



Government of **Western Australia**  
Department of **Transport**

Empowering a  
thriving *community*

# Strategic Intent 2022 - 2025

## Solutions / Customers / People





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# Empowering a Thriving Community

We plan and deliver transport solutions and services for the prosperity of all Western Australians. To do this, we are committed 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 the State Government's transport priorities for the community.

## Our Values



## Purpose of our Strategic Intent 2022 - 2025

Our Strategic Intent 2022-2025 sets the direction for our business planning, enabling us to serve the Western Australian community with effective and customer-focussed transport solutions and services.

It also guides our people in their pursuit to deliver modern regulation, relevant knowledge and learning, and enhanced safety and security for the community.

## Our Strategic Pillars

Our Strategic Intent 2022 – 2025 is built on three core pillars – **Solutions, Customers and People**.

These pillars combine to enable DoT to thrive and succeed in a dynamic environment, influenced by advancements in technology, increased mobility and changing customer needs.

# Solutions

## Sustainable Transport Solutions

**Focus:** Safely moving people and freight through effective strategy, policy, and regulation of transport infrastructure and services.

### Guiding Principles

- We're a contemporary regulator providing modern legislation and policies in line with community expectations, and with robust risk management and compliance.
- We collaborate with industry and government for improved service delivery and consistency in state planning and infrastructure, to support economic development and regional prosperity.
- We lead, influence, and coordinate strategic transport planning, asset management, and program evaluation supported by sustainable long-term investment planning and land use.
- We prioritise climate-resilient transport solutions that support community health, safety and wellbeing.
- We encourage new transport technologies and future mobility modes.
- We develop smart, accessible, and integrated transport systems and infrastructure.





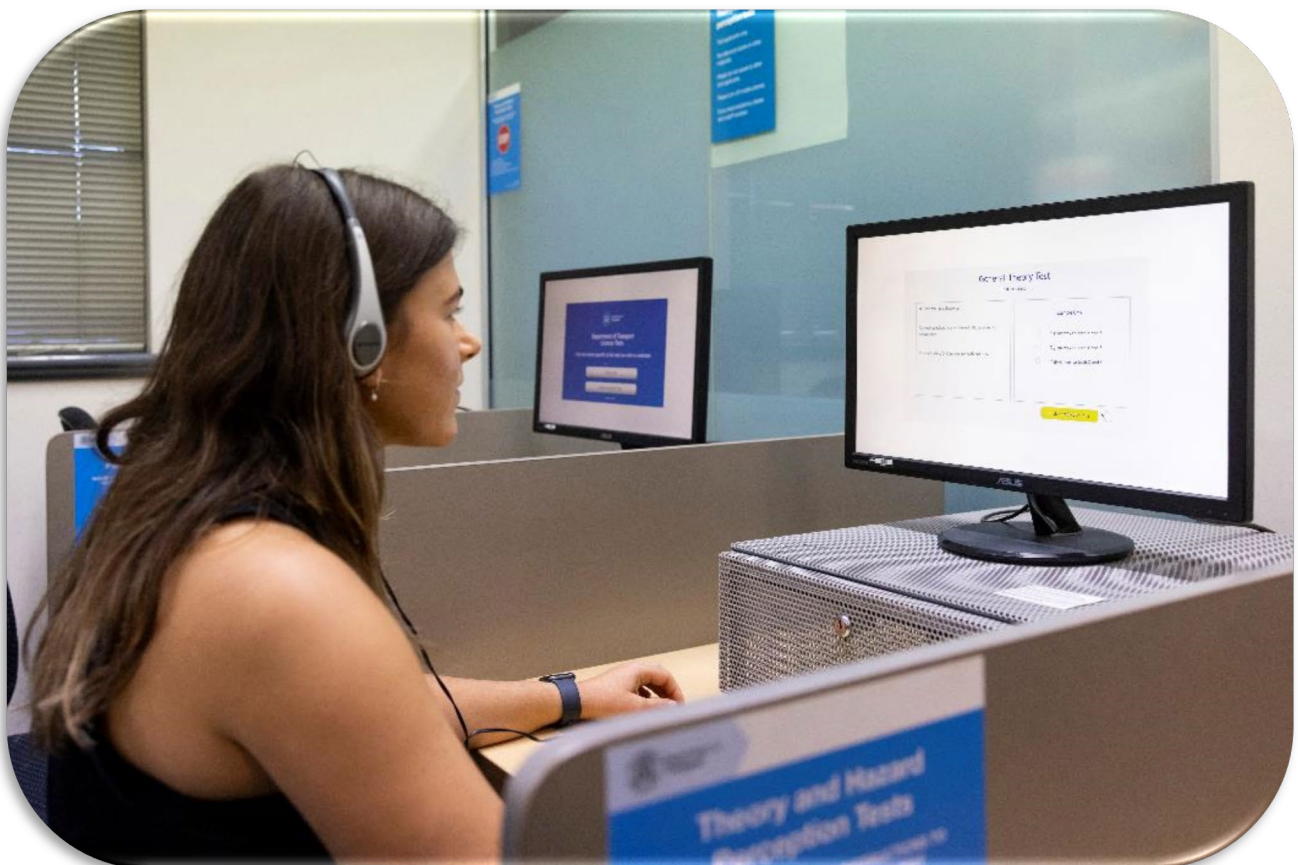
# Customers

## Community-centric Services

**Focus:** Engaging the community in designing fit-for-purpose, fair and accessible transport services for the convenience, health and wellbeing of the Western Australian community.

### Guiding Principles

- We adopt a customer-first approach focussed on convenient digital service delivery.
- We work with our customers to design suitable, connected services that instil trust, create public value and provide social benefits.
- We are improving the protection and management of personal data and commercial information in line with State privacy and responsible information sharing legislation.
- We are improving organisation-wide data management and using data analytics to inform decisions that will drive better policy development, service delivery and customer experience.
- We work to optimise social and economic benefits for the wellbeing of Aboriginal and Torres Strait Islander peoples.



# People

## Capable and Future Ready Organisation

**Focus:** Developing and building our human and organisational capabilities for safe and sustainable transport service delivery.

### Guiding Principles

- Our Purpose and Values inspire our people to pursue excellence and achieve impact.
- We promote a diverse and inclusive culture that emphasises safety, integrity, accountability, equality, and ethical behaviour.
- We are developing a sector-leading approach to recruitment and people development that will support high-performing individuals and teams.
- We are designing a holistic digital strategy that will guide and inform our investment in technology.
- We maintain effective governance, systems, and finances to maximise social, economic, and environmental benefit from transport investment.

