



Government of Western Australia
Department of Transport

Empowering a
thriving community

2024-25 Annual Report Snapshot

Find the full version of our 2024-25 Annual
Report at transport.wa.gov.au/annualreport



About this snapshot

Department of Transport 2025


This publication contains highlights from the 2024-25 Annual Report

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Executive summary

At DoT, our priority is to ensure our actions in transport improve safety, access, social connectivity and job opportunities for all Western Australians and visitors.

For us to continue to empower a thriving community, it is important that people can see evidence of, and trust in, our work to address challenges and remain community-focused in our transport solutions, services and legislation. I'm delighted to share some of this evidence captured in the 2024-25 highlights.

We're proud of our commitment to improving access and equity in our services. This year, we introduced a digital [Passenger Transport Subsidy Scheme](#) for people with disability, replacing the old paper system. Our Regional Airfare Zone Cap scheme continues to support affordable air travel, and our [Driving Access and Equity Program](#) is making licensing more accessible for people in regional and remote areas.

With a sharp rise in our State's road trauma, particularly involving young people, we introduced [passenger restrictions for red P-plates](#), to help make our roads safer for everyone. We commenced [on-water alcohol and drug testing](#), aligning the same laws to those for our Western Australian road users, helping to save lives on our waterways.

Delivering community-focused projects was a priority for us, supporting residents to stay active during the extended [Armadale and Thornlie Line shutdown](#) and progressing the new \$69.2 million new northern breakwater at Bunbury's Casuarina Boat Harbour.

We commenced reform to crack down on predatory and unethical behaviour in the [towing industry](#), protecting people involved in traffic accidents from excessive charges and storage

fees following the passing of new legislation introduced by the Government.

Our collaborative efforts working with the Kimberley Ports Authority on their first point of entry application and our ongoing management of the [\\$200 million Agricultural Supply Chain Improvements program](#) is helping to keep our State connected and the economy growing.

In response to increased demand for our driver licensing services, we employed additional front counter service staff and trialled extended trading hours at three major metropolitan Driver and Vehicle Services centres on Saturdays and during the week, to find the best way to serve the community.

It was also pleasing to see the department being recognised for its efforts to build a positive and inclusive workplace culture, achieving Disability Confident Recruiter status from the Australian Network on Disability, and recognised as an Inclusive Employer by the Diversity Council.

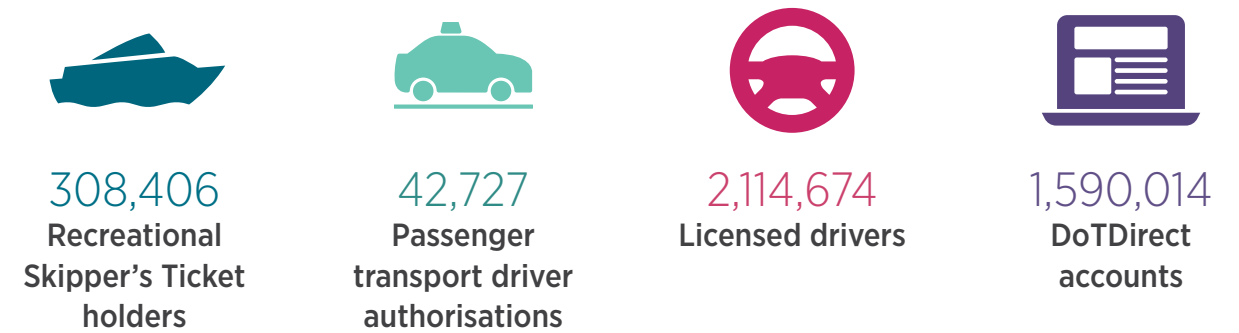
Thank you to all our employees, customers and partners who have been part of our journey during the past year. I look forward to our future as the Department of Transport and Major Infrastructure, planning and delivering services and projects that empower a thriving community.



Iain Cameron PSM
Managing Director | Department of Transport

2024-25 at a glance

Our customer milestones



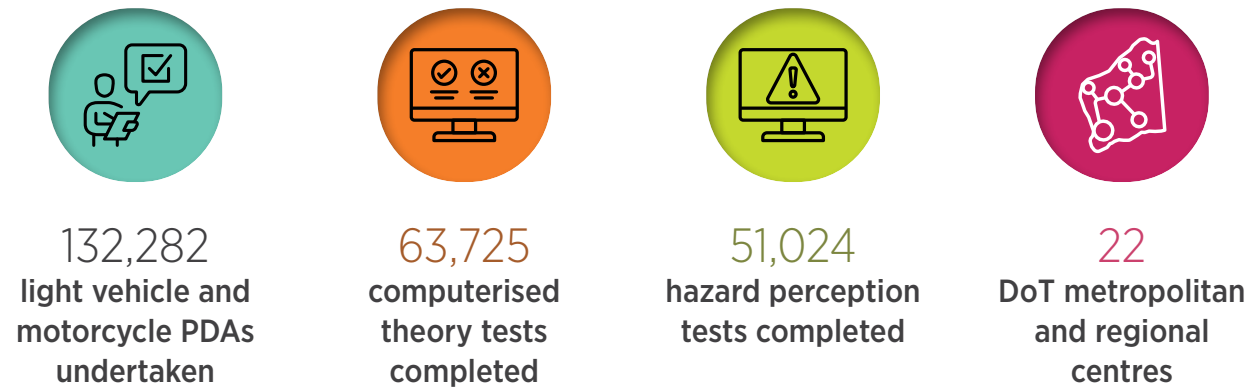
We supported active travel in the community



We are transforming Bunbury's waterfront

\$69.2m works contract for the Casuarina breakwater and refurbishment of a beach groyne in the Koombana Bay foreshore awarded in July 2024.

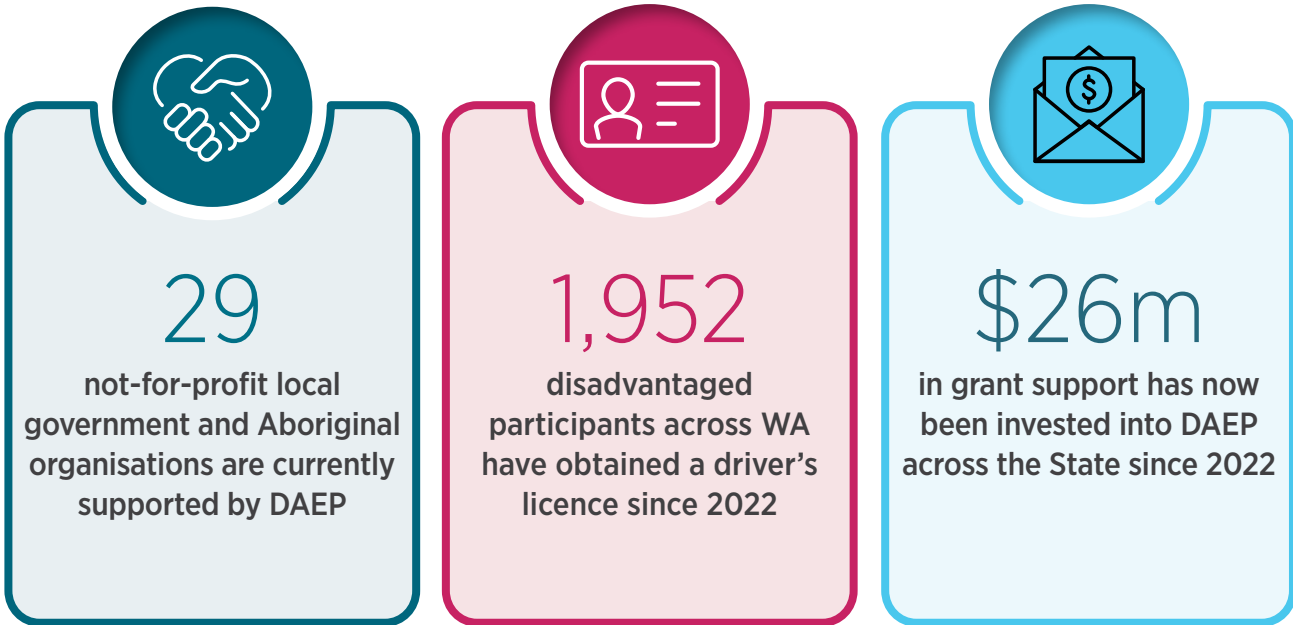
Our metropolitan centres, regional centres and agents provided advice, assessments and support across WA



We are improving recreational boating facilities

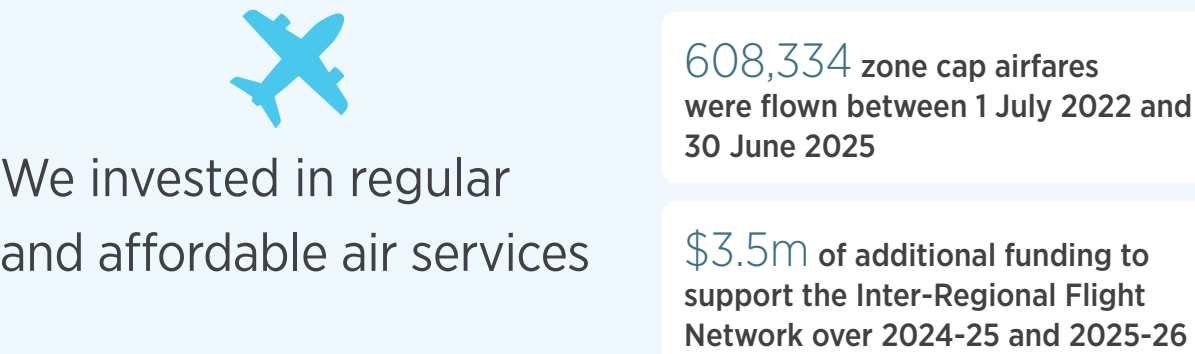
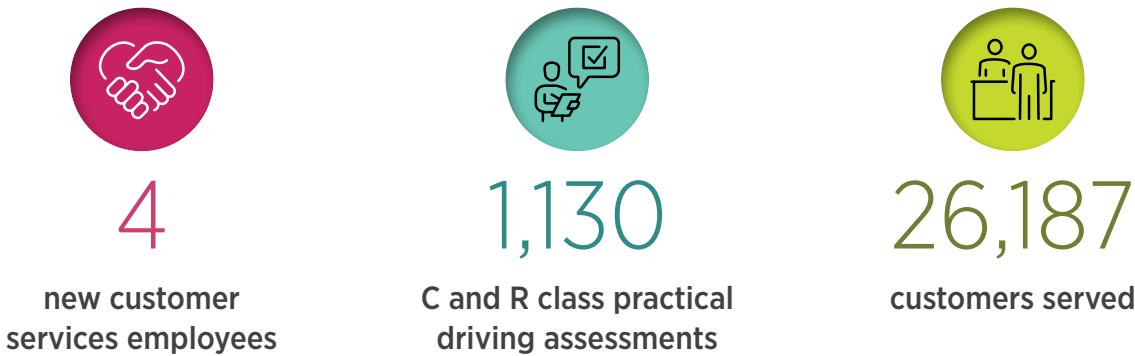
\$54.3m allocated to fund 478 projects through the Recreational Boating Facilities Scheme (RBFS) since 1998.

We helped disadvantaged Western Australians get a driver's licence through DAEP

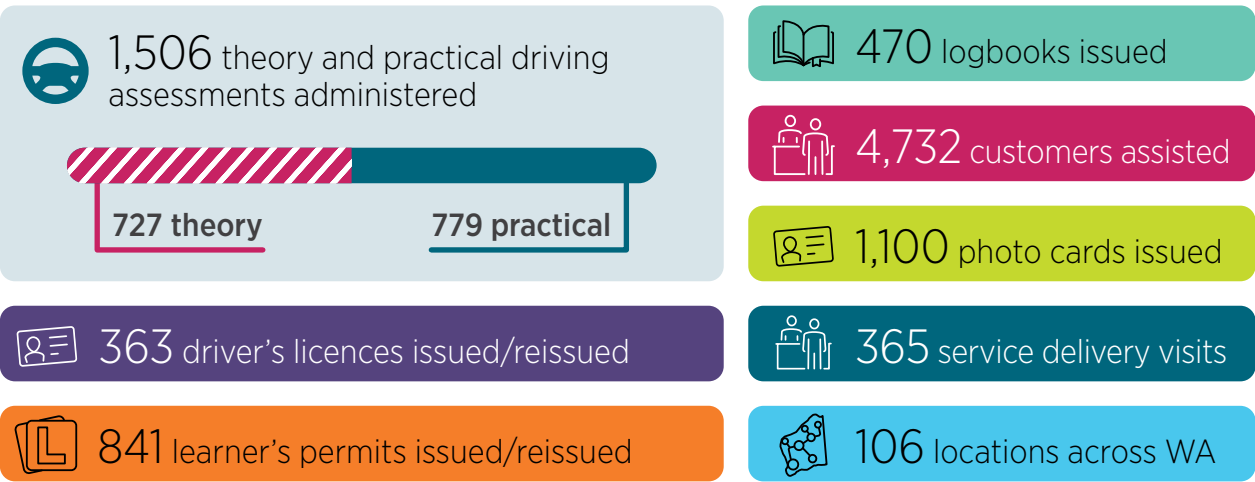


At a glance — regional and remote WA

We opened a new DoT Service Centre in Busselton



We improved access to licensing services across WA*



* Delivered by DoT's Remote Services and Mobile Services teams across regional, and several metropolitan locations.

Employment statistics

Status	Headcount	Full time equivalent
Permanent Full Time	1,331	1,331
Permanent Part Time	244	167.03
Senior Executive Service	22	21.90
Temporary Full Time	383	383
Temporary Part Time	40	24.61
Total DoT employees	2,020	1,927.54

Building our workforce capabilities



New digital era for subsidised taxis

DoT introduced the new digital Passenger Transport Subsidy Scheme (PTSS) on 1 March 2025 to enhance service delivery for the WA community.

PTSS offers a new and modern system for subsidising taxi travel costs for people with disability, replacing the 37-year-old, paper voucher based Taxi User Subsidy Scheme which began in 1988.

PTSS replaced paper vouchers with a smartcard for passengers with accessibility features such as braille and notch carved out on the side and digital systems to help drivers capture PTSS journey details, including a mobile app and functionality to link taxi dispatch equipment to DoT systems.

DoT engaged with the taxi industry, participants and the disability sector to communicate and test the new changes, including ongoing work

with key on-demand booking services who provide wheelchair taxi services across WA and conducting a pilot with drivers and passengers across the state.

Other reform achievements included improving internal systems, enhancing application accessibility for people with disability, and confirming contact details for over 15,000 participants across the state.

17,448 PTSS participants and 112,262 journeys have been completed since launching on 1 March 2025 to 30 June.

Reform to lower youth road deaths and injuries in WA

To address the increasing road trauma and rate of young people being killed and injured on our roads, the State Government announced a range of new safety initiatives for young people in October 2024.

On 1 December, legislative reform — also known as Tom’s Law — was introduced, restricting red P-plate drivers to carrying only one passenger, unless an exemption applies.

According to the Western Australian Road Fatalities and Serious Injuries 2024 report, young drivers aged 17-19 have the highest KSI (killed or seriously injured) rate, recorded at 103 per 100,000 population, compared to other age groups. Limiting passengers for new drivers aims to improve safety for this high-risk cohort by minimising in-vehicle distractions during their first six months of unsupervised driving.

To align with the new laws, DoT launched a public advertising campaign titled ‘Red plate. One mate.’ for existing and future red P-plate drivers and their parents. The campaign boosted awareness of the new law through social media, radio, digital, video and outdoor advertising from 1 December 2024 to 31 January 2025.

The campaign won ‘Best of Year’ radio advertising award as part of the 2025 Campaign Brief WA Creative Awards, announced in May 2025.


Research undertaken by DoT following the campaign indicated strong community awareness and support for the campaign.

80 per cent of drivers surveyed were aware of the single-passenger restrictions.

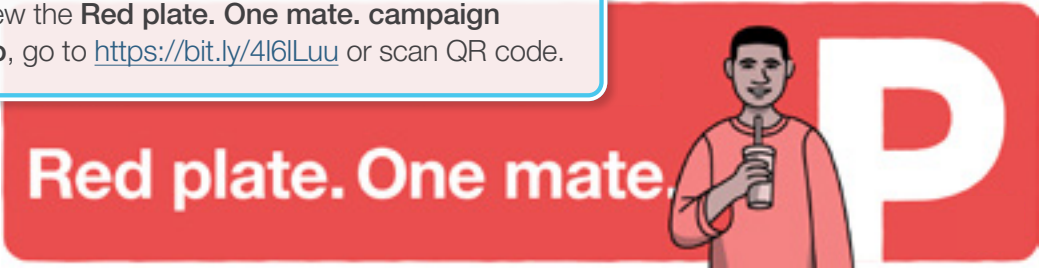
Approximately **70 per cent** supported the new restrictions.

The implementation of Tom’s Law, along with other reform initiatives during this period, reflects the State Government’s continued commitment to improving road safety.





To view the **Red plate. One mate.** campaign video, go to <https://bit.ly/4l6lLuu> or scan QR code.



Armadale Line Active Travel project gets students and parents moving

DoT partnered with METRONET and the Public Transport Authority to deliver the Armadale Line Active Transport (ALAT) project in collaboration with local government authorities and schools, throughout 2024.

The project provided community support to encourage people to walk, wheel and ride for local trips during the Armadale and Thornlie line shutdown period, ending in December 2024.

Fourteen Your Move schools received intensive support through the project, including bike education, active travel festivals and safe routes to school access guides. This approach reached over 7,500 students and their parents and carers.

As part of the ALAT project, DoT collaborated with the City of Canning to trial School Open Streets at Queens Park Primary School. This involved temporarily closing one school street to vehicle traffic and opening it to walking, wheeling, riding, play and community connection during school drop off and pick up times.

Findings from the ALAT project will provide valuable insights for DoT's current Your Move program initiatives and other future projects aimed at supporting communities during transport network disruptions.

At a glance

- » **76 per cent** of parents engaged through the initiatives said they were more supportive of their children walking or riding to school.
- » **81 per cent** of parents said these initiatives helped them meet other parents.
- » **45 per cent** of students walked or rode to school by the end of the project – higher than the Perth average of 20 per cent.
- » **6 per cent** reduction in car trips to school was achieved.

Driving Access and Equity Program removes barriers to getting a driver's licence

The Driving Access and Equity Program (DAEP) continued to support disadvantaged Western Australians through the licensing process, with the State Government announcing an additional round of grant funding of \$15.5 million in October 2024.

The Program, in partnership with 29 not-for-profit, local government, Aboriginal and Aboriginal community-controlled grant funded organisations deliver 32 projects assisting participants to overcome barriers they may face to get a driver's licence.

The expansion into the Great Southern and South West, for the first time in 2024-25, has seen even further growth of the program.

Since the program commenced in 2022:

- 5,366 participants from 111 locations across the state have been assisted to participate in the licensing process by one or more of the grant-funded organisations.
- 61 five-star Australasian New Car Assessment Program safety-rated vehicles have been purchased for driving supervision or instruction.
- Grant funding has supported more than 95 people to attend driving instructor training and supervision sessions, with 74 people now successfully being issued a driving instructor licence. The organisations have facilitated over 50,000 hours of supervised driving with participants.

- 1,952 participants have obtained a driver's licence through DAEP since its inception.
- 992 participants have declared employment, education or further training through engagement with DAEP.
- DAEP is currently piloting a Delivering Community Services in Partnership program with the McGovern Foundation which marks the program's first expansion into metropolitan areas.
- DoT worked with the Department of Treasury to develop a framework to evaluate the rapid expansion of the program and ensure it meets its stated objectives, as well as providing value for money.

Over the next 12 months, DAEP will continue to lead innovative, collaborative projects in partnership with local communities to assist disadvantaged people throughout the state to overcome the barriers they may face to obtain a driver's licence.

On-water testing introduced to save lives

To improve safety and help save lives on WA’s waterways, DoT commenced on-water alcohol and drug testing in November 2024.



▲ Marine Officer on patrol.

Testing of skippers suspected of being under the influence of alcohol or drugs followed the implementation of new legislation in May 2024, that included prescribed limits for blood alcohol content and illicit drug presence for skippers, aligning with WA’s current road laws.

Previously, WA was the only state where authorities did not have the power to conduct on-

water testing of skippers for alcohol and drugs.

DoT and the WA Police Force collaborated to develop the laws to enable the testing of recreational and commercial skippers for alcohol and drugs. On-water testing procedures were developed and DoT marine officers received significant training in the use of the testing equipment.

To coincide with the introduction of on-water alcohol and drug testing, DoT delivered a targeted education campaign to increase awareness of the new laws and limits with the call to action: Stay afloat. Don’t drink and boat.

The first excess 0.08 blood alcohol content offence was recorded at Bicton on 26 December 2024 and this case was reported by the state’s media. During the busy Christmas and new year period, up until 15 January 2025, on-water testing saw seven positive results recorded: six for alcohol and one for drugs.

The new laws, implemented by DoT in partnership with the WA Police Force, provide significantly increased powers for our officers to keep our waterways safe for all users.

Agricultural Supply Chain Improvements (ASCI) program

DoT continues to oversee the Transport Portfolio’s delivery of rail freight infrastructure upgrades jointly funded by the State and Commonwealth Governments through the \$200 million Agricultural Supply Chain Improvements (ASCI) program.

Significant achievements in 2024-25 included the signing of the funding agreement for the Midland line upgrade from 16 tonne-axle-load (TAL) to 19 TAL between Carnamah to Mingenew.

Around **500,000 tonnes** of grain are carried on this section of line each year and the ability to accommodate heavier grain rail wagons will streamline grain handling and deliver reduced freight costs to local growers.

The Broomehill project, consisting of an upgraded rail siding and complementary new rapid rail outloading infrastructure was finished

and is now fully operational, while rail siding upgrades were completed at Cranbrook and Konnongorring. Work commenced on the Moora rail siding upgrade and a funding agreement for the delivery of the Perenjori rail siding has been signed.

The ASCI program aims to improve the efficiency of key WA agricultural supply chains by moving more grain to port via rail to meet market demand, support grower returns, reduce the number of trucks on roads, cut emissions and road maintenance costs and improve the liveability of regional communities.

Co-operative Bulk Handling is investing in the program alongside the State and Commonwealth Governments, with the Portfolio also working with rail network manager Arc Infrastructure.



New towing laws protect consumers

In response to the increasing demand from the community and industry for improved regulation of crash towing, DoT proposed legislative changes that resulted in the *Towing Services Act 2024* becoming law in October.

The new Act promotes safe, fair and efficient provision of crash towing services at a reasonable cost to the community and seeks to improve the reputation of the towing industry. Key provisions included the introduction of maximum charges for towing and storage services; prohibition of spotter fees and other incentives; safety improvements and enhanced enforcement powers for DoT.

To help raise awareness across industry and the community, DoT ran a social media campaign from 15 July to 19 October 2024 while the Towing Services Bill 2024 was being drafted. This helped promote consumer advice around their rights when engaging towing services at a crash scene in the Perth and Peel regions.



DoT implemented a follow up campaign, ‘The more you know, the better the tow’ from 13 to 31 January 2025, to align with the first stage of the regulations that started on 10 January 2025. The campaign used digital, print, radio and social media channels to ensure industry and the public were informed of the new reform provisions. Industry engagement has continued with regular industry newsletters and information sessions.

Research conducted by DoT shows early signs that dangerous roadside behaviour has improved, and additional education and enforcement will be necessary to ensure community protection. This initiative will be managed by the dedicated Towing Governance and Regulation team within DoT.

The new Act also includes provisions for the occupational authorisation of towing service providers and towing workers, incorporating fit-and-proper assessments and character tests.

This initiative will enable DoT to further enhance protections for the community and re-build the reputation of the industry.

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.

Within Western Australia, the term Aboriginal is used in reference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of Western Australia. Aboriginal and Torres Strait Islander may be referred to in the national context.

Artwork from Maarakool Art

The artwork was designed by Mel Spillman (Woods), founder of Maarakool Art. This artwork represents the waterways, river inlets and bays, cold climate and blue colours of the far South of WA. Pathways connecting important places such as inland, coastal and river camps. Waterways were integral to cultural activities and seasonal movements. The Waugal is the major spirit for Noongar people and central to beliefs and customs representing culture for safe travels.

Mel is a Noongar Aboriginal artist with family connections to Goreng Country. She was born in Gubbi Gubbi Country in Queensland and moved to Whadjuk Country at the age of ten.

To learn more about Mel and Maarakool Art visit maarakoolart.com/about