

Question on Notice

No. 816

Asked on Thursday, 14 June 2018

MR D CRISAFULLI ASKED MINISTER FOR TRANSPORT AND MAIN ROADS
(HON M BAILEY)

QUESTION:

With reference to the Road Franchise Agreement for the various Queensland toll roads—

Will the Minister advise (a) the obligations operators have to ensure their customers receive fair treatment and (b) how compliance with these obligations is ensured?

ANSWER:

I thank the Member for Broadwater for the question.

Toll roads in Queensland have been privately operated by Transurban Queensland (TQ) under long-term concession deeds, also known as road franchise agreements, with either state or local government since 2014, with the exception of Airportlink which TQ acquired in 2016.

In 2014, the then Minister for Transport and Main Roads, Mr Scott Emerson, approved further changes to the agreement to facilitate the acquisition of the Queensland Motorways franchise, which included all toll roads except Airportlink, by TQ.

TQ is obligated under relevant concession deeds to ensure its customers receive fair treatment. Safeguards exist within these deeds and, through other initiatives, to ensure the treatment of customers and their interests are appropriately protected.

Key performance indicators in the State's concession deeds aim to ensure customer interests are protected and the roads are operated and maintained to appropriate standards. TQ's performance against the key performance indicators is reviewed annually by an independent third party auditor. TMR reviews the auditor's recommendations each year and works with TQ to progress any recommendations.

TQ has a complaints process for customers who are unhappy with any aspect of the operation of the toll roads. If a toll road customer is not satisfied with the outcome of the complaints process, they may take their unresolved issue to the Tolling Customer Ombudsman (TCO). TCO acts as a dispute resolution mechanism for Australian tolling service providers and tolling customers. Issues considered by TCO include customer service, account management, fees and charges. All decisions made by TCO are binding on toll road operators, however, customers may seek further relief through the court system if they are dissatisfied with a decision.