

Question on Notice

No. 925

Asked on 23 August 2023

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

QUESTION:

With reference to the implementation of express lanes at Customer Service Centres (CSCs)—

Will the Minister provide (a) a list of CSCs that have the lanes as of 1 August 2023 and (b) the target for average wait time reductions from this measure?

ANSWER:

I thank the Member for Chatsworth for the question.

The Express Service counter is a trial for serving customers with less complex transactions, such as renewal of a driver licence, taking images for a driver licence and industry authorities, as well as blue/yellow cards, and purchasing of a Heavy Vehicle work diary. The customer service centres (CSCs) assisting in the trial as of 1 August 2023 are:

- Helensvale
- Bundamba
- MacGregor
- Caboolture
- Maroochydore
- Chermside.

Although not yet operational on 1 August 2023, the Redcliffe CSC commenced their Express Service counter the day after on 2 August 2023, offering the same services as the previously mentioned CSCs.

The trial was established to improve customer experience by enabling customers with less complex, or simpler, transactions to have the option of being served quicker in a dedicated queue. I am advised there is an expectation that wait times will be reduced, however, a targeted average across the trial sites has not been set by the Department of Transport and Main Roads.

Customer feedback on the express lanes has been positive so far.