




Speech By
Shane King

MEMBER FOR KURWONGBAH

Record of Proceedings, 13 June 2018

MOTION

Toll Roads

 **Mr KING** (Kurwongbah—ALP) (5.49 pm): I rise to speak in support of the amendment moved by the Minister for Transport and Main Roads to the motion. The Palaszczuk government is always on the side of Queenslanders, be they Queensland motorists, Queensland commuters or Queensland passengers. Clearly, this is on display in my electorate, which is now a congestion-busting hot spot. Let us take yesterday's budget, for example. Dakabin station is set to receive a full accessibility upgrade as part of the Palaszczuk government's \$300 million Station Accessibility Upgrade Program. This will also include an expansion of the park and ride and a new bus interchange facility, encouraging more locals on to public transport and easing road congestion.

This is in stark contrast to the lack of action from my predecessor and the LNP government he represented, which had no plans for any disability upgrades to Dakabin station and, in fact, replaced the stairs with stairs at the station—yes, stairs with stairs—in 2014. That is not a very good option for commuters with a disability or mums with a pram. This station services a rapidly growing community, sporting clubs and schools and this congestion-busting upgrade we are doing is what is necessary, not like the inaction from past LNP MPs.

Our budget also included an additional \$22½ million for the Petrie roundabout upgrade. This extra funding brings the total commitment to \$30 million. Design work will review and build on early planning to ensure the upgrade meets current engineering standards and community expectations. It will improve traffic movements at the Petrie roundabout in response to local population growth and, importantly, bust local congestion at what is a long-term bottleneck. Once again, what did the LNP's guy do about it when he was the member? Nothing—no plans—but that is what we expected from the LNP and its ineffective member.

Another congestion-busting project we have reinstated is the upgrade to the Deception Bay-New Settlement Road-Bruce Highway interchange—a project that would be coming out of the ground now if not for the LNP's previous member for Kallangur who oversaw his government remove the project from QTRIP. This former member, who could be labelled 'Mr Congestion', now seeks public office again as the LNP's candidate for Longman. We do not need that inaction out our way again. I must say that Susan Lamb is the only option for Longman. As a government we have also implemented Fairer Fares, slashing the cost of public transport, saving commuters more than \$90 million to date. The budget also included a range of additional transport concessions including half-price fares for jobseekers.

The amendment to the motion includes some important changes, particularly requesting the attendance of Transurban, the Tolling Customer Ombudsman, the Queensland Ombudsman, the Department of Transport and Main Roads and the Brisbane City Council to appear before the committee that I chair. This is important because motorists currently have access to a number of dispute resolution mechanisms for tolling related matters. Linkt has a complaints process for any customers who are

unhappy with any toll road on its network. If a toll road customer is not satisfied with the outcome of the complaints process, they can still go to the Tolling Customer Ombudsman. The Tolling Customer Ombudsman is funded by toll road operators and provided at no cost to customers or the government, an arrangement which is similar to those established for other industry funded ombudsmen such as the Financial Ombudsman Service and the Telecommunications Industry Ombudsman.

The TCO has the power to make decisions regarding customer toll complaints. Any TCO decision is binding on the toll road operator, but if a customer is still dissatisfied with their decision they can still seek legal advice regarding alternative courses of action. Motorists who wish to challenge a penalty infringement notice issued by the Department of Transport and Main Roads can write to the department for reconsideration, nominate another driver via a statutory declaration or elect for the matter to be heard in the Magistrates Court.

In addition, there is recourse to the Queensland Ombudsman. The Queensland Ombudsman is an independent oversight body that has powers to review all aspects of administrative actions taken by Brisbane City Council and the department in issuing infringement notices arising from tolling matters and SPER in debt collection and enforcing penalties for noncompliance with infringement notices.

As we have heard from other speakers, these are areas where there has already been much action taken or there is work underway, but let us see if there is any further room for improvement. I support the motion as amended.