

Question on Notice

No. 1506

Asked on 28 November 2023

MR J MCDONALD ASKED MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON M BAILEY)—

QUESTION:

With reference to vehicle registration notices dated 21 July 2023 mistakenly sent again on 21 October 2023—

Will the Minister advise (a) how many notices were incorrectly issued, (b) how many invoices have had to be refunded and (c) how this happened?

ANSWER: [MINISTER FOR TRANSPORT AND MAIN ROADS AND MINISTER FOR DIGITAL SERVICES (HON B MELLISH)]

I thank the Member for Lockyer for the question.

On 18 December 2023, I was appointed as Minister for Transport and Main Roads and Minister for Digital Services and, as such, I am now the responsible Minister to answer this Question.

Notices were incorrectly re-issued to 16,401 customers.

The Department of Transport and Main Roads (TMR) was able to contact the overwhelming majority of customers to advise of the error prior to receiving any payment. A total of 945 customers responded so promptly to the incorrect notices that their payments had to be refunded.

The duplicated mail out was caused by manual error on behalf of a mail house vendor contracted to TMR. A processing anomaly resulted in a requirement for the vendor to manually re-run a file dated 21 October 2023. Human error resulted in the vendor incorrectly selecting a file dated 21 July 2023 for processing.

Under general operating conditions, human intervention is not required to facilitate file processing. The vendor has since introduced mitigations that include enhanced archiving procedures and a peer check during instances of manual intervention.