



Speech by

PETER WELLINGTON

MEMBER FOR NICKLIN

Hansard 27 October 1999

**APPROPRIATION BILL
Estimates Committee C
Report**

Mr WELLINGTON (Nicklin—IND) (4.17 p.m.): It gives me a great deal of pleasure to speak today on the conduct and substance of matters raised in Estimates Committee C, of which I was a member. First, I refer to a question I put to the Minister for Transport and Minister for Main Roads in relation to the State Government's community service obligation in providing appropriate services for the transportation of livestock throughout the State by Queensland Rail. I thank the Minister for reaffirming the Government's commitment to the continuation of this necessary service. I am pleased that the Minister also acknowledged the need to ensure that livestock carried by Queensland Rail is transported in safe and humane conditions.

I comment on the Minister's response, at page 192 of the report, to the question on the operation of the Government's customer service centres. I am pleased that the Minister has acknowledged that there have been problems with the operation of the call centres, something to which many Queenslanders will willingly testify. I hope that the funds that the Government has provided in this budget will be adequate to solve the problems that call centres are experiencing.

I refer to the Minister's response to my question in relation to the monitoring of the time that customers have to wait before they are connected through the call centres. When I visited a number of call centres overseas recently, I observed that supervisors had very efficient monitoring strategies in place to ensure that the people who phoned through the call centres were connected quickly and that problems in the call centres were quickly identified and addressed. I hope that this Government consults with other call centres to see how they monitor the operation of their call centres to ensure that the best service is provided to their customers.

I refer now to page 200 of the report and the Minister's response to my submission about the need for significant upgrades to improve the safety of the Kenilworth to Conondale Road. I thank the Minister for his assurance and acknowledgment in respect of my concerns about the safety improvements needed on this road. I wish also to record with the Minister my appreciation of the efforts of many of his employees in the department in addressing my concerns about the safety of some roads in my electorate.

I refer to page 184 of the report and thank the Minister for his support in providing \$1.25m in enhancements to the public transport service available to the residents of the Sunshine Coast through the introduction of the new rail/bus link between Nambour and Caboolture. Actions speak louder than words. On this Monday we will see the official start of this new shuttle rail/bus service from Nambour to Caboolture and Brisbane. On behalf of not just my constituents in the electorate of the Nicklin but also on behalf of residents the length and breadth of my region and the Sunshine Coast, I thank the Minister for not only listening to my submissions but also for delivering on this important improvement to the public transport service for the region, which has been ignored for too long.