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OFFICE

COMMISSIONER FOR MOTOR TRANSPORT



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NEW SOUTH WALES

Annual Report 1984-85



Wetherill Park Vehicle Inspection Station

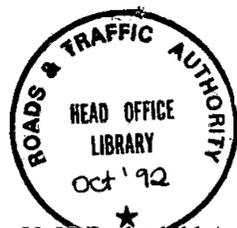


Carrington Vehicle Inspection Station



Botany Vehicle Inspection Station

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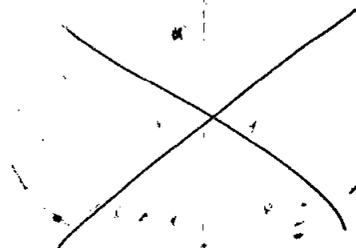


50-52 Rothschild Avenue,
Rosebery.

Box 28, G.P.O., Sydney,
N.S.W. 2001

Telephone: 662 5555

The Hon. R.J. Mulock, LL.B., M.P.,
Deputy Premier and Minister for Transport,
SYDNEY.



Dear Mr Mulock,

I submit for your information and presentation to Parliament the Annual Report of the Department of Motor Transport for the year ended 30th June, 1985.

The report describes the work of the Department during the review year, includes comparative financial statements for that year and the previous year, and introduces some improvements in presentation and content.

I acknowledge, with appreciation, the loyal and able assistance given by the staff of the Department during the year.



L049347

Yours faithfully,

Commissioner

ISSN 0467 5290



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UPLIFTING OUR PERFORMANCE: THE DEPARTMENT'S PERSPECTIVE

THE BASICS

Of fundamental importance to the success of any organisation is that it is given meaning and purpose. A vision which is clear, self-evident and resilient and which gives meaning to its people and the work they do. A goal which commands commitment, loyalty and effort and whose achievement brings respect and self-esteem.

The Department of Motor Transport has committed itself to service, quality and integrity. The task of management is to give real meaning and action to these ideals, to manage and nurture them by ensuring our attention is always focussed on their achievement and our efforts are always concentrated on those few key objectives which give effect to their underlying purpose.

The Department's goals are to be achieved by insisting on service, quality and integrity in all that we do. By directing our attention and efforts at our customers' requirements and not our own internal affairs. By taking notice of what our customers say. By being as helpful and flexible as possible in handling their enquiries and complaints. By being obsessed with quality and with value for money. By being thoroughly competent. By insisting on high standards of work, conduct and reliability. By ridding ourselves of dishonest staff and bad practices. By recognising personal values and rewarding honest efforts.

And, especially, by innovation.

Achieving quality and service in the Department's business sets a challenge. What gets produced at the counter, gets consumed at the counter. There is no sampling of the production line, no opportunity for rejection of bad lots. The growing variety of exceptions to general rules and the need to respond to substantial changes in the community's requirements demands that more and more individuals make decisions on matters for which a routine answer no longer exists. Self-generated quality control by the people in our motor registries, on the road and in head office is essential to our success. It is something which they must work at every day. Their decisions are the key to improved service and quality and their actions the source of the Department's integrity.

As a public authority, we have a responsibility to meet the community's requirements. As one which impacts the daily lives of almost every citizen of the State, we have an accompanying duty of care. As one which seeks achievement through major change, that responsibility and duty of care are greatly increased. Only when fully satisfying the community's requirements becomes second nature to every one of us and innovation is wholeheartedly embraced will consistently high standards of service, quality and integrity be achieved.

These basic tenets were not invented by this Department. They have been around for a long time and recognised by successful organisations and their customers as the key to success. As in a number of other places, in this Department they are receiving renewed emphasis.

THE MANAGEMENT ENVIRONMENT

It has often been observed by management consultants and writers that the key to successful change is having on side the commitment and authority of the person who really calls the shots. In public sector organisations, no such single person any longer exists. To achieve genuine, substantial and lasting improvements it is necessary to enlist



the support of the Minister, the Public Service Board, the Premier's Department, the Treasury, the Attorney General's Department and the relevant unions. In many cases, the support of other organisations, both public sector and private, must also be sought.

Not surprisingly, as one consultant has observed, the odds are stacked against major changes being agreed to and carried through effectively in a public sector environment because of the widespread dispersal of power. And the bigger the stakes, the harder it is to assemble the forces because inevitably you threaten traditional demarcations and wisdoms and venture into the political arena. Major change is a rare event for most public authorities and, accordingly, few managers have experience in managing its definition and implementation.

This compartmentalizing of power tends also to encourage a parochial and inward-looking approach to problem solving, featuring a conservative bias and a negative view at the expense of enterprise. A 'keep-the-lid-on' approach which gives patching over problems and cost-cutting priority over enhancement of quality and value, and the delivery of new services. Central agencies, in particular, frown upon experimentation and abhor mistakes.

The dispersal of power also prevents action until the full range of potentially relevant factors is accounted for. A proposal is reviewed, then the review is reviewed. Comprehensive 'grand' plans are put together — plans which are overly complex and impractical, expensive and near to impossible to implement. Delays in reviewing and deciding, premature announcements, a rush to act on the basis of inadequate preparation, and cynicism and hostility on the part of those affected are almost inevitable. Success isn't.

Having the 'right' ideals, the 'right' objectives and the commitment of management and staff is not enough for successful innovation. The real world of the public sector cannot be ignored or made to go away. In addition to establishing networks of co-operative effort within the organisation, similar networks involving the central agencies as well as major customer groups, suppliers and partners must be established and made productive. To reduce isolation and potential conflict, to create mechanisms for the exchange of information and new ideas, to obtain a wider perspective on problems and broaden the search for solutions, and to focus attention from a wide spectrum on getting genuine improvement in service and value for money.

STIMULI FOR INNOVATION

During the past five years or so, the Department has been the subject of a number of significant reviews. These include the Lower Inquiry, the Management and Strategy Review conducted by W. D. Scott & Co., Inquiries by the Parliamentary Joint Standing Committee on Road Safety and the Parliamentary Public Accounts Committee, Efficiency Audits conducted by the Public Service Board and numerous investigations by the Ombudsman. In addition, several independent inquiries have been held on matters related to the Department's administration including the road freight industry, the tow truck industry, the school pupil conveyance scheme and the current review of air services within N.S.W. Significant reviews have also, of course, been undertaken on the Department's own initiative by its Policy Analysis Unit, by ad hoc project teams and in connection with the preparation of its E.E.O. Management Plan.

All of these reviews have provided a continuous stimuli for improvement in the Department's operations and management. As a whole, however, they tend to reflect the pre-occupation mentioned earlier of public sector management with its internal affairs, with efficiency and economy and regulation; they are not primarily directed towards achieving improved services for the public. The Ombudsman's investigations, instigated usually as a result of a customer's complaint, and representations to the Minister, come closest to directly addressing the provision and quality of services. Even here, however, of usual concern is a marginal improvement in an isolated activity or the elimination of a specific bad practice.



The effect has been pressure on management to direct its efforts to fixing discrete internal problems rather than improving quality and service on a broad front and to patching over problems left by our past rather than setting goals for future achievement. And it is not simply a matter of delegating internally-oriented issues down the line so that more senior management can direct its attention elsewhere. Managerial, specialist and advisory skills are scarce and, in any case, it is expected that all these reviews and inquiries receive full and careful consideration at the highest level.

Nevertheless, it must be acknowledged that the reviews have produced some benefits on a wider front. They have generated an increasing awareness of the need for better service and for greater care and integrity. They have been used as 'springboards' for innovation on a larger scale wherever possible. The success with which many of the issues have been handled has developed confidence in our ability to achieve real improvements and has created an atmosphere of progressiveness. Finally, our successes are establishing our reputation as an organisation intent on uplifting its performance.

It is time to remedy this imbalance in management's attention and efforts. To provide leadership in new directions. To enhance our managerial and specialist resources. To upgrade the competence of our people and the facilities which they use. To build upon our successes and growing reputation. To more actively pursue service, quality and integrity by looking to the future and focussing on our customers' requirements.

THE COMMUNITY AUDIT

Early in 1985 the first step was taken to remedy the imbalance in the Department's outlook and efforts. A firm of management consultants was engaged to undertake a community audit of the Department's performance.

The study commenced with a series of in-depth interviews with representatives of major customer groups and organisations having close ties with the Department. In addition, some 130 personal interviews were administered to a sample of customers in metropolitan and country motor registries. This was followed by a detailed questionnaire to almost 10,000 recent customers to rate the importance of various service attributes and how well the Department performed against each attribute. Almost 2,000 people responded to the questionnaire within 3 weeks of its distribution.

The results of the study were reported by the consultants towards the end of October, 1985 and issues for attention by management have been identified.

The majority of organisations interviewed confirm that the Department's services are improving; and that they are satisfied with the ready access, availability and assistance from senior levels of management. Some are concerned, however, that the Department's behaviour is parochial and primarily oriented towards revenue collection. Several complained of sluggish responses to their initiatives and suggestions.

There is a strong demand by private sector bodies for the establishment of consultation forums, in which there are genuine exchanges of views and meaningful negotiation on the introduction of change. They would also like to see greater consistency of interpretation between motor registries on changes to policies and procedures introduced by the Department.

Government agencies believe the Department could contribute more actively and effectively towards the enforcement of legislation administered by those agencies through improved access to records and better inter-departmental information flows.

Overall, 40% of customers are completely or very satisfied, 40% fairly satisfied and 20% somewhat or very dissatisfied with the service they receive. The level of satisfaction correlates directly with perceived waiting time, and almost 33% of customers thought the waiting time was unreasonable. When asked to nominate specific problems they encount-



ered, and areas where they thought improvement was needed, customers most often mentioned the need for reduced waiting time and speedier service, additional staff, particularly during peak work periods, and more convenient hours of business.

The analysis of service attributes by comparison of their importance in the customers' eyes with the Department's perceived performance showed that, most of all, customers wanted to be charged prices which were reasonable, wanted attention given to service in peak periods and wanted provision of a speedier service overall. They also emphasized the need to be served by competent staff, for simple procedures and for forms that were easy to use. The Department was seen by its customers as somewhat conservative and bureaucratic.

The analysis also showed that the Department's opening of payment offices in major shopping centres has been successful in ensuring more convenient locations are available with adequate parking for customers. It also showed that the Department's staff were regarded by the public as honest and reliable, competent, helpful and courteous and able to handle enquiries and complaints quickly and efficiently.

In directing attention and effort to providing better service, the perceived strengths will not be forgotten. They will be used as the ground from which to build up the Department's performance in areas identified by its customers as needing most attention.

Finally, the results show that a special group of customers, motor dealers, stand out from the rest. They are the least satisfied of the Department's customers. They have consistently higher expectations, especially in terms of those service attributes which have been grouped together under the heading of "Personal Service" — that is, competent and helpful staff able to provide a speedy service and deal with problems quickly. They are much more inclined to see the Department as bureaucratic, conservative, inefficient and unfriendly. Clearly, special attention needs to be given to the service provided to this group of customers.

MANAGEMENT STRUCTURE AND PERFORMANCE MEASUREMENT

In conjunction with the community audit of the Department's performance, the consultants were commissioned to provide advice on the development of performance measures for the Department. In their report, the consultants commented on the complexity of legislation covering the Department's functions and operations and on the dispersal of power and responsibility for certain functions between the Department and other authorities, a now familiar theme.

They also commented, however, on the dispersal of responsibilities across the Department's branch structure, hindering the definition and isolation of management responsibility and the development of effective performance measures. This deficiency had been recognised for some time and has been addressed to date on the basis of incremental change, with not entirely satisfactory results.

This year, plans to completely reorganise the Department's management arrangements and branch structure were brought to a conclusion. Under the proposed structure there will be six Directors, heading up specific functional areas of the Department's administration. They will have more compact and clearly defined responsibilities by bringing together related and inter-dependent functions in a more logical and consistent structure. Important functions such as personnel, driver licensing and computing have been allocated individual directorships so that they will receive the level of attention they now demand. The new Directors are expected to be the chief motivating force in effecting continual improvements in the Department's performance. It is planned that appointments be made to these positions early in 1986.



At the same time, legislation is being prepared to cover the constitution, management and staffing of the Department, replacing an array of complex, outdated and generally unsatisfactory legislation going back to the railways legislation at the turn of the century. Promotion by merit is a feature of the new legislation. It is proposed that this be submitted to Parliament in 1986.

Because of the inter-relationship between this Department's responsibilities and those of other authorities and privately run businesses, the consultants have suggested performance measures which reflect **Key Result Areas** (where the Department has some measure of control over the outputs) and **Community Areas of Interest** (where the Department has some measure of influence over the outputs but is not responsible for the provision of the ultimate service to the public).

For each of the Department's areas of responsibility, measures of performance have been suggested to indicate success in terms of these two factors. The measures are also designed to reflect corporate achievement and to assist in planning and control of the Department's work at various levels of management.

Consideration of the consultant's report and the development of a set of performance measures will be completed for reporting upon in the next Annual Report.

THE MANAGEMENT AGENDA

As indicated at the outset, the Department has committed itself to service, quality and integrity. It has already taken action out of that commitment. Action to better understand what our customers want. To better establish our management team and direct its attention and efforts towards the most worthwhile and productive objectives. To build up the Department's managerial and specialist resources and the competence of its staff as a whole. To carefully monitor, evaluate and report its performance. To develop networks within and external to the Department to overcome the institutional barriers to success.

All of this is essential to the Department's achievement of its goals.

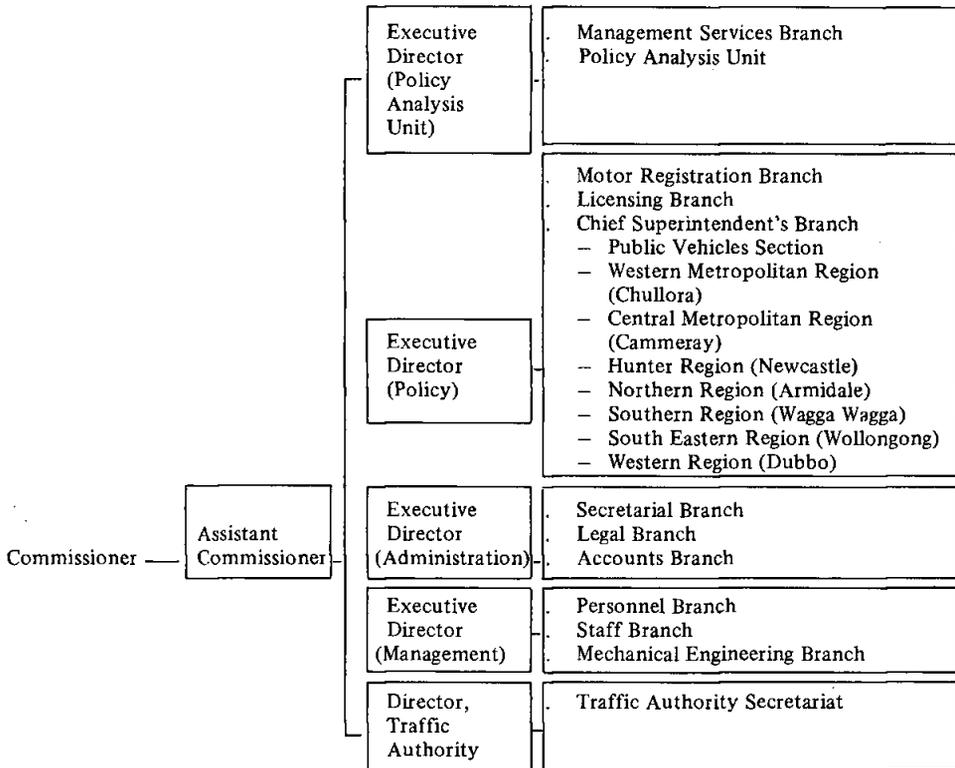
Most of all, however, our goals will be achieved through innovation. *By boldness, energy and inventiveness. By people using their imagination. By stimulating people to act and giving them the power to do so. By permitting them discretion in return for their commitment. By management's focussing on new fields and redirecting and rebuilding our workforce.*

By creating an atmosphere of the inevitability of success. And by building success upon success, by making every job – and everyone – a winner.

It is management's job to see that this happens. With patience, thoughtfulness and determination. The measures of management's performance will be its enterprise and the degree of its successes over its failures.



ORGANISATION CHART



ACCESS

The Department's Head Office is located at 50-52 Rothschild Avenue, Rosebery, 2018 with general business hours of 8.30 a.m. to 4.30 p.m. on Mondays to Fridays. Its main switchboard can be contacted on (02) 662 5555.

Regional Offices, District Offices, Motor Registries and Vehicle Inspection Stations are at 90 locations throughout the State. Regional and District Offices have the same business hours as Head Office. Motor Registries provide service to the public between 9.00 a.m. and 4.00 p.m. on Mondays to Fridays and Vehicle Inspection Stations are open between 8.00 a.m. and 4.00 p.m. on weekdays.



PRINCIPAL OFFICERS AS AT 30th JUNE, 1985

M. J. BUTLER, B.Sc., M.B.A., M.A.C.S.,
M.R.A.I.P.A., M.C.I.T.
Commissioner for Motor Transport and
Chairman, Traffic Authority of N.S.W.

E. B. BLACKHALL, LL.B.
Assistant Commissioner

K. R. BAIN
Executive Director (Management)

C. R. AILWOOD, B.Sc. (Hons), M.B.A.
A/Executive Director
(Policy Analysis Unit)

L. G. APOLONY, Dip. Admin.,
M.R.A.I.P.A. - A/Executive Director
(Administration)

D. G. BELL
A/Executive Director
(Policy)

H. L. CAMKIN, B.E., Dip T & C.P.,
M.J.E. Aust., F.C.I.T., F.R.A.I.P.A.
Director, Traffic Authority

R. J. APOLONY
A/Secretary

J. R. CRISS
A/Chief Superintendent

The Commissioner and Assistant Commissioner are appointed by the Governor pursuant to provisions of the Transport (Division of Functions) Act 1932, the Transport (Division of Functions) Further Amendment Act 1952, the State Transport (Co-ordination) Amendment Act 1954, and the Transport (Division of Functions) Amendment Act 1957. M.J. Butler was appointed Commissioner on 6th April, 1985 for a term of seven years. E.B. Blackhall was appointed Assistant Commissioner on 15th May, 1985 for a term of seven years. The previous Commissioner, J.W. Davies, retired on 5th April, 1985.

The other principal officers of the Department are appointed by the Commissioner. The acting capacity of five of the seven reflected a pending re-structuring of the Department's executive management.



AIMS AND OBJECTIVES

- To promote safe and competent driving on New South Wales' roads.
- To establish and maintain vehicle safety standards.
- To license drivers and register motor vehicles.
- To ensure privately operated passenger transport services are capable of meeting the needs of the public.
- To make effective and efficient use of the Department's staff, material and financial resources in the service of the public.
- To meet the above aims in a manner that promotes positive, satisfying and responsible working relationships.
- To develop the total organisation on a progressive basis.

LEGISLATIVE CHARTER

- Registration of motor vehicles and licensing of drivers; drink driving and certain other driving laws and penalties; mechanical fitness of vehicles; fitness of motorists to hold licences on the basis of competence, medical fitness and/or driving records (Motor Traffic Act).
- Collection on behalf of the Minister for Roads of tax payable in connection with registration of vehicles (Motor Vehicles Taxation Management Act and Motor Vehicles (Taxation) Act).
- Regulation and licensing of commercial goods carrying and passenger carrying road transport services; collection of tax on transfer of certain urban taxi-cabs (Transport Act, State Transport (Co-ordination) Act and Transfer of Public Vehicles (Taxation) Act).
- Administration of compulsory motor vehicles third party bodily injury insurance scheme and collection of premiums for insurance effected with the Government Insurance Office (Motor Vehicles (Third Party Insurance) Act).
- Collection on behalf of the Stamp Duties Office of stamp duty payable on issue of new and transferred certificates of registration (Stamp Duties Act).
- Licensing of paid motor vehicle driving instructors (Motor Vehicle Driving Instructors Act).
- Licensing of tow-truck operators and drivers (Tow-truck Act).
- Administration on behalf of the Minister for Transport of the Air Transport Act for the licensing of aircraft operated commercially on intrastate journeys.
- Licensing of passenger ferries operating in the Ports of Sydney and Newcastle (State Transport (Co-ordination) Act).
- Provision of the Secretariat of the Traffic Authority of New South Wales (Traffic Authority Act).



HIGHLIGHTS OF THE YEAR

There are few significant new initiatives included in the highlights of the year. This is, essentially, for two reasons. First, resignations and retirements had a severe impact at the Department's senior management level and curtailed fresh work by its Policy Analysis Unit. Extensive preparations to ensure strengthening of the executive structure over the longer term and delays in appointments reduced the management resources available for initiating and progressing new ventures.

Secondly, many earlier initiatives were finalised during the year requiring substantial detailed management effort for their successful implementation. Involvement with inquiries such as that by STAYSAFE and the National Road Freight Industry Inquiry also required significant management involvement.

Reduced charges for Pensioners' Vehicles

From 1st July, 1984, eligible pensioners were exempted from payment of registration fees, weight tax and tax levy, and allowed a significant discount on third party insurance premiums. The concession affected over 200,000 vehicles with an average saving of \$115. The concession was extended to incapacitated ex-service personnel from 1st July, 1985.

Heavy Vehicle Inspection Scheme

Two new inspection stations especially designed for heavy vehicles were completed at Wetherill Park and Carrington, a third was under construction at Botany and a property had been purchased at Unanderra for a fourth station as at the end of year. State-wide implementation of the Scheme is scheduled for September, 1985.

Road Trains

A major review was undertaken in collaboration with the Traffic Authority and its constituent bodies of the requirements for the use of road trains within New South Wales. Arrangements were subsequently made for the issue of road train permits to become a function of the Commissioner for Motor Transport from 1st July, 1985.

New Licence Classes

A new system of licence classes based on recommendations endorsed by the Australian Transport Advisory Council was developed for introduction in August, 1985. The new classifications better equate with vehicle categories used in applying the Australian Design Rules and better reflect the types of vehicles now in common usage, particularly by class one licence holders.

Learner Permits Computer System

At the same time that arrangements were made to handle the new licence classifications, learner permit records were for the first time incorporated within the Department's driver licence computer system. This will provide the same enquiry access to and statistical information on learner permits as is currently available for driver licences. It will also assist in identifying drivers and riders who attempt to avoid licence penalties by the improper use of learner permits.



Medical Assessment Guidelines

An extensive review of medical requirements for the issue of driver licences was undertaken in conjunction with the Health Department and the relevant Medical Colleges. The review had particular regard to conditions of epilepsy and diabetes, and vision problems. The new arrangements provide for assessment by an individual's own doctor using guidelines supported by licensing and medical authorities. They represent a breakthrough in having standards which more closely reflect the involvement of medical conditions in crashes and which permit assessment of applicants on their individual merits.

Organ Donor Provisions

Following proclamation of certain provisions of the Human Tissue Act in June, 1984 and discussions with Health Department representatives, driver and rider licence forms were progressively amended from October, 1984 to include provision for the holder to indicate consent to organ donation in the event of death.

Response to STAYSAFE 2 Report

From 2nd April, 1985 it became an offence for a learner or provisional licence holder to drive or ride with a blood/alcohol content of 0.02% or more.

From 1st May, 1985, the age at which a learner's permit to drive could be issued was reduced to 16 years allowing young learners the opportunity to gain driving experience under supervision for up to 12 months before obtaining a provisional drivers licence. At the same time, the demerit points scheme was extended to provisional licensees to replace the previous arrangement of automatic loss of licence for a single minor offence.

Detailed proposals for the introduction of a graduated licensing scheme incorporating life-time licences for deserving drivers, colour-coded licence cards bearing a photograph of the licensee, more rigorous identity proving procedures and a more effective demerit points scheme have been prepared and are under consideration by the Government.

The National Road Freight Industry Inquiry

In September, 1984 the Chairman of the National Road Freight Industry Inquiry, presented the Inquiry's Report (the May Report) to the Federal Minister for Transport. Perhaps the most significant recommendation was for the introduction of Federal legislation to provide for the licensing of vehicles and operators engaged in interstate trade. This would mean that such operators would pay road charges which cannot be levied under State registration.

Other significant matters included in the 98 recommendations examined in detail by the Department for the Government's consideration included -

- introduction of a graduated truck driver licensing scheme;
- removal of fees on out-of-State vehicles;
- elimination of truck speed differentials;
- installation of tachographs.

Traffic Infringement Records

In October, 1984, a new computer system was implemented to allow, via magnetic tape transfer, receipt of traffic infringement data from the Police Department and processing of police requests concerning the names and addresses of offenders. The system



involves the receipt and processing of 10,000 such items each day and has resulted in significant savings in clerical and data entry costs.

Computing Equipment Upgrade

In June, 1985 the Department installed two IBM 4341 computers to replace its ageing central processors. This resulted in a significant upgrade in the Department's processing capacity and was achieved at a very economic cost.

Promotion of Staff

During the year a series of decisions by the Transport Appeal Board and the Supreme Court covering the promotion of officers led to significant changes in policies covering eligibility for promotion and rights of appeal.

First, all staff qualified for a particular position now have an equal right to apply and be considered for appointment regardless of their current classification. In other words, clerical positions are no longer the preserve of clerks or driver testing positions the preserve of driver examiners, for example.

Secondly, in considering promotions where seniority rules apply, the senior applicant must be demonstrably suitable to carry out the duties of the position applied for, and in a fully reliable, competent and efficient fashion.

Occupational Health and Safety

The Department has employed an Occupational Health Nurse to assist in ensuring healthy working conditions and safe working practices.

In addition, a major review of policies and procedures relating to workers' compensation claims was completed. The Department is a self-insurer for workers' compensation and saves over \$300,000 per annum in insurance premiums. The review included policies and procedures covering processing of applications, obtaining of medical reports and witnesses' statements, examination of liability and placement of injured employees on other duties. The review resulted in new procedures designed to protect the Department's interests as an employer whilst dealing with claims quickly and fairly having regard to the evidence in support of them.

Computerised Accounting System

In order to achieve more effective financial control and efficiencies in the processing of accounts, a computerised accounting system has been installed. The system will also permit the development of a program budgeting and financial reporting system.

Tenders were called in February, 1985 and the selected equipment installed and the first systems implemented by the end of June.

Public Accounts Committee Investigations

Submissions were made during the year to assist the Parliamentary Public Accounts Committee in its enquiries into Year-End Spending and Investment Practices. As well, following the Department's appearance before the Committee in July, 1984, a number of reports on specific aspects of the Department's administration were provided to the Committee, including the costs of providing information to the Police and Attorney-



General's Departments, the implication of the failure of vendors and purchasers of motor vehicles to comply with the law, progress made with recommendations arising from the Management and Strategy Review in 1980, the justification for the 33% general increase in fees from 1st September 1984, the basis of the formula for assessing the Sydney City Council's contribution to parking meter enforcement, and the Department's contribution to the cost of Police traffic services in 1982/83.

Collection of Outstanding Parking Fines

The Department gave evidence before the Public Accounts Committee on this matter in July, 1984. Subsequently, in collaboration with the Premier's and Attorney-General's Departments, a detailed proposal was prepared for the automatic cancellation of licences of those drivers and riders who do not pay their traffic fines. This penalty was to be an alternative to the existing provisions of arrest and imprisonment.

Following careful consideration by the Government the proposal was rejected in favour of other remedies to outstanding fine collection and other alternatives to imprisonment.

Taxi and Hire Car Review

Following publication of the Final Report and Recommendations in early 1984, discussions progressed between the Government and industry and union representatives on implementation of the recommendations. As at June, 1985, substantial agreement had been reached on the major issues.

In line with the findings of the Review, in December, 1984 approval was given for the issue of 140 additional taxi licences but with hours of operation restricted to ensure availability at night and on weekends. This action has substantially succeeded in overcoming taxi shortages at those times.

Review of Air Services

An independent committee of review was appointed by the Minister in May, 1985 to examine policies and practices for regulating passenger air services operating wholly within the State. The Committee is to make use of external consultants and will be assisted in the selection and management of those consultants by the Department's Policy Analysis Unit. A report is expected in 1986.

Review of Long Distance Bus Operations

In June, 1985 the Minister approved of terms of reference for a review by the Department's Policy Analysis Unit of the regulation of intrastate long distance bus services. The review will be extensive and call for public and industry submissions. It is expected to take about 18 months.

New Motor Registries and Payment Offices

The Department's property development programme continued during the year with the opening of a new Motor Registry at Campbelltown in May, 1985 and new Payment Offices in leased premises at Corrimal in December, 1984, at Wallsend and Belmont in January, 1985 and at Castle Hill in February, 1985. As well, land was purchased at Nowra, Penrith, West Gosford and Queanbeyan for the construction of new Motor Registries and negotiations commenced to build a new Motor Registry at Kempsey.



Closure of Police Registries

During the year plans were drawn up in consultation with the Commissioner of Police for country Police Stations within a reasonable distance of a Departmental Motor Registry to cease conducting registry business on behalf of the Department. Implementation is planned for early 1986.

Increased Security over Registration and Licence Documents

During the year new procedures were implemented in motor registries to ensure duplicate licences, registration certificates and labels were not issued to false addresses. In addition, persons requesting renewal of licences and registrations without their renewal notices were subjected to the same procedures.

Automatic Periods of Disqualification

From 1st November, 1984 in drink-driving cases where a Court has ordered a period of disqualification of a driver's licence less than the minimum period or greater than the maximum period prescribed by Section 10A of the Motor Traffic Act, the Department has treated such an order as a nullity and applied the appropriate automatic period of disqualification for the offence. The Department's action in this regard followed several meetings with the Chairman of the Bench of Stipendiary Magistrates and other Magistrates.

This procedure has generally had the effect of extending the disqualification period. Following criticism from some members of the legal profession and others, the Department sought an opinion from the Crown Solicitor as to whether the practice being followed was soundly based. At the end of the report year the Crown Solicitor's opinion was being awaited.



LEGISLATIVE CHANGES

New legislation and regulations outlined in the following pages resulted from discussion with Government bodies and at conferences and committee meetings held during the year.

NEW LEGISLATION

Motor Vehicles (Pensioner's Taxation and Registration) Amendment Act.

This Act, assented to on 13th June, 1984 with effect from 1st July, 1984, amended the Motor Traffic Regulations with regard to fees and the Motor Vehicles Taxation Management Act, 1949 to exempt eligible pensioners owning motor vehicles from the tax levy and weight tax. Concurrent amendments of the Motor Vehicles (Third Party Insurance) Act, 1942 allowed for a concessional premium payable by eligible pensioners.

Motor Vehicles (Third Party Insurance) Amendment Act, 1984.

This Act, assented to on 28th June, 1984 with effect from 1st July, 1984, made extensive amendments to the Motor Vehicles (Third Party Insurance) Act, 1942 to provide principally for:

- a third-party policies scheme, called the Department of Motor Transport Third Party Insurance Scheme, of which the Government Insurance Office of N.S.W. is the Manager;
- the Government Insurance Office as the sole insurer in regard to third-party policies;
- personal injury claims previously made to the nominal defendant to be made against the Government Insurance Office, as are such similar claims previously made against the owners or drivers of motor vehicles;
- the basis for calculating premiums payable for third-party policies;
- the Government Insurance Office to pay claims out of the Third-Party Fund;
- the abovementioned reduced premiums payable in respect of pensioners owning motor vehicles.

Motor Traffic (Road Safety) Amendment Act, 1985.

This Act, assented to on 2nd April, 1985, amended the Motor Traffic Act to make it an offence for the holder of a learner's permit or a first year provisional driver's licence to drive with a blood/alcohol content of 0.02% or more. It also made it an offence for the supervising licensed driver seated alongside a learner to be under the influence of alcohol or a drug or to have a blood alcohol content of 0.05% or more.

NEW REGULATIONS

Increase in Fees

Amendments to the Regulations under the Motor Traffic Act, Transport Act, State Transport (Co-ordination) Act, Motor Vehicles (Third Party Insurance) Act, Tow-Truck Act, Motor Vehicle Driving Instructors Act, Air Transport Act and Motor Vehicles Taxation Management Act provided for an increase in fees for licences and other motor traffic tran-



sactions payable from 1st September, 1984. The fee increases included that of a driver's licence from \$15 to \$20 per annum, learner's permit from \$10 to \$14 per annum and motor car and lorry registrations from \$15 to \$20.

In addition, fees in relation to motor cycle registrations and riders' licences were brought into line with car registration and driver licence fees respectively.

Cancellation of Provisional Licences

The Motor Traffic Regulations were amended on 12th October, 1984 to provide further grounds by which a provisional licence may be cancelled by the Commissioner for Motor Transport. This relates to instances where an enforcement order is issued under Section 100L of the Justices Act for any of the prescribed offences under the Self-Enforcing Infringement Notice Scheme introduced from 1st July, 1984.

Keep Left Unless Overtaking

The Motor Traffic Regulations were amended on 30th November, 1984 to require motorists not to drive in the right-hand lane while travelling upon any expressway or other multi-laned road where the speed limit is in excess of 80 km/h or where a "Keep Left Unless Overtaking" sign is displayed except for the purpose of overtaking another vehicle or turning right.

Increased Taxi-cab Fares

The Transport (Public Vehicles) Regulations were amended on 7th December, 1984 to provide for increases in the charges for taxi-cabs operating in the Metropolitan, Newcastle and Wollongong Transport Districts. The new rates are 95 cents flag fall, 57.5 cents per kilometre, \$13.80 per hour waiting time, and a maximum pre-arranged contract hiring charge in the Metropolitan Transport District of \$15.65 for the first hour and \$3.91 for each succeeding 15 minutes or part thereof.

Termination of Taxi Hirings

The Transport (Public Vehicle) Regulations were amended on 14th December, 1984 to enable the driver of a taxi-cab to terminate a hiring and receive the fare if the hirer or any person accompanying the hirer becomes violent, or is disturbing the peace or is affected by alcohol or any drug to an extent likely to cause annoyance to another person.

Introduction of Childrens Crossings and "Pelican Crossings"

Regulations under the Motor Traffic Act and the Metropolitan Traffic Act were amended-

- on 11th January, 1985 to provide for the introduction of special children's crossings distinct from marked pedestrian "zebra" crossings. Children's crossings operate only when "children crossing" flags or signs are displayed and drivers are required to stop at the stop line whilst any pedestrian is in the crossing, and proceed only after the crossing is completely clear.
- on 15th March, 1985 to provide for the use of Pedestrian Light Controlled (Pelican) crossings to operate only at certain mid-block pedestrian-activated traffic signal sites.



Low Clearance Signs

The Motor Traffic Regulations were amended on 11th January, 1985 to provide for the mandatory observance of any "Low Clearance" and "Clearance" traffic control sign located at a bridge or overhead structure.

Learners Permits

The Motor Traffic Regulations were amended on 26th April, 1985 to provide for a learners permit to drive a motor vehicle (not a motor cycle) to be obtained at 16 years of age. The minimum age of 16 years 9 months for learner riders was not altered.

Fittings for Number Plates

The Motor Traffic Regulations were amended on 3rd May, 1985 to permit number plates to be fitted to the centre or either the off or near side of the front and rear of a motor vehicle. Previously number plates were required to be fitted to the centre or off side only of a motor vehicle.

Driving of Police Vehicles Outside Edge Lines

The Motor Traffic Regulations prohibit drivers of motor vehicles from driving on, across or outside an edge line except when turning at an intersection; when directly leaving from or entering on to the carriageway; when overtaking another vehicle under certain circumstances; or when stopping. The Regulations were amended on 3rd May, 1985 to permit members of the Police Force to drive on, across or outside any edge line for the purpose of enforcement.

Carriage of Bulky Items on Public Motor Vehicles

The Transport (Public Vehicles) Regulations and the State Transport (Co-ordination) Regulations were amended on 3rd May, 1985 to make it clear that bulky articles, including surfboards, may be carried by a passenger on a public passenger vehicle provided that such articles do not inconvenience any other person.

Giving Way to Emergency Vehicles

The Motor Traffic Regulations were amended on 28th June, 1985 to provide for a more flexible approach to be adopted by drivers of motor vehicles when giving way to emergency vehicles viz, police, ambulance, fire brigade vehicles. This amendment brought the Regulations into line with the National Road Traffic Code.

Road Trains

The Motor Traffic Regulations were amended on 28th June, 1985, with effect from 1st July, 1985, to regulate the operations of road trains in the western area of the State by conditions laid down by permits issued by the Commissioner for Motor Transport. Previously permits to operate road trains were issued by the Commissioner of Police.

Pensioner Vehicle Concessions

Further amendments to the Motor Traffic Regulations and the Motor Vehicles (Third Party Insurance) Act on 28th June, 1985 extended the existing benefits of the pensioner concession scheme to eligible incapacitated ex-service personnel on and from 1st July, 1985.



DRIVER LICENSING

CONTINUING ACTIVITIES

All motor vehicle drivers, except a few exempt classes of drivers, are required to be licensed under the Motor Traffic Act. The Department provides for the issue of learner permits, provisional licences, licences to drive taxi-cabs in the Metropolitan, Newcastle and Wollongong Transport Districts, motorcycle rider and five other classes of licences graded by the type, size and/or use of the vehicle to be driven.

Departmental Driver Examiners conducted 177, 511 driving and riding tests with a pass rate of approximately 61% during the year. Police also conducted driving and riding tests on behalf of the Department at a number of country locations.

Listed below, in various classes, are the driver and rider licences in issue at 30th June, 1985. They represent an increase overall of 2.3% over the previous year.

	30th June, 1985	30th June, 1984
Class 1 (cars and light trucks)	2,606,366	2,542,756
Class 2 (hire cars and country taxis)	6,994	6,738
Class 3 (large rigid trucks)	327,328	325,692
Class 4 (public passenger buses)	50,672	46,158
Class 5 (articulated trucks)	126,066	123,700
Taxi-cab driver (Transport Districts)	19,262	19,799
Motorcycle rider	301,168	292,830
TOTAL:	3,437,856	3,357,673

Traffic Offences

The Department maintains a record of traffic offences committed by individual motorists and such information is accessible, via computer terminals, by the Police Traffic Branch to deal with reports of further offences and to assist the courts in their determination of appropriate penalties.

There was a total of 468,648 driving offences (not including parking and other minor offences) recorded against drivers during 1984/85, representing an increase of 18.4% over the previous year. Liability for the offence in 361,540 cases were satisfied by payment of the penalty nominated under the infringement notice scheme. Of the balance, 107,108 offences resulted in conviction by the courts with 3,164 persons being discharged pursuant to Section 556A of the Crimes Act. Suspensions or disqualifications were ordered in 3,500 cases. Conviction for offences involving automatic disqualification from driving numbered 24,144 a reduction of 1,091 over the previous year.

An additional 1,336 offences that result in automatic disqualification from driving were discharged under Section 556A of the Crimes Act without conviction. Of the 24,144 cases in which convictions were recorded only 1,338 were subject to the statutory period of disqualification and in the remaining 22,806 instances, the courts imposed other, and usually shorter, periods of disqualification.

Of the 18,512 cases brought before the courts involving offences of having the prescribed concentration of alcohol, 1,147 were discharged without conviction under Section 556A of the Crimes Act.

Similarly, of the 644 drivers brought before the courts on charges of driving under the influence of alcohol, 35 were discharged without conviction under Section 556A of the Crimes Act.



A licence may be refused, cancelled or suspended by the Commissioner in the light of the motorist's driving record.

Provisional Licence Scheme

This Scheme provides for newly licensed drivers to remain relatively offence free in their first 12 months. During the year, 8,546 licences were cancelled under the Provisional Licence Scheme. Included in these cancellations were 6,197 first year provisional licences, 908 subsequent first year provisional licences, 158 other provisional licences, and 1,283 special provisional licences issued following cancellation of an unconditional licence. This overall level of cancellation compared with 12,885 in the previous year, the 34% decline in cancellations being largely a result of the changes made to the Scheme in May, 1985 allowing first year provisional licensees to accumulate 4 demerit points without having their licence cancelled.

Demerit Points Scheme

This Scheme provides for licences to be cancelled if a prescribed limit of demerit points is exceeded in a set period. During the year 10,016 licences were cancelled and 266 were suspended. This compares with 8,394 and 188 in the previous year.

Causes for other cancellations and suspensions in the review year included the conduct and habits of licensees 19, medical impairments 768, and other grounds 924. In the previous year, the comparative figures were 26, 712 and 267.

This year 1,174 applications for licences were refused compared with 1,098 in the previous year.

There were 3,989 appeals to Courts of Petty Sessions in respect of the abovementioned cancellations, suspensions and refusals which resulted in 1,436 being allowed and 2,553 being dismissed. Appeals were withdrawn in 204 cases and in 2 cases it was held that the courts had no jurisdiction.

Novice Motorcyclist Training

The off-road pilot training scheme for novice motorcycle riders, which was introduced in February, 1984, continued to operate in the grounds of the Granville College of Technical and Further Education. The pilot scheme, consisting of three 3-hour sessions includes classroom theory, safety awareness and practical riding techniques and is being evaluated with regard to teaching methods and cost effectiveness. During the year 230 persons participated in 45 courses.

Assessment of Handicapped Drivers

The Handicapped Driver Assessment Centre, situated at the Department's Head Office at Rosebery, assists in making objective assessments of the physical capacity of those persons who have suffered strokes, spinal injuries with paralysis, or amputations or deformities of the limbs to satisfactorily control a motor vehicle. During the year 39 assessments were carried out, most of the persons assessed being referred from medical rehabilitation units.



Licensing of Driving Instructors

At 30th June, 1985, 1,950 licences were in issue to driving instructors compared with 2,160 on the 30th June, 1984. Thirteen (13) applicants were refused licences during the year. One of these applicants appealed against the refusal to issue a licence and the appeal was dismissed. During the year two licences were cancelled and one application for renewal of licence was refused.



TABLE 1

CANCELLATION, SUSPENSION AND REFUSAL OF DRIVING LICENCES BY COURTS FOR THE MOST SERIOUS CATEGORY OF OFFENCES

TYPE OF OFFENCE	Decision of Court		DISQUALIFICATIONS IMPOSED											APPEALS				
	CON-VICTED	*DIS-CHARGED SECTION 556A	AUTOMATIC					Automatic Disqualification Varied By Court To						DIS-MISSED (CON-VICTION FIRMED)	ALLOWED (CON-VICTION QUASH-ED)	DISMISSED UNCON-DITION-ALLY	CONDI-TION-ALLY	
			THREE MTHS	SIX MTHS	ONE YEAR	THREE YEARS	FIVE YEARS	LESS THAN 3 MTHS	3 MTHS LESS THAN 6 MTHS	6MTHS LESS THAN 1 YR	1 YEAR LESS THAN 3 YRS	3 YEARS LESS THAN 5 YRS	5 YRS OR MORE					TOTAL
Learner Exceed .02 Alcohol	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prov. Driver Exceed .02 Alcohol	2	-	-	-	-	-	-	1	1	-	-	-	-	-	2	-	-	-
Drive whilst under Influence	609	35	-	-	-	7	3	1	21	159	259	117	42	609	54	13	1	2
Drive with High Range Concentration of Alcohol	6168	240	-	-	-	56	41	9	5	1530	2402	1483	642	6168	562	5	11	21
Drive with Middle Range Concentration of Alcohol	8152	633	-	-	92	44	-	11	3090	1982	2249	589	95	8152	390	10	16	20
Drive with Low Range Concentration of Alcohol	2854	266	-	30	15	-	-	1378	657	581	170	19	4	2854	65	6	1	4
Drive with Prescr. Concent. of Alcoh. .0.05 but less than 0.08	94	6	-	-	2	-	-	2	30	32	21	7	-	94	5	3	-	2
Drive with Prescr. Concent. of Alcoh. .0.08 or greater	95	2	-	-	2	2	-	2	8	18	32	25	6	95	15	4	-	-
Refuse Breath Analysis Test	281	17	-	-	-	8	4	1	1	68	104	70	25	281	50	4	4	1
Drive in Manner or at Speed Dangerous	2732	80	-	-	-	76	17	6	21	828	1076	570	138	2732	351	47	14	15
Not Stop after Injury Accident. Sect. 8(1)	69	4	-	-	-	7	1	-	2	16	18	21	4	69	3	1	-	-
Drive whilst Disqualified	2745	45	-	900	-	-	-	9	7	607	671	331	220	2745	262	12	4	1
Culpable Driving	287	3	-	-	4	16	10	4	1	37	103	80	32	287	12	-	-	-
By Negligent Act Cause Grievous Bodily Harm	52	5	-	-	-	-	1	-	4	8	27	10	2	52	3	2	-	-
Breach of Recognisance	4	-	-	-	-	-	-	-	1	1	-	-	2	4	-	-	-	-
TOTAL	24144	1336	-	930	115	216	77	1424	3849	5867	7132	3322	1212	24144	1772	107	51	66

EXPLANATION: * Discharged pursuant to section 556A of the Crimes Act, 1900.



Table 2 - Less serious offences dealt with by Courts or under the Infringement Notice Scheme.

Nature of Offence	Decision of Court			
	Traffic Infringement Penalty Paid	Convicted	Discharged Section 556A*	Suspension or Disqualification Ordered
Exceed speed limit	225,173	49,169	699	464
Negligent driving	30,834	9,381	694	375
Not stop after accident	—	1,007	137	603
Other offences (Cross unbroken centre line, etc.)	105,533	47,551	1,634	2,058
TOTAL	361,540	107,108	3,164	3,500

Appeals to higher Courts against suspension or disqualifications were heard in 351 cases of which 154 were allowed and 197 dismissed.

* Discharged pursuant to Section 556A of the Crimes Act, 1900.

Table 3 - Suspension, cancellation and refusal of licences by the Commissioner.

Grounds	Licence Suspended or Cancelled	Application Refused
Traffic Offences		
Provisional Licence Scheme		
— first year licences cancelled	6,197	—
— subsequent first year licences cancelled	908	—
— other than first year licences cancelled	158	—
— 10P1 (probationary) licences cancelled	1,283	—
Demerit Points Scheme		
— licences suspended	266	—
— licences cancelled	10,056	—
Conduct and Habits	19	94
Medical Impairments	768	448
Other Grounds	924	632
TOTAL	20,579	1,174

There were 3,989 appeals to Courts of Petty Sessions in respect of the abovementioned suspensions, cancellations and refusals. 1,436 were allowed and 2,553 dismissed. 204 appeals were withdrawn and in 2 cases it was held that the court had no jurisdiction.

NEW INITIATIVES

New Licence Classes

A new system of licence classes, generally in line with recommendations put forward by the Australian Transport Advisory Council in July, 1983, was developed for introduction on 1st August, 1985. The new classifications provide, amongst other things, for a basic licence classification which permits the driving of any motor vehicle (except a public



passenger vehicle or motor cycle) equipped to seat not more than twelve adults including the driver and not exceeding 4.5 tonnes manufacturer's gross vehicle mass rather than the current New South Wales criterion of two tonnes tare mass. The practical effect of the new classifications will, however, not be great as the existing and proposed criteria encompass essentially the same groups of vehicles.

Medical Assessment Guidelines

In association with representatives of the Royal Australian College of Physicians, the Royal Australian College of Ophthalmologists, the Australian Association of Neurologists and the Department of Health standards in respect of diabetes, epilepsy and vision were reviewed. New standards were agreed to by those participating in the review and it is intended to issue all medical practitioners with a booklet designed to assist them in their assessment of the medical fitness of individuals to drive or ride motor vehicles. Further comment is being sought from a number of medical colleges and associations prior to the booklet being distributed.

Combining of Fees for Learners

With the intention of streamlining procedures and reducing costs, arrangements have been made for the fees for issuing learner permits and conducting practical driving tests to be combined from 1st August, 1985. From that date applicants for learner permits will pay for the permit as well as for up to two practical driving tests at the time of the permit's issue.

Reduction of Permit Age

From 1st May, 1985 the age at which a learner permit to drive could be issued was reduced to 16 years. However, the licensing age was not reduced, meaning that learners issued with permits at 16 years of age remained permit holders for at least 12 months. The age at which learner permits to ride can be issued remained at 16 years 9 months.

Provisional Licence Scheme Changes

From 1st May, 1985 the Provisional Licence Scheme was changed to allow provisional licensees to accumulate up to 4 demerit points without having their licences cancelled. This relaxation of the cancellation provision of the Scheme was intended to afford novice drivers the opportunity of 1 or 2 minor traffic offences without impediment to the learning experience.



VEHICLE REGISTRATION

CONTINUING ACTIVITIES

The Motor Traffic Act requires that all motor vehicles used on public streets be properly registered with the Department. During the year 281,182 new vehicles were registered for the first time, 147,491 second-hand vehicles were re-registered, and 1,130,989 transfers of vehicle ownership were effected. This level of registration activity compared with 250,257, 144,454, 1,089,143 respectively in the previous year.

At 30th June, 1984 and 1985 the registered vehicle populations were as follows:

	30th June, 1984	30th June, 1985
Motorcycles	132,848	130,883
Cars, sedans and station waggons	2,176,755	2,241,838
Lorries up to 2 tonnes	415,776	441,890
Lorries over 2 tonnes	133,597	137,835
Caravans and trailers	514,878	529,497
Tractors and plant	24,202	24,732
Public Vehicles	13,586	14,081
TOTAL:	3,411,642	3,520,756

Special Plate Schemes

The Department offers three types of special plates for registered owners wanting a registration plate different from that generally available. The Personalised Plate Scheme allows selection of a specific plate or plate prefix from the general issue series. At \$50 up to 1st September, 1985 and \$60 thereafter, sales during the year were 33,185 for total revenue of \$1,914,690. Sales have been increasing for the past three years. Revenue from the Scheme was up 22% on the previous year.

The Custom-made Plate Scheme allows selection of any inoffensive combination of up to six letters, or letters and numbers, for a registration plate. At a lease fee of \$180 per year, total revenue during the year from existing leases and new sales was \$672,460. This was the highest yearly revenue from the Scheme since it commenced in 1981. Revenue from the Scheme was up 32% on the previous year.

The Numeral-only Plate Scheme allows bidders at public auctions to vie for the purchase of selected numbers from the Department's most prestigious plate series - those consisting of numbers only. An auction of these plates was not held during the year, but the Department facilitated trading in these plates - the only series of its plates which can be legally traded at present - by arranging the first Private-Vendors Auction on behalf of private owners of these plates wanting to sell them. 25 plates were offered and 19 of them were sold for a total of \$186,800. These sales together with private treaty sales contributed to 72 plates changing hands during the year for transfer fees totalling \$25,100. At 30th June, 1985, 1,254 numeral-only plates were on issue.

Heavy Vehicle Drivers Log Books

Drivers of motor vehicles with an unladen weight in excess of two tonnes are required to maintain a prescribed log book of hours of driving and periods of rest. This requirement applies where a vehicle is operated outside a radius of 80 km from its usual depot. Log books are obtainable personally by drivers from the Department in New South Wales or from corresponding authorities in other States or Territories. A charge to cover production costs is made for each book.



Of the 22,743 log books issued by the Department this year, 19,990 were issued to New South Wales drivers and 2,753 to drivers from other States.

Licensing of Tow-truck Operators and Drivers

Operators of tow-trucks are required to hold a licence for each tow-truck and each driver or off sider to hold a driver's certificate under the Tow-truck Act. At 30th June, 1985 2,041 licences and 6,218 certificates were in issue. This represents an increase of 128 and 109 respectively over the previous year.

During the year 13 applications for licences and 137 applications for certificates were refused, 13 applications for renewal of certificates were refused and 2 certificates were cancelled. One application for renewal of a licence was also refused. 25 appeals against the refusal to grant a certificate resulted in 15 such appeals being upheld.

Disabled Persons Parking Authorities

To assist disabled persons who have permanently lost the use of one or both legs or are severely physically handicapped and unable to walk or able to walk only short distances, the Department issues an authority card for display on the windscreen of a vehicle when it is being used by the disabled person.

Motor vehicles being used by holders of such authorities may be parked without any time limit (and, when parking meters are provided, without charge) in those sections of streets where period parking is permitted and signposted but only where the permitted period is in excess of 30 minutes.

At 30th June, 1985 there were 14,657 authorities held by eligible persons.

Pensioner Registration Scheme

The Pensioner Registration Scheme, introduced on 1st July, 1984, provides for free registration, exemption from weight tax and tax levy, and reduced third party insurance premiums for pensioners who hold current pensioner health benefits cards. The scheme will be further extended as from the 1st July, 1985 to include incapacitated ex-service personnel who were previously entitled to a 90% rebate of weight tax and tax levy.

During the year ended 30th June, 1985 206,864 pensioner concession registrations were granted. The average saving for pensioners during the year was \$115. The total concession granted under the Scheme for the year was \$23.7 million.



VEHICLE STANDARDS

CONTINUING ACTIVITIES

The Motor Traffic Regulations set out standards for the design and construction of motor vehicles and require that all registered vehicles be maintained in roadworthy condition. The aim is to minimise the effects of vehicle design factors on traffic safety and quality of the environment.

Departmental policies require regular inspections of motor vehicles in use on public streets, the examination of those about to be registered for such use and the enforced repair of vehicles found to be defective. These policies are implemented by skilled motor vehicle inspectors employed by the Department and a State-wide network of privately owned Authorised Inspection Stations.

Private Vehicles

Manufacturers and distributors of light commercial vehicles, motor cycles and trailers are encouraged to submit new models of their range of vehicles to the Department for inspection. As a result of these inspections, vehicle specifications are circulated to motor registries and new vehicle dealers. This enables certification of fitness of new vehicles for registration without taking the vehicle to a motor registry. This scheme is State-wide and is an effective cost saver, not only to the Department but to accredited motor dealers.

Authorised Inspection Station Scheme

Authorised Inspection Stations have been appointed in all parts of the State to carry out inspections of motor vehicles. The great majority of inspections are the annual road-worthiness checks of private vehicles for renewal of registration. Some stations in remote areas are also involved in the clearance of defect notices and the inspection of vehicles for original registration.

During the report year, a new edition of the publication, "Rules for Authorised Inspection Stations" was produced and distributed to all stations. Copies are also available for purchase by the public.

At the end of the report year there were 6,124 Authorised Inspection Stations and approximately 12,500 Authorised Examiners. About 3 million vehicles were inspected through the scheme. Regular checks are made on the operation of Authorised Inspection Stations to ensure that, as far as practicable, defective vehicles are not passed as fit. The Department employs 26 Motor Vehicle Inspectors in this work and they also attend to the appointment of stations and examiners and give advice to station personnel on any problems that might arise.

Instances of neglect or departure from proper standards by proprietors of Authorised Inspection Stations are considered by a Committee of Review which comprises representatives of the Motor Trader's Association of N.S.W., the Service Stations Association of N.S.W. and the Institute of Automotive Mechanical Engineers, and is currently chaired by the Department's Chief Inspector of Motor Vehicles. During the year the Committee dealt with 186 such reports. Subsequently 132 Authorised Inspection Stations and 142 examiners were disqualified or suspended from the scheme. 92 less serious cases were dealt with by the issue of warnings to 41 proprietors and 51 examiners.

The Motor Traffic Regulations provide for appeals to Courts of Petty Sessions against decisions to refuse, cancel or suspend Authorised Inspection Station authorities and during the year 33 such cases were heard. Sixteen decisions were confirmed; in six cases the period of suspension was varied; in 11 cases the appeals were upheld.



Motor Vehicle Inspector Training

Two full-time motor vehicle inspector training officers are employed to develop and implement training programs for new and existing staff. During the year 5 courses were conducted. Each course ran for 7 weeks and 26 new employees successfully completed the course.

Training classes were also conducted for Authorised Inspection Station examiners on the inspection of vehicles fuelled by Liquefied Petroleum Gas (LPG). Four classes were held and 69 examiners were subsequently authorised as Authorised Inspection Station LPG examiners.

Heavy Vehicle Inspection Scheme

The Department's pilot programme of periodic roadworthiness inspections of heavy vehicles continued during the report year in the south east of the State. During the year 5,584 heavy vehicles and public passenger vehicles were inspected. Of these 2,530 were found to be defective including 226 with major defects. The majority of inspections were arranged by appointment through a toll-free telephone booking service which operates from the Department's Head Office.

At the time of preparation of this report, the introduction of the heavy vehicle inspection scheme State-wide was planned for September, 1985 and many sites throughout the State have been inspected for suitability as inspection sites. Heavy Vehicle Inspection Stations were built at Wetherill Park and Carrington. The construction of a station at Botany was proceeding and was expected to be completed in July, 1985. Additionally, property was purchased at Unanderra which when converted to an inspection station would replace a leased site that currently services the Wollongong area.

The Mobile Inspection Division continued to conduct random roadside inspections of heavy vehicles and pre-arranged inspections of fleets of vehicles throughout the State. During the year 16,558 vehicles were inspected. Of these 10,586 were found to be defective and 1,181 had major defects. The Department produces a separate annual report on the Heavy Vehicle Inspection Scheme.

Defective Vehicle Notices

Defect notices are issued whenever registered vehicles are examined and found to be defective by the Department's Motor Vehicle Inspectors or by police officers. The total number of Defect Notices issued during the year was 31,035 compared with 31,970 in the previous year.

Where a defect notice is issued for a serious fault, an adhesive label is attached to the windscreen of the defective vehicle. It is an offence for any person other than a member of the Police Force or an authorised officer of the Department to obliterate or interfere with such a label. Serious faults in systems such as brakes or steering usually result in the issue of notices which immediately prohibit any further use of the vehicles. Vehicles having less serious defects are permitted to continue in use provided that the repairs are effected in a nominated time. In all cases, vehicles must be submitted to a Departmental or Police motor registry after they have been repaired.

The Department is also advised by the State Pollution Control Commission, which administers the Clean Air Act and Regulations, of any notice of suspension of a registration served on a vehicle owner; and of the prohibition of the registration of a particular motor vehicle or class of motor vehicle. During the year advice of the suspension of the registrations of 112 vehicles was received and 28 of these remained at the end of the year.

FINANCE

Balance Sheet

Statement of Income and Expenditure

Source and Application of Funds

Public Vehicle Fund

Payments from Public Vehicle Fund

Notes to and Forming Part of Accounts

Comparison of Results to Estimates

Year in Review and Previous Four Years

Material Works in Progress

(e)

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
BALANCE SHEET AS AT 30th JUNE, 1985**

1984		1985		1984		1985	
\$	CAPITAL & RETAINED EARNINGS	\$	\$	\$	FIXED ASSETS (Note 3)	\$	\$
	Capital Debt			26,484,276	Land and Buildings (At Market Value)		30,906,504
	Loan Funds from New South Wales Treasury Corporation (Note 4 (i))		4,800,000	68,786	Leasehold Improvements - (At cost)	987,109	
—	New South Wales State Government Loan(Note 4 (ii))		1,112,153	5,154	Less: Provision for Amortisation	45,997	
1,125,613				63,632			941,112
				1,204,958	Machines & Equipment (At cost)	2,493,109	
1,125,613			5,912,153	415,332	Less: Provision for Depreciation	985,282	
	Retained Earnings			789,626			1,507,827
	Accumulated Deficiency 1st July 1984 (Note 2 (b) (i))	(34,246,493)		380,754	Office Furniture (At cost)	540,377	
(36,847,349)	Plus Deficiency for the year	(5,803,056)		110,209	Less: Provision for Depreciation	263,704	
2,600,856			(40,049,549)	270,545			276,673
				1,691,776	Motor Vehicles (At cost)	1,865,475	
(34,246,493)			781,900	192,624	Less: Provision for Depreciation	509,932	
47,900	Loan Repayment Reserve			1,499,152			1,355,543
	Asset Revaluation Reserve (Note 3 (ii))		4,288,862				
4,053,335							
(29,019,645)	TOTAL FUNDS		(29,066,634)	29,107,231			34,987,659

	CURRENT LIABILITIES AND PROVISIONS				INVESTMENTS (Note 5(i),(ii),(iii) & (iv))	
272,852	Bank Overdraft	281,873			Loan Repayment Reserve - New South Wales Treasury Corporation (At cost)	781,900
24,368,695	Statutory Creditors	38,385,992	47,900			
38,354,115	Provision for Deferred Liabilities (Note 8 (i))	43,642,213			CURRENT ASSETS	
15,878,642	Provision for Long Service Leave (Note 8 (ii))	17,114,692	17,189,677		Cash at Bank	20,976,176
5,056,542	Provision for Recreation Leave (Note 8 (iii))	5,349,678	5,474,665		Cash on Hand	5,944,805
—	Sundry Accruals	1,028,206	147,527		Advances and Floats	153,337
355,167	Security Deposits	47,980	618,915		Stores and Materials (Note 6)	774,782
84,286,013		105,850,634	620,933		Sundry Debtors (Note 7)	624,144
					Cash Funds with the New South Wales Treasury –	
					Department of Motor Transport	
			1,176,376		Third Party Insurance Collections	
			527,977		Suspense Account - Special Deposits Account	10,839,254
			355,167		Public Vehicles Fund - Special Deposits Account	625,757
			26,111,237		Road Transport & Traffic Fund - Special Deposits Account	1,076,186
55,266,368		76,784,000	55,266,368			41,014,441
						76,784,000

The accompanying notes form part of these financial statements.

COMMISSIONER FOR MOTOR TRANSPORT

DEPARTMENT OF MOTOR TRANSPORT

STATEMENT OF INCOME AND EXPENDITURE FOR YEAR ENDED 30th JUNE, 1985

(c)

1984	EXPENDITURE	1985	1984	INCOME	1985
\$		\$	\$		\$
	ADMINISTRATIVE COSTS			STATUTORY FEES AND CHARGES	
48,367,943	Salaries, Wages and Allowances	46,754,302	120,852,903	Motor Traffic Act, 1909	143,902,127
2,902,083	Payroll Tax	2,968,067	3,460,914	Transport Act, 1930	3,962,752
43,764	Travelling Concessions to Employees	43,306		Motor Vehicle Taxation Management Act, 1949.	354,815
1,035,562	Travelling Expenses	1,170,678	288,396	State Transport (Co-ordination) Act, 1931.	2,853,669
70,000	Workers Compensation Settlements	145,784		Air Transport Act, 1964	4,825
1,382,685	Provision for Superannuation and Gratuities (Note 8 (i))	7,225,568	2,028,482	Motor Vehicle Driving Instructors Act, 1961	46,200
—	Provision for Deferred Employee Benefits (Note 8 (ii) and (iii))	6,985,306	34,918	Transfers of Public Vehicles (Taxation) Act, 1969	1,000,009
75,000	Audit Fees (Note 12)	82,000		Tow Truck Act, 1967	123,859
2,291,188	Postage	2,220,502	991,711		
—	Depreciation and Amortisation Charges (Note 3 (iii))	1,081,596	92,182		
601,987	Telephone, Telex Charges	700,427			
1,562,019	Printing, Stationery, Office Stores	1,304,720	127,753,601		152,248,256
288,617	Advertising and Promotions	208,390	165,122	Less Refunds	326,239
152,611	Data Processing Services	207,413			
322,510	Office Rent	321,857			
617,247	Heat, Light and Power	637,812	127,588,479		151,922,017
229,658	Capital Debt Charges (Note 4 (iii))	460,385			
451,090	Security Services	603,172			
557,189	Maintenance of Motor Vehicles	481,288			
744,674	Maintenance of Office Equipment	768,737			
1,399,139	Maintenance of Building and Equipment	1,484,499		CONTRIBUTIONS BY OTHER STATUTORY AUTHORITIES	
135,877	Motor Vehicle Registration Labels	258,593		Commission on Insurance Premiums Collected - Government Insurance Office	6,659,851
1,174,772	Motor Vehicle Number Plates	1,392,707		Contribution towards cost of Ad-Valorem Stamp Duty collected - Stamp Duties Office	1,032,291
769,282	General Expenses	841,050		Councils contribution towards cost of Parking Meter Supervision	584,113
27,431	Loss on Disposal of Real Estate	—			
15,000	Supervision of taxi-cab ranks	15,000	6,357,511		
65,217,328	TOTAL OPERATING EXPENDITURE	78,363,159	854,490		
75,253,027	Operating Surplus (Note 14)	88,427,810	74,288		
			7,286,289		8,276,255

			508,538	OTHER INCOME	
			1,574,738	Lease of custom-made number plates	679,917
				Sale of personalised number plates	1,936,927
			1,410,600	Auction of numeral only	
			54,034	registration plates	316,950
			173,606	Authorised Inspection Stations	198,936
			864,121	Heavy Vehicle Inspection Fees	182,664
			47,859	Search Fees	1,159,710
			—	Unclaimed Moneys	49,827
			914,112	Profit on Disposal of Real Estate	283,869
			47,979	Miscellaneous	1,341,516
				Interest Received (Note 5 (v))	442,381
			5,595,587		6,592,697
140,470,355		166,790,969	140,470,355	TOTAL OPERATING INCOME	166,790,969
47,900	Transfers to Loan Repayments Reserve (Note 5 (i))	734,000	75,253,027	Operating Surplus	88,427,810
17,901,525	STATUTORY PAYMENTS (NOTE II)				
	Payments to Traffic Facilities Fund	14,170,000			
750,000	Payments towards cost of Ambulance Services	750,000			
51,986,000	Amount recouped to Consolidated Fund for Police Services in respect of supervision of traffic	76,381,892			
1,966,746	Distribution of Omnibus Tax & Service Licence Fees to Municipalities, Shires and Other Authorities	2,194,974	(2,600,856)	Deficit for the Year	5,803,056
72,652,171		94,230,866	72,652,171		94,230,866

The accompanying notes form part of these financial statements.

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
STATEMENT OF SOURCE AND APPLICATION OF FUNDS
FOR YEAR ENDED 30th JUNE, 1985**

1984	SOURCE OF FUNDS	1985
\$	Funds Flow from Operations	\$
	Operating Funds Inflow –	
127,588,479	Statutory Fees and Charges	151,922,017
7,286,289	Contributions from Statutory Authorities	8,276,255
5,595,587	Other Income	6,308,828
140,470,355		166,507,100
	Less: Operating Funds Outflow –	
65,189,897	Administrative Costs	70,464,279
75,280,458	Total Funds flow from Operations (Note 14)	96,042,821
40,000	Loan Funds from New South Wales Treasury Corp.	4,800,000
75,320,458	Proceeds from Disposal of Real Estate	394,970
		101,237,791
	Other Funds received by the Department	
414,783,072	Third Party Insurance Premiums (Net)	423,266,985
309,325,531	Motor Vehicle Taxation (Net)	325,134,726
83,533,338	Ad-Valorem Stamp Duty (Net)	101,500,315
882,962,399		951,139,817
	APPLICATION OF FUNDS	
72,604,271	Statutory Payments	93,496,866
2,669,951	Purchase of Fixed Assets	6,837,598
47,900	Purchase of Investments	734,000
13,610	Repayment of New South Wales State Govt. Loan	13,460
(15,274)	Increase in Monetary Funds	155,867
75,320,458		101,237,791
	Other Funds were distributed to	
419,532,965	Government Insurance Office	413,604,107
309,325,531	Department of Main Roads	325,134,726
83,533,338	Stamp Duties Office	101,500,315
	Department of Motor Transport Third Party	
	Insurance Collections	
(4,749,893)	Suspense Account	9,662,878
882,962,399		951,139,817
	MOVEMENT IN MONETARY FUNDS	
	Increase in Statutory Creditors	(14,017,297)
	Increase in Sundry Accruals	(1,028,206)
	Decrease in Security Deposits	307,187
	Increase in Stores and Materials	155,867
	Increase in Sundry Debtors	3,211
	Increase in Cash Funds with the N.S.W. Treasury	10,481,677
	Increase in Cash and Cash at Bank	4,253,428
		155,867

The accompanying notes form part of these financial statements

DEPARTMENT OF MOTOR TRANSPORT
PUBLIC VEHICLES FUND (SPECIAL DEPOSITS ACCOUNT)
STATEMENT OF RECEIPTS AND PAYMENTS FOR YEAR ENDED 30th JUNE, 1985

1984	RECEIPTS	1985	1984	PAYMENTS	1985
\$		\$	\$		\$
473,840	Balance brought forward	527,977		Distribution to Municipalities, Shires and other Authorities of Omnibus Tax-	
1,632,525	Omnibus Tax:-	1,832,756	1,573,032	Metropolitan	1,710,990
176,825	Metropolitan	195,108	170,773	Newcastle	195,654
79,589	Newcastle	91,979	78,225	Wollongong	89,808
	Other Public Vehicle Tax in Metropolitan, Newcastle and Wollongong Transport Districts	688,733	640,000	Payment to Traffic Facilities Fund	670,000
644,579			15,000	Payment of supervision of taxi-cab ranks	15,000
	Service Licence Fees:-			Distribution of Service Licence Fees:-	
66,038	Metropolitan	66,132	70,167	Metropolitan	92,299
6,209	Newcastle	5,730	6,124	Newcastle	7,191
5,561	Wollongong	3,268	3,868	Wollongong	4,984
2,611,326	TOTAL RECEIPTS	2,883,706	2,557,189	TOTAL PAYMENTS	2,785,926
				Balances carried forward:-	
			415,606	Omnibus Tax:-	
			39,143	Metropolitan	537,372
			21,794	Newcastle	38,598
			8,339	Wollongong	23,964
			37,987	Other Public Vehicle Tax	12,071
			3,305	Service Licence Fees:-	
			1,803	Metropolitan	11,820
				Newcastle	1,846
				Wollongong	86
3,085,166		3,411,683	3,085,166		3,411,683

The accompanying notes form part of these financial statements.

DEPARTMENT OF MOTOR TRANSPORT
PAYMENTS FROM PUBLIC VEHICLES FUND (SPECIAL DEPOSITS ACCOUNT)
FOR THE YEAR ENDED 30th JUNE, 1985

to Councils and other Authorities required to maintain roads used by bus services
in reduction of the capital debt of the Urban Transit Authority (Bus Division) Services

(6)

1984	METROPOLITAN TRANSPORT DISTRICT – COUNCILS –	1985
\$		\$
32,674	Ashfield	37,671
24,947	Auburn	28,761
94,047	Bankstown	108,430
13,082	Baulkham Hills	15,083
78,453	Blacktown	90,419
8,766	Botany	10,107
28,459	Burwood	32,811
3,792	* Camden	4,374
20,489	Campbelltown	23,623
75,457	Canterbury	86,998
20,491	Concord	23,625
18,382	Drummoyne	21,195
55,695	Fairfield	64,213
39,227	Holroyd	45,227
29,049	Hornsby	33,493
5,061	Hunters Hill	5,835
31,411	Hurstville	36,216
22,229	Kogarah	25,628
27,518	Ku-ring-gai	31,729
11,003	Lane Cove	12,685
47,024	Leichhardt	54,215
49,697	Liverpool	57,299
16,178	Manly	18,652
40,097	Marrickville	46,230
13,227	Mosman	15,250
31,168	North Sydney	35,935
52,235	Parramatta	60,224
21,613	Penrith	24,918
95,607	Randwick	110,183
47,004	Rockdale	54,192
35,160	Ryde	40,537
19,177	Strathfield	22,110
37,405	Sutherland	43,125
298,434	Sydney	305,756
36,200	Warringah	41,737
35,845	Waverley	10,631
48,903	Willoughby	56,381
2,997	Windsor	3,456
1,018	* Wollondilly	1,174
36,318	Woollahra	14,038

	AUTHORITIES –	
1,058	Health Commission (Lidcombe Hospital)	1,221
1,518	Necropolis Trustees (Rookwood)	1,752
1,608,115		1,757,139
35,084	Capital Debt Reduction	46,150
1,643,199		1,803,289
	TOTAL - METROPOLITAN	
	NEWCASTLE AND DISTRICT TRANSPORT DISTRICT –	
	COUNCILS –	
117,796	Newcastle	136,851
35,393	Lake Macquarie	28,618
18,044	* Port Stephens	26,901
1,067	* Great Lakes	2,720
1,499	* Maitland	4,116
36	* Wyong	44
173,835		199,250
3,062	Capital Debt Reduction	3,595
176,897		202,845
	TOTAL - NEWCASTLE	
	WOLLONGONG TRANSPORT DISTRICT - (Note 3)	
	COUNCILS –	
72,607	Wollongong	79,841
8,524	* Shellharbour	14,023
141	* Campbelltown	44
822	* Kiama	884
82,094		94,792
	TOTAL - WOLLONGONG	
1,902,190	COMBINED GRAND TOTAL	2,100,926

- NOTES:
1. The amount each Council or Authority receives reflects the number and weight of the buses and the amount of time-tabled running.
 2. The amount applied as "Capital Debt Reductions" is half of the service licence fees for the services in the respective Transport Districts.
 3. No provision has been made for capital debt reduction as the Urban Transit Authority bus services do not operate in the Wollongong Transport District.
 4. Councils Denoted (*) although not within the Transport Districts under which they are listed, share in the payment because buses registered in those districts operate on their roads.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
OF THE COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FOR YEAR ENDED 30th JUNE, 1985**

The financial statements have been reported in amounts rounded to the nearest dollar. Comparative figures for the previous financial year are shown on each financial statement and wherever possible as bracketed amounts in the notes hereto.

1. ANNUAL REPORTS (STATUTORY BODIES) ACT, 1984

The Annual Reports (Statutory Bodies) Act, 1984 is cognate with the Public Finance and Audit Act, 1983 and regulates the presentation of the Department's annual report to Parliament.

2. (a) STATEMENT OF PRINCIPAL ACCOUNTING POLICIES

The financial statements have been prepared having regard to Accounting Standards jointly promulgated by the National Councils of the Australian Society of Accountants and the Institute of Chartered Accountants in Australia.

(b) CHANGES IN ACCOUNTING POLICIES

- (i) The Department has adopted an accrual accounting system for this financial year and has produced for the first time an Income and Expenditure statement and Balance sheet.

As a result comparative figures for the previous financial year do not reflect the change in accounting policy in relation to:

Salaries, Wages and Allowances
Provision for Superannuation and Gratuities
Provision for Deferred Employee Benefits
Depreciation and Amortisation Charges.

The establishment of the various asset and liability balances for inclusion in the balance sheet has resulted in an accumulated deficiency of \$34,246,493 brought forward as at 1st July, 1984.

- (ii) In keeping with Departmental policy, endeavours have been made to fully disclose the financial activities of the Department.

(c) ACCOUNTING BASIS

- (i) The financial statements have been prepared on an accrual basis whereby material items incurred but unpaid at year end, are brought to account as expenditure.

- (ii) The Department is keeping proper accounts and records of its transactions and affairs in accordance with present Government accounting conventions.

3. FIXED ASSETS

- (i) Provision is made in the Department's estimates each year for the purchase of assets and fully documented records of assets are being maintained.

For balance sheet purposes, Machines and Equipment and Office Furniture reflect purchases since 1st July, 1981.

- (ii) Valuations of the Department's Land and Buildings were carried out by the Valuer-General's Department in 1983 and in keeping with Departmental policy, current valuations are obtained as new properties are acquired. Where no assess-

(i)

	AUTHORITIES -	
1,058	Health Commission (Lidcombe Hospital)	1,221
1,518	Necropolis Trustees (Rookwood)	1,752
1,608,115		1,757,139
35,084	Capital Debt Reduction	46,150
1,643,199		1,803,289
	TOTAL - METROPOLITAN	
	NEWCASTLE AND DISTRICT TRANSPORT DISTRICT -	
	COUNCILS -	
117,796	Newcastle	136,851
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18,044	* Port Stephens	26,901
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822	* Kiama	884
82,094		94,792
	TOTAL - WOLLONGONG	
1,902,190	COMBINED GRAND TOTAL	2,100,926

- NOTES:
1. The amount each Council or Authority receives reflects the number and weight of the buses and the amount of time-tabled running.
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 4. Councils Denoted (*) although not within the Transport Districts under which they are listed, share in the payment because buses registered in those districts operate on their roads.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
OF THE COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FOR YEAR ENDED 30th JUNE, 1985**

The financial statements have been reported in amounts rounded to the nearest dollar. Comparative figures for the previous financial year are shown on each financial statement and wherever possible as bracketed amounts in the notes hereto.

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The establishment of the various asset and liability balances for inclusion in the balance sheet has resulted in an accumulated deficiency of \$34,246,493 brought forward as at 1st July, 1984.

- (ii) In keeping with Departmental policy, endeavours have been made to fully disclose the financial activities of the Department.

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- (i) The financial statements have been prepared on an accrual basis whereby material items incurred but unpaid at year end, are brought to account as expenditure.

- (ii) The Department is keeping proper accounts and records of its transactions and affairs in accordance with present Government accounting conventions.

3. FIXED ASSETS

- (i) Provision is made in the Department's estimates each year for the purchase of assets and fully documented records of assets are being maintained.

For balance sheet purposes, Machines and Equipment and Office Furniture reflect purchases since 1st July, 1981.

- (ii) Valuations of the Department's Land and Buildings were carried out by the Valuer-General's Department in 1983 and in keeping with Departmental policy, current valuations are obtained as new properties are acquired. Where no assess-

ment has been undertaken on more recently purchased properties, cost has been utilised in arriving at the current market value at 30th June, 1985 of \$30,906,504 (\$26,484,276). The appreciation in value of \$4,288,862 has been transferred to the Asset Revaluation Reserve. The market value of all other assets has been estimated by Departmental officers.

	Cost at 30/6/1985	Cost at 30/6/1984	Market Value 30/6/1985	Market Value 30/6/1984
	\$	\$	\$	\$
Land and Buildings				
- Head Office Building Complex	4,772,591	4,741,411	6,500,000	6,500,000
- Other Departmental Properties	21,845,051	17,689,530	24,406,504	19,984,276
Leasehold Improvements	987,109	68,786	1,017,364	99,041
Machines and Equipment	2,493,109	1,204,958	1,507,827	789,626
Office Furniture	540,377	380,754	276,673	270,545
Motor Vehicles	1,865,475	1,691,776	1,916,638	1,691,776
	<u>32,503,712</u>	<u>25,777,215</u>	<u>35,625,006</u>	<u>29,335,264</u>

- (iii) The assessed cost of depreciation for the year ended 30th June, 1985 is \$1,040,753 which brings the cumulative depreciation to \$1,758,918 (\$718,165).

The assessed cost of amortisation for the year ended 30th June, 1985 is \$40,843 (\$3,635) which brings the cumulative amortisation to \$45,997 (\$5,154).

Assets have been depreciated and amortised on a straight line basis based upon the estimated useful life of the assets.

4. LOAN BORROWINGS

(i) Loan Funds from New South Wales Treasury Corporation

The Department did not draw down its approved loan borrowing for the year ended 30th June, 1984. However, on the direction of the Treasurer, the loan borrowing entitlement was held within Treasury and made available to the Department during this current financial year.

During the year the Department's full loan borrowing entitlement of \$4,800,000 was obtained from the New South Wales Treasury Corporation.

At 30th June, 1985, loan borrowings mature as follows:-

	\$
Within 1 year	—
Between 1 and 2 years	185,000
Between 2 and 5 years	1,968,000
After 5 years	<u>2,647,000</u>
	<u>4,800,000</u>

By rolling over individual loans at maturity date, it is the intention of the Department to maintain the value of loans raised for a period of ten years from date of acquisition.

(ii) State Government Loan

An amount of \$1,112,153 (\$1,125,613) is outstanding on a New South Wales Treasury advance of \$1,394,916 utilised for the purchase of the Department's Head Office complex.

(iii) **Capital Debt Charges**

Capital Debt charges paid by the Department for the year amounted to \$460,385 (\$229,658).

5. **INVESTMENTS**

- (i) A loan repayment programme has been created to provide for the redemption of the Department's loan borrowings and, in this regard, an amount of \$781,900 has been invested with the New South Wales Treasury Corporation.

Details of investments are as follows:-

Date of Investment	Amount \$	Market Value \$	Maturity	Interest Rate %
28.06.1984	47,900	49,438	01.08.1987	12.9
21.06.1985	438,600	414,828	01.10.1993	13.5
21.06.1985	295,400	279,389	01.10.1993	13.5
	<u>781,900</u>	<u>743,655</u>		

- (ii) All investments have been made with New South Wales Treasury Corporation and they are not listed on the stock exchange. Market value has been advised by the New South Wales Treasury Corporation and has been calculated on the buy-back redemption rate at 30th June, 1985.
- (iii) The amounts set aside have been assessed by Departmental Officers and are considered adequate to meet loan repayments upon maturity. The assessment anticipates a future interest rate of 12% per annum, with all interest received being re-invested.
- (iv) The adequacy of the loan repayment reserve will be reviewed on a regular basis.
- (v) Interest received by the Department for the year amounted to \$442,381 (\$47,979).

6. **STORES AND MATERIALS**

Stores and Materials are valued at latest acquisition cost.

Stores and Materials purchased by the Department are for internal use and not for resale.

The Department's annual stocktake resulted in the following assessments:-

	At 30.06.1985 \$	At 30.06.1984 \$
Stores		
- General Stores	326,829	214,243
- Printing and Stationery	232,163	197,899
- Registration Number Plates and Labels	132,845	127,425
Materials		
- Electrical	48,534	48,476
- Building	34,411	30,872
	<u>774,782</u>	<u>618,915</u>

ment has been undertaken on more recently purchased properties, cost has been utilised in arriving at the current market value at 30th June, 1985 of \$30,906,504 (\$26,484,276). The appreciation in value of \$4,288,862 has been transferred to the Asset Revaluation Reserve. The market value of all other assets has been estimated by Departmental officers.

	Cost at 30/6/1985	Cost at 30/6/1984	Market Value 30/6/1985	Market Value 30/6/1984
	\$	\$	\$	\$
Land and Buildings				
- Head Office Building Complex	4,772,591	4,741,411	6,500,000	6,500,000
- Other Departmental Properties	21,845,051	17,689,530	24,406,504	19,984,276
Leasehold Improvements	987,109	68,786	1,017,364	99,041
Machines and Equipment	2,493,109	1,204,958	1,507,827	789,626
Office Furniture	540,377	380,754	276,673	270,545
Motor Vehicles	1,865,475	1,691,776	1,916,638	1,691,776
	<u>32,503,712</u>	<u>25,777,215</u>	<u>35,625,006</u>	<u>29,335,264</u>

- (iii) The assessed cost of depreciation for the year ended 30th June, 1985 is \$1,040,753 which brings the cumulative depreciation to \$1,758,918 (\$718,165).

The assessed cost of amortisation for the year ended 30th June, 1985 is \$40,843 (\$3,635) which brings the cumulative amortisation to \$45,997 (\$5,154).

Assets have been depreciated and amortised on a straight line basis based upon the estimated useful life of the assets.

4. LOAN BORROWINGS

(i) Loan Funds from New South Wales Treasury Corporation

The Department did not draw down its approved loan borrowing for the year ended 30th June, 1984. However, on the direction of the Treasurer, the loan borrowing entitlement was held within Treasury and made available to the Department during this current financial year.

During the year the Department's full loan borrowing entitlement of \$4,800,000 was obtained from the New South Wales Treasury Corporation.

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Between 1 and 2 years	185,000
Between 2 and 5 years	1,968,000
After 5 years	<u>2,647,000</u>
	<u>4,800,000</u>

By rolling over individual loans at maturity date, it is the intention of the Department to maintain the value of loans raised for a period of ten years from date of acquisition.

(ii) State Government Loan

An amount of \$1,112,153 (\$1,125,613) is outstanding on a New South Wales Treasury advance of \$1,394,916 utilised for the purchase of the Department's Head Office complex.

(iii) **Capital Debt Charges**

Capital Debt charges paid by the Department for the year amounted to \$460,385 (\$229,658).

5. **INVESTMENTS**

- (i) A loan repayment programme has been created to provide for the redemption of the Department's loan borrowings and, in this regard, an amount of \$781,900 has been invested with the New South Wales Treasury Corporation.

Details of investments are as follows:-

Date of Investment	Amount \$	Market Value \$	Maturity	Interest Rate %
28.06.1984	47,900	49,438	01.08.1987	12.9
21.06.1985	438,600	414,828	01.10.1993	13.5
21.06.1985	295,400	279,389	01.10.1993	13.5
	<u>781,900</u>	<u>743,655</u>		

- (ii) All investments have been made with New South Wales Treasury Corporation and they are not listed on the stock exchange. Market value has been advised by the New South Wales Treasury Corporation and has been calculated on the buy-back redemption rate at 30th June, 1985.
- (iii) The amounts set aside have been assessed by Departmental Officers and are considered adequate to meet loan repayments upon maturity. The assessment anticipates a future interest rate of 12% per annum, with all interest received being re-invested.
- (iv) The adequacy of the loan repayment reserve will be reviewed on a regular basis.
- (v) Interest received by the Department for the year amounted to \$442,381 (\$47,979).

6. **STORES AND MATERIALS**

Stores and Materials are valued at latest acquisition cost.

Stores and Materials purchased by the Department are for internal use and not for resale.

The Department's annual stocktake resulted in the following assessments:-

	At 30.06.1985 \$	At 30.06.1984 \$
Stores		
- General Stores	326,829	214,243
- Printing and Stationery	232,163	197,899
- Registration Number Plates and Labels	132,845	127,425
Materials		
- Electrical	48,534	48,476
- Building	34,411	30,872
	<u>774,782</u>	<u>618,915</u>

SUNDRY DEBTORS

Bad debts are written off after all avenues have been exhausted to collect them.

No provision has been made for Doubtful Debts.

Bad debts written off during the year totalled \$74,518 (\$103,040).

A dissection of outstanding debts is as follows:—

	<u>At</u> <u>30.06.1985</u> \$	<u>At</u> <u>30.06.1984</u> \$
(i) Short payments made in respect to the registration of motor vehicles	60,068	58,088
(ii) Dishonoured Cheques relating to the payment of licences and motor vehicle registrations	525,816	535,566
(iii) Other Sundry Accounts	<u>38,260</u>	<u>27,279</u>
	624,144	620,933

EMPLOYEE BENEFITS

(i) Superannuation

An estimated liability exists in respect of employees' accrued superannuation entitlements, namely —

- (a) Employer's subsidy to the Public Authorities Superannuation Board, in respect of lump sum payments on retirements, estimated as \$35,440,000 (\$30,004,000).

The calculation of the Department's liability in respect to the Public Authorities Superannuation Board is based upon an actuarial calculation as at 30th June, 1983. This calculation has subsequently been updated by Departmental officers to the 30th June, 1985.

The actuarial calculation assumed an interest rate of 12% per annum, a salary escalation of 10.5% per annum and a consumer price index movement of 10.0% per annum.

- (b) Gratuities under Section 132A of the Transport Act, 1930, estimated as \$8,202,213 (\$8,350,115).

The calculation of the Department's liability in respect of Gratuities under Section 132A of the Transport Act, 1930 has been calculated by Departmental Officers as at 31st May, 1985 and is based upon the salaries current at that time.

(ii) Long Service Leave

As at 30th June, 1985 the estimated liability in respect of long service leave entitlements stood at \$17,114,692 (\$15,878,642).

The liability has been calculated on the basis of current entitlements of employees who have completed five years of service.

(iii) **Recreation Leave**

The Department has continued to adopt a policy whereby staff are allowed to take leave progressively throughout the year. Permanent relief staff are provided in most work areas and staff are normally not permitted to carry forward excessive leave credits.

As at 30th June, 1985 the estimated liability in respect of recreation leave entitlements stood at \$5,349,678 (\$5,056,542).

(iv) **Sick Leave**

The cost of sick leave is met as it emerges and benefits lapse with termination of employment. No provision is made in the accounts for any outstanding liability.

9. **INSURANCES**

The Department generally carries its own insurance regarding Workers Compensation and Public Risk. Any liability is met from funds provided for expenditure during the year.

All other insurances are effected with the Government Insurance Office of New South Wales.

10. **PAYMENTS TO BOARD MEMBERS**

The following payments were effected to "Non-Officer" members of committees established within the Department's ambit of activities:-

	\$
Taxi Advisory Council	665
Committee of Review - New South Wales Air Services	4,650
Committee of Review - Tourist Vehicle Licensing	329
Committee of Review - Pensioner and Unemployed Persons Subsidy Scheme	140
	<u>5,784</u>

11. **STATUTORY PAYMENTS**

(i) **Contribution towards Ambulance Services**

A payment of \$750,000 as a contribution towards the cost of ambulance services was made in terms of Section 202 (2) (d5) of the Transport Act, 1930.

(ii) **Contribution towards the Traffic Facilities Fund**

Amounts of \$13,500,000 and \$670,000 were paid from the Road Transport and Traffic Fund and Public Vehicles Fund, respectively to the Traffic Facilities Fund in terms of Sections 202 (2) (1) and 204 (4) of the Transport Act, 1930.

(iii) **Contribution towards the cost of Police Traffic Services**

The funds available from the Road Transport and Traffic Fund exceeded the agreed cost of Police services for the supervision and control of road

transport and traffic as provided under Section 202 (2) (a) of the Transport Act, 1930. The agreed cost of \$70,928,000 was exceeded by \$5,453,892 thus reducing the accumulated shortfall in respect of Police services to \$182,231,693.

(iv) **Distribution from the Public Vehicles Fund**

Distribution from the Public Vehicles Fund includes the balance available at 31st March, plus 75% of the Government omnibus tax and service licence fees which are received in June each year. No administrative costs are charged to the Fund.

12. **AUDITOR'S REMUNERATION**

Fees paid to the Auditor-General of New South Wales in 1984/85 amounted to \$82,000.

13. **SUPPLY OF GOODS AND SERVICES TO GOVERNMENT AUTHORITIES**

The Department of Motor Transport provides the staff and office accommodation for the Secretariat of the Traffic Authority of New South Wales. Salaries and other administrative costs are recovered from the Traffic Facilities Fund.

14. **STATEMENT OF SOURCE AND APPLICATION OF FUNDS**

Reconciliation of Funds Flow from Operations with Operating Surplus is as follows:-

	\$	\$
Funds Flow from Operations		96,042,821
Plus: Profit on Disposal of Real Estate		<u>283,869</u>
		96,326,690
Less: Depreciation and Amortisation	1,081,596	
Provision for Superannuation and Gratuities	5,288,098	
Provision for Deferred Employee Benefits	<u>1,529,186</u>	<u>7,898,880</u>
Operating Surplus		88,427,810

15. **CONTRACTUAL COMMITMENTS**

Contractual commitments of \$2,667,000 relating to the Department's Land and Building programme remain outstanding at 30th June, 1985.

16. **PUBLIC FINANCE AND AUDIT (STATUTORY BODIES) REGULATION, 1985 - EXEMPTION**

The Department has sought exemption in respect of:-

Clause 4 (1) (1) which refers to the presentation of accounts on a programme or activity basis.

The Department has not been required by the Treasury to identify items of income and expenditure on a programme or activity basis and whilst it is envisaged that such a requirement may become operative from the 1st July, 1986 the Department is not in a position at this stage to fully disclose income and expenditure by programme or activity.

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
FINANCIAL STATEMENTS
FOR YEAR ENDED 30TH JUNE, 1985

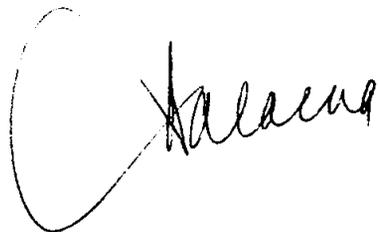
CERTIFICATION

On behalf of the Department of Motor Transport, we the undersigned are of the opinion that:

- (i) The financial statements of the Department of Motor Transport for the year ended 30th June, 1985 have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983; the Public Finance and Audit (Statutory Bodies) Regulation 1985; and the Treasurer's Directions.
- (ii) The Statement of Income and Expenditure, the Balance Sheet and the Statement of Source and Application of Funds together with the accompanying notes set out on the attached, exhibit a true and fair view of the financial position of the Department at the 30th June, 1985 and the transactions for the year then ended.
- (iii) At the date of signing there are no circumstances which would render any particulars in the financial statements to be misleading.



M.J. BUTLER,
COMMISSIONER FOR MOTOR TRANSPORT,
9th August, 1985



P.A. BALDING,
CHIEF ACCOUNTANT,
9th August, 1985

DEPARTMENT OF MOTOR TRANSPORT
AUDITOR-GENERAL'S CERTIFICATE

The accounts of the Commissioner of Motor Transport for the year ended 30th June, 1985, have been audited in accordance with Section 34 of the Public Finance and Audit Act, 1983.

In my opinion, the accompanying balance sheet, income and expenditure account and funds statement of the Commissioner for Motor Transport and the receipts and payments statement of the Public Vehicles Fund, read in conjunction with the notes thereto, comply with Section 41B of the Act and exhibit a true and fair view of the financial position at 30th June, 1985 and transactions for the year then ended.



K.J. ROBSON, FASA CPA
AUDITOR-GENERAL OF NEW SOUTH WALES

SYDNEY,
18th October, 1985

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
ROAD TRANSPORT AND TRAFFIC FUND (SPECIAL DEPOSITS ACCOUNT)
COMPARISON OF RESULTS TO ANNUAL ESTIMATES**

	Appropriation Year Ended 30/6/85	Results Year Ended 30/6/85	Budget Estimates Year Ending 30/6/86
	\$	\$	\$
REVENUE			
Statutory Fees and Charges			
Motor Traffic Act, 1909	149,547,300	143,902,127	153,251,500
Transport Act, 1930	1,150,600	1,082,778	1,145,300
Motor Vehicle Taxation Management Act, 1949	400,200	354,815	381,800
State Transport (Co-Ordination Act, 1931)	2,804,400	2,853,669	3,032,400
Air Transport Act, 1964	10,000	4,825	5,100
Motor Vehicle Driving Instructors Act, 1961	44,100	46,200	45,000
Transfers of Public Vehicles (Taxation) Act 1969	950,000	1,000,009	950,000
Tow Truck Act, 1967	122,300	123,859	125,400
	155,028,900	149,368,282	158,936,500
Less Refunds	140,000	326,239	220,200
	154,888,900	149,042,043	158,716,300
Contributions by Other Statutory Authorities	8,104,000	8,276,255	8,441,000
Long Term Loans	4,800,000	4,800,000	3,500,000
Other Income	7,865,100	6,703,798	10,723,000
	175,658,000	168,822,096	181,380,300
EXPENDITURE			
Salaries and Payments in the nature of Salaries and Wages	54,730,000	52,210,422	57,650,000
Postage, Telephone and Telex Charges	3,190,000	2,920,929	3,240,000
Printing, Stationery and Office Stores	1,580,000	1,464,598	1,803,900
Legal Costs	148,000	146,277	165,000
Motor Vehicle Registration Labels	180,000	220,322	210,500
Purchase of Motor Vehicle Number Plates	1,575,000	1,436,398	1,519,000
Payroll Tax	3,335,400	2,968,067	3,553,000
Superannuation	2,415,100	1,937,470	2,454,440
Travelling	919,400	1,213,984	1,625,400
Security Services	810,000	603,172	646,000
Maintenance of Office Equipment	784,900	768,737	1,007,000
Maintenance of Motor Vehicles	560,000	486,949	662,960
Other Items	3,052,200	2,533,406	4,145,800
Building Maintenance, Rent, Light & Power	2,707,000	2,441,875	3,550,000
Purchase of Assets	7,510,000	6,837,598	8,776,000
	83,497,000	78,190,204	91,009,000
STATUTORY PAYMENTS			
Traffic Facilities Fund	13,500,000	13,500,000	13,500,000
Ambulance Services	750,000	750,000	750,000
Police Traffic Services	77,911,000	76,381,892	76,121,300
	175,658,000	168,822,096	181,380,300

(b)

COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
THIS YEAR IN BRIEF AND A REVIEW OF THE PREVIOUS FOUR YEARS
PRINCIPAL FINANCIAL STATISTICS – 1980/1981 to 1984/85

	1984/1985	1983/1984	1982/1983	1981/1982	1980/1981
	\$	\$	\$	\$	\$
Income—					
Motor Vehicle Registration Tax	328,014,700	311,947,277	267,152,993	229,148,478	184,080,238
Fees and Charges (Registration, Licence Fees etc.) and Other Income	151,463,681	125,968,740	113,608,847	84,472,950	71,352,131
Tonne-Kilometre Charges (heavy lorries)	—	—	—	—	13,060
Third Party Insurance premiums	423,266,985	414,783,072	381,008,050	342,098,764	302,583,258
Fees and Charges - State Transport (Co-ordination) Act.	2,853,669	2,028,482	1,921,509	1,175,882	741,005
Stamp Duty (vehicle registrations)	101,500,315	83,533,338	70,066,918	69,918,282	61,826,570
Contribution towards cost of collections for Third Party Insurance	6,659,851	6,357,511	5,884,865	5,256,273	3,765,957
Receipts for issue of specially made number plates	2,933,794	3,493,876	1,684,669	1,261,545	1,442,195
TOTAL	1,016,692,995	948,112,296	841,327,851	733,332,174	625,804,414
Expenditure—					
Cost of Police Traffic Services	76,381,892	51,986,000	44,496,208	11,676,425	6,374,447
Administrative costs, Department of Motor Transport	78,363,159	65,217,328	64,094,224	60,822,962	52,708,882
Traffic Facilities Fund- (Traffic Authority Act,1976)	14,170,000	17,901,525	13,675,000	20,663,000	18,878,057
Funds provided for roads - Councils etc.	2,194,974	1,966,746	1,642,973	1,454,984	1,081,664
Department of Main Roads	325,134,726	309,325,531	264,903,389	227,224,509	182,537,675
Collected for and remitted to- Government Insurance Office	413,604,107	419,532,965	380,946,504	340,434,856	302,583,258
Stamp Duties Office	101,500,315	83,533,338	70,066,918	69,918,282	61,826,570
Payment towards the cost of Ambulance Services	750,000	750,000	750,000	750,000	750,000
Transfers to Loan Repayment Reserve	734,000	47,900	—	—	—
TOTAL	1,012,833,173	950,261,333	840,575,216	732,945,018	626,740,553

MATERIAL WORKS IN PROGRESS OUTSTANDING AT 30th JUNE, 1985

Details relating to these outstanding works in progress are itemised below—

LOCATION	EXPECTED DATE OF COMPLETION	ACTUAL EXPENDITURE TO 30th JUNE, 1985
BOTANY — Construction of a Vehicle Inspection Station for the inspection of both light and heavy vehicles	January, 1986	\$ 888,510
NOWRA — Construction of a new Motor Registry with Inspection Facilities	January, 1986	111,075
PENRITH — Construction of a new Motor Registry with Inspection Facilities	June, 1986	310,745
UNANDERRA — Construction of a Vehicle Inspection Station for the inspection of both light and heavy vehicles	May, 1986	756,947
TOTAL		2,067,277



Road Train Permits

Extensive development work was completed at the end of the report year for the transfer of authority for the issue of road train permits from the Commissioner of Police to the Commissioner for Motor Transport. The new arrangements were gazetted to become effective from 1st July, 1985 with existing police permits remaining valid until mid-1986. A previous limitation of road trains to the carriage of livestock only was lifted to provide for the cartage of all goods. Permits will only be issued to road train hauling units which comply with nationally agreed construction requirements. Pending a review of the first twelve months of the permit scheme, road trains will be limited to an overall length of 35 metres and the existing road train operational area which is essentially the western division of the State.

Liquefied Petroleum Gas (LPG) Fuelled Vehicles

During the report year, the Department continued with its programme of routine inspection of LPG fuelled vehicles. This involves inspection by Departmental motor vehicle inspectors at the time of an initial LPG installation, and annual inspection thereafter by Authorised Inspection Stations. Examiners at these stations are specifically trained by the Department and at the end of the year there were 458 stations throughout the State authorised for LPG inspections.

The number of LPG fuelled vehicles on the New South Wales register had increased by 33% to 6,602 at 30th June, 1985. Two thirds of these have dual-fuel systems and can operate on either petrol or LPG.

In addition to annual inspection of the LPG installation, the LPG fuel tank must be periodically tested to ensure its continued safety. In the absence of information from other sources, the Department published information for the public on suitable testing locations.

Liaison has also taken place with other government authorities with a view to assisting in enforcing safety requirements for LPG installations in caravans and trailers.

Enquiries

An important function of the Department is ensuring that the motor trade and industry, and the public, have ready access to information about the Department's technical requirements concerning vehicle construction and roadworthiness. During the year, the Department's technical enquiries service responded to 23,645 telephone enquiries and 395 written enquiries.

Vehicle Modifications and Accessories

Vehicles which require modification or fitment of major accessory items in order to meet their owner's needs, are assessed by inspection, and by examination of technical reports submitted to the Department. Where a modification or accessory is to be marketed in commercial quantities, it may be eligible for approval under the Department's Type Approval Scheme. During the year 3,778 individually modified vehicles were assessed, and 54 Type Approvals were issued.

Assessment of Specialised Vehicles

Some types of specialised vehicles require assessment for rating purposes before registration. During the year, the lifting and towing capacities of 150 tow-trucks, and the passenger and luggage capacities of 740 buses were assessed, while preparations were



made for the commencement of road train assessments for permit purposes in July, 1985.

Other special-purpose vehicles cannot fulfil their purpose if built fully within the constraints of the Motor Traffic regulations, and require individual assessment, frequently in co-operation with the Police and the Department of Main Roads. These assessments result in suitable conditions being imposed on the use of such vehicles to ensure that public safety is preserved and pavement loads are not excessive. During the year 129 special purpose vehicles were assessed.

NEW INITIATIVES

In addition to vehicle inspection and assessment activities, the Department investigates and provides advice to the New South Wales Government about a variety of technical issues. At a national level, the Department's senior engineering personnel participate in the work of the technical committees which advise the Australian Transport Advisory Council on design and construction of motor vehicles. Matters dealt with in these areas in 1984/85 included:

- standards for motor vehicle spare parts;
- the adequacy of recall procedures for faulty motor vehicles;
- noise and exhaust emission standards, including the introduction of unleaded petrol;
- rear marker plates for increased conspicuity of heavy vehicles;
- review of road vehicle limits being undertaken under the auspices of the National Association of Australian State Road Authorities.

Number Plate Location

As a result of representations from the vehicle manufacturing industry, concerning difficulties with transferring number plates from the left hand side of the front and rear of imported vehicles, the Regulations were amended to provide for their fitting to the centre or either side of the front and rear of vehicles.

Fire Brigade Vehicles

Vehicles operated by the Board of Fire Commissioners have been exempt from registration under the Motor Traffic Regulations and thus were not necessarily annually inspected for roadworthiness as is the case for all other government vehicles. After discussion with the Board, it was agreed that these vehicles should be registered and receive annual inspection prior to registration renewal. This has now been instituted.



INFORMATION SYSTEMS

CONTINUING ACTIVITIES

The Department maintains its records of licensed drivers and registered motor vehicles on computers located in its Head Office at Rosebery. The predominantly IBM installation operates 24 hours a day and 7 days a week to provide continual access for police in their checking of drivers and vehicles.

Each weeknight some 60,000 update transactions are applied to the 3.4 million licence and 3.8 million vehicle records. As well, some 50,000 enquiry transactions are processed each weekday, 16,000 emanating from police activities. Each weekend an average of 130,000 licence and vehicle renewal notices are printed.

The Department's computing installation consisted at year end of two IBM4341 MO2 processors, running under IBM's OS/VS1 and VM operating systems and having access to almost 11 Gigabytes of on-line disc storage. Connected to this configuration for enquiry purposes were 108 local terminals at Head Office, 36 remote terminals at 27 Motor Registries (predominantly metropolitan) and some 250 terminals in the Police Department controlled by that Department's own installation. Terminal access was also available to the Government Insurance Office (for assessment of third party personal injury claims) and the Department of Consumer Affairs (for monitoring the activities of second-hand car dealers).

NEW INITIATIVES

Traffic Infringement Data on Magnetic Tape

October 1984 saw the implementation of a system of magnetic tape exchanges with the Police Department to transfer the details of paid traffic infringements and enforcement orders to licensees' conviction records. Together with requests for the name and address of parking offenders, these new arrangements involve daily receipt and return of an average of 10,000 tape records and have resulted in significant savings in clerical and data entry effort over previous procedures. Licensees' records of traffic offences are also now more quickly updated for use by traffic police on patrol.

Similar procedures were also established during the year with the Department of Main Roads to provide the names and addresses of the owners of trucks detected carrying greater than their legal weight limits.

Computing Equipment Upgrade

Late in the report year the Department took advantage of a special offer from IBM Australia to replace its ageing central processors with the two IBM4341s. These replaced an IBM370/158 installed in 1975 and a NAS AS5 installed in 1979. Together with some other items of equipment, this upgrade significantly increased the Department's computing capacity, lessening the incidence of failures, lowering costs of operation and ensuring continued operations for at least the next two years.

Operating Systems Upgrade

Concurrent with the equipment upgrade, the Department late in the report year moved to upgrade the major operating system used on its computing installation from OS/VS1



to MVS/SP. Together with the establishment of an SNA link with the Police Department's FACOM installation, the migration to the new operating environment will provide the major technical systems challenges for the coming year.

Terminal Network Extensions

Work commenced during the year to progressively extend the Department's terminal network to all of its metropolitan and country registries. A substantial task, this work will involve identifying the special characteristics of the business at many locations, identification of a suitable terminal device, re-configuration of communication lines and, most probably, an upgrading of the computing installation's remote communication controllers. The principal aim of this work is to improve the Department's service to its customers at remote locations.



PERSONNEL AND INDUSTRIAL RELATIONS

CONTINUING ACTIVITIES

Employment

The total number of staff employed by the Department at 30th June, 1985 was 2,679. This figure included apprentices and officers employed on a part-time basis and was an increase of 40 over the previous report year. In addition, the Department has a complement of casual staff available to call on when required at Motor Registries.

STAFF EMPLOYED AS AT 30th JUNE

METROPOLITAN	1985	1984
Males	1415	1425
Females, full-time	742	724
Females, part-time	45	19
	<hr/>	<hr/>
	2202	2168
REST OF STATE		
Males	317	315
Females, full-time	154	149
Females, part-time	6	7
	<hr/>	<hr/>
	477	471
TOTALS		
Males	1732	1740
Females, full-time	896	873
Females, part-time	51	26
	<hr/>	<hr/>
	2679	2639

Recruitment

The year to 30th June, 1985 saw a 14.5% increase in recruitment over the previous year with 65 clerks, 120 typists, 2 trade and 108 other personnel being employed - a total of 295, compared with a total of 252 in 1983/84.

Career Opportunities

During the report year, the Department maintained steady progress in the implementation of strategies in its Equal Employment Opportunity Management Plan. Increased representation of Aborigines was achieved through the National Employment Strategy for Aborigines Scheme (NESA) and the Aboriginal Administrative and Clerical Training Scheme (AACTS). Despite several resignations the Department now has six applicants training under both schemes.

The Department has also continued to afford training under the Work Therapy Training Scheme for disabled persons and work experience opportunities have been provided for students from 19 schools.



Several notable achievements were accomplished in accordance with requirements set out in the Department's Equal Employment Opportunity Plan. These were:

- opportunities were given to staff to change their career paths and four changes took place during the report year. Two clerks transferred to positions as Scientific Officers and two others became Field Officers.
- a student from the Adult Migrant Education Service was given the opportunity to gain work experience in the Department.
- a network of Branch Contact Persons was established, these officers assisting with the implementation of E.E.O.; and
- one clerk became the first female Inspector to be employed by transfer from the clerical ranks to the Inspector classification.

Staff Development

Twenty workshops and seminars were conducted for Departmental staff on topics ranging from Executive Stress to Letter and Report Writing. A scheme for planning and reviewing staff performance was also trialled during the year and considerable preparatory effort directed at upgrading the Department's staff development activities.

External Studies

Staff of the Department are encouraged to wherever possible undertake external studies to complement on-the-job and in-house training. To assist them, study leave is available for external courses considered relevant to their duties or the Department generally. 111 officers (32 female, 79 male) were granted 11,394 hours study leave during 1984/85, representing an investment by the Department of approximately \$130,000.

Counselling and Support

During the year, confidential assistance through counselling and referral to expert support services was provided to 698 female and 238 male officers and their families. These services included legal and work-related advice, worker relationship counselling, and family and bereavement counselling and assistance.

Industrial Relations

In addition to the 2.6% increase in wage and salary rates arising from the National Wage Case decision of 6th April, 1985, movements in salaries and allowances occurred in accordance with the National Wage Case Principles.

The majority of industrial matters arising during the year were resolved by way of negotiation with the Department's staff associations. An increase in emphasis on matters relating to occupational health and safety has been evident, particularly in the area of Data Entry operations and the inspection of heavy vehicles at Heavy Vehicle Inspection Stations.

Matters placed before the relevant Industrial Tribunals included:

- applications for award variation in respect of the payment of higher grade allowances to senior and salaried officers;
- disputes in relation to such matters as the payment of salary increments;



- a decision to include certain qualifications as an essential requirement in a job advertisement.

NEW INITIATIVES

Staff Development Priorities

In keeping with the Department's policy of continually developing the talents of its staff through on-the-job training supplemented by appropriate in-house and external training activities, 1984/85 saw a major re-assessment of staff development priorities.

Senior staff development positions were filled with experienced training professionals, and a number of research and development projects were commenced with a view to upgrading the Department's staff development activities. These projects included:

- a survey of organisational training needs;
- development of new training activities;
- the introduction of standardised training course nomination procedures; and
- upgrading of the staff development lending library and audio-visual equipment resources.

Foundations were also laid for the implementation of a program-based approach to training staff. Preliminary activities in this area included piloting of Career Development Workshops in the Hunter Region and Supervisor Development Workshops at Head Office.

Occupational Health and Safety

During the year the Department employed an Occupational Health Nurse whose responsibilities are to assist the Department meet legal and ethical obligations to its employees in relation to health and working environment. Programmes are currently being developed to educate staff in the need for health promotion and safety training in the workplace.



FINANCE AND ADMINISTRATION

CONTINUING ACTIVITIES

Financial Results

Amounts collected by the Department are, by law, paid into separate funds held at the New South Wales Treasury. These funds are used mainly to finance activities closely related to traffic control, road maintenance and to meet the administrative costs of the Department.

The Department's annual accounts are consolidated to include the Road Transport and Traffic Fund and Public Vehicles Fund in order to fully present the total operations of the Department and at the same time comply with the provisions of the Public Finance and Audit Act, 1983, the Public Finance and Audit (Statutory Bodies) Regulations Act, 1985 and the Treasurer's Directions. Detailed financial statements for the year appear elsewhere in this report.

Total income for the year amounted to \$1,016,692,995 which represented an increase of \$68,580,699 or 7.23% over that of last year.

Income was derived from the following sources:—

Licences	\$ 61,707,096
Driving Fees and Permits	5,569,096
Motor Vehicle Registrations	61,510,565
Transfers in ownership of Motor Vehicles	13,985,814
Commissions/contributions received	7,692,142
Inspection and Plate Fees	5,553,564
Omnibus Tax	2,119,843
Other	8,979,088
	<hr/>
	167,117,208
Less Refunds	326,239
	<hr/>
	166,790,969
Third Party Insurance Premiums (Net)	423,266,985
Motor Vehicle Taxation (Net)	325,134,726
Ad-Valorem Stamp Duty (Net)	101,500,315
	<hr/>
Total Income	\$1,016,692,995

Total Expenditure for the year amounted to \$1,012,833,173

Major expenditure during the year was as follows:—

Road Authorities (principally the Department of Main Roads)	327,329,700
Government Insurance Office - Third Party Insurance Premiums collected	413,604,107
Stamp Duties Office - Ad-valorem stamp duty on certain registration certificates	101,500,315
Police Services (traffic and motor registry duties)	76,381,892



Payment to Traffic Facilities Fund under Section 202(2) (1) and 204(4) of the Transport Act, 1930	14,170,000
Ambulance Services	750,000
Cost of Administration	78,363,159
Transfers to Loan Repayment Reserve	734,000

Road Transport and Traffic Fund

The Road Transport and Traffic Fund is the Department's principal operating fund into which is paid all fees (as distinct from tax levy and weight tax) for motor vehicle registrations, driving licences and other fees and charges, as well as the commission paid by the Government Insurance Office on third party insurance premiums collected on its behalf. Funds are applied to the cost of the Department's administration, the administration of the Traffic Authority Secretariat and the cost of Police supervision of traffic.

Revenue collected during the year amounted to \$168,822,096, an increase over the previous year of \$30,981,466 or 22.5%. The increase in revenue was primarily due to the Department increasing its fees and charges in September, 1984 to maintain a significant contribution towards the cost of Police traffic services. The revenue collected fell short of budget expectations by \$6,835,904 or 3.9%. Additional revenue for Capital Works was obtained by loan borrowings of \$4,800,000 from the New South Wales Treasury Corporation.

Expenditure during the year on the cost of the Department's administration increased over the previous year by \$6,179,452 or only 9.5%. This result reflects the continued efficiencies and economies being implemented within the Department whilst maintaining initiatives to improve road safety and the level of service to the public.

Expenditure on Capital Works rose by \$4,167,647, an increase of 156%. This increase is primarily due to the establishment of Heavy Vehicle Inspection Stations at Wetherill Park, Botany, Carrington, and Unanderra.

RECEIPTS

	\$
Registration, Licence and Other fees	149,042,043
Commission (on G.I.O. third party insurance premiums)	6,659,851
Contribution Stamp Duties Office	1,032,291
Councils Contribution towards Cost of Parking Meter Supervision	584,113
Long Term Loan	4,800,000
Sundry Income	6,703,798
Total	<u>168,822,096</u>

PAYMENTS

	\$
Administrative costs	71,352,606
Cost of Police Traffic Services	76,381,892
Contribution to Traffic Facilities Fund	13,500,000
Contribution towards Ambulance Services	750,000
Purchase of Assets (land, building etc.)	6,837,598
Total	<u>168,822,096</u>



The cost of Police traffic services was assessed at \$70,928,000 by an inter-departmental committee consisting of representatives from the Department, the Police Department and the Treasury. This year \$76,381,892 was made available towards the cost of Police traffic services. The surplus of \$5,453,892 reduces the accumulated shortfall in respect of the Department's contribution to \$182,231,693.

The agreed cost of Police traffic services has increased over the previous year by \$7,071,000, or 11.0%.

Year	Contribution from R.T. & T.Fund	Agreed Cost of Police Traffic Services	Accumulated Shortfall
	\$	\$	\$
1981	6,374,447	47,033,509	119,194,792
1982	11,676,425	54,092,426	161,610,793
1983	44,496,208	58,700,000	175,814,585
1984	51,986,000	63,857,000	187,685,585
1985	76,381,892	70,928,000	182,231,693

Public Vehicles Fund

Under the Transport Act, 1930, buses, taxi-cabs, private hire cars and vans in three specified areas embracing Sydney, Newcastle and Wollongong, defined as Transport Districts, are subject to additional registration and other special requirements, and certain revenue derived from them is payable into the Public Vehicles Fund. Administrative costs associated with the collection and payments of moneys from the fund are met from the Road Transport and Traffic Fund.

The Urban Transit Authority of New South Wales is the principal operator of bus services and contributed \$929,414 of the total receipts of \$2,883,706 from Bus Tax, Public Vehicles Tax and Service Licence Fees.

The bus tax and service licences fees are distributed to the local authorities charged with the upkeep of roads over which the vehicles operate. Where a government bus service is in operation within a transport district one-half of the service licence fees are applied in reduction of the capital indebtedness of the government transport undertaking. Where no government bus service operates the whole of the service fees are distributed to the local authorities. Fifty councils and two other bodies concerned with the upkeep of New South Wales local road systems, shared in the distribution of \$2,051,181.

Revenue for the Fund is obtained from weight tax paid on the registration of public vehicles in the Transport Districts and from fees for bus service licences. These licences are distinct from the licences for the buses themselves. During the year 303 such service licences were issued.

The Fund is used to reduce the capital debt of the bus services operated by the UTA an amount equal to half the service licence fees collected for bus services in the Metropolitan and Newcastle Transport Districts, to assist authorities - mainly local councils - in maintaining roads to the extent of all bus tax on the remainder of the service licence fees collected, and to contribute to the Traffic Facilities Fund used for traffic control activities all of the weight tax collected on public vehicles.

**RECEIPTS**

	\$
Bus Tax	2,229,843
Public Vehicle Tax	688,733
Service Licence Fees	75,130
Total	<u>2,883,706</u>

PAYMENTS

Payments to Councils	2,048,208
Capital debt reduction of UTA bus service	49,745
Assistance to Road Authorities	2,973
Traffic Facilities Fund	670,000
Administrative costs for taxi-rank supervision	15,000
Total	<u>2,785,926</u>

A balance of \$527,977 brought forward from 1983/84 was held in the fund at the start of the year, and a balance of \$625,757 remained at 30th June, 1985.

Third Party Insurance Collections

On 1st April, 1984 the Government announced that the Government Insurance Office would be the sole insurer under the Motor Vehicles (Third Party Insurance) Act and that the new arrangement would be known as the Department of Motor Transport Third Party Insurance Scheme. The day-to-day administration of the scheme remained, however, with the Government Insurance Office.

Under the new arrangement, the Department continues to collect Third Party Insurance Premiums for later disbursement, after the deduction of commission, to the Government Insurance Office.

Premium rates were adjusted by an average of 10% with effect from 1st March, 1985. As at 30th June, 1985 there were 3.5 million policies in force.

RECEIPTS

	\$
Third Party Insurance Premiums collected	<u>429,926,836</u>

PAYMENTS

Government Insurance Office	413,604,107
Department of Motor Transport Collection Commission	<u>6,659,851</u>
Total	<u>420,263,958</u>

A balance of \$1,176,376 brought forward from 1983/84 was held at the start of the year and a balance of \$10,839,254 remained at 30th June, 1985.



Motor Vehicle Taxation Collections

Motor vehicle taxation collections form part of the income of the Department of Main Roads and are made up of motor vehicle weight tax (other than that collected on public vehicles in the Transport Districts) and motor vehicle tax levy.

In 1984/85, \$325,134,726 was collected and paid to the Department of Main Roads without the imposition of a collection commission.

Stamp Duty Collections

Stamp duty, at the rate of 2% of a motor vehicle's market value, is collected on the issue of original certificates of registration and the transfer of existing certificates of registration.

In 1984/85, \$103,564,897 was collected and \$102,532,606 paid to the Department of Finance after deduction of a collection commission of \$1,032,291.

Prosecutions

Convictions for offences under the various Acts administered by the Department totalled 3539 for the year, an increase of almost 50% of the previous year.

	1983/84	1984/85
Motor Traffic Act and Regulations	1,465	1,990
Transport Act and Regulations	711	893
State Transport (Co-ordination) Act and Regulations	203	505
Motor Vehicles Taxation Management Act	19	151

The most significant increase in prosecutions and convictions was in the area of enforcement under the State Transport (Co-ordination) Act and the Motor Vehicles Taxation Management Act. The majority of prosecutions were instituted at Redfern Local Court.

Most of these cases were not defended, being dealt with after a plea of guilty or, in the absence of the defendants, under s.75B of the Justices Act.

Details of the convictions obtained are set out in the following table.



**CONVICTIONS ON PROSECUTIONS INSTITUTED
IN THE YEAR ENDED 30th JUNE, 1985**

MOTOR TRAFFIC ACT AND REGULATIONS

Fail to give notification of alteration to motor vehicle	5
Fail to notify disposal	57
Fail to apply for transfer	177
Fail to surrender number plates within 3 days	2
Illegal use of traders plates	1
Drive/Permit - carry goods on trader's plate	1
Drive without registration label affixed	62
Allow vehicle to be driven	52
Permit to be driven reg. label of other vehicle	3
Drive with reg. label null and void	55
Drive vehicle not suitable for safe use	8
Owner - exceed length	4
Drive - exceed length (11 metres)	2
Drive - exceed length (17 metres)	16
Drive - exceed length (17 metres - omnibus)	7
Exceed length owner/driver	9
Exceed width	8
Exceed height	1
Drive/exceed overhang	1
Fail to produce vehicle for inspection	1
Permit use of unauthorised number plate	1
Unauthorised number plates	1
Not have number plate securely attached	45
Not have number plate attached to rear of vehicle	3
Drive vehicle drawing two trailers	4
Drive not have number plate securely attached to rear	11
Drive omnibus with door open	1
Drive with loading insecurely fastened	2
Not display aggregate weights	68
Make false statement to obtain log book	4
Furnish false information	7
Fail to carry log book	291
Fail to carry completed log book	354
Unlicensed driver	98
Permit unlicensed driver to drive	2
Drive unregistered vehicle	321
Permit unregistered vehicle to be driven.....	153
Unlawful possession of number plate	16
Drive unregistered vehicle	62
Permit number plates to be used on other vehicle	6
Not have half hours rest	5
Drive for more than 12 hours	11
Not have 5 hours rest	2
Permit driver to drive for more than 12 hours	2
Fail to produce licence for inspection	48

TOTAL: 1,990



TRANSPORT ACT AND REGULATIONS

Unlicensed driver	15
Fail to produce licence	67
Fail to display identity card	126
Fail to notify change of address	4
Fail to comply with terms of notice	2
Drive unclean taxi-cab	7
Fail to produce vehicle for inspection	66
Stand on a public street	8
Set taxi-meter in motion	2
Fail to give correct and proper change	3
Fail to record particulars	1
Demand other than prescribed fare	4
Fail to carry out punctually a hiring	19
Fail to drive by shortest route	3
Demand more than prescribed fare	4
Fail to afford reasonable assistance	1
Fail to issue ticket	1
Fail to set meter in motion	3
Fail to keep meter in motion	1
Fail to stop meter	22
Leave cab unattended (without precaution)	48
Leave cab unattended (cause obstruction)	31
Fail to drive away from stand	6
Place taxi on disengaged stand	73
Fail to display "Vacant" sign	33
Unauthorised sign	1
Fail to obscure "Vacant" sign	8
Fail to display locality sign	2
Fail to accept a hiring immediately	56
Allow greater number of passengers	1
Fail to occupy first position	2
Permit taxi stand abreast	1
Take precedence on stand	6
Not enter on daily work card	53
Fail to produce daily work card	16
Fail to put particulars on daily work card	2
Did not produce for inspection daily work card signed	1
Tout for person to ride in vehicle	25
Permit vehicle to stand other than public stand	32
Fail to accept hiring for conveyance	1
Leave driving seat	7
Multiple hire	7
Permit person to be carried	7
Did eat his meal inside vehicle	7
Did smoke whilst conveying passengers	7
Leave taxi to attract notice/calling	22
Start vehicle whilst passenger alighting	3
Fail to dress in clean and proper manner	1



Fail to dress to rule	30
Fail to stop for enquiry	6
False information	2
Impropriety	50
Reasonable request	3
TOTAL:	893

STATE TRANSPORT (CO-ORDINATION) ACT

Operate/drive contrary to licence	127
Operate/drive unlicensed vehicle	375
Breach condition of permit	1
Carry passenger upon front step	2
TOTAL:	505

MOTOR VEHICLES TAXATION MANAGEMENT ACT

Fail to notify alteration to vehicle	73
Fail to pay additional tax	78
TOTAL:	151



Appeals

During the year a total of 3,918 appeals were heard at Local Courts against decisions to suspend or cancel driver licences. This level of appeal represented an 18% decline from that of the previous year.

OUTCOME OF APPEALS AGAINST LICENCE CANCELLATIONS OR SUSPENSIONS

	1ST YEAR PROVISIONAL LICENSEES	CANC. OF PROV. LICENCE AFTER POINTS SYSTEM CANCELLATION	OTHER THAN 1ST YEAR PROVISIONAL LICENSEES	DEMERIT POINTS SYSTEM CANCELLATIONS	TOTAL
Allowed	1,173	51	124	26	1,374
Dismissed Outright	344	118	180	87	739
Dismissed with variation	1,313	170	64	52	1,599
Withdrawn	55	8	75	66	204
Struck Out	2	—	—	—	2
TOTALS	2897	347	443	231	3918
No Jurisdiction	1	1	—	—	2

The overall decrease in the level of appeals was the result of decreases in the level of appeal in all categories of cancellation or suspension action. However, the number of appeals allowed increased significantly, and the numbers of appeals dismissed, with and without variation, decreased significantly.

NEW INITIATIVES

Computerised Accounting System

The financial year saw the implementation of a fully automated and integrated accounting system. The system, based on a Wang VS-65 computer, supports 15 terminals and 3 personal computers together with accounting packages developed by Wilson Computer Services. The financial applications include General Ledger, Accounts Payable, Accounts Receivable, Stores Purchasing, and Budgets, together with a financial modelling system.

The Wang VS-65 equipment was chosen after an extensive evaluation of tenders received in reply to the Department's call for tenders in February, 1985. Computer equipment was installed in June, 1985 and accounting systems will be progressively implemented during 1985/86.

When fully installed, the system will contribute greatly to the efficiency of the Department's Accounts Branch.



TRANSPORT REGULATION AND LICENSING

CONTINUING ACTIVITIES

Public Vehicles

In most areas the numbers of vehicles registered to provide public transport services increased.

	30th June, 1985	30th June, 1984
Transport Districts		
— Taxis	4,029	3,888
— Buses	3,602	3,543
— Hire Cars	245	245
Country		
— Taxis	897	902
— Buses	3,409	3,190
— Hire Cars	78	76
— Service Vehicles	2	2
Tourist Vehicles	180	153
Other Public Vehicles (including school buses and wedding cars)	1,189	1,143

Taxis and Private Hire Cars

Taxis and private hire cars in the Transport Districts are subject to registration under the Transport Act as well as registration and licensing under the Motor Traffic and State Transport (Co-ordination) Acts, respectively. During the year the number of taxis licensed to operate in the Transport Districts was increased by 3.6% while there was a small decline in the number of taxis operating elsewhere. The number of hire cars operating remained virtually constant.

An increase in the maximum fare chargeable for a taxi service became effective from 7th December, 1984. The new rates are 95 cents flag fall and 57.5 cents per kilometre.

Restrictions which required taxis to be operated from allotted zones in Wollongong and from within Shellharbour were removed on 20th November, 1984 to allow all taxis in the area to compete on an equal footing.

The 140 additional taxis licensed for operation in the Metropolitan Transport District were restricted to working between 2.00 p.m. and 6.00 a.m. on weekdays, 12.00 noon Saturdays to 6.00 a.m. Mondays and public holidays. These restrictions were imposed with the consent of operators in an endeavour to improve the supply of taxis to the public at night time.

Following a review of the taxi services on the Central Coast three additional taxis were licensed for operation in the Gosford area.



The subsidised scheme for taxi transport of severely disabled persons was further extended during the year. Special purpose taxis for use by disabled persons in wheel chairs were for the first time licensed for use outside the Transport Districts and at year end such services were available in Katoomba, Gosford, Albury, Wagga Wagga and Inverell.

The proportion of all taxis not restricted to particular operational zones or time was increased marginally during the year from 66.7% to 67.4%.

At 30th June	Metropolitan		Newcastle		Wollongong	
	1985	1984	1985	1984	1985	1984
Taxis						
Unrestricted*	2,464	2,462	133	133	118	—
Restricted	1,311	1,172	3	3	—	118
	3,775	3,634	136	136	118	118
Private Hire						
Cars	228	228	13	13	4	4
	4,003	3,862	149	149	122	122

* Includes 34 licences issued for the operation of modified taxi-cabs for the carriage of disabled persons.

Private buses

While the number of private bus operators declined marginally overall during the year, the number of services provided and the number of buses operating increased marginally.

PRIVATE BUS OPERATIONS AT 30TH JUNE, 1985

	Metropolitan	Newcastle	Wollongong	Total
Operators				
1985	97	14	11	122
1984	102	14	11	127
Services				
1985	237	20	46	303
1984	225	20	45	290
Buses				
1985	1,541	142	150	1,833
1984	1,531	139	144	1,814



The maximum fares chargeable for privately operated bus services were increased from 8th October, 1984 by an average of 6.8%.

During the year, additional bus services were provided to new schools and newly developed areas. In some areas existing services were extended or diverted to achieve the required standard of service. One service was transferred and four services were amalgamated into one company resulting in the number of operators decreasing by five.

Examination continued during the year in association with the Department of Education, into the most efficient methods of providing bus services for school children, having in mind the limitations on the funds available for this purpose.

As a result of further rationalisation programmes carried out in conjunction with the Urban Transit Authority, improved and expanded bus services were introduced in the Western Metropolitan Area.

Ferries

The 12 privately-owned passenger ferries operating on Sydney and Newcastle Harbours continued during the year.

Air Services

Licences for the operation of aircraft on commercial air services, of either full airline or commuter standard, within N.S.W. are issued and renewed by the Department under the Air Transport Act, 1964. At 30th June, 1985 there were 260 aircraft licensed to operate regular or charter services, or both, within the State.

The growth of commuter operations has been the most significant development in commercial air services within the State in recent years. Generally, these services are regarded as a worthwhile complement to full airline standard services provided by the two major carriers (Air N.S.W. and East-West Airlines). One third of all passengers travelling by air within the State now use commuter services.

During the report year aircraft were licensed to operate new commuter services between Gosford, Palm Beach and Rose Bay, between Gosford and Sydney, between Forster and Sydney, and between Moruya, Canberra, Orange, Cudal and Dubbo.

NEW INITIATIVES

Review of Air Services

In 1985 the Minister for Transport appointed a committee of three to review the existing policies and practices for regulating passenger air services within the State and to advise on what changes, if any, might improve the provision of those services to the public. The Review Committee is chaired by Mr John Riley, O.B.E., a former chairman of East-West Airlines, and also includes Mr A. (Bill) Bedsor, a prominent North Coast businessman, and Mr Don Burton, a former M.L.C. and transport union official. The Review Committee is being supported by the Department's Policy Analysis Unit and intends to also make extensive use of external consultants.

The Committee, which can be contacted at 99 Elizabeth Street, Sydney (telephone 233 5873), is due to report its findings and recommendations by 31st December, 1985.



Review of Long Distance Bus Services

In June, 1985 the Minister for Transport approved of terms of reference for a review by the Department's Policy Analysis Unit of intrastate long distance bus services. These are bus services carrying passengers over distances in excess of 80 km within New South Wales.

The review will concentrate on defining and clarifying the existing policies and practices used by the Department in regulating this sector of the private transport service industry, and thereafter, on assessing the benefits and costs of that regulation to the travelling public with a view to advising on the need for continued regulation and any changes which might improve the services.

The review is expected to seek public and industry submissions and extend over 18 months.



REAL ESTATE AND PROPERTY DEVELOPMENT

The Department continued throughout the year its policy of replacing inadequate motor registry premises with modern offices and acquiring land for future development within the limits of funds available for capital works. The Department has progressively added to its property portfolio each year and has built up a valuable and productive holding.

New Registries

A new motor registry was opened at Campbelltown on 13th May, 1985. Land was purchased at Nowra on which work was commenced for the construction of a motor registry and heavy vehicle inspection station with expected completion by the end of 1985. Land was also purchased at Penrith, West Gosford and Queanbeyan for the proposed construction of new motor registries with heavy vehicle testing facilities.

Negotiations were entered into with the local council to build a new motor registry at Kempsey. An agreement was reached for the Council to build a much larger new registry on its land in exchange for taking over the Department's existing property.

New Shop-front Payment Offices

At locations where it was considered that motor registry facilities should be provided on a restricted basis, i.e. to handle mainly renewals and other relatively simple items, arrangements were made to lease shop-front premises for this purpose. Such facilities were made available at Corrimal (opened 10th December, 1984) Wallsend (opened 7th January, 1985), Belmont (opened 29th January, 1985) and Castle Hill (opened 1st February, 1985).

New Inspection Stations

As part of the State-wide introduction of the Heavy Vehicle Inspection Scheme, work was commenced on the construction of Inspection Stations at Wetherill Park and Carrington with anticipated completion in the latter part of 1985. Arrangements were also undertaken for the modification of leased premises at Botany for this purpose.

Additional Employee Housing

At Ulladulla, a house was purchased on 1st February, 1985 for use as staff accommodation.

Renovations

Alterations and additions to provide better service to the public and improve staff accommodation were completed at Blacktown and Five Dock Motor Registries and commenced at Richmond Motor Registry.

Arrangements are also proceeding for proposed extensions and alterations at Miranda, Katoomba, Beverly Hills and Cammeray Motor Registries.

At Head Office, the staff car park was completely resurfaced and the yard at the rear of the Southern Office Block was concreted. Internal refurbishments were completed in the Traffic Authority, Mechanical Engineering Section and Plate Room and work was commenced on refurbishing the garage.

Work was also proceeding to update fire prevention controls and the update of security controls and lighting at Metropolitan motor registries was completed.



THE COMMUNITY AUDIT AND PERFORMANCE MEASUREMENT REVIEW

One of the highlights of the year was the formulation of the community audit concept and the engagement in April, 1985 of management consultants Price Waterhouse Urwick to conduct the audit and an associated assignment to define appropriate performance measures for regular reporting in accordance with the Annual Reports Act.

The Community Audit

The concept of a community audit arose from the need to select from a multitude of possible performance measures those which might be most meaningful to the Department's client community. Such performance measures ought to reflect the Department's priority for improvements in the nature and delivery of its services.

The audit called for finding out about those aspects of the Department's services and ways of working considered deficient or annoying by its clients and comparing them with the relevant perceptions and priorities of its senior managers. This naturally led to a determination of priorities for service improvement as well as some surprises for senior managers about the level of awareness among them of the client community's needs.

The first stage of the audit involved detailed one-to-one interviews between the consultants and the Department's senior managers and between the consultants and senior representatives of the Department's organisational clients, such as the Police Department, the Attorney-General's Department, the Motor Trader's Association, the Bus and Coach Association, etc. These interviews and the perceptions collected were reported on in June, 1985. The major finding was that whereas the Department's senior managers believed its services to be improving, not all its client organisations supported this belief and significant incidences of parochial attitudes and inconsistent treatment of issues and customers were revealed. As well, Government organisations among the Department's clientele generally believe that the Department should be doing more to assist the achievement of their objectives.

The second stage of the audit involved a survey of recent customers with a mailed questionnaire. 10,000 such customers were selected from the Department's computer records and mailed the questionnaire by the consultants. Almost 2,000 recipients completed and returned the questionnaire - a response rate about twice that of the consultants' expectations. The nature and distribution of those recipients, and the conformity of their aggregate responses with those of a control group, assured their representativeness.

The analysis of the questionnaire responses was reported on in October, 1985 and the major findings were:

- there is an extremely high level of awareness generally in the community of the Department's services, but some residual confusion with the N.R.M.A. and the Department of Main Roads;
- some 80% of customers are satisfied with the service they receive from the Department, with country clients being generally more satisfied than city clients;
- truck drivers and motorcyclists showed no difference in their overall satisfaction level to that of ordinary motorists, but taxi drivers and especially motor dealers were generally less satisfied than ordinary motorists;
- two-thirds of motor registry customers take only 15 minutes or less to do their business and believe this length of time to be reasonable;
- of the Department's customers, 10% use the mail, 9% send someone to a motor registry and the remaining 81% attend motor registries personally;



- the aspect of the Department's service considered most important by customers is the competence of the staff with whom they have to deal, and what is more, this same aspect is the one where customers generally believe the Department is performing best;
- in terms of performance, second to having competent staff, customers rated the Department high in terms of the convenience of its motor registry locations, the ease with which forms can be completed, the ready availability of information and the helpfulness of staff;
- the Department was generally perceived to be performing worst in the speed of its service, the attention to customers in peak business periods and the level of its charges;
- in terms of the size of the gaps between customer's service expectations and their perceptions of what they receive, the greatest disparities are in the level of charges, staffing in peak business periods and the speed of service generally;
- the Department is viewed by all of its client groups as honest, even by motor dealers who are otherwise generally critical. As well, the Department is perceived overall as being reliable and somewhat helpful but at the same time verging on being bureaucratic and conservative. However, in terms of friendliness and efficiency, it is not generally viewed favourably. Country customers view the Department more positively than city customers.

These findings, other less significant ones, and their supporting evidence have provided the Department with much useful and objective information on how and where the Department can improve its communications with clients and the services provided to them. 1985/86 will see the first moves to capitalise upon this information.

Moreover, the success of the community audit concept has been such that the Department is considering using its methodology as an annual or biennial barometer of customer satisfaction and of senior management's grasp on the condition of its business.

The Performance Measurement Review

In association with the community audit the consultants also undertook a performance measurement review of the Department. This involved appraising the results of the community audit, reviewing the Department's charter, objectives, organisation and ways of working, and devising a framework for the identification of appropriate performance measures. The consultants believed it necessary to think about the Department's responsibilities in two areas, namely;

- **Key Result Areas**, where there is some measure of Departmental control over outputs;
- **Community Areas of Interest**, where outputs can be influenced but there is no responsibility for the provision of the ultimate service to the public.

In the Key Result Areas the consultants suggested a range of appropriate performance measures but in the Community Areas of Interest, community indicators were suggested in place of performance measures to reinforce the difference between being able to influence but not entirely control the outcome of the Department's efforts.

Once again the consultants report on this review, received in October, 1985, contained much useful information and proposals for placing the Department's relationship with its clientele on a more meaningful and productive basis for both parties. It is confidently expected that 1985/86 and onwards will see the development and implementation of these concepts.

**COMMISSIONER FOR MOTOR TRANSPORT
DEPARTMENT OF MOTOR TRANSPORT
PROPERTY PORTFOLIO AT 30th JUNE, 1985**

MOTOR REGISTRIES AND REGIONAL AND DISTRICT OFFICES				
PROPERTY	ADDRESS	Approximate Date of Construction	Valuer's General Valuation (1983)	Costs Land & Building
			\$	\$
Albury	Cnr. Hume & Macauley Streets	1981	275,000	479,888
Armidale	167 Rusden Street	1966	275,000	526,481
Bathurst	Cnr. Rankin & Durham Streets	1960	80,000	27,278
Bega	Cnr. Hill & Peden Streets	1962	66,000	31,632
Beverly Hills	Cnr. Cambridge Street & Stoney Creek Road	1963	250,000	212,721
Blacktown	Cnr. Patrick & Alpha Streets	1963	425,000	140,280
Broken Hill	Cnr. Blende & Iodide Streets	1966	90,000	66,155
Cammeray	303 Miller Street	1976	750,000	913,857
Campbelltown	Menangle Road and Tindall Street	1984	—	1,360,404
Casino	Cnr. Barker & Hickey Streets	1964	65,000	45,981
Cessnock	Cnr. North Avenue & Darwin Street	1968	130,000	87,849
Charlestown	Cnr. Pacific Highway & Frederick Street	1967	350,000	303,876
Chullora	95-97 Hume Highway	1953	1,000,000	360,143
Coffs Harbour	32-34 Gordon Street	1981	250,000	573,586
Cooma	Cnr. Soho & Massie Streets	1966	77,000	65,865
Cootamundra	Cnr. Cooper & Bourke Streets	1971	60,000	93,053
Cowra	97 Brisbane Street	1966	70,000	56,632
Deniliquin	346 Harrison Street	1973	135,000	167,947
Dubbo	1 Church Street	1967	263,000	362,299
Fairfield	32-36 Harris Street	1969	550,000	159,820
Five Dock	Cnr. Ramsay Road & Henley Marine Drive	1957	360,000	285,296
Forbes	Cnr. Farrand & Union Streets	1962	50,000	37,103
Glen Innes	152 Wentworth Street	1966	70,000	65,645
Gosford	Cnr. William & Albany Streets	1959	300,000	348,891
Goulburn	Cnr. Lagoon & Sterne Streets	1969	75,000	42,901
Grafton	15 King Street	1964	123,000	49,562
Griffith	Cnr. Yambil & Wyeela Streets	1965	135,000	48,783
Hornsby	324 Pacific Highway (& Bridge Road)	1983	650,000	1,492,546
Inverell	36-40 Campbell Street	1973	110,000	142,634
Katoomba	30 Park Street	1967	170,000	58,854
Kempsey	22 Tozer Street	1964	105,000	76,864
Kiama	64 Shoalhaven Street	1978	150,000	285,236
Kogarah	60A Gray Street	1977	300,000	575,671
Leeton	Cnr. Ash & Church Streets	1959	90,000	24,885
Lidcombe	Cnr. Swete & Mills Streets	1965	300,000	148,999
Lismore	Carrington Street	1963	295,000	271,010

Lithgow	Cnr. Eskbank Street & Main Street Lane	1960	78,000	35,617
Liverpool	357 Hume Highway	1977	600,000	709,711
Maitland	2 St. Andrews Street	1967	300,000	176,106
Manly	239 Pittwater Road	1958	200,000	145,656
Miranda	Cnr. President Avenue & Miranda Road	1960	220,000	114,287
Mittagong	97 Hume Highway	1969	130,000	77,866
Moree	57 Balo Street	1973	200,000	192,464
Mount Druitt	32 Luxford Street	1978	325,000	303,152
Mudgee	Cnr. Perry Street & Byron Place	1971	180,000	85,407
Murwillumbah	142 Murwillumbah Street	1964	110,000	45,277
Muswellbrook	Cnr. Hill & Bridge Streets	1971	210,000	114,369
Narrabri	61 Maitland Street	1973	110,000	142,608
Newcastle	130 Parry Street	1958	400,000	650,810
Nowra	142 Junction Street	1962	160,000	120,702
Orange	Cnr. Byng & McNamara Streets	1960	90,000	47,138
Parkes	Cnr. Church & Currajong Streets	1962	65,000	39,797
Parramatta	148-156 George Street	1953	1,600,000	353,442
Penrith	Unit 1, "The Terraces", 12 Tindale Street	1959	375,000	310,745
Queanbeyan	Farrer Place	1966	85,000	63,120
Raymond Terrace	53 William Street	1968	185,000	72,825
Richmond	Cnr. Windsor & Bosworth Streets	1969	225,000	89,873
Rosebery (H.O. Complex)	50-58 Rothschild Avenue	1918	6,500,000	4,772,591
Ryde	Cnr. Blaxland & North Roads	1961	300,000	85,629
Singleton	Cnr. Pitt & Bathurst Streets	1969	160,000	179,934
Tamworth	Cnr. Peel & Hill Streets	1960	400,000	160,954
Taree	Cnr. Albert & Pulteney Streets	1967	110,000	142,264
Toronto	136 Cary Street	1977	450,000	429,559
Tumut	Cnr. Richmond & Fitzroy Streets	1972	70,000	109,376
Tweed Heads	Greenway Drive, Tweed Heads South	1984	650,000	85,470
Wagga Wagga	2 Fox Street	1982	320,000	1,081,117
Wauchope	Cnr. Hastings & Young Streets	1976	90,000	226,010
Wellington	46 Warne Street	1973	75,000	91,111
Wollongong	Cnr. Kembla & Glebe Streets	1956	320,000	231,233
Wyong	Cnr. Anzac Avenue & Hely Streets	1971	230,000	212,926
			23,967,000	21,689,773
HEAVY VEHICLE INSPECTION STATIONS				
Carrington	Lot 11-17 Young Street	1984	-	948,675
Wetherill Park	Lot 32 Victoria Street	1984	-	1,353,854
Unanderra	107 Nolan Street	-	750,000	756,947
			750,000	3,059,476

PROPERTY PORTFOLIO AT 30th JUNE, 1985

COTTAGES OWNED BY THE DEPARTMENT				
PROPERTY	ADDRESS	Approximate Date of Construction	Valuer's General Valuation (1983)	Costs Land & Building
			\$	\$
Armidale	15 Caroline Crescent	1968	58,000	40,500
Armidale	11 Laurence Avenue	1964	56,000	18,847
Bathurst	10 Vine Street	1970	45,000	39,456
Cooma North	15 Namala Street	1977	65,000	65,829
Cootamundra	22 Northcott Avenue	1973	62,000	64,605
Cowra	24 Kibbler Street	1972	51,000	51,228
Deniliquin	14 Greaves Crescent	1975	43,000	35,249
Dubbo	23 Margaret Crescent	1973	52,000	37,761
Dubbo	Cnr. Bailey & Jubilee Streets	1964	69,000	20,903
Forbes	40 Patterson Street	1970	48,000	34,851
Goulburn	35 Knox Street	1976	58,000	45,797
Grafton	318 Bent Street	1981	68,000	63,230
Gunnedah	15 Breen Street	1971	62,000	68,123
Leeton	14 Canal Street	1966	51,000	38,977
Moree	28 Julia Place	1978	59,000	43,027
Mudgee	100 Robertson Street	1975	65,000	37,600
Muswellbrook	4 Eucalypt Avenue	1980	90,000	88,089
Narrabri	9 Elizabeth Street	1978	60,000	43,025
Queanbeyan	1 Linaria Place	1971	54,000	39,594
Singleton	1 Halloran Avenue	1983	-	72,325
Ulladulla	130 Warden Street	1984	81,500	80,025
Wagga Wagga	32 Raye Avenue, Mt. Austin	1963	43,000	18,717
Wellington	169 Thornton Street	1984	60,000	60,447
Wollongong	29 Evans Street	1979	46,000	38,949
			1,346,500	1,147,154
<u>VACANT LAND OWNED BY THE DEPARTMENT</u>				
Campbelltown	Lindsay Street	-	185,000	66,797
Gosford	Lot 6-7 Baren Street	(Part Construction)	-	187,793
Gunnedah	Cnr. Conadilly & Wentworth Streets	-	-	30,000
Liverpool	Cnr. Elizabeth & George Streets	-	320,000	51,696
Nowra South	Cnr. Cumberland St & Flinders Road	(Part Construction)	-	111,075
Penrith	Lot 2 York Road	"	-	163,836
Queanbeyan	Arora Avenue	"	-	139,867
			505,000	751,064
	GRAND TOTAL		26,568,500	26,647,467



	08999
VEHICLE No	<input type="text"/>
WAS INSPECTED ON	<input type="text"/>
AND FOUND TO COMPLY WITH PRESCRIBED REQUIREMENTS	
Signature of Inspector	

TYPICAL ITEMS CHECKED DURING AN INSPECTION

