



Government of Western Australia
Department of Transport

Empowering a
thriving community

2023-24 Annual Report

Snapshot

Find the full version of the
2023-24 Annual Report at
transport.wa.gov.au/annual-report



Executive summary

The past year has delivered opportunities, challenges and successes for DoT. Our people have shown great commitment, adaptability and care to help keep our community connected and safe on WA's roads, waterways, shared paths and online.



I'm delighted to share the 2023-24 highlights, showcasing our people's commitment and the transport solutions, services and facilities that are enhancing quality of life in WA and supporting the state's economy.

In response to increased demand for our licensing services, we opened a dedicated driver assessment centre in Joondalup, recruited additional driver assessors and improved our online booking system. These efforts resulted in a 14 per cent increase in practical driving assessments (PDAs) conducted in 2023-24 compared to the previous year and reduced customer wait times.

The implementation of new safety equipment standards for recreational vessels, along with the passing of new marine drug and alcohol legislation, continued our commitment to boating safety and protecting lives.

Our collaborative efforts on the \$78.1 million Transforming Bunbury's Waterfront Project created jobs and improved community facilities, while our management of the successful Regional Airfare Zone Cap scheme made air travel more affordable in our regions.

We're also proud to have championed equity and sustainability in our work. Our Driving Access and Equity Program made the licensing process more equitable for disadvantaged regional and remote people and, through our administration of the Zero Emissions Vehicle Rebate Scheme, we have encouraged the uptake of electric vehicles.

It was also pleasing to see the department's efforts to build a positive and inclusive workplace culture are working, as evidenced by our 2024 Barrett Values Survey results.

Thank you to all our employees, customers and partners who have been part of our journey during the past year.

I look forward to another busy and rewarding year ahead of planning and delivering transport solutions that empower a thriving community.

Sincerely,

Iain Cameron PSM
Managing Director
Department of Transport

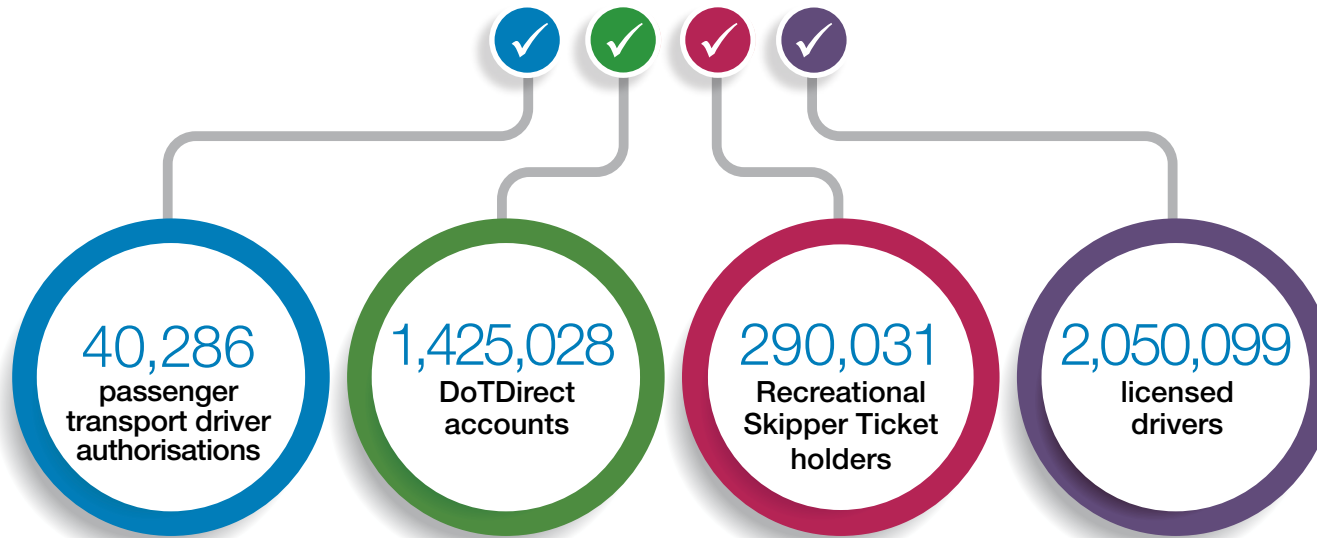
This is DoT video

To view go to link: transport.wa.gov.au/thisisdot



2023-24 at a glance

Our customer milestones

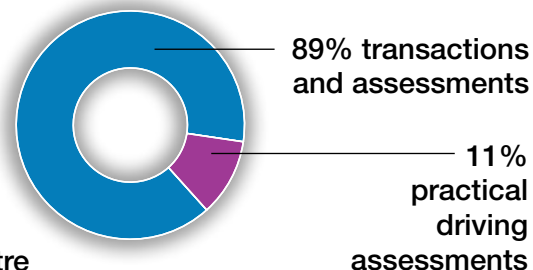


Our driver vehicle licensing centres provided advice, assessments and support

1,325,933 transactions and assessments

126,428 car and motorbike PDAs undertaken

21 regional and metro centres, including the Joondalup Driver Assessment Centre



We are making boating safer



Historic passing of the Western Australian Marine Amendment Bill 2023 to give WA authorities the power to test skippers for alcohol or drugs.

We are transforming WA's ports and coastlines



\$3.6m

grant funding allocated to protect WA's coastline.



\$13.5m

partnership between Westport and the Western Australian Marine Science Institution to deliver a comprehensive research program in Cockburn Sound.

At a glance — in regional and remote WA

We invested in regular and affordable air services



361,414

zone cap flights flown between 1 July 2022 and 30 June 2024.

\$64.6m

in funding committed to continuing the Regional Airfare Zone Cap scheme.



\$600m+

invested or allocated by the State Government towards expanding regional and metro shared path networks since 2017.



\$175k

to improve taxi services for people living with a disability in regional WA.

We helped disadvantaged Western Australians get a driver's licence

The Driving Access and Equity Program has seen:

24 not-for-profit local government and Aboriginal community-controlled organisations deliver the program.

936 disadvantaged regional and remote residents obtain a driver's licence since 2022.

\$15.7m committed to expanding the program into the Great Southern and South West regions and deliver a Perth metro pilot in 2024-25.

We delivered safe paths and encouraged active transport



\$2.1m

to improve walking and riding infrastructure across the City of Karratha.

We improved access to services in regional and remote WA

194 logbooks issued

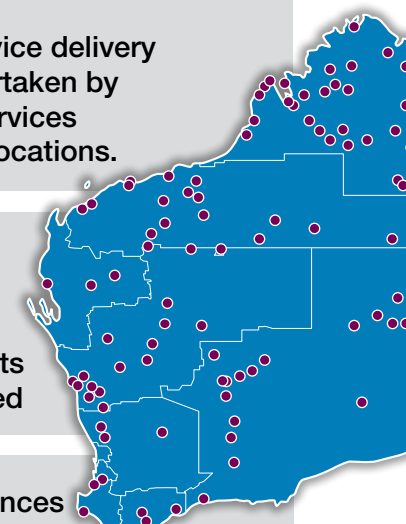
416 learner's permits issued/reissued

238 mobile service delivery visits undertaken by Remote Services across 73 locations.

898 theory and practical driving assessments administered

378 driver's licences issued/reissued

3,835 customers assisted



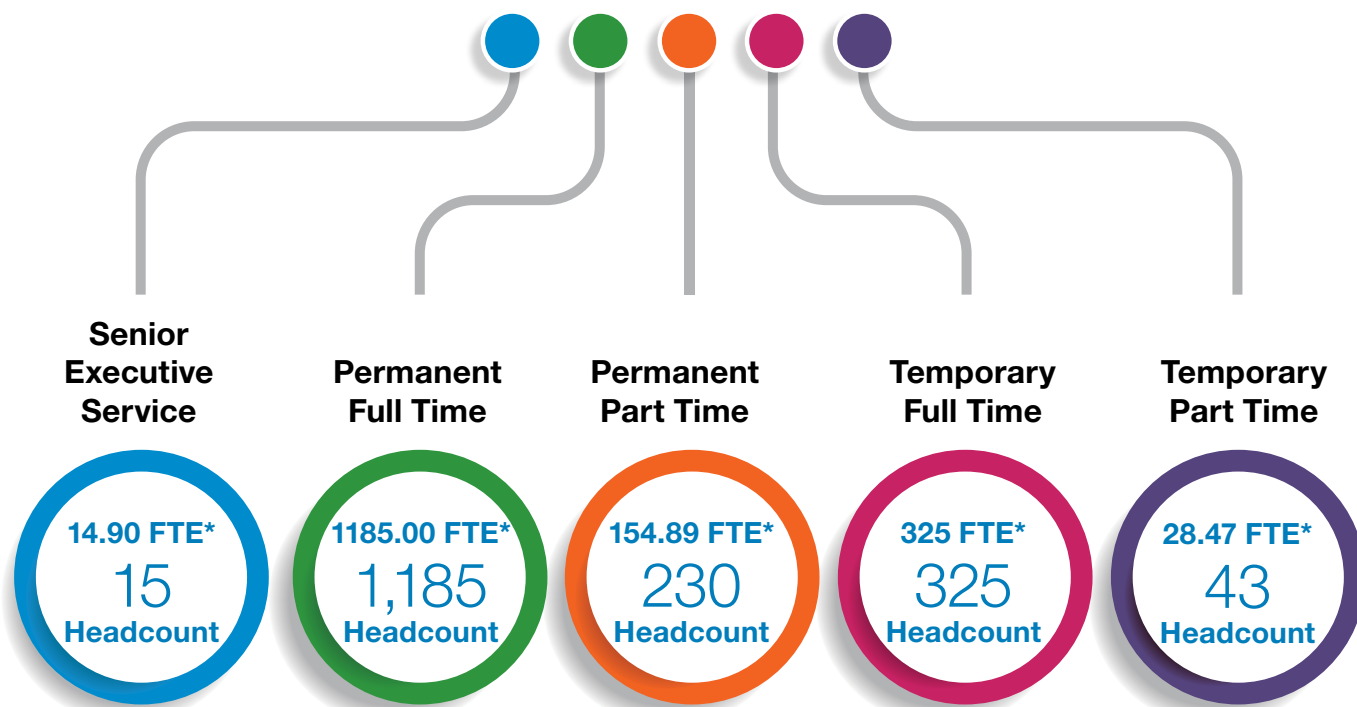
Our people: employment statistics

Total DoT employees

1,708.26 FTE

1,798

Headcount



*FTE: Full Time Equivalent

Building a capable, values driven and future ready organisation

53% of all learning and development courses undertaken related to compliance and equal employment opportunity, representing a nine per cent increase from the previous year.

15,723 courses were registered as complete through myJourney in 2023-24.

50+ members in LGBTQIA employee network.

95% of employees received WHS awareness training.

93.5% of enrolled employees completed the Records Awareness Training course.

61% of employees participated in DoT's third organisational-wide Barrett Values Survey in September 2023

56% of People Managers Program graduates – 19 out of 34 – were women.

Relief for cost of living pressures

During the 2023-24 period, a total of 8,573 customers, both new and existing, chose the one-month renewal option for light vehicle registrations through DoTDirect. Despite being 532 less than the previous year at 9,105, it continues to reflect the enduring effect of cost of living challenges faced by many of DoT's customers.

The one-month payment option, which was introduced in addition to the existing 3-month, 6-month, and 12-month payment options, gives Western Australian families greater flexibility to manage their household budgets and keep their vehicles licensed and on the road.

Customers can enter into a direct debit agreement with DoT and their financial institution to enable monthly payments to be debited from their account. Under the system, customers receive a reminder five days prior to a direct debit transaction on their nominated bank account, to ensure they have sufficient funds in their account.

In addition to the new payment option, eligible Western Australian households accessed a range of subsidies, providing financial relief and more affordable transport options.

We also administered \$27,127,149 to recipients of the Department of Primary Industries and Regional Development's Regional Pensioner Travel Card (formally known as the Country Age Pension Fuel Card Scheme).

These measures demonstrate DoT's commitment to supporting the community and helping customers manage the impact of cost of living pressures.



\$15.5m

transport related subsidies for pensioners, students and other concession card holders were administered by DoT in 2023-24.

Encouraging active travel in the community

While the Armadale Line Transformation is underway, DoT is partnering with METRONET and the PTA to encourage the community to walk, wheel or ride for short local trips, through the Armadale Line Active Travel (ALAT) project.

Collaborating with the Town of Victoria Park and the cities of Canning, Gosnells and Armadale, as well as the Department of Education, DoT is providing support for active travel in the community.

Through the established Your Move program, DoT is providing intensive support to 14 schools along the Armadale line to encourage whole-of-school active travel behaviour change.

The ALAT project benefits the community by building capacity, creating opportunities and motivating people to try active travel such as walking, wheeling or riding, and in turn reduces congestion, construction related travel impacts and potentially changes habits in the long-term.

Key achievements in 2023-24 included:

- 12 bespoke school access guides printed for families showing safe routes to school;
- 29 students participated in the Bike Rescue Program, refurbishing 45 bikes for themselves and others;
- 390 students engaged in bike education, including free bike safety checks;
- 12 teachers attended cycling education accreditation courses;
- 54 students attended Your Move leadership labs; and
- all Your Move schools participated in Active Travel to School days.

The wider community also benefited through the delivery of initiatives including:

- 20,000 new large-scale active travel maps distributed with hundreds more viewed online;
- six METRONET Armadale Line Transformation community information sessions supported by DoT; and
- eight hours of free bike checks at temporary bus interchanges and local events to encourage bike use.



Armadale Line Active Travel video

To view go to link: transport.wa.gov.au/Armadale-line

Rail upgrades on track to support agricultural regions

The Transport Portfolio continued delivering rail freight infrastructure upgrades jointly funded by the Australian and State Governments through the \$200 million Agricultural Supply Chain Improvements (ASCI) program.

The program aims to improve the efficiency of key WA agricultural supply chains by moving more grain to port via rail to meet market demand and support grower returns.

Transporting grain by rail also decreases the number of trucks on roads, reducing emissions and road maintenance costs and improving the liveability of regional communities.

Co-operative Bulk Handling (CBH) is investing in the program alongside the State Government, with the Transport Portfolio also collaborating with rail network manager Arc Infrastructure.

Significant achievements in 2023-24 included the completion of upgrades to the Brookton and Broomehill rail sidings to improve supply chain efficiency by enabling the quicker loading of longer grain trains.

Construction also began on upgrades to the Cranbrook and Konnongorring rail sidings, and a detailed assessment of the technical costs and economic benefits of recommissioning a section of the Narrogin-Kulin-Wickepin Tier 3 rail lines was completed.

Future ASCI milestones include finalising the Cranbrook and Konnongorring upgrades, construction starting on the Moora rail siding upgrade, and preparing detailed designs for program line upgrades.

Broomehill barrel installation ►

ASCI Brookton Rail Siding video

To view go to link: <https://bit.ly/brookton>



Regional Airfare Zone Cap Scheme continues to soar

The Regional Airfare Zone Cap (RAZC) scheme is improving connectivity and liveability in regional WA by providing regional residents with access to capped airfares for personal travel to and from Perth.

Managed by DoT, the scheme has continued to make flights more affordable for regional residents by capping the cost of return airfares to Perth at either \$199 or \$299 one-way for personal travel.

Since the Australian-first scheme was established on 1 July 2022, more than 361,000 of the capped fares were used to 30 June 2024, easing cost of living pressures on regional people and helping them stay connected to social networks and essential services in Perth.

The scheme operates through a partnership between DoT and six airlines: Airnorth, Qantas, Rex, Skippers Aviation, Virgin Australia and Nexus Airlines. It is available to travellers across 18 regional locations, with Karratha, Port Hedland, Kalgoorlie and Broome seeing the highest usage of the scheme to date.

By making air travel to Perth more affordable, the initiative has also played a key role in supporting economic development and job creation in the regions, helping to build stronger regional communities.

The RAZC scheme is a flagship State Government initiative and delivers on an election commitment to make air travel in the regions more affordable. In recognition of its importance, an additional \$64.6 million was committed to the scheme in the 2024-25 State Budget. This investment will enable thousands more regional people to manage the cost of flying to and from Perth. DoT will conduct a review of the scheme in 2024-25.

Regional Airfare Zone Cap scheme video

To view go to link: transport.wa.gov.au/razcnews



Maritime

The Maritime directorate provides safe, accessible and sustainable use of navigable waters and collaboratively plans and delivers best practice in maritime development and management for the economic and social prosperity of WA. DoT's Maritime projects contribute to 'Outcome 3: An accessible and safe transport system' and support DoT's strategic priority to deliver sustainable transport solutions.

Unprecedented period of change for boating safety laws

New safety equipment requirements for recreational vessels in WA became law in September 2023, quickly followed by the start of a staged introduction of new marine drug and alcohol laws in November 2023.

Together, the law reforms represent a period of significant change in recreational boating laws designed to increase safety and save lives on the water.

As a result of the first comprehensive review of safety equipment requirements for recreational vessels in 30 years, skippers are now required to carry an appropriate lifejacket for each person on board when on the water.

The successful passage of the Western Australian Marine Amendment Bill 2023 provided stronger on-water laws that, for the first time, give WA authorities the power to test mariners for alcohol or drugs.

In the past seven years, there have been 57 on-water fatalities in WA, the same number as the previous 12 years combined.

The average number of deaths per year has risen to 7.1 over the past decade, a significant increase from the previous average of 4.5.

The reforms include prescribed limits for blood alcohol content and illicit drug presence for skippers, aligning with the rules on the road.

The new testing powers were proclaimed in May 2024, enabling the WA Police Force to undertake on-water post incident testing following marine incidents. It is anticipated that DoT will commence on-water preventative testing in late 2024, ahead of the summer boating season.

DoT and the WA Police Force have worked collaboratively to develop laws to enable the testing of skippers for alcohol and drugs.

The changes to safety equipment laws for recreational vessels also include the compulsory wearing of a lifejacket (level 100) when more than 400 metres offshore in unprotected waters for children aged between one and 12 years and for everyone on board when the vessel is less than 4.8 metres in length.

A second phase of new safety equipment laws that will apply to paddlers, windsurfers and kite surfers are due to be introduced in the second half of 2024.

At a glance

September 2023

The Western Australian Marine Amendment Bill 2023 provided stronger on-water laws giving WA authorities the power to test mariners for alcohol or drugs.

May 2024

New testing powers enabled the WA Police Force to undertake on-water post incident testing following marine incidents.

Late 2024

- On-water preventative testing anticipated.
- Phase 2: New safety equipment laws that will apply to paddlers, windsurfers and kite surfers are due to be introduced.

Bunbury's waterfront transformation project makes great progress

DoT is playing a pivotal role in the delivery of \$78.1 million in works as part of Stage 3.1 of the Transforming Bunbury's Waterfront project.

The project, led by the South West Development Commission, has seen close collaboration between DoT and the Commission, as well as other project partners DevelopmentWA, Southern Ports Authority and the City of Bunbury, to create vibrant shorelines for the local community and deliver infrastructure to stimulate marine and tourism industries.

\$3.2 million in upgrades

to the public boat ramp and trailer parking along with the completed design of the new northern breakwater ready for construction at Casuarina Boat Harbour.

Results from DoT's work on Transforming Bunbury's Waterfront in 2023-24 included the completion of detailed dredging and design for the new northern breakwater, progression of civil and services design across the harbour precincts, completion of detailed design and delivery of trailer park reconstruction, completion and installation of new CCTV security cameras at the boat ramp trailer park, and completion of detailed design and delivery of an ablutions block, delivered by a local Aboriginal business.

Additionally, DoT called for expressions of interest in the development of key sites on the western side of Casuarina Boat Harbour for a boat lifting marine service and repair precinct and a future boat stacking operation. A preferred developer has been selected and lease agreement terms are being developed.

The project is intended to revitalise a key regional facility, improving public amenity and providing opportunity for commercial development and activity.

With DoT as a delivery partner, the project is making great progress, boosting the local

[Casuarina Boat Harbour](#) ►



Driving Access and Equity Program continues to improve lives

The Driving Access and Equity Program (DAEP) continued to support disadvantaged regional and remote residents through the entire licensing process to improve connection to people, places, culture, healthcare, education and employment.

The program has partnered with 24 not-for-profit local government and Aboriginal community-controlled organisations to assist disadvantaged people overcome barriers, including limited access to a vehicle, supervisor, driving instructors or funds to obtain a driver's licence due to barriers including income, employment status, literacy and geographic location.

3,500+ participants
from 84 locations across the Kimberley, Pilbara, Mid West, Gascoyne and Goldfields-Esperance regions have been assisted to participate in the licensing process, resulting in over 936 driver's licences being obtained since 2022.

Over 170 participants have reported that they have found employment or progressed their career since getting their licence.

An evaluation of the program conducted in July 2023 reported an overwhelmingly positive response from participants, providers and stakeholders, demonstrating the program continues to address very real social issues and impacts positively on individuals and their broader social networks.

DAEP grant-funded projects have also supported over 70 people to attend driving instructor training and supervision sessions, with 52 people licensed as driving instructors, facilitating over 12,000 hours of supervised driving. Forty-four vehicles for learner driver training and instruction were also purchased.

The program has seen some regional communities have access to a driving instructor for the first time, including Ardyaloon in the Kimberley, Meekatharra in the Mid West and Marble Bar in the Pilbara.

An amount of \$15.7 million announced in the 2024-25 State Budget will see DoT continue DAEP in existing regions, expand into the Great Southern and South West for the first time and run a metro pilot alongside the McGovern Foundation for the next two years.



Driving Access and Equity Program video

To view go to link: transport.wa.gov.au/daep



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: "Songlines", a collaborative artwork by Deanne Tann, Sister Kate's Home Kids Aboriginal Corporation and Department of Transport staff following Cultural Awareness Training workshops.

Department of Transport 2024

This publication contains highlights from the 2023-24 Annual Report
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