

Question on Notice

No. 1837

Asked on Tuesday 26 November 2019

MR S MINNIKIN ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to the processing time taken by TMR prior to passing infringements to SPER for enforcement action—

Will the Minister advise what new measures have now been put in place following the Queensland Audit Office report in 2018, and the results of those new measures?

ANSWER:

I thank the Member for Chatsworth for the question.

The Department of Transport and Main Roads (TMR) is working collaboratively with the State Penalties Enforcement Registry (SPER) to address the recommendations in the Queensland Audit Office report.

In response to the processing timeframe for infringements to be referred to SPER, TMR committed to investigate a reduction in the current 56-day period before an infringement is referred to SPER for non-payment, to 35 days.

The 56-day period is in place to allow for delays in processing of payments through various transactions, and processing of court elections. TMR's investigation of the proposed change revealed that over 15,000 customers per year, pay for infringements between 35 and 56 days, following the issue date. As such, reducing the referral timeframe would result in these customers having moneys paid for their infringement returned to them, with the infringement then referred to SPER. This would also result in an increase in manual processing required by TMR staff.

As a result of these impacts, TMR has not progressed with the recommended change at this time. TMR continues to work with SPER to explore options to improve the effectiveness of the process for finalising unpaid fines in an efficient way that does not adversely impact customers.