

From: [REDACTED]
To: [Tollroads](#)
Subject: Parliamentary Inquiry into Toll Roads Queensland
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Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000

To Whom It May Concern,

The operation of the toll roads in Queensland is appalling and it shows that once again privatisation of public assets do not benefit the tax payer nor the community at all. Tolls were marketed as a short term solution to allow the government to build roads that the public needed (for example the gateway bridge) not a long term permit arrangement with a fat giant monopolies of companies that rips off the tax payers of Australia off and who has no competition nor incentives to not rip off and over charge the average customer. There needs to be a review into unethical and excessive charging of administrative fees and charges. Toll operators need to go- the government should never have privatised essential services like hospital car parks, urban water suppliers, energy suppliers the state forestry asset sale to HQ Plantation whom are not caring for the Queenslanders forests- none of the sale of public assets have benefited the public who pays taxes and these charges just keep increasing. Motor vehicle registration should pay for our roads all of them- we should be not be forced to pay tolls for roads owed by multinationals and giant companies who have no reasons or incentives due to there monopoly to operate ethical or meet community expectations. The toll companies only care about profit and their shareholders not resident of the country they operate in. The toll company giant user thuggery and intimidation to get their funds. The charges are excessive including administrative fees charges are no where near reasonable.

The toll operators are unethical and use thuggery and domineering tactics to charge excess fees and charges- and they ruin people lives and their limitless amount of fees and charges that they keep charging and & keep charging; I know of situation where they have continued to charge a deceased woman for using a toll road she has never used nor her only vehicle and the bill now is thousands of dollars and it just keeps growing and growing. The living relative at first contact the company and told them his mother car had never been out of the garage and she was deceased but they didn't listen and they keep billing years later. The operators are as unethical and immoral as the recent review into towing companies established.

The best outcome would for the government to take back the management of all of our roads including toll roads. I like many others I know if they have a choice they will not use a toll road; the fees and charges are excessive and if you have a problems it is a nightmare to sort out. The amount of time to sort out a problem is absurd- it seems they do that so people give up and just

pay the excessive charges. How the companies treat users are appalling and show that they have a culture of abuse of their power & lack of competition- profits are all that matter. There costs are excessive and unaffordable for the average Australian wage earner.

I know of a disabled person who was charged thousands of dollars in fees and trumped up charges as the individual was too unwell and unable to deal with initial charge when it occurred. It is unethical and immoral to operate how these companies operate and like the consensus from the banking royal commission "they do not operate as the community would expect them to and they lack a 'clear' sense of moral purpose and their role in the community. Ill health and disabilities are not accounted for instead they ruin the individuals lives- cause significant financial hardship, adversely affect their physical and mental health and make it impossible to solve the problem. They use thuggery and intimidation to get money out of people who are struggling to eat pay their electricity gas and water fees etc. The fees and charges are unjustifiable. You should not need legal representation to deal with a toll fee and "bottomless pit" of excessive charges that never stop. Nor should a person need an advocate to deal with this situation. The toll companies are thugs and are immoral and are completely ruthless.

The complaint process is poor as it again discriminates against members of the community. Staff who work at these companies should have to be based in Australia who can actually problem solve and who do not "circular read off a script" that's only purpose is to exhaust the person on the other end of the phone line so they give up.

These companies have no incentive or reasons to lower their excessive charges as they have a monopoly- privatisation doesn't work and it costs the average Australian more on an ever decreasing average wage or below average wage.

If the government will not take back full management of our roads these companies all of them should have to pay & fully fund community advocates and community legal services so that people have access to rights and can have some empowerment against the "Goliaths" and Giants that these are; these advocates need sufficient funding so that all part of the community can access their services readily and easily. Fee dispute process needs to be simpler and easier to access for all users. The funding relationship needs be arms length and through ethical charities that exist. The banks have to fund financial counsellor and FOS & the CIO so should the Giant toll companies have to ensure that members of the public can have access to advocates etc.

The Queensland government also needs to ensure that they fund community financial counsellors such as Salvation Army (financial counsellors and mental health counsellors) and the toll companies should also have to contribute to their community counsellors as their actions do cause financial hardship stress and trauma to members of the community and users. The toll companies profit hugely and they have a duty to community in which they operate and currently they do not contribute nor give back as they have no social conscious.

The State Government irrespective of which government is in should fund financial counsellors and community advocates as we are the only state where the government doesn't fund not for profit financial counsellors like the Salvation Army and Anglicare for example.

Regards

Donna Allan.

