

# Appendices

## Appendix 1 – Legislation administered by the department

The Department of Transport and Main Roads administers a range of Acts for transport-related purposes listed below:

### Minister for Transport and Main Roads

- *Air Navigation Act 1937*
- *Century Zinc Project Act 1997 (sections 5(2) to (7), 11, 12 and 13)*
- *Civil Aviation (Carriers' Liability) Act 1964*
- *Cross River Rail Delivery Authority Act 2016*
- *Gold Coast Waterways Authority Act 2012*
- *Heavy Vehicle National Law Act 2012*
- *Maritime Safety Queensland Act 2002*
- *Personalised Transport Ombudsman Act 2019*
- *Photo Identification Card Act 2008*
- *Queensland Rail Transit Authority Act 2013*
- *Rail Safety National Law (Queensland) Act 2017*
- *State Transport Act 1938*
- *State Transport (People Movers) Act 1989*
- *Sustainable Ports Development Act 2015*
- *Thiess Peabody Mitsui Coal Pty Ltd Agreements Act 1965\**
- *Tow Truck Act 1973*
- *Transport Infrastructure Act 1994*
- *Transport Operations (Marine Pollution) Act 1995*
- *Transport Operations (Marine Safety) Act 1994*
- *Transport Operations (Marine Safety – Domestic Commercial Vessel National Law Application) Act 2016*
- *Transport Operations (Passenger Transport) Act 1994*
- *Transport Operations (Road Use Management) Act 1995*
- *Transport Planning and Coordination Act 1994*
- *Transport (South Bank Corporation Area Land) Act 1999*
- *Transport Security (Counter-Terrorism) Act 2008*

\* Except to the extent administered by the Treasurer and Minister for Investment and the Minister for Resources.

## Appendix 2 – Associated authorities

The department works collaboratively with two statutory authorities, four government-owned corporations (GOC) and one publicly owned private (Pty Ltd) company. The department provides strategic advice to the Minister for the Ports and Gold Coast Waterways Authority.

### Statutory authorities

- Gold Coast Waterways Authority
- Queensland Rail

### Government-owned corporations

- Far North Queensland Ports Corporation Limited (Ports North) \*
- Gladstone Ports Corporation (GPC)\*
- North Queensland bulk Ports Corporation (NQBP)\*
- Port of Townsville Limited (POTL)\*.

\* Government-owned corporation with shareholding Ministerial obligations.

### Publicly-owned private company

- Transmax Pty Ltd\*\*

\*\* The Director-General of the Department of Transport and Main Roads is the company's sole shareholder.

### Gold Coast Waterways Authority

The Gold Coast Waterways Authority was established to strategically plan for, facilitate and manage the development and use of the Gold Coast waterways. The authority manages the waterways south of the Logan River to the New South Wales border. The Gold Coast Waterways Authority operates in accordance with the *Gold Coast Waterways Authority Act 2012*.

#### For more information

[www.gcwa.qld.gov.au/about/our-publications](http://www.gcwa.qld.gov.au/about/our-publications)

### Queensland Rail

Queensland Rail is a statutory authority and operates in accordance with the *Queensland Rail Transit Authority Act 2013*. It is responsible for the operation of passenger rail services and ensuring that supporting rail infrastructure remains safe, reliable and at a fit-for-purpose standard.

The Rail Transport Service Contract between the department and Queensland Rail governs the funding arrangements for new rail infrastructure, maintenance of the existing rail network and the provision of both South East Queensland and regional long distance passenger rail services.

#### For more information

[www.queenslandrail.com.au/aboutus/governance/annualreports](http://www.queenslandrail.com.au/aboutus/governance/annualreports)

### Transmax

Transmax Pty Ltd is an unlisted Australian company incorporated in 2002. Transmax is wholly owned by the department and is governed by a board that includes independent directors.

#### For more information

[www.transmax.com.au/who-we-are/media/](http://www.transmax.com.au/who-we-are/media/)

### Cross River Rail Delivery Authority

The Cross River Rail Delivery Authority was created to plan, carry out, promote and coordinate activities to facilitate economic development, and development for community purposes, in a cross river rail priority development area, and to facilitate the efficient delivery of the cross river rail project and transport-related projects. The *Cross River Rail Delivery Authority Act 2016* has been administered by the department's Director-General from 12 November 2020 who is the Chair of the Cross River Rail Delivery Board.

#### For more information

<https://crossriverrail.qld.gov.au>

### Shareholding ministers

The listed ports corporates are GOC governed under the *Government Owned Corporations Act 1993* (GOC Act). Each GOC must fulfil its obligations and keep the shareholding minister(s) reasonable informed of the operations, financial performance, financial position, and governance of the company and its subsidiaries. The companies must report in a timely manner on all issues likely to have a significant financial or operating impact. Each must also develop a Corporate Plan, Statement of Corporate Intent and table an annual performance report each year which are available on their website.

## Appendix 3 – Performance Statements 2020–21

### Service area: Transport System Investment Planning and Programming

#### Service area objective

To provide policy, planning and investment frameworks to deliver an integrated transport network accessible to everyone.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Road system condition (the percentage of urban and rural State-controlled roads with condition better than the specified benchmark):		
Urban	97-99	98.5
Rural	95-97	96.2
Road ride quality – Traffic weighted roughness (percentage of the network in very poor/poor condition)	11.0-12.0	11.2
Administrative cost to plan, develop and manage the QTRIP as a percentage of the overall value of the program <sup>1</sup>	1	0.30

#### Notes

- The 2020–21 Actual result of below one per cent is considered on target and demonstrates how efficiently the QTRIP is being developed and managed. This has been achieved by managing administration costs through efficiencies and savings.

### Service area: Transport Infrastructure Management and Delivery

#### Service area objective

To construct, maintain and operate an integrated transport network accessible to all.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Service: Transport Infrastructure Management		
SEQ road network efficiency – Average travel time per 10km:		
AM peak	9.5	9.1
Off peak	9.2	9.1
PM peak	10.0	10.1
SEQ road network reliability – Percentage of the road network with reliable travel times:		
AM peak	86	86
Off peak	90	88
PM peak	79	76
SEQ road network productivity – Percentage of the road network with good productivity:		
AM peak	75	76
Off peak	75	75
PM peak	71	71
SEQ arterial intersection performance – Percentage of intersections congested less than 20 minutes per hour:		
AM peak	87	89
Off peak	91	91
PM peak	81	82

Service standards	2020–21 Target / Estimate	2020–21 Actual
Administration/staff costs of operating and delivering the department's Road Operations Program as a percentage of the total value of the Road Operations Program (including operations, maintenance, and projects) <sup>1</sup>	12.5	15.2
Service: Transport Infrastructure Delivery		
Number of fatal crashes on State-controlled roads per 100 million vehicle kilometres travelled where the road condition was likely to be a strong contributing factor	0.05	0.05
Administration costs of managing and delivering the QTRIP as a percentage of the current financial year QTRIP allocation <sup>2</sup>	<5.1	3.0

#### Notes

1. The 2020–21 Actual is higher than the 2020–21 Target/Estimate due to additional internal staff effort required in preparing for the rollout of network-wide road operations treatments and maintenance.
2. The 2020–21 Actual was below the 2020–21 Target/Estimate due to relatively stable administrative costs being maintained, compared to an increase in QTRIP.

## Service area: Transport Safety and Regulation

### Service area objective

To enhance the safety of the transport system through quality regulation, road and maritime safety programs.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Fatalities per 100,000 population on State-controlled roads <sup>1</sup>	2.60	3.70
Road fatalities per 100,000 population <sup>1</sup>	4.30	5.66
Hospitalised road casualties per 100,000 population <sup>1</sup>	110	134.16
Marine fatalities per 100,000 registered vessels regulated in Queensland <sup>2</sup>	3.51	6.63
Percentage of vessel movements without serious incidents:		
Pilotage areas	100	100
ReefVTS area	100	100
Direct operational cost of Vessel Traffic Services per monitored vessel movement <sup>3</sup>	\$509	\$596

#### Notes

1. Variances between 2020–21 Target/Estimates and 2020–21 Actuals are based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes. The department continues to implement various road safety programs aimed at reducing fatalities and hospitalisations.
2. The 2020–21 Actual reflects an increase in marine fatalities relative to registered vessels regulated in Queensland. The department continues to refine compliance and education strategies, including increasing the number of audits on BoatSafe Organisations and providers, as well as undertaking enforcement campaigns, including issuing of Marine Infringement Notices and providing warnings and directions. A Maritime Enforcement Team is now a permanent initiative consisting of specially recruited and trained officers who work across Queensland's waterways in response to safety concerns.
3. The 2020–21 Actual was higher than the 2020–21 Target/Estimate attributable to a reduction in vessel movements largely due to COVID-19 restrictions and the additional costs associated with the new Vessel Traffic Services solution to improve safety on Queensland's waterways.

## Service area: Customer Experience

### Service area objective

To understand evolving customer needs and expectations, to improve customer experiences and reduce complaints.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Overall customer satisfaction with transactional services (on a scale of 1 to 10)	8	8.5
Customer experience ratings of passenger transport service by type (on a scale of 1 to 5):		
South East Queensland bus	≥ 3.5	4.2
South East Queensland rail	≥ 3.5	4.2
South East Queensland ferry	≥ 3.5	4.5
South East Queensland tram	≥ 3.5	4.5
Regional urban bus	≥ 3.5	4.2
Customer service complaints in SEQ per 10,000 trips	< 3	1.9
Average unit cost per transaction in a Customer Service Centre <sup>1</sup>	\$20.62	\$21.70
Average cost per customer enquiry – TransLink Contact Centre <sup>2</sup>	\$6.77	\$7.02

#### Notes

- The variance between the 2020–21 Target/Estimate and the 2020–21 Actual is primarily due to a higher volume of lengthier and more complex transactions occurring in the Customer Service Centres (as more simple transactions are transitioned to self-service channels).
- The variance between the 2020–21 Target/Estimate and the 2020–21 Actual is associated with lower volume of calls, due to the impacts of COVID-19, resulting in a higher average cost per customer enquiry.

## Service area: Passenger Transport Services

### Service area objective

To connect Queensland through the delivery of customer focused passenger transport services.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Patronage on Government contracted services (millions):		
SEQ <sup>1</sup> :	120.60	119.06
Bus	79.13	76.35
Rail	31.88	32.65
Tram	5.68	6.12
Ferry	3.91	3.94
Rest of Queensland: <sup>2</sup>	11.16	10.95
Regional air	0.09	0.11
Long distance bus	0.06	0.06
Regional urban bus	9.20	8.76
Traveltrain	0.11	0.20
Regional ferry	1.70	1.82
Average on-time running performance in peak times – Citytrain	95.0%	96.51%
Percentage of scheduled services delivered – Citytrain	99.5%	99.78%
Cost per passenger trip to administer state-wide Government contracted passenger transport services <sup>3</sup>	\$22.45	\$22.95

#### Notes

- The 2020–21 Actual for total South East Queensland patronage is 1.54 million trips lower than the 2020–21 Target/Estimate. While patronage has partially recovered since the start of the COVID-19 pandemic in early 2020, patronage continues to be affected by the continuing pandemic.
- The 2020–21 Actual for total Rest of Queensland patronage is 0.21 million trips lower than the 2020–21 Target/Estimate, due to slower than expected recovery of the regional urban bus patronage partly contributed by concerns about COVID-19 and the move to private transport; economic hardship reducing the ability to travel; and the loss of international backpacker tourists.
- The 2020–21 Actual was above the 2020–21 Target/Estimate of \$22.45, due to increases in the cost of providing public transport services across the state combined with the reduction in state-wide patronage associated with the ongoing impacts of COVID-19.

## Service area: RoadTek – Transport Infrastructure Construction and Maintenance

### Service area objective

To provide transport infrastructure solutions, including construction and maintenance services to enable the department to deliver on Queensland Government priorities and outcomes for the community.

Service standards	2020–21 Target / Estimate	2020–21 Actual
Lost Time Injury Frequency Rate <sup>1</sup>	<10	13.0
Customers' and stakeholders' value of RoadTek (on a scale of 1 to 5)	>4	4.7
Long term debt / equity	10.9%	9.8%
Long term debt / total assets	7.7%	7.1%
Return on equity <sup>2</sup>	8.1%	16.3%
Return on revenue (after tax) <sup>2</sup>	2.5%	4.2%
Profit margin (earnings before income tax / user charges) <sup>2</sup>	3.5%	6.0%

#### Notes

1. The variance between the 2020–21 Actual and the 2020–21 Target/Estimate is due to RoadTek recording a small number of incidents resulting in long-term injury to employees during this financial year. RoadTek's program of safety initiatives is focused on preventing serious injuries and managing critical risks.
2. The 2020–21 Actuals shows improved results against 2020–21 Target/Estimates due to the additional works program, particularly the pandemic-related Australian and Queensland Government economic stimulus packages.

## Appendix 4 – Camera Detected Offence Program

**Table 12: Camera Detected Offence Program (CDOP) financial overview for 2020–21**

*Note: Total 2020–21 expenditure on CDOP related activities includes funding from prior year and expenditure brought forward.*

Revenue	\$'000
Department of Transport and Main Roads	145,141
Queensland Treasury	55,477
<b>Total Revenue</b>	<b>200,618</b>
<b>Administrative/operational costs</b>	
Department of Transport and Main Roads - operating	12,770
Department of Transport and Main Roads - equity	2037
Queensland Police Service - operating (including road safety enforcement initiatives)	45,537
Queensland Police Service - equity	1309
Queensland Treasury	9365
<b>Total administrative/operational costs</b>	<b>71,018</b>
<b>Expenditure from remaining revenue</b>	
<b>Road safety education and awareness</b>	
Department of Transport and Main Roads - operating	16,993
Department of Transport and Main Roads - equity	3234
Public Safety Business Agency	827
<b>Road accident injury rehabilitation programs</b>	
Queensland Health - to support the purchase of blood products used in the treatment of victims of road trauma	4500
<b>Improvements to the safety of state-controlled roads</b>	
Department of Transport and Main Roads - operating	67
Department of Transport and Main Roads - equity	250,255
<b>Total Expenditure from remaining funds</b>	<b>275,876</b>
<b>Total Expenditure 2020–21</b>	<b>346,894</b>
<b>Total Revenue less Total Expenditure</b>	<b>-146,276</b>



## Community attitudes

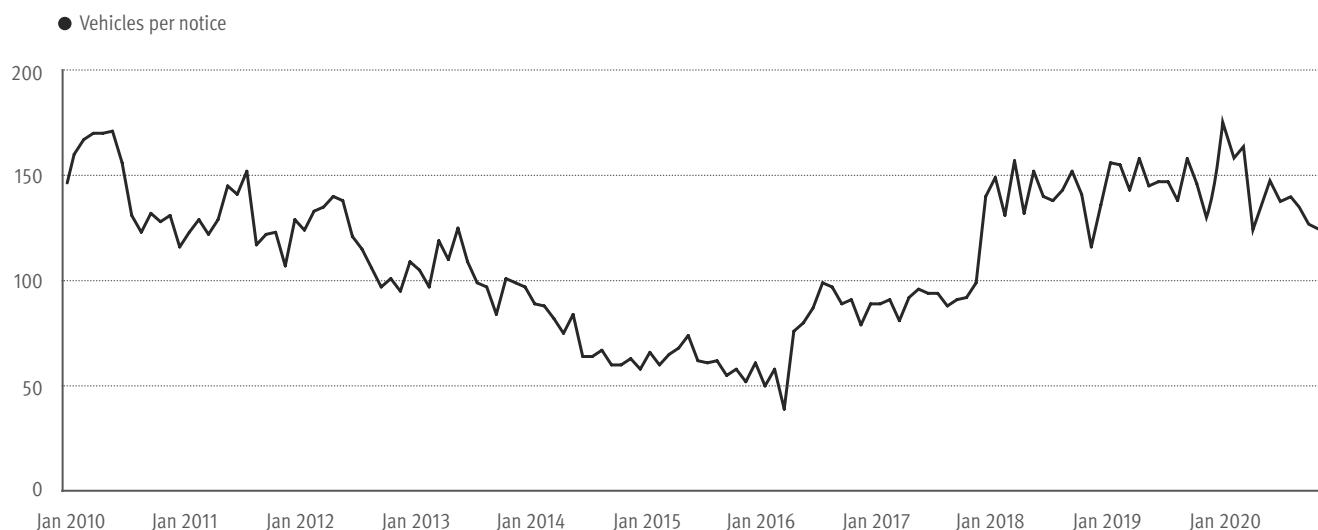
The following results were drawn from recent research\* indicating that the community regards speeding, and in particular low-level speeding, as a dangerous and unacceptable behaviour.:

- 75 per cent agreed with the statement 'Speeding is unsafe in most circumstances'.
- 42 per cent agreed with the statement 'Low-level speeding is a major contributor to crashes'.
- 82 per cent agreed with the statement 'The faster you drive, the more severe the crash'.
- 78 per cent agreed with the statement 'If I drive 10 km/h over the speed limit, I have a greater risk of being in a crash, than if I was driving at the speed limit'.
- 36 per cent were classified as compliant with speed limits, while 46 per cent engaged in low-level speeding at least some of the time.

\* Each year, Transport and Main Roads commissions a study investigating road safety attitudes and behaviours, which is conducted by an independent market research company. The 2020 survey asked transport-related questions of a sample of 900 Queensland motorists.

Figure 6 shows the average number of vehicles that were monitored for every mobile speed camera notice that was issued between January 2014 and December 2019

**Figure 6: Mobile speed cameras – vehicles monitored per notice issued**



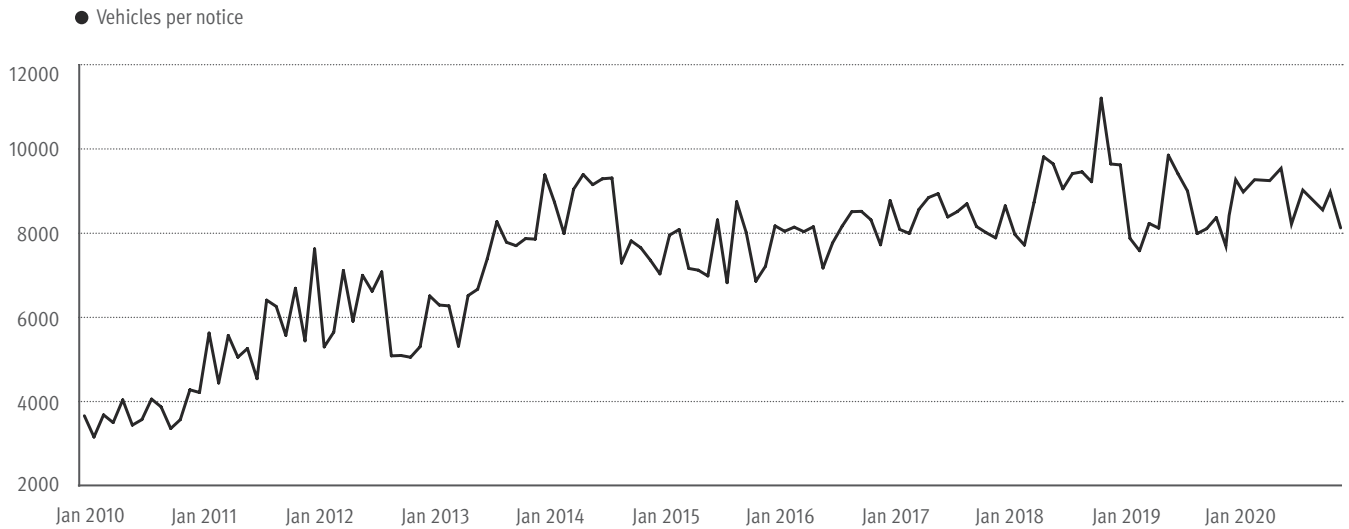
**Table 13: Number of mobile speed camera infringements per penalty bracket for 2020**

Penalty bracket	< 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	> 40 km/h	Total
Number of mobile speed camera infringements	352,890	77,951	11,129	1,659	669	444,298
Percentage	79.43%	17.54%	2.50%	0.37%	0.15%	

In the 2020 calendar year 28,677 red light camera infringement notices were issued. This includes red light camera notices detected by combined red light/speed cameras.

Figure 7 shows the average number of vehicles that were monitored for every red light camera notice that was issued between January 2014 and December 2019.

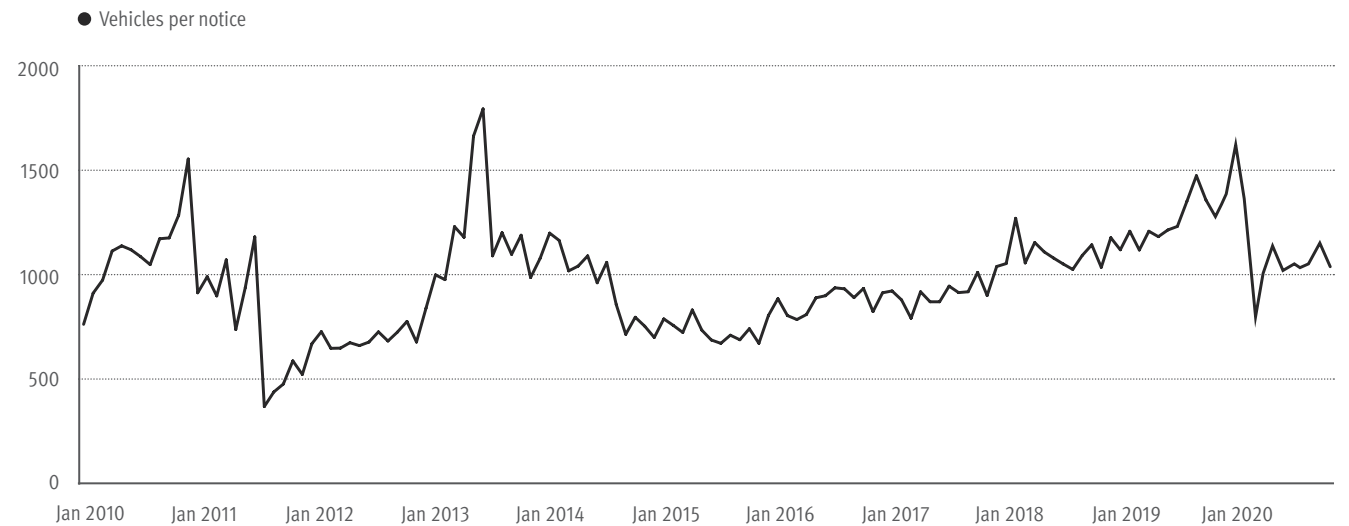
**Figure 7: Red light cameras – vehicles monitored per notice issues**



Data source: Queensland Police Service

Note: This graph does not include red light camera notices issued by combined red light/speed cameras. See Figure 9

**Figure 8: Fixed speed cameras – vehicles monitored per issues noticed**



Data source: Queensland Police Service

Note: This graph does not include red light camera notices issued by combined red light/speed cameras. See Figure 9

**Table 14: Number of fixed speed camera infringements per penalty bracketing for 2020**

Penalty bracket	< 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	> 40 km/h	Total
Number of fixed speed camera infringements	80,454	23,642	3,852	897	605	109,450
Percentage	73.51%	21.60%	3.52%	0.82%	0.55%	

Data source: Queensland Police Service

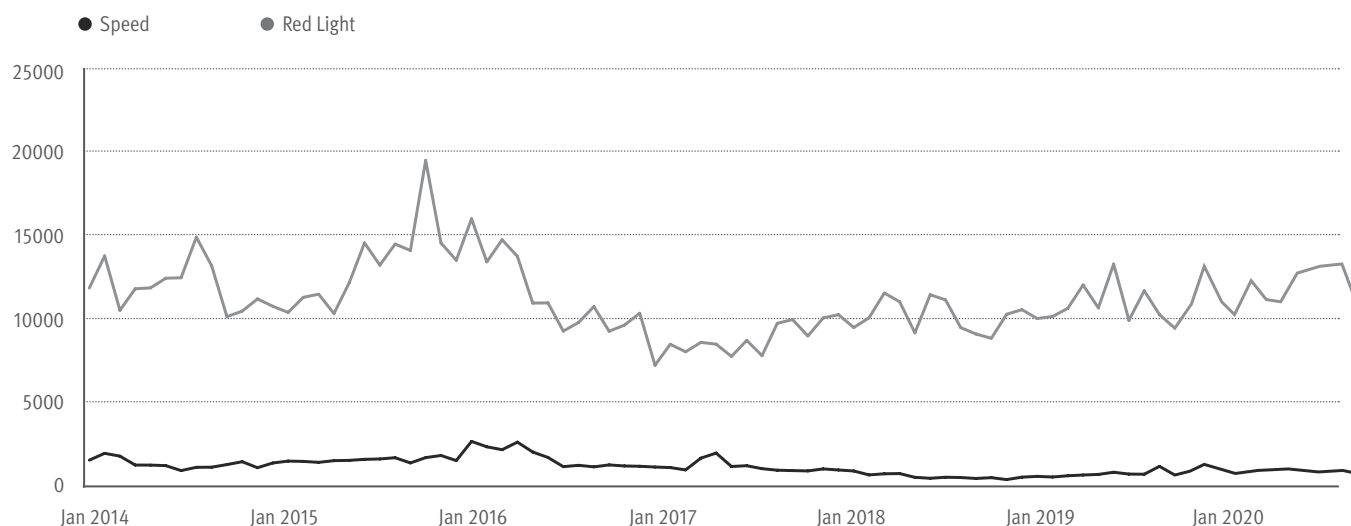
Notes: Penalty bracket is vehicle exceeding the speed limit by this amount.

This data includes fixed speed camera notices detected by combined red light/speed cameras.

A combined red light/speed camera is placed at a signalised intersection and is able to detect both failure to obey the red signal and/or speeding. The speed detection component of the camera can operate on the red, yellow and green signal.

Figure 9 shows the average number of vehicles that were monitored for every red light or speed camera notice issued from combined red light/speed cameras between January 2014 to December 2020.

**Figure 9: Combined red light/speed cameras – vehicles monitored per notice issued**



Data source: Queensland Police Service

Notes: Combined red light/speed cameras were introduced on 2 August 2011

Between 2 August 2011 and 31 December 2013, data was captured from two combined red light/speed cameras.

**Table 15: Number of point-to-point speed camera infringements per penalty bracket for 2020**

Penalty bracket	< 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	> 40 km/h	Total
Number of point-to-point speed camera infringements	2,524	2,313	366	75	50	5,328
Percentage	47.37%	43.41%	6.87%	1.41%	0.94%	

Data source: Transport and Main Roads Data Analysis Team

Notes: Penalty bracket is vehicle exceeding the speed limit by this amount.

A point-to-point (or average) speed camera system uses a number of cameras over a length of road to measure a vehicle's average speed. The system uses the time it takes for a vehicle to travel between the two points to calculate the average speed of the vehicle:  $Speed = Distance \div Time$ .

## Appendix 5 – Transport Operator Payments

**Table 16: Passenger transport operator payments: South East Queensland**

Payments are for the period of 1 July 2020 to 30 June 2021 and are GST exclusive.

Operator	2020–21 Amount \$	Operator	2020–21 Amount \$
<b>Bus</b>		<b>CityTrain</b>	
Brisbane Bus Lines Pty Ltd ACN 009 739 593	153,572	Queensland Rail Limited ACN 132 181 090	1,431,540,848
Brisbane City Council (Transport for Brisbane) ABN 72 002 765 795	340,142,138	<b>Rail Bus Replacement Services</b>	
Bus Queensland Pty Ltd ACN 010 516 757 t/a Park Ridge Transit	16,140,727	CAV Queensland Pty Ltd ACN 115 410 725	1,597,595
Bus Queensland (Lockyer Valley) Pty Ltd ACN 140 535 888	1,597,925	S & S Webster Investments Pty Ltd ACN 004 804 497 t/a Kangaroo Bus Lines	3,622,619
CDC South East Queensland Pty Ltd ACN 085 000 693 formerly known as Buslink Sunshine Coast Pty Ltd	15,434,216	Brisbane Bus Lines Pty Ltd ACN 009 739 593	4,984,791
Caboolture Bus Lines Pty Ltd ACN 010 974 599	13,254,389	GK & JM Thompson Pty Ltd ACN 064 465 176 t/a Thompson Bus Services	2,564,794
Reginald Graham Clark & Yvonne Hazel Clark t/a Clarks Bus Service ABN 26 755 113 656	32,582,050	Yellow Cabs Australia Pty Ltd ACN 620 658 871	6,755
GK & JM Thompson Pty Ltd ACN 064 465 176 t/a Thompson Bus Services	10,268,683	Black & White Cabs Pty Ltd ACN 054 497 353	5,659
Hornibrook Bus Lines Pty Ltd ACN 010 013 224	19,217,812	Suncoast Cabs Ltd ACN 010 183 892	2,621
Mt Gravatt Bus Service Pty Ltd ACN 010 232 827 atf The L G Cole Family Trust	5,271,205		<b>\$12,784,834</b>
S & S Webster Investments Pty Ltd ACN 004 804 497 t/a Kangaroo Bus Lines	17,227,354	<b>Light Rail</b>	
Southern Cross Transit (QLD) Pty Ltd ACN 097 130 615 atf the G. Oliveri Family Trust (QLD)	222,951	Goldline Pty Ltd ACN 147 815 441	60,810,044
Surfside Buslines Pty Ltd ACN 010 957 552	95,534,784	<b>On Demand Transport</b>	
Transdev Queensland Pty Ltd ACN 087 046 044	28,446,938	Yellow Cabs (Australia) Pty Ltd ABN 45 620 658 871	999,368
Transit Australia Pty Ltd ACN 065 794 943 t/a Sunshine Coast Sunbus	38,153,029	<b>Flexilink Taxi Service</b>	
Westside Bus Co Pty Ltd ACN 083 497 312 atf Westside Unit Trust	25,344,067	Yellow Cabs (Australia) Pty Ltd ABN 45 620 658 871	148,018
Cavbus Pty Ltd ACN 096 924 677	552,659		
	<b>\$659,544,499</b>	<b>Total payments</b>	<b>\$2,197,160,624</b>
<b>Ferry</b>			
Brisbane City Council (Transport for Brisbane) ABN 72 002 765 795	20,615,604		
Amity Trader Pty Ltd ACN 146 155 204 atf the trustee for the Scorpio Trust t/a Coochiemudlo Island Ferry Service	274,503		
Kellstar Pty Ltd ACN 073 449 439 t/a Stradbroke Flyer	1,268,433		
Stradbroke Ferries Pty Ltd ACN 009 725 713	891,612		
TSA Ferry Group Pty Ltd ACN 108 664 848 t/a Bay Islands Transit System	8,282,861		
	<b>\$31,333,013</b>		

**Table 17: Passenger transport operator payments: Rest of Queensland**

Payments are for the period of 1 July 2020 to 30 June 2021 and are GST exclusive.

Operator	2020–21 Amount \$	Operator	2020–21 Amount \$
<b>Regional Urban Bus</b>		<b>Ferry</b>	
Astronomical Chillagoe Pty Ltd ACN 107 487 972 atf Seven Bridges Unit Trust	7,512	Sea-Cat Charters Pty Ltd ACN 010 551 925 t/a Peddells Thursday Island Tours	105,118
Bowen Transit Pty Ltd ACN 105 749 602	166,971	Sealink Queensland Pty Ltd ACN 148 811 170	2,330,269
CDC Gladstone Pty Ltd ACN 612 803 406	1,906,268		<b>\$2,435,387</b>
Campsie Bus Co Pty Ltd ACN 000 953 328 t/a Whitsunday Transit	1,616,160	<b>Long Distance Rail</b>	
Cavglass Pty Ltd ACN 124 444 711 t/a Glasshouse Country Coaches	598,876	NSW Trains ACN 325 560 455 (XPT Contract Price)	2,823,556
Complete Golf Coaching Pty Ltd ACN 101 380 116 t/a Kerry's Bus Service	3,778	Cairns Kuranda Steam Limited Partnership ACN 997 390 112 (Savannahlander)	1,745,708
D.G. Young & P.J. Young & P.J. Young ABN 77 078 657 186 t/a Youngs Bus Service	2,803,615	Queensland Rail Limited ACN 132 181 090	509,101,061
Duffy's City Buses Pty Ltd ACN 053 761 023 atf The Duffy Trust	1,930,328		<b>\$513,670,325</b>
Fultonlawn Pty Ltd ACN 010 489 068 atf NHPriebbenow Family Trust t/a Wide Bay Transit	3,981,711	<b>Regional Air</b>	
GJ & LE Christensen ABN 50 204 765 641 t/a Christensens Bus and Coach	496,259	Qantas Airways Ltd ACN 009 661 901	3,176,373
Haidley, Donald Joseph ABN 42 699 316 830 t/a Haidley's Panoramic Coaches & Motors	17,799	Regional Express Pty Ltd ACN 101 325 642	8,847,161
CD & JM Haidley ABN 90 759 103 183 t/a Haidley's Panoramic Coaches & Motors	219,908	Skytrans Pty Ltd ACN 100 751 139	929,466
Hubbards Coaches Pty Ltd ACN 076 988 120 atf Hubbard Family Trust	3,794	Hinterland Aviation Pty Ltd ACN 010 617 893	39,327
Kuhle Pty Ltd ACN 093 136 317 atf The Khlewein Family Trust t/a Coast & Country Buses	5,483		<b>\$12,992,327</b>
L.G. Stewart Family Co. Pty Ltd ACN 009 971 617 atf LG Stewart Family Trust	200,065	<b>Long Distance Coach</b>	
Mackay Transit Coaches Pty Ltd ACN 050 416 227	4,367,528	Bowen Transit Pty Ltd ACN 105 749 602	115,091
Polleys Coaches Pty Ltd ACN 134 694 992	760,360	Greyhound australia Pty Ltd ACN 104 326 383	630,825
Stradbroke Island Buses Pty Ltd ACN 151 219 420	703,837	Mackay Transit Coaches Pty Ltd ACN 050 416 227	512,161
Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	8,145,232	North Burnett Regional Council ABN 23 439 388 197	362,074
Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	251,326	Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	5,115,916
Transit Australia Pty Ltd ACN 065 794 943 t/a Marlin Coast Sunbus	17,144,898	Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	342,105
Transit Australia Pty Ltd ACN 065 794 943 t/a Capricorn Sunbus	3,271,510		<b>\$7,078,173</b>
Transit Australia Pty Ltd ACN 065 794 943 t/a Townsville Sunbus	13,662,987	<b>Regional Railbus</b>	
	<b>\$62,266,204</b>	TD & GR Eckel Pty Ltd ACN 074 098 114	194,763
		Outback Aussie Tours Pty Ltd ACN 010 813 313	101,829
			<b>\$296,592</b>
		<b>Total payments</b>	<b>\$598,739,007</b>

## Queensland Government bodies (statutory bodies and other entities)

Public Transport Fares Advisory Panel					
Act or instrument	Terms of Reference				
Functions	The purpose of the Panel is to provide independent expert advice to the Queensland Government on changes it may propose to public transport fares, products, and ticketing in the future.				
Achievements	The Panel met twice during 2020–21 to consider and provide advice on fare policy proposals.				
Financial reporting	Transactions for the Public Transport Fares Advisory Panel are accounted for as part of the Department of Transport and Main Roads Financial Statements process.				
Remuneration					
Position	Name	Meetings/session attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair	Paul Low	2	\$390 daily	N/A	\$780
Member	Matthew Burke	2	\$300 daily	N/A	\$0
Member	Julie Castle	2	\$300 daily	N/A	\$150
Member	Blaise Itabelo	2	\$300 daily	N/A	\$150
Member	Gail Ker	2	\$300 daily	N/A	\$150
Member	Adrienne Ward	2	\$300 daily	N/A	\$150
No. scheduled meetings/sessions	2				
Total out of pocket expenses	\$0				

## Glossary

Term	Definition
App / Application	An application (application software) is a set of computer programs designed to permit the user to perform a group of coordinated functions, tasks or activities.
Australian Roads Research Board	Provides research, consulting and information services to the road and transport industry.
Black Spot Program	Black spots are locations where high-severity crashes occur. The Australian Government-funded Black Spot Program targets known crash sites through cost-effective, high-benefit engineering works to reduce accidents on Australian roads.
Busway	A dedicated roadway that separates buses from general traffic.
Camera Detected Offence Program (CDOP)	A joint partnership between TMR and QPS, the CDOP comprises revenue collected from mobile speed cameras, fixed speed cameras, red light cameras, combined red light/speed cameras and point-to-point speed camera systems and trailer mounted speed cameras. CDOP revenue is used as a partial source of funding for the Safer Roads Sooner Program and a number of other safety-related state-funded special initiatives.
Cross River Rail Delivery Authority	Established under the <i>Cross River Rail Delivery Authority Act 2016</i> , the Cross River Rail Delivery Authority lead the development, procurement and delivery of the Cross River Rail project.
Cycling infrastructure	Facilities such as on-road and off-road cycling networks, and end-of-trip facilities to promote increased use of cycling through safe direct and connected routes and increased transport choices.
Disability Discrimination Act	The federal <i>Disability Discrimination Act 1992</i> (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
Disaster Recovery Funding Arrangements	A joint Australian and Queensland government funding initiative providing financial assistance and infrastructure restoration to help communities recover from the effects of disasters. The DRFA apply to disaster events that occurred on or after 1 November 2018.
Diverging Diamond Interchange design	Diverging Diamond Interchange design allows right-turning traffic and through traffic to move through the interchange simultaneously reducing delays and improving safety.
Engagement	Measures the amount of interest in a social media post. It is determined by the number of people a post reaches who then like, comment, share or click on the post.
Facebook	Facebook is an online social networking service where users can post comments, share photographs and post links to news or other interesting content on the web, chat live, and watch short-form video.
European Train Control System	European Train Control System is an automatic train protection system.
Flashing School Zone Signs	Consists of a standard school zone sign that incorporates a flashing red circle and twin alternate flashing yellow lights mounted above the 'school zone' plate.
Full-time equivalent	Calculated by the number of hours worked in a period divided by the full-time hours prescribed by the award or industrial instrument for the person's position.
go card	TransLink's smartcard (a thin, compact card about the size of a credit card) which stores up to \$250 of electronic credit.
Impressions	Measures the amount of time a social media page's content is displayed.
In situ	A stabilisation technique involving mixing of cementitious additives or foamed bitumen and lime using a stabiliser with the existing pavement material, which is then compacted with dedicated rollers.
Intelligent Transport System (ITS)	Intelligent Transport Systems (ITS) describe technology applied to transport and infrastructure to transfer information between systems for improved safety, productivity and environmental performance.
LinkedIn	LinkedIn is an online social networking service designed specifically for the business community and as a online platform for connecting with other professionals.
Local Government Association of Queensland (LGAQ)	The Local Government Association of Queensland is the peak body for local government in Queensland. It is a not-for-profit association set up solely to serve the state's 77 councils and their individual needs.
Maritime Safety Queensland (MSQ)	A branch of TMR responsible for: improving maritime safety for shipping and small craft through regulation and education; minimising vessel-sourced waste and responding to marine pollution; providing essential maritime services such as aids to navigation and Vessel Traffic Services; and encouraging and supporting innovation in the Queensland maritime industry.
National Land Transport Network	The National Land Transport Network is a network of nationally important road and rail infrastructure links and their intermodal connections as identified by the Australian Government.
Natural Disaster Relief and Recovery Arrangements	A joint Australian and Queensland government funding initiative providing financial assistance and infrastructure restoration to help communities recover from the effects of natural disasters. The NDRRA apply to disaster events that occurred on or before 31 October 2018.

Term	Definition
New Generation Rollingstock project	The NGR project involves the delivery of 75 six-car trains and the construction of a new purpose-built maintenance centre to maintain the new trains for the next 30 years.
Northern Australia Roads Program	Australian Government program delivering upgrades to high priority roads in northern Australia essential to the movement of people and freight to support the north’s economic development.
OneTMR	A Department of Transport and Main Roads-wide culture and way of operating.
Outback Way Upgrade Program	The Outback Way provides a route from Laverton, Western Australia to Winton, Queensland. The Queensland section of this road link is 599 kilometres. The funding commitment for the program of works is made up of joint Australian and Queensland governments and local government contributions. The funding is directed towards both the Outback Way and other road priorities identified by the Outback Regional Roads and Transport Group.
Park ‘n’ ride	A dedicated car park located at bus and train stations for customers to park their car and then catch public transport to their destination.
QLDTraffic	QLDTraffic is the official source of traffic and travel information from the Queensland Government. It includes a website, 13 19 40 phone service, social media and the QLDTraffic smartphone app, enabling motorists and commuters to check traffic conditions and plan their journeys before they go.
Queensland Government Open Data	A Queensland Government searchable portal that allows visitors to view datasets on a range of government activities and responsibilities.
Queensland Transport and Roads Investment Program (QTRIP)	An annually published program of works TMR plans to deliver over the next four-year period.
Rail infrastructure	All physical rail-related assets, including tracks, trains (often referred to as rollingstock), stations and associated infrastructure.
Regional Roads and Transport Group (RRTG)	The primary decision-making bodies of the Roads and Transport Alliance. RRTGs regionally prioritise investments in their communities’ transport infrastructure. Each RRTG comprises representatives from TMR, and local governments.
Roads and Transport Alliance	A cooperative governance arrangement between TMR, the Local Government Association of Queensland (LGAQ) and local governments to invest in and regionally manage the Queensland transport network.
Roads Australia	A not-for-profit, non-political industry association with membership drawn from the Australian road sector.
Road corridor	The road corridor comprises the space alongside, under and over the travelled way.
Road infrastructure	All physical road-related assets, including roads and pavements, bus and cycling facilities, tunnels, complex bridges, rest areas, signage, landscaping, animal crossings under and over roads, noise barriers, traffic signals and lighting.
RoadTek	A commercial business within TMR, RoadTek is a major provider of transport infrastructure solutions throughout Queensland.
Roadworks	Planning, designing, building, maintaining, replacing, operating or upgrading any part of the road network, state strategic roads, regional roads and district roads (but not local roads).
Rollingstock	Rail locomotives and wagons.
Safer Roads Sooner	The Queensland Government’s targeted program to improve the road safety performance of state-controlled and national road networks. It is funded by revenue from camera-detected offences, and delivers projects to address the road toll and reduce the number of people who sustain serious injuries in road crashes.
Service Delivery Statements	Budgeted financial and non-financial information for the Budget year. In addition to financial statements, the SDS includes TMR’s achievements, highlights for the forthcoming year and performance statements.
Stakeholder	Anyone or any group who either influences or is affected by our business.
State Infrastructure Plan	Outlines the Queensland Government’s strategic direction for the planning, investment and delivery of infrastructure in Queensland.
State-controlled roads	Roads controlled and managed by the Queensland Government. They include the AusLink national road network, state strategic roads, regional roads and district roads (but not local roads).
Strategic plan	A high level document used to communicate departmental vision, purpose and objectives to provide a foundation for operational delivery.
TransLink	TransLink is the brand name for passenger transport services in Queensland, including TransLink buses, trains, ferries and trams.
Transport System Planning Program	Aimed at funding transport planning, modelling and investment proposal activities for all modes of transport across all regions of Queensland. The program plans an integrated transport system that promotes the right investment at the right time and drives better transport outcomes for Queensland.
Twitter	Twitter is an online social networking service that enables users to send and read short 140-character messages called ‘tweets’.
Wide centre line treatments	Painting two white lines one metre apart in the centre of the road to provide greater separation for opposing traffic.
Yammer	A private social network used within organisations for internal communication and collaboration.



## Acronyms

Acronym	Definition
3PCM	Portfolio, program, project, and contract management
AGTTM	Ausroads Guide to Temporary Traffic Management
AIS	Accessibility and Inclusion Strategy
AIS	Approved Inspection Stations
AISS	Approved Inspection Station Scheme
AMPT	Advanced Marine Pilot Training
ANZSOG	Australia and New Zealand School of Government's
ARC	Audit and Risk Committee
ARRB	Australian Roads Research Board
ARTC	Australian Road Track Corporation
ATIP	Active Transport Investment Program
ATN	Accessible Transport Network
BARL	Brisbane Airport Rail Link
BHTAC	Bruce Highway Trust Advisory Council
BITS	Bundaberg Integrated Transport Strategy
BVRT	Brisbane Valley Rail Trail
CaPE	Conduct and Performance Excellence
CAVI	Cooperative and Automative Vehicle Initiative
CBD	Central business district
CCC	Crime and Corruption Commission
CCTV	Closed-circuit television
CDOP	Camera Detected Offence Program
CO <sub>2</sub>	Carbon dioxide
COAG	Council of Australian Government
COO	Chief Operations Officer
CORS	Continually Operating Reference Stations
CSIA	Customer Service Institute of Australia
CSO	Customer Service Officer
CSSR	Customer Services, Safety and Regulation Division
CTP	Compulsory Third Party
CWAR	Cairns Western Arterial Road
DATSIP	Department of Aboriginal and Torres Strait Islander
DDG	Deputy Director-General
DFV	Domestic and Family Violence
DG	Director-General
DRFA	Disaster Recovery Funding Arrangements
ELT	Executive Leadership Team
EMPA	Executive Master of Public Administration
EMS	Employee Mobilisation Service
EOR	Enterprise Operating Risks
ETCS	European Train Control System
EV	Electric Vehicle
FBT	Fringe Benefits Tax
FTE	Full-time equivalent

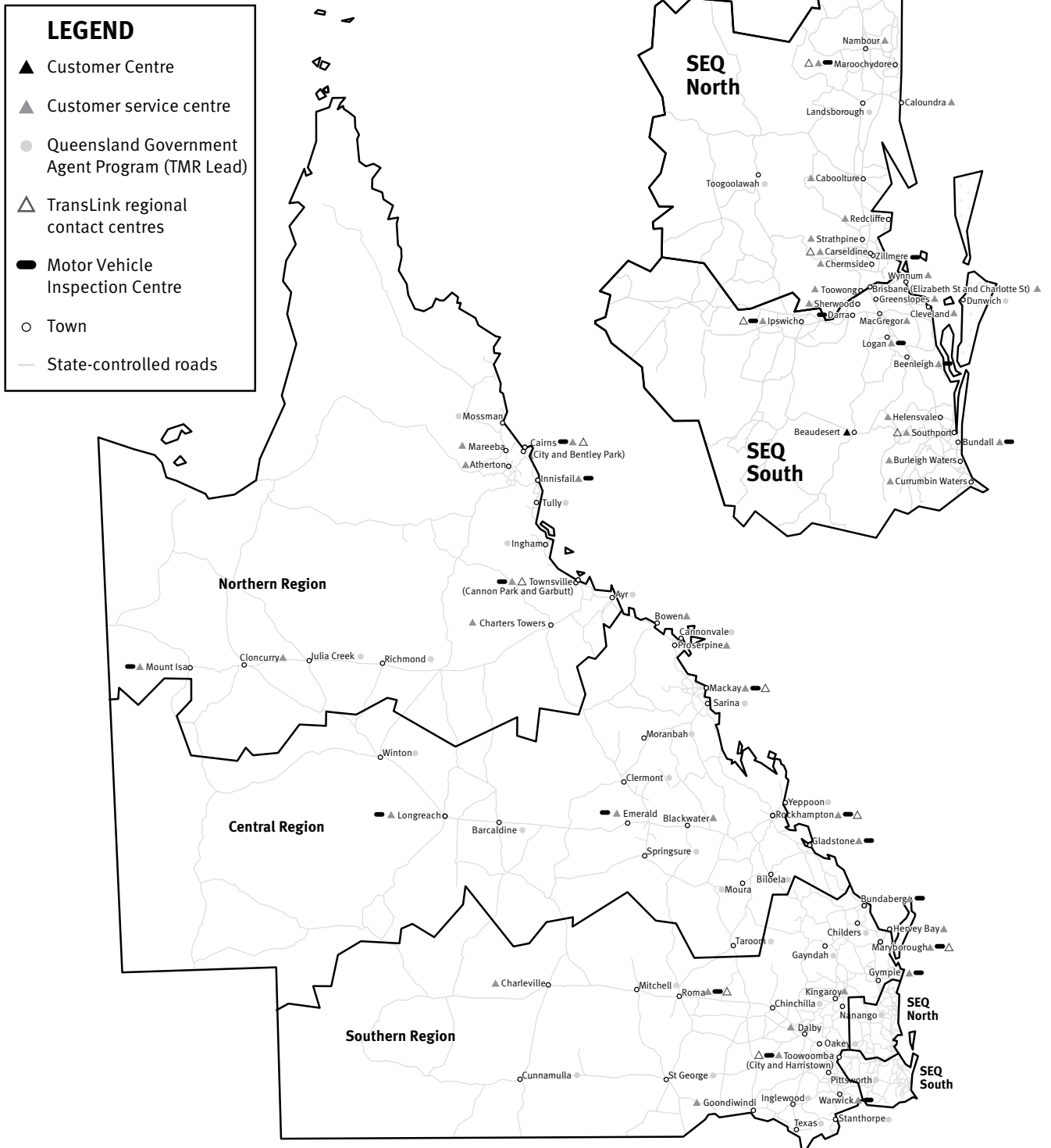
Acronym	Definition
GOC	Government owned corporations
GST	Goods and services tax
HR	Human Resources
HVNL	Heavy Vehicle National Law
ICSS	International Customer Service Standard 2020–2025
ICT	Information and Communication Technology
IdP	Digital Identity Provider
IEN	Indigenous Employee Network
IP Act	Information Privacy Act 2009
ISC	Information and Systems Committee
ISMS	Information Security Management System
IT	Information Technology
ITB	Information Technology Branch
ITS	Intelligent Transport Systems
LED	Light-emitting diode
LFS	Local Fare Scheme
M1	Pacific Motorway
MaaS	Mobility as a Service
MET	Maritime Enforcement Team
MRI	Mooloolah River Interchange
MSQ	Maritime Safety Queensland
MWh	Megawatt hours
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGR	New Generation Rollingstock
NTC	National Transport Commission
NTER	National Tax Equivalents Regime
P2L	Passport 2 Leadership
PAM	Phone Awareness monitor
PBS	Performance Based Standards
PDO	Program Delivery and Operations Branch
PPI	Policy, Planning and Investment Division
PSC	Public Service Commission
PSMP	Public Sector Management Program
PWC	Personal watercraft
QAO	Queensland Audit Office
QESH	Queensland Electric Super Highway
QML	Queensland Motorways Limited
QPP	Queensland Procurement Policy
QR	Queensland Rail
QRS	Queensland Regulated Ship
QTRIP	Queensland Transport and Roads Investment Program
QUT	Queensland University of Technology
QWW	Queensland Women's Week
RACQ	Royal Automotive Club of Queensland

Acronym	Definition
RAS	Risk Appetite Statement
REEF	Regional Economic Enabling Fund
ReefVTS	Great Barrier Reef and Torres Strait Vessel Traffic Services
Rex	Regional Express Airlines
RFA	Road Franchise Agreement
RMS	Risk Management System
ROSI	Roads of Strategic Importance
RPA	Robotics Process Automation
RRTG	Regional Roads and Transport Group
RTI Act	<i>Right to Information Act 2009</i>
RTP	Regional Transport Plans
SAP	System, application and products
SCSS	School Crossing Supervisor Scheme
SDCC	State Disaster Coordination Centre
SDS	Service Delivery Statements
SEQ	South East Queensland
SES	Senior Executive Service
SES/SO	Senior Executive Service/Senior Officer
SHECC	State Health Emergency Coordination Centre
SLT	Senior Leadership Team
SO	Senior Officer
SPVs	Special Purpose Vehicles
STAS	School Transport Assistance Scheme
STEM	Science, technology, engineering and mathematics
TDx	Transport Data Exchange
TIDS	Transport Infrastructure Development Scheme
TIS	Transport Infrastructure and Services
TMR	Department of Transport and Main Roads
TPaC	Transport People and Capability Board
TRR5	Townsville Ring Road Stage 5
TSS	Taxi Subsidy Scheme
UQ	University of Queensland
V1	Veloway 1
VHF	Very High Frequency
VTSO	Vessel Traffic Service Officers
WAT	Wheelchair Accessible Taxis
WBS	Work breakdown structure
WfQ	Working for Queensland

## Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7 003
Accessibility	Table of contents	ARRs – section 9.1 005
	Glossary	184
	Public availability	ARRs – section 9.2 004
	Interpreter service statement	Queensland Government Language Services Policy ARRs – section 9.3 004
	Copyright notice	Copyright Act 1968 ARRs – section 9.4 002
	Information Licensing	QGEA – Information Licensing ARRs – section 9.5 002
General information	Introductory Information	ARRs – section 10 004, 022
	Overseas travel	ARRs – section 33.2 004
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1 012-017
	Agency objectives and performance indicators	ARRs – section 11.2 011
	Agency service areas and service standards	ARRs – section 11.3 011
Financial performance	Summary of financial performance	ARRs – section 12.1 118
Governance – management and structure	Organisational structure	ARRs – section 13.1 103
	Executive management	ARRs – section 13.2 103-107
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3 172, 183
	Public Sector Ethics	Public Sector Ethics Act 1994 ARRs – section 13.4 114-115
	Human Rights	Human Rights Act 2019 ARRs – section 13.5 115
	Queensland public service values	ARRs – section 13.6 098-099
Governance – risk management and accountability	Risk management	ARRs – section 14.1 116-117
	Audit committee	ARRs – section 14.2 108
	Internal audit	ARRs – section 14.3 114
	External scrutiny	ARRs – section 14.4 114-115
	Information systems and recordkeeping	ARRs – section 14.5 027, 088
	Information Security attestation	ARRs – section 14.6 110, 112
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1 094
	Early retirement, redundancy and retrenchment	Directive No.04/18 Early Retirement, Redundancy and Retrenchment ARRs – section 15.2 094
Open Data	Statement advising publication of information	ARRs – section 16 004
	Consultancies	ARRs – section 33.1 <a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	Queensland Language Services Policy	ARRs – section 33.3 <a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1 163
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2 164

# Where to find us



Our principal place of business is 61 Mary Street, Brisbane, Queensland 4000.

Addresses for the department’s statewide network of Customer Service Centres are listed over the following pages. For details about the services we provide, visit our website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) or telephone our call centre on 13 23 80\*.

\* Local call charge in Australia. Higher rates apply from mobile phones and payphones. Check with your service provider for call costs. For international callers, please phone +61 7 3834 2011.

## Customer Service Centres

Suburb/town	Address
Atherton	Shop 2, 13B Herberton Road, Atherton QLD 4883
Beenleigh	31 Logan River Road, Beenleigh QLD 4207
Blackwater	8 Blain Street, Blackwater QLD 4717
Bowen	6 Herbert Street, Bowen QLD 4805
Brisbane (City)	229 Elizabeth Street, Brisbane QLD 4000
Brisbane (Charlotte Street)	Queensland Government Service Centre, 33 Charlotte Street, Brisbane QLD 4000
Bundaberg	9 Production Street, West Bundaberg QLD 4670
Bundall	30 Upton Street, Bundall QLD 4217
Burleigh Waters	Shop 1, Burleigh Home Space, 1 Santa Maria Court, Burleigh Waters QLD 4220
Caboolture	Cnr Aerodrome Road and Piper Street, Caboolture QLD 4510
Cairns (Bentley Park)	Shop 18, Bentley Village Shopping Centre, 96 McLaughlin Road, Bentley Park QLD 4869
Cairns (Kenny Street)	82-86 Kenny Street, Portsmith, Cairns QLD 4870
Caloundra	54 Canberra Terrace, Caloundra QLD 4551
Carseldine	532 Beams Road, Carseldine 4034
Charleville	Hood Street, Charleville QLD 4470
Charters Towers	11-15 Church Street, Charters Towers QLD 4820
Chermside	766 Gympie Road, Chermside QLD 4032
Cleveland	Ross Court Centre, Cnr Bloomfield Street and Ross Court, Cleveland QLD 4163
Cloncurry	16-22 Ramsay Street, Cloncurry QLD 4824
Currumbin Waters	Unit 3, 109 Currumbin Creek Road, Currumbin Waters QLD 4223
Dalby	20 Cunningham Street, Dalby QLD 4405
Emerald	83 Esmond Street, Emerald QLD 4720
Gladstone	2 Paterson Street, Gladstone QLD 4680
Goondiwindi	6 Brisbane Street, Goondiwindi QLD 4390
Greenslopes	Greenslopes Shopping Mall, 700 Logan Road (Cnr Plimsoll Street), Greenslopes QLD 4120
Gympie	Floor 1, 50 River Road, Gympie QLD 4570
Helensvale	Helensvale Plaza Shopping Centre, 12 Sir John Overall Drive, Helensvale QLD 4212
Hervey Bay	50-54 Main Street, Pialba QLD 4655
Innisfail	12-14 Clifford Road, Innisfail QLD 4860
Ipswich	2 Colvin Street, North Ipswich QLD 4305
Kingaroy	Artie Kerr Building, 130 Kingaroy Street, Kingaroy QLD 4610
Logan City	43-45 Jacaranda Avenue, Logan Central QLD 4114
Longreach	14 Wonga Street, Longreach QLD 4730
Macgregor	Kessels Court, 567 Kessels Road, Macgregor QLD 4109
Mackay	Cnr Endeavour Street and Industrial Street, Mackay QLD 4740
Mareeba	147 Walsh Street, Mareeba QLD 4880

Suburb/town	Address
Maroochydore	6 Kelly Court (off Kayleigh Drive), Maroochydore QLD 4558
Maryborough	Bright Street, Maryborough QLD 4650
Mount Isa	Shop 1, 29 Simpson Street, Mount Isa QLD 4825
Nambour	Cnr Stanley Street and Coronation Avenue, Nambour QLD 4560
Proserpine	17 Main Street, Proserpine, QLD 4800
Redcliffe (Kippa Ring)	Cnr Beach Street and Bingle Street, Kippa Ring QLD 4021
Rockhampton	31 Knight Street, North Rockhampton QLD 4701
Roma	56-58 Gregory Street, Roma QLD 4455
Sherwood	14 Primrose Street, Sherwood QLD 4075
Southport	265 Nerang Street, Southport QLD 4215
Strathpine	43 Bells Pocket Road, Strathpine QLD 4500
Tewantin	8 Sidoni Street, Tewantin QLD 4565
Toowong	15 Lissner Street, Toowong QLD 4066
Townsville (Cannon Park)	Shop 14, 31-57 High Range Drive, Thuringowa QLD 4817
Toowoomba (Harristown)	Cnr Yaldwyn Street and Warwick Street, Toowoomba QLD 4350
Toowoomba	Cnr Clopton and Phillip Street, Toowoomba Qld 4350
Townsville (Garbutt)	21-35 Leyland Street, Garbutt QLD 4814
Warwick	51 Victoria Street, Warwick QLD 4370
Wynnum	139 Tingal Road, Wynnum QLD 4178
Zillmere**	69 Pineapple Street, Zillmere QLD 4034

Notes:

\*\* Limited services available due to size and location of centre office.

TMR has three mobile customer service centre units operating across Queensland to deliver services to regional and remote areas.

TMR's Indigenous Driver Licensing Unit (based in Cairns, Bentley Park office) also delivers a range of licensing services to remote areas.

## Queensland Government Agency Program

Suburb/town	Address
Ayr QGAP	Ayr Magistrates Court, 163 Queen Street Ayr QLD 4807
Barcaldine QGAP	65 Ash Street, Barcaldine QLD (temporary)
Beaudesert Customer Centre**	Tenancy 2, 1 Telemon Street, Beaudesert QLD 4285
Biloela QGAP	60 Kariboe Street, Biloela QLD 4715
Cannonvale QGAP	Shops 5-7, 11 Island Drive, Cannonvale QLD 4802
Childers QGAP	Childers Magistrates Court, 67 Churchill Street, Childers QLD 4660
Chinchilla QGAP	Chinchilla Magistrates Court, Heeney Street, Chinchilla QLD 4413
Clermont QGAP	Clermont Magistrates Court, 44 Daintree Street, Clermont QLD 4721

Suburb/town	Address
Cunnamulla QGAP	Cunnamulla Magistrates Court, 5 Stockyard Street, Cunnamulla QLD 4490
Gayndah QGAP	Gayndah Magistrates Court, 20 Capper Street, Gayndah QLD 4625
Ingham QGAP	Ingham Magistrates Court, 35 Palm Terrace, Ingham QLD 4850
Inglewood QGAP	25 Albert Street, Inglewood QLD 4387
Julia Creek QGAP	Julia Creek Magistrates Court, 14 Burke Street, Julia Creek QLD 4823
Landsborough QGAP	Landsborough Magistrates Court, 12 Caloundra Street, Landsborough QLD 4550
Mitchell QGAP	Mitchell Magistrates Court, Cnr Mary and Dublin Streets, Mitchell QLD 4465
Moranbah QGAP	Moranbah Magistrates Court, 21 Griffin Street, Moranbah QLD 4744
Mossman QGAP	Mossman Magistrates Court, 27 Front Street, Mossman QLD 4873
Moura QGAP	Marshall and Shirley Streets, Moura QLD 4718
Nanango QGAP	Nanango Magistrates Court, 30 Henry Street, Nanango QLD 4615
North Stradbroke Island QGAP	5 Ballow Street, Dunwich QLD 4183
Oakey QGAP	Oakey Magistrates Court, 73 Campbell Street, Oakey QLD 4401
Pittsworth QGAP	Pittsworth Magistrates Court, 77 Yandilla Street, Pittsworth QLD 4356
Richmond QGAP	Richmond Magistrates Court, 53 Goldring Street, Richmond QLD 4822
Sarina QGAP	Sarina Magistrates Court, 52-54 Broad Street, Sarina QLD 4737
Springsure QGAP	Springsure Magistrates Court, 45 Eclipse Street, Springsure QLD 4722
St George QGAP	St George Magistrates Court, The Terrace, St George QLD 4487
Stanthorpe QGAP	51 Marsh Street, Stanthorpe QLD 4380
Taroom QGAP	Taroom Magistrates Court, 33 Yaldwyn Street, Taroom QLD 4420
Texas QGAP	32 Cadell Street, Texas QLD 4385
Toogoolawah QGAP	Toogoolawah Magistrates Court, Hopkins Place, Gardner Street North, Toogoolawah QLD 4313
Tully QGAP	Tully Magistrates Court, 46 Bryant Street, Tully QLD 4854
Winton QGAP	Winton Magistrates Court, 59 Vindex Street, Winton QLD 4735
Yeppoon QGAP	21-23 Normanby Street, Yeppoon QLD 4703

\*\* Department of Housing and Public Works are currently the lead agency for this site.

## Key regional maritime offices

Suburb/town	Address
Brisbane	Floor 1, Pinkenba Marine Operations Base, MacArthur Avenue East, Pinkenba QLD 4008
Cairns	Floor 1, Portsmouth Marine Operations, 100-106 Tingira Street, Portsmouth QLD 4870
Gladstone	Floor 7, 21 Yarroon Street, Gladstone QLD 4680
Mackay	Floor 3, Mackay Government Office Building, 44 Nelson Street, Mackay QLD 4740
Townsville	60 Ross Street, Townsville QLD 4810
Townsville (Garbutt)	21-35 Leyland Street, Garbutt QLD 4814

A full list of MSQ offices can be found here: <https://www.msq.qld.gov.au/About-us/How-to-contact-us/Regions>

## TransLink regional contact centres

Suburb/town	Address
Cairns	Floor 4, 15 Lake Street, Cairns QLD 4870
Carseldine	Building B, Floor 3, 532 Beams Road, Carseldine QLD 4034
Ipswich	2 Colvin Street, North Ipswich QLD 4305
Mackay	Floor 3, 44 Nelson Street, Mackay QLD 4740
Maroochydore	Building 1, 131 Sugar Road, Maroochydore QLD 4558
Maryborough	Bright Street, Maryborough QLD 4650
Rockhampton	31 Knight Street, North Rockhampton QLD 4701
Roma	56 Gregory Street, Roma QLD 4455
Southport	Floor 8, 12 Marine Parade, Southport QLD 4215
Toowoomba	1-5 Philip Street (corner Clopton Street), Toowoomba QLD 4350
Townsville	Floor 5, Townsville Government Office Building, 445 Flinders Street, Townsville, QLD 4810

## Traffic management centres

Office	Contact
Brisbane Metropolitan Transport Management Centre	Phone: (07) 3292 6000 Post: GPO Box 1434, Brisbane QLD 4001
Statewide Traffic Management Centre, Nerang	Phone: (07) 5561 3800
Maroochydore Traffic Management Centre	Phone: (07) 5313 8737
Townsville Traffic Management Centre	Phone: (07) 4421 8807
Cairns Traffic Management Centre	Phone: (07) 4045 7244
Toowoomba Traffic Management Centre	Phone: (07) 4639 0700

## Transport and traffic information

Office	Contact
Public transport	Phone: 13 12 30 Web: <a href="http://www.translink.com.au">www.translink.com.au</a>
Traffic information	Phone: 13 19 40 Web: <a href="http://qldtraffic.qld.gov.au">qldtraffic.qld.gov.au</a>

## Motor vehicle inspection centres (MVIC)

Suburb	Address
South East	Darra MVIC, Argyle Parade, Darra 4077
Queensland South	Ipswich MVIC, 2 Colvin Street, North Ipswich 4305
	Bundall MVIC, 30 Upton Street, Bundall 4217
	Beenleigh MVIC, 31 Logan River Road, Beenleigh 4207
	Logan MVIC, 43-45 Jacaranda Avenue, Logan Central 4114
South East Queensland North	Maroochydore MVIC, 5 Kelly Court, Maroochydore QLD 4558
	Zillmere MVIC, 69 Pineapple Street, Zillmere QLD 4034
Southern	Bundaberg MVIC, 14 Production Street, Bundaberg QLD 4670
	Maryborough MVIC, Bright Street, Maryborough QLD 4650
	Warwick MVIC, 1 Parker Street, Warwick QLD 4370
	Roma MVIC, 44 Tiffin Street, Roma QLD 4455
	Toowoomba (Harristown) MVIC, Cnr Yaldwyn and Warwick Streets, Toowoomba QLD 4350
	Gympie MVIC, 17 Oak Street, Gympie QLD 4570
Central	Emerald MVIC, 20 Batts Street, Emerald QLD 4720
	Mackay MVIC, Corner Endeavour and Industrial Streets, Mackay QLD 4740
	Longreach MVIC, 14 Wonga Street, Longreach QLD 4730
	Gladstone MVIC, 2 Paterson Street, Gladstone QLD 4680
	Rockhampton MVIC, 31 Knight Street, North Rockhampton QLD 4701
Northern	Cairns MVIC, 82-86 Kenny Street, Portsmith 4870
	Townsville MVIC, 21-35 Leyland Street, Garbutt 4814
	Mount Isa MVIC, 17 Enterprise Road, Mount Isa 4825
	Innisfail MVIC, 12-14 Clifford Road, Innisfail 4860

# Index

Topic	Page
About us	004
Air services	029
Associated authorities	172
Award recognition	099
Camera Detected Offence Program	177-180, 184
Chief Finance Officer's report	008-009
Compliance checklist	188
Committees	083, 087, 095, 108-111, 114, 116
Complaints management	113, 115
Continuity Management	088
Coronial inquests	116
COVID-19	016, 024-025, 028, 029, 036, 075, 086, 091
Customer experience	011, 016-017, 024, 027, 029, 030, 068-075, 175
Cycling	006, 014, 023, 024, 027, 031, 055, 063, 0184
Digital Licence App	006, 067, 074
Director-General message	006-007
Diversity and inclusion	071-072, 091, 095-097, 106
Environment and Heritage	079-081
Ethics	111
Executive Leadership team profiles	104-107
Fast Facts	022-023
Figures and table index	194
Financial statements	118-168
Financials – independent auditor	164-168
Governance committees	108-111
Government bodies	183
Glossary	184-185
Graduate program	097
Health and safety	024-025, 081-086, 099-101, 109-110
Heavy vehicle safety	025, 044-045, 054, 073, 075-078
Information privacy	102, 111, 115
Information systems	27
Injury management	100
Innovation	012-013, 027-029, 075, 079, 086-087, 105
Internal audit	108, 112-114
Key priorities and outcomes	014-015
Leadership and management development	098
Letter of compliance	003
Marine infrastructure	028, 031

Topic	Page
Maritime safety	084-086
Mentoring	096-098
Open data	004, 068, 073, 116, 185
Organisational structure	103
Our services	006-007, 016-017, 113
Parliamentary committees	116
Passenger transport operator payments	181-182
Performance management	003-004, 008, 091, 094, 108, 113, 129, 163,
Public sector values	098-099
Rail infrastructure	028, 078, 172, 184-185
Rail safety	171
Rail trails	027
Recordkeeping	188
Redundancy and retrenchment	094, 188
Regional maps	034, 038, 040, 043, 046, 048, 051, 053, 056, 058, 061, 064, 189
Right to information	102, 115, 187
Risk management	087-088, 102, 108, 112, 114, 116-117, 158, 163, 188
Road infrastructure	014, 027, 096, 137, 142-145, 149, 151, 185
Road safety education	081-082, 177
Road safety partnerships	007, 012, 014, 027, 081-083
Safety performance	101, 109
Senior Leadership Team	103-107, 110, 187
Service delivery statements	113, 161, 185, 187
School transport operator payments	004, 073
Stakeholder engagement	025, 085, 107, 115
Strategic Plan	004, 006-007, 010, 029, 031, 070, 094-095, 110, 117, 185
Transport security	088, 171
Vision	004, 011, 014, 017, 027-028, 031, 032, 079, 082, 086, 094, 096, 112, 117, 185
Walking	006, 014, 024, 027, 031, 063, 095
Waste management	011, 013, 079-080
Wellness programs	099-100
Where to find us	005, 189
Women in the workplace	097
Working for Queensland survey	091, 094, 098
Workforce profile	092



## Figures and tables

Figures	Page
Figure 1: Income by category for the year ended 30 June 2021	009
Figure 2: Expenses by category for the year ended 30 June 2021	009
Figure 3: Marine fatalities (in Queensland)	085
Figure 4: Serious injuries from marine incidents (in Queensland)	085
Figure 5: TMR Days lost and severity rate (including school crossing supervisors)	101
Figure 6: Mobile speed cameras – vehicles monitored per notice issued	178
Figure 7: Red light cameras – vehicles monitored per notice issues	179
Figure 8: Fixed speed cameras – vehicles monitored per issue noticed	179
Figure 9: Combined red light/speed cameras – vehicles monitored per notice issued	180

Tables	Page
Table 1: Summary of financial results of the department's operations	008
Table 2: Summary of financial position – Assets and Liabilities	009
Table 3: Key priorities and outcomes for 2020–21	014
Table 4: Workforce statistics as at 18 June 2021	092
Table 5: Comparative Workforce data as at 18 June 2021	093
Table 6: Equal employment opportunities (EEO) as at 18 June 2021	096
Table 7: Winners for the 2020–21 CUBIE Awards	099
Table 8: Comparison of workers' compensation claims lodged over a five-year period	100
Table 9: Comparison of final return to work percentages	100
Table 10: Transport and Main Roads addressable spend with Aboriginal and Torres Strait Islander, Regional and Queensland vendors by financial year	112
Table 11: Complaints received	113
Table 12: Camera Detected Offence Program (CDOP) financial overview for 2020–21	177
Table 13: Number of mobile speed camera infringements per penalty bracket for 2020	178
Table 14: Number of fixed speed camera infringements per penalty bracketing for 2020	179
Table 15: Number of point-to-point speed camera infringements per penalty bracket for 2020	180
Table 16: Passenger transport operator payments: South East Queensland	181
Table 17: Passenger transport operator payments: Rest of Queensland	182