

## **Question on Notice**

**No. 826**

**Asked on 18 August 2004**

MR WELLINGTON asked the Minister for Transport and Main Roads (Mr Lucas)—

QUESTION:

With reference to the many people who attend the Department of Transport customer service centre at Nambour on the Sunshine Coast who have to wait lengthy times to be served because of the lack of adequate staff numbers:

What will he do to improve staff resources at the Nambour Department of Transport customer service centre?

ANSWER:

I thank the member for his question and for his interest in the issue.

Nambour Customer Service Centre (CSC) provided 95,635 transactions for the people of the Sunshine Coast last financial year

The average wait time for service at Nambour CSC was 7.7 minutes during July and 5.26 minutes in August. This is well within Queensland Transport's customer service standard of 10 minutes average wait. It is acknowledged that there will be times of heavy demand when the maximum wait time for customers may exceed this target.

The waiting times at Nambour, as with all customer service centers, are monitored by business area management. Staffing adjustments are made in response to changes in demand. This involves the use of casual staff and at times the movement of staff between customer service centers.

In July 2004 the Nambour CSC installed an automated queuing system for the convenience of customers and to improve the quality of service. The queuing system provides the department with valuable information to assist in the rostering of staff and management of service levels. The installation of the new queuing system means that all customers can sit and wait rather than standing in a queue. Additional seating was installed in the centre when the queuing system was introduced. The majority of customers regard the queuing system and opportunity to sit and wait to be served as an improvement to the standard of service.