
» Develop information capability and systems:
  - Implement the data privacy and sharing legislation initiative
  - Payment Card Industry Data Security Standard
  - Enable Identity as a Service (and National Identity Security Strategy)
  - Build a DoT Data Warehouse
» Implement workforce plans that identify critical roles and succession plans
» Develop a future-ready workforce
» Continue to embed a values-driven culture across DoT which embraces diversity and inclusion to deliver community centred outcomes
» Increase collaboration across the portfolio and wider public sector to deliver whole of government priorities
» Improve financial processes and systems and seek to reasonably recover costs across DoT services; requiring an effective approach to budgeting, forecasting, revenue and cost management, and cash management.

Future State

» Contemporary, connected and secure data services (including customer payments)
» Effective financial management within a cost recovery environment
» Data analytics capacity and capability
» The organisation has the right people to achieve our planned outcomes
» The organisation has a values-driven culture to enable its vision
» Effective, flexible and sustainable resource allocation, with appropriate financial governance and auditing
» Connected workforce – responsive, mobile and agile to deliver services to our customers
» A culture of integrity, accountability and ethical behaviour that is reinforced, communicated and modelled at all levels of the organisation
» Diverse and inclusive workforce to meet the complex and changing transport needs of the community.
Our Values

transport.wa.gov.au