

Question on Notice

No. 692

Asked on Friday, 17 July 2015

MR KRAUSE asked the Deputy Premier, Minister for Transport, Minister for Infrastructure, Local Government and Planning and Minister for Trade (HON J TRAD) —

QUESTION:

Will the Minister inform the House of the scope of Transport Department services offered at the Beaudesert Queensland Government Customer Service Centre and Boonah Queensland Government Customer Service Centre, and how present staffing levels and customer service delivery at these centres may change (if at all) as a result of measures in the 2015-16 Budget?

ANSWER:

I thank the Member for Beaudesert for the question.

The Queensland Government is committed to delivering customers simpler, clearer and faster access to Queensland Government services.

The Department of Transport and Main Roads services offered at Beaudesert and Boonah include:

- proof of age card
- show cause processing
- issue of new registration plates (replacement)
- traffic history
- submission of disabled parking permits application/renewals
- purchase of work diary, pilot vehicle escort book, towing authority book, roadworthy/inspection certificates, your keys to driving, application to purchase modification book
- change personal details
- obtain licence, vehicle and vessel information
- pay an infringement notice
- new registration/transfer of a vehicle/motorcycle (including transferring from interstate)
- register a vehicle to be used as a taxi or limousine
- renew/replace driver licence and associated transactions (including transferring from interstate)
- replace certificate of registration
- request/replace/renewal of driver authorisation (limousine, taxi, general, scheduled)
- request/replace/renewal of industry licence (driver/rider trainer, pilot/escort, tow truck/assistant, traffic controller, dangerous goods driver
- written test for driver licence.

These services will continue to be delivered by the staff at these sites, the number of which will not change as a result of the 15/16 budget.