

**DEPARTMENT OF TRANSPORT —
RESPONSE TO CORRUPTION AND CRIME COMMISSION REPORT**

Statement by Minister for Transport

HON SIMON O'BRIEN (South Metropolitan — Minister for Transport) [2.01 pm]: The government has considered the recommendations contained in the Corruption and Crime Commission report on the investigation of alleged public sector misconduct by employees of the then Department of Planning and Infrastructure in relation to the inspection, licensing and registration of motor vehicles, tabled in this house on 16 September 2010, and I advise that all recommendations relating to the new Department of Transport were accepted and have been, or will be, implemented.

With the creation of the Department of Transport, I am confident that the new structure has improved the organisation's capacity to identify and prevent misconduct. New management structural changes have been embedded to further strengthen the governance arrangements within the organisation, and the new agency has already, as a consequence of the CCC investigation and a previous review, commenced implementation of many of the recommendations made in the CCC report. The first four recommendations have been completed, while recommendations 6 to 13 are in the process of being addressed by the Department of Transport. Recommendation 5 is a matter for consideration by the Director of Public Prosecutions.

The department's actions as relevant to the recommendations of the final report are as follows —

Three of the individuals named in the report had their employment terminated, and another individual was demoted and transferred to a different role within the Department of Transport.

Driver and vehicle services induction: a significant emphasis is now placed on responsibilities and accountabilities at the compulsory induction for all new driver and vehicle services staff. I am advised that CCC officers attended one of the inductions in the past year and provided advice and information for this important function.

Accountable and ethical decision-making training course: all Department of Transport staff must attend an accountable and ethical decision-making training course.

Vehicle examiner induction training: a tailored induction and training program designed specifically for vehicle examiners has been introduced.

On-site vehicle inspections and audit procedures: new rules and audit procedures have been developed for motor vehicle examiners conducting on-site inspections.

Separation of customers from vehicle examiners: the opening of the new vehicle examination centre at Osborne Park ensures the separation of customers from the examination process, and new procedures have been adopted at other metropolitan vehicle examination centres to minimise customer contact with examiners during examination.

Staff rotations: a program of ongoing location rotation of vehicle examiners and team leaders has been implemented to ensure complacency and familiarity does not occur.

Management visits to vehicle examination centres: senior managers regularly visit vehicle examination centres to meet and speak with staff and customers to assess the success of new processes and procedures.

Structural realignment: changes to the reporting structure have been implemented for both motor vehicle examiners and motor driver licence assessors. Further structural and operational changes will be made to address the broader governance shortcomings. In this respect, a governance guide for managers is under development, the purpose of which is for managers to understand and practise compliance within robust and sustainable governance frameworks.

Corporate values: internally, corporate values have been developed in conjunction with staff. All driver and vehicle services business areas were requested to identify the actions and behaviours that support these values. These were collated and used to promote the values in the organisation's daily operations.

The code of conduct: the code of conduct has been reviewed, and the development of an overarching accountability framework has commenced.

A "Your People Management Manual", designed to support managers in leading their teams, has been developed and deployed, and a centralised delegation system is currently under development.

These actions demonstrate that the Department of Transport accepts the findings of the CCC investigation, recognises it has a responsibility to amend its policies and procedures, and is implementing positive steps in line with the CCC recommendations to address the issues identified in the report. I am satisfied that the new working

conditions and strategies implemented have reduced the likelihood of events similar to those that were the subject of the CCC report occurring again in Western Australian vehicle examination centres.

Consideration of the statement made an order of the day for the next sitting, on motion by **Hon Linda Savage**.