

Question on Notice

No. 667

Asked on Thursday, 28 August 2014.

MR KNUTH asked the Minister for Transport and Main Roads (MR EMERSON) —

QUESTION:

Will the Minister explain why customers whose vehicles are inspected every six months at the Transport and Main Roads depot in Townsville must arrange the next inspection date through Brisbane and not on the spot in Townsville during the current inspection?

ANSWER:

I thank the Member for Dalrymple for the question.

I can advise all vehicles in the State of Queensland subject to a Certificate of Inspection (COI) examination at a Transport and Main Roads (TMR) centre book the inspection via the Services Booking System (SBS) accessed through the Transport and Main Roads website or by calling 13 23 90.

The 13 23 90 service is managed by the Transport and Main Roads Call Centre as a central point of consistency for the COI process.

The 13 23 90 service is manned for extended hours, including periods outside standard business hours. The TMR website facilitates 24 hour access to the booking system. Both of these avenues allow customers to browse and identify the most convenient available inspection slot at the most suitable location to meet their respective requirements. This booking system is integral in allowing customers to browse and choose available inspection slots at their convenience.

I can further advise, special consideration has been given in extreme circumstances, where low literacy users or users unable to navigate the booking system, have been provided assistance by departmental staff on site.

The registered operator of the vehicle is responsible for arranging a COI inspection. Details for booking a COI inspection is part of the renewal notice sent by TMR to remind registered operators/owner their vehicle requires a COI.