

## **Inquiry into e-mobility safety and use in Queensland**

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<b>Submitted by:</b>	Queensland Consumers Association
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 <p><b>QUEENSLAND CONSUMERS ASSOCIATION</b></p>	<p><b>A non-profit, volunteer organisation, advocating to advance the interests of consumers in Queensland</b></p> <p><i>Secretary: Max Howard PO Box 261 Corinda Q 4075</i></p>
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19 June 2025

## **SUBMISSION TO THE QUEENSLAND LEGISLATIVE ASSEMBLY'S INQUIRY INTO E-MOBILITY SAFETY AND USE IN QUEENSLAND**

### **BACKGROUND**

The Queensland Consumers' Association (the Association) is a non-profit organisation established over 40 years ago and which exists to advance the interests of Queensland consumers. The Association's members work in a voluntary capacity and specialise in particular policy areas.

The Association is a member of the Consumers' Federation of Australia, the peak body for Australian consumer groups, and works closely with many other consumer and community groups.

The Association has a strong interest in ensuring that consumers are protected, empowered and safe. Therefore, the Association welcomes the decision to hold this inquiry.

### **OUR VIEWS**

1. We strongly support this inquiry being undertaken because the use and safety of e-mobility devices are major concerns for consumers in many parts of Queensland.
2. The issues and problems are multifaceted, complex, increasing rapidly, and involve many levels of government, jurisdictions and stakeholders. Therefore, we welcome the comprehensiveness of the Inquiry's Terms of Reference and that the reporting date is no later than 30 March 2026 which should allow enough time for an in-depth and comprehensive inquiry. However, if it becomes apparent that the reporting date is too short, it should be extended.
3. We hope that the Inquiry's recommendations will result in major improvements in the use and safety of e-mobility devices not only in Queensland but (since the problems and issues are national) also in other parts of Australia.
4. We are very concerned about the effectiveness of the enforcement of the current regulations on the use and safety of e-mobility devices in Queensland and emphasise the need for the inquiry to **recommend** major improvements to the enforcement of current, and any future new, regulations. Although public education campaigns are helpful, they are **not**, and should not be considered, a substitute for the effective enforcement of regulations. Also, much more needs to be done to publicise the results of enforcement activity. This would help to increase public knowledge of the regulations and reduce non-compliance.
5. We are concerned that the information being collected on injuries and deaths attributable to the use of e-mobility devices may significantly underestimate the extent of the problem, especially information on injuries, since it seems to be provided only by hospitals. This is because many injured people may only seek treatment from doctors or may self-treat their injuries. Also, some injuries may be caused indirectly by e-mobility devices, for example from falls due to pedestrians being startled by approaching devices or moving suddenly to prevent being hit by them. Therefore, we **recommend** that the inquiry investigate and report on the adequacy of the current system for measuring injuries and deaths attributable to e-mobility devices and recommend any required improvements such as regular consumer surveys.