




Speech By
Joan Pease

MEMBER FOR LYTTON

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MOTION

Toll Roads

 **Ms PEASE** (Lytton—ALP) (5.12 pm): What an interesting delivery from the member for Scenic Rim. I always love being able to rise and speak after him because he is very good at hypocrisy, as is the whole LNP. I thank him for giving me that opportunity. He is a master of hypocrisy.

I rise to speak in support of the amendments to the motion as moved by the Minister for Transport and Main Roads. The Queensland transport network, being maintained and expanded by the Palaszczuk government, is something the LNP could only dream of, and it is helping reduce congestion and improve traffic times for all Queenslanders. In this year's budget, we are funding \$419 million of road infrastructure in 2018-19 for the metropolitan district alone as part of another record investment for the third year in a row. Across Queensland, our four-year transport funding is a state-building \$21.7 billion over the next four years. Let us contrast that with the LNP, shall we, which sacked RoadTek workers—many of whom were my constituents—slashed funding and, as we have already heard from the member for Miller, delivered worse outcomes for toll customers.

Clearly, the Palaszczuk government is investing in Queensland's future. That is why we are proposing this amendment—not only to acknowledge that we are already making improvements but also to draw attention to the fact that much worse happened under the LNP. Evidence of this is the fact that motorists now have access to a number of dispute resolution mechanisms for tolling related matters. However, this was not always the case. When I was first elected in 2015, I was inundated with constituents who had tolling issues. Thankfully, the Palaszczuk Labor government worked with Transurban and we have introduced changes to the dispute process to develop a more streamlined complaints process for users.

Linkt, which was formerly known as go via, has a complaints process available to customers who are unhappy with any aspect of the operation of any toll road on the Linkt network. If a toll road customer is not satisfied with the outcome of the complaints process, they may take their unresolved issue to the Tolling Customer Ombudsman. The ombudsman service is funded by toll road operators and is provided at no cost to customers or the government. This in itself is evidence that the industry has made efforts to improve outcomes for customers. The ombudsman has the power to make decisions regarding customers' toll complaints which are binding on toll road operators. This and the information shared today by my colleague, the member for Miller, should put Queenslanders' minds to rest that we are certainly open to finding ways to improve our tolling system.

The Palaszczuk Labor government is committed to doing what is necessary to help motorists spend less time commuting and more time doing what they enjoy. Across the south-east, this means projects like Rocklea to Darra on the Ipswich Motorway, the Gateway Upgrade North, the Sumners Road interchange upgrade and the merge between the Gateway Motorway and the Pacific Motorway at Eight Mile Plains and Rochedale are all receiving funding.

However, it is not just the roads. We are also investing a total of \$45 million in stage E of Veloway 1 between Birdwood Road and Gaza Road in Tarragindi. Other works planned for the metropolitan area include: upgrading the Mount Cotton Road and Seaview Road intersection; several park-and-ride upgrades, including the Lindum train station, which will also include some bicycle parking; and the start of the design to improve the intersection of Stafford Road and South Pine Road. The Palaszczuk government is undeniably committed to delivering key roads and transport to bust congestion for Queenslanders. I speak in support of the motion as amended.