

OBJECTIVE 3

SAFETY AND REGULATORY SERVICES
THAT IMPROVE COMMUNITY SAFETY
AND EFFICIENCY



OUR highlights

// Strategies

- 3.1 Review the regulatory framework to embrace flexibility, enhance safety and improve productivity through innovation
- 3.2 Protect, maintain and operate our network to ensure resilience and safety

// Performance areas

- Transport network performance improves

In 2016–17, we delivered innovative new services for customers, improved safety and resilience across our networks and reduced regulatory burden. Some of our key achievements are listed below.

- TOW TRUCK REVIEW**
 Launched an independent towing industry investigation following community discontent ([see page 71](#)).
- BUSINESS HIGH-POWERED VEHICLE (HPV) EXEMPTION SCHEMES**
 Introduced new HPV exemptions for P1 or P2 provisional, probationary or restricted driver licence holders ([see page 71](#)).
- ASSISTED TRANSPORT OPERATORS**
 Engaged with at-risk surface transport operators to ensure contemporary risk management plans are in place ([see page 79](#)).
- DOMESTIC AND FAMILY VIOLENCE (DFV) REFORMS**
 Reviewed registration and licensing polices to support customers who are victims of DFV ([see page 71](#)).
- COLLECTION OF NATIONAL INJURY INSURANCE SCHEME QLD LEVY**
 Commenced collection of the *National Injury Insurance Scheme – Queensland* levy as part of vehicle registration payments ([see page 70](#)).
- USING NEW METHODS FOR BOATING SAFETY MESSAGES**
 Prepared a series of videos and animations that can be used on our existing media platforms to promote boating safety messages whenever needed ([see page 64](#)).
- COORDINATED RESPONSE FOR AREAS AFFECTED BY EX-TROPICAL CYCLONE DEBBIE**
 Liaised with Ex-Tropical Cyclone Debbie impacted regions to collect, collate and disseminate information on the status of the transport network in partnership with our Disruptive Event Leadership Team ([see page 78](#)).
- INSPECTION CERTIFICATE ONLINE**
 Launched web portal allowing Authorised Inspection Stations (AIS) to electronically generate inspection certificates and automatically lodge them with us, saving our customers time ([see page 73](#)).
- SAFER ROADS, SAFER QUEENSLAND FORUM**
 Held the fourth Safer Roads, Safer Queensland forum in Brisbane ([see page 60](#)).
- MAKING SURE OUR INFRASTRUCTURE IS SAFE**
 Re-activated the Critical Infrastructure Program to identify and keep essential infrastructure safe ([see page 78](#)).

We review the regulatory framework to embrace flexibility, enhance safety and improve productivity through innovation

During 2016–17 there were 253 fatalities and 6259 hospitalisations as a result of crashes on Queensland roads. The safety of motorists, pedestrians, and particularly vulnerable road users such as cyclists, motorcyclists and those with mobility issues influences all TMR activities and planning. Initiatives for 2016–17 dedicated to safety improvements are outlined in this section.

Road safety action plans

Queensland's Road Safety Strategy 2015–21 and Action Plan

Queensland's Road Safety Strategy 2015–2021 introduced a new vision for our future: zero road deaths and serious injuries. Under the strategy, Queensland's current *Road Safety Action Plan 2015–2017* was developed with input and advice from the 'Safer Roads, Safer Queensland' forum which brought together community, industry and expert stakeholders. The plan's 57 initiatives target key areas of education and engagement, enforcement, technology, infrastructure, research and innovation, and governance and strategy.

Key achievements include:

- allocated over \$500 million through the Targeted Road Safety Program to Safer Roads Sooner ([see glossary page 232](#)), Safety Mass Actions, High Risk Road Route Actions, federal Black Spot projects and motorway treatments
- allocated over \$12 million through Community Road Safety Grants
- launched a drink driving discussion paper
- installed flashing school zone signs in 200 zones
- developed statewide campaigns and social media engagement under the *Join the Drive to Save Lives* program
- in partnership with QPS we implemented recommendations arising from the QAO performance audit into the Camera Detected Offence Program
- worked closely with QPS and our other partners to host over 700 events as part of the Queensland Road Safety Week
- launched the *Queensland Heavy Vehicle Safety Action Plan* for implementation in collaboration with industry
- engaged directly with young drivers in the Co-Lab program.

Road use education and engagement

In 2016–17, we continued to drive a change in the culture and attitude to road safety through *Join the Drive to Save Lives* advertising campaigns, community engagement, online and social media programs.

Around half of all serious speed-related crashes happen at less than 10 kilometres per hour above the speed limit.

Join the Drive to Save Lives

Our *Join the Drive to Save Lives* campaigns tackled key issues like speeding and road safety over the holidays, and targeted high risk groups including motorcycle riders, young drivers and their families.

'Protect your P plater'

The 'Protect your P Plater' campaign targeted the parents of new drivers encouraging them to stay involved beyond the learner phase. The series of online videos featuring real families performed strongly, with more than one million views of the advertisement, more than 900 shares or re-tweets and 1000 comments on social media.

For more information visit: www.jointhedriver.qld.gov.au/parents/protect-your-p-plater

‘Sixth Sense’

Motorcycle riders make up just under five per cent of registered vehicles, but nearly a quarter of our road toll. The ‘Sixth Sense’ campaign included a range of educational online resources for riders featuring champion Mick Doohan. It reached over 3.61 million people through social media and received more than 52,000 comments, shares and likes.

For more information visit: www.jointhedriveride.qld.gov.au/motorcycles/motorcycle-skills



Sixth Sense campaign.

‘Let’s change the way we look at speed’

Speeding is one of the major killers on our roads. ‘Let’s change the way we look at speed’ aims to change drivers’ attitudes towards low level speeding, so it is no longer socially acceptable. The campaign had a strong impact on those who saw it.

Around eight in 10 people said it reminded them about the effect their driving could have on others and they were more aware that speeds just over the limit are enough to kill.

For more information visit: www.jointhedriveride.qld.gov.au/speeding/lets-change-the-way-we-look-at-speed

We were proud to win the gold award for our Dry Driver campaign run over 2015–16 at the International Safety Media Awards, held at the 12th world conference on injury prevention and safety promotion in Finland.

‘My road toll’

We also challenged why the community accepts trauma as just part of everyday life through a series of moving videos, featuring real people. This campaign aimed to put a human face to the road toll figure through a series of online videos sharing the stories of eight Queenslanders who lost their lives on our roads. Their stories, told by their friends and families, are a powerful reminder to stay safe on our roads.

For more information visit: www.jointhedriveride.qld.gov.au/all-drivers/my-road-toll



My Road Toll campaign.

‘Memories’

This campaign tapped into the sense of community and goodwill in the lead up to Christmas and over the holiday periods. The campaign aimed to influence community attitudes by presenting relatable, nostalgic footage to remind road users about the part we all play in road safety. This message clearly got through with eight in 10 people surveyed saying they were more likely to consider road safety since seeing the ads.

We also have a strong virtual community, with more than almost 130,000 fans, who help us keep road safety on the agenda.

For more information visit: www.jointhedriveride.qld.gov.au/all-drivers/memories



Holiday memories campaign.

Targeting high risk behaviours

The department continues to address high risk driving behaviour, particularly those known as the ‘Fatal Five’. These risky behaviours continue to be discouraged through targeted public education campaigns and high visibility police operations including random breath testing and roadside drug testing.

The fatal five and the initiatives this year are listed below:

1. Speeding

Drivers who continue to speed on Queensland roads are being targeted through education by providing facts on the dangers of speeding and through enforcement for those who ignore the dangers of speeding. The speed conversation document was released which details the government’s plans to reduce speed related crashes in the future.

2. Drink and drug driving

TMR released a drink driving discussion paper as part of a review of penalties and sanctions for high risk offenders. The discussion paper included requests for public responses on initiatives such as referring drink drivers to screening and counselling services, and drug drivers to diversionary programs. The public response was excellent with 3052 completed surveys and nine written submissions received.

We are now reviewing the responses and considering a number of changes that together will encourage long term behaviour change in drink driving.

3. Failure to wear a seatbelt

In a 2016 survey, 96 per cent of Queensland motorists indicated that they always wore a seatbelt – an increase from 2015 (94 per cent). For the small group who do not wear seatbelts, positive messages about seatbelts and child restraints regularly appear on the ‘Join the Drive’ Facebook and Instagram accounts.

4. Driving while tired or fatigued

Research and planning was conducted in 2016–17 for the next campaign which will raise awareness of the dangers of driving while tired.

5. Driver distraction or inattention.

In an effort to reduce driver distraction, the government introduced double demerit points if two or more mobile phone offences are committed within one year, and are further investigating what else can be introduced to discourage people from driving distracted.

We have worked with young people to develop messages for young people by young people through our second youth Co-Lab innovation challenge in October, with the winning team creating the ‘Chin Up’ campaign, recently released on social media. For more information ([see page 61](#)).

Further, TMR continues its targeted research to improve understanding of key risk groups and behaviours, this year commencing evaluations of the Queensland graduated licensing system, the alcohol ignition interlock program and studying safety attitudes and perceptions of motorcyclists.

Community engagement

Queensland Road Safety Week

Queensland Road Safety Week (22–28 August 2016) provided an opportunity to prompt conversations about the role we all play in keeping our roads safe. In partnership with the Queensland Police Service, over 700 local activities and events ran across the state with the theme ‘Speak up for road safety’.

Each day was dedicated to a different theme – distractions, speed, fatigue, seatbelts and child restraints, sharing the road, and drink and drug driving.

A range of resources and materials were distributed to local communities including kits for schools and workplaces. A school art competition encouraged primary school students to consider what road safety in their town means to them, with five winners receiving an iPad for them and their school. Extensive publicity and social media yielded strong engagement in the community.

Safer Roads, Safer Queensland Forum

In December 2016, we held the fourth Safer Roads, Safer Queensland forum in Brisbane. This forum built on the success of the three previous forums which shaped the development of the *Queensland Road Safety Strategy 2015–2021* and *Queensland’s Road Safety Action Plan 2015–17*.

A wide range of industry and community leaders attended, drawn from research institutions, transport sector, state government and law enforcement agencies and young people from the community. The focus of this forum was reducing serious road trauma.

Professor Narelle Haworth, panel chair of the Serious Injury Expert Panel presented the roadmap for reducing serious injuries in Queensland, which focussed on the following ‘top five’ areas:

1. Safer Urban Cities and Intersections
2. Safer Roadsides
3. Safer Vehicles
4. Safer Behaviours
5. Data and Research.

As a result of the forum a number of ideas were put forward for consideration in the next *Queensland Road Safety Action Plan 2017–19*.

Engaging with the community on road safety

Strategic partnerships were formed with Queensland Cricket, Brisbane Bullets and V8 Supercars. This enabled us to reach new communities with our road safety messages and engage with the community both online and at sporting events and activities.

TMR once again supported Yellow Ribbon National Road Safety Week (8–14 May 2017) which coincided with UN Global Road Safety Week in 2017. Strong engagement occurred through social media where people were encouraged to make a pledge to drive safely and slow down. Prominent landmarks were lit up in yellow around Australia, including the Story Bridge and Brisbane City Hall.

TMR sponsored the Australian Road Safety Foundation’s Fatality Free Friday. The initiative aims for no road deaths on Friday 26 May. It encourages Queenslanders to keep safety top of mind every time they use the roads. The community was invited to sign TMR’s inflatable cars and make their road safety pledge. Strong engagement was achieved across the community, through online and social media.



As part of Fatality Free Friday, the community was invited to make their safety pledge by signing TMR’s inflatable car in King George Square.

Co-Lab

‘Settle Down Stallion’ was the first campaign produced from the Co-Lab initiative and focussed on the dangers of speeding and risky driving behaviours. The campaign ran from June to August 2016, and has been viewed online more than 2.7 million times and reached over 4.7 million people.

Demonstrating the value in this process, we held the second state government Youth Innovative Challenge – Co-Lab, in October 2016. Around 80 young people joined forces with industry experts to find innovative solutions to make Queensland roads safer.

The winning campaign, ‘Chin Up’ addresses the issue of mobile phone distractions with young drivers using humour. The campaign will commence in July 2017 and will run predominately on digital channels.



Our target audience helped develop ‘Settle Down Stallion’ at our Co-Lab challenge.

Improving safety for vulnerable road users

Motorcyclists, pedestrians and bicycle riders are among Queensland’s most vulnerable road users. TMR has undertaken a number of initiatives to make it safer for these groups.

This has included implementing an enhanced motorcycle licensing system to improve the safety of Queensland riders including an online education campaign.

Over \$20 million was spent in 2016–17 as part of the *Targeted Road Safety Program* for infrastructure projects that included addressing safety for vulnerable users (motorcyclists, bicycle riders and pedestrians).

Over \$12 million has been allocated to date from the Community Road Safety Grant Scheme for local community projects, including pedestrian and bicycle safety education projects, safer bicycle paths and programs targeting motorcyclists’ safety.

Younger pedestrians and their families have also benefitted from the expansion of the flashing school zone signs program, with signs installed in 200 zones over the two years of the *Queensland Road Safety Action Plan 2015–17*.

Targeted Road Safety Program

The *Targeted Road Safety Program* (TRSP) aims to improve safety outcomes for road users and reduce the impacts of road trauma through high-benefit road safety infrastructure interventions and other safety initiatives.

Funding is primarily sourced from the state government (including the Camera Detected Offence Program revenue) and the federal government's Black Spot Programme (see [glossary page 230](#)). The department delivered over \$300 million in TRSP projects over the two-year period of 2015–16 and 2016–17.

In 2016–17, \$169.5 million was expended on projects under the TRSP.

Flashing light program

During the year, TMR continued to implement a program to install flashing school zone signs at risk-assessed school zones. Flashing school zone signs are designed to attract the attention of motorists and prevent speeding around schools.

As at 30 June 2017, the department has successfully installed flashing school zone signs in another 100 Queensland school zones. Since the program began, the department has installed flashing school zone signs at 744 Queensland school zones.

Due to its success, the state government extended the flashing school zone signs program (see [glossary page 230](#)). The program extension will enable the department to install signs at a further 300 school zones from 2018–19 to 2020–21. Sites continue to be selected based on a number of criteria including a detailed risk analysis of school zones, and nominations by schools and communities based on local knowledge of particular problem areas through their local Members of Parliament.

Community Road Safety Grant Scheme

The state government recognises the important role communities play in finding solutions to local road safety problems. To date more than \$12 million has been allocated to community groups for 241 initiatives including bicycle education for primary students, pedestrian and motorcycle safety and also Road Safety Education and Learner Driver Mentor Programs.

The 2017 Community Road Safety Grant funding round closed on 26 May 2017, with 91 applications received on the new online application portal.

For more information visit: www.tmr.qld.gov.au/Safety/Road-safety/Community-road-safety-grants/About-the-grants

School crossing supervisors

The state government approved a significant boost to the School Crossing Supervisor Scheme (SCSS) with 25 new school crossing supervisors employed per year over the financial years 2015–16, 2016–17 and 2017–18.

The SCSS enhances safety for primary school students in the school traffic area by ensuring supervisors are in place to assist with crossing the road.

As at the end of March 2017, there were 678 schools in the scheme and TMR provided funding of 1205 crossings and 1925 School Crossing Supervisors.

Camera Detected Offence Program

The Camera Detected Offence Program (CDOP) (see [glossary page 230](#)) is an important component to improving road safety by reducing vehicle travel speeds on Queensland roads. TMR and the Queensland Police Service work cooperatively to manage the CDOP to ensure the best road safety outcomes for all road users.

The CDOP consists of mobile speed cameras, fixed speed cameras, red light cameras, combined red light/speed cameras, point to point speed camera systems and trailer-mounted speed cameras. During 2016–17, five new red light/speed cameras and two new point to point speed camera systems were installed at the highest risk locations across the state.

An evaluation of the program by Monash University Accident Research Centre estimated that the CDOP was associated with saving nearly 3900 police reported crashes each year between 2012 and 2015, along with savings to the community of approximately \$1.6 billion.

For more information (see [page 224](#)).

**SPEEDING KILLS
OR INJURES
19 people
every week**



Rail Safety

Rail safety in Queensland

There is a strong rail safety culture in Queensland. As Queensland's Rail Safety Regulator we have provided a strong focus on informing the rail industry about appropriate safety standards, helping them to comply with legislation, undertaking investigations and checking safety standards are maintained.

We continued to advance rail safety outcomes in Queensland by leading the *Queensland Level Crossing Safety Strategy 2012–2021*, driving rail research activities through the Australasian Centre for Rail Innovation and other independent rail safety projects.

We continue to see improvements in rail safety.

For example, during 2016–17 there was:

- continued downward trends in derailments, collisions and signals passed at danger (SPADs)
- a 35 per cent reduction in derailments from 2015–16 to 2016–17 (47 per cent decrease compared to the five year average)
- a 20 per cent reduction in collisions from 2015–16 to 2016–17 (16 per cent decrease compared to the five year average)
- a 12 per cent reduction in SPADs from 2015–16 to 2016–17 (18 per cent decrease compared to the five year average).

For more information visit: www.tmr.qld.gov.au/Safety/Rail-safety/Rail-regulator-yearly-report

Queensland rail safety regulator

The department, as the Rail Safety Regulator, discharged its duties prescribed in the *Transport (Rail Safety) Act 2010* through an accreditation scheme, audit and inspection program and investigations.

As of 30 June 2017, 65 railway organisations were accredited as rail transport operators in Queensland. Seven rail safety audits, 70 compliance inspections, and six site visits of railways were undertaken in 2016–17.

The Rail Safety Regulator applied a risk-based approach. In 2016–17, increased regulatory effort was directed toward large railway projects, such as New Generation Rollingstock and Moreton Bay Rail. Where the Rail Safety Regulator found safety issues, railways were required to correct non-compliances. In addition to planned audits and inspections, the department responded to information received from rail safety workers through the Confidential Reporting Scheme.

Upgrading key level crossings

Level crossing incidents have the potential to be catastrophic, but are all ultimately avoidable. Deterring level crossing misuse at Queensland's 1400 public crossings is an ongoing objective of TMR to prevent lives being put at risk, to minimise major delays for passengers and motorists and the high cost to industry and the public through damage and disruption.

Our efforts are guided by the principles and actions in the *Queensland Level Crossing Safety Strategy 2012–2021*. TMR's Director-General also chairs the National Level Crossing Safety Committee and led the update of the recently updated *National Railway Level Crossing Safety Strategy 2017–2020*.

In 2016–17, TMR (in conjunction with Queensland Rail) continued the trial and implementation of an innovative level crossing safety treatment that can upgrade a passive level crossing at a third of the cost of a conventional system.

TMR also provided funding to Queensland Rail for level crossing improvements through the Rail Transport Service Contract. In 2016–17, TMR provided \$15.7 million for level crossing upgrade and renewal projects, which included infrastructure upgrades and CCTV monitoring system upgrades.

National Rail Safety reforms – ensuring alignment

The *Rail Safety National Law (Queensland) Act 2017* was passed by the Queensland Parliament on 28 February 2017 and the associated regulations were made on 1 June 2017, both to commence at the end of 30 June 2017.

TMR's Rail Regulation employees were supported through the transition process with the option to either take up employment with the ONRSR or to be deployed into another position in TMR.

From 1 July 2017, ONRSR became the rail safety regulator in Queensland and the ATSB became the rail safety investigator for no-blame investigations in Queensland.

The practical benefits of national rail safety regulation include a single national accreditation regime for rail transport operators and removing duplication of auditing, monitoring and compliance processes.

Maritime Safety

Refreshing time-honoured safety messages for greater appeal

Key marine safety messages have remained fairly standard reflecting both regulatory requirements and handy hints for the boating public. These messages range from information about safety equipment that is needed, general boating checklists, and a range of rules and regulations.

To make the best use of our available communication channels and existing platforms, we have produced the first set of short videos and animations which have been made available online. This means external marine related organisations and any of our safety partners are able to use these materials for their staff and clients at any time.

One of our animated videos talks about the international navigation rules of the sea. This video was uploaded to Facebook and was shared around the world, provoking great interaction from the public. We will continue to build on this catalogue of material in future years.

Watch the videos here:

www.facebook.com/TMRQld/
www.msq.qld.gov.au/About-us/News-and-stories/Summer-Boating-Safety-Maritime-Minutes

For more information visit: www.msq.qld.gov.au

Vessel traffic services

Maritime Safety Queensland operates five vessel traffic centres that track, monitor and assist the safe movement of ships in Queensland ports. We also operate Reef Vessel Traffic System (ReefVTS), which provides a similar service for the environmentally sensitive waters of the Torres Strait and Great Barrier Reef Marine Park.



Brisbane VTS

Last year there were:

- over 18,000 ship movements in Queensland ports with only two minor incidents where the ships knocked over a channel beacon
- around 12,000 ship movements in the ReefVTS with all movements conducted safely and without a serious incident.

Implement new vessel traffic decision support tool

We have commenced a project to update the systems that provide Decision Support Tool (DST) for the vessel traffic centres to track and monitor vessel movements. The new DST will enhance our actions to protect the safety of life at sea and protection of the marine environments, including the world heritage listed Great Barrier Reef.

The DST solution will be a key enabler in meeting the government's *Reef 2050 Long Term Sustainability Plan* target that shipping within the reef is safe, risks are minimised, and incidents are reduced to as close to zero as possible.

Pilotage entity audit

Annual audits of Responsible Pilotage Entities are conducted in November of each year.

The 2016 audit found there were no major non-compliances with the state's legislative and statutory requirements for safe port pilotage.

The audit process is a thorough investigation of all aspects of the operation of port pilotage services in Queensland.

Some opportunities for improvement were noted and have been acted upon. However, the greatest enhancement to the delivery of safe and reliable port pilotage services in Queensland has been the implementation, from 1 March 2017, of a Continual Professional Development Program for Queensland Port Pilots.

This learning and development scheme provides for the targeted training of pilots, based on identified individual needs and corporate and regulatory requirements, and has been endorsed by the Australasian Marine Pilots Institute.

Transport safety data

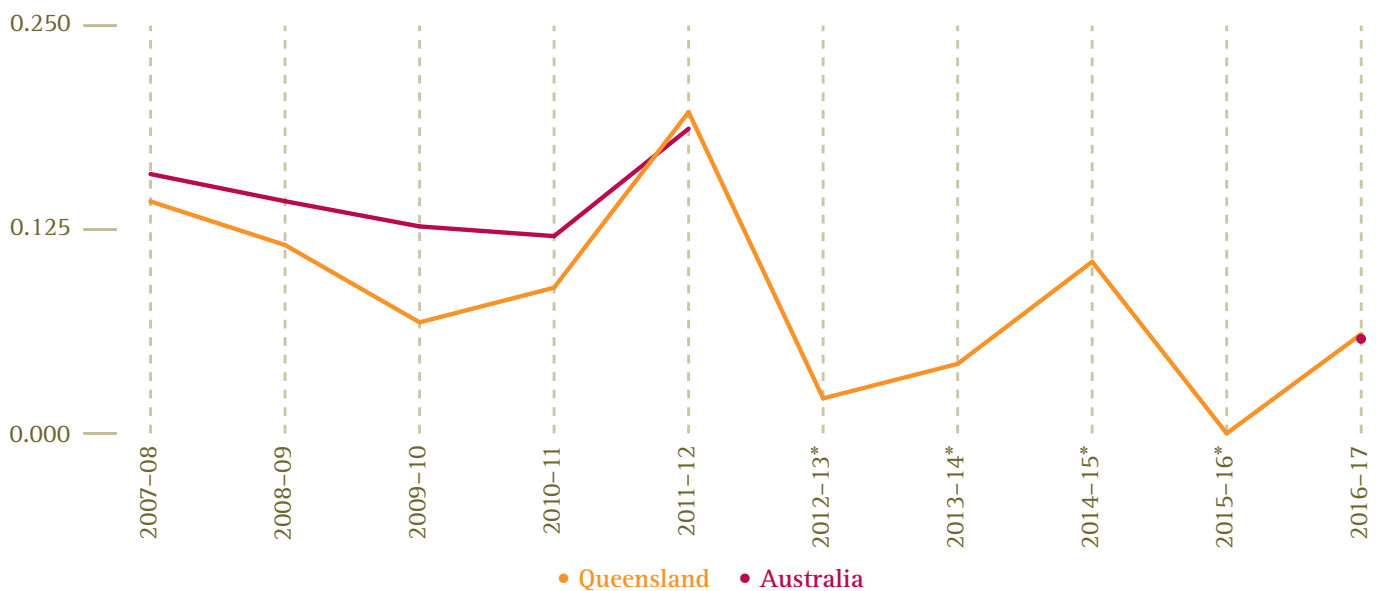
The department is committed to eliminating fatalities and serious injuries through community safety initiatives. Figures 7 to 11 show trend safety data over the previous 10 years.

Rail

In 2016–17 there were three rail-related fatalities (excluding suicides) reported. This compares to zero in 2015–16, five in 2014–15, two in 2013–14 and one fatality in 2012–13.

Fatalities involving railway trespassers (55 per cent) and collisions at level crossings (18 per cent) comprise the majority of all fatalities for the five year period 2012–13 to 2016–17.

Figure 7: Rail fatalities per 100,000 population



Data source: Australian Safety Transport Bureau, Australian Bureau of Statistics and Transport and Main Roads' Land Transport Safety Branch

Note:

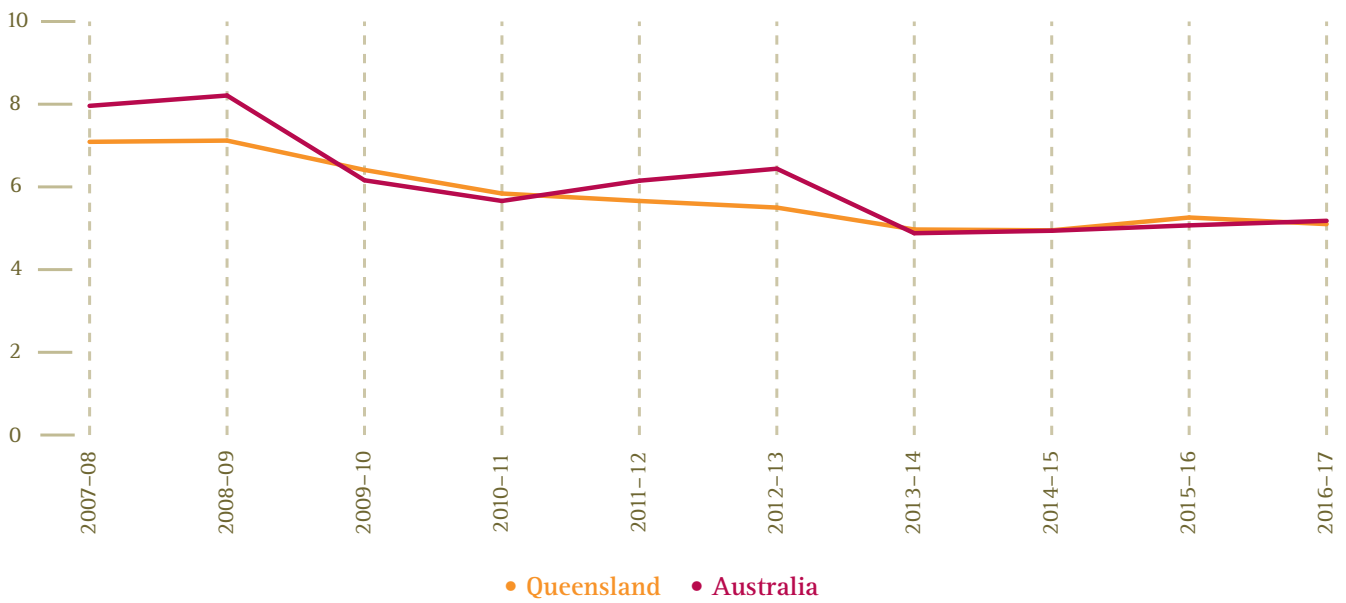
- Data excludes fatalities resulting from suspected suicides, assaults and natural causes.
- *Australian figures for 2012–13 to 2015–16 were not published.
- Rates previously provided may have changed due to the recasting of Queensland population data by the Australian Bureau of Statistics.
- Rail fatality data is subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.

Roads

In 2016–17, there were 253 fatalities as a result of crashes in Queensland, nine (3.7 per cent) greater than the previous year and four (1.4 per cent) fewer fatalities than the previous five year average. The 2016–17 road fatality rate for Queensland was 5.18 per 100,000 population, which is 2.2 per cent higher than the rate for the previous year (5.07). The road toll places Queensland fifth behind the Australian Capital Territory (2.46), Victoria (4.31), New South Wales (4.73) and South Australia (4.89).

During 2016, there were 6259 hospitalised casualties as a result of crashes in Queensland. This is 121 (2.0 per cent) greater than the previous year (6138) and 265 (4.1 per cent) fewer than the previous five year average.

Figure 8: Road fatalities per 100,000 population

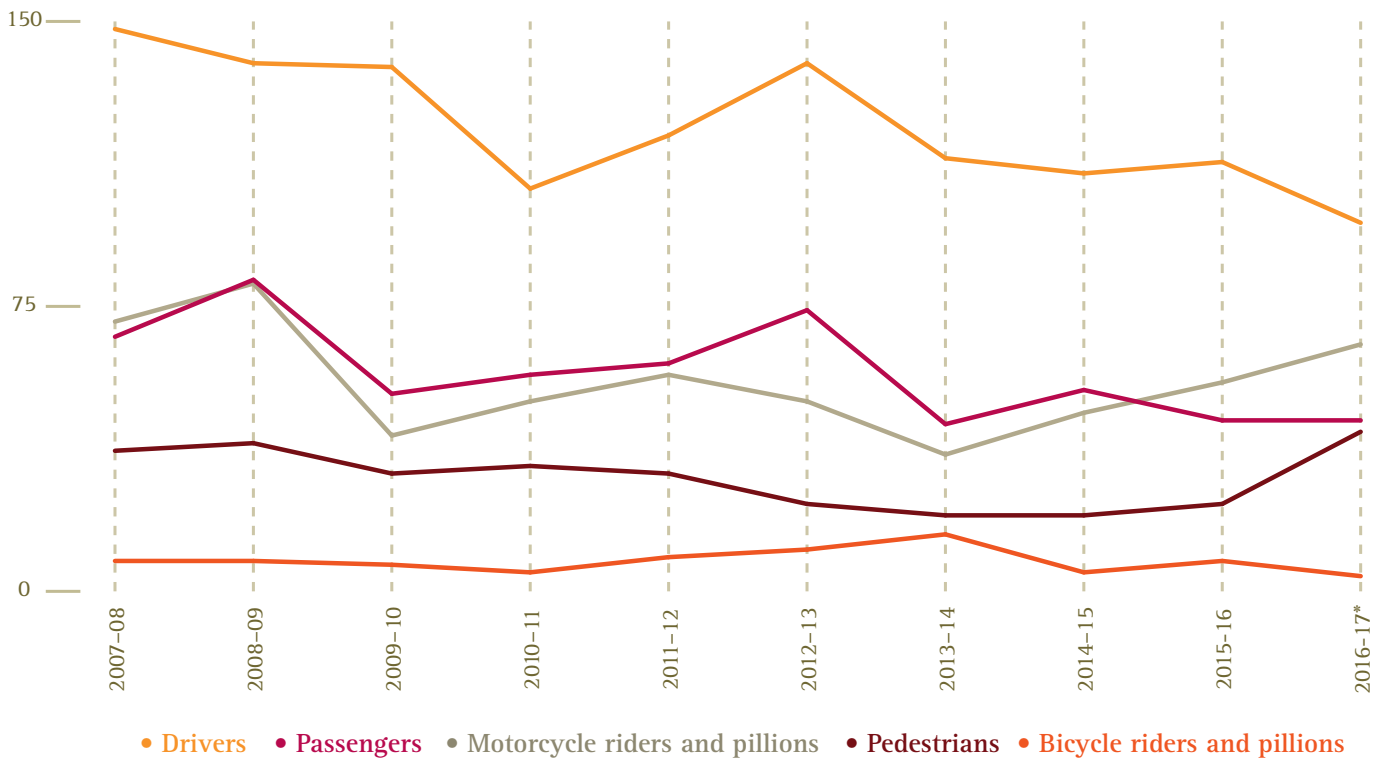


Data source: Transport and Main Roads’ RoadCrash database and relevant interstate authorities. Population figures are from the Australian Bureau of Statistics – Catalogue 3101.0.

Note:

- Each month Transport and Main Roads requests updates on interstate road crash data from the relevant interstate authorities for the current year-to-date road toll and confirmation of the road toll for the previous year by month.
- During July 2017, the Australian Bureau of Statistics released revised population estimates figures for 2011 to 2017 and therefore the figures may differ from previous publications.
- 2016–17 figures are preliminary at time of printing.

Figure 9: Road fatalities by road user type (in Queensland)



Data source: Transport and Main Roads' RoadCrash database

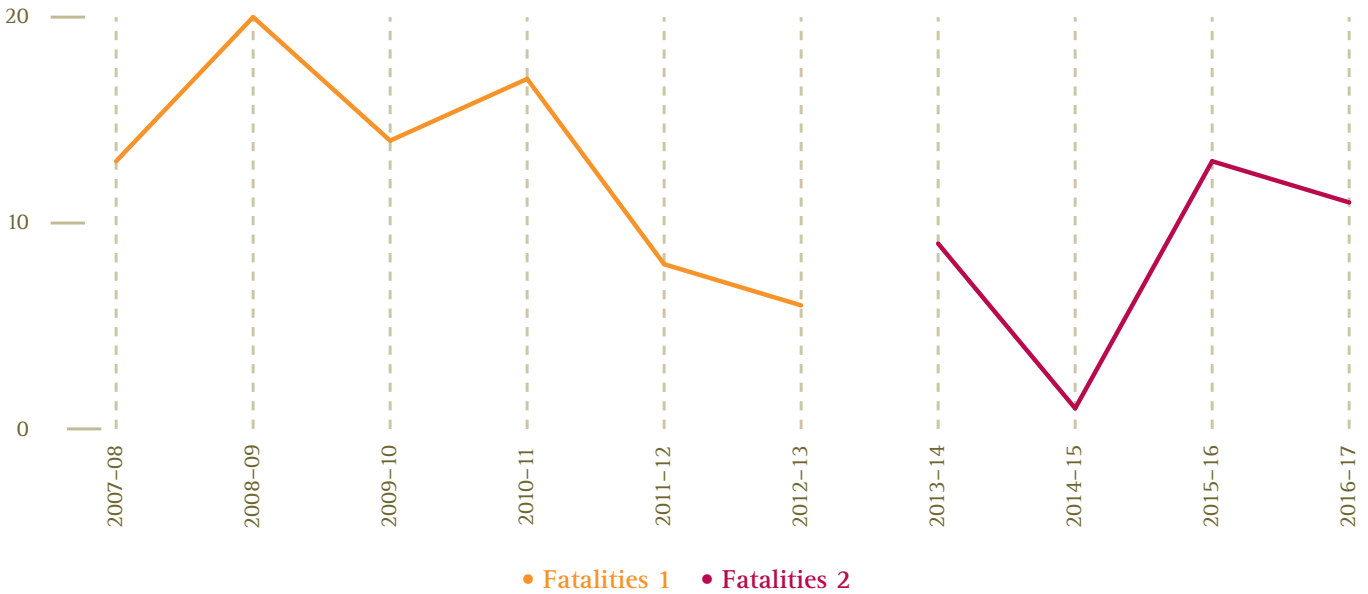
Note:

- *2016–17 figures were preliminary at time of printing.

Marine

In 2016–17, reported marine incidents in Queensland included 11 fatalities (see Figure 10). This equated to 4.24 fatalities per 100,000 registered recreational vessels and is not significantly higher than the 10 year average of 3.46 fatalities per 100,000 registered recreational vessels. There were also 37 injuries resulting in hospital admissions (see Figure 11). This equated to 14.27 hospital admissions per 10,000 registered recreational vessels and is significantly higher than the 10 year average of 11.02 hospital admissions per 100,000 registered vessels.

Figure 10: Marine fatalities (in Queensland)

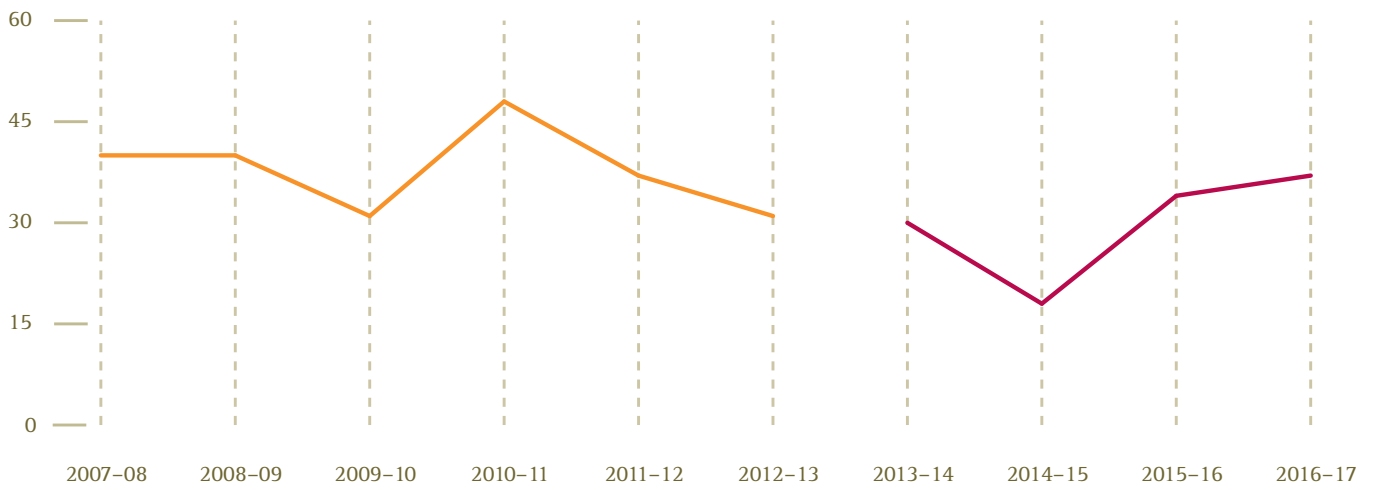


Data source: Caseman Marine Incident Database

Note:

- Marine incident data are subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.
- In July 2013 the Australian Maritime Safety Authority (AMSA) began implementing a new national law which results in all the domestic commercial vessels operating within the Commonwealth of Australia coming under the superintendence of a single national jurisdiction. This results in a structural break in the time series at 30 June 2013. The time series from 1 July 2005 to 30 June 2013 includes all marine fatalities which occurred in Queensland waters. From 1 July 2013 to 30 June 2017 the series includes fatalities which occurred as a result of marine incidents which involved at least one Queensland Regulated Ship.
- Fatalities 1 - All incidents occurring in Queensland waters up to 30 June 2013.
- Fatalities 2 - Incidents involving at least one Queensland Regulated Ship 1 July 2013 to 30 June 2017.

Figure 11: Serious injuries from marine incidents (in Queensland)



- Number of serious injuries from marine incidents 1
- Number of serious injuries from marine incidents 2

Data source: Caseman Marine Incident Database

Note:

- Marine incident data are subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.
- In July 2013 the Australian Maritime Safety Authority (AMSA) began implementing a new national law which results in all the domestic commercial vessels operating within the Commonwealth of Australia coming under the superintendence of a single national jurisdiction. This results in a structural break in the time series at 30 June 2013. The time series from 1 July 2005 to 30 June 2013 includes all reported hospital admissions which occurred in Queensland waters. From 1 July 2013 to 30 June 2017 the series includes reported hospital admissions which occurred as a result of marine incidents which involved at least one Queensland regulated ship.
- Number of serious injuries from marine incidents 1 – All incidents occurring in Queensland waters up to 30 June 2013.
- Number of serious injuries from marine incidents 2 – Incidents involving at least one Queensland regulated ship 1 July 2013 to 30 June 2017.

Transport safety regulation and licensing

Operation Safe Drive

Transport Inspectors throughout Queensland perform safety checks on vehicles in the lead up to school holidays as part of 'Operation Safe Drive'.

The campaign focusses on ensuring compliance with vehicle safety standards and legislation with an emphasis on windscreens, lights, tyres, brakes, steering and suspension.

In the lead up to the Easter school holidays, over 1700 vehicles were intercepted and inspected throughout the state and in the lead up to the June/July school holidays, 2099 vehicles were intercepted and checked.



Transport Inspectors Michelle Tung and Nick Farrugia were a part of the Operation Safe Drive.

For more information visit:

www.tmr.qld.gov.au/Safety/Road-safety/Transport-Inspectors

Last year on the Sunshine Coast, 19 people were injured as a result of crashes involving defective motor vehicles.

Mobile Compliance Information System

TMR Inspectors currently use a number of different systems to check vehicle and driver compliance. The new Mobile Compliance Information System will provide our TMR Inspectors with the ability to easily record vehicle intercept information and have integrated access to registration and licensing information while out in the field.

Event traffic marshals

We are considering introducing a new option for traffic control at sporting and community events held in low speed/low risk environments.

The department has received feedback that the costs associated with the delivery of traffic management services at small sporting and community events can outweigh the benefits of, and sometimes the ability to deliver, the event.

Considering that events of all sizes are held across the state, the department believes there is an opportunity to consider the risk profile of each event to determine what level of traffic control is required.

Having access to appropriately trained local volunteers may allow otherwise uneconomical events to be run, ultimately strengthening local communities.

Following statewide consultation in January 2017, the department is progressing the policy, framework and legislation that will allow the introduction of an 'Event Traffic Marshal' role – a role that will allow appropriately trained volunteers to conduct limited traffic control activities in low risk road environments at sporting and community events under the terms of the associated special event permit.

Collection of National Injury Insurance Scheme – Queensland Levy

On 1 October 2016 TMR commenced collection of the National Injury Insurance Scheme – Queensland (NIISQ) levy as part of vehicle registration payments.

Under the NIISQ, eligible people seriously injured in motor vehicle accidents will receive essential care and support benefits, regardless of fault. This addresses a gap in the existing fault based compulsory third party insurance coverage.

The NIISQ is regulated by the National Injury Insurance Agency Queensland (NIIAQ). However, substantial work was undertaken by TMR to facilitate the collection of the NIISQ levy to enable the continued sustainability of the scheme in Queensland.

Tolling project and priorities

Legislative changes and relevant approvals were finalised in December 2016 for revised tolling arrangements to facilitate commencement of the Logan Motorway Enhancement Project (LEP).

Transurban Queensland is delivering the \$512 million project that is due for completion in 2019. LEP will benefit the trucking industry and other road users by improving safety and transport efficiency on the Logan Motorway, Gateway Extension Motorway and adjacent road network. We are also working with Queensland Treasury to procure a tolling system for the Toowoomba Second Range Crossing (TSRC).

The contract was awarded for the roadside tolling system in April 2016, with procurement for a back office tolling service provider underway and expected to be appointed during 2017–18.

Domestic and family violence reforms

The department has embraced the state government's commitment to ending Domestic and Family Violence (DFV). As a White Ribbon Accredited organisation, TMR has reviewed registration and licensing polices to support customers who are victims of DFV.

As of 1 January 2017, a person leaving Queensland to avoid a DFV situation can more easily cancel a Queensland registered vehicle and obtain a refund of the unused portion of the Queensland registration fee without having to provide a Queensland garaging address. DFV victims will also be able to remove themselves from a jointly registered vehicle without the need to obtain signed paperwork from their ex-partner.

From mid-2017, we will also make it easier for victims of DFV to get their customer record suppressed so their personal information will not be disclosed to a third party. The current process requires supporting evidence such as a police report or a court order. This is too high a burden of proof for those affected by DFV when it is known that many victims never report incidents to police. Customers will instead be able to present a signed statutory declaration or a letter from a DFV support service or sexual assault service. This initiative will provide DFV victims with peace of mind and improved security while providing time to consider other judiciary options.

For more information on how else the department is addressing DFV ([see page 130](#)).

Tow truck review

In May 2017, the media brought to light via a series of investigative pieces, the community discontent over the towing practice of removing parked vehicles from publicly accessible private car parks and roads. As a result of growing community concern, the Queensland Government launched an independent Towing Industry Investigation.

Led by retired District Court Judge, Mr Michael Forde, with TMR providing secretariat support, the investigation invited submissions from all interested parties and met with a wide range of stakeholders.

The investigation will aim to reach a balance between all parties' interests. The key agenda will be finding what is fair and reasonable from a community perspective and weighing this against a property owner's right to remove vehicles parked on their property without permission and against signed parking conditions.

The independent investigation will report back to the state government by August 2017 with a series of recommendations that are expected to range from community education to regulation. TMR will then consider all available avenues before making changes.

As well as the investigation, TMR implemented a hotline for the general public to make complaints, to assist TMR in collecting relevant data on current towing industry practices. The hotline answered more than 500 calls and recorded approximately 400 complaints since commencement on 9 May 2017. Using the intelligence gathered, a list of hot-spot suburbs for predatory towing practices was published on the TMR website.

In addition to the hotline, Transport Inspectors have increased their focus on current licensed tow truck operators, ensuring operators are complying with current regulations.

Business high-powered vehicle exemption schemes

The holder of a P1 or P2 provisional, probationary or restricted driver licence who is under 25 years is not permitted to drive a high powered vehicle (HPV).

Queensland businesses expressed concern that the HPV exemption scheme did not adequately cater for employees of businesses who needed to drive HPVs in the course of their employment. The intent of the HPV restrictions was not to prohibit motor mechanics, or other workers from performing their duties, but rather to prevent inexperienced young drivers from driving a HPV until their driving skills are more developed.

In response to this a business HPV exemption scheme was introduced in December 2016. This exemption allows employees of a business to drive a HPV, where driving a HPV is an integral part of their work duties. For example, a motor mechanic who is required to road test HPVs.

Motorcycle licensing reforms

The department implemented new motorcycle licence laws in October 2016, fundamentally changing the way a person progresses through the motorcycle licence system.

The new motorcycle law changes include:

- the requirement to complete a practical pre-learner course
- a requirement that learner riders must hold their learner licence for at least three months before progressing to a class RE motorcycle licence
- the extension of the class RE motorcycle licence period from one to two years before progressing to a class R motorcycle licence
- the removal of the restriction that prohibited class R motorcycle licence holders from carrying passengers for the first year of holding a class R motorcycle licence
- increased standardisation to Q-Ride ([see glossary page 231](#)) courses and further emphasis on behaviour and higher order skills.

In developing the new laws, we considered community and industry feedback, crash data, road safety research, and comparisons to other licensing systems.

Novice riders will now have an improved skills base when they begin riding on the road, while concepts around decision making and motivation are introduced and reinforced as they progress to different motorcycle licence classes. These changes are aimed at ensuring that riders will have a higher chance of staying safe on our roads.

65 motorcyclists were killed in 2016–17, which represents an 18.2 per cent increase from 2015–16, and a 32.7 per cent increase over the previous five years.

Motorcycle safety factsheet available at:
<https://jointdrive.qld.gov.au/motorcycles/factsheet>

Disability loading zones rule change

On 16 December 2016, TMR amended the Queensland Road Rules to extend the time limit from two to five minutes for a driver stopping in a loading zone to pick up, or set down a person with a disability.

This amendment was made in response to concerns that a two minute time limit was insufficient for a person with a disability to perform actions related to being picked up, or set down.

The two minute time limit still applies for picking up, or setting down a person who does not have a disability.

New offensive advertising laws and their application to vehicles levy

On 30 March 2017, new offensive advertising laws commenced in Queensland.

Under the new laws, TMR may cancel the registration of a vehicle where a commercial operator has refused to remove advertising from a vehicle that has been found by the Advertising Standards Bureau (ASB) to be in breach of the Australian Association of National Advertisers Code of Ethics.

The ASB may refer cases about offensive advertising on vehicles registered in Queensland to TMR where a determination has been made that the advertising is offensive and the operator of the vehicle has not taken the action to remove the advertising. A thorough complaints process is followed by the ASB before they make a determination and refer a case to TMR.

The new laws enable the removal of vehicles from Queensland roads that are displaying offensive advertising that is perceived as sexually explicit, discriminatory, or otherwise offensive to members of the community.

For more information visit: www.tmr.qld.gov.au/About-us/Contact-us/Compliments-and-complaints/Complaints-about-motor-vehicles-or-trailers.aspx



Motorcycle licensing changes from 1 October

To find out more visit www.tmr.qld.gov.au

Queensland Government

Authorised by the Queensland Government, George Street, Brisbane.

Motorcycle licensing changes billboard.

Implementation of inspection certificates online

Authorised Inspection Stations (AISs) conduct vehicle safety inspections and produce inspection certificates, on behalf of the department, for the purposes of vehicle registration, registration transfer and registration renewal.

The Inspection Certificates Online (ICO) web portal was released for use by AIS on 1 August 2016. ICO is an alternative to the existing manual process for issuing inspection certificates and is currently used by more than 1000 of the existing 2900 AISs.

ICO allows an AIS to electronically generate inspection certificates and automatically lodge them with TMR, in some cases, saving the customer from having to present the inspection certificate to TMR.

The implementation of ICO also supported the introduction of Registration Transfer Online for transactions that require an inspection certificate.

ICO also allows an AIS to automatically notify TMR when they have conducted a defect inspection to remove the need for the customer to submit the defect notice to TMR for clearance.

Amend the Transport Operations (Maritime Safety) Act and Regulations

TMR continued to update and contemporise its maritime legislation during the last year, progressing changes to the following acts and regulations.

Transport Operations (Marine Safety) Act 1994

Preserved the effect of a transitional provision in the *Transport Operations (Marine Safety) Transitional Regulation 2016*. This is to ensure that all ships that are not regulated under the federal government's *Marine Safety (Domestic Commercial Vessel) National Law Act 2012* continue to be appropriately regulated under Queensland legislation.

Transport Operations (Marine Safety) Regulation 2016

Remade the regulation which has a primary purpose to provide for a regulatory system that achieves an appropriate balance between marine safety and an effective and efficient Queensland maritime industry. It replaced expiring subordinate legislation and responded to the consequences of national reform initiatives while achieving a balance with legislative modernisation. The remake was enacted in September 2016.

Established the Amrun compulsory pilotage area and appointed RTA Weipa Pty Ltd as the responsible pilotage entity to provide or arrange provision of port pilotage services in the private port and enables the regional harbour master to have oversight of marine safety in the pilotage area.

Transport Operations (Marine Safety – Queensland Regulated Ships Miscellaneous Equipment) Standard 2006

Commenced the remake including reviewing current legislation with a discussion paper released for public comment. The remake is due to be enacted by September 2017.

For more information visit: www.msq.qld.gov.au/About-us/News-and-stories/Marine-safety-law-changes



Safety buoy.

We protect, maintain and operate our network to ensure resilience and safety

Environment and Heritage

This section showcases some of the lesser known work the department does to protect our environmental and historical assets. When improving the safety and accessibility of our systems we always strive to preserve the integrity of our heritage listed assets, as well as ensuring our unique local flora and fauna can continue to thrive.

Fraser Island oil spill clean-up

In October 2016, we led a successful multi-agency response to remove oil patties that had washed ashore along a stretch of Fraser Island’s east coast around the Eurong to Maheno Wreck area.

Working with the Department of Environment and Heritage Protection, Department of National Parks, Sport and Racing, Queensland Police Service as well as the Fraser Coast Regional Council and traditional owners, shoreline clean-up activities were effectively completed in late October 2016.

Due to the weathered nature of the oil and the large number of potential ships transiting offshore from this coastline, investigations were unable to identify a culpable party.



Government staff who assisted with the painstaking Fraser Island oil spill clean-up task.

Oil spill in Brisbane River

We led a successful multi-agency response to an oil spill earlier this year when an equipment failure during a ship-to-ship refuelling operation resulted in around one tonne of heavy fuel oil entering the Brisbane River.

Working with the Port of Brisbane, their contractors and the Department of Environment and Heritage Protection the oil was quickly contained. Heavy rain, heat and high humidity meant it was a testing time for responders who successfully completed clean-up operations just over six days.

Protecting cassowaries

The department has continued to work with the community to improve the safety of the iconic far north Queensland cassowaries. A year-long trial of Vehicle Activated Signs (VAS) commenced in August 2016 on a section of Tully-Mission Beach Road identified by the community as a cassowary vehicle strike ‘hot spot’. The VAS light up when a motorist is travelling over the 80km/h speed limit to encourage drivers to slow down and be aware of cassowaries. If successful, VAS could be used more broadly across the state-controlled road network. Vehicle speeds will be monitored before and after installation of the VAS to provide information on the effect on drivers’ behaviour through vehicle speeds.

In April 2017, the department reviewed the speed limits on the state-controlled roads around Mission Beach. While the speed review findings do not support changes to speed limits on the basis of engineering factors, the department will investigate the implementation of a Cassowary Conservation Zone for deployment on targeted roads around Mission Beach.



Installation of Vehicle Activated Signs for cassowary alerts.

Koala scat detection dogs

Looking after our wildlife has always been a priority for the department and state government – collaborating with agencies to ensure the best outcome for projects and local wildlife.

A common approach to koala protection is to replace earmarked project land with new land helping to sustain wildlife corridors by effectively replacing what's taken away in a like-for-like arrangement. This is known as a 'designated land offset' and could include revegetating cleared land, protecting vegetated land or ensuring areas remain connected by planting trees in corridors.

TMR has commissioned the services of scientists from numerous universities to aid the conservation effort of koalas through research projects. TMR recently partnered with the University of the Sunshine Coast to implement a five year research program involving innovative treatments, such as the use of TMR funded koala scat (dropping) detection dogs.

These professionally trained canines are part of a research team funded by the Cooroy to Curra (Section C) project near Gympie to better understand which types of 'designated land offsets' (revegetated land and connected land parcels) will provide the best outcomes for wildlife.

Another project where we have implemented effective koala protection initiatives is for the recently completed Moreton Bay Rail Link (MBRL). The project team went above and beyond to understand koala population biology and movement through their tagging and monitoring program. This was a comprehensive research and tracking program led by a team of koala scientists to capture and radio collar koalas living in and around the rail corridor, in addition to using spotter catchers. These efforts were recognised at the 2016 Premier's Awards for Excellence, receiving Highly Commended in the Sustainability Category.



Baxter, a professionally trained canine on site at the Bruce Highway – Cooroy to Curra project looking for koala.

Restoration on heritage listed Lockyer Creek Bridge

The heritage listed bridge was constructed as one of the major engineering projects on the Brisbane Valley Branch Line between Lowood and Esk, opening for rail traffic in 1886. The bridge was strengthened in both 1932 and 1960 but it is largely unchanged from its original design. It has been closed to rail traffic since 1993.

The bridge is planned to exist as a non-functional heritage feature in the recreational Brisbane Valley Rail Trail, with access to the deck restricted. On this basis, the remaining lifespan of the bridge is associated with continuing to ensure the stability of the overall structure and ensuring the safety of the general public using the Rail Trail, which sweeps below the bridge through Lockyer Creek.

In February 2017, the department conducted a detailed structural condition inspection and prepared a cost estimate for the total restoration of the bridge.

The detailed condition report was submitted in March 2017, and it was determined that the project to rehabilitate the structure will be delivered in a number of stages.

The initial stage of the project comprises of the restoration of the majority of the timber components of the bridge.

The next stages of the project include blasting and painting of the centre lattice steel truss span and are programmed to be completed by the end of the 2017–18.

This bridge is a significant spot on the path of the Brisbane Valley Rail Trail and is significant to the local community due to its heritage value and the potential tourism opportunities of the disused rail trail.



Lockyer Creek bridge will no longer serve as a rail bridge but be part of a Brisbane Valley Rail Trail.

Round Mountain agreement

A licensed agreement was signed between TMR (as property owners) and Beaudesert Aboriginal Traditional Owners Men's Group (BATOMG) for use of Round Mountain to implement a cultural program to help their at-risk young men.

Rehabilitation for Burnett Traffic Bridge, Bundaberg

In Bundaberg, a significant program of rehabilitation works is underway on the Queensland heritage listed Burnett Traffic Bridge. The bridge, often referred to as 'The Old Traffic Bridge' opened on 24 August 1900. At the time it was the fifth longest metal truss bridge in Australia.

In the early 1990s, the structure was added to the Queensland Heritage Register and the battleship gray colour was repainted using heritage colours Indian Red, Brunswick Green and Kansas Corn.

The renovation program involves structural repairs, blasting works to remove old paint and rust and applying a new paint protection system. Works will ensure the bridge remains trafficable to the 16,800 motorists who use the bridge every day, with an average of 7.5 per cent being heavy vehicle operators.

Due to the age and size of the structure, the rehabilitation program is significant and is expected to continue for several years. It will be a long process however we are committed to preserving an important part of Bundaberg's history to ensure it continues to serve as a vital road link.

The current maintenance and rehabilitation works will ensure the bridge can keep up with demand, as an average of 16,800 motorists use the bridge every day.

For more information visit: www.flickr.com/photos/queenslandstatearchives/27444517250/in/photostream



The steel girder bridge has eight spans and is 416 metres in length between abutments. It was officially opened by the Queensland Governor Baron Lamington on 24 August 1900.

Waste Management Plan

We aim to minimise waste generated across all sections of the department. Day-to-day operations can generate a number of waste products including construction and demolition materials, vegetative materials and office consumables. Management of these activities will assist us in achieving minimal waste.

We are aware of the importance of resources and we employ procedures that include:

- resource recovery
- material reuse
- construction techniques
- recycling and purchasing recycled products
- avoiding generating waste
- waste management.

The following table outlines TMR's achieved requirements of the Waste Management Plan.

Table 4: Requirements achieved

Phase	Requirements	Status	Comments
1	Publication of department's plan on website	Complete	The <i>Department of Transport and Main Roads (TMR) Waste Reduction and Recycling Plan 2016–2021</i> ('Waste Plan 2016–2021') has been endorsed by TMR Director-General and is published on TMR's website at the following link: www.tmr.qld.gov.au/Community-and-environment/Environmental-management/Land/Waste-management
2	Review the plan at three year intervals	Complete	<i>The Waste Plan 2016–2021</i> states the plan will be in effect for three years, with a review period in the subsequent fourth year.
3	Commencing from mid-2016, report within two months after the end of the financial year to EHP concerning the status of the plan	Complete	This report forms the reporting against the plan required to be supplied to the Department of Environment and Heritage Protection (EHP). Currently TMR is collecting data to establish a baseline of waste generated as per Phase 1. This is a critical step as the measurement of an accurate baseline will provide a reference for the success of future waste initiatives.
4	From 2016, EHP reports annually on the number of departments that have a plan in place	Complete	TMR has a Waste Reduction and Recycling Plan in place.

CASE STUDY

Resource Efficiency Strategy

RoadTek is a major provider of transport infrastructure solutions throughout Queensland. RoadTek Branch has been contributing to waste and recycling within TMR since the 2010–11 financial year.

This year, RoadTek released the Resource Efficiency Strategy and Action Plan 2017–2022 which includes the following targets:

- **Energy**
 - Reduce electricity and fuel use by 3 per cent annually (kWh)
 - Reduce CO₂ emissions by 3 per cent annually (tonnes/CO₂-e)
 - Source 25 per cent of energy from renewable sources (kWh/Litres).
- **Waste**
 - Reduce general waste disposal to landfill by 5 per cent per annum (tonnes)
 - Reduce Queensland Priority Waste disposal to landfill by 5 per cent per annum (tonnes)
 - Increase Recycling rate of Construction and Demolition Waste by 4.5 per cent per annum (tonnes).
- **Water**
 - Reduce potable water use by 2.5 per cent per annum (kL).
- **2030+**
 - Source 50 per cent of energy from renewable resources (kWh/Litres)
 - Reduce CO₂ emissions by 26–28 per cent to 30–50 per cent on 2005 levels (tonnes/CO₂-e)
 - Zero net CO₂-e emissions (2050).

In addition, installation of a 15kW Solar PV system at Winton Depot and an additional 12kW Solar PV to Gold Coast Depot led to annual savings of more than \$5000 whilst generating 25,000kWh of renewable energy and reducing our CO₂-e emissions by 18 tonnes. This brings RoadTek total Solar PV systems to 204kW, generating 254,000kWh of renewable electricity, and reducing CO₂-e by 178 tonnes each year.

Installation of potable water treatment systems at Midgee Depot and Bridgewater Depot increased use of non-potable sources. Located on site, and reduced transport delivery costs and fuel emissions. A partnership with the Endeavour Foundation led to the recycling of 59t of waste as part of the TMR Obsolete Lantern Replacement Program. The 8,500 lanterns replaced generated 14.8t of plastic, 20t of metals, and 24t of other recyclable materials.

This project contributes to the state construction and demolition waste target in the *Queensland Waste Avoidance and Resource Productivity Strategy (2014–2024)*.

We reused or recycled more than 78 per cent of waste generated in 2016–17.

Transport Network Security and Resilience (TNSR)

A TNSR team has been formed within TMR to allow for coordinated and efficient response to security issues impacting the transport network.

TNSR are responsible for:

- the effective administration of the *Transport Security (Counter-Terrorism) Act 2008*
- TMR's emergency management arrangements to support the *Queensland Disaster Management Act 2003*
- guidance and education related to business continuity process
- internal security including application of the draft Queensland Protective Security Framework
- the single point of truth for standards, systems, principles and processes relating to emergency management, transport security and internal security.

Some of TNSR's key activities over the past twelve months are outlined below.

Qld Counter – Terrorism Strategy 2013–18

TMR participates in the Queensland Counter-Terrorism Committee, and the Queensland Counter-Terrorism Training and Exercise Management Committee. TMR chairs the Queensland Transport Security Working Group (a sub-committee to the Queensland Counter Terrorism Committee) which coordinates the security activities of the Queensland public transport network.

Preparedness Program

The state wide 2016–17 Preparedness Program was delivered at 12 locations to 313 participants in September through to November 2016.

Participants included representatives from TMR, Queensland Police Service, Queensland Fire and Emergency Services, Queensland Rail and local councils.

The program focussed on changes to processes and legislation, lessons learnt and identifying issues or gaps to providing effective responses to disruptive events. The program contributed to the department's assurance process as well as providing confidence to external stakeholders that we are well prepared to respond to a disruptive event.

Following Ex-Tropical Cyclone Debbie, district debriefs were conducted in affected areas. The learnings identified will be incorporated in the preparedness activities for 2017–18.

International, national and state committees

The department participates in the Transport Security Committee which ensures a collaborative security and resilience approach across the federal government and state/territory jurisdictions within the surface transport sector.

We also participate in the Critical Infrastructure Advisory Council, which is chaired by the federal government's Attorney-Generals' Department and comprised of various industry group leads to ensure a consistent resilience approach is applied across the different sectoral groups. TMR chairs the Transport Security (Surface Transport) Group.

Commonwealth Games security preparation

You can read about our preparations for Commonwealth Games security ([see page 35](#)).

Disruptive event planning and business continuity

The Business Continuity Management Program has continued to be implemented across all areas of TMR during the year to ensure we are able to deliver essential services to the community during times of disruption.

It is a collaborative program across all areas of the department which builds organisational resilience and assists in the delivery of a sustainable, cost-effective transport network accessible to everyone.

Initiatives such as Business Continuity Awareness Week and exercising current continuity processes are undertaken to promote benefits to business units.

Critical infrastructure

The department has reinvigorated our Critical Infrastructure Program to supplement the federal government's and QPS's efforts to identify and make safe critical and essential infrastructure. This aligns with the federal government's recent establishment of the National Critical Infrastructure Centre.

The program will also identify interdependencies to ensure critical infrastructure integrity is maintained to enhance the resilience of the state's essential services.

Queensland Disaster Management Arrangements

TMR supports and actively participates in the Queensland Disaster Management Arrangements through the provision of functional support in the important area of transport systems and is also the hazard-specific lead agency for any ship-sourced pollution events.

As a member of the Queensland Disaster Management Committee (QDMC) and chair of the Roads and Transport Functional Recovery Group, the Director-General, leads the support of the restoration and reconstruction of transport systems within impacted communities to ensure appropriate and effective recovery is achieved.

TMR is an active member of the State Disaster Coordination Group and the Inter-departmental Committee for Disaster Management. Through these two strategic level groups we are able to contribute to the development and implementation of best practice disaster management policy and protocols which improve outcomes for Queenslanders.

The department is also actively involved in District Disaster Management Groups (DDMGs) across Queensland through our District Disaster Liaison Officers. We continue to assist Local Disaster Management Groups (LDMGs) by providing targeted advice and support to enable them to be prepared for any disruptive event, including disasters, which may impact the transport system.

Read about how TMR responded and provided invaluable support to the community during Ex-Tropical Cyclone Debbie ([see page 18–21](#)).

Mass passenger service operators assistance and information

The department administers the *Transport Security (Counter-Terrorism) Act, 2008*. The Act ensures the surface transport operators who are assessed to be at an elevated risk of a terrorism or security incident are identified and engaged to ensure they have a best practice security risk management plan in place, develop a counter-terrorism exercise package and report annually on their risk management plans and activities.

We engage major transport hubs and surface transport operators with security guidance and support materials. We also provide a secretariat function for security precincts committees at mass passenger transport hubs in the Brisbane and Gold Coast areas.

Protective security

In the past 12 months Internal Security has conducted Security Risk Assessments (SRAs) across the department. SRAs assist operational areas to identify and address physical security vulnerabilities to help protect our people and facilities.

These assessments review issues such as:

- preventing unauthorised access to our facilities by analysing the efficiency of CCTV coverage, fencing, lighting, alarms, and security provider services
- ensuring local procedures relating to client aggression and cash handling are in place and effective
- analysing local criminal activity that may have an effect on the facility
- providing advice to local management on vulnerabilities and options to address any issues identified
- liaison with local QPS offices regarding criminal demographics for the area
- examination of facility security infrastructure and processes to ensure they remain ‘fit for purpose’.

Security incidents across the department are reported centrally to TNSR.

Incidents are reviewed to provide:

- assistance and referral support to the operational areas involved
- specialist investigation services as required
- identification of security trends to assist security policy development
- assurance that security incident corrective actions are finalised with the relevant stakeholders including QPS.



In train security camera.