

**From:** [REDACTED]  
**To:** [Tollroads](#)  
**Subject:** SUBMISSION Inquiry into the operations of Toll Roads in Queensland  
**Date:** Thursday, 28 June 2018 7:12:00 AM

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Dear Sirs/Mesdames

Each week, I log in and pay by credit card to top up my account for toll charges. This amounts to in excess of \$5000 a year – just to use roads I pay for with my tax so I can go to work and back. These funds could be used to pay for private health which I cant afford, or to pay my tax, which I have on payment plan, or to pay my electricity which is also on weekly payment plan or to pay my council Rates which are currently in arrears due to my husband’s loss of employment due ill health.

If I don’t or cant pay my tolls, my account is suspended and exorbitant fees quickly escalate the costs, so I borrow from Peter to pay Paul to ensure I don’t accrue the ridiculous admin charges and penalties.

As a personal example, at 18, my daughter was in debt for over \$2500 due to a dozen \$3 charges that we never received tax invoices for. By the time we received notification, admin fees and charges had steadfastly accrued. After hours of negotiation and effort to prove our case, much of this was credited to her account, but she still had to pay \$750 for 5 penalties that Qld Motorways would not revoke. Pay or lose your license due to a SPER debt, no further negotiation and no responsibility by Qld Motorways for their failure to deliver accounts in a timely or accountable manner.

Each year the feeds go up, each year the traffic gets worse. So we use toll ways, which are also clogged. I am often forced to use the motorway because of localised flooding not fixed by multi million dollar repairs undertaken on Paradise Rd.

We often pay 2 tolls in a single one way 20 min trip because of our location, multiply that by 2-4 family vehicles per day, add the return journey and the costs to a household are quite simply - highway robbery.

It seems there is no end to the charges, considering we use the Logan Motorway daily and have done so since its opening in 1988. 30 years later and the Motorway upgrades are simply keep people in administrative jobs to police the useless system and we are paying for the privilege. There seems to be no accountability for the costs or timeframe for tolls which were to end this year but have blown out to 2051! I will be 97 years old by then and will have been paying tolls on the Logan Motorway for 63 years! There is simply no incentive for private companies to upgrade the facilities or operate effectively or efficiently when Queenslanders are forced to pay regardless.

As a bookkeeper, I can say that my clients pay a small fortune to operate their businesses with on road reps and supervisors. One company pays in excess of \$14000 a year in tolls for 6 vehicles. In addition, don’t lose your toll pass, or fail to return it, because you will pay for the plastic device that accounts for the robbery. Each beep is a daily quadruple slap in the face reminder that we are being robbed blind.

Today I received an email, to register my bank account details or also pay credit card surcharges.  
Enough is enough.

This abomination needs to be corrected poste-haste.

Kind regards

Kerri Robertson

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