

## **Question on Notice**

**No. 923**

**Asked on Thursday, 7 June 2007**

MR RICKUSS asked the Minister for Transport and Main Roads (MR LUCAS)—

### **QUESTION:**

With reference to waiting times for car and truck licences at the Gatton and Laidley Police Stations—

- (1) What are the waiting times at these stations?
- (2) Are these waiting times within Queensland Transport best practice time frames and if not, when will a stand alone Queensland Transport Centre be built for the Lockyer?

### **ANSWER:**

Queensland Transport (QT) has advised that their aim is for driving assessments at Customer Service Centres to be available within 20 working days. QT visits Gatton police station each Wednesday (two driving examiners one week and one driving examiner the second week) and Laidley police station once a fortnight on the Wednesday (one driving examiner).

I have been informed that QT monitors and addresses waiting times on a regular basis in consultation with the Queensland Police Service (QPS).

Five additional test days have been added to the visit schedule at Gatton and Laidley police stations from May through to August which has provided an additional 35 test slots.

Following further recent discussions with QPS, QT will initially implement two additional days of driver tests per month in the Gatton/Laidley areas. QT is in the process of providing an additional driver examiner to enable the number of test days in the Gatton/Laidley areas to be significantly increased.

The local community is also welcome to attend our Customer Service Centres in Toowoomba and Ipswich.

I have been advised that at this stage the next available driving assessment for a car (one assessment slot) or truck (two assessment slots) licence is 5 September at Gatton Police Station and 26 September at Laidley Police Station. Given the additional arrangements with QPS for extra days per month and another driving examiner, these wait times could significantly reduce. The situation does also change as they are cancelled and re-booked.

I have been further advised that in view of the service being provided by QT, there are no plans to establish at Gatton a "stand alone" Queensland Transport office. However, the government is currently investigating a pilot for "One Stop Shops". Gatton is one of a number of locations across the State which will be assessed in this process.