

Question on Notice

No. 539

Asked on Wednesday 3 April 2019

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

QUESTION:

With reference to the Childers community and repeated calls for more staff at the Queensland Government Agency Program (QGAP) to deal with long waits for service—

Will the Minister commit to a genuine review of the Childers QGAP workload and waiting times for customers, and fund the staff this service centre so badly needs?

ANSWER:

I thank the Member for Burnett for the question.

The Childers Queensland Government Agency Program (QGAP) is part of a customer service-focused partnership between the Department of Transport and Main Roads (TMR) and the Department of Justice and the Attorney-General which has improved customer services in 28 regional communities across Queensland.

While the Childers QGAP experienced higher than normal customer demand after the post-Christmas re-opening in January 2019, customer numbers subsequently returned to normal. However, a review of the workload and resourcing levels at Childers QGAP is currently being undertaken.

The Palaszczuk Government is committed to being a responsive government through our commitments to the Advancing Queensland priorities, and will continue to roll out a range of programs to improve access to information and Queensland Government services, whether it is online, over the phone, or in person.

I will await the outcome of the review and consider its recommendations carefully.