

Question on Notice

No. 217

Asked on Wednesday 19 February 2020

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

QUESTION:

With reference to a recent complaint from a constituent that they were unable to 'pay by phone' at Nambour's Department of Transport and Main Roads (TMR) office for their vehicle registration—

Will the Minister advise whether this method of payment is available in other TMR offices across the State and when it might become available in Nambour?

ANSWER:

I thank the Member for Nicklin for the question.

The Palaszczuk Government is committed to reducing the cost of living for Queenslanders.

We announced that government fees and charges would only increase in line with the consumer price index (CPI) as published at the mid-year fiscal and economic review. This CPI estimation is consistent with the amount published federally. An indexation rate of 2.25 per cent was announced for light vehicle registration fees and licence fees for the 2019–20 financial year based on this fairer system.

This system is fairer when compared to the Newman LNP Government, which wanted to force all Queenslanders to pay an increase of 3.5 per cent per annum on fees and charges, regardless of the rate of inflation.

As part of being a responsive government and continuing to make services more affordable and easier to use, the Palaszczuk Government recently released a one-month direct debit registration payment option, which allows people to pay less upfront, and spread the cost of registration renewal across the year to ease the burden on their family budget. Customers are already provided with three-, six- and 12-month registration renewal options and also have the flexibility to adjust their registration payment throughout the year to suit their circumstances. Additionally, customers can access the planned payment scheme offered through Australia Post that lets them pay in instalments before the next renewal date.

Additionally, TMR has just commenced offering contactless payments, including PayWave and PayPass, using mobile devices or cards. TMR is continually pursuing improved and innovative ways to assist its customers, including improvements to online services and business processes.

In the 2019–20 Budget, the Palaszczuk Government committed \$5.66 billion to fund concessions in Queensland. Furthermore, as at 30 June 2019, there were approximately 525,897 vehicle registration concessions to pensioners, seniors, prescribed service persons, consular officials, people in remote areas and veterans, totalling \$104.6 million per year in benefits. This equates to an average saving of \$199 per concession holder.

Customers are able to pay their vehicle registration by using a wide range of payment methods, including:

- BPAY through their financial institution's website
- BPAY by telephoning their financial institution (customers should contact their financial institution to ensure this method of payment is offered by them)
- direct debit registration renewal
- online services
- face-to-face at a customer service centre, Queensland Government Agency Program office or Australia Post
- cheque by mail.

Although TMR does not offer an option for customers to pay by telephone, the Palaszczuk Government will continue to review options to meet the needs of all Queenslanders.