



Speech by

**Mr R. QUINN**

**MEMBER FOR ROBINA**

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Hansard 20 February 2002

#### **PAYMENTS TO QUEENSLAND TRANSPORT**

**Mr QUINN** (Robina—Lib) (11.25 p.m.): Many people now pay their bills by credit card either in person or by telephone. In fact, this method of payment is increasingly encouraged by many businesses throughout Australia as an efficient way of gathering moneys from customers. But customers of Queensland Transport have to navigate their way through inconsistent methods of payment of their bills. For instance, if you are caught speeding by a speed camera and you have a fine to pay, when you receive your notice you can, under the options listed, pay by credit card over the telephone or in person at any one of the Queensland Transport customer service centres. I think that would satisfy the needs of most modern people these days who use credit cards.

When it comes to car registration payments, payment by credit card over the telephone is not listed as one of the options. In fact, it is not until you read further in the smaller print about how to nominate a change in your CTP insurer that you get a clue that you can in fact use your credit card over the telephone. And in relation to payments in person, credit cards are not mentioned at all. All that is mentioned is cash, cheque or money order. So a person wishing to pay their car rego at their local Queensland Transport customer service centre would not know that they can use their credit card.

The other inconsistency arises when you get a speeding ticket handwritten by a police officer. Under the payment options the notice quite clearly says—

Send this whole Notice with payment by the due date ... Payment can be accepted by mail (cheque or money order) payable to Queensland Transport ... or in person at any Queensland Transport Customer Service Centre.

Again there is no mention whatsoever of the ability to pay by credit card.

So here we have three notices that are issued by the same organisation in a confusing mishmash of methods of payment for customers of that particular Queensland department. If this government is going to foster a Smart State image, one of the things I would have thought it would do is adopt a consistent payment method across the department that would allow people to use modern technology to pay their bills as efficiently as possible, that is, by telephone and credit card. Yet quite clearly, in the case of at least two of these notices, that is not made clear at all. For modern businesspeople to be coming to this point in a payment cycle without knowing exactly what to do simply shows that the government really is not serious about making this the Smart State, that it really is not serious about encouraging people to use technology in everyday life and that it really is not serious about efficiency within government in Queensland.

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