



Speech By  
**Jessica Pugh**


**MEMBER FOR MOUNT OMMANEY**

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**MOTION**

**Toll Roads**

 **Ms PUGH** (Mount Ommaney—ALP) (5.31 pm): The Palaszczuk government is already delivering infrastructure to bust congestion, helping Queensland families spend less time getting to and from work and more time doing what they enjoy. Take the Centenary Motorway, for example, which runs through my electorate of Mount Ommaney. I am proud to say that, thanks to this year's budget, we are now able to begin the construction of the Sumners Road interchange upgrade at a total cost of \$65 million. This project, as people in my local area know, is one of the most important contained in the 2018-19 budget for the metropolitan area and will ultimately mean a world of difference for the many motorists who travel across the overpass and on the Centenary Motorway.

On the other side of my electorate the \$400 million upgrade of the Ipswich Motorway is well and truly underway, alleviating congestion for the 85,000 motorists who use it every working day. All over my electorate motorists will benefit from improved Main Roads infrastructure, and I am delighted to deliver these much needed upgrades for my local community.

It should be noted that, while there is always room for improvement, Transurban have been investing in improving the experience of their customers. This good work should be acknowledged. Changes to the enforcement process have helped customers avoid more than \$100 million in state enforcement penalties in the last financial year. This has led to 1.7 million fewer requests for toll payments being issued to customers.

Transurban have also improved their communication process with customers to help them manage their accounts, including the implementation of a first-time forgiveness program for people who may have made a simple mistake. They have also launched the Transurban hardship policy to assist customers who are in financial distress, including partnering with financial counselling services. This assists with the early identification of customers who need assistance and gives them options to manage their tolling obligations.

New apps for both account holders, Linkt, and casual users, LinktGO, have also been introduced, recognising that many different kinds of Queenslanders use our toll roads. The Linkt app has been downloaded more than 200,000 times since its launch last month, so it is proving very popular. Transurban have also updated their website to make it easier to use for customers and introduced off-peak tolling for heavy vehicles on a number of TQ's assets. There are now one-week free trials to encourage non-toll road users to set up accounts and experience the benefit of toll roads.

What is clear is that, through these initiatives, Transurban are working with their customers to better recognise their needs. The Palaszczuk government is also meeting the needs of motorists with a third record spend in this year's QTRIP roads and transport funding. In the metropolitan district alone the Palaszczuk government will deliver \$418.9 million in road infrastructure in 2018-19. Statewide, \$21.7 billion for road, rail and public transport is being invested over the next four years.

This investment will deliver better public and active transport and upgraded roads and marine infrastructure for Queenslanders. It will also support on average about 19,200 direct jobs across the state over the next four years. We are busting congestion across the state not just with road improvements but with our key legacy project—the \$5.4 billion Cross River Rail—which will have benefits for commuters far into the future. This project will unlock the bottleneck at the heart of the rail network, freeing up transport across the south-east. The Palaszczuk government’s amendments to this bill recognise that we are already on a good path to improve our transport network, including the toll system, but there is always more to be done.