

Welcome

Welcome to our 94th Annual Report

This report has information about our operational, financial and business performance for 2019-20 and will:

- highlight who we are, what we do and how we went about delivering our services to the people of Western Australia
- share with you how we performed in delivering our services and whether we met the targets we set out to achieve
- look ahead at the challenges and exciting new opportunities that can influence our business, our industry and the community that we serve, particularly in light of the impacts of the COVID-19 pandemic
- showcase the work we are doing around sustainability and the environment and how we are working to improve the experience our customers have, whilst ensuring we have a positive enabling work environment for our people
- demonstrate our commitment to governance and integrity, underpinned by our 'Every Day by Everyone – Do the right thing' campaign.

Last year at the Australasian Reporting Awards, we received a Gold Excellence Award and a Bronze Award for Sustainability. We were also a finalist in both Online Reporting and Work, Health and Safety Reporting. At the time of preparing this report, the Institute of Public Administration Australia WA Lonnie Awards were still to be announced.

Once again, our Annual Report is online only. It presents our performance and achievements through up-to-date online content coupled with information outlining and demonstrating current activities.

Acknowledgement of Country

Main Roads Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, water and community. We pay our respects to all members of these Aboriginal communities, their cultures and to Elders past and present and to their leaders into the future.

Reporting Structure

We aspire to provide world-class outcomes for the customer through a safe, reliable and sustainable transport system. Quite simply, this means our purpose is to provide a transport network centred on what our customers need and value. Our focus areas of Customers, Movement, Sustainability and Safety are at the heart of achieving our aspiration and of delivering value and services.

We set out to create value, guided by our Keeping WA Moving strategy and our business model. This report shows what we have achieved during the year, how we performed, the value we created and our plans for future value creation. We detail what matters most for our customers, especially in our report's material issues and customer experience sections, and we reflect our strong commitment to our customers.

We recognise and acknowledge the relationships we have with our Transport Portfolio partners and how we work with them in our Connecting People and Places report, available on our website.

Our story begins with our highlights, an overview of the year that was and continues with messages from our Acting Commissioner and Managing Director who provide a summary of our performance and the direction we are going. We then step into our Value Creation Model, showing alignment with our strategic direction and how that, in turn, drives delivery of our Key Services and Outcomes – resulting in value created through our activities.

These Outcomes are the basis of our Annual Report and are represented in particular, in the following sections:

- Operational Performance
- Managing the Environment and Sustainability
- Improving Customer Experience
- Our People
- Enhancing Safety, Health and Wellbeing

In each of these chapters we show how we work to achieve goals, share performance measures alongside projects, and look to plans for the year ahead.

Each chapter includes Our Stories – snapshots, bringing to life some of our achievements – along with the people who made them happen over the past 12 months.

A key part of any organisation is the application of good governance practices. Reassuring the community of the approaches that we are taking around integrity is important. The Governance and Financial chapter highlights what we are doing to ensure that we continue to maintain good practices.

We are confident that this report shows how we are Keeping WA Moving, while living up to our values, delivering on our commitments and working towards our aspiration.

Reporting Frameworks

In preparing this report, we have sought to adopt the International Integrated Reporting Council Framework. Throughout the report, you will see symbols indicating the Key Resources consumed as inputs for our business activities. The aim of integrated reporting is to promote a more cohesive approach to corporate reporting by explaining how we create value over time. Our intention is to show the benefits to all stakeholders, including employees, customers, suppliers, business partners, local communities, legislators and policymakers.

With respect to our Global Reporting Initiative (GRI) disclosure, we have moved to the ‘Standards: Core’ option, and continue to develop to a ‘Comprehensive’ level with the inclusion of more reporting against these indicators. This is part of our continuing commitment to GRI and, the most widely used standards on sustainability reporting and disclosure.

In addition, we have reported in line with the *Financial Management Act 2006* (WA) and supporting Treasurer’s Instructions and the 2020 Western Australian Public Sector Reporting Framework.

We believe these approaches enable better decision-making based on information that matters. We will continue to explore our understanding of these approaches and adopt them into the future in relation to how we report against the services we deliver.

Comments and Feedback

We welcome your comments, feedback or thoughts on our approach or on any aspect of our Annual Report.



To the Honourable Rita Saffioti, MLA Minister for Transport; Planning

In accordance with Section 63 of the *Financial Management Act 2006* (WA), I hereby submit for your information and presentation to Parliament, the Annual Report of Main Roads Western Australia for the financial year ended 30 June 2020.

The Annual Report has been prepared in accordance with the provisions of the Financial Management Act and any other relevant written law.

Des Snook
Acting Managing Director
of Main Roads
8 September 2020

Peter Woronzow
Acting Commissioner
of Main Roads
8 September 2020