

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission for inquiry on Toll roads
Date: Wednesday, 11 July 2018 9:15:34 AM

Hi,

Main points for inquiry:

1. Against the Australian Constitution
2. Not being able to pay in cash (silver) as you travel, having to give bank accounts that can be credited at any time whether on not funds are available, amounts way more than the tolls.
3. Being invoiced and paying for the invoice to be printed and posted.
4. No customer service and no one at anytime who can give clear information as to what is owing.
5. Lies to about how long the tolls would go for, the Gateway bridge tolls were meant to be finished, we never would have bought in this area if we knew they would be extended.
6. Car registration, council rates, GST on fuel and taxes should pay for our roads like they do in the NT and WA. (No tolls there)
7. Tolls are just a money grab by transurban with the profits going offshore to overseas share holders. Transurban doesn't even pay tax, they use the losses on future projects being constructed to avoid paying.
8. Our roads should be owned by Australia not sold off to the highest bidder.
9. People loosing their licenses over the debts to Toll companies is insane, it takes away their ability to travel to employment.
10. The financially struggling people with no choice but to use these roads are being unfairly targeted and loosing thousands of dollars in fines and bank fees when these toll top-ups can't be extracted from low income bank accounts, and no clear outstanding monies can ever be decided on by Transurban.
11. Small businesses going into liquidation over tolls, killing small business with the failing administration of the accounts by Transurban.
12. Overseas call centres, with operators not speaking English. (My 84 year old mother trying to understand or converse with the overseas operators is impossible)

Take back our Roads owned by Australia and managed by our Government and remove all Tolls.

Stop selling our country out from under our Grandchildren. (roads, resources, farms, water and mining/gas rights)

Stop changing legislation against the Australian Constitution without referendums, it's illegal.

Regards

Kathy Moloney

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