

Question on Notice

No. 312

Asked on 30 March 2022

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

QUESTION:

With reference to Transport and Main Road's Bundaberg Customer Service Centre (the Centre) conducting driving tests for a local population that has increased significantly during COVID—

Will the Minister (a) advise if the department is aware of long wait lists of up to six weeks to book a driving test (b) advise the number of FTE driving test staff at the Centre, (c) provide the number of driving tests conducted each week since June 2021 and (d) confirm if residents from surrounding areas, e.g Gympie, Hervey Bay, Childers and Gin Gin are booking driving tests at the Centre, adding pressure to the wait list for driving tests?

ANSWER:

I thank the Member for Burnett for the question.

All customer service centres (CSCs), including Bundaberg, are experiencing increased wait times due to the COVID-19 pandemic and the availability of staff. TMR is doing everything possible to reduce wait times including recruiting additional driving examiners. I am advised that Bundaberg CSC currently has 1.6 full-time equivalent (FTE) employees. Recruitment is currently underway for a 0.4 FTE driving examiner which equates to an additional 29 hours per fortnight of practical driving tests (PDTs).

The below table provides a weekly breakdown of the number of driving tests booked at Bundaberg CSC since June 2021. This information is further broken down by those test applicants that reside in the postcode of 4670 (Bundaberg region) and those who do not reside in postcode 4670.

Week Beginning	Reside in Postcode 4670	Does not reside in Postcode 4670	Total number of test bookings
1 June 2021	32	1	33
7 June 2021	47	5	52
14 June 2021	54	6	60
21 June 2021	32	2	34
28 June 2021	48	7	55
5 July 2021	38	6	44
12 July 2021	36	4	40
19 July 2021	49	4	53
26 July 2021	49	5	54
2 August 2021	38	3	41
9 August 2021	43	3	46
16 August 2021	50	8	58
23 August 2021	39	2	41
30 August 2021	45	7	52
6 September 2021	43	8	51
13 September 2021	34	5	39
20 September 2021	41	6	47
27 September 2021	51	10	61
5 October 2021	31	7	38
11 October 2021	34	8	42

18 October 2021	47	3	50
25 October 2021	38	6	44
1 November 2021	52	4	56
8 November 2021	43	5	48
15 November 2021	46	2	48
22 November 2021	40	5	45
29 November 2021	51	7	58
6 December 2021	38	5	43
13 December 2021	37	9	46
21 December 2021	38	5	43
29 December 2021	25	6	31
5 January 2022	26	2	28
10 January 2022	59	5	64
17 January 2022	36	8	44
24 January 2022	20	3	23
31 January 2022	27	3	30
7 February 2022	37	6	43
14 February 2022	45	9	54
21 February 2022	41	4	45
28 February 2022	33	3	36
7 March 2022	38	10	48
14 March 2022	27	2	29
21 March 2022	38	7	45
28 March 2022	15	1	16
Total	1731	227	1958

Overall, the data identified only 11.6 per cent of PDT applicants reside outside the Bundaberg region, which would have minimal effect on PDT booking availability. TMR does not restrict access to PDTs to residents within an area. Applicants are able to choose to have a test at any TMR testing location.