

Audit report of the 2022–23  
annual performance statements

Department of Infrastructure,  
Transport, Regional Development,  
Communications and the Arts



## **INDEPENDENT AUDITOR'S REPORT on the 2022–23 Annual Performance Statements of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts**

**To the Minister for Finance**

### ***Qualified Conclusion***

In my opinion, except for the effect of the matters described in the Basis for Qualified Conclusion section of my report regarding three of the six outcomes, the 2022–23 Annual Performance Statements of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (Infrastructure):

- present fairly Infrastructure's performance in achieving its purpose for the year ended 30 June 2023; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

### ***Audit criteria***

In order to assess whether Infrastructure's annual performance statements complied with Division 3 of Part 2-3 of the Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes;
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance; and
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

### ***Basis for Qualified Conclusion***

*Omission of results – Infrastructure is unable to make a complete assessment of its performance against Outcome 1, Outcome 3, and Outcome 4, details as noted below.*

Infrastructure's performance statements outline five purposes comprising six outcomes. Infrastructure has reported that it is unable to make a complete assessment of its performance against three outcomes.

Specifically, Infrastructure has reported that it is unable to make an assessment for eight out of nine performance measures that it has developed to measure and assess its performance against these outcomes. The one measure that was able to be assessed was PM19 in Outcome 3.

As a result, I have assessed that Infrastructure's performance statements do not present fairly the performance of the entity in achieving its purposes in relation to:

- Outcome 1 - Improved infrastructure across Australia through investment in and coordination of transport and other infrastructure.

- Outcome 3 - Strengthening the sustainability, capacity and diversity of Australia's cities and regions including northern Australia, through facilitating local partnerships between all levels of government and local communities; through investment in infrastructure and measures that stimulate economic growth; and providing grants and financial assistance.
- Outcome 4 - Good governance and service delivery in the Australian territories including through the maintenance and improvement of the laws and services for non-self-governing territories, and the overarching legislative framework for self-governing territories.

The bases for not making an assessment against these outcomes in relation to specific performance measures is described below:

Performance data not reliable and verifiable

*Outcome 1:*

PM01: Progress of land transport infrastructure investment projects agreed to in the October Budget 2022–23

PM02: Implementation of investment in intermodal terminals

*Outcome 3*

PM18: Performance in delivering legacy regional programs: a. Community Development Grants Program (CDG); b. Stronger Communities Program (SCP); c. Building Better Regions (BBRF); d. Regional Growth Fund (RGF)

PM20: Number of City and Regional Deal commitments on track to be completed within agreed timeframes

PM21: Implementing key initiatives of the northern Australia agenda

PM22: Impact of projects supported by the Northern Australia Infrastructure Facility (NAIF) during the financial year

*Outcome 4*

PM24: Communities in the external territories and Jervis Bay Territory have services and essential infrastructure comparable to mainland Australia

Measures not free from bias

*Outcome 3*

PM18: Performance in delivering legacy regional programs: a. Community Development Grants Program (CDG); b. Stronger Communities Program (SCP); c. Building Better Regions (BBRF); d. Regional Growth Fund (RGF)

*Outcome 4*

PM24: Communities in the external territories and Jervis Bay Territory have services and essential infrastructure comparable to mainland Australia

Measures not valid indicators of Infrastructure's performance

*Outcome 3*

PM22: Impact of projects supported by the Northern Australia Infrastructure Facility (NAIF) during the financial year

#### *Outcome 4*

PM23: Commonwealth legal and governance frameworks in Australia's territories are appropriate for the protection and wellbeing of the communities

#### ***Accountable Authority's responsibilities***

As the Accountable Authority of Infrastructure, the Secretary is responsible under the Act for:

- the preparation and fair presentation of annual performance statements that accurately reflect Infrastructure's performance and comply with the Act and Public Governance, Performance and Accountability Rule 2014 (the Rule);
- keeping records about Infrastructure's performance in accordance with requirements prescribed by the Act; and
- establishing such internal controls that the Accountable Authority determines are necessary to enable the preparation and presentation of the annual performance statements that are free from material misstatement, whether due to fraud or error.

#### ***Auditor's responsibilities for the audit of the performance statements***

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on Infrastructure's annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board.

In accordance with this standard, I plan and perform my procedures to obtain reasonable assurance about whether the performance measures and accompanying results presented in the annual performance statements of the entity fairly present the entity's performance in achieving its purpose and comply, in all material respects, with the Act and Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal controls relevant to the preparation of the annual performance statements in order to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified conclusion.

#### ***Independence and quality control***

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied Auditing Standard ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, Other Assurance Engagements and Related Services Engagement* in undertaking this assurance engagement.

#### ***Inherent limitations***

Because of inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the Act and Rule as it is not

performed continuously throughout the period and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office

A handwritten signature in black ink, appearing to read 'Rona Mellor'. The signature is fluid and cursive, with a large initial 'R'.

Rona Mellor PSM  
Acting Auditor-General

Canberra  
25 September 2023



Australian Government

Department of Infrastructure, Transport,  
Regional Development, Communications and the Arts

2022–23

# ANNUAL REPORT



**Connecting** Australians  
**Enriching** our communities  
**Empowering** our regions

# PART 4

## Annual Performance Statements

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# Statement of preparation

## Accountable authority statement

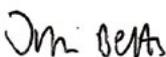
I, as the accountable authority for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts, present the 2022–23 Annual Performance Statements for the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department), which have been prepared for paragraph 39(1) (a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these performance statements accurately present the department's performance for the year ending 30 June 2023 (section 16F of the *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule)) and comply with subsection 39(2) of the PGPA Act except for the effect of those matters described below where the department was unable to make an assessment:

- |                          |                          |
|--------------------------|--------------------------|
| > Performance measure 1  | > Performance measure 23 |
| > Performance measure 2  | > Performance measure 24 |
| > Performance measure 18 | > Performance measure 27 |
| > Performance measure 20 | > Performance measure 28 |
| > Performance measure 21 | > Performance measure 32 |
| > Performance measure 22 | > Performance measure 38 |

The Australian National Audit Office (ANAO) is currently undertaking an audit of the department's 2022–23 performance statements. I am aware that the ANAO may also form a view that the performance statements for certain measures do not meet the requirements of the PGPA Act.

The department has commenced its continuous improvement journey and is committed to improving its performance reporting to the public and the parliament. The department will continue its work to improve its performance reporting overall, including through the ongoing consideration of the feedback from the ANAO.



### **Jim Betts**

Secretary of the Department of Infrastructure, Transport,  
Regional Development, Communications and the Arts

15 September 2023

# Introduction

The 2022–23 Annual Performance Statements outline the progress the department has made towards achieving its purposes:

- > Transport Connectivity
- > Regional Development
- > Territories
- > Communications Connectivity
- > Creativity and Culture.

The department is on a continuous improvement journey in regard to its performance information. Future corporate planning and performance reporting will further progress as we enhance our suite of performance measures to better represent and measure the department's large and varied body of work. The department has developed a Performance Framework for 2023–24, which will improve processes, strengthen consistency across reporting documents and present a new benchmark for assessing our performance.

## Changes to our performance information

In January 2023, the ANAO commenced its annual performance statement audit. The audit is based on an assessment of the performance measures in our 2022–23 Corporate Plan, and our October 2022–23 Portfolio Budget Statements. This was done in conjunction with a management-initiated review of the same performance information.

Based on the findings of the management-initiated review, along with the interim findings of the ANAO audit, we reviewed the performance measures in the Corporate Plan 2022–23, and October 2022–23 Portfolio Budget Statements and made the following changes for the purpose of preparing the performance statements:

- > updated key activities, measures and targets to enable better understanding of our role and how we impact other government departments, industry and the community.

We did not publish an update to the Corporate Plan as the changes were finalised at the end of the reporting period. Table 4.1 below indicates where there is a variation to the key activities, performance measures and targets contained in the Corporate Plan 2022–23.

**Table 4.1** Variations from the Corporate Plan 2022–23

Program	Measure	Change type	Rationale for change	Corporate Plan 2022–23 page
1.1	1	Performance measure	Amended to specify projects agreed to in the 'October Budget 2022–23'.	p. 22
1.1	1	Data source and methodology	Updated from the Corporate Plan 2022–23 to accurately reflect the data source and methodology.	p. 22
1.1	2	Key activity	The key activity has been updated to include 'to shape' to better align with the department's purposes and highlight the work undertaken by the department in delivering major projects.	p. 22
1.1	2	Data source and methodology	Updated from the 2022–23 Corporate Plan to accurately reflect the data source and methodology.	p. 22
1.1	Case study: Implementation of investment in intermodal terminals	Removal	The department is unable to report against the progress of investment in intermodal terminals as delivery of the project is outside of the department's control.	p. 23
2.1	3	Target b	Target b has changed from 'rail projects' to 'the Regional Australia Level Crossing Safety Program' to provide greater clarity of scope of the performance measure. The department cannot provide an accurate measure of performance as it does not have control of all rail programs. The Regional Australia Level Crossing Safety Program was confirmed in October 2022. <sup>1</sup>	p. 23
2.1	5	Change to target a	Target a amended to remove reference to activities undertaken by the department in the ordinary course of business.	p. 25

<sup>1</sup> For further information please see: [Regional railway level crossings to be upgraded](#).

				Corporate Plan 2022–23 page
Program	Measure	Change type	Rationale for change	
2.1	6	Key activity	The key activity was amended to directly relate to the performance measure.	p. 26
2.1	14	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 31
2.1	15	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 32
2.1	16	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness Measure</i>	p. 33
2.2	8	Target and data source	Updated from the Corporate Plan 2022–23 to enable the department to assess its performance against the target using valid data sources.	p. 27
2.2	8	Target b removed	Target b was removed as the data hub was 'established' in a previous financial year. The department does maintain and update the data hub, however cannot accurately report against this target as it is misleading and not an accurate assessment of the department's performance in the 2022–23 financial year. Information on the Data Hub can be found in the Highlights section on p. 3.	p. 27
2.2	9	Measure description	Removal of 'average time taken' and updated to 'time taken' to enable the department to accurately measure its performance against the targets.	p. 28
2.2	16	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 33
2.2	16	Update to target	Target has been updated from '10-year annual average', to '3-year annual average', to better enable comparison over time.	p. 33

Program	Measure	Change type	Rationale for change	Corporate Plan 2022–23 page
2.2	16	Update to data source and methodology	Data source and methodology updated from the Corporate Plan 2022–23 to align with updates made to the target.	p. 33
2.2	Case study: Heavy Vehicle Safety and Productivity Program and Bridges Renewal Program	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 26.	p. 24
2.3	11	Data source	Data source updated to include Ministerial documents on consideration/approval of department recommendations for Master Plans and Major Development Plans.	p. 29
2.3	11	Key activity	The key activity amended to remove 'policy' to better align with the performance measure.	p. 29
2.3	12	Data source	The data source has been updated from the Corporate Plan 2022–23 to include project completion reports, financial payments, and to clarify that 'Grants Hub' means 'Business Grants Hub'.	p. 30
2.3	12	Key activity	The key activity was amended to remove 'policy' to better align with the performance measure.	p. 30
2.3	13	Key activity	The key activity was amended to remove 'policy' to better align with the performance measure.	p. 30
2.3	13	Target	Updated to include 'eligible and approved communities' to enable the department to appropriately measure its performance against the target.	p. 30
2.3	17	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness</i> measure.	p. 33
2.3	17	Key activity	A new key activity 'Domestic aviation policy' included to directly relate to performance measure 17.	p. 33

				Corporate Plan 2022–23 page
Program	Measure	Change type	Rationale for change	
3.1	18	Key activity	Key activity amended to remove 'policy leadership' as performance measure 18 does not directly relate to this function.	p. 42
3.1	18	Performance measure	Performance measure description has been updated to specify the 4 legacy programs being reported on.	p. 42
3.1	18	Target	Target description has been updated to remove the reference to 'all' to reflect the change to the measure description.	p. 42
3.2	19	Key activity	The key activity was amended to remove 'policy leadership' as performance measure 19 does not directly relate to this function.	p. 42
3.3	20	Data source	Amended and updated to remove Australian Bureau of Statistics (ABS) and replace with correct data sources. ABS data was included in error.	p. 43
3.4	21	Data source and methodology	Updated and amended to include analysis of data from the Business Growth Hub.	p. 43
3.4	22	Key activity	The key activity was amended to remove the term <i>Effectiveness measure</i> .	p. 44
4.1	23	Key activity	The key activity was amended to remove the term <i>Effectiveness measure</i> .	p. 49
4.1	24	Key activity	The key activity was amended to remove the term <i>Effectiveness measure</i> .	p. 50
4.1	Case study: Supporting sea freight availability for Norfolk Island	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 27.	p. 50

Program	Measure	Change type	Rationale for change	Corporate Plan 2022–23 page
5.1	25	Key activity	The key activity was amended to remove the 'Peri Urban Mobile Program and Regional Connectivity Program' as performance measure 25 only relates to the <i>Mobile Black Spot Program</i> . The Corporate Plan 2023–24 includes performance measures related to all 3 digital connectivity programs.	p. 55
5.1	26	Target	Target amended to remove the term 'legislative'. Contractual arrangements to impose conditions on the use and provision of satellite services are legislated under the <i>Broadcasting Services Act 1992</i> and implied in VAST funding deeds.	p. 55
5.1	26	Data source and methodology	Amended to include additional information on total number of KPIs included in funding deed.	p. 55
5.1	26	Key activity	Performance measure 26 was misaligned with a policy advice related key activity in the Corporate Plan 2022–23 — it has been relocated to directly relate to the relevant key activity.	p. 55
5.1	26	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 55
5.1	28	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 57
5.1	29	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 58
5.1	30	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 58
5.1	30	Methodology	The methodology has been amended to include analysis of previous financial year data. This change is to accommodate for a lag in data and enable reporting against the target.	p. 58

				Corporate Plan 2022–23 page
Program	Measure	Change type	Rationale for change	
5.1	36	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .	p. 69
5.1	Case study: 2022 ITU Plenipotentiary Conference	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p 59.	p. 57
6.1	31	Data sources	Data sources updated to better enable the department to assess its performance against the target.	p. 66
6.1	34	Measure description	Art fairs were included in the measure description in the 2022–23 Corporate Plan in error — the 2023–27 Corporate Plan reflects the correct measure description. Current and forward targets, as well as data and the methodology directly relate exclusively to art centres.	p. 68
6.1	36	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness Measure</i>	p. 69
6.1	36	Target a	Removed reference to streaming video on demand as these services are not considered in statutory obligations	p. 69
6.1	37	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness Measure</i>	p. 70
6.1	38	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness Measure</i>	p. 71
6.1	Case study: International Decade of Indigenous Languages 2022–2032	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 60.	p. 70

## Structure of the Annual Performance Statements

The Annual Performance Statements demonstrate a direct link between the department's activities throughout the year and the contribution towards achieving the department's purposes. The Annual Performance Statements are divided into chapters, with each chapter focusing on performance against each of the department's outcomes and purposes.

Each chapter contains:

- > a performance snapshot of achievement against the purpose
- > any changes made to performance information from the Corporate Plan 2022–23
- > results and analysis of performance against each performance measure.

**Table 4.2** Results key 2022–23

Reporting result	Result calculation range
<b>Target met</b>	≥ 95%
<b>Target substantially met</b>	75% to 94%
<b>Target partially met</b>	50% to 74%
<b>Target not met</b>	≤ 49%
<b>Data not available</b>	Data is available after date of publication
<b>Unable to make an assessment</b>	The department determined it was unable to make an assessment or the measure did not fully comply with s16EA of the PGPA Rule

During 2022–23, the department included 2 additional results for reporting performance. These results were *target substantially met* and *unable to make an assessment*.

# Performance Snapshot

A snapshot of the department's performance against its purposes is given in Table 4.3.

**Table 4.3** Performance snapshot by purpose 2022–23

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
<b>Transport Connectivity</b>	10	0	3	0	1	1	2
<b>Regional Development</b>	1	0	0	0	0	0	4
<b>Territories</b>	0	0	0	0	0	0	2
<b>Communications Connectivity</b>	2	2	0	0	0	0	2
<b>Creativity and Culture</b>	2	0	1	1	1	1	2
<b>Total</b>	<b>15</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>12</b>

- i. Where measures do not have targets because they are demand driven (see measures 6 and 35), the department has reported on the achievements against the performance measure.
- ii. Where results could not be determined based on available data at the time of reporting (see measures 16 and 37), full data will be collected and reported when available in 2023–24.
- iii. Where the department was unable to make an assessment on the results (see measures 1, 2, 18, 20, 21, 22, 23, 24, 27, 28, 32 and 38) due to the methodology, use of third-party data not being verifiable or subject to external factors outside of the department's control, the department reported on the achievements against the performance measure.
- iv. We continually review our performance measures against the PGPA Act and Rule, ensuring they remain appropriate, relevant and free from bias.

# Transport Connectivity — Outcomes 1 and 2



## Purpose — Transport connectivity

Supporting an efficient, sustainable, competitive, accessible, safe and secure transport system and supporting jobs through infrastructure investment.

**Outcome 1** — Improved infrastructure across Australia through investment in, and coordination of, transport and other infrastructure.

**Outcome 2** — An efficient, sustainable, competitive, safe and secure transport system for all transport users through regulation, financial assistance and safety investigations.

# Performance snapshot

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
Program 1.1 — Infrastructure Investment	0	0	0	0	0	0	2
Program 2.1 — Surface Transport	4	0	2	0	1	0	0
Program 2.2 — Road Safety	2	0	0	0	0	1	0
Program 2.3 — Air Transport	4	0	1	0	0	0	0
<b>Total</b>	<b>10</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>



## Program 1.1 — Infrastructure Investment

The IIP supports economic growth, makes travel safer, increases transport access and supports regional development. It increases the efficiency, productivity, sustainability and safety of Australia's land transport infrastructure through programs and policies to improve connectivity for communities and freight.

### Table of changes

Measure	Change type	Rationale
1	Performance measure	Amended to specify projects agreed to in the 'October Budget 2022–23'.
1	Data source and methodology	Updated from the Corporate Plan 2022–23 to accurately reflect the data source and methodology.
2	Key activity	The key activity has been updated to include 'to shape' to better align with the department's purposes and highlight the work undertaken by the department in delivering major projects.
2	Data source and methodology	Updated from the 2022–23 Corporate Plan to accurately reflect the data source and methodology.
<b>Case study: Implementation of investment in intermodal terminals</b>	Removal	The department is unable to report against the progress of investment in intermodal terminals as delivery of the project is outside of the department's control.

### Key activities

Key activity	Performance measure
Deliver and manage the IIP	1
Lead policy (with the Department of Finance) to shape the delivery of major transport infrastructure projects	2

## Results

<b>Performance measure 1</b>	<b>Progress of land transport infrastructure investment projects agreed to in the October Budget 2022–23</b>
<b>2022–23 Target</b>	By June 2023, projects progressed in accordance with agreed timeframes
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department determined both the definition of ‘agreed timeframes’ and the general methodology, were insufficient to enable accurate reporting of the department’s performance against the measure. This is consistent with the findings of our internal assurance review of the performance information.
<b>Data source and methodology</b>	Analysis of departmental records and state and territory schedules to the National Partnership Agreement (NPA) on Land Transport Infrastructure Projects 2019–2024 on project progress.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 38, DITRDCA Corporate Plan 2022–23 p. 22

### Analysis of performance

The unverified 2022–23 results show the department progressed 54 of the 59 (92%), IIP projects committed to in the October 2022–23 Budget, including where necessary, identification and agreement of an appropriate delivery agency, and commencing discussions to plan and deliver these projects.

The process for commencing projects begins with an offer by the Minister to states and territories, followed by an official acceptance to the terms of Schedules to the NPA by the relevant state or territory Minister.

#### Acceptance of Schedule by states and territories

All states and territories, as parties to the NPA on Land Transport Infrastructure Projects 2019-2024, accepted the revised Schedules following the 2022–23 October Budget prior to 30 June 2023.

Appropriate funding profiles are reflected in the state and territory Schedules to the NPA. Where the relevant state or territory government did not agree to deliver projects from the October Budget, an appropriate delivery agency was agreed with local government authorities for projects progressed within the reporting period.

Moving forward, the department has updated its approach to measuring and reporting on its performance in progressing Land Transport Infrastructure Investment Projects. For more information on updated and improved performance measures, see the [2023–27 Department of Infrastructure, Transport, Regional Development, Communications and the Arts Corporate Plan](#).

## Infrastructure Investment Program Strategic Review

The Australian Government has received the final report of the independent Strategic Review the Infrastructure Investment Program (IIP). The objectives of the review are to:

- > assess projects funded under the IIP and make recommendations on the merits of projects continuing
- > make recommendations for transitioning the IIP to a sustainable 10-year rolling pipeline that targets appropriately costed, nationally significant infrastructure projects
- > make recommendations on reforms to IIP sub-programs, such as the Roads to Recovery Program, including whether the Australian Government could deliver them more effectively
- > consider other relevant projects or matters as agreed in consultation with relevant jurisdictions.

Performance measure 2	Implementation of investment in intermodal terminals <sup>2</sup>
<b>2022–23 Target</b>	Delivery milestones are met for each financial year
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	<p>The department determined it was unable to verify third-party data to enable reliable reporting of the target for this measure. This is consistent with the findings of our internal assurance review of the performance information.</p> <p>The National Intermodal Corporation (NIC) is a Government Business Enterprise (GBE).<sup>3</sup> This measure is being removed from future reporting cycles, as the department has an oversight role and is not responsible for the delivery aspects of GBE's. However, the NIC is required to table its Corporate Plan and Annual Report.</p>
<b>Data source and methodology</b>	Data is sourced from a range of corporate and period reporting from the NIC including its quarterly reports that detail progress against the NIC's Corporate Plan. Analysis of these reports and departmental records ensure NIC is on track.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 38, DITRDCA Corporate Plan 2022–23 p. 22

## Analysis of performance

The department, with the Department of Finance, is a joint shareholder of NIC. NIC is a Commonwealth company and maintains the data associated with this performance measure.

2 This is the final reporting period for this measure. This measure has been removed from the Corporate Plan 2023–27.

3 A Government Business Enterprise is a Commonwealth entity or Commonwealth company that is prescribed by the PGPA Act. The Australian Government's relationship to GBEs is similar to the relationship between a holding company and its subsidiaries.

## Program 2.1 — Surface Transport

The surface transport program supports economic growth, makes travel safer and increases transport access through delivering programs, policies and regulation for efficient, sustainable, safer and better-connected road, rail and maritime sectors.

### Table of changes

Measure	Change type	Rationale
3	Change to target b	The target b has changed from 'rail projects' to 'the Regional Australia Level Crossing Safety Program' to provide greater clarity regarding the scope of the performance measure. The department cannot provide an accurate measure of performance as it does not have control of all rail programs. The Regional Australia Level Crossing Safety Program was confirmed in October 2022. <sup>4</sup>
5	Change to target a	Target a amended to remove reference to activities undertaken by the department in the ordinary course of business.
6	Key activity	The key activity was amended to directly relate to the performance measure.
14	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
15	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .

### Key activities

Key activity	Performance measure
Advise on and deliver better road safety as well as vehicle and rail regulation	3 and 8
Advise on and deliver policy for access to transport for people with a disability	4
Advise on technology advances in the road transport sector	5
Manage domestic maritime programs to support efficient sea trade	6
Implement the National Freight and Supply Chain Strategy and Action Plan	7
Supporting an efficient and sustainable transport system	14
Supporting a safe and accessible transport system	15, 16 and 17

<sup>4</sup> For more information on the Regional Australia Level Crossing Safety Program see: [Regional Australia Level Crossing Safety Program/Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#).

## Results

Performance measure 3	Progress reforms for regulating vehicles and rail that support safety and productivity
<b>2022–23 Target</b>	<ul style="list-style-type: none"> <li>a. Policy advice is high-quality, timely and evidence-based to support decision making on heavy vehicle and rail productivity and safety matters</li> <li>b. Funding is delivered for relevant programs such as the Heavy Vehicle Safety Initiative, Strategic Local Government Asset Assessment Project and the Regional Australia Level Crossing Safety Program</li> </ul>
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	<p><b>a. Target met</b> During the 2022–23 financial year the policy advice was deemed to be of high quality, timely and evidence-based on an independent panel assessment.</p> <p><b>b. Target met</b> During the 2022–23 financial year funding for the Heavy Vehicle Safety Initiative, Strategic Local Government Asset Assessment Project and the Regional Australia Level Crossing Safety Program was delivered.</p>
<b>Data source and methodology</b>	<ul style="list-style-type: none"> <li>a. Analysis of relevant documents via an independent panel assessment. Documents were measured against a pre-determined criterion and subjected to an independent assessment and moderation process.</li> <li>b. Analysis of departmental records.</li> </ul>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 48, DITRDCA Corporate Plan 2022–23 p. 23

## Analysis of performance

### Policy advice assurance

A qualitative analysis of all policy submissions was undertaken by a panel of 3 departmental officers independent from the preparation or approval of the advice. Records were sourced from the Parliamentary Document Management System (PDMS),<sup>5</sup> SharePoint and other relevant documents relating to the matter. The panel assessed the documents individually against a pre-determined criterion which identified the level of quality, timeliness and evidence-based results. The outcomes of the individual assessments were then subject to moderation by the panellists. It was observed that these areas had a consistently high standard across the majority of samples. Of the 6 policy documents assessed, all were found to have a moderated score of 4 and above which met the relevant quality standards required.

<sup>5</sup> The PDMS is a digital platform that supports Ministerial level correspondence, briefings and submissions. Parliamentary Questions on Notice, Senate Estimates Briefings and Questions on Notice; Executive Level communications, and general communications and media.

## Heavy Vehicle Safety Initiative, Strategic Local Government Asset Assessment, Regional Australia Level Crossing Safety Program

The department provided funding to relevant programs for heavy vehicles and rail that support productivity and safety, the Heavy Vehicle Safety Initiative, Strategic Local Government Asset Assessment Project, and the Regional Australia Level Crossing Safety Initiative.

Performance measure 4	Progress of reforms to the Disability Standards for Accessible Public Transport <sup>6</sup>
<b>2022–23 Target</b>	Financial year delivery milestones set by the Infrastructure and Transport Ministers' Meetings (ITMM) are met
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	During 2022–23, the ITMM milestone to come back in the first half of 2023 to agree to the second tranche of reforms for the Transport Standards, including advice on implementation was achieved.
<b>Data source and methodology</b>	Analysis of departmental records including papers to the ITMM.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 48, Corporate Plan 2022–23 p. 24

### Analysis of performance

In July 2022, the public consultation sessions for the Stage 2 Consultation Regulation Impact Statement concluded, with over 400 people participating in: 2 webinars, 3 roundtables, 4 workshops, 6 focus groups and 2 discussion boards.

Written submissions closed on 9 August 2022, with 84 submissions received. A broad range of ways to engage in the public consultation for the Stage 2 Consultation Regulation Impact Statement was provided. All documents were made accessible and translated into languages other than English, Easy English and Auslan, and workshops and roundtables included captions, and Auslan interpreters where required, and were delivered or co-facilitated by people with disability. The feedback from the public consultation sessions and written submissions was analysed by the department, along with the outcomes of a cost-benefit analysis, to determine the preferred options that were then incorporated into a Decision Regulation Impact Statement covering 60 reform areas and implementation arrangements for both stages.

On 9 June 2023, ITMM considered the Decision Regulation Impact Statement for Stage 2 and the implementation arrangements for both stages. ITMM agreed the second stage reforms and default implementation arrangements and tasked officials with developing a flexible implementation approach for the reforms that apply to existing assets and infrastructure.

<sup>6</sup> This is the final reporting period for this measure. This measure will not be reported on in 2023–24.

<b>Performance measure 5</b>	<b>Develop policy and regulatory advice, including supporting of trials and research, to support progress towards the safe, legal and nationally consistent introduction and uptake of Connected and Automated Vehicles (CAV) in Australia</b>
<b>2022–23 Target</b>	<ul style="list-style-type: none"> <li>a. Policy advice is high-quality, timely and evidence-based</li> <li>b. Commonwealth-led actions in the National Land Transport Technology Action Plan (NLTTAP) 2020–23 are substantially complete and progress is made towards developing the next iteration of the NLTTAP<sup>7</sup></li> <li>c. Progress on a national Automated Vehicle Safety Law (AVSL) and associated in-service framework meets the timeframes set by ITMM</li> </ul>
<b>2022–23 Result</b>	Target partially met
<b>Result summary</b>	<p><b>a. Target met</b></p> <p>During the 2022–23 financial year the policy and regulatory advice was deemed to be of high quality, timely and evidence-based on an independent panel assessment.</p> <p><b>b. Target partially met</b></p> <p>Over the life of the NLTTAP 8 of the 11 actions have either been completed or are on track, and development of the next (2024–2027) action plan has commenced.</p> <p><b>c. Target partially met</b></p> <p>The department is continuing to work with the NTC and the states and territories to progress work on the AVSL and associated in-service frameworks.</p>
<b>Data source and methodology</b>	<ul style="list-style-type: none"> <li>a. Analysis of departmental PDMS submissions and relevant documents via an independent panel assessment. Documents were measured against a pre-determined criterion and subjected to an independent moderation process.</li> <li>b. Analysis of progress of Commonwealth-led actions as reported in the NLTTAP Annual Review reports.</li> <li>c. Analysis of updates to ITMM on the progress of Commonwealth-led actions against the regulatory implementation roadmap for a national approach to the safety assurance of CAV.</li> </ul>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 49, DITRDCA Corporate Plan 2022–23 p. 25

<sup>7</sup> The 2023–24 Portfolio Budget Statements omitted this target in error.

## Analysis of performance

### Policy advice assurance

A qualitative analysis of all policy submissions was undertaken by a panel of 3 departmental officers independent from the preparation or approval of the advice. Records were sourced from PDMS, as well as any other relevant documents relating to the program of work. The panel assessed the documents individually against a pre-determined criterion which identified the level of quality, timeliness and evidence-based results. The outcomes of the individual assessments were then subject to moderation by the panellists. It was observed that these areas had a consistently high standard across the majority of samples for high-quality, revised timeliness and evidence based. In some cases, the ability to meet the ITMM agreed timeframes was impacted by a delay in the initial decision to support a Commonwealth law (which was taken in February 2022 rather than November 2021, as initially anticipated), and changes in the authorising environment for the reforms due to a change in government. The agreed timelines were re-visited by ITMM and a new set of milestones agreed in June 2023. Of the 3 policy documents assessed, all were found to have a moderated score of 4 and above which met the relevant quality standards required.

### National Land Transport Technology Action Plan

Over the life of the Action Plan (from 2020 to 2023), Commonwealth-led actions in the NLTTAP have either been completed or are on track. Work commenced to develop the next (2024–2027) iteration of the NLTTAP in partnership with states and territories, the National Transport Commission (NTC) and Austroads. Consultation with industry and the public was undertaken on *Draft Principles for a National Approach to Cooperative Intelligent Transport Systems (C-ITS) in Australia*, the results of which are informing development of the 2024–2027 Action Plan.

### Automated Vehicle Safety Law

Progress has been made to draft instructions for the proposed Automated Vehicle Safety Law which are expected to be provided for consideration by ITMM in December 2023.

<b>Performance measure 6</b>	<b>Performance of Tasmanian shipping programs, indicated through number of:<sup>8</sup></b> <b>a. claims paid (Tasmanian Freight Equalisation Scheme)</b> <b>b. rebates provided (Bass Strait Passenger Vehicle Equalisation Scheme)</b>
<b>2022–23 Target</b>	No target set as programs are demand-driven
<b>2022–23 Result</b>	No target
<b>Result summary</b>	<ul style="list-style-type: none"> <li>a. During the 2022–23 financial year, 16,975 Tasmanian Freight Equalisation Scheme claims for assistance were paid.</li> <li>b. During the 2022–23 financial year, 214,803 Bass Strait Passenger Vehicle Equalisation Scheme rebates were provided.</li> </ul>
<b>Data source and methodology</b>	Quarterly reports are provided by Services Australia — the department conducts a quality assurance review of quarterly reports.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 50, DITRDCA Corporate Plan 2022–23 p. 26

## Analysis of performance

The two schemes are demand-driven and subject to economic conditions. It is not practical for the department to establish a target for the performance measure in order to measure the outcomes.

Payments for Tasmanian Freight Equalisation Scheme increased from the 2021–22 total of 16,515, showing the high level of demand for the program and supporting the reduction to the cost of shipping non-bulk goods.

Rebates for the Bass Strait Passenger Vehicle Equalisation Scheme increased from the 2021–22 total of 148,121, indicating the high level of demand for the program and helping reduce the cost of sea travel across Bass Strait for passengers.

8 This is the final reporting period for this measure. This measure has been removed from the Corporate Plan 2023–27.

Performance measure 7	Progress implementing the 'National Freight and Supply Chain Strategy for the next 20 years and beyond to 2040'
<b>2022–23 Target</b>	The 2021–22 annual report on national freight performance outcomes is complete and was presented to ministers in November 2022, and the Strategy's performance framework was updated by June 2023.
<b>2022–23 Result</b>	Target partially met
<b>Result summary</b>	Consideration of the annual report was delegated by ITMM to the Infrastructure and Transport Senior Official's Committee (ITSOC). <sup>9</sup> The National Freight and Supply Chain Strategy (the Strategy) 2021–22 Annual Report was completed and presented to ITSOC.  The Strategy's performance framework was not updated by June 2023.
<b>Data source and methodology</b>	Analysis of departmental records including the National Freight and Supply Chain website, National Freight Performance dashboard and annual report and an independent Industry Reference Panel Statement.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 50, DITRDCA Corporate Plan 2022–23 p. 26

## Analysis of performance

The National Freight and Supply Chain Strategy's (the Strategy) 2021–22 Annual Report was provided to ITSOC on 13 October 2022. ITSOC considered and endorsed the annual report on 28 October 2022, and it was published on the Freight Australia website on 21 December 2022.

The 2021–22 Strategy's Annual Report provides progress updates on over 350 government initiatives. Some notable achievements in the report are included below.

Forty-six actions were completed<sup>10</sup> across the Commonwealth, state and territories, including:

- > The Northern Australia Beef Roads Program was completed (National)
- > A feasibility study of a Canberra to Eden railway line was completed (ACT)
- > Projects were completed through the Fixing Country Roads Program (NSW)
- > The 10-year Zero Emission Vehicle (ZEV) Strategy and Action Plan was published (QLD)
- > The Victorian Commercial Ports Strategy was approved (Vic)
- > 2,913 projects were delivered through the Roads to Recovery Program (National).

The Strategy's performance framework was not updated by June 2023. Effectively measuring the performance of the Strategy is an ongoing challenge. Issues include

9 The ITMM provide a forum for intergovernmental collaboration, decision-making and progressing priorities of national importance. ITMM is supported by the ITSOC.

10 Further information can be found on page 86–89 of the Strategy's Annual Report, available at: 2021–22 Annual Report | National Freight and Supply Chain Strategy ([freightaustralia.gov.au](https://freightaustralia.gov.au)).

defining appropriate measures to include in the performance framework and having the data available to then support the measure. The Strategy is due for its first 5-year review in 2024, which will be brought forward to commence in the second half of 2023. The consideration of the performance framework is a key priority for the review.

Performance measure 14	Provide policy advice on reducing CO2 emissions consistent with Government commitments for the transport sector
<b>2022–23 Target</b>	<ul style="list-style-type: none"> <li>a. Policy advice is high-quality, timely and evidence-based and adapts to the changing environment</li> <li>b. Active participation in relevant international fora</li> <li>c. Progress Australia’s engagement and activities under the Clydebank Declaration, Quad Green Shipping Taskforce and maritime low emission technology initiative with Singapore</li> <li>d. Updates to the Green Vehicle Guide to improve information on electric vehicles and charging infrastructure</li> </ul>
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	<p><b>a. Target met</b></p> <p>During the 2022–23 financial year the policy advice provided was deemed to be of high quality, timely and evidence-based on an independent panel assessment.</p> <p><b>b. Target met</b></p> <p>The department led the Australian delegation in negotiations at the 14th and 15th meetings of the International Maritime Organization (IMO) Intersessional Working Group (ISWG) on the reduction of greenhouse gas emissions from shipping. The department also participated at the 79th meeting of the decision-making IMO Marine Environment Protection Committee. These rounds of negotiations in 2022–23 and Australia’s active influence led to the IMO reaching agreement on a significantly more ambitious greenhouse gas emissions reduction strategy at the beginning of July 2023. More than 400 delegates from 174 member states, peak maritime industry bodies and non-governmental organisations participated in these negotiations.</p> <p><b>c. Target met</b></p> <p>The department has built a working relationship with its equivalent Singapore Government agency to establish a green and digital shipping corridor between our 2 counties by 2025, as a practical demonstration of the technologies and partnerships required to transition the shipping fleet to a low and zero carbon future. Singapore is a co-signatory of the Clydebank Declaration. The department has also continued its participation on the Quad Shipping Taskforce to steer its implementation of a practical approach for collaboration on green shipping corridors.</p> <p><b>d. Target met</b></p> <p>The department made a major update to the Green Vehicle website in July 2022 to revise existing information and included additional information about electric vehicles and charging infrastructure. The department also added new vehicle records to the Green Vehicle Guide.</p>

Performance measure 14	Provide policy advice on reducing CO2 emissions consistent with Government commitments for the transport sector
Data source and methodology	<ul style="list-style-type: none"> <li>a. Analysis of departmental PDMS submissions and relevant documents via an independent panel assessment. Documents were measured against a pre-determined criterion and subjected to an independent moderation process</li> <li>b. Completed internal report on the engagement and outcomes of the 80th session of the IMO Marine Environment Protection Committee</li> <li>c. Joint Australian — Singapore leaders declaration (2 June 2023) Joint media release of the DITRDCA and the Maritime Port authority of Singapore (2 June 2023)</li> <li>d. Green Vehicle Guide website database</li> </ul>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 50, DITRDCA Corporate Plan 2022–23 p. 31

## Analysis of performance

### Policy advice assurance

A qualitative analysis of all policy submissions was undertaken by a panel of 3 departmental officers independent from the preparation or approval of the advice. Records were sourced from PDMS submissions as well as any other relevant documents relating to the matter. The panel assessed the documents individually against a pre-determined criterion which identified the level of quality, timeliness and evidence-based results. The outcomes of the individual assessments were then subject to moderation by the panellists. It was observed that these areas had a consistently high standard across the majority of samples. Of the 7 policy documents assessed, all were found to have a moderated score of 4 and above which met the relevant quality standards required.

The department recognises that the following analysis for b, c and d are activities, however it is demonstrating the work undertaken by the department and is reporting against the targets set in the Corporate Plan 2022–23.

### Active participation in international fora

The government agreed the proposed Greenhouse Gas (GHG) reduction negotiation mandate for the Australian delegation at the critical IMO sessions — led by the department. The revised strategy, subsequently agreed by the IMO in the first week of July 2023 was better than expected and was within the scope of the delegation's negotiation mandate.

### Clydebank Declaration, Quad Green Shipping Taskforce and maritime low emission technology initiative with Singapore

A bilateral agreement is dependent on the preparations of both countries to finalise. While a formal agreement is yet to be finalised, public statements committing to its development and finalisation have been made by both Australia and Singapore.

## Green Vehicle Guide

A redesigned and updated Green Vehicle Guide website was launched in July 2022.

Performance measure 15	Provide policy advice supporting maritime safety
<b>2022–23 Target</b>	Policy advice is high-quality, timely and evidence-based to support decision making on the Review of Domestic Commercial Vessels Safety Legislation and Costs and Charging Arrangements
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	During the 2022–23 financial year, the policy advice to support maritime safety provided was deemed to be of high-quality, timely and evidence-based after an independent panel assessment.
<b>Data source and methodology</b>	Analysis of departmental PDMS submissions via an independent panel assessment. Documents were measured against a pre-determined criterion and subjected to an independent moderation process.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 50, DITRDCA Corporate Plan 2022–23 p. 32

## Analysis of performance

Policy advice is high-quality, timely and evidence-based to support decision making on the Review of Domestic Commercial Vessels Safety Legislation and Costs and Charging Arrangements. To validate this a qualitative analysis of all relevant policy submissions was undertaken by a panel of 3 departmental officers independent from the preparation or approval of the advice. Records were sourced from PDMS submissions as well as any other relevant documents relating to the review. The panel assessed the documents individually against a pre-determined criterion which identified the level of quality, timeliness and evidence-based results. The outcomes of the individual assessments were then subject to moderation by the panellists. It was observed that these areas had a consistently high standard across the majority of samples. Of the 4 policy documents assessed, all were found to have a moderated score of 4 and above which met the relevant quality standards required.

## Program 2.2 — Road Safety

The road safety program makes travel safer through coordinating a national strategic approach to improving road safety and working to make vehicles safer for all road users.

### Table of changes

Measure	Change type	Rationale
8	Target and data source	Updated from the Corporate Plan 2022–23 to enable the department to assess its performance against the target using valid data sources.
8	Target (b) removed	Target b was removed as the data hub was 'established' in a previous financial year. The department does maintain and update the data hub, however, cannot accurately report against this target as it is misleading and not an accurate assessment of the department's performance in the 2022–23 financial year. Information on the Data Hub can be found in the Highlights section on p. 3.
9	Measure description update	Removal of 'average time taken' and updated to 'time taken' to enable the department to accurately measure its performance against the targets.
16	Key activity	The key activity was amended to remove the term and reference to Effectiveness measure.
16	Update to target	Target has been updated from '10-year annual average', to '3 year annual average', to better enable comparison over time.
16	Update to data source and methodology	Data source and methodology updated from the Corporate Plan 2022–23 to align with updates made to the target.
<b>Case study: Heavy Vehicle Safety and Productivity Program and Bridges Renewal Program</b>	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 24.

## Key activities

Key activity	Performance measure
Advise on and deliver better road safety as well as vehicle and rail regulation	3 and 8
Regulate the supply of all road vehicles to the Australian market	9
Supporting a safe and accessible transport system	15, 16 and 17

## Results

Performance measure 8	Progress of the implementation of: <ol style="list-style-type: none"> <li>the National Road Safety Strategy for the decade 2021 to 2030; and</li> <li>the National Road Safety Data Hub</li> </ol>
<b>2022–23 Target</b>	The first National Road Safety Action Plan for the National Road Safety Strategy 2021–2030 is agreed by Infrastructure and Transport Ministers and implementation commences
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	The National Road Safety Action Plan 2023–25 (the Action Plan) was agreed and published on the Road Safety website.
<b>Data source and methodology</b>	Qualitative analysis that the Action Plan has been approved and implementation has commenced.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 51, DITRDCA Corporate Plan 2022–23 p. 27

## Analysis of performance

During the 2022–23 financial year, the National Road Safety Action Plan 2023–25 was agreed to by all Infrastructure and Transport Ministers at the 9 December 2022 ITMM. Following this agreement, the department published the outcome on the Road Safety website on 7 February 2023. The Australian Government commenced implementation.

The National Road Safety Data Hub (Data Hub) continues to be maintained with enhancements to its public data offerings. The establishment of this target was reported as *Target met* in the 2021–22 Annual Report. Key outputs for 2022–23 include:

- > The Data Hub updated the 2021 National Crash Dashboard, 2019 Hospitalised Injuries from Road Crashes tables and dashboard and Enforcement dashboard
- > First iteration of a Road Safety Data Catalogue.<sup>11</sup>

<sup>11</sup> Reporting of work undertaken by the department in 2022–23 in relation to the Data Hub may introduce a level of bias, as part b of the measure has not been addressed. For more information, see the Table of Changes for Program 2.2).

<b>Performance measure 9</b>	<b>Time taken to assess applications for road vehicle imports, and the implementation of Road Vehicle Standards legislation</b>
<b>2022–23 Target</b>	<ul style="list-style-type: none"> <li>a. 95% of applications are assessed within legislative timeframes</li> <li>b. All relevant legislation and legislative instruments are in place prior to the end of the transitional period</li> </ul>
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	<ul style="list-style-type: none"> <li>a. During 2022–23, 99.95% of road vehicle import applications were assessed within legislative timeframes.</li> <li>b. During 2022–23, required Road Vehicle Standards (RVS) legislation was in place.</li> </ul>
<b>Data source and methodology</b>	The department's Road Vehicle Regulator (ROVER) system and the Federal Register of Legislation.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 51, DITRDCA Corporate Plan 2022–23 p. 28

## Analysis of performance

Assessments within legislated timeframes allows for provision of road vehicles to the Australian market in a timely manner ensuring competition and choice in the motor vehicle industry. During the 2022–23 financial year, the department decided 31,933 applications, with only 0.05% applications assessed outside of the legislated timeframe.

An analysis of the Road Vehicle Standards (RVS) legislative framework conducted in the 2022–23 financial year found that all relevant and mandatory legislation and legislative instruments were in place prior to the 1 July 2021 commencement of the *Road Vehicle Standards Act 2018*. This includes 7 pieces of legislation and 13 legislative instruments. During 2022–23, the department worked to develop, improve and simplify guidance material to help industry participants better understand applicable legislative requirements and obligations prior to the end of the extended transitional period, which occurred on 30 June 2023. The department also worked with industry to identify legislative instruments that required amendment, in order that they remain best-suited for their regulatory objective, and developed relevant amending instruments for consideration of Ministers in 2023–24.

The RVS legislation transitional period commenced on 1 July 2021 and was originally supposed to cease on 30 June 2022. It was extended in March 2022 for an additional year through to 30 June 2023.

<b>Performance measure 16</b>	<b>Reduction in the number of road fatalities and fatality rate per 100,000 population<sup>12,13</sup></b>
<b>2022–23 Target</b>	The rolling 3-year annual average road fatalities is maintained or reduced
<b>2022–23 Result</b>	Data not available <sup>14</sup>
<b>Result summary</b>	Preliminary data shows the rolling 3-year annual average road fatalities for the 2022 calendar year will likely be 1,134
<b>Data source and methodology</b>	<p>The 3-year rolling average for a particular year is calculated by averaging the counts for that year and the 2 previous years. The preliminary figure presented for the calendar year of 2022 is drawn from the Australian Road Deaths Database published by BITRE. This database is updated monthly. The data for more recent months is considered preliminary and subject to frequent revision by state and territory data providers.</p> <p>The rolling 3-year annual average road fatalities for 2019, 2020, and 2021 are drawn from the National Crash Database published by BITRE. This database is updated annually in October/November.</p> <p>Road fatality figures can be subject to change up to several years after the event occurrence, as more information about events becomes available and events are re-categorised.</p>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 51, DITRDCA Corporate Plan 2022–23 p. 33

## Analysis of performance

This was the first year the department measured the 3-year rolling average. To assist with comparison across years, the National Crash Database shows 3-year rolling average road fatalities in 2019, 2020 and 2021 were 1,182, 1,140 and 1,133 respectively.

Preliminary data from the Australian Road Deaths Database indicates that the expected 2022 rolling average will likely be between 1,150 and 1,190.

### Trend analysis over the 3-year period

Due to the COVID-19 lockdowns, fatalities in 2020 were approximately 10% lower than predicted by trend analysis. The effects of COVID-19 lockdowns have meant that the later years will likely show an increase in road related deaths, as demonstrated in the data for the 2021 calendar year and the preliminary data for the 2022 calendar year. The COVID-19 lockdowns were just one factor and, further work is needed to understand other causes of the increase in road fatalities.

12 This measure has been replaced in the Corporate Plan 2023–24 to focus on the delivery of road safety grants programs and will not be reported on in 2023–24.

13 Measured by the rolling 3-year average road fatality rate per 100,000 population.

14 Data for the 2022 calendar year will be available in October/November 2023 and will be reported in the 2023–24 Annual Report.

The department is working with other government entities on the National Road Safety Strategy 2021–2030 (the Strategy) and National Road Safety Action Plan 2023–25 (Action Plan). The Strategy and Action Plan are commitments by all Australian Governments. The Strategy aims to reduce road deaths by 50% and serious injuries by at least 30% by 2030. The number of road deaths is a primary outcome indicator for the Strategy as a whole, not a measure for the Australian Government alone. This measure is not being reported on in 2023–24.

## Program 2.3 — Air Transport

The air transport program facilitates investment in aviation infrastructure, ensures the aviation industry operates within a clear and robust regulatory framework, and provides Australian businesses and consumers with access to competitive international and domestic air services, as well as access to regional and remote areas.

### Table of changes

Measure	Change type	Rationale
11	Data source	Data source updated to include Ministerial documents on consideration/approval of department recommendations for Master Plans and Major Development Plans.
11	Key activity	The key activity was amended to remove 'policy' to better align with the performance measure.
12	Key activity	The key activity was amended to remove 'policy' to better align with the performance measure.
12	Data source	The data source has been updated from the Corporate Plan 2022–23 to include project completion reports, financial payments, and to clarify that 'Grants Hub' means 'Business Grants Hub'.
13	Key activity	The key activity was amended to remove 'policy' to better align with the performance measure.
13	Target	Updated to include 'eligible and approved communities' to enable the department to appropriately measure its performance against the target.
17	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
17	Key activity	A new key activity, 'domestic aviation policy' included to directly relate to performance measure 17.

## Key activities

Key activity	Performance measure
Lead the design of the Western Sydney Airport flight path	10
Manage domestic aviation programs and regulation	11, 12 and 13
Supporting a safe and accessible transport system	15, 16 and 17
Manage domestic aviation policy	17

## Results

Performance measure 10	Development and Environmental Assessment of Preliminary Flight Paths for Western Sydney International (Nancy-Bird Walton) Airport
<b>2022–23 Target</b>	Delivery milestones are met for 2022–23
<b>2022–23 Result</b>	Target partially met
<b>Result summary</b>	Environmental Assessment of the Preliminary Flight Paths has achieved milestones to enable public consultation in late 2023 of the draft Environmental Assessment.
<b>Data source and methodology</b>	Analysis of departmental records tracking project milestones and partners' reporting.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 53, DITRDCA Corporate Plan 2022–23 p. 29

## Analysis of performance

While the department was able to achieve 3<sup>15</sup> of its 4 milestones, the target was partially met as variations were undertaken throughout the year to support additional modelling and scope of Environmental Assessment. There was a total of 10 variations and these variations had the effect of adding or moving milestones in the head contract, adding 3 months to the program schedule.

A movement of funds was undertaken this financial year to support the phasing of delivery to late 2026 in line with anticipated airport opening date.

15 Milestone 1 of the project refers to the delivery of the Program Plan. As a living document this is updated as conditions warrant, such as delays or scope change. Four of these updates occurred throughout 2022–23.

<b>Performance measure 11</b>	<b>Percentage of Master Plans and Major Development Plans processed for federally leased airports within statutory timeframes</b>
<b>2022–23 Target</b>	100% in each financial year
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	100% of Master Plans for federally leased airports were processed within the statutory timeframes.  100% of Major Development Plans for federally leased airports were processed within statutory timeframes.
<b>Data source and methodology</b>	Analysis of ministerial consideration and approvals of departmental recommendations for Master Plans and Major Development Plans.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 54, DITRDCA Corporate Plan 2022–23 p. 29

## Analysis of performance

The statutory timeframe to process Master Plans and Major Development Plans for federally leased airports is within 50 business days as specified in the *Airports Act 1996*.<sup>16</sup> During the 2022–23 financial year, the department processed 100% of Master Plans and Major Development Plans within statutory timeframes.

The department assessed 2 Master Plans and 2 Major Development Plans in 2022–23 in advance of a decision to approve, or refuse to approve, by the Minister. Master Plans for Melbourne and Hobart airports were assessed by the department within statutory timeframes. Major Development Plans for the Aeromedical Hub and the Airport Industrial Park at Brisbane Airport were similarly assessed by the department within applicable timeframes.

The Minister made decisions on all draft Master Plans and Major Development Plans within the statutory period, with 0% of plans automatically deemed approved in 2022–23.

Ministerial consideration of Master Plans and Major Development Plans ensures proposed land-use and developments on airports align with legislative and regulatory requirements, and maintain the safety and efficiency of aviation operations. Detailed assessment by the department and other relevant agencies, such as AirServices Australia, the Civil Aviation Safety Authority (CASA) and the Department of Climate Change, Energy, the Environment, and Water protect the community, general aviation participants, airport users, and state and local governments from incompatible or unsuitable developments or land planning decisions.

<sup>16</sup> Under sections 89(5) and 94(6) of the *Airports Act 1996*, if the Minister has neither approved nor refused to approve a draft Master Plan or draft Major Development Plan by 50-business days after submission, the Minister is taken to have approved the Master Plan or Major Development Plan. Deemed approvals do not count as a decision towards the target for this measure.

<b>Performance measure 12</b>	<b>Performance of the Regional Airports Program (RAP) and the Remote Airstrip Upgrade (RAU) program, indicated through number of completed projects:</b> <b>a. in regional Australia (RAP)</b> <b>b. in remote Australia (RAU)</b>
<b>2022–23 Target</b>	In 2022–23, RAP and RAU projects are completed in line with their funding agreements. Both RAP and RAU continue for one round with RAP funding to 2024–25; and RAU funding to 2023–24
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	During the 2022–23 financial year, 58 RAP and 28 RAU projects were completed in line with their funding agreements.  As part of the May 2023 Budget, additional funding was allocated to RAU.
<b>Data source and methodology</b>	Analysis of funding agreements, project completion reports, financial payments, and reporting to the Business Grants Hub.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 54, DITRDCA Corporate Plan 2022–23 p. 30

## Analysis of performance

Some projects were impacted by flow-on impacts from the COVID-19 pandemic including difficulties for remote and regional communities in sourcing contractors, supply chain impacts and increased costs. A number of projects were also impacted by severe weather events, particularly heavy rainfall and flooding.

The department continues to work with grantees to review projects when issues arise and variations to project end dates may be agreed in certain circumstances.

### Regional Airports Program (RAP)

During the 2022–23 financial year, 58 RAP projects were completed. Of these, 9 required variations to extend their completion dates due to impacts of the COVID-19 pandemic, subsequent contractor and supply chain impacts, cost increases, requirements for scope changes or severe weather events.

### Remote Airstrip Upgrade (RAU) Program

During the 2022–23 financial year, 28 RAU projects were completed. Of these 10 required variations to extend their completion dates due to impacts of the COVID-19 pandemic, subsequent contractor and supply chain impacts, cost increases, requirements for scope changes or severe weather events.

The Australian Government provides funding for the RAP and the RAU to deliver improved safety and access to, and for, regional and remote Australian communities. Objectives of the RAP and RAU programs are:

- > improve the safety of aircraft, operators and passengers using regional airports or aerodromes (RAP) and remote and very remote airstrips (RAU) by assisting airport or aerodrome owners/operators to undertake essential works, promoting aviation safety and access for regional or remote communities
- > facilitate improved delivery of essential goods and services such as food supplies, health care and passenger air services
- > meet the operational requirements of aeromedical and other emergency services in the region
- > improve the connectivity of Australia’s regions to domestic and global market opportunities (RAP only) complement air services delivery to communities subsidised by the Australian Government’s Remote Air Services Subsidy (RASS) Scheme (RAU only).

As part of the May 2023 Budget, the Australian Government allocated an additional \$12 million for another round of the RAU.

<b>Performance measure 13</b>	<b>Remote Air Services Subsidy (RASS) Scheme performance is indicated by eligible communities in remote and isolated areas of Australia having access to a regular air transport service for the carriage of passengers and goods</b>
<b>2022–23 Target</b>	All eligible and approved communities are admitted and maintained in the RASS Scheme
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	270 eligible and approved communities were maintained on the RASS Scheme. In addition, 4 new communities were added to the RASS Scheme in 2022–23.
<b>Data source and methodology</b>	Analysis of consolidated data from contracts with RASS air operators, and number of ports serviced through the RASS program.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 54, DITRDCA Corporate Plan 2022–23 p. 30

## Analysis of performance

To support Australians living in remote areas, the RASS Scheme subsidises regular air services for passengers and/or freight to remote and isolated communities of Australia. In 2022–23, 274 eligible and approved communities could access a weekly service providing connectivity with regional service centres. Four new communities were added to the Scheme in 2022–23.

The list of RASS communities is derived from an ongoing application-based process. Service is limited to consideration of those that lodge applications, which communities can do at any time. Few new applications are received in any year, with locations carrying over from previous years. Eligibility is driven by location and other access options.

Residents of eligible and approved remote First Nations communities and cattle stations have weekly access to a remote service centre. This facilitates medical visits and other professional appointments as well as deliveries of food and essential supplies.

Performance measure 17	Provide policy advice supporting aviation safety
<b>2022–23 Target</b>	Policy advice is high-quality, timely and evidence-based
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	During the 2022–23 financial year the policy advice provided to support aviation safety provided was deemed to be of high quality, timely and evidence-based after an independent panel assessment.
<b>Data source and methodology</b>	Analysis of departmental PDMS submissions via an independent panel assessment. Documents were measured against a pre-determined criterion and subjected to an independent moderation process.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 54, DITRDCA Corporate Plan 2022–23 p. 33

## Analysis of performance

To validate that the policy advice was high-quality, timely and evidence-based in relation to the provision of advice supporting aviation safety, a qualitative analysis of all relevant policy submissions was undertaken. This was conducted by a panel of 3 departmental officers independent from the preparation or approval of the advice. Records were sourced from PDMS submissions as well as any other relevant documents relating to the program. The panel assessed the documents individually against a pre-determined criterion which identified the level of quality, timeliness and evidence-based results. The outcomes of the individual assessments were then subject to moderation by the panellists. It was observed that these areas had a consistently high standard across the majority of samples. Of the 5 policy documents assessed, all were found to have a moderated score of 4 and above which met the relevant quality standards required.

# Regional Development — Outcome 3



## Purpose — Regional Development

Improving living standards and facilitating economic growth in cities and regions including northern Australia.

**Outcome 3** — Strengthening the sustainability, capacity and diversity of Australia's cities and regions including northern Australia, through facilitating local partnerships between all levels of government and local communities; through investment in infrastructure and measures that stimulate economic growth; and providing grants and financial assistance.

## Performance snapshot

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
Program 3.1 — Regional Development	0	0	0	0	0	0	1
Program 3.2 — Local Government	1	0	0	0	0	0	0
Program 3.3 — Cities <sup>17</sup>	0	0	0	0	0	0	1
Program 3.4 — Growing a stronger northern Australian economy	0	0	0	0	0	0	2
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

17 This performance measure relates to Program 3.1 — Regional Development and Program 3.3 — Cities. The result has been reflected in Program 3.3.

## Program 3.1 — Regional Development

The Regional Development program supports regional development and local communities through regionally focused stakeholder consultation and engagement, research, policy development and program delivery activities to create jobs, drive regional economic growth and build stronger regional communities.

### Table of changes

Measure	Change type	Rationale
18	Key activity	Key activity amended to remove 'policy leadership' as performance measure 18 does not directly relate to this function.
18	Performance measure	Performance measure description updated to specify the 4 legacy programs being reported on.
18	Target	Target description has been updated to remove the reference to 'all' to reflect the change to the measure description.

### Key activities

Key activity	Performance measure
Deliver programs to support regional development and local governments	18
Advise on and deliver City Deals and Regional Deals	20

## Results

<b>Performance measure 18</b>	<b>Performance in delivering legacy regional programs</b> <b>a. Community Development Grants Program (CDG)</b> <b>b. Stronger Communities Program (SCP)</b> <b>c. Building Better Regions Fund (BBRF)</b> <b>d. Regional Growth Fund (RGF)</b>
<b>2022–23 Target</b>	By June 2023, 95% of contracted commitments in legacy programs were on target for completion
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined it had inadequate data and had not defined all relevant parameters to enable an unbiased assessment of performance for this measure. This is consistent with the findings of our internal assurance review of the performance information.
<b>Data source and methodology</b>	Analysis of departmental records and the DISR Grants Hub.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 63, DITRDCA Corporate Plan 2022–23 p. 42

## Analysis of performance

The department is reporting on the whole life of each Program (as listed below) for this performance measure.

The unverified results show that since 2013 to the end of the 2022–23 financial year, the department contracted a total of 1,446 projects out of the 1,481 CDG commitments. Of the 1,446 CDG contracted projects, 1,200 projects have been completed to the end of the 2022–23 financial year. A total of \$1.6 billion was expended across the Program.

Since 2015 to the end of the 2022–23 financial year, the department contracted 14,631 projects out of the 15,151 (97%) SCP projects. Of the 14,631 contracted projects for SCP, 14,217 (94%) have been completed to the end of the 2022–23 financial year. A total of \$150.6 million was expended across the Program.<sup>18</sup>

Since 2016 to the end of the 2022–23 financial year, the department contracted 1,292 projects out of the 1,293 (99.9%) in the BBRF. Of the 1,292 BBRF contracted projects, 955 projects (74%) were completed as at the end of the 2022–23 financial year. A total of \$734.4 million was expended across the Program.

Since 2018 to the end of the 2022–23 financial year, the department contracted 17 approved projects in the RGF. Of the 17 (100%) in the RGF contracted projects, 8 (47%) were completed to the end of the 2022–23 financial year. A total of \$216.7 million was expended across the Program.

<sup>18</sup> The data provided is for Rounds 1 to 7.

## Program 3.2 — Local Government

The local government program supports regional development and local communities through delivery of policy advice to the Australian Government and financial assistance to local governments to strengthen local government capacity and better support local communities.

### Table of changes

Measure	Change type	Rationale
19	Key activity	Key activity amended to remove 'policy leadership' as performance measure 19 does not directly relate to this function.

### Key activities

Key activity	Performance measure
Deliver programs to support regional development and local governments	19

### Results

Performance measure 19	Financial assistance is provided to local government in accordance with the Local Government (Financial Assistance) Act 1995
2022–23 Target	Assistance is provided on time and aligned with the budget appropriation
2022–23 Result	Target met
Result summary	All quarterly payments for 2022–23 were made in accordance with Section 9 (4) and 12 (4) of the Local Government (Financial Assistance) Act 1995.
Data source and methodology	Analysis of departmental records including the Financial Management System and PDMS.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 64, DITRDCA Corporate Plan 2022–23 p. 42

## Analysis of performance

During 2022–23, the Australian Government provided a total of \$3.9 billion in untied funds under the Financial Assistance Grant program. This included an early payment from the 2023–24 estimated entitlement, to give councils immediate access to funds to assist with cash flow pressures.<sup>19</sup> All quarterly payments for 2022–23 were made in accordance with Section 9 (4) and Section 12 (4) of the *Local Government (Financial Assistance) Act 1995*.

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<sup>19</sup> On 16 June 2023, the Prime Minister announced a 100% bring forward payment of the estimated 2023–24 Financial Assistant Grant entitlement be made to assist councils with cash flow pressures. The bring forward payment of \$3.1 billion was made to states and territories on 26 June 2023.

## Program 3.3 — Cities

The cities program supports the development of more liveable and productive cities through programs and policies that support jobs and economic growth, manage population pressures and reduce congestion.

### Table of changes

Measure	Change type	Rationale
20	Data source	Amended and updated to remove ABS and replace with correct data sources. ABS data was included in error.

### Key activities

Key activity	Performance measure
Advise on and deliver City Deals and Regional Deals	20

### Results

Performance measure 20	Number of City and Regional Deal commitments on track to be completed within agreed timeframes
<b>2022–23 Target</b>	Projects are delivered according to agreed milestones
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department determined that the methodology underpinning the performance measure did not enable reliable or verifiable reporting against the target within the timeframes. This is consistent with the findings of our internal assurance review of the performance information. This performance measure relates to Program 3.1 — Regional Development and Program 3.3 — Cities.
<b>Data source and methodology</b>	The analysis of evidence provided by project proponents in milestone claim reports, and as part of regular project progress reporting.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 65, DITRDCA Corporate Plan 2022–23 p. 43

## Analysis of performance

### City and Regional Deals

There are currently 9 City Deals and 2 Regional Deals the department is overseeing as well as the Albury Wodonga Regional Projects. The department works closely with delivery partners to progress milestones/projects where possible and seeks regular reporting to monitor project progression. Updates are provided through various progress status reports, executive board and working group meetings, and are used to demonstrate project milestone completion. Not all projects and commitments have agreed milestones or timeframes in Federation Funding Agreements if they are not funded by the Australian Government. Projects not funded by the Australian Government may have agreed milestones listed in implementation plans. These projects are not considered by the department's results against this measure.

### Milestones

During 2022–23, there were circumstances preventing delivery of milestones in line with expected schedules. The below circumstances relate to both milestones that weren't met, and milestones that were met, after the expected scheduled date:

- > market responses to tenders not being within budget
- > identification of additional works that required additional funding from partner/s
- > construction delays stemming from COVID-19 supply chain disruptions
- > impacts of other infrastructure projects in the vicinity of the project causing delays to commencement
- > finalisation of negotiations of a new Federation Funding Agreement Schedule to allow payments.

This performance measure relates to Program 3.1 — Regional Development and Program 3.3 — Cities.

## Program 3.4 — Growing a stronger northern Australian economy

*Our North, Our Future: 2021-2026 — Targeted Growth* is the government's current 5-year strategic plan for developing Northern Australia. From 2021 to 2026, the Australian Government will invest in transformational and enabling projects through a whole-of-government approach, in partnership with state and territory governments.

### Table of changes

Measure	Change type	Rationale
21	Data source and methodology	Updated and amended to include analysis of data from the Business Growth Hub
22	Key activity	Key activity amended to remove the term Effectiveness Measure

### Key activities

Key activity <sup>20</sup>	Performance measure
Progress key initiatives from and monitor whole-of-government implementation of the northern Australia agenda	21
Facilitating economic growth and diversification and increased liveability in northern Australia	22

### Results

Performance measure 21	Implementing key initiatives of the northern Australia agenda <sup>21</sup>
2022–23 Target	Progress implementation of key initiatives according to agreed milestones
2022–23 Result	Unable to make an assessment
Result summary	The department has determined it is unable to reliably report against the target for this measure. This is consistent with the findings of our internal assurance review of the performance information.
Data source and methodology	Analysis of departmental records tracking project milestones and partners' reporting via the Business Grants Hub at DISR.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 66, DITRDCA Corporate Plan 2022–23 p. 43

20 The department does not have direct control of/or influence over the delivery of these key activities.

21 This is the final reporting period for this performance measure.

## Analysis of performance

The unverified 2022–23 results show that grant agreements were finalised with all remaining successful Northern Australia Grant Program applicants. In total, almost \$80 million in funding is being delivered through 30 grant agreements to assist businesses and community organisations to expand, diversify or scale up operations in Northern Australia.

<b>Performance measure 22</b>	<b>Impact of projects supported by the Northern Australia Infrastructure Facility (NAIF) during the financial year, indicated through:<sup>22</sup></b> <b>a. total number of new jobs created</b> <b>b. total number of new Indigenous jobs created</b>
<b>2022–23 Target</b>	Year-on-year increase
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined that it is unable to report its performance against the measure as the data is third-party data held by a corporate Commonwealth entity and cannot be verified. This is consistent with the findings of our internal assurance review of the performance information.  Additionally, the department does not control the outcomes related to the measure.
<b>Data source and methodology</b>	Analysis of NAIF jobs data from project proponents for each individual project.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 66, DITRDCA Corporate Plan 2022–23 p. 44

## Analysis of performance

Developing Northern Australia requires private and public sector contribution. The Australian Government, through the NAIF, is facilitating this through \$7 billion of funding providing concessional loans for infrastructure projects in Northern Australia.

In 2022–23, results show that, the department worked with NAIF to:

- > manage multiple consultation processes across Commonwealth agencies to support NAIF investment decisions
- > support the NAIF Board and the Secretary’s delegated representative
- > process Proposal Notices for Ministerial consideration within statutory timeframes
- > support the Minister for Northern Australia to pass amendments to improve the operation of the *Northern Australia Infrastructure Facility Act 2016*, through the inclusion of the Indian Ocean Territories and by increasing the NAIF appropriation by \$2 billion to \$7 billion through to 30 June 2026
- > support the Minister to publish a Statement of Expectations for the NAIF.

22 This is the final reporting period for this performance measure.

# Territories — Outcome 4



## Purpose — Territories

Providing governance frameworks and services to support communities in the territories.

**Outcome 4** — Good governance and service delivery in the Australian territories including through the maintenance and improvement of the laws and services for non-self-governing territories, and the overarching legislative framework for self-governing territories.

## Performance snapshot

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
Program 4.1 — Services to Territories	0	0	0	0	0	0	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

### Program 4.1 — Services to Territories

The Services to Territories Program provides good governance and service delivery in the Australian territories, including through the maintenance and improvement of the laws and services for non-self-governing territories, and the overarching legislative framework for self-governing territories.

#### Table of changes

Measure	Change type	Rationale
23	Key activity	Key activity amended to remove the term <i>Effectiveness measure</i>
24	Key activity	Key activity amended to remove the term <i>Effectiveness measure</i>
<b>Case study: Supporting sea freight availability for Norfolk Island</b>	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 27.

#### Key activities

Key activity	Performance measure
Providing governance frameworks and services in the territories	23 and 24

## Results

<b>Performance measure 23</b>	<b>Commonwealth legal and governance frameworks in Australia's territories are appropriate for the protection and wellbeing of the communities</b>
<b>2022–23 Target</b>	Legal and governance frameworks are updated and improved in the financial year with territory-specific modifications as necessary <sup>23</sup>
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined it did not have control over the delivery of performance against this measure. This is consistent with the findings of our internal assurance review of the performance information.
<b>Data source and methodology</b>	Review of state-type frameworks and advice from state service providers.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 71, DITRDCA Corporate Plan 2022–23 p. 49

## Analysis of performance

While the department plays a critical role in monitoring, identifying and advising on potential improvements to the legal and governance frameworks of the territories, the making of legislation is largely a matter for government and Parliament.

<b>Performance measure 24</b>	<b>Communities in the external territories and Jervis Bay Territory have services and essential infrastructure comparable to mainland Australia</b>
<b>2022–23 Target</b>	Service delivery arrangements and contracts in financial year deliver services and essential infrastructure comparable to mainland Australia
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined it is unable to define the term 'comparable to mainland Australia' and is unable to make an overall assessment of its performance against this measure.  This is consistent with the findings of our internal assurance review of the performance information.
<b>Data source and methodology</b>	Analysis of contracts with service providers, My School data, and the latest comparative review of Health services from 2019.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 71, DITRDCA Corporate Plan 2022–23 p. 50

<sup>23</sup> This measure has been amended in the Corporate Plan 2023–24 to remove the words comparable to mainland Australia.

## Analysis of performance

The unverified 2022–23 results show that the majority of services and infrastructure were delivered. A number of services in Norfolk Island are still in transition (from New South Wales legislation to Queensland legislation) and do not yet have a formal arrangement.

As data is insufficient to make a subjective and unbiased judgement on whether delivery has been 'comparable to mainland Australia' the department is unable to make an overall assessment of its performance against the measure.

This measure has been amended in the 2023–24 Portfolio Budget Statements (PBS) to remove 'comparable to mainland Australia'.

# Communications Connectivity — Outcome 5



## Purpose — Communications Connectivity

Enabling people in Australia to connect to effective, safe communications services.  
Enabling investment in communications technologies, for inclusiveness and sustainable economic growth.

**Outcome 5** — Promote an innovative and competitive communications sector through policy development, advice and program delivery, so all Australians can realise the full potential of digital technologies and communications services.

# Performance snapshot

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
Program 5.1 — Digital Technologies and Communications Services	2	2	0	0	0	0	2
<b>Total <sup>24</sup></b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>



24 Performance measure 36 relates to Program 5.1 — Digital Technologies and Communications Services and Program 6.1 — Arts and Cultural Development. Results are reflected in Program 6.1 results.

## Program 5.1 — Digital Technologies and Communications Services

To provide an environment in which all Australians can access and benefit from digital technologies and communications services, supporting inclusiveness and sustainable economic growth.

### Table of changes

Measure	Change type	Rationale
25	Key activity	The key activity was amended to remove the <i>Peri Urban Mobile Program</i> and <i>Regional Connectivity Program</i> as performance measure 25 only relates to the <i>Mobile Black Spot Program</i> . The Corporate Plan 2023–24 includes performance measures related to all 3 digital connectivity programs.
26	Target	Target amended to remove the term 'legislative'. Contractual arrangements to impose conditions on the use and provision of satellite services are legislated under the <i>Broadcasting Services Act 1992</i> and implied in VAST funding deeds.
26	Data source and methodology	Amended to include additional information on total number of KPIs included in funding deed.
26	Key activity	Performance measure 26 was misaligned with a policy advice related key activity in the Corporate Plan 2022–23 — it has been relocated to directly relate to the relevant key activity.
26	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
28	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
29	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
30	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
30	Methodology	The methodology has been amended to include analysis of previous financial year data. This change is to accommodate for a lag in data and enable reporting against the data.
36	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i> .
<b>Case study: 2022 ITU Plenipotentiary Conference</b>	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 59.

## Key activities

Key activity	Performance measure
Implementing and administering the Mobile Black Spot Program	25
Enabling safe, effective and inclusive communications services and technologies	26, <sup>25</sup> 28, 29 and 30
Protecting and promoting Australian content and classification	36

## Results

Performance measure 25	Amount of new and improved mobile coverage delivered in regions under the Mobile Black Spot Program
<b>2022–23 Target</b>	≥90% of total contracted (predictive) <sup>26</sup> coverage is delivered through new assets for which asset completion reports are received in the financial year
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	During 2022–23, a total of 6,420 km <sup>2</sup> new handheld mobile coverage was delivered from 79 base stations. This results in 158% of the total contracted coverage of 4,056km <sup>2</sup> from these assets.
<b>Data source and methodology</b>	Analysis of contracts and Asset Completion Reports (ACRs) to compare contracted coverage with delivered coverage across the program.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 81, DITRDCA Corporate Plan 2022–23 p. 55

25 Performance measure 26 was misaligned with a policy advice related key activity in the Corporate Plan 2022–23 — it has been relocated to directly relate to the relevant key activity.

26 Predictive coverage modelling is the most recognised, efficient and accurate means by which mobile network operators plan, design, operate and maintain their mobile networks. Application software, such as Atoll, is commonly used across the mobile industry for this purpose, including in measuring the amount of coverage provided from a mobile base station.

## Analysis of performance

A key objective of the Mobile Black Spot Program is to maximise the amount of new and improved mobile coverage being delivered to regional areas with poor or no existing coverage. This aims to ensure people living, working and travelling in the regions are able to realise the social, economic and safety benefits of improved mobile coverage.

The department closely manages the administration of the program with mobile providers to ensure contracted coverage outcomes are achieved. The funding agreements include provisions requiring that mobile providers seek approval for any variations to contracted handheld coverage of <90%, such as cases where a base station cannot be built at the contracted location for reasons beyond control of the mobile provider.

During the 2022–23 financial year, ACRs were received and approved for 79 new base stations delivered under the program. The total contracted coverage for these 79 base stations was 4,056km<sup>2</sup>. When built, these 79 base stations exceeded the contracted metric, instead delivering new handheld coverage of 6,420km<sup>2</sup>. This exceeded the total contracted coverage metric by 58%, providing greater handheld coverage benefits from these base stations in regional, rural and remote areas.

Additionally, in 2022–23, a total of 11,560 premises received new handheld mobile coverage from these assets. The department also exceeded the total contracted metric by 50%.

Performance measure 26	Access to Viewer Access Satellite Television (VAST), for viewers in terrestrial blackspots to receive a direct-to-home free to air television safety net service
<b>2022–23 Target</b>	In each financial year, satellite free-to-air television services, including on-air availability requirements, maintained in accordance with contractual arrangements
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	The commercial free-to-air satellite television services were maintained in accordance with contractual arrangements, including meeting the on-air availability requirement.
<b>Data source and methodology</b>	Quarterly reporting from Regional Broadcasters against 3 of 4 key performance indicators (KPIs) in the funding deeds. The fourth KPI is not applicable as the parties to the VAST funding deed did not agree to a 'delay period'.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 81, DITRDCA Corporate Plan 2022–23 p. 55

## Analysis of performance

Providing effective communication services and technologies is essential to an inclusive and prosperous society. The VAST service provides free-to-air television services largely in regional and remote Australia, with programming sourced from the metropolitan networks.

VAST is a satellite safety net service for viewers in terrestrial television blackspots. The Australian Government has subsidised the costs of commercial free-to-air television channels on the VAST platform where reliable reception is not available. Around 260,000 Australian households rely on VAST direct to home services.

The continued availability of the VAST free-to-air satellite television safety net service has benefited viewers, particularly in remote and regional Australia, who are unable to access terrestrial transmissions due to remoteness or terrain. Without government funding these Australians would no longer have access to a commercial free-to-air television broadcasting service.

Performance measure 27	Effectiveness of support for sustainability of news and media industry <sup>27</sup>
<b>2022–23 Target</b>	<ul style="list-style-type: none"> <li>a. 100% of grant opportunities are published/announced</li> <li>b. 100% of grant agreements executed are consistent with the program objectives</li> <li>c. 95% of eligible applicants received funds within four weeks of decision</li> </ul>
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined it is unable to provide assurance that reporting against this target is a valid measure of its performance to demonstrate achievement of the effectiveness of support for sustainability of the news and media industry. This is consistent with the findings of our internal assurance review of the performance information. Additionally, the result was unable to be supported by verifiable evidence against the measure.
<b>Data source and methodology</b>	Analysis of data from program management records.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 81, DITRDCA Corporate Plan 2022–23 p. 56

<sup>27</sup> This is the final reporting period for this performance measure. This measure will not be reported on in 2023–24.

## Analysis of performance

The department has removed this measure for the 2023–24 reporting period. The contribution the department’s grant funding programs make to the effectiveness of support for sustainability of the news and media industry is not able to be measured by analysing the data provided by program management records. For this reason, the target measures are not valid. For future reporting periods, the department will aim to use more valid measures of effectiveness, such as program evaluations and other broader assessments of the effectiveness of policy interventions in the sector.

During 2022–23, the department provided support for the sustainability of the news and media industry through 4 grant funding programs: The Community Broadcasting Program, Journalist Fund, Supporting Regional and Local Newspapers and Supporting the Australian Associated Press.

Performance measure 28	Affordability of telecommunications services (mobile and fixed) on offer
<b>2022–23 Target</b>	Reporting in each financial year indicates affordability is maintained or increased
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	<p>The department has determined it is unable to provide assurance that reporting against the affordability indicators is a valid measure of its performance. This is consistent with the findings of our internal assurance review of the performance information. As such, the department will be reconsidering this measure in future.</p> <p>In the current inflationary environment, prices for communications services have been increasing. The price rises however are slower than other increases across the economy overall. When considering other affordability data there is no clear trend, with one source indicating improvements (ADII), while the others reporting mixed results (ACCC and HILDA).</p>
<b>Data source and methodology</b>	Monitoring of reporting from the ABS, Australian Competition and Consumer Commission (ACCC), the Australian Digital Inclusion Index (ADII) and results from affordability indexes tracked by the BCARR, based on Household, Income and Labour Dynamics in Australia (HILDA) data.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 81, DITRDCA Corporate Plan 2022–23 p. 57

## Analysis of performance

Affordability is an important element of ensuring that all Australians can access telecommunication services. Affordability of telecommunications services is an inclusiveness issue, which impacts on social inclusion, participation and productivity.

During the period we analysed data from the ABS, ACCC, ADII as well as results from affordability indexes tracked by BCARR based on HILDA data. The unverified 2022–23 results show that:

## **ABS Consumer Price Index (CPI)**

The weighted average of 8 capital cities' CPI for the Communications Group increased by 0.7% between the June 2022 quarter and June 2023 quarter. While this indicates an increase in the price of communication services, this price increase was the second lowest amongst all CPI groups. By comparison, the overall CPI for the same period increased by 6%.

## **ACCC price measurement**

The ACCC price measurement shows mixed results, with increasing raw prices for telecommunications services, although once inclusions are considered the prices are lower. In the year to June 2022, the median price of fixed-line broadband plans increased 11.1%, mobile phone plans were steady and mobile broadband plans fell 11.5%. When considering the feature-adjusted prices, fixed-line plans fell 6%, mobile phone plans fell 11.6% and mobile broadband fell 15.3%.

## **ADII affordability measure**

The ADII index improved from 93.1 in 2021 to 95 in 2022 at a national level. The number of households paying more than 10% of their household income to gain quality, reliable connectivity dropped by almost 10 percentage points from 14.1% in 2021 to 4.3% in 2022.

## **HILDA measures**

The 3 affordability indexes tracked by BCARR are:

- > average expenditure on telecommunications
- > proportion of low-income, low-spending households
- > proportion of low-income, high-spending households.

Between wave 20 and 21, the proportion of low-income, high spending households increased (+0.7%) which indicates reduced affordability and increased financial stress. The other 2 indexes remained relatively stable (within +/- 0.25% compared to the previous year) indicating affordability was maintained.

The department continues to monitor affordability of telecommunications which remains important for ongoing awareness of digital inclusion, in particular for low-income earners.

This performance measure is under review and may be amended and/or removed in future corporate documents.

<b>Performance measure 29</b>	<b>Access to communications for people with a disability, indicated through:</b> <b>a. National Relay Service (NRS) performance</b> <b>b. Audio description implementation by the national broadcasters</b> <b>c. Broadcaster captioning compliance</b>
<b>2022–23 Target</b>	Reporting in each financial year indicates access is maintained or improved: a. NRS: Provider meets or exceeds contractual service levels b. Audio description: National broadcasters provide no less than 14 hours per week, on average, of audio described content c. Captioning: Broadcasters meet or exceed statutory captioning obligations
<b>2022–23 Result</b>	Target substantially met
<b>Result summary</b>	<p><b>a. Target met</b> Internal assurance reviews of monthly performance reporting confirm that all service levels were met and the service delivered in accordance with contracted requirements</p> <p><b>b. Target met</b> The national broadcasters exceeded target levels for the provision of audio described content</p> <p><b>c. Target substantially met</b> In 2021–22, all 9 free-to-air broadcasters met or exceeded statutory requirements. In the same calendar year, all but one subscription TV licensee met or exceeded captioning requirements</p>
<b>Data source and methodology</b>	Analysis of the following data sources: a. NRS provider performance monthly reports b. Reporting on audio description from the national broadcasters c. ACMA annual captioning compliance report, published on its website each December for the prior financial year <sup>28</sup>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 81, DITRDCA Corporate Plan 2022–23 p. 58

<sup>28</sup> There is a data lag for assessments of captioning levels.

## Analysis of performance

### National Relay Service

During the 2022–23 financial year, the NRS performance standards were met and the service provider fulfilled all contractual obligations. Under the NRS contract, Concentrix is required to provide an agreed range of call services for people who are deaf, hard of hearing and/or have speech communication difficulty.<sup>29</sup> The department conducted an internal assurance review of monthly performance reporting to confirm that all service levels were met and service delivered in accordance with contracted requirements.

### Audio description

The Australian Broadcasting Corporation (ABC) reported that it provided an average of 89 hours per week of audio described content during 2022–23. The Special Broadcasting Service (SBS) reported that it provided an average of 145 hours per week of audio described content during 2022–23.

### Captioning

The department receives data for captioning 9 months after the end of the reporting year cycle. For this reason, the department is reporting on results obtained for the 2021–22 financial year. The department will capture and report on the 2022–23 financial year data, as part of the 2023–24 Annual Performance Statements.

During the 2021–22 financial year, all 9 free-to-air broadcasters met or exceeded their captioning statutory requirements.<sup>30</sup> Where a failure or failures occurred, these were attributable to unforeseen technical difficulties and explained in accordance with the requirements at section 130ZZAB of the *Broadcasting Services Act 1992*.

Out of the 5 licensed subscription television broadcasters required to offer captioning, all but one met or exceeded required levels of captioning in the 2021–22 financial year.<sup>31</sup> One broadcaster that did not meet required levels of captioning reported meeting or exceeding captioning requirements under the *Broadcasting Services Act* in the general entertainment, news and music categories. Two of its channels did not meet captioning targets in the sport category — this broadcaster has since surrendered its licence.

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29 More detail on services offered by the NRS is available from [www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs).

30 The captioning obligations of free-to-air television broadcasting licensees exist in Division 2 of Part 9D of the *Broadcasting Services Act 1992*. The captioning obligations of subscription television licensees exist in Division 3 of Part 9D of the *Broadcasting Services Act 1992*. Free-to-air broadcasters experienced technical difficulties which affected the percentage of captioning in 2022–23. Pursuant to the exceptions in section 130ZZAB *Broadcasting Services Act 1992*, these breaches were disregarded and it is determined the licensees fully complied with statutory obligations.

31 One additional licensee failed to meet captioning targets in one category in 2021–22, but has since surrendered its broadcasting license.

Performance measure 30	Levels of consumer complaint in telecommunications and post sectors <sup>32</sup>
<b>2022–23 Target</b>	12 month reporting shows maintained or improved consumer experience
<b>2022–23 Result</b>	Target substantially met
<b>Result summary</b>	<p>Reporting for the period shows generally lower complaints which is indicative of maintained or improved consumer experience in the telecommunications sector.</p> <p>Reporting for the period shows higher complaints which is indicative of maintained or decreased consumer experience in the postal sector, noting complaint levels are extremely low relative to the overall usage of postal services by consumers.</p>
<b>Data source and methodology</b>	<p>Data is not available for Quarter 4 of 2022–23 at the time of reporting. Therefore, complaints figures for Quarter 4 of 2021–22, and Quarters 1, 2 and 3 of 2022–23 were used for this report.<sup>33</sup></p> <p>Analysis of reporting on telecommunications complaints from the Telecommunications Industry Ombudsman (TIO) and the ACMA. We note the number of formal complaints measured by the TIO and the ACMA paints an incomplete picture of consumer experience. Other research and reports are also relevant, for example, <a href="#">What consumers want — Consumer expectations for telecommunications safeguards: A position paper for the telecommunications sector.</a></p> <p>Analysis of reporting from the Postal Industry Ombudsman (PIO) about Australia Post and analysis of broader postal trends.</p>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 82, DITRDCA Corporate Plan 2022–23 p. 58

## Analysis of performance

The department has limited or no direct control over consumer complaints and the resultant datasets. As such, this is the final reporting period for this measure.

The department receives Quarter 4 data for telecommunications and postal services after the end of the reporting year cycle. For this reason, the department is reporting on results obtained in Quarter 4 of 2021–22 and Quarters 1, 2 and 3 of 2022–23.

<sup>32</sup> This is the final reporting period for this performance measure. This measure will not be reported on in 2023–24.

<sup>33</sup> ACMA, TIO and PIO complaints data for Quarter 4 of 2022–23 is not available at the time the department completed its 2022–23 annual report. For this reason, the department has analysed figures for the year covering Quarter 4 of 2021–22 to Quarter 3 of 2022–23.

## Telecommunications

**Table 4.4** Reportable consultancy contracts 2022–23 (Telecommunications)

TIO overall complaints	2022–23	2021–22	2020–21
Quarter 1 (July – Sept)	16,283	21,432	34,396
Quarter 2 (Oct – Dec)	17,881	18,334	30,494
Quarter 3 (Jan – Mar)	17,777	21,928	30,315
Quarter 4 (Apr – June)	Not available	17,840	24,195

The overall TIO complaints figures in Quarter 4 of 2021–22 and Quarters 1, 2 and 3 during 2022–23 were lower than the equivalent periods in 2020–21 and 2021–22.

It should be noted that the figures in Quarters 2 and 3 for 2022–23 were materially impacted by the Optus data breach. However, despite this one-off event, complaints figures are trending down overall.

During the 12 months covering Quarter 4 of 2021–22 and Quarters 1, 2 and 3 of 2022–23, the overall number of complaints escalated to the TIO was lower than in the 12 months prior (Quarter 4 of 2020–21 and Quarters 1, 2 and 3 of 2022–23) — 69,781 compared to 85,889.

**Table 4.5** Overall complaints to ACMA

ACMA overall complaints	2022–23	2021–22	2020–21
Quarter 1 (July – Sept)	255,034	277,050	270,356
Quarter 2 (Oct – Dec)	302,542	258,457	267,687
Quarter 3 (Jan – Mar)	240,683	247,931	274,115
Quarter 4 (Apr – June)	Not available	230,593	277,055

The overall ACMA complaints figures in Quarter 4 of 2021–22 and Quarters 1, 2 and 3 of 2022–23 were generally lower than the equivalent periods in 2020–21 and 2021–22. In Quarter 4 of 2021–22, there were 16.8% fewer complaints than in Quarter 4 of 2020–21, and a 17.5% decrease in complaints per 10,000 services in operation. In Quarter 1 of 2022–23 there were 7.9% fewer complaints than in Quarter 1 of the previous year (2021–22), and a 9.5% decrease in complaints per 10,000 services in operation. In Quarter 2, complaints figures increased by 17.1% when compared to Quarter 2 of the previous year (2021–22), with complaints per 10,000 services in operation rising by 13.6%. In Quarter 3, complaints decreased by 2.9% compared to the same period of the previous year (2021–22), with complaints per 10,000 services in operation also decreasing by 5.4%.

While ACMA complaints data is aggregated, complaints figures in Quarters 2 and 3 of 2021–22 would have been impacted heavily by the Optus data breach.

During the 12 months covering Quarter 4 of 2021–22 and Quarters 1, 2 and 3 of 2022–23 complaints were lower than in the 12 months prior (Quarter 4 of 2020–21 and Quarters 1, 2 and 3 of 2022–23) — 1,028,852 compared to 1,060,493.

## Postal

**Table 4.6** Overall complaints to the PIO

PIO overall complaints	2022–23	2021–22	2020–21
Quarter 1 (July – Sept)	1,053	922	1,042
Quarter 2 (Oct – Dec)	1,318	1,329	1,060
Quarter 3 (Jan – Mar)	1,092	1,062	851
Quarter 4 (Apr – June)	Not available	1,155	630

During the 12 months covering Quarter 4 of 2021–22 and Quarters 1, 2 and 3 of 2022–23, the overall number of complaints escalated to the PIO was higher than in the 12 months prior (Quarter 4 of 2020–21 and Quarters 1, 2 and 3 of 2022–23). Complaints levels are however still extremely low relative to the overall usage of postal services by consumers. Consumers may raise complaints about postal services when their experience doesn't meet their expectations. Generally, most complaints to the PIO originate when a consumer's experience seeking assistance from an operator has been unsatisfactory. Complaints in relation to systemic issues are less common within the operator's business based on information available from the PIO. The PIO process therefore largely assists to address gaps or deficiencies in processes and procedures that improves service levels and as a result, benefits consumers over time.

# Creativity and Culture — Outcome 6



## Purpose — Creativity and Culture

Supporting sustainable and inclusive creative and cultural sectors, and protecting and promoting Australian content and culture.

**Outcome 6** — Participation in, and access to, Australia's arts and culture through developing and supporting cultural expression.

## Performance snapshot

Purpose	Target met	Target substantially met	Target partially met	Target not met	No Target	Data not available	Unable to make an assessment
<b>Program 6.1 — Arts and Cultural Development</b>	2	0	1	1	1	1	2
<b>Total</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>

### Program 6.1 — Arts and Cultural Development

To provide an environment in which all Australians can access and benefit from creative experiences and culture, supporting inclusiveness and growth in Australia's creative sector, and protecting and promoting Australian content and culture.

#### Table of changes

Measure	Change type	Rationale
32	Data sources	Data sources updated to better enable the department to assess its performance against the target.
34	Measure description	Arts fairs were included in the measure description in the 2022-23 Corporate Plan in error.  The 2023–27 Corporate Plan reflects the correct measure description. Current and forward targets, as well as data and methodology directly relate exclusively to art centres.
36	Target a	Removed reference to streaming video on demand as these services are not considered in statutory obligations.
36	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i>
37	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i>
38	Key activity	The key activity was amended to remove the term and reference to <i>Effectiveness measure</i>
<b>Case study: International Decade of Indigenous Languages 2022–2023</b>	Removal from Annual Performance Statements	Illustrative of the department's work, the case study has been removed from the performance section and will be reflected in another section of the Annual Report, see p. 60.

## Key activities

Key activity	Performance measure
Deliver policy and programs that support the cultural and creative sectors and enable all Australians to access and participate in cultural and creative activities	31, 32 and 33
Deliver policies and programs to support Australian cultural heritage, including Indigenous cultural heritage, arts, languages and repatriation	34 and 35
Protecting and promoting Australian content and classification	36
Supporting inclusive creative and cultural sectors	37 and 38

## Results

Performance measure 31	Progress against the National Arts and Disability Associated Plan
<b>2022–23 Target</b>	The National Arts and Disability Strategy is renewed and implemented as a Commonwealth-only National Arts and Disability Associated Plan, including updating and maintaining the arts and disability resource hub
<b>2022–23 Result</b>	Target not met
<b>Result summary</b>	<p>In January 2023, the Australian Government committed \$5 million for implementation of a new Arts and Disability Associated Plan under the National Cultural Policy, <i>Revive: a place for every story, a story for every place (Revive)</i>. Work is underway to develop the new Associated Plan which will replace the National Arts and Disability Strategy.</p> <p>The arts and disability resource hub was maintained noting the focus on developing the Associated Plan.</p>
<b>Data source and methodology</b>	<p>Analysis of departmental records including the arts and disability resource hub. Key data sources include:</p> <ul style="list-style-type: none"> <li>&gt; <i>Revive</i>, Australia’s Cultural Policy for the next 5 years here: (<a href="https://arts.gov.au">arts.gov.au</a>).</li> <li>&gt; Records relating to the briefing of government on the Arts and Disability Associated Plan and relating to stakeholder engagement activities undertaken in 2022–23.</li> <li>&gt; Maintenance activities occurred on the resource hub here: <a href="#">Arts and Disability   Office for the Arts</a>. On 11 April 2023 the webpage was updated to reflect the commitment to develop the new Arts and Disability Associated Plan under <i>Revive</i>.</li> </ul>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 66

## Analysis of performance

The Australian Government committed to develop, fund and implement the new Arts and Disability Associated Plan in January 2023. Work is underway to deliver this commitment including stakeholder engagement activities. Throughout 2022–23, the arts and disability resource hub was maintained, noting that the focus of activities in 2022–23 has been to progress work on the National Arts and Disability Associated Plan.

The commitment to deliver the Associated Plan was informed by submissions from the arts and disability sector received as part of the *Revive* consultation, and targeted consultation with the sector on priorities. The Associated Plan is expected to be considered by government in 2024.

This measure has been amended for 2023–24 to reflect the commitment to develop a National Arts and Disability Associated Plan.

Performance measure 32	Number of students enrolled in courses at national performing arts training organisations
<b>2022–23 Target</b>	≥800 students in each calendar year
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department determined it was unable to verify third-party data to enable reliable reporting of the target for this measure. This is consistent with the findings of our internal assurance review of the performance information.
<b>Data source and methodology</b>	Analysis of departmental records and training organisations' regular progress reports to the department.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 67

## Analysis of performance

The unverified 2022–23 results show that across the 7 funded national performing arts training organisations, 1,620 students enrolled in courses in their chosen field in the 2022 calendar year. This is a significant increase on 2021 which reflected an unverified result of 1,084 student enrolments.

Additionally, 3,196 students auditioned and 492 students successfully completed courses at these organisations. This is a slight decrease from the 2021 reporting period, and reflects the ongoing impacts following the COVID-19 pandemic.

Facilitating access to world-class training for all aspiring artists benefits all Australians.

Direct beneficiaries include students, audiences and arts organisations. Increased enrolments at the 7 national performing arts training organisations indicates a greater number of students training to meet the needs of the creative sector. Of the 7 funded organisations, the Australian Youth Orchestra offers only unaccredited courses and the Australian National Academy of Music predominantly offers unaccredited courses.

Data is included for students enrolled in courses at these organisations as they are core training programs.

<b>Performance measure 33</b>	<b>Number of payments made to claimants (including authors, illustrators and publishers) through lending rights</b>
<b>2022–23 Target</b>	≥16,000 payments to claimants in each financial year
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	Under the Public and Educational Lending Right Schemes, 17,751 payments were made to eligible claimants totalling \$23.3 million. This result is consistent with previous program years.
<b>Data source and methodology</b>	Analysis is undertaken of the Lending Right System, including claimants' data and current and historical payment information for program years.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 67

## Analysis of performance

Lending right payments help to supplement lost income for creators and publishers due to the availability of their books in libraries and support the enrichment of Australian culture by encouraging the growth and development of Australian writing and publishing.

There was an increase in the number of eligible claimants and books included in the Public and Educational Lending Right surveys in 2022–23, and this correlates with an increase to the number of payments delivered to claimants.

<b>Performance measure 34</b>	<b>Number of art centres funded through the Indigenous Visual Arts Industry Support (IVAIS) program</b>
<b>2022–23 Target</b>	≥80 centres in the financial year
<b>2022–23 Result</b>	Target met
<b>Result summary</b>	87 Indigenous Art Centres were funded in 2022–23.
<b>Data source and methodology</b>	Analysis of data from the SmartyGrants grants management system and departmental records.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 68

## Analysis of performance

During the 2022–23 financial year, 87 Indigenous Art Centres were provided funding to support a professional, viable and ethical Indigenous visual arts industry that features strong participation, provides economic opportunities for First Nations people, and to fosters the continued production, exhibition, critique, purchase and collection of Indigenous visual art.

Indigenous art centres provide the infrastructure and relationships that allow artists to create new art, generate income, develop professional skills and connect to the commercial art market through partnerships with dealers and galleries, online sales and marketing and the transmission of culture.

<b>Performance measure 35</b>	<b>Repatriation activities that support:</b> <b>a. securing new international agreements and facilitation of the repatriation of Aboriginal and Torres Strait Islander ancestral remains (ancestors)</b> <b>b. funding agreements executed under the Indigenous Repatriation Program — Museum Grants and facilitation of the repatriation of ancestors and secret sacred objects</b>
<b>2022–23 Target</b>	Activities are responsive to domestic and international negotiations
<b>2022–23 Result</b>	No target
<b>Result summary</b>	<p>a. The department progressed international negotiations to secure 3 in-principle agreements and 2 formal agreements to repatriate from 5 collecting institutions in Germany, New Zealand and Switzerland. A new expert committee was formed with France to facilitate the future return of ancestors from public collections in that country. We also worked closely with First Nations communities to facilitate the return of 25 ancestors from the Smithsonian Institute in the United States of America (USA); 6 ancestors from the Oxford Museum of Natural History and 12 ancestors from the Pitt Rivers Museum in the United Kingdom (UK); and 6 ancestors from the State Ethnographic Collections in Germany. We also supported 7 communities to travel overseas to repatriate their ancestors from these institutions.</p> <p>b. 6 funding agreements were executed with domestic museums to support repatriation activities.</p>
<b>Data source and methodology</b>	Data is collated and aggregated through department program management systems.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 68

## Analysis of performance

The department achieved the results by working in partnership with First Nations people and their representative organisations in collaboration with other domestic and international stakeholders. The lifting of travel restrictions enabled the department to resume international and domestic travel to support consultations and returns to Australia and Country.

There has been a focus on improving collaboration with and between the domestic museums which included facilitating the annual museum repatriation officers’ meeting in April 2023. The return of ancestors and secret sacred objects offers healing to First Nations people consistent with the Australian Government’s National Cultural Policy and its Policy on Indigenous Repatriation.

Performance measure 36	Effectiveness of the current Australian content and classification frameworks
<b>2022–23 Target</b>	Reporting in each financial year shows organisations are meeting or exceeding statutory obligations: <ul style="list-style-type: none"> <li>a. Australian content quota compliance</li> <li>b. 100% of classification decisions by the Classification Board and Classification Review Board made and published on the National Classification Database within statutory timeframes</li> </ul>
<b>2022–23 Result</b>	Target partially met
<b>Result summary</b>	<p><b>a. Target met</b></p> <p>Statutory reporting to the ACMA in each financial year shows free-to-air commercial broadcasters and subscription television broadcasters are meeting and/or exceeding statutory obligations<sup>34</sup> in relation to Australian content quota compliance<sup>35</sup></p> <p><b>b. Target not met</b></p> <p>The Classification Board made and published 99.81% of decisions within statutory timeframes, with 4 decisions made outside the statutory timeframe. The Classification Review Board made and published 100% of decisions within the statutory timeframes. The target was not met due to technical constraints</p>
<b>Data source and methodology</b>	<ul style="list-style-type: none"> <li>a. Analysis of ACMA compliance reports.</li> <li>b. Analysis of decision-making timeframes by the Classification Board and Classification Review Board and publication of decisions on the National Classification Database.</li> </ul>

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 91, DITRDCA Corporate Plan 2022–23 p. 69

## Analysis of performance

The Australian community benefits from having access to content that is produced in Australia and that reflects Australian culture and identity. Those benefits are cultural, social and economic. While streaming services continue to report voluntarily to ACMA, there is no statutory obligation to ensure their compliance.

### Classification

Publishing classification decisions on the National Classification Database allows the Australian public to make informed decisions about what they, or those in their care, watch, read and play. Decisions are made by the Classification Board, Classification Review Board and by approved classification tools. Due to a technical changeover

34 While streaming services continue to report voluntarily to ACMA, there is no statutory obligation to ensure their compliance.

35 Statutory requirements for free-to-air commercial television broadcasters are in Part 9, Section 121G, 121H and 122 of the *Broadcasting Services Act 1992*. Statutory requirements for subscription television broadcasters are in Part 7, Division 2A of the *Broadcasting Services Act 1992*.

error, 3 decisions made by the Classification Board were one day overdue and one decision was 2 days overdue, resulting in the target not being met.

Under classification legislation, classification tool decisions are taken to be decisions of the Classification Board and they are published on the National Classification Database. There is no statutory timeframe for classification tool decisions. There are 3 approved classification tools which made the following volume of decisions in 2022–23:

- > Spherex Classification Tool for online films — 441
- > Netflix Classification Tool for online films — 1,421
- > IARC Global Rating Tool for mobile/online computer games — 300,596.

This performance measure relates to Program 5.1 — Digital Technologies and Communications Services and Program 6.1 — Arts and Cultural Development.

<b>Performance measure 37</b>	<b>Impact of our activities to support Indigenous visual arts, languages and culture indicated through the number of Indigenous language centres and Indigenous art centres funded, the number of arts workers employed and artists active with funded art centres</b>
<b>2022–23 Target</b>	Reporting in each financial year shows: <ul style="list-style-type: none"> <li>a. ≥20 language centres in the financial year funded</li> <li>b. ≥450 Indigenous art centre workers employed</li> <li>c. ≥8000 artists engaged</li> </ul>
<b>2022–23 Result</b>	Data not available
<b>Result summary</b>	<p><b>a. Target met</b> Twenty-four Indigenous language centres were provided with annual operational funding.</p> <p><b>b. Data not available</b> Data will be available in December 2023 and results will be reported in the 2023–24 annual report.</p> <p><b>c. Data not available</b> Data will be available in December 2023 and results will be reported in the 2023–24 annual report.</p>
<b>Data source and methodology</b>	SmartyGrants grants management system and departmental records, including grant funding reports.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 92, DITRDCA Corporate Plan 2022–23 p. 70

## Analysis of performance

### Language centres

Twenty-four language centres were provided with operational funding through the Indigenous Languages and Art program to deliver Indigenous language conservation and revitalisation services to the Indigenous language groups of their area. Community

members accessing the services of their local language centre can participate in cultural expression through language learning and usage activities.

### Indigenous Art Centre and artists

Data not available. Data will be available in December 2023 and results will be reported in the 2023–24 Annual Report. The timing of data availability has changed since the 2021–22 reporting period. The 2021–22 Annual Report reports results for the 2021–22 year.

<b>Performance measure 38</b>	<b>Impact of our arts and cultural activities to support regional access and participation, indicated through:</b> <b>a. projected audience numbers/participants involved with funded projects</b> <b>b. number of regional/remote locations that hosted funded projects</b>
<b>2022–23 Target</b>	2021–22 was the first year of data capture. It is not envisaged that the numbers will increase each year, given the variety of projects funded and the fact that the programs are competitive grant programs
<b>2022–23 Result</b>	Unable to make an assessment
<b>Result summary</b>	The department has determined that the data sources could not be verified within the reporting timeframe to enable reliable reporting of the measure. This is consistent with the findings of our internal assurance review of the performance information.  There was also no set target for this performance measure in the 2022–23 financial year.
<b>Data source and methodology</b>	Comparative analysis undertaken of departmental program data sourced from SmartyGrants, with Regional Arts Fund data provided by the program administrators Regional Arts Australia. Information collected from Office for the Arts programs that fund activities available to the public.

Source: DITRDCA October 2022–23 Portfolio Budget Statements p. 93, DITRDCA 2022–23 Corporate Plan p. 71

### Analysis of performance

The department did not undertake analysis of 2022–23 data for this measure as it determined that data sources could not be verified. Additionally, the department identified a risk of potential distortion of data in the selection of datasets (due to the exclusion of grant activities for which data on part a and b of the measure were not available due to the nature of the funded activity).

The data for this measure is drawn from grant applications which identify forecast audience and participation numbers, and planned arts activity locations. Due to the timing of reporting on the financial year basis, the actual results of the activity are not known until a grant is acquitted.