

LEGISLATIVE COUNCIL

CORRIGENDA

Third Session of the Fifty-First Parliament

From 10 September 2008 to 3 December 2009

Page 316, line 6—Change 'Miss' to 'Mr'

Page 991, line 30—Change 'Hugh' to 'Hume'

Page 1171, line 40—Insert 'Answers to Questions' Incorporation:

DEPARTMENT OF TRANSPORT INQUIRY LINE

In reply to the **Hon. T.J. STEPHENS** (8 April 2008) (Second Session).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): I am advised that:

1. The 13 10 84 inquiry line, located in Roma Mitchell House, operates as the primary telephone contact point for registration and licensing enquiries and is managed by Service SA within the Department for Transport, Energy and Infrastructure.

Following a review conducted in December 2007, Service SA increased staffing to match customer call workloads and introduced changes to its call handling systems and operational arrangements.

As part of the overall strategy of improving call centre efficiency, Service SA has also commenced implementation of a 'Regional Call Centre' employing staff at its regional sites to handle customer calls. The systems supporting the Regional Call Centres were successfully implemented at the Roma Mitchell House Call Centre in July 2008.

The Regional Call Centre reduces or eliminates regional calls being diverted to CBD call centres by answering the calls locally as the first priority. Additionally, the Regional Call Centre has the capacity to take on overflow from calls originating in metropolitan Adelaide.

Service SA also introduced state of the art technology, known as WebCC, to the Call Centre environment based in Roma Mitchell House on Monday 7 July 2008. One of the key customer service features of the WebCC system is its automated voice call back capacity. This feature offers customers the choice of leaving their telephone number and receiving a call back at a more convenient time. WebCC automatically schedules the timing of the call back, which correlates with the caller's place in the queue at the time the call was received. 2045 customers used the Call Back facility in August.

Since these service changes have been implemented, there has been a noticeable improvement in call waiting times and call handling capability.

I am advised that over 95 per cent of calls are answered in under five minutes.

GLENSIDE HOSPITAL

In reply to the **Hon. J.M.A. LENSINK** (2 May 2007) (Second Session).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): The Minister for Mental Health and Substance Abuse is advised that:

The Medical Centre located on Glenside Campus primarily provided care and mental health treatment for frail aged mental health patients as a result of chronic co-morbid medical conditions. It did not provide, as the name might suggest, acute general medical care.

In the event that any patient of Glenside Campus needs acute general medical care they are assessed by a medical officer and if necessary are transferred to the Royal Adelaide Hospital (RAH) for assessment and treatment.

In November 2006 the new purpose built facility for Aged Mental Health Care Services (AMHCS) opened at the Repatriation General Hospital and 30 AMHCS beds were transferred from Glenside Campus to the new facility.

With the transfer of these beds to the new Repatriation General Hospital facility, the services previously provided by the Medical Centre were consolidated within alternate wards of AMHCS on Glenside Campus. These wards were upgraded to accommodate this group of frail aged mental health patients.

A medical officer forms part of the emergency response team that provides rapid response to any medical emergencies occurring on Glenside Campus. There has been no reduction in medical offers on site to deal with emergencies.

When necessary, patients are transferred by ambulance to the RAH emergency department for further assessment and treatment.

In addition to emergency medical responses for patients, there are comprehensive psychiatric and medical support services available to patients of Glenside Campus.

DEH FENCING

In reply to the **Hon. J.M.A. LENSINK** (29 July 2008) (Second Session).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): The Minister for Environment and Conservation has provided the following information:

1. The Department for Environment and Heritage (DEH) reviewed the Departmental Fencing Policy in 2006. The Fences Act 1975 does not require the Government to pay for fences along the boundary of land parcels more than one hectare in size. Responsibility for fencing, if required by the adjoining landowner, such as to prevent stock straying onto reserves, is the responsibility of that landowner.

Whilst in general there is no legal obligation for DEH to contribute to the cost of fencing adjoining land, the Fencing Policy states that where a boundary fence is required for a specific reserve management purpose, the Government, through DEH, will contribute to the cost of boundary fences. Reserve management purposes include preventing unauthorised vehicle access from neighbouring land and protection for threatened species.

Further, where DEH requires a fence of a standard greater than that required by the adjoining landowner, the Department will contribute to boundary fencing on a negotiated basis.

2. I am advised that the majority of fences adjacent to parks north of Port Lincoln is the cyclone type fencing which the Honourable Member made mention of in her question. It was not clear in the question if the land is adjacent to a Reserve or if the replacement fencing related to a Heritage Agreement. A standardised plain wire fence is used for Heritage Agreement type fencing in order to allow for a set payment per kilometre.

Either way, the Honourable Member should encourage her constituent make contact with the Port Lincoln office of the Department for Environment and Heritage to better explore what options are available that will lead to a mutually acceptable outcome.

APY LANDS SWIMMING POOLS

In reply to the **Hon. SANDRA KANCK** (10 September 2008).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): The Minister for Aboriginal Affairs and Reconciliation has provided the following information:

1. The Department of Education and Children's Services (DECS) works collaboratively with the Pitjantjatjara and Yankunytjatjara Education Committee (PYEC) and is responsible for the development, delivery and monitoring of preschool and school education to students living in communities on the APY Lands. Attendance at school is a Strategic Direction in both the Aboriginal Lands District Three Year Strategic Plan 2007-09 and the PYEC Plan 2007-09.

Whilst the swimming pools operate under a 'no school, no pool' policy to encourage school attendance, schools implement a range of strategies at various times to improve attendance and retention rates.

Examples of other strategies used to encourage attendance include:

- Attendance prizes
- Breakfast programs
- Picking students up for school from home
- Celebration of good attendances;
- Notice board highlighting good attendances;
- Seeking Community council support for poor attendances
- Input of the school Governing Councils
- Involvement in the sports program

Specific attendance figures for the three communities in which swimming pools have been constructed are outlined below. It should be noted that the only pool which has been open long enough to gather any meaningful data is Mimili. The Amata and Pipalyatjara pools have only completed one full summer season of opening regularly in 2007-08.

Community	2000	2007
Amata	47.9%	72.5%
Mimili	63.7%	85%
Pipalyatjara	57.8%	70%

Other factors influence attendance rates including mens' business, funerals and attendance at other community or family events. Further, the broader social issues on the Lands need to be taken into account when evaluating the success of the swimming pools in influencing attendance.

2. As part of the overall Swimming Pools project on the APY, the Commonwealth Department of Health and Ageing, through the Office of Aboriginal and Torres Strait Islander Health has retained a consultant to conduct the following evaluation:

- Conduct an evaluation of the sustainability and benefits of the swimming pools established in the APY Lands of South Australia;
- Produce a report detailing the findings of the evaluation and interim reports that:
 - Provide an overview of the current situation in each community prior to the pools becoming operational
 - Evaluate findings 12 months after the swimming pools have been operational in each community
 - Evaluate findings 24 months after the swimming pools have been operational in each community.

The evaluation is underway with the second of the four reporting phases, based on tests conducted on the Lands in April, recently released. The phase two report suggests that the swimming pools are having a positive impact on the health of children in the communities however it is still too early to provide any conclusive data. Anecdotal reports from teachers and swimming pool staff certainly indicates a visible improvement in the skin and general health of children in the three communities during the summer season.

The third testing phase was conducted on the Lands in September however the results are not yet available.

The APY Lands evaluation has however been designed to build on previous evaluations of swimming pools in Indigenous communities as conducted in Western Australia by the Telethon Institute for Child Health Research (Lehmann et al 2003). A recent update on this research concluded that the introduction of swimming pools is associated with a reduction in skin, ear and respiratory infections. The seven year study across two Aboriginal communities in the Pilbara

reported 'that of the 130 children monitored there was a 70 per cent decrease in skin infections whilst ear infections rates roughly halved after they had regular pool access'.

SA LOTTERIES

In reply to the **Hon. J.M.A. LENSINK** (28 October 2008).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): I am advised that:

1.&2. SA Lotteries does not have an upsizing policy.

3. SA Lotteries has received no instructions from the Department of Treasury and Finance to increase sales as there is no upsizing policy.

Page 1800—

Line 13—Insert 'members of' after 'members that are'

Line 18—Change 'his' to 'their'

Page 1825, line 10—Delete 'not' after the word 'does'

Page 1904, line 11—Change 'bait' to 'mate'

Page 2605, lines 1 to 4—Delete this text and replace with the following:

REGIONAL RAIL SERVICE

164 The Hon. D.G.E. HOOD (24 September 2008). Can the Minister for Transport advise:

1. Have any feasibility studies been conducted into allowing regional passenger rail services within South Australia?

2. If so, will the minister release any such reports?

3. If not, what is preventing the minister from restoring regional rail services as found in other states?

Page 2656, line 48—Insert the following text:

PENOLA BYPASS

In reply to the **Hon. M. PARNELL** (30 October 2008).

The Hon. G.E. GAGO (Minister for State/Local Government Relations, Minister for the Status of Women, Minister for Consumer Affairs, Minister for Government Enterprises, Minister Assisting the Minister for Transport, Infrastructure and Energy): The Minister for Transport has advised:

1. The State Government's funding contribution to the project is \$9 million.

2. The State Government's contribution is not contingent on matching Federal funding.

3. The premise on which the question is asked is incorrect. Construction of a full bypass alignment will remove from the main street all Riddoch Highway traffic that does not have a destination in Penola. The southern section using state funds will be undertaken as a first stage. This first stage alone will divert the expected 200-300 truck movements from the harvest of the blue gum plantations to the west of Penola away from the main street.

Page 2737, line 31—Change 'these commissions' to 'this commission'

Page 3199, line 15—Delete '24'

Page 3348, line 41—Delete all words in this line and replace with, '*The Hon. A. Bressington interjecting:*'

Page 3386, line 32—Change 'north-west' to 'north-east'

Page 3386, line 38—Change '\$4 million' to '\$5million'

Page 3976, line 18—Change 'Dixon' to 'Dickson'