

# Customer Charter

We will always:



## Make safety our priority

- Provide a safe environment for the community and our people
- Maintain the transport network to a high safety standard
- Provide education and enforce standards on all safety issues



## Keep you informed

- Ensure the information we provide is correct and up-to-date
- Respond to you in a timely manner through your preferred channel
- Provide information that minimises disruptions to your travel plans while offering alternatives where possible



## Consult and collaborate

- Show respect and ask for your feedback
- Engage with you when developing new products and services
- Use public resources and funds responsibly



## Listen, action and improve

- Offer a range of easy and accessible service options
- Aim to meet your expectations first time, every time
- Provide an efficient, accessible and affordable customer experience





## Help us to help you by

- Providing accurate and complete details
- Being respectful
- Providing feedback to help us improve



## How to contact us



In person at Transport and Main Roads Customer Service Centres or agents. Locations can be found at:

[www.tmr.qld.gov.au/locations](http://www.tmr.qld.gov.au/locations)



Over the phone in Australia on: **13 23 80\*** or if overseas: **+61 7 3405 0985\***



Online at: [www.tmr.qld.gov.au/online-services](http://www.tmr.qld.gov.au/online-services) or [www.facebook.com/TMRQld](https://www.facebook.com/TMRQld) or [www.twitter.com/TMRQld](https://www.twitter.com/TMRQld)



For public transport enquiries call TransLink on: **13 12 30\*** or download the App



For information on traffic, road conditions or to report an incident call QLDTraffic on:

**13 19 40\*** or download the App



Write to us at: [www.tmr.qld.gov.au/Contact-us](http://www.tmr.qld.gov.au/Contact-us) or **GPO Box 1412, Brisbane Qld 4001**

\* Check with your service provider for call costs