

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*
- *Gold Coast Waterways Authority Act 2012*
- *Heavy Vehicle National Law Act 2012*
- *Maritime Safety Queensland Act 2002*
- *Personalised Transport Ombudsman Act 2019*
- *Adult Proof of Age Card Act 2008 (effective 31 March 2019)*
- *Photo Identification Card Act 2008 (effective 1 April 2019)*
- *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, Minister for Infrastructure and Planning; and the Minister for Natural Resources, Mines and Energy.*

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 Proprietary Limited**

** 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, visit:

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, visit:

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 an independent board of directors.



For more information, visit:

www.transmax.com.au/who-we-are/media/

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) reasonably 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 2019–20

Service area: Transport System Investment Planning and Programming

Service area objective

To provide the direction for a single integrated transport network in Queensland, including the policy and planning framework to make informed investment decisions.

Service area description

Responsible transport system planning ensures Queensland's long-term transport needs are met in the most cost-effective way and other development impacts are managed effectively. This is achieved through developing and managing the:

- *Queensland Transport Strategy* (formerly the Queensland Transport Policy) – currently a draft 30 year, long-term transport strategy to prepare and position Queensland's transport for the future
- Transport Coordination Plan – provides a 10 year framework for strategic planning and management of transport resources in Queensland as required under the *Transport Planning and Coordination Act 1994*
- *The Future is Electric: Queensland Electric Vehicle Strategy* (the EV Strategy) details what the Queensland Government will do to support and prepare for the transition to EVs and is complemented by the Queensland Electric Super Highway, a series of fast chargers linking the Gold Coast to Cairns and Brisbane to Toowoomba
- *The Queensland Freight Strategy – Advancing Freight in Queensland* is a 10 year strategy that sets a shared vision for the state's freight system, guiding policy, planning and investment decision making over the next ten years, supporting economic growth
- *Queensland Cycling Strategy 2017–2027 and two year Action Plan* – guides and prioritises actions that encourage more cycling, more often in Queensland
- *Queensland Walking Strategy and two year Action Plan*, currently a draft, will guide and prioritise actions that encourage more walking in Queensland
- Regional Transport Plans – these define the strategic direction of regional transport systems and guide the planning of Queensland's transport network over the next 15 years
- Transport System Planning Program to coordinate and prioritise planning across all modes of transport
- Queensland Transport and Roads Investment Program (QTRIP) – a four year rolling program of priority transport infrastructure works which is published annually
- Active Transport Investment Program to encourage all forms of active transport as part of an integrated land use and transport system for Queensland
- Roads and Transport Alliance – the department's strategic funding and engagement partnership with local government and the Local Government Association of Queensland
- Queensland position on state and national transport policy reform agendas
- freight strategies and action plans to guide and prioritise activities supporting an integrated, safe and resilient freight system
- asset management plans for maintenance, preservation and operation of state-controlled road infrastructure
- investment strategies that inform priority road and transport infrastructure funding needs
- funding submissions to the Australian Government for upgrading nationally significant road and transport networks to improve network safety and support economic development and population growth.

The activities of the department delivered under this service area support:

- delivering best value investment in the transport system of the future and creating opportunities for innovation
- maximising the benefits from our investments through long-term (10 year) planning and prioritisation
- connecting and partnering with industry and community to design for the future
- major transport infrastructure project evaluation and assurance to ensure delivery on a value-for-money basis
- promoting community cohesion, economic development and environmental sustainability

- promoting and investing in active and public transport solutions that support broader community benefits
- preparing for the freight system requirements of the future.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Road system condition (the percentage of urban and rural state- controlled roads with condition better than the specified benchmark):			
Urban		97-99	98.26
Rural		95-97	96.13
Road ride quality – Traffic weighted roughness (percentage of the network in very poor/poor condition)	1	10.7	11.4
Administrative cost to plan, develop and manage the QTRIP as a percentage of the overall value of the program	2	1	0.35

**Notes:*

1. The effectiveness of planning for the investment in maintenance, preservation and operation of state-controlled transport infrastructure contributes to the level of service provided to transport infrastructure users. 'Road ride quality – Traffic weighted roughness' is a measure of fit-for-purpose service levels provided for state-controlled road infrastructure. Maintenance and preservation of Queensland's state-controlled road network is managed through a structured program aimed at delivering agreed levels of service at minimum lifecycle cost. Road ride quality is used in the department's pavement management system to prioritise sections, within available funds, for future pavement renewal programs. The department seeks to mitigate external factors that may impact road roughness, such as, adverse weather events, increasing traffic volumes and increasing heavy vehicle loads. To improve road ride quality, the department will continue a proactive regime of inspection (targeting high-risk sections) and optimising the location and timing of future works.
2. QTRIP is a four year rolling program of priority transport infrastructure works published annually. This service standard measures how efficiently QTRIP is being developed and managed. It excludes Gold Coast Waterways Authority, Maritime Safety Queensland, School Bus Upgrade Program, and Queensland Rail and Ports.

Service area: Transport Infrastructure Management and Delivery

Service area objective

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

Services

- Transport Infrastructure Management
- Transport Infrastructure Delivery

Service area description

Activities undertaken in this service area relate to stewardship of the state road network and include:

- delivering, managing, and maintaining transport infrastructure
- leading innovation in transport infrastructure delivery
- setting value for money standards for transport infrastructure
- managing road operations, including traffic incidents, traffic operations, and traveller and traffic information
- managing use of the road corridor, including environmental preservation and third-party road access
- controlling access to and recovering the road network during and following emergency events.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Service: Transport Infrastructure Management			
Road network efficiency – Average travel time per 10km:	1,4		
AM peak		11.5	11.0
Off peak		10.3	10.3
PM peak		11.9	11.6
Road network reliability – Percentage of the road network with reliable travel times:	2,4		

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
AM peak		76	82
Off peak		87	90
PM peak		68	75
Road network productivity – Percentage of the road network with good productivity:	2,3,4		
AM peak		68	71
Off peak		72	72
PM peak		64	67
Arterial intersection performance – Percentage of intersections congested less than 20 minutes per hour:	2,4		
AM peak		82	87
Off peak		91	92
PM peak		76	81
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)	5,6	12.5	15.1
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	7	0.05	0.04
Administration costs of managing and delivering the QTRIP as a percentage of the current financial year QTRIP allocation	8	<5.1	3.5

**Notes:*

1. This service standard is in minutes per 10 kilometres (lower is better).
2. A higher value indicates better performance.
3. Good road network productivity occurs under two scenarios of performance: (a) speeds are in excess of benchmark values (that is respectively 80 per cent and 65 per cent of the posted speed on motorways and arterials) irrespective of traffic flow; or (b) traffic flow is relatively high (for example 2000 vehicles/hour/lane on motorways and 900 vehicles/hour/lane on arterials) in combination with moderately degraded speeds.
4. These measures were discontinued in 2019–20. New, improved service standards with extended coverage across South East Queensland have been developed to replace them in 2020–21. The discontinued service standards will not be presented in other published reports.
5. Administration/staff costs included in the Road Operations performance metric are the administration of traffic signal/road lighting and Intelligent Transport Systems, maintenance contracts, other road operations service delivery costs (for example, placement of traffic detection tube counter equipment), asset performance analysis and reporting activities, the development and maintenance of operational and technical policies for enabling road operations, and other road operations system development and maintenance costs.
6. The actual result is higher due to additional, state-wide Road Operation efforts throughout the year associated with weather events and bush fires.
7. There is a three month lag in data availability for this measure due to the time it takes to complete preliminary crash investigations and to determine causal factors (such as road conditions). The Actual represents the result for the 12 month period ending 31 March 2020.
8. Administration costs cover accommodation, information technology, some travel, other administration expenses, depreciation and insurance costs.

Service area: Transport Safety and Regulation

Service area objective

To regulate the transport system safely, economically and sustainably without imposing unnecessary red tape.

Service area description

The safety of the transport network is critical to the health and wellbeing of all Queenslanders and the prosperity of Queensland. A safe, secure and resilient transport system aims to protect the lives and property of everyone who interacts with the network for business, employment and leisure.

Regulatory and safety related activities undertaken in this service area include:

- measuring the broad social and economic impacts of road trauma on Queenslanders and the Queensland economy
- maintaining focus on our long-term vision as established in *Queensland’s Road Safety Strategy 2015–2021*
- retaining alignment to the safe system principles where the system is safe at every level of road safety management thereby driving a fundamental change in the culture and attitudes to road safety

- implementing road safety initiatives encompassing education, community engagement, enforcement, new technologies, safer roads, roadsides and behaviours
- managing the movement of vessels using Queensland's waterways as well as the Great Barrier Reef and Torres Strait
- maritime safety and regulation activities for Queensland registered ships, pilotage and hydrographic services, and supporting safe port development
- maintaining effective maritime emergency preparedness, response, and recovery capability and capacity
- developing and implementing rail safety initiatives and legislation
- regulating vehicle safety in accordance with best practice and national vehicle standards
- delivering vehicle and vessel registration, driver and marine licensing and accreditation services.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Fatalities per 100,000 population on state-controlled roads	1,2	2.70	2.98
Road fatalities per 100,000 population	1,3	4.40	4.64
Hospitalised road casualties per 100,000 population	1,4	110	136.26
Marine fatalities per 100,000 registered vessels regulated in Queensland	5,6	3.26	6.81
Percentage of vessel movements without serious incidents:	7		
Pilotage areas		100	100
ReefVTS area		100	100
Direct operational cost of Vessel Traffic Services per monitored vessel movement	8,9	\$460	\$513

*Notes:

1. The 2019–20 target/estimate was consistent with targets outlined in the Queensland Road Safety Strategy 2015–2021 as well as taking into account historic trends and the economic outlook. The department continues to implement various road safety programs aimed at reducing fatalities and hospitalisations.
2. The preliminary number of road fatalities along state-controlled roads for the 12 months to 30 June 2020 is 153 fatalities, which equates to a rate of 2.98 fatalities per 100,000 population.
3. The preliminary number of road fatalities for the 12 months to 30 June 2020 is 238 fatalities, which equates to a rate of 4.64 fatalities per 100,000 population.
4. The preliminary number of hospitalised road casualties for the 12 months to 31 December 2019 is 6939, which equates to a rate of 136.26 hospitalised casualties per 100,000 population.
5. Under the National System for Domestic Commercial Vessel Safety, the Australian Maritime Safety Authority has regulatory responsibility for the state's domestic commercial vessels. This service standard excludes vessels that are not regulated under Queensland legislation.
6. There were 18 marine fatalities to 30 June 2020 which is twice the average number per year. The department will continue its safety communications, campaigns and enforcement activities to improve maritime safety in Queensland.
7. Vessel Traffic Services (VTS) are provided to the maritime industry to improve the safe and efficient movement of ships in Queensland's ports and waterways and aid in the protection of the marine environment including the Great Barrier Reef and Torres Strait.
8. The direct operational cost of Vessel Traffic Services includes the costs for the operators and systems of Queensland's five VTS centres to track and monitor the safe movement of ships in Queensland ports and waterways. It also includes the costs for providing and maintaining a network of sensors and communication equipment including radars, CCTV and VHF radio sites along the Queensland coastline used to monitor and communicate with ships. The 2019–20 estimated actual figure includes additional costs relating to the implementation of the new VTS system.
9. The variance between the 2019–20 target/estimate and the 2019–20 actual result can be attributed to the travel restrictions introduced for the COVID-19 response and recovery in March 2020 resulting in decreased vessel movements in the last two quarters of 2019–20.

Service area: Customer Experience

Service area objective

To put customers at the centre of the design and delivery of the department's products and services, to understand evolving customer needs and expectations, to improve customer experiences and reduce complaints.

Service area description

The department is committed to delivering products and services with a 'customers first' approach. We engage with customers to better understand their needs, expectations, and behaviours regarding all our services including: roads usage; maritime safety and information; licensing services; registration services; and passenger transport services. The department provides flexible service and delivery methods and channels for its customers; including but not limited to, the ability to self-serve online 24/7.

The department regularly undertakes thorough and robust customer research and insight activities to understand the voice of the customer, capture customer perspectives, motivations and expectations, and to guide the development of product and service delivery across the department. This work is done in alignment with the department’s Customer Value Proposition and Customer Charter.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Overall customer satisfaction with transactional services (on a scale of 1 to 10)	1,2	8	8.4
Customer experience ratings of passenger transport service by type (on a scale of 1 to 5):	3		
South East Queensland bus		≥ 3.5	4.2
South East Queensland rail		≥ 3.5	4.1
South East Queensland ferry		≥ 3.5	4.5
South East Queensland tram		≥ 3.5	4.4
Regional urban bus		≥ 3.5	4.2
Customer service complaints in SEQ per 10,000 trips		< 3	2.1
Average unit cost per transaction in a Customer Service Centre	4,5	\$22.59	\$21.17
Average cost per customer enquiry – TransLink Contact Centre	6,7	\$5.25	\$5.50

*Notes:

1. This service standard is based on customer surveys which capture overall satisfaction rates of all channels including Customer Service Centres, Call Centre, website, mail, e-mail, Australia Post, and Queensland Government Agency Program. Responses from the surveys rate satisfaction based on multiple dimensions which include net promoter score, channel experience and channel preferences.
2. Customer satisfaction data is derived from surveys undertaken for the 12 months to April 2020.
3. The department has undertaken a major review of the way in which our passenger transport customers are surveyed. The upgraded survey and methodology leverages contemporary and developing technologies allowing easier response from customers, greater flexibility to add emerging products and services into the survey questionnaire and vary the survey length or content over time. The new customer experience measures replace the discontinued customer satisfaction measures.
4. Average unit cost per transaction is calculated using costs relating to registration and licensing conducted at Customer Service Centres (CSC) and includes technology, accommodation, staff, and general administration costs.
5. The department’s Customer Service Centres increased flexible work practices due to COVID-19. Where face to face customer volumes fell due to movement restrictions, capacity was re-distributed to service other in demand channels (contact centre and webchat). While volumes in Customer Service Centres were lower than average from March through May 2020, numbers had recovered by end of financial year.
6. The measure is determined by the cost for the contracted service provider to be able to respond to a high volume of customer enquiries and can be impacted by the number, composition and handling time of the enquiries.
7. The 2019–20 actual figure is higher than expected and can be attributed to the impact of the travel restrictions introduced for the COVID-19 response and recovery in March 2020, resulting in lower customer enquiry volume, which increases the average cost per call.

Service area: Passenger Transport Services

Service area objective

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

Service area description

Activities associated with this service area are undertaken to facilitate passenger mobility across the state and aim to provide a single integrated and safe transport network allowing fair access to everyone. Key transport activities managed through this service area include:

- providing funding for fair access to public transport to deliver economic, social and community benefits for Queenslanders
- connecting with customers and delivery partners to improve service integration, passenger information and ticketing products
- driving customer focused outcomes through network optimisation and next generation service contracts
- supporting public transport patronage increases by maximising our service offering, extending the passenger transport network, and delivering innovative ticketing products
- overseeing and funding the School Transport Assistance Scheme.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Patronage on Government contracted services (millions):			
South East Queensland:	1	193.91	152.59
Bus		119.80	95.21

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Rail		56.24	43.69
Tram		11.16	8.46
Ferry		6.71	5.23
Rest of Queensland:	1	13.75	11.92
Regional air		0.17	0.14
Long distance bus		0.06	0.06
Regional urban bus		10.98	9.46
TravelTrain		0.36	0.28
Regional ferry	2	2.18	1.98
Average on-time running performance in peak times - CityTrain		95%	95.27%
Percentage of scheduled services delivered - CityTrain		99.5	99.7
Cost per passenger trip to administer state-wide Government contracted passenger transport services	1,3	\$12.92	\$16.92

*Notes:

1. The variance between the 2019–20 target/estimate and the 2019–20 actual results can be attributed to the travel restrictions introduced for the COVID-19 response and recovery in March 2020, including restrictions on work and travel associated with lockdown. The target/estimates for these measures will be reviewed in subsequent years to take into consideration the longer-term impact of COVID-19.
2. Results for patronage on Government contracted regional ferry services were introduced in 2019–20 to further complement the department's range of patronage measures.
3. The measure is calculated by dividing the total cost to administer public transport services in Queensland including payments to outsourced service delivery partners (bus, rail, ferry, tram and air), TransLink Division labour costs, depreciation, ticketing system, and call centre operators by the total number of passenger trips provided by Government contracted bus, rail, ferry, tram and air services state-wide.

Service area: Transport Infrastructure Construction and Maintenance

Service area objective

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

Service area description

As a commercialised business unit within the department, RoadTek is instrumental in the delivery of numerous projects on the state's extensive road and bridge network. This includes emergency response and related activities as well as the delivery of projects that restore infrastructure and services after natural disasters.

Service standards	Notes*	2019–20 Target/estimate	2019–20 Actual
Lost Time Injury Frequency Rate	1,2	<10	10.5
Customers' and stakeholders' value of RoadTek (on a scale of 1 to 5)	3	>4	4.5
Long term debt / equity		11.0%	10.7%
Long term debt / total assets		7.3%	8.3%
Return on equity		8.2%	9.9%
Return on revenue (after tax)		2.5%	3.0%
Profit margin (earnings before income tax / user charges)		3.6%	4.4%

*Notes:

1. The Lost Time Injury Frequency Rate (LTIFR) is an industry standard measure and is defined by AS 1885.1–1990 as the number of lost time injuries multiplied by one million and divided by the number of person-hours actually worked. The standard defines a Lost Time Injury as an occurrence that results in a fatality, permanent disability, or time lost from work of one day/shift or more. This measure is used to compare industry performance and to support the assessment of a company's safety performance as part of tendering and prequalification processes.
2. The actual result is slightly above the 2019–20 target/estimate due to a higher than expected number of incidents Q2. The other three quarters were better than target. The 2019–20 result of 10.5 is well below the rolling two year average and the national average for Civil and Heavy Construction (13.7) as published by Safe Work Australia.
3. This measure is based on customer surveys completed at the end of projects and or annual contracts with RoadTek's customers (both internal and external to government). The survey facilitates feedback in relation to levels of overall satisfaction with RoadTek's delivery performance, across the four elements of the Balanced Scorecard methodology.

Appendix 4 – Camera Detected Offence Program

Table 14: Camera Detected Offence Program (CDOP) financial overview for 2019–20

Revenue	\$'000
Department of Transport and Main Roads	117,901
Department of Treasury and Trade (State Penalties Enforcement Registry)	54,341
Total Revenue	172,242
Administrative/operational costs	
Department of Transport and Main Roads - operating	8,379
Department of Transport and Main Roads - equity	2,133
Queensland Police Service - operating (including road safety enforcement initiatives)	42,258
Queensland Police Service - equity	1,674
Department of Treasury and Trade (State Penalties Enforcement Registry)	9,137
Total administrative/operational costs	63,581
Expenditure from remaining revenue	
Road safety education and awareness	
Department of Transport and Main Roads - operating	17,366
Department of Transport and Main Roads - equity	3,365
Public Safety Business Agency	1,785
Road accident injury rehabilitation programs	
Queensland Health - to support the purchase of blood products used in the treatment of victims of road trauma	4,500
Improvements to the safety of state-controlled roads	
Department of Transport and Main Roads - operating	1,083
Department of Transport and Main Roads - equity	113,387
Total Expenditure from remaining funds	141,486
Total Expenditure 2019–20	205,067
Total Revenue less Total Expenditure	(32,825)

Note: Total 2019–20 expenditure on CDOP related activities, includes expenditure from prior year funds.

Community attitudes

The following results were drawn from recent research* indicate the community regards speeding as a dangerous and unacceptable behaviour. Of those drivers surveyed:

- 85 per cent agreed with the statement 'I think speeding is a major contributor to crashes'.
- 96 per cent agreed with the statement 'There can be serious consequences for others when people speed'.
- 66 per cent thought that speeding is as dangerous as drink driving/riding.
- 69 per cent agreed with the statement 'No matter what, I always drive under or at the speed limit'.
- 84 per cent agreed that driving/riding 10 kilometres per hour over the speed limit increases crash risk.

*Each year, Transport and Main Roads commissions a Road Safety Attitudes Tracking Study by an independent market research company. The 2019 survey asked transport-related questions of a sample of 600 Queensland drivers/riders. A number of the questions were specific to the Camera Detected Offence Program.

Figure 7 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 7: Mobile speed cameras – vehicles monitored per notice issued



Table 15: Number of mobile speed camera infringements per penalty bracket for 2019.

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	384,393	82,585	11,092	1,505	632	480,207
Percentage	80.05%	17.20%	2.31%	0.31%	0.13%	100%

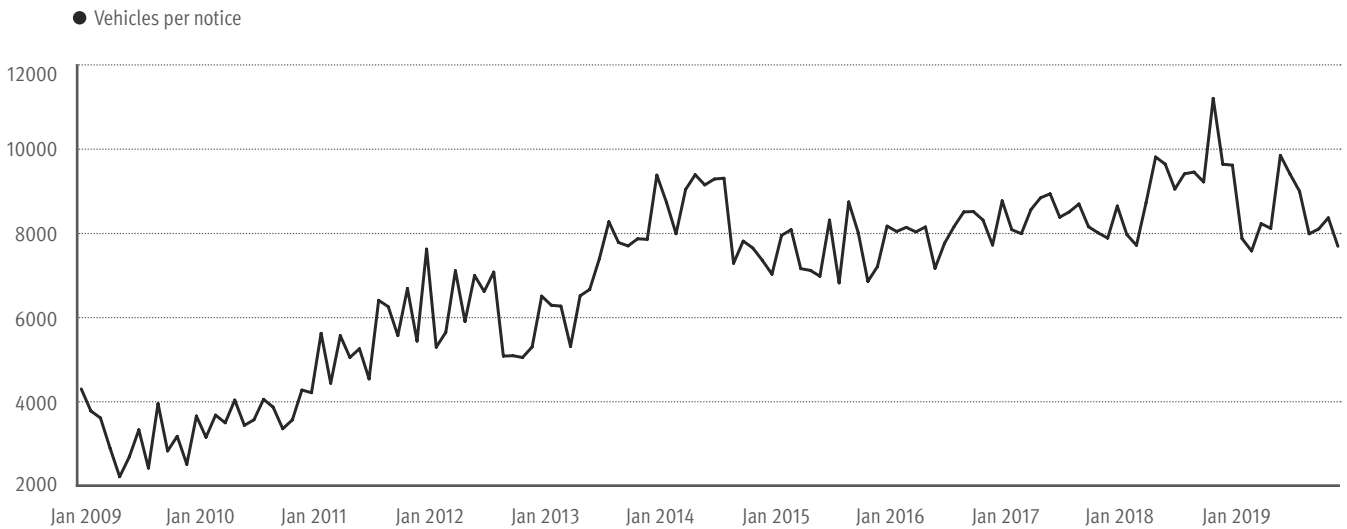
Data source: Transport and Main Roads Data Analysis Team

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

In the 2019 calendar year 30,116 red light camera infringement notices were issued. This includes red light camera notices detected by combined red light/speed cameras.

Figure 8 shows the average number of vehicles that were monitored for every red light camera notice that was issued between January 2014 and December 2019.

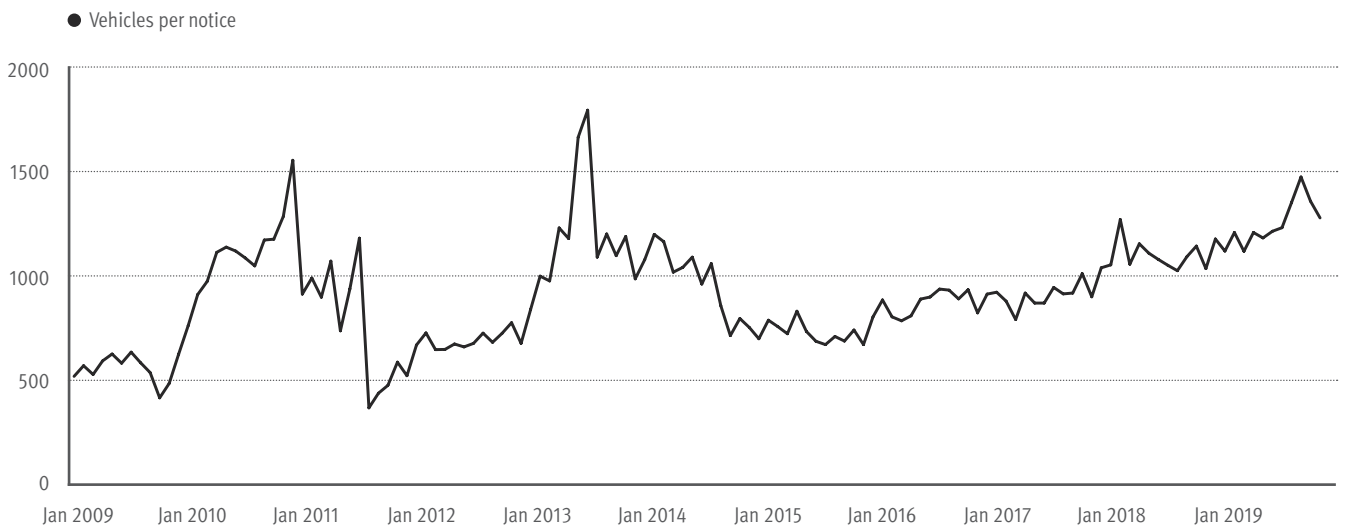
Figure 8: Red light cameras – vehicles monitored per notice issues.



Data source: Queensland Police Service

Note: This graph does not include red light camera notices issued by combined red light/speed cameras. See Figure 10

Figure 9: Fixed speed 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 10

Table 16: Number of fixed speed camera infringements per penalty bracket for 2019

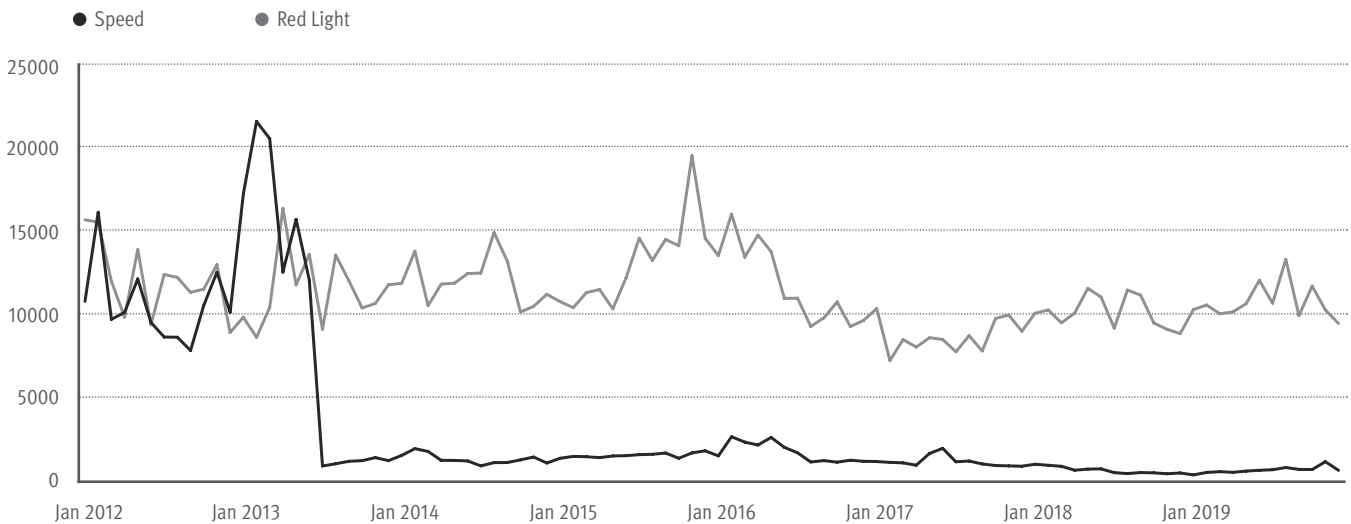
Penalty bracket	Less than 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	More than 40 km/h	Total
Number of fixed speed camera infringements	49,384	14,842	2,212	431	292	67,161
Percentage	73.53%	22.10%	3.29%	0.64%	0.43%	100%

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 10 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 2019.

Figure 10: 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 17: Number of point-to-point speed camera infringements per penalty bracket for 2019

Penalty bracket	Less than 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	More than 40 km/h	Total
Number of point-to-point speed camera infringements	1,666	1,352	185	32	22	3,257
Percentage	51.15%	41.51%	5.68%	0.98%	0.68%	100%

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 18: Passenger transport operator payments: South East Queensland

Payments are for the period of 1 July 2019 to 30 June 2020 and are GST exclusive.

Operator	2019–20 Amount \$	Operator	2019–20 Amount \$
Bus		CityTrain	
BIC Coaches Pty Ltd ACN 134 809 617	\$5,957,773	Queensland Rail	\$1,317,022,308
Brisbane Bus Lines Pty Ltd ACN 009 739 593	\$151,873	Rail Bus Replacement Services	
Brisbane City Council (Transport for Brisbane)	\$328,702,812	Cav Queensland Pty Ltd	\$611,582
Bus Queensland Pty Ltd ACN 010 516 757 t/a Park Ridge Transit	\$16,477,875	Gen_kangaroo Bus Lines	\$3,874,196
Bus Queensland (Lockyer Valley) Pty Ltd ACN 140 535 888	\$1,690,508	Gen_brisbane Bus Lines Pty Ltd	\$4,123,924
Buslink Sunshine Coast Pty Ltd ACN 085 000 693	\$16,105,796	Gen_thompson Bus Service	\$1,704,253
Caboolture Bus Lines Pty Ltd ACN 010 974 599	\$7,798,847	Regent Taxis Limited	\$1,051
R.G. Clark & Y.H. Clark t/a Clarks Bus Service ABN 26 755 113 656	\$32,658,372	Yellow Cabs Australia Pty Ltd	\$5,557
G.K. & J.M. Thompson Pty Ltd ACN 064 465 176 t/a Thompson Bus Services	\$10,441,185	Black & White Cabs Pty Ltd	\$11,067
Hornibrook Bus Lines Pty Ltd ACN 010 013 224	\$18,981,995	Gympie Golden City Cabs	\$487
Mt Gravatt Bus Service Pty Ltd ACN 010 232 827 atf the L G Cole Family Trust	\$5,876,514	Suncoast Cabs Ltd	\$5,145
S & S Webster Investments Pty Ltd ACN 004 804 497 t/a Kangaroo Bus Lines	\$17,454,600		\$10,337,263
Southern Cross Transit (QLD) Pty Ltd ACN 097 130 615 atf the G. Oliveri Family Trust	\$172,960	Light Rail	
Surfside Buslines Pty Ltd ACN 010 957 552	\$94,553,672	Goldlinq	\$57,549,568
Transdev Queensland Pty Ltd ACN 087 046 044	\$27,894,380	Flexilink Taxi Service	
Transit Australia Pty Ltd ACN 065 794 943 t/a Sunshine Coast Sunbus	\$38,366,642	Yellow Cabs (Australia) Pty. Ltd. ABN 45 620 658 871	\$137,349
Westside Bus Co Pty Ltd ACN 083 497 312 atf Westside Unit Trust	\$24,398,679	Demand Responsive Transport	
Cavbus Pty Ltd ACN 096 924 677	\$66,040	Yellow Cabs (Australia) Pty. Ltd. ABN 45 620 658 871	\$957,813
	\$647,750,522	Total payments	\$2,062,614,864.78
Ferry			
Brisbane City Council (Transport for Brisbane)	\$20,492,480		
Amity Trader Pty Ltd ACN 146 155 204 atf the trustee for the Scorpio Trust t/a Coochiemudlo Island Ferry Service	\$269,586		
Kellstar Pty Ltd ACN 073 449 439 t/a Stradbroke Flyer	\$1,066,179		
Stradbroke Ferries Pty Ltd ACN 009 725 713	\$113,815		
TSA Ferry Group Pty Ltd ACN 108 664 848 t/a Bay Islands Transit System	\$6,917,982		
	\$28,860,042		

Table 19: Passenger transport operator payments: Rest of Queensland

Payments are for the period of 1 July 2019 to 30 June 2020 and are GST exclusive.

Operator	2019–20 Amount \$
Regional Urban Bus	
Astronomical Chillagoe Pty Ltd ACN 107 487 972 atf Seven Bridges Unit Trust	\$8,360
Bowen Transit Pty Ltd ACN 105 749 602	\$155,459
Buslink Gladstone Pty Ltd ACN 612 803 406	\$1,753,468
Campsie Bus Co Pty Ltd ACN 000 953 328 t/a Whitsunday Transit	\$1,460,588
Cavglass Pty Ltd ACN 124 444 711 t/a Glasshouse Country Coaches	\$581,492
Complete Golf Coaching Pty Ltd ACN 101 380 116 t/a Kerry's Bus Service	\$4,098
D.G. Young & P.J. Young & P.J. Young t/a Youngs Bus Service	\$2,540,464
Duffy's City Buses Pty Ltd ACN 053 761 023 atf The Duffy Trust	\$2,043,255
Fultonlawn Pty Ltd ACN 010 489 068 atf NHPriebbenow Family Trust t/a Wide Bay Transit	\$4,155,501
GJ & LE Christensen t/a Christensens Bus and Coach	\$454,353
Haidley, Donald Joseph t/a Haidley's Panoramic Coaches & Motors	\$245,638
Hubbards Coaches Pty Ltd ACN 076 988 120 atf Hubbard Family Trust	\$4,608
Kuhle Pty Ltd ACN 093 136 317 atf The Khlewein Family Trust t/a Coast & Country Buses	\$7,546
L.G. Stewart Family Co. Pty Ltd ACN 009 971 617 atf LG Stewart Family Trust	\$195,206
Mackay Transit Coaches Pty Ltd ACN 050 416 227	\$4,608,440
Polleys Coaches Pty Ltd ACN 134 694 992	\$716,929
Stradbroke Island Buses Pty Ltd ACN 151 219 420	\$524,324
Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	\$7,494,693
Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	\$278,529
Transit Australia Pty Ltd ACN 065 794 943 t/a Marlin Coast Sunbus	\$15,919,159
Transit Australia Pty Ltd ACN 065 794 943 t/a Capricorn Sunbus	\$2,990,410
Transit Australia Pty Ltd ACN 065 794 943 t/a Townsville Sunbus	\$12,547,324
	\$58,689,844
Ferry	
Sea-Cat Charters Pty Ltd ACN 010 551 925 t/a Peddells Thursday Island Tours	\$217,470
Sealink Queensland Pty Ltd ACN 148 811 170	\$3,356,263
	\$3,573,732

Operator	2019–20 Amount \$
Long Distance Rail	
XPT - NSW Trains (Contract Price)	\$2,701,353
Savanahlander	\$1,631,597
Queensland Rail	\$507,232,348
	\$511,565,298
Regional Air	
Qantas Airways Ltd ACN 009 661 901*	\$3,645,730
Regional Express Pty Ltd ACN 101 325 642	\$10,155,176
Skytrans Pty Ltd ACN 100 751 139	\$3,206,576
Hinterland Aviation Pty Ltd ACN 010 617 893	\$400,841
	\$17,408,322
Long Distance Coach	
Bowen Transit Pty Ltd ACN 105 749 602	\$114,317
Greyhound australia Pty Ltd ACN 104 326 383	\$647,170
Mackay Transit Coaches Pty Ltd ACN 050 416 227	\$511,159
North Burnett Regional Council	\$366,055
Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	\$5,384,043
Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	\$451,252
	\$7,473,996
Regional Railbus	
TD & GR ECKEL PTY LTD ACN 074 098 114	\$158,457
OUTBACK AUSSIE TOURS PTY LTD ACN 010 813 313	\$73,810
	\$232,267
Total payments	\$598,943,460

* Expenditure only - does not include QANTAS Central 1 contract revenue of \$2,969.7M

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 2019–20 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/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair	Paul Low	2	\$390 daily	N/A	\$390
Member	Matthew Burke	2	\$300 daily	N/A	\$0
Member	Julie Castle	2	\$300 daily	N/A	\$450
Member	Blaise Itabelo	2	\$300 daily	N/A	\$450
Member	Gail Ker	2	\$300 daily	N/A	\$450
Member	Adrienne Ward	2	\$300 daily	N/A	\$450
No. scheduled meetings/sessions	2				
Total out of pocket expenses	\$1227.68 (GST inclusive)				

Glossary

Term	Definition
Accelerated Works Program	Accelerated Works Program was part of a State Government initiative to help promote local contractor engagement and employment in Northern Queensland. Acceleration of works was primarily focussed on capital works already funded in the State Budget that could be brought forward or commenced earlier than planned in 2015-16 or 2016-17. The Department of Transport and Main Roads accelerated 21 infrastructure projects with a total value of approximately \$144.6 million in directly delivered infrastructure projects as part of the program.
Advance Queensland	Advance Queensland is a comprehensive suite of programs, based on international evidence of ‘what works’, designed to create the knowledge-based jobs of the future.
Albert device	A portable touchscreen tablet which supports customer transactions for TMR services.
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.
Breakdown safety glovebox guide	An educational pamphlet available to the public on pre-trip checks to help avoid dangerous breakdown situations.
Bridge Renewal Program	An Australian Government initiative to contribute to the productivity of bridges serving local communities and facilitate higher productivity vehicle access.
Building Information Modelling (BIM)	BIM is the process of creating an information-rich digital model to guide planning, designing, construction and asset maintenance.
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.
Class 1 applications	Special purpose vehicles, Agricultural vehicles, Oversize Over mass vehicles.
Class 2 applications	Freight-carrying vehicles (B-doubles, B-triples, Road Trains), Buses, Vehicle carriers, Livestock vehicles, Performance-Based Standards (PBS) vehicles.
Class 3 applications	Vehicles which, together with their load, do not comply with prescribed mass or dimension requirements.
Cooperative Intelligent Transport System	Cooperative Intelligent Transport Systems, known as C-ITS, use technology to allow vehicles to communicate wirelessly with other vehicles, roadside infrastructure, transport management systems and personal mobile devices.
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.
Customer Charter	An important part of TMR’s customer-led transformation is the development of a TMR Customer Charter. The TMR Customer Charter succinctly communicates the department’s commitments to TMR customers. The Customer Charter commitments are: Make safety a priority; Keep you informed; Consult and collaborate; and Listen, action, improve.
Customer Experience Lab	The TMR Customer Experience Lab is a purpose built design space that supports TMR’s capacity to design and deliver a seamless customer experience by engaging with customers to understand their expectations and needs, re-organising what we do and how we work around customer needs and expectations and co-designing solutions that embrace the future and create value for customers and for TMR.
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.
Cycling Infrastructure Program	Delivery mechanism for constructing the principal cycle network and supporting the <i>Queensland Cycling Strategy 2017–2027</i> priority of building and connecting cycling infrastructure.
DIGITAL1ST	Advancing our digital future is the Queensland Government’s strategic direction to position Queensland as a leader in digital government now and in the future.
<i>Disability Discrimination Act</i>	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 Commonwealth/state 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.
EME2	EME2 is a heavy duty pavement technology suitable for environments that require thick asphalt, such as motorways and heavily trafficked roads. Compared to conventional asphalt, EME2 allows the asphalt base thickness to be reduced by about 20%, delivering cost savings while also offering superior performance, sustainability and productivity in construction time.

Term	Definition
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.
Foamed bitumen	Foamed bitumen is formed by injecting a small quantity of cold water into hot bitumen to produce an instant expansion. In this foamed state, bitumen is highly efficient at wetting and coating the finer particles of the pavement material, forming a mortar and binding the mixture together.
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.
Geopolymer	Geopolymer concrete is a new class of concrete that offers the benefits of reduced CO2 emissions and enhanced durability compared to conventional Portland cement concrete.
go card	TransLink's smartcard (a thin, compact card about the size of a credit card) which stores up to \$250 of electronic credit.
Grassland Significant Environmental Area	This type of Significant Environmental Area is an ecologically community that is critically endangered nationally and a conservation priority. Only 0.78% of the original extent remains and of that 65.0% remains in the road reserve. The area contained with the in road reserve is progressively being eroded mostly as a result of the approval of corridor management activities.
iMap	iMaps (TMR's interactive mapping tool) is a collection of web-based, business specific, maps. They enable TMR to visualise, explore, search, query and share a combination of layers of information tailored to suit the user's needs. TMR created iMaps with just two maps in 2011 now has 20 desktop and five mobile maps.
Impressions	Measures the amount of time a social media page's content is displayed.
Insitu	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.
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 Commonwealth/state 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.
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.
Northern Australia Beef Roads Program	An Australian Government program committed to improving key roads used for cattle transport in the nation's north.
OneTMR	A Department of Transport and Main Roads-wide culture and way of operating.
OnQ	Project management framework which establishes the fundamental principles for achieving consistency in project management within TMR.
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 Australian Government, Queensland Government and local governments. 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.
Pavement design methodology	Determining the correct approach when designing a pavement in a specific location, taking into consideration all elements.
Procurement Performance Management Framework	The mechanism for measuring the performance of the procurement function and directly links to the strategies set out in the Strategic Procurement Plan, as well as incorporating 24 procurement measures.
Q50 flood immunity	Built to withstand a one in 50-year flood event.

Term	Definition
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	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 Aviation Access program	A Commonwealth program providing funding assistance for access and safety upgrades to remote aerodromes as well as subsidised flights to ensure residents of remote communities have access to regional service centres.
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.
Royalties for the Regions	A Queensland Government initiative to invest in regional community infrastructure projects. This initiative helps regions hosting major resource developments receive genuine long-term royalty benefits through better planning and targeted infrastructure investment. The program will help resource communities better manage the consequences of resource sector development, seize economic opportunities and encourage growth.
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.
Significant Environmental Area	Areas of national and international ecological importance contained within the state controlled road reserve that are not represented in protected areas or of a quality and uniqueness that is significantly higher than protected areas. This means that although road reserves have lots of nationally significant vegetation SEA are only the 'best of the best and unique'.
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.
Township Entry Treatments	A Township Entry Treatment is a speed management treatment that involves installing signage and line markings at the entry point to a town, where the speed limit transitions from a high speed rural environment to a lower speed environment.
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.
Twin-Steer Axle	A group of 2 axels, with single tyres, fitted to a motor vehicle, connected to the same steering mechanism and the horizontal distance between the centre-lines of which is at least 1m but not more than 2m.
Twitter	Twitter is an online social networking service that enables users to send and read short 140-character messages called 'tweets'.
Waze Traffic	Waze is the world's largest community-based traffic and navigation app, enabling users to share real-time traffic and road information.
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
ACCC	Australian Competition and Consumer Commission
AGTTM	Ausroads Guide to Temporary Traffic Management
AIS	Automatic Identification System
AIS	<i>Accessibility and Inclusion Strategy</i>
AMSA	Australian Maritime Safety Authority
ARC	Audit and Risk Committee
ARRB	Australian Roads Research Board
ATIP	Active Transport Investment Program
ATN	Accessible Transport Network
BoM	Bureau of Meteorology
CaPE	Conduct and Performance Excellence
CAVI	Cooperative and Automative Vehicle Initiative
CBD	Central business district
CCC	Crime and Corruption Commission
CDOP	Camera Detected Offence Program
CE Hub	Customer Experience Hub
CMS	Complaints management system
CNLGG	Cycle Network Local Government Grants
CO2	Carbon dioxide
COAG	Council of Australian Government
COO	Chief Operations Officer
CORAL	Customer Orientated Registration and Licensing
CRRR	Community Recovery Ready Reserves
CSC	Customer service centre
CSIA	Customer Service Institute of Australia
CSSR	Customer Services, Safety and Regulation Division
DATSIP	Department of Aboriginal and Torres Strait Islander
DAW	Disability Action Week
DCDN	Digital Capability Development Network
DDG	Deputy Director-General
DDI	Diverging Diamond Interchange
DES	Department of Environment and Science
DFVA	Domestic and Family Violence Awareness
DG	Director-General
DJAG	Department of Justice and Attorney-General
DLA	Digital Licence App
DNRME	Department of National Resources, Mining and Energy
DPC	Department of the Premier and Cabinet
DRFA	Disaster Recovery Funding Arrangements
DRT	Demand Responsive Transport
DSAPT	Disability Standards for Accessible Public Transport 2002
DSP	Disability Service Plan
ELT	Executive Leadership Team
EFRG	Economic Functional Recovery Group

Acronym	Definition
EPIRB	Emergency position indicating radio beacon
FRRAG	Flood Recovery Road Access Group
FSZS	Flashing school zone signs
FTE	Full-time equivalent
GBR	Great Barrier Reef
GCLR	Gold Coast Light Rail
GCLR3A	Gold Coast Light Rail - Stage 3A
GOC	Government owned corporations
GST	Goods and services tax
HR	Human Resources
HVIA	Heavy Vehicle Industry of Australia
HVSP	Heavy Vehicle Safety and Productivity Program
IA	Infrastructure Australia
ICT	Information and Communication Technology
IEN	Indigenous Employee Network
IGEM	Inspector General of Emergency
IIC	Information Investment Committee
IMAP	Interactive Map
IMD	Infrastructure Management and Delivery Division
IP Act	<i>Information Privacy Act 2009</i>
IPL	Infrastructure Priority List
ISC	Information and Systems Committee
ISCA	Infrastructure Sustainability Council of Australia
ISSN	International Standard Serial Number
IT	Information Technology
ITB	Information Technology Branch
ITS	Intelligent Transport Systems
KPI	Key performance indicator
kWh	Kilowatt hours
LED	Light-emitting diode
LTI	Lost Time Injury
LTIFR	Lost Time Injury Frequency Rate
M1	Pacific Motorway
MaaS	Mobility as a Service
MIF	Marine Infrastructure Fund
MIIP	Marine Infrastructure Investment Program
MSQ	Maritime Safety Queensland
MUTCD	Manual of Uniform Traffic Control Devices
MVIC	Motor Vehicle Inspection Centre
MWh	Megawatt hours
NACoE	National Asset Centre of Excellence
NDRRA	Natural Disaster Relief and Recovery Arrangements
NHVR	National Heavy Vehicle Regulator
NGR	New Generation Rollingstock

Acronym	Definition
NGTSC	Next Generation Traffic Signal Controller
OIC	Office of the Information Commissioner
P2L	Passport 2 Leadership
PCN	Principal Cycle Network
PCNP	Principal Cycle Network Plan
PDO	Program Delivery and Operations Branch
PIA	Planning Institute of Australia
PIA	Privacy Impact Assessments
PID	Public Interest Discloser
PPI	Policy, Planning and Investment Division
PPN	Planning and Performance Network
PSC	Public Service Commission
PWC	Personal watercraft
QAO	Queensland Audit Office
QESH	Queensland Electric Super Highway
QFES	Queensland Fire and Emergency Services
QFS	<i>Queensland Freight Strategy</i>
QGAP	Queensland Government Agent Program
QPP	Queensland Procurement Policy
QPS	Queensland Police Service
QRS	Queensland Regulated Ship
QRSPP	Queensland Road System Performance Plan
QRSW	Queensland Road Safety Week
QSCTC	Queensland Security and Counter-Terrorism Committee
QTRIP	Queensland Transport and Roads Investment Program
R&D	Research and development
RAAP	Regional Aviation Access Programme
RAPID	Road and Passenger Transport Incident Detection
RACQ	Royal Automotive Club of Queensland
RBRAM	Roadside Bushfire Risk Assessment Model
ReefVTS	Great Barrier Reef and Torres Strait Vessel Traffic Services
RIC	Rapid Impact Compaction
RMS	Risk Management System
RRTG	Regional Roads and Transport Group
RSO	Regional Services Outlet
RTI Act	<i>Right to Information Act 2009</i>
RTRG	Roads and Transport Recovery Group
RV	Recreational Vehicle
SAMs	Speed Awareness Monitors
SAP	System, application and products
SCUH	Sunshine Coast University Hospital
SDCC	State Disaster Coordination Centre
SDCG	State Disaster Coordination Group
SDS	Service Delivery Statements
SEQ	South East Queensland
SES	Senior Executive Service

Acronym	Definition
SES/SO	Senior Executive Service/Senior Officer
SIP	State Infrastructure Plan
SISTO	Security-Identified Surface Transport Operations
SLT	Senior Leadership Team
SO	Senior Officer
SPM	Strategic Property Management
STAS	School Transport Assistance Scheme
STEM	Science, technology, engineering and mathematics
TAP	Transport Academic Partnership
TCC	Transport Coordination Centre
TCP	Transport and Coordination Plan 2017 –2027
TIDS	Transport Infrastructure Development Scheme
TIES	Transport Information Exchange System
TISN	Trusted Information Sharing Network
TMR	Department of Transport and Main Roads
TOD	Transit Oriented Development
TRSP	Targeted Road Safety Program
TSS	Taxi Subsidy Scheme
V1	Veloway 1
VHF	Very High Frequency
VoC	Verification of Competency
VRRN	Vehicle Registration Renewal Notice
VTS	Vessel Traffic Services
VTSO	Vessel Traffic Service Officers
WAT	Wheelchair Accessible Taxis
WfQ	Working for Queensland
WHS	Workplace Health and Safety
WHSQ	Workplace Health and Safety Queensland
WiL	Women in Leadership
WoG	Whole-of-government

Compliance Checklist

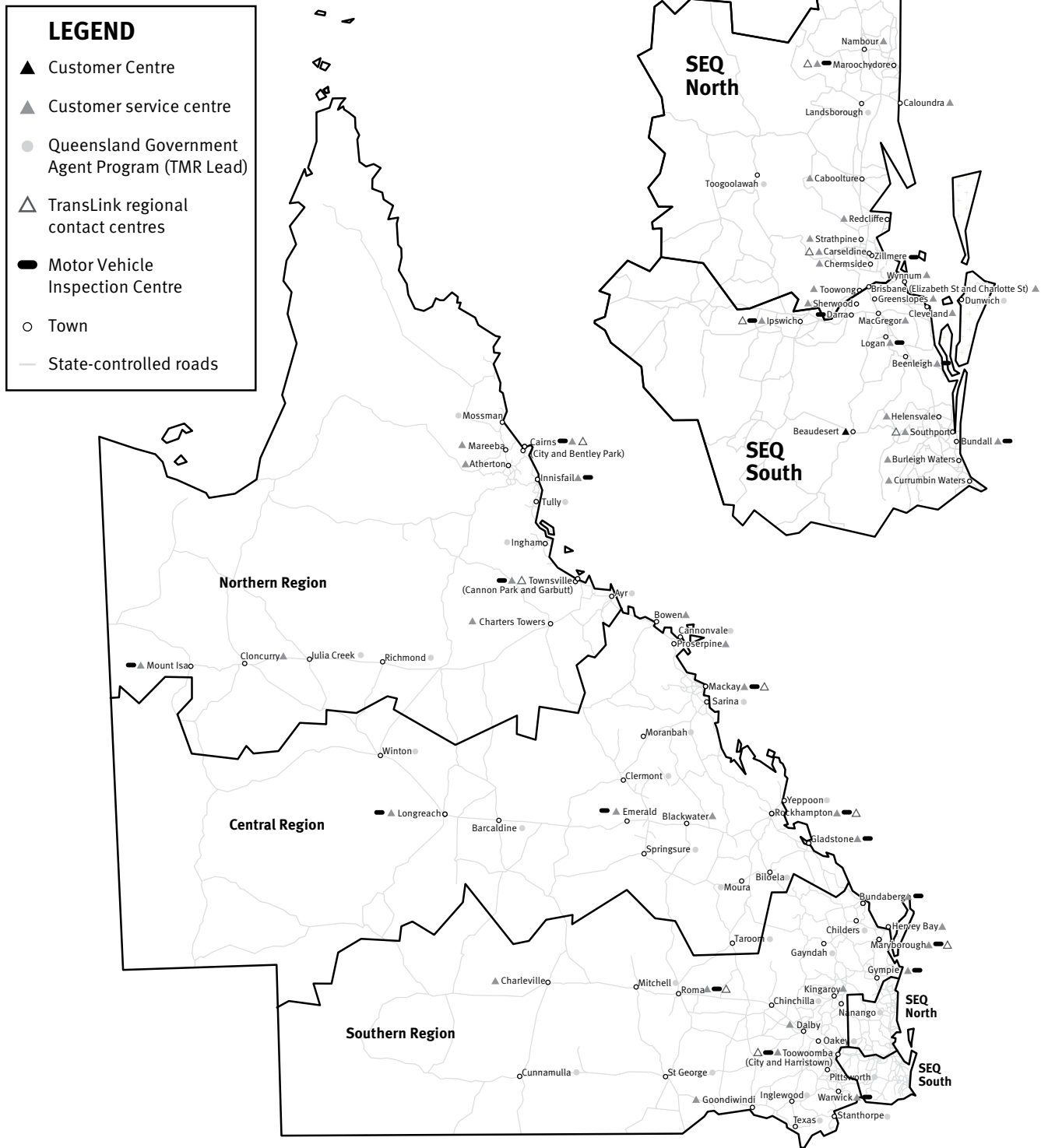
Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7 Page 003
Accessibility	Table of contents	ARRs – section 9.1 Page 005
	Glossary	Page 194
	Public availability	ARRs – section 9.2 Page 004
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 Page 004
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4 Page 002
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5 Page 002
General information	Introductory Information	ARRs – section 10.1 Page 004
	Machinery of Government changes	ARRs – section 10.2, 31 and 32 (if applicable)
	Agency role and main functions	ARRs – section 10.2 Page 104
	Operating environment	ARRs – section 10.3 Page 013
Non-financial performance	Government's objectives for the community	ARRs – section 11.1 Page 011
	Other whole-of-government plans / specific initiatives	ARRs – section 11.2 Page 011
	Agency objectives and performance indicators	ARRs – section 11.3 Page 014
	Agency service areas and service standards	ARRs – section 11.4 Page 181
Financial performance	Summary of financial performance	ARRs – section 12.1 Page 009
Governance – management and structure	Organisational structure	ARRs – section 13.1 Page 109
	Executive management	ARRs – section 13.2 Page 110
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3 Page 193
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 Page 100
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5 Page 121
	Queensland public service values	ARRs – section 13.6 Page 104
Governance – risk management and accountability	Risk management	ARRs – section 14.1 Page 123
	Audit committee	ARRs – section 14.2 Page 113
	Internal audit	ARRs – section 14.3 Page 119
	External scrutiny	ARRs – section 14.4 Page 120
	Information systems and recordkeeping	ARRs – section 14.5 Page 114
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1 Page 100
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2 Page 100
Open Data	Statement advising publication of information	ARRs – section 16 Page 004
	Consultancies	ARRs – section 33.1 https://data.qld.gov.au
	Overseas travel	ARRs – section 33.2 https://data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 33.3 https://data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1 Page 172
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2 Page 173

FAA: Financial Accountability Act 2009

FPMS: Financial and Performance Management Standard 2019

ARRs: Annual report requirements for Queensland Government agencies

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 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 QLD 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

Suburb/town	Address
Mareeba	147 Walsh Street, Mareeba QLD 4880
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
Redbank**	Shop 221, Level 2, Redbank Plaza Shopping Centre, 1 Collingwood Drive, Redbank QLD 4301
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
Barcardine QGAP	65 Ash Street, Barcardine 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

Suburb/town	Address
Chinchilla QGAP	Chinchilla Magistrates Court, Heeney Street, Chinchilla QLD 4413
Clermont QGAP	Clermont Magistrates Court, 44 Daintree Street, Clermont QLD 4721
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, Portsmith Marine Operations, 100-106 Tingira Street, Portsmith 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: 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: www.translink.com.au
Traffic information	Phone: 13 19 40 Web: qldtraffic.qld.gov.au

Motor vehicle inspection centres (MVIC)

Suburb	Address
South East Queensland South	Darra MVIC, Argyle Parade, Darra 4077
	Ipswich MVIC, 2 Colvin Street, North Ipswich 4305
	Bundall MVIC, 30 Upton Street, Bundall 4217
	Beenleigh MVIC, 31 Logan River Road, Beenleigh 4207
South East Queensland North	Logan MVIC, 43-45 Jacaranda Avenue, Logan Central 4114
	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
Central	Gympie MVIC, 17 Oak Street, Gympie QLD 4570
	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
Northern	Rockhampton MVIC, 31 Knight Street, North Rockhampton QLD 4701
	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

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Regulator Performance Framework Reporting October 2019–June 2020 - combined input

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
<p>To achieve regulatory settings that are proportionate to risk and avoid unnecessary burden, the department of Transport and Main Roads develops regulation that:</p> <ul style="list-style-type: none"> • is evidence based, by using statistical data including vehicle registration data and traffic offence infringement statistics; • is based on research and considered analysis; and • is developed in consultation, including with applicable internal stakeholders, road user groups and transport industries. 		
<p>1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</p> <ul style="list-style-type: none"> • A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions • Regulations do not unnecessarily impose on regulated entities • Regulatory approaches are updated and informed by intelligence gathering so that effort is focussed towards risk 	TL	<p>Smart Ticketing is a new ticketing solution being rolled out across Queensland which aims to make choosing public transport even easier by giving customers various options to pay for their travel. To pay for public transport, customers will be able to use cash, go cards and other tokens issued by the department, contactless debit and credit cards, smartphones or wearable devices.</p> <p>Amendments were made to the <i>Transport Operations (Passenger Transport) Regulation 2018</i> (PT Regulation), which aim to protect fare revenue for the use or hire of public passenger vehicles, as customers transition to Smart Ticketing. The amendments demonstrated regulator model practice by providing legal certainty for authorised persons and customers, as well as giving customers legal protections regarding personal property.</p> <p>The Bus Driver Safety Scheme, established in November 2018, provides funding assistance for eligible bus operators to install driver safety barriers and anti-shatter window film in fleet vehicles operating in high risk areas. The Scheme is administered by the Rural and Industry Development Authority under the Rural and Regional Adjustment Regulation 2011. Applications under the Scheme closed on 31 March 2019 and successful applicants had until 30 June 2020 to complete installations in order to receive the approved rebate.</p> <p>The wheelchair accessible taxi grant scheme was established in December 2020 to provide funding assistance for eligible taxi operators seeking to replace ageing wheelchair accessible taxis with new vehicles or to upgrade conventional taxis with new wheelchair accessible vehicles. Funding is available for up to 50% of the cost of the new vehicle, capped at \$45,000. The scheme is administered by the Queensland Rural and Industry Development Authority under the <i>Rural and Regional Adjustment Regulation 2011</i>.</p> <p>The Government announced a fee relief package for taxi, limousine, and ride-booking drivers and operators on 25 April 2020 to mitigate the impacts of COVID-19 on the industry. This included:</p> <ul style="list-style-type: none"> • extending existing booked hire/taxi driver authorisations for six months • extending taxi/limousine licences for six months • waiving the annual Taxi Industry Security Levy in 2019–20 • extending existing booking entity authorisations for six months • temporarily extending the refund policy for holders of booked hire service licences so they can receive a pro-rata refund if they choose to surrender their licence • waiving fees for operators to cancel and re-register their vehicles. <p>TransLink's Revenue Protection team enforce relevant offences (fare evasion and other offences relating to conduct on passenger transport) in line with provisions under the <i>Transport Operations (Passenger Transport) Act 1994</i> (TOPTA) and the PT Regulation. Enforcement approaches and associated penalties are designed to be proportionate to the seriousness of the offences.</p> <p>An offence matrix is maintained which outlines what action is appropriate for each offence committed on public transport. This matrix is updated regularly to reflect legislative and policy changes.</p> <p>Deployments of authorised persons undertaking enforcement are based on gathered intelligence and data on areas of greatest concern (e.g. routes with high rates of fare evasion, stakeholder/police intelligence on locations with high rates of anti-social behaviour etc).</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from **October 2019 to June 2020** aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices

Outline any actions taken from **October 2019 to June 2020**, or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices

The department undertakes rigorous policy analysis to fully identify all policy options, prior to advocating for and progressing any legislative amendment. The level of analysis undertaken by the department is commensurate with the complexity of the problems requiring resolution and includes systematic analysis of potential impacts on stakeholders. All amendments are supported and informed by thorough stakeholder consultation and, where possible, data analysis.

Examples of providing legal certainty to customers includes clarifying the legal obligation to:

- tap on and tap off token
- do everything reasonably necessary to allow a driver or authorised person to view a ticket, or read, or scan a token
- produce evidence of identity in certain circumstances.

Examples of giving customers legal protections regarding personal property include:

- ensuring valuable personal property (for example smartphones or bankcards) used as tokens cannot be seized by authorised persons
- entitlement to a refund of an amount when a person is charged a default fare and fined for fare evasion.

The *Transport Operations (Passenger Transport) Standard 2010* (PT Standard) expires in September 2021 and is currently being reviewed with the objective of streamlining the legislation and reducing the regulatory burden.

The department automatically applied the extensions to the term of existing authorisations and licences so that holders did not need to do anything.

For driver authorisations, a risk-based approach was taken with holders of a commercial medical certificate issued for 12 months or less being required to renew their driver authorisation but receiving a discount equivalent to the six month driver authorisation fee. All other holders had their driver authorisation automatically extended.

Members of the public who are detected committing lower-risk offences are initially issued with a warning notice with TransLink taking the opportunity to educate before issuing any penalty infringement notices.

The department’s Fines and Investigation Unit adjudicates on appeals from members of the public, if they feel they have been punished unfairly. This provides a mechanism for members of the public to have matters reviewed without requiring court intervention.

TransLink is leading a Youth Fare Evasion Project to consider options to improve the effectiveness of current enforcement activities which includes consideration of current legislative and regulatory frameworks.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	CSSR	Due to COVID-19, the Queensland Government introduced relief measures to reduce the financial and administrative burden associated with the cancellation and re-registration of vehicles.
	PPI	

Provide any examples or case studies to highlight the extent to which your regulatory practise from **October 2019 to June 2020** aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices

Outline any actions taken from **October 2019 to June 2020**, or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices

COVID-19 vehicle registration measures

These measures included waiving:

- vehicle registration cancellation fees
- plate fees at vehicle re-registration
- plate surrender requirements
- inspection requirements at re-registration in most cases.

These measures reduce the regulatory burden on industry and members of the general public who find themselves unable to afford registration due to COVID-19. The re-registration measures apply to anyone who cancelled their registration from 29 January 2020 and will remain in place until six months after the COVID-19 public health emergency declaration is revoked to ensure that those recovering economically and need to re-register their vehicles are appropriately supported.

One-month registration terms

On 15 February 2020, a one month vehicle registration renewal term was made available to eligible customers. This was in response to a customer survey that indicated nearly one in five customers would access a one month registration term if it was available. This new term is in addition to existing three, six and 12 month pay terms already available, making registration payments for customers easier, more convenient and affordable. The one month term is available to customers who enrol online in the department of Transport and Main Roads’ direct debit service.

Accessory Plate Changes

Since 14 September 2019, customers have been able to purchase an accessory plate without firstly having to pay an administrative fee to customise their standard number plates. This fee was deemed burdensome, as accessory plates are a product that is required under legislation.

An accessory plate is a smaller plate with the same registration number as the plates attached to the vehicle. An accessory plate is attached to an accessory (e.g. bike rack) that covers or partially obscures a vehicle’s number plate when fitted.

COVID-19 licensing measures

To support essential movements and employment during COVID-19, a range of temporary licensing measures were implemented. Key measures include:

- changing medical certificate requirements for drivers aged 75 years and over so this vulnerable group didn’t need to visit a doctor to obtain a certificate to drive
- extending the validity of an unexpired medical certificate for drivers with an ‘M’ condition on their licence
- waiving the fee for learner licence renewal in response to the temporary cessation of practical driving tests
- extending the time for new Queensland residents to obtain a Queensland driver licence
- extending driver licence image life to allow more people to renew online.

These measures reduce the regulatory burden on individuals who, during the peak of COVID-19, would have faced difficulties in complying with driver licensing requirements.

Penalties for mobile phone offences

On 1 February 2020, the penalties for using a mobile phone illegally while driving were increased to \$1000 and four demerit points.

The penalties were increased to help eliminate this dangerous behaviour and to save lives on Queensland’s roads. Road toll and injury statistics are evidence that driver distraction, and mobile phone use while driving, is a growing contributor to the number of lives lost and serious injuries on Queensland roads each year.

Strategies and action plans

Action plans, based on evidence that include monitoring of regulatory interventions, enable the department to focus on regulatory activities that are proportionate to risk and that minimise unnecessary burden.

Remake of Regulations

Several regulations are expiring in September 2021. The Regulations are currently subject to a significant remake process in accordance with best practice drafting principles focusing on the minimisation of unnecessary burden.

To maintain the safety of the road network, the department is currently developing a new policy for roadside fuel facilities to assist drivers manage their fatigue. The policy seeks industry feedback on proposals to relax some of the restrictions in the current service centres policy, such as drive-thru restaurants, accommodation and access to the local road network. Consultation with industry stakeholders is currently underway.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	PPI	<p>The master plans for the priority ports (Gladstone and Townsville) were released in 2018 and 2019 respectively and were released for public consultation from 4 November to 16 December 2019.</p> <p>Public consultation on the draft port overlays ensured that the community and other stakeholders could consider the potential regulatory effects prior to finalisation.</p> <p>The preparation of port overlays includes peer review by independent planning and legal experts, and an independent environmental advisory panel. Feedback from stakeholders received during public consultation processes is used to inform the development of provisions that will have regulatory effect when finalised.</p>
		<p>The <i>Sustainable Ports Development Act 2015</i> includes specific provisions (section 35(2)(b) and (3)) that allows the carrying out of limited capital dredging for a port facility within the inner harbour of the Port of Cairns. Up to 50,000 cubic metres of material can be approved to a limit of no more than 150,000 cubic metres of material in a four year period.</p> <p>The <i>Sustainable Ports Development Act 2015</i> also includes provisions (section 38) that require a review of sections 35(2)(b) and (3) to be completed. The scope of the review is to consider whether the existing provisions for the inner harbour of the Port of Cairns are effectively achieving a balance between economic development and the protection of the Great Barrier Reef World Heritage Area.</p> <p>Public consultation for the review was undertaken from 3 December 2019 to 7 February 2020. All submissions received during the consultation period are being considered during the preparation of a review report.</p> <p>The intent of the <i>Transport Infrastructure (Public Marine Facilities) Regulation (Regulation)</i> is to ensure the safe usage of the harbours and provides powers to control the movement of vessels, vehicles, property, goods, passengers, and users of the public marine facilities (PMF).</p> <p>The Regulation provides Authorised Officers (AO) with powers to enforce the above activities by way of either an Authorised Officer Direction (AOD) or a Regulatory Notice (RN). Non-compliance with either the AOD or RN may result in a Marine Infringement Notice (MIN) if the breach is serious enough to present a risk to safety or cause damage to PMF.</p>
<p>The department undertakes a wide range of activities intended to support comprehensive and meaningful engagement with stakeholders. Formal mechanisms include forums, industry groups, and national transport bodies covering both general transport matters and dedicated projects. Formal consultation plans are developed as part of all proposed legislative amendments. Consultation plans routinely identify all government, community and industry stakeholders.</p> <p>For example, a range of techniques are employed to ensure there is meaningful consultation with stakeholders when developing new policies and regulation including:</p> <ul style="list-style-type: none"> consulting with road user groups, such as the RACQ and transport industry stakeholders before undertaking regulatory amendments working with other Queensland government agencies regular meetings with formal industry and road user reference groups co-designing regulatory and service delivery processes, such as through the customer experience lab collaborating nationally in policy development processes, including in the development of nationally consistent regulation. 		
<p>2. Consult and engage meaningfully with stakeholders</p> <ul style="list-style-type: none"> Formal and informal consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision-making circumstances Engagement is undertaken in ways that helps regulators develop a genuine understanding of the operating environment of regulated entities Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework 	TL	<p>The department's Accessibility Reference Group meets quarterly and provides a forum for government, industry and representatives from the disability sector to discuss concerns relating to the accessibility of the public transport network for people with disability. This discussion includes working with all relevant stakeholders in ensuring compliance with the <i>Disability Standards for Accessible Public Transport 2002</i> (Cwth).</p> <p>The department and Queensland Bus Industry Council (QBIC) Strategic Forums occur quarterly and provide a forum to discuss issues relating to the bus industry including compliance of bus operators with relevant regulations.</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
<p>The master plans for the priority ports (Gladstone and Townsville) were released in 2018 and 2019 respectively and released for public consultation from 4 November to 16 December 2019. Public consultation on the draft port overlays ensured that the community and other stakeholders could consider the potential regulatory effects prior to finalisation.</p>	<p>The preparation of port overlays includes peer review by independent planning and legal experts, and an independent environmental advisory panel.</p> <p>Feedback from stakeholders received during consultation processes is used to inform the development of provisions that will have regulatory effect once the overlays commence.</p>
<p>The review required by section 38 of the <i>Sustainable Ports Development Act 2015</i> is currently underway.</p> <p>Public consultation was undertaken from 3 December 2019 to 7 February 2020. All submissions received during the consultation period are being considered during the preparation of a review report.</p> <p>Public consultation ensures that the community and other stakeholders could comment on the provisions.</p> <p>For example, an AO may give an AOD to relocate a recreational or commercial vessel to a suitable location if it is breaching the anchorage or mooring provisions of the Regulation.</p> <p>Although the PMF's are purposed for recreational vessels, where reasonable to do so usage by commercial vessels (such as small business owners), is allowable with prior approval (Landing Rights Agreement).</p>	<p>Feedback from stakeholders received during consultation processes is used to inform the review and any recommendations that may arise from it.</p> <p>A review was carried out to determine the load bearing capacity of the PMF infrastructure at the Manly harbour to ascertain if commercial activities could be permissible. Further policy considerations to determine if mixed use is appropriate, taking into consideration the impact on recreational vessel usage of the facilities is currently being explored.</p> <p>Where commercial use has been determined to be appropriate, a commercial operator may seek prior approval to undertake an activity at a PMF by completing an application form and providing relevant licences and insurances.</p>
<p>Consultation is generally conducted in a variety of mediums. The depth of consultation is informed by the complexity of the issue. Consultation is undertaken at all stages of the legislative amendment process including when constructing the case for government intervention, in assessing the available policy options, and when undertaking detailed analysis of the preferred option. Consultation outcomes are documented to accurately reflect the views of all stakeholders including those who disagree with what is being proposed. Policy development proposals (including Cabinet submissions) reflect how stakeholder views have been considered in the policy development process.</p>	
	<p>The departments Accessibility Reference Group met in November 2019, February and June 2020. Key issues discussed at these meetings included:</p> <ul style="list-style-type: none"> • Gold Coast Light Rail Stage 3A • Brisbane Metro • Smart Ticketing • Moreton Bay Island Passenger Ferry Terminal upgrade • Pet dogs on ferries trial • Disability Parking Permit Scheme.
<p>N/A</p>	<p>The department's Queensland Bus Industry Council met in December 2019 and April 2020. Key issues discussed at these meetings included:</p> <ul style="list-style-type: none"> • Smart Ticketing • programmed Vehicle Inspections • ethical supplier provisions • DES Smartforms • COVID-19 impacts.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	TL	<p>The Bus Safety Forum provides an opportunity for key stakeholders, including representatives from the bus industry and unions, to consider and discuss bus driver and bus passenger transport safety related issues.</p> <p>The purpose of the forum is to:</p> <ul style="list-style-type: none"> • consider bus driver and passenger safety issues • discuss relevant initiatives being developed and implemented by the department to address bus driver safety • share best practice ideas and developments in bus driver and passenger transport safety • showcase improvements in bus driver and passenger transport safety • be collaborative and interactive with contributions made by all members. <p>In May 2019, the Personalised Transport Industry Reference Group was reconvened. The group consists of representatives from the taxi, limousine, ride-booking industries, and disability and driver advocacy groups. The reference group provides input and advice on issues and views relating to the monitoring and evaluation of the personalised transport reform framework as part of Stage 3 of the reforms.</p> <p>Formal consultation plans are developed as part of all proposed legislative amendments. Consultation plans identify all government community and industry representative body stakeholders and is generally conducted in a variety of mediums. The depth of consultation is informed by the complexity of the project. Consultation is undertaken when constructing the case for government intervention, in assessing the available policy options and when undertaking detailed analysis of the preferred option.</p> <p>Consultation outcomes are documented to accurately reflect the views of all stakeholders including those who disagree with what is being proposed. Policy development proposals (including Cabinet submissions) reflect how stakeholder views have been considered in the policy development process.</p> <p>TransLink's Operations team regularly meets with other state and interstate government agencies responsible for enforcement of passenger transport legislation, including the Queensland Police, Queensland Rail enforcement, and interstate jurisdictions responsible for enforcing passenger transport legislation. The offence matrix is reviewed and updated on a regular basis in consultation with all regulatory agencies with responsibilities across public transport.</p> <p>TransLink Busway Operations consults with a range of external stakeholders including Transport for Brisbane, private bus operators, and Emergency Services regarding policies and procedures relating to busway operations, safety, and security.</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
N/A	The Bus Safety Forum met once in 2019–20. A meeting was scheduled for March 2020 but postponed due to COVID-19.
N/A	<p>The Personalised Transport Industry Reference Group met most recently in November 2019. The department continues to work with the personalised transport industry and gather feedback as the industry adapts to changes.</p> <p>Kantar conducted customer and industry surveys and focus groups with the personalised transport industry as part of the evaluation of the personalised transport reforms.</p>
<p>TransLink has engaged in a new joint training program with Queensland Police to ensure that contemporary methodologies are used by TransLink authorised officers when conducting enforcement activities.</p> <p>TransLink conducts multiple joint deployments and operations with all regulatory agencies responsible for enforcement of passenger transport legislation.</p> <p>TransLink is a member of the Australasian Railway Association Revenue Protection Forum and co-hosted the annual cross-jurisdictional event for 2019 on the Gold Coast. The forum allows jurisdictions to share knowledge and best practices relating to revenue protection enforcement approaches.</p>	<p>A Youth Fare Evasion Roundtable was conducted at Parliament House in April 2019 to identify possible solutions to youth fare evasion on the South East Queensland public transport network. More than 30 representatives from several government sectors including education, police and transport, as well as university, justice, and community advocacy sectors in attendance. A second roundtable took place in December 2019.</p> <p>The department has developed a Youth Fare Evasion Action Plan using the output of the roundtable, including nine priority actions to investigate under three key focus areas: education and prevention; detection and enforcement; and penalties and deterrents. A Cross-Agency Working Group was formed to facilitate effective collaboration across key state agencies to support the implementation of the Youth Fare Evasion Action Plan. Representatives include:</p> <ul style="list-style-type: none"> • Department of Transport and Main Roads • Department of Youth Justice • Department of Education • Department of Justice and Attorney-General • Queensland Treasury • Department of the Premier and Cabinet • Queensland Rail • Queensland Police Service.
Attendance at Transport Precinct Security Committees and Forums, and attendance at Cross River Rail (Rail, Integration and Systems) Construction Traffic Management Liaison Groups for Roma Street, Boggo Road and Woolloongabba.	

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	TL	<p>TransLink works with its delivery partners and internal stakeholders to ensure any amendments to regulations are communicated effectively, and the necessary updates to the contract and/or supporting documentation (for example, Operations Manual) are actioned.</p> <p>TransLink works with delivery partners to conduct and administer consultative forums on all subsidised or regulated aviation and long-distance coach service contract routes. Forums are designed to obtain community feedback on the following matters:</p> <ul style="list-style-type: none"> • performance • customer service • communication • on-time performance • potential service enhancements in regional, rural and remote Queensland. <p>Appropriate contractual mechanisms were put in place to address, mitigate and overcome the effects of COVID-19 on both delivery partners and the department.</p> <p>Delivered meaningful consultation with stakeholders during this period and in line with TransLink Division's Stakeholder Engagement Framework with customers and residents able to influence the final design of their network.</p> <p>TransLink has an extensive customer research program in place, which involves tracking studies and research projects to understand customer needs and experiences on the public transport network. The insights from this research is used to improve the customer experience across the public transport network.</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
<p>A combination of formal and informal approaches that support the management of the 4G SEQ Bus Service Contracts were held in the 2019–20 period.</p> <p>Under the 4G contracting framework, a three stage monthly process was embedded to support the shift to performance-based contracts. The stages are designed to enable timely and meaningful discussions about the performance of the services in the prior month. This has been helpful to identify and resolve issues quickly.</p>	<p>Through the establishment of the 4G SEQ Urban Bus Contracts, a Contract Management Portal was implemented in 2018–19 and allows for information to be captured centrally and easily disseminated. This Portal is used to ensure performance and financial management of our contracts.</p>
<p>In 2019–20 key community stakeholders from regional, rural and remote communities including Bedourie, Biggenden, Boulia, Bowen, Cunnamulla, Rockhampton, and Windorah were consulted about each aviation and long-distance coach subsidised or regulated routes.</p>	<p>TransLink will continue to work with delivery partners and community stakeholders to gather feedback to improve the delivery of essential public passenger services to regional, rural and remote Queensland.</p>
<p>The department observed the impacts to the passenger transport industry following the measures introduced by global and Australian governments to reduce non-essential travel to a minimum. This resulted in significant patronage decline across the passenger transport industry which directly affected services being delivered to Queensland communities.</p>	<p>To address this impact in the regions, the department took the following approach to responding to the impacts on delivery partners:</p> <ul style="list-style-type: none"> Phase 1 - Where appropriate, work collaboratively with delivery partners to implement service reductions to reduce service delivery costs. Phase 2 – If Phase 1 is not applicable or operations are still unsustainable, the department considered additional government financial support. To facilitate this support, an appropriate level of financial transparency was undertaken based on the delivery partner’s business in order to be satisfied that the level of financial support is appropriate. <p>The department ensured a coordinated and considered approach to aviation, long distance coach, regional bus and South East Queensland bus contractual matters and advice through the COVID-19 Incident Room. A 360 degree communications loop was established by the TransLink Contracts area, in which delivery partners raised questions or queries which were then recorded, escalated and addressed in daily Incident Room and Leadership Team meetings. Advice (including policy positions, Queensland Health Direction interpretation/application directions and relevant operational guidelines) was then circulated back down from the Incident Room representative to the respective contract manager for provision to delivery partners. This approach ensured a consistent and timely response to emerging contractual matters brought on by COVID-19.</p> <p>To address any COVID-19 impacts for urban buses, the department worked collaboratively with bus delivery partners to monitor and respond to impacts on services and operations.</p> <p>Delivery partners in South East Queensland maintained normal service levels over the period and implemented daily sanitisation of vehicles, rear-door boarding, and cashless services to mitigate risks to customers and staff. In regional Queensland, urban bus services also maintained service levels over the period and implemented daily sanitation of vehicles.</p>
<p>Between October 2019 and June 2020 TransLink engaged with the community on service change projects including Yarrabilba and Ripley Valley. TransLink provided customers and residents with the opportunity to provide feedback relevant to transport in their local area.</p>	<p>In line with the Stakeholder Engagement Framework the department is continuing to promote the benefits of consultation to other business areas to improve outcomes for our customers.</p>
<p>Between October 2019 and June 2020, TransLink surveyed more than 22,000 customers about their public transport experience. Dedicated research projects were also conducted to understand experiences of customers with disabilities, customers in regional locations, allowing pet dogs on ferries, youth fare evasion, and to understand customer expectations and attitudes about travelling on public transport in the COVID-19 environment. The insights from this research are shared throughout the department and delivery partner organisations, to improve the customer experience on the public transport network.</p>	<p>TransLink continues to look for ways to increase the level of customer consultation to ensure organisational decision making supports their needs.</p>

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	CSSR	
	PPI	
		<p>The <i>Sustainable Ports Development Act 2015</i> requires that formal public consultation process be conducted during the preparation of port master plans and overlays. It also requires that relevant local government and port authorities are included when preparing port master plans and overlays. Extensive consultation takes place with government agencies and master planning documentation is subject to Cabinet processes.</p> <p>In addition to mandatory formal public consultation, when developing master plans and port overlays the department:</p> <ul style="list-style-type: none"> • works closely with port authorities, local governments, and other key stakeholders including industry, community and environmental groups • makes timely information about priority port master planning processes and activities available subject to privacy/confidentiality restrictions • seek public submissions at key points of the master planning and port overlay making processes.

Provide any examples or case studies to highlight the extent to which your regulatory practise from **October 2019 to June 2020** aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices

Outline any actions taken from **October 2019 to June 2020**, or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices

One month registration terms

Extensive internal and external stakeholder engagement was undertaken on the introduction of one month registration terms, particularly with Compulsory Third Party Insurance providers who have been significantly impacted by the changes. Feedback at the end of the process indicated that these stakeholders felt that they had received a high level of support from the department and were pleased with the level of engagement.

Camera enforcement of mobile phone and seatbelt offences

In the period December 2019 to March 2020, the department engaged widely with stakeholders on the proposal to introduce camera enforcement of mobile phone and seatbelt offences in Queensland. This consultation process included both government stakeholders as well as interested non-government organisations. Stakeholders were offered the opportunity to provide input into the proposal and comment on the draft legislation that is currently before the Queensland Parliament. Stakeholder feedback is valued and directly influenced the outcomes of the draft legislation.

Engagement with key stakeholders is ongoing and will continue throughout each stage of the project.

This stakeholder consultation process followed a National Summit on Driver Distraction held 1 July 2019. The Summit brought together industry, government, and academic stakeholders to identify ideas to help tackle driver distraction, a serious and growing road safety issue in Queensland and other Australian jurisdictions. Trialling new camera technology designed to detect drivers using a mobile phone illegally was one of several initiatives identified at the Summit.

National scheme Regulations

The department administers national scheme transport legislation, including, the Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code) as applied through Queensland legislation. It works with the National Transport Commission and other transport agencies across Australia and industry in the development of national scheme legislation and the ADG.

National public consultation on a package of national amendments (Dangerous Goods amendment package No. 6) was conducted by the National Transport Commission in late 2019. Targeted local consultation with Queensland industry was conducted to ensure impacts for the Queensland industry were fully considered before the changes are applied in Queensland.

The department continues to engage with industry beyond the maintenance of national reforms.

Remake of Regulations

The following regulations are currently subject to a significant remake process in accordance with considered stakeholder feedback and will be remade prior to expiry on 1 September 2021:

- Transport Operations (Road Use Management - Driver Licensing) Regulation 2010
- Transport Operations (Road Use Management-Vehicle Registration) Regulation 2010
- Transport Operations (Road Use Management—Vehicle Standards and Safety) Regulation 2010
- Tow Truck Regulation 2009

Industry engagement

The department meets with industry groups to share information and provide businesses with opportunities to raise concerns.

Review Queensland’s Tow Truck Scheme

The department is currently undertaking a post-implementation review of the 2018 private property towing reforms along with a review of the Tow Truck Regulation. Different consultation strategies were used to ensure meaningful engagement with stakeholders and facilitate a full range of opportunities for industry to contribute to decision making including:

- publication of a discussion paper and online survey on the Get Involved website inviting public responses
- letters sent to various stakeholders including:
 - tow truck drivers and licence holders
 - registered operators of tow trucks
 - local government
 - private property owners and occupiers
 - members of the public who have made complaints through the Tow Truck Hotline.
- online surveys
- meetings with the broader tow truck industry, the heavy vehicle towing industry, RACQ, and government agencies including the Queensland Police Service.

Involvement in motorcycle safety research

Q-ride accredited rider trainers were involved in an innovative road safety research study that identified the different types of riders and their motivations for riding. The research will be used to develop targeted road safety interventions and the outcomes will be considered in potential enhancement to the Q-Ride scheme.

The department is continuing to engage with members of its Roadside Advertising Consultation Group and is progressing updates to various components of the Roadside Advertising manual, including new technical criteria for new device types. It is currently exploring the possibility of collaborative research into the effect of advertising on drivers to inform future regulation.

Port master planning documentation and information can be found on the department’s website.

Consultation processes are amended based on feedback received and improvements made where appropriate.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	PPI	<p>A guideline on port master planning which outlines requirements for consultation and engagement has been published and is publicly available on the department's website.</p> <p>Reports on the outcomes of public consultation processes are published and information used to inform master plans is published. Consultation processes are reviewed based on feedback received and improvements made where appropriate.</p>
		<p>The <i>Sustainable Ports Development Act 2015</i> requires that formal public consultation process be conducted during the review of sections 35(2)(b) and (3). When preparing for and during the review consultation takes place with government agencies and master planning documentation is subject to Cabinet processes.</p> <p>In addition to mandatory formal public consultation, when undertaking the review, the department:</p> <ul style="list-style-type: none"> works closely with the relevant port authority and other key stakeholders including industry, community and environmental groups makes timely information about the review available subject to privacy/confidentiality restrictions. <p>An extended factsheet including information about the review was made available to assist stakeholders and is publicly available on the department's website.</p> <p>Once finalised, the Minister for Transport and Main Roads will table the report about review outcomes in the Legislative Assembly. Reports on the outcomes of public consultation processes will be published and a report about review outcomes will be made publicly available.</p> <p>In each State Boat Harbour (SBH) there is an onsite Boat Harbours Controller (BHC) who, as part of their role, acts as a liaison with stakeholders such as recreational boat owners, harbour tenants and the general public to inform and educate users of the terms of use of the PMF in accordance with the Regulation.</p> <p>The focus of compliance activities is to educate and seek voluntary compliance rather than enforce by way of a MIN.</p> <p>The direct contact with the stakeholders on site, ensures two-way communication so the BHC can understand the operating environment and deal with enquiries and issues on a case by case basis.</p> <p>The Boat Harbours team collaborates with other State Government entities such as The QLD Police and Maritime Safety Queensland to establish relationships to support each other with compliance activities.</p>
<p>The department of Transport and Main Roads is committed to the provision of timely and accurate guidance to assist all stakeholders with compliance with transport regulation. This includes proactively communication changes to stakeholders, the use of a wide range of communication mediums such as social media, print media and through publications, guides, policies and website content.</p>		
<p>3. Provide appropriate information and support to assist compliance</p> <ul style="list-style-type: none"> Clear and timely guidance and support is accessible to stakeholders and tailored to meet the needs of the target audience Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden stakeholders (IE small business) or require specialist advice 	TL	<p>The Disability Action Plan 2018–2022 contains 41 actions focussed on making the passenger transport network accessible for people with disability. Actions include providing funding and guidance to public transport infrastructure owners to ensure compliance with relevant disability legislation.</p> <p>An information bulletin is publicly available through the department's website for public transport providers which provides easy to understand guidance on requirements and compliance milestones under the Disability Standards for Accessible Public Transport 2002 (Cwth).</p> <p>To support compliance, general information about legislative requirements for the personalised transport industry is provided on the department's website.</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
<p>Port master planning documentation and information is provided on the department’s website.</p> <p>Frequent cross-decking with other agencies is undertaken on water compliance activities to assist with addressing breaches of the Regulatory provisions.</p> <p>Consultation with other areas of the department ensures harbours are dredged in accordance with obligations under the Regulation to provide access to the PMF.</p> <p>Undertaking oil spill drills with Maritime Safety Services ensures response times and processes are efficient.</p> <p>Customer consultation is undertaken when required to inform of any changes to the Regulation. For example, the recent introduction of GST to the Regulated fees following an ATO ruling is currently being communicated to customers to inform them of the changes and ensure they were prepared prior to the application of the additional charges in January 2020.</p>	<p>Consultation processes are amended based on feedback received and improvements made where appropriate.</p> <p>Each year consultation with all occupants of trawler facilities within the Scarborough harbour is undertaken prior to the Christmas period to proactively manage breaches of the Regulation. In the past the trawler occupants would sell seafood directly from their vessels to the public. However, due to WHS compliance the public are not permitted to traverse the gangway and wharf.</p> <p>Communication by way of email, letter, and face to face liaison is provided to the occupiers to remind them of the terms and conditions of use of the facility, in accordance with the Regulation and ensure they are aware of what they need to do to comply and mitigate the WHS risks. However, to ensure there is no unnecessary impediment to the operation of their business, instructions are provided to the occupants on how to apply to undertake the activity in a designated safe area. This ensures both parties needs are met through establishing a practical solution.</p>
<p>Compliance and enforcement programs are designed with a focus on information, awareness and educations, progressing through warnings and directions, with enforcement and penalties as a last resort.</p>	
<p>TransLink provides advice and guidance at consultative forums about the <i>Disability Discrimination Act 1992</i> and supporting Standard (DDA) for upgrading of long-distance bus infrastructure.</p>	<p>Actions continue to be progressed and delivered under the Disability Action Plan 2018–2022. In May 2020, Bus Stop Blade Sign Braille ID numbers were rolled out to key locations providing improved access for people with vision impairment. Locations included bus stops in Spring Hill and Fortitude Valley, Queen Street, Toombul, UQ Lakes, Chancellors Place, Capalaba, and Loganholme bus stations.</p>
<p>N/A</p>	<p>N/A</p>
	<p>N/A</p>

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	TL	<p>TransLink is also responsible for the Fines and Investigation Unit which is the first point of contact for members of the public seeking review or clarification of regulatory action taken. The unit ensures procedural and legislative fairness has been applied across regulatory actions taken. It provides consistency in decision making and ensures all decisions are communicated appropriately.</p> <p>The department provides support to the operator of the Gold Coast Light Rail, to ensure that it complies with the requirements in relation to authorised officers pursuant to the Public Transport Regulation. Support is provided in the form of training and accreditation of authorised officers.</p> <p>The Customer Relations team undertake complaint management activities in line with requirements.</p> <p>Information about travelling on the public transport network is available through all TransLink channels including the department's website, MyTransLink App and the Contact Centre. Channels are available 24 hours a day, seven days a week to meet customer needs.</p>
	CSSR	<p>Through effective implementation planning and communication planning the department can notify and provide targeted information to the general public and industry ensure a smooth transition to new regulatory services or policies</p> <p>Examples of how information has been provided include:</p> <ul style="list-style-type: none"> • easy to understand information on the department's website • distributing information about emerging issues or regulatory changes • education campaigns, or targeted information sessions for industry groups • regular meetings with industry groups • responding to requests for information or advice.
	PPI	

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
	Currently have commenced an improvement program with a formal review of the Fines and Investigations Unit planned for the second half of 2020 to develop stronger governance and consistency of process.
N/A	N/A
Internal processes are reviewed and refined to improve and manage compliance with a range of regulations, such as complaints management policies and <i>Human Rights Act</i> . The department's processes were updated in 2019–20 to ensure consistent and accurate application of required compliance with process and policies. With the implementation of the <i>Human Rights Act</i> in January 2020, new processes were implemented, and staff training, and coaching was provided to ensure effective capture and reporting of potential and actual Human Rights cases.	The department continues to identify effective methods to ensure complaints are being managed in compliance with necessary standards.
Review of information through all channels is consistent and updated regularly to ensure accuracy. Regular engagement with TransLink's outsourced Contact Centre provider, Stellar Asia Pacific, is ongoing to provide the most current information relating to TransLink service provision to enable them to comply with processes and regulations. Revision of Stellar's internal processes and scripting was undertaken in 2019 to ensure alignment and compliance with TransLink policies and procedures.	TransLink continues to look for ways to increase the effective methods to ensure complaints are being managed in compliance with necessary standards.
<p><u>COVID-19 registration and licensing measures</u></p> <p>The Queensland Government introduced relief measures in April 2020 to reduce the financial and administrative burden associated with the cancellation and re-registration of vehicles.</p> <p>A range of driver licensing measures were also introduced to assist with travel and employment during COVID-19.</p> <p>To assist with compliance with these new requirements, the department provided customers with appropriate information and support through a range of communication mediums. A comprehensive frequently asked questions and answers were provided to the Call Centre, the website was updated with new and highly visible banners on relevant webpages and the Facebook post on the StreetSmarts page. Where needed, new forms were also made available to customers to help understanding the new process.</p> <p><u>Penalties for mobile phone offences</u></p> <p>On 1 February 2020, the penalties for using a mobile phone illegally while driving were increased to \$1000 and four demerit points. A large scale communications campaign was undertaken to inform the public of the increased mobile phone penalties and to remind drivers to put their phone away while driving. This provided drivers with the opportunity to make safer driving choices.</p>	<p><u>Industry information sessions</u></p> <p>Between October 2019 and June 2020, two information sessions were held with the tow truck industry regarding scheme reforms. The sessions were followed up with other engagement and information sharing activities, including release of a discussion paper and online survey inviting feedback on how to improve the scheme.</p> <p><u>Q-ride newsletter</u></p> <p>A biannual industry newsletter on recent events is sent to Q-ride industry subscribers.</p> <p><u>One month registration terms</u></p> <p>The one month registration term and associated direct debit service assists customers to comply with regulations around vehicle registration. The automatic payments enable a 'set and forget' option so that customers don't have to remember when their registration is due and can sign up for smaller and more manageable payment terms. It is expected that this will reduce the number of missed payments and unregistered vehicles on the road.</p> <p>The department undertook a multi-phased approach to external promotion of the new registration term which included website changes, social media and updated customer notifications.</p>
	<p>Guides to Development in a Transport Environment has been developed to assist applicants under the <i>Planning Act 2016</i> to comply with the transport related requirements of the State Development Assessment Provisions. The last of these guides for development in the state-controlled road environment will be completed and released in 2020. The department regularly reviews the provisions, guides and related material such as the Guide to Traffic Impact Assessment in response to industry feedback and experience. The department is currently reviewing a submission from the Urban Development Institute of Australia on how the impacts of stormwater from adjacent developments on the transport network should be conditioned.</p> <p>A compliance and enforcement framework is being developed for rest areas and camping in road corridors, to ensure rest areas are available for use by heavy vehicle operators in meeting their legislated fatigue management obligations and to assist all drivers in managing fatigue.</p>

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	PPI	<p>2018–19 Active Transport Investment Program Technical Guidelines</p> <p>These guidelines provide advice to stakeholders on the design standards associated with the delivery of cycling infrastructure. Technical officers are available to assist with interpretation and questions related to these guidelines. The guidelines are also updated to ensure any new design standards or requirements are current.</p> <p>Local Government Grants Program</p> <p>Guidelines and supporting documentation have been developed and are available to the public online.</p> <p>New guidelines for the Rail Trails Local Government Grants program have been developed in line with a whole-of-government pilot for consistent grant program documentation and processes. These guidelines are also available on the department's website.</p> <p>Information is available on the department's website. There are also signs throughout the harbours setting out the Terms and Conditions of use in relation to the PMF.</p> <p>Contact numbers and email address is clearly visible on signage should a stakeholder require further advice or assistance.</p> <p>Application forms can be provided to gain an approval for certain permissible activities.</p> <p>The Regulation is fairly applied to all users of the harbours and PMF and practical solutions are sought in order to ensure the safety and unimpeded operation of the harbours while also addressing the needs of the customers and users of the facilities.</p> <p>Contact numbers and email address is clearly visible on signage should a stakeholder require further advice or assistance.</p> <p>Application forms can be provided to gain an approval for certain permissible activities.</p> <p>The Regulation is fairly applied to all users of the harbours and PMF and practical solutions are sought in order to ensure the safety and unimpeded operation of the harbours while also addressing the needs of the customers and users of the facilities.</p>
<p>Risk analysis, including detailed analysis of possible stakeholder impacts, forms an integral element of all proposed legislative amendments. Reviews of legislative amendments are undertaken to ensure they are efficient, effective and meet government objectives. Legislation and regulatory activities may be reviewed in response to customer, industry, community or government concerns about an issue, or where departmental research identifies opportunity for improvement.</p>		
<p>4. Commit to continuous improvement</p> <ul style="list-style-type: none"> Regular reviews of the approach to regulatory activities, collaboration with stakeholders and other regulators, to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving outcomes To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community Staff have the necessary training and support to effectively, efficiently and consistently perform their duties 	TL	

Provide any examples or case studies to highlight the extent to which your regulatory practise from October 2019 to June 2020 aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices	Outline any actions taken from October 2019 to June 2020 , or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices
<p>Active Transport Investment Program (ATIP) Technical Guidelines are updated as required and published on internal and external websites.</p> <p>Regular training sessions are held throughout the year for several the technical disciplines supported by the guidelines.</p> <p>These training sessions support compliance with relevant engineering standards for active transport infrastructure across the state.</p> <p>Guidelines and supporting documentation for the Cycle Network Local Government Grants program and the Rail Trails Local Government Grants program were updated and made available on the department’s website.</p> <p>Guidelines and supporting documentation for the grant programs were utilised by local governments across the state to develop their funding submissions for the 2020–21 funding round.</p> <p>Information sessions were held with local governments in late 2019 to discuss program guidelines and requirements.</p> <p>These information sessions support compliance with relevant engineering standards for active transport infrastructure across the state.</p>	<p>There are facts sheets to assist applicants to understand the approval process for undertaking works within state-controlled road corridors. This information is provided to applicants who are given conditions of development approval that require them to undertake works in state-controlled road corridor.</p> <p>Information about applications required under the <i>Transport Infrastructure Act 1994</i> is also available on the website.</p> <p>Technical training sessions will continue (pending COVID-19 impacts) and where required, technical guidelines and documents will be updated and made available on the department’s website.</p> <p>Guidelines and supporting documentation for grant programs are currently being reviewed and updated for the 2021–22 funding round.</p> <p>Planning is underway to run information sessions with local governments in late 2020 (pending COVID-19 impacts).</p>
<p>In addition, consistent with Part 7 of the <i>Statutory Instruments Act 1994</i>, statutory instruments are reviewed every 10 years to ensure they continue to be relevant.</p>	
<p>N/A</p>	<p>Implementation of the personalised transport legislative reforms is now in Stage 3, which includes developing an evaluation and monitoring framework to ensure the regulatory framework under passenger transport legislation delivers the best outcomes for customers and industry. The framework will use data from industry and customers, and department data to monitor the reforms and identify any issues.</p>

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	TL	<p>As part of the onboarding process, employees received documentation around safe working practices and procedures this included:</p> <ul style="list-style-type: none"> • standard operating procedures to provide detailed information to assist staff on their shift ensuring the safety of themselves and network customers • additional specific location staff have been developed for ‘business as usual’ shifts at: <ul style="list-style-type: none"> • Cultural Centre busway station • Queen Street busway station. • situational awareness training based on the ALERT strategy • reporting protocols for conflict escalation points with - Busways Operation Centre, the Queensland Police Service and duty manager • zero harm health and safety measures and WH&S practices with knowledge of Employee Assistance Services • Code of Conduct and how it relates to staff and their role. <p>Departmental employees have been trained in disability awareness which allows staff to identify issues and situations and assist in the best possible way when encountering passengers with a disability.</p> <p>Data is regularly reviewed and used to inform approaches to enforcement based on risk, technological innovations and effectiveness in achieving outcomes.</p> <p>Enforcement of offences is prioritised based on risk/impact (e.g. high-risk behavioural issues, repeat/high rates of fare evasion) on the community.</p> <p>TransLink conducts regular reviews of incidents captured by authorised officers using Body Worn Cameras on the network and, as a part of that process, conduct quality assurance on a percentage of randomly selected interactions for continuous improvement purposes.</p> <p>Yearly reviews of standard operating procedures are conducted for Busway and Revenue Protection officers involved in enforcement activities.</p> <p>Yearly consultative reviews of the current senior staff training will be conducted jointly with Queensland Police to ensure standards and methodologies are best practice.</p> <p>TransLink Busway Operations undertakes a regular risk review of busway processes through exercising its Business Continuity Plan.</p> <p>Busway Safety Officers receive training in legislative and regulatory requirements and powers to undertake their role.</p>
	CSSR	<p>The department endeavours to ensure its regulatory schemes and activities are flexible and responsive to community and industry needs.</p>

Provide any examples or case studies to highlight the extent to which your regulatory practise from **October 2019 to June 2020** aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices

Outline any actions taken from **October 2019 to June 2020**, or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices

N/A

N/A

TransLink is a member of the Australasian Railway Association Revenue Protection Forum and co-hosted the annual cross-jurisdictional event for 2019 on the Gold Coast. The forum allows jurisdictions to share knowledge and best practices relating to revenue protection enforcement approaches.

In 2019, TransLink partnered with Queensland Police to review current Occupational Skills and Tactics training to ensure that best-practice contemporary methodologies are used when conducting enforcement activities.

A review of the busway operations team has been commissioned and is due to commence in July 2020. The review will include consideration of training requirements for Busway Safety Officers and will assist with updates to the Busway Operations Standard Operating Procedures.

A review of the Fines and Investigations unit is due to commence in the second half of 2020 and will seek to identify opportunities for further improve business practices.

Deceased Estate Process Improvements

In response to feedback from customers and customer service operators, a significant project to review the process for customers who are informing the department of the death of a family member is being undertaken. It was determined that the existing process was confusing and difficult to navigate, resulting in stress for both the customer and the customer service operator.

As a result, a new process is being implemented that will meet legislative requirements for management of estate assets but aims to reduce the difficulty associated with the process and automate the transaction wherever possible.

National scheme and model transport legislation

The department administers Queensland's national scheme transport legislation, including, the Heavy Vehicle National Law, the Rail Safety National Law, and model legislation related to road rules, vehicle standards, vehicle registration and dangerous goods.

Queensland's national scheme legislation is kept up to date to maintain national consistency for businesses operating across jurisdictions.

During 2019–2020, the department actively participated in several groups involved in developing or maintaining nationally consistent approaches to transport regulation. These groups include the Competent Authorities Panel for Dangerous Goods and the Registration and Licensing Taskforce. This involvement in national forums ensures Queensland's legislation and practices are current and issues impacting Queensland businesses are considered when a national position is developed.

Current Regulations under review

The Regulations being remade are being modernised and will incorporate improvements identified through policy analysis and consultation.

National Automated Vehicle Reforms

Under the coordination of the National Transport Commission, all Australian governments are working collaboratively to ensure Australia's regulatory framework is prepared for the future deployment of automated vehicles. This is essential for Australia to realise the expected benefits of these technologies, including reduced road trauma and increased productivity.

Reforms are centred on creating a modern regulatory framework that is nationally consistent and provides flexibility for organisations to find innovative and efficient ways of ensuring their vehicles are used safely. As far as possible Australia's regulatory approach will align with international best practice.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
	PPI	<p>Risk analysis, including detailed analysis of possible stakeholder impacts, forms an integral element of all proposed legislative amendments. Reviews of legislative amendments are undertaken to ensure they are efficient, effective and meet government objectives.</p> <p>The <i>Sustainable Ports Planning Act 2015</i> requires that master plans are reviewed at least every 10 years and provides a process for the conduct of reviews. The review process includes a formal public consultation process.</p> <p>Reviews of master plans and port overlays can be conducted at the Minister's discretion at any time.</p> <p>Reviews of the relevant sections of the <i>Sustainable Ports Planning Act 2015</i> can be conducted at the Minister's discretion at any time.</p> <p>The department is investigating potential reform of the harbours fees to ensure the ongoing viability and sustainability of the portfolio. This includes a review of the Regulatory fees that are currently charged to harbour users. KPMG has completed this review and made several observations and recommendations. The department is considering this advice and addressing the points raised. As part of this review, the financial impacts to the portfolio and customers of implementing any changes will be analysed. Independent, external advice will be sought by relevant experts and consultation with relevant stakeholders will be undertaken.</p> <p>In addition, the Regulation expires on 31 August 2021 and a project has commenced to remake the Regulation to ensure the state has an effective framework to continue to manage the state harbours.</p> <p>The main objective of the Regulation remake is to support the objectives of the <i>Transport Infrastructure Act 1994</i> as effectively as possible by ensuring the Regulation is of the highest standard including ensuring the legislation is easily interpreted by the general public, state managed harbour users, owners and operators.</p> <p>The department has undertaken an initial review of the Regulation. Existing provisions remain largely relevant, however the review identified problematic definitions, drafting errors and ambiguities. The remake of the Regulation will clarify identified ambiguities, remove drafting errors and where possible simplify language to assist in the day to day operation and management of state managed boat harbours.</p>
	IMD	

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The first version of plans and overlays are currently being produced.

The department is a technical advice agency to the State Assessment and Referral Agency (SARA) under the *Planning Act 2016*. In this role it has committed to a Service Level Agreement (SLA) with SARA that seeks to better the statutory decision-making timeframes. As part of this process, the department assesses its performance against the SLA key performance indicators. This information is used to review its regulatory requirements and how it delivers development assessment on a regular basis.

The department is currently implementing the Permit for Access to Road Corridor (PARC) online portal to manage a range of applications for activities in road corridors, including third party structures and activities, public utilities and traffic control permits. This will replace the existing paper based application process, and will improve state-wide consistency in the application, assessment and awarding of permits and related conditions.

Although transport legislation does not specify timeframes for the assessment of these applications, the system will provide a more accessible application portal, transparent tracking of applications, timeframes for decisions and detailed reporting on performance.

It provides technical advice to SARA about development applications that impact on its interests. This technical advice ensures compliance with the timeframes in the *Planning Act 2016*. A decision notice given about access onto a state-controlled road always includes a statement of reasons and notifies the applicant of the right of review and appeal against the decision.

Regulator Performance Framework Reporting October 2019–June 2020 - combined input (continued)

Regulator model practices and supporting principles	Division	Outline evidence and relevant information to demonstrate the extent to which your regulatory practices align with the regulator model practices from October 2019 to June 2020
<p>5. Be transparent and accountable in actions</p> <ul style="list-style-type: none"> Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions Indicators of regulator performance are publicly available 	TL	<p>The department publishes industry information for limousine, taxi and ride-sharing operators so that the regulatory frameworks are transparent. The website sets out relevant detailed information including:</p> <ul style="list-style-type: none"> authorisations and safety requirements driver requirements vehicle requirements. <p>A dataset containing Queensland's limousine and taxi service licence transfer values and locations dates back to 2008.</p> <p>Regulation notices are provided to persons affected by a decision to suspend, amend or cancel an authorisation or licence under passenger transport legislation. Regulation notices must set out the reasons for a decision and give a person an opportunity to show cause in relation to the decision before the final decision is made. Regulation notices also outline a person's rights in relation to an internal review or external review through the Queensland Civil and Administrative Tribunal.</p> <p>TransLink has a comprehensive governance framework in place which ensures that the state or the Delivery Partner of the Gold Coast Light Rail can raise issues and that those issues are dealt with in a timely manner. The governance framework includes three levels of State/Delivery Partner interfaces, providing escalation points within the structure.</p> <p>The department's Fines and Investigation Unit adjudicates on appeals from members of the public if they feel they have been punished unfairly. This provides a mechanism for members of the public to have matters reviewed without requiring court intervention. Penalty infringement notices and warning notices are tracked and reported quarterly through the TransLink Tracker publication on the TransLink website.</p>
	CSSR	<p>Transport legislation is developed in consultation with the department of Justice and Attorney-General to ensure administrative decision-making processes are appropriate.</p> <p>Administrative decisions are generally reviewable by the Queensland Civil and Administrative Tribunal. Decisions relating to offence provisions may be tested through the courts.</p>
	PPI	<p>guideline on port master planning which outlines requirements for consultation and engagement has been published and is publicly available. Reports on the outcomes of public consultation processes are published.</p> <p>Information used to inform master planning is published on website.</p> <p>An extended factsheet including information about the review was made available to assist stakeholders and is publicly available on the website.</p> <p>Once finalised the Minister for Transport and Main Roads will table the report about review outcomes in the Legislative Assembly. Reports on the outcomes of public consultation processes will be published and a report about review outcomes will be made publicly available.</p>

Key

TL	TransLink Division
CSSR	Customer Services, Safety and Regulation Division
PPI	Policy, Planning and Investment Division
IMD	Infrastructure Management and Delivery Division

Provide any examples or case studies to highlight the extent to which your regulatory practise from **October 2019 to June 2020** aligned with the regulator model practices, or to indicate where business practices could be enhanced in line with the model practices

Outline any actions taken from **October 2019 to June 2020**, or currently being taken by your agency, to improve regulatory activities and business practices to reflect the regulator model practices

The department advice about processing times is published for industry. This includes that applications to renew a booking entity authorisation may take up to 20 days to process and therefore should be lodged sufficiently in advance of expiry, and that an application for a booked hire service licence can take between 5-20 business days to process.

N/A

The department publishes a six monthly report of the tow truck industry including complaints received and action taken to resolve these complaints, infringements issued, audits conducted and the outcomes of these audits, on the website.

Some approval processes under transport legislation do not include timeframes for assessment or decisions. This will be addressed through legislative amendments as the opportunity arises.

The first version of plans and overlays are currently being produced, so no reviews have been undertaken. Port master planning documentation and information is provided on website.

Review documentation and information is provided on website.

