



Speech by

Mrs J. GAMIN

MEMBER FOR BURLEIGH

Hansard 27 October 1999

**APPROPRIATION BILL
Estimates Committee C
Report**

Mrs GAMIN (Burleigh—NPA) (4.39 p.m.): Poor service delivery is becoming more and more apparent as Budget cutbacks start to bite over the whole range of Government departments. I have a problem with Queensland Transport and services in my electorate. I have written to the Minister in response to a letter I received from the president of the Australian driver trainers association. He is the proprietor of a driving school in my electorate and he is also a constituent of mine. The transfer of the customer service centre from Lower West Burleigh Road out to Burleigh Town marketplace has not helped waiting times for service delivery at that customer service centre. Driving school instructors are complaining that learner drivers in Burleigh and adjoining electorates are being forced to wait up to eight weeks for a licence test because of a shortage of driving examiners at Queensland Transport's Burleigh customer service centre.

Before the introduction of Q-Safe in August 1998, the waiting time for licence testing was approximately two weeks. The waiting time is expected to blow out to about three months as we get nearer to Christmas when Queensland Transport staff take holiday leave. This will cause extreme disappointment to young people hoping to obtain their driving licences for use during the Christmas and new year holiday period. At the same time, there could be a detrimental effect on job prospects for young people who need to get to and from employment or who will be required to hold a driving licence for employment purposes.

Waiting times for service at the Queensland Transport customer service centre are causing dissatisfaction and frustration among the general public as well. Customers complain that, due to a shortage of office staff, they are forced to wait for very long periods for simple transactions such as licence renewals and vehicle registrations. The best time of day is usually early in the morning, but even then customers can expect to wait for at least an hour before they can effect a simple driving licence renewal.

The current crisis at customer service centres at Burleigh and throughout the Gold Coast can be quickly overcome with the employment of one extra examiner at each of the three Gold Coast service centres and additional counter staff. Even a few temporary examiners could be put on to cope with the immediate crisis. I ask the Minister to seriously consider putting on some additional staff at the service centres throughout the Gold Coast, but particularly Burleigh, to see if we can get a bit of an improvement in service delivery, particularly in the area of driving licence tests.

I will also touch very briefly on the portfolio of Public Works and Housing. The boarding house project at the old Four Seasons Motel on the Gold Coast Highway at Miami is working well—much better than I expected it would. This project was first floated when the coalition was in Government. It was started off then. It has been completed by the present Minister. Certainly before the project got properly under way I was worried about the impact of a boarding house in the middle of an urban area. The department took note of my concerns.

The management of this project has been undertaken by the Church of Christ. The whole project is being extremely well managed. I did have complaints and concerns from the general

neighbourhood before the project started. It has been going for a year now and I have had not one single complaint from the local neighbourhood. The Church of Christ is managing the project very well. I think the Church of Christ and the residents themselves should be congratulated on the way they are handling this very innovative project in my electorate.
