




Speech By
Michael Crandon

MEMBER FOR COOMERA

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**QUEENSLAND CIVIL AND ADMINISTRATIVE TRIBUNAL AND OTHER
LEGISLATION AMENDMENT BILL**

 **Mr CRANDON** (Coomera—LNP) (2.23 pm): I rise to make a short contribution on the Queensland Civil and Administrative Tribunal and Other Legislation Amendment Bill debate in the House. I see that the committee recommended in its report that the bill be passed. I note that various members have indicated Justice Daubney's comments about funding being an issue. The numbers are not getting any smaller—they are getting greater—and once again there are backlogs occurring.

The objective of the bill, among other things, is to amend the Queensland Civil and Administrative Tribunal Act 2009, the QCAT Act, to improve the operational efficiency of the Queensland Civil and Administrative Tribunal to better achieve the objects of the QCAT Act. This is interesting. I note that the bill relates to new and used motor vehicle lemon laws. In relation to vehicles, the bill expands QCAT's jurisdiction up to \$100,000.

That might have had some benefit to my family. I have had experiences with the Ford Motor Company in recent times, and in fact the ACCC had to get involved in it. The ACCC finally forced the Ford Motor Company to in some cases replace vehicles—give people brand-new vehicles. In my particular case, it was my wife's car. We have bought about 10 Fords over the years, but no more; we will never buy another Ford. For four years, my wife complained about a shudder in the gearbox of her car. For four years, the dealer told us there was nothing wrong with it. Then the ACCC came out and said that they had to replace gearboxes and replace cars. When I contacted Ford, all they said was, 'That's fine. Go into the Ford dealer and we'll fix it for you.' It was like, 'What do you mean you'll fix it now? Why didn't you tell us that you had a fix for it? We've been complaining about it for four years.'

Lo and behold, in recent times, I discovered that my car is a bit of a lemon as well. It is an October 2013 plated vehicle and I bought it in January 2014, but I cannot get the sat nav updated. You can get the sat nav updated for earlier vehicles and you can get it updated for later vehicles, but you cannot get the sat nav updated for my vehicle. Why? Because the organisation they were dealing with when those were installed has left the country. After building the car and less than four years after I purchased the car, the Ford Motor Company told me that I cannot update the sat nav in my vehicle. Yet in 2016, in the middle of all of this, Ford released a media statement which said, 'Ford announces free sat nav map upgrades.' Well, it was free for some but not for me—not for the vehicle that I purchased from them. That was the 10th vehicle that I purchased from them and, as I said, it was the very last vehicle that I ever intend to buy from the Ford Motor Company. The lemon laws are a welcome addition. It is certainly somewhere we would have gone had they been in place at that time. I commend the bill to the House.