

Final Report

July 2008 – March 2009

Volume 1 of 2

Queensland Transport



Letter of compliance

July 2009

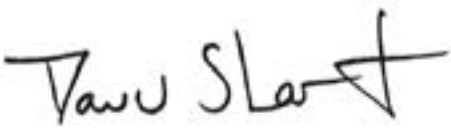
The Honourable Rachel Nolan MP
Level 15, Capital Hill
85 George Street
Brisbane Qld 4000

Dear Minister

Following machinery-of-Government changes on 26 March 2009 the former Department of Transport (known as Queensland Transport) was abolished. The core functions of Queensland Transport have become part of the new Department of Transport and Main Roads. Responsibility for Trade Queensland has been transferred to the Department of Employment, Economic Development and Innovation.

This final report for Queensland Transport outlines the activities and achievements for the period 1 July 2008 to 26 March 2009.

I certify that this report meets the prescribed requirements of the *Financial Administration and Audit Act 1977* (FAA Act) and the *Financial Management Standard 1997* (FMS) particularly with regard to reporting this agency's governance arrangements, objectives, functions and performance, as well as the agency's additional reporting and tabling obligations for this report.



Yours sincerely

David Stewart
Director-General
Transport and Main Roads

Communication objective

Queensland Transport's final report is part of a group of documents comprising the *Queensland Transport Corporate Plan 2008-12* and the *Service Delivery Statement 2008-09* that inform the former Minister for Transport, Trade, Employment and Industrial Relations and the Parliament of Queensland, of our financial and non-financial performance and activities. It is a major accountability tool that enables the minister to assess the efficiency, effectiveness and economy of the department, as required under the *Financial Administration and Audit Act 1977*.

Our audience includes local, state and Commonwealth Government organisations, our staff, industry groups, special interest groups and the wider community.

This report aims to provide these groups with a summary of the department's performance against the six goals and 20 objectives outlined in the *Queensland Transport Corporate Plan 2008-12*.

As a final report, our audience will be presented with information that covers the period from 1 July 2008-26 March 2009. The remaining time to 30 June 2009 will be covered by the first report of the new Department of Transport and Main Roads.

The department invites your comments or feedback about this report and asks you to forward them to:

Planning and Reporting Unit

Governance and Risk Branch,
Business Services Division
Department of Transport and Main Roads
GPO Box 1549
Brisbane, Qld 4001
Telephone: (+ 61 7) 3306 7229
Fax: (+61 7) 3306 7548
Website: <www.transportandmainroads.qld.gov.au>

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. The department engages professional interpreters in circumstances where clients have difficulty communicating in English. People from non-English speaking backgrounds have access to interpreters and translation services at customer service centres throughout the state.

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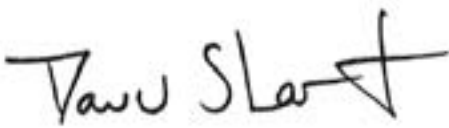
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Volume 1

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The Inner City Rail Capacity Study identified options for the future of the Brisbane inner city rail network

Key highlights

- Commenced initiatives for the Congestion Management Strategy. These will provide the overall strategic vision and way forward to better manage urban traffic growth in South-East Queensland.
- Completed stage one of the *Inner City Rail Capacity Study* which identified and assessed options for the future of the Brisbane inner city rail network.
- Completed the *Ipswich to Springfield Public Transport Corridor Study* which investigated and resulted in the preservation of a public transport corridor from Ipswich CBD to Springfield via the Ripley Valley.
- Began putting in place the recommendations of the *2008 Review of the Queensland Port Network Structure*.
- Provided advice to shareholding ministers regarding significant investment proposals from transport government owned corporations including major rail and port expansions at the Port of Abbot Point Coal Terminal.
- Progressed the QR Limited regional freight reforms on the Mount Isa line.
- Committed \$18.8 million towards 90 cycle infrastructure projects to be delivered in partnership with local governments to support active transport options across South-East Queensland.
- Committed \$45.9 million funding towards state government projects. This includes \$12.4 million for the Princess Alexandra Hospital cycleway, \$9.9 million for the Toowong cycle and pedestrian overpass and \$8 million to construct the Royal Brisbane and Women's Hospital cycle centre (due for completion in September 2009).

- Provided transport disaster management support during north and central Queensland flooding as well as lead agency response, prosecution and cost recovery for the major oil-spill in South-East Queensland from the *Pacific Adventurer*.
- Continued the delivery of the *Torres Strait Marine Safety program* including 13 BoatSafe training courses to island communities, development and distribution of marine safety education information and initiatives to improve access to vital safety equipment.
- Started the *Share My Story* road safety campaign, highlighting the ongoing effect a road crash has on people's lives.
- Implemented the *Transport Operations (Marine Safety) Amendment Regulation (No. 1) 2008* for ships to carry new distress alert beacons – emergency position indicating radio beacons (EPIRBs) from 1 November 2008.
- Approved the Queensland school bus strategy which will result in the progressive replacement of all non-rollover contracted school buses in Queensland.
- On 1 July 2008 started phase one of motorcycle safety reforms including a graduated licensing system for riders.
- Commenced the *Transport Operations (Road Use Management—Mass, Dimensions and Loading) and Other Legislation Amendment Regulation (No. 1) 2008* in September 2008. This legislation adopts national reforms relating to fatigue management, mass, dimension and loading of heavy vehicles.
- Implemented the new online Queensland ship information and planning system (QSHIPS) which will enhance booking ship movements in ports.
- Provided new secure taxi ranks at Toowoomba, Rockhampton, Mackay and Ipswich.
- Completed the installation of closed circuit television (CCTV) systems on 91 buses delivering scheduled urban services in 17 regional locations.
- Completed an \$8.3 million investment over five years for the provision of security cameras in taxis, an important safety initiative for drivers of taxis and the travelling public.
- Progressed counter-terrorism planning and preparedness across nine transport precincts in South-East Queensland and Far-North Queensland as part of the Major Transport Precinct program.



Provided new secure taxi ranks at Toowoomba, Rockhampton, Mackay and Ipswich

- Commenced implementation of the *Transport Security (Counter-Terrorism) Act 2008*, the first surface transport-specific counter terrorism legislation in Australia.
- Coordinated 15 outbound trade missions with 227 Queensland businesses and organisations participating.
- Delivered export advice and services throughout Queensland through the Export Advisory Service. Trade Queensland has assumed responsibility for seven regional export advisors, located in Cairns, Mackay, Toowoomba, Rockhampton, Bundaberg, Gold Coast and Sunshine Coast.
- Hosted the Queensland Government Export Week 2008 with activities across the state recognising, promoting and assisting in growing Queensland's export businesses and industries. Over 2 000 business representatives attended seminars, market briefings and networking events.

About Queensland Transport

Our vision

Moving Queensland forward.

Our purpose

To lead, develop and manage a sustainable transport system which is safe, efficient, reliable and accessible.

Who we are

The Department of Transport was established in 1947 under the *State Transport Facilities Act 1946* as a result of the rapid growth in motor vehicles and passenger and freight transport in Queensland.

Originally the functions of the department included: the determination of traffic routes, transport rules and regulations; timetables; inspection of machinery and motor vehicles; registration of vehicles; issuing of licences; the development of transport infrastructure to support economic development, ticket pricing; construction and maintenance of railways; collection of annual motor vehicle fees; and the electrification of rail transport.

In the late 1940s the department took on the additional responsibilities of water and air transport regulation. In 1976, the department also took over responsibility from the police for issuing driver licences.

The year 1989 saw significant change for transport administration in Queensland. That year the Department of Transport was amalgamated with the Departments of Harbours and Marine, Main Roads and Queensland Railways.



A sustainable transport system

In 1991 Queensland Rail separated from Queensland Transport and in 1996, Main Roads and Queensland Transport were once again split into two departments. Maritime Safety Queensland was established as an agency in 2002. In July 2004, TransLink was established as our second agency. From 1 July 2008, TransLink Transit Authority was established as a statutory authority, separate from the department.

From 26 March 2009, Queensland Transport and the Department of Main Roads combined to form the Department of Transport and Main Roads. From that date, responsibility for Trade Queensland was transferred to the Department of Employment, Economic Development and Innovation.



Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure (Healthy)

The department has grown to provide a wide range of services from vehicle and vessel registrations, and licensing to management of transport infrastructure. In addition, the department influences driving and boating behaviour through education and compliance programs. Queensland Transport ensures the integrated management and development of the transport system by setting strategic direction and coordinating policy development and performance management.

References: History of Transport in Queensland and Queensland State Archives

Toward Q2

The government has framed its 2020 vision for Queensland around five ambitions and 10 targets that address the future challenges of our state. The ambitions are:

- Strong—Creating a diverse economy powered by bright ideas
- Green—Protecting our lifestyle and environment
- Smart—Delivering world-class education and training

- Healthy—Making Queenslanders Australia's healthiest people
- Fair—Supporting safe and caring communities

The targets we directly contribute to are:

- Queensland is Australia's strongest economy with infrastructure that anticipates growth (Strong)
- Cut by one-third Queenslanders' carbon footprint, with reduced car and electricity use (Green)
- Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure (Healthy)

Queensland Transport contributes to all five ambitions and directly or indirectly contributes to a number of the *Toward Q2* targets.

Queensland's transport system

Queensland's transport system is the backbone of the state's economic and social life. Transport and logistics industries are key contributors to state domestic product and are major employers, providing a strong impetus for the rest of the economy. The transport system provides a vital link between raw materials and finished product, export markets and the distribution of goods and services, and in providing quality of life and mobility for work, business and social needs.

The effective performance of this system is crucial for Queensland. The state is one of the fastest growing in Australia – despite current impacts of the world financial crisis – in both economic and population terms. With this growth come challenges.

By 2050, the Brisbane metropolitan population is expected to increase from 1.9 million to almost 5 million. South-East Queensland faces continued urban sprawl and traffic congestion, as infrastructure struggles to keep up with demand. Major coastal cities such as Cairns are experiencing the impact of strong population growth. With the highest decentralised population of any Australian state, challenges also arise in providing services in, and connecting these areas to other parts of the state.

Queensland's transport system is facing a number of strategic challenges including:

- tight fiscal government environment as a result of the global financial crisis
- population growth and demographic changes
- a continued high level of private vehicle dependency
- increased public transport needs of a growing and ageing community
- high stakeholder and community expectations, more knowledgeable and demanding customers
- changing economic conditions and diverse industry base that could lead to workforce shortages in the transport and logistics industry

- rapid technological change and increasing complexity in the transport environment
- addressing the impacts of climate change and environmental concerns
- the needs (including employment) of Queensland's diverse regions
- the need to maintain and improve quality of life for Queenslanders by providing connectivity to employment, health, education and other services
- national transport objectives and consistency between the states.

The state requires a transport system that can grow with it. Government leadership of this task is the responsibility of Queensland Transport.

The department is responsible for:

- setting the strategic direction and outcomes for the system including the component parts of road, rail, air and marine
- undertaking comprehensive planning for the movement of people and goods in conjunction with key parties
- regulating service providers (for example, public transport providers, heavy vehicle operators) for quality, and ensuring access and safe use of the system for all users
- funding essential services such as public transport, long distance passenger services and freight delivery in remote areas
- funding, providing and operating key infrastructure such as busways, boat ramps and jetties.

Queensland Transport is only one of many stakeholders in Queensland's transport system. The department's role is to lead a coordinated effort that balances the competing demands on the system at local, state and Commonwealth levels.

Queensland Transport leads a strong network of partnerships and alliances which connect people, places goods and services. The department ensures that relevant stakeholders including state agencies, local government and appropriate community and business interest groups are included in a wide range of areas such as corridor planning, land use visioning, and rail, marine and road safety projects.



As at 31 March 2009 Queensland had 51 500 authorised drivers of public transport

Snapshot of 2008–09 (to 31 March 2009)

- 9 798 kilometres of rail corridor
- 181 000 kilometres of road network, of which 33 000 kilometres are state controlled
- 130 airports (including two of Australia's largest international airports)
- 20 ports
- 5 141 accredited transport operators
- 51 549 authorised drivers of public transport
- 257 385 passengers carried on subsidised air services
- 8 subsidised long-distance bus contracts
- 23 taxi services contracts throughout Queensland
- 3 232 licensed taxis throughout the state
- 76 rural and remote communities that are directly supported by subsidised air and long-distance bus services
- 3 million licensed vehicle drivers
- 4.18 million registered vehicles
- 228 017 registered recreational vessels
- 5 559 registered commercial vessels
- 67 billion tonne kilometres freight moved over land
- 7 662 vessels arrived at Queensland ports
- 47 billion kilometres travelled by vehicles throughout the state
- 136 147 million trips made by passengers on bus, rail and ferry services in South-East Queensland.

Data and reference sources include:

- Australian Bureau of Statistics (ABS)
- *Service Delivery Statement 2008–09*, Minister for Transport, Trade, Employment and Industrial Relations
- Queensland Transport

Director-General's report

This year, Queensland Transport continued to deliver transport solutions to the people of Queensland. Our challenge is to continue to deliver these transport solutions in a difficult financial environment where population growth and the demand for services continue to grow. We must continue on our pathway to be a contemporary and progressive organisation that leads change in the transport industry. We achieve this by providing accessible and affordable transport options and encouraging the use of sustainable travel modes such as walking, cycling and public transport. As the transport industry continues to grow at an exceptional pace we will continue to anticipate and respond to the challenges that this presents.

Delivering transport solutions for south east Queensland

With the south east corner of Queensland experiencing significant growth, there continues to be considerable investment in new infrastructure. We are planning and investing in major bus and rail infrastructure to meet the ever growing demands and encouraging greater use of public transport.

Significant projects completed this year include:

- the *Ipswich to Springfield Public Transport Corridor Study*, which is preserving a public transport corridor from the Ipswich central business district to Springfield via the Ripley Valley
- the *Inner City Rail Capacity Study*, which identified and assessed options to accommodate increased rail services through the inner city as part of an integrated inner city transport network that would support the future expansion of the central business district. The study found two new rail links will be required to double the inner city's rail capacity, the first by 2016 and the second by 2026.
- the Toowong Cycle and Pedestrian Overpass, this bicycle and pedestrian bridge over the Western Freeway provides an important safe link for people living in the inner west to commute to the city via the Bicentennial Bikeway.



David Stewart, Director-General of Queensland Transport

Some of the projects progressing include:

- the Congestion Management Strategy, which is providing the way forward to better manage urban traffic growth in south east Queensland
- major infrastructure projects including: the Salisbury to Kuraby third train track; the CoastConnect project; the Boggo Road busway; the Eastern busway; and the Northern busway
- 90 cycle infrastructure projects including the Princess Alexandra Hospital Cycle Centre and the Royal Brisbane and Women's Hospital Cycle Centre
- TravelSmart initiatives to change the way people travel, to be less reliant on motor vehicles by providing the information residents need to use public transport, cycling, walking and car pooling for as many trips as possible.

Responding to challenges

On 11 March 2009, a catastrophic oil spill occurred that affected parts of the Sunshine Coast, Moreton Island and Bribie Island and resulted in a clean-up exercise by state authorities costing more than \$13.7 million as at the end of March 2009.

Queensland Transport's Maritime Safety Queensland coordinated the efforts of approximately 2 500 workers – including local, international and state government employees, contractors and volunteers – in the clean-up operation to ensure affected beaches were cleaned as quickly and safely as possible.

I am proud of how our team responded to ensure the effects of this disaster were minimised, while keeping the community, business and industry up-to-date about beach closures and the progress of the clean-up effort.

Safety and security

The safety of Queenslanders is a high priority for the department. Our initiatives aim to reduce the number of people who sustain injuries as a result of road, rail and marine incidents, as well as ensure the safety of passengers on public transport. More needs to be done in this area. Several initiatives undertaken this year include:

- replacing school buses under the *School Bus Upgrade Scheme* to ensure students going to and from school are travelling in buses with the highest safety construction standards
- introducing motorcycle safety reforms including a graduated licensing system that will better protect riders
- the road safety campaign and website, *Share My Story*, which encourages people to share their stories about how road accidents have impacted their lives
- new legislation for heavy vehicles to regulate fatigue management, mass, dimension and loading of heavy vehicles
- the *Torres Strait Marine Safety Program* offered 13 BoatSafe training courses to island communities to improve access to vital safety equipment.

Customer service

One of our key strengths is our focus on delivering quality frontline customer service that meets customer needs. In November 2008, we opened the new Currumbin Waters customer service centre at the southern end of the Gold Coast. The centre offers Queensland Transport's full suite of services and products, including driving assessments.

In 2008-09, I also had the opportunity to visit a number of customer service centres across the state and observed first-hand the high level of assistance our customer service officers provide to our customers. During my visits I witnessed first hand the professionalism of our staff, in dealing with both routine and complex transactions and the strategies employed during busy times to help reduce customer waiting times. Spending time with our front-line officers reinforces for me, the vital role that they play as ambassadors for our department.

Government champion

During the year I travelled to Far-North Queensland where I visited Pormpuraaw in my role as government champion for this remote Aboriginal community. While there, I attended my first community and government negotiation table meeting. Government champions offer remote communities a voice in government to assist with streamlining services and responding to community needs. I look forward to continuing to work with the Pormpuraaw community.

Support and commitment

I would like to thank the Transport Minister for his support throughout the year. I would also like to thank our staff, the Board of Management and the Transport Leadership Team for their commitment and achievements in 2008-09. With the recent Machinery-of-Government changes taking place the new Department of Transport and Main Roads has been formed. The focus of the new department will be to deliver strategic transport solutions and road infrastructure for the people of Queensland and I am confident that we will successfully meet this challenge.



David Stewart

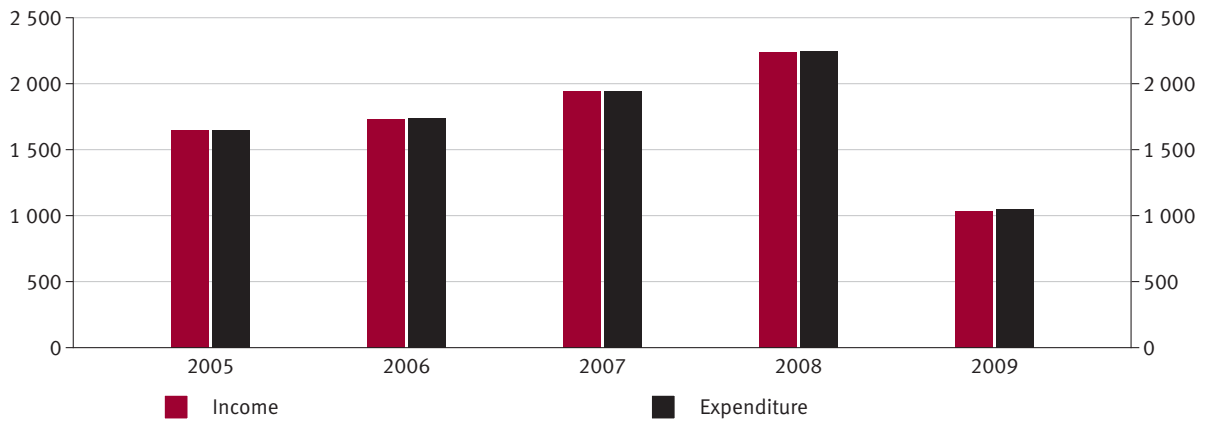
Financial summary

This summary provides a brief overview of the abolished department’s financial performance and financial position for the financial period ending 26 March 2009 and significant events that have occurred during the year. A comprehensive financial report is provided in Volume 2 of this Final Report and in electronic form on the CD attached to this volume of the document.

Overview

The following graph provides an overview of the department’s financial statements for the past five years. Whilst income and expenditure has increased consistently over those years, the large decrease in income and expenditure for the financial period ending 26 March 2009 is a result of only nine months of financial data as compared with previous full financial years and the transfer of TransLink operations to the newly created TransLink Transit Authority as at 1 July 2008.

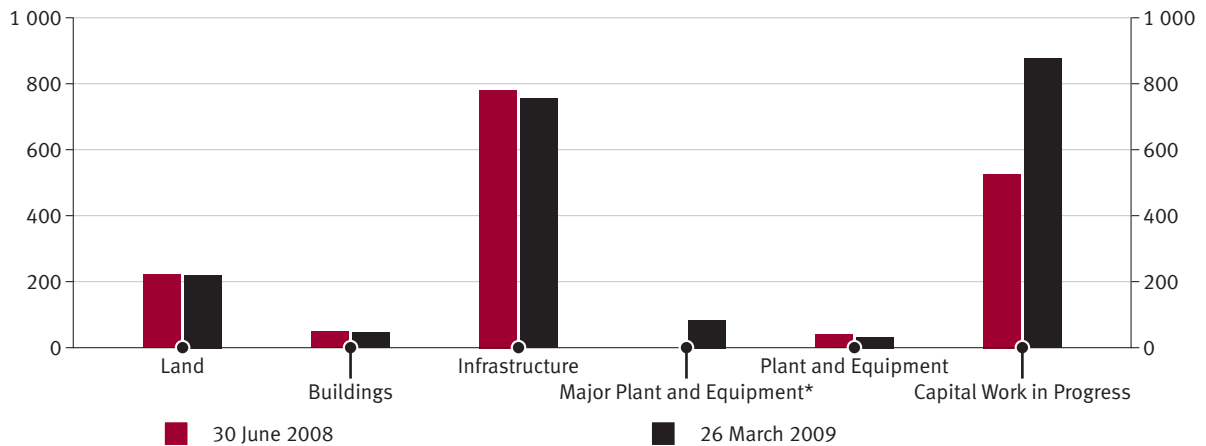
Figure 1 Departmental five year overview (\$ 000 000)



Non-Current Assets

Non-Current Assets for the year increased by \$232.2 million which is mainly attributable to the continued construction of the Northern busway (Royal Children’s Hospital to Kedron) and the Eastern busway (Eleanor Schonell Bridge to Buranda) which, as part of the South East Queensland Infrastructure Plan and Program, assists in the management of growth in congestion and demand for transport.

Figure 2 Non-current asset split as at 26 March 2009 (\$ 000 000)



*The Major Plant and Equipment was transferred to the TransLink Transit Authority.



The Boating Infrastructure Capital and Maintenance Program funds new and upgraded recreational boating facilities





Our performance



Planning for Varsity Station Village applied the principles of transit oriented development to create a master planned community

Our goals

Facilitate and respond to growth

Facilitating the state's economic growth while responding to transport demand

Achievements

- Developed the *MovingSEQForward* approach and action plan as well as a congestion management framework and a program of initiatives. This includes: TravelSmart Communities which is funded to encourage entire suburbs to be less reliant on motor vehicles.
- Planned and delivered major projects as part of the *South East Queensland Infrastructure Plan and Program 2008–2026*, some of which include the construction of the Northern busway and the Boggo Road busway.

Case study

Planning a Village

Detailed planning for Varsity Station Village, a 14 hectare government owned site on the Gold Coast, is well underway. The project applies the principles of transit oriented development to create a master planned community in association with the future Varsity Lakes rail station which is due to open in 2010.

The former Minister for Transport launched the draft master plan in November 2008 for public consultation. Over 30 community submissions were received and will be considered in the finalisation of the master plan. The final master plan will ultimately be incorporated into a local area plan for inclusion in Gold Coast City Council's Planning Scheme.

The Varsity Station Village project will transform land surrounding the future Varsity Lakes rail station into an attractive and vibrant mixed-use community on a site previously earmarked for industrial development. In November 2008, the project received the Planning Institute of Australia Queensland Division Award for Planning Excellence in the Transport Planning category.

- Led a number of significant transport investigations and studies to plan new transport corridors and capacity improvements and delivery of major transport infrastructure projects, some of which include; the Australia Trade Coast study (completed in August 2008) and the Western Brisbane Transport Network Investigation (expected completion June 2009).
- Assessed 599 development applications under the *Integrated Transport Planning Act 1997*. The benefits to the community have included: bus stops and interchanges provided by developers; land preserved for corridors; a decrease in noise in buildings; courtesy bus services and security fencing along corridors.
- Government approved the preservation of the Ipswich to Springfield Public Transport Corridor in February 2009. As part of this, a passenger rail line has been identified as the preferred option for this corridor, with a proposed commencement before 2026.
- The initial concept designs for the CoastConnect bus corridor between Caloundra and Maroochydore were released for public consultation in September 2008. This includes new bus, transit and cycle lanes, the upgrading of major bus stations and stops, giving buses priority at key intersections. CoastConnect is anticipated to be delivered in stages from 2011 to 2019 and will provide savings on travel time, improved connections and alternative cost effective travel options. The initiative will reduce both greenhouse gas emissions and car use and provide for a more active lifestyle.
- Conducted several travel surveys in South-East Queensland to collect household travel behaviour information. The surveys are an excellent source of information on the impact of congestion, the impact of road improvements and the current state of the transport network.
- Continued construction on the \$226 million Boggo Road busway, from the Princess Alexandra Hospital to Eleanor Schonell Bridge and the \$140 million Eastern busway, from the Princess Alexandra Hospital to the South-East busway at Buranda. Both projects are due for completion by August 2009. These busways will cut travel times by between five and 10 minutes on weekdays and will cater for 600 buses per day or 13 000 passengers daily.
- Continued construction on the \$198 million Northern busway from the Royal Children's Hospital to Windsor, with completion due by August 2009. Construction of the Northern busway from Windsor to Kedron has begun.
- Conducted stage one of the *Inner City Rail Capacity Study* to identify and assess options to accommodate increased rail services through the inner city. The study, which was completed under budget at \$5.4 million, found two new rail links will be required to double the inner city's rail capacity, the first by 2016 and the second by 2026.
- In conjunction with the Office of Government-Owned Corporations, facilitated shareholding ministers' consideration and approval of major coal transport infrastructure investments and contracts including funding of \$198 million for early works for the Goonyella to Abbot Point expansion project and revenue contracts for the Collinsville, Newlands and New Acland mines.
- Facilitated, in conjunction with the Office of Government-Owned Corporations, government consideration of QR Limited's proposals for regional freight reforms on the Mount Isa line.
- \$351 million was allocated for 2008–09 to QR Network Pty Ltd as part of the Transport Service Contract (Rail Infrastructure) for infrastructure services which includes the delivery of capital works projects. Benefits of the program include: improved safety and reliability of the network; increased efficiency of train services and improved social and environmental benefits.
- Added a third rail track between Salisbury and Kuraby and a second rail track was added between Mitchelton and Keperra, and between Helensvale to Robina in 2008. These rail upgrades enabled the addition of new services that provided 3150 extra seats on peak hour services.
- Implemented phase 2 of the *Road Transport Reform Heavy Vehicle Charges Model legislation (National Transport Commission [Model Act on Heavy Vehicle Charges] Regulations 2008) by amending the regulations*. The amendment is part of a broader national reform to change the two heavy vehicle charges which apply nationally to all vehicles over 4.5 tonnes, namely vehicle registration and fuel excise.

- Provided expert advice to shareholding ministers about the commercial and operational viability of significant port capital expansions. Following this advice, shareholding ministers were able to approve the progression of these projects including shareholding minister's investment approval for \$16 million for preliminary design and engineering for Ports Corporation of Queensland Limited for the Port of Abbot Point coal terminal expansion.
- Provided marine pilots to 11 506 ship movements (1 July 2008–31 March 2009), with an incident rate of 100 percent safe movements.
- In January 2009, a new helicopter pilot transfer service contract commenced. Using a modern light twin-engine aircraft, this will offer safety improvement for marine pilot transfers. Transfers can now take place at night and in poor weather conditions, increasing the efficiency of the service.
- Undertook significant navigation aid work to repair and replace a number of beacons damaged either by natural disasters or collision.

Future activities

- Finalising the concept design for the Cairns Transit Network.
- Releasing the *Connecting SEQ2031: An Integrated Regional Transport Plan for South East Queensland* for community consultation in late 2009.
- Setting up the second phase of the road transport reform heavy vehicle charges model.
- Continuing to assist industry in the assessment of freight transport modal and infrastructure opportunities in relation to improving, expanding or initiating their operational activities.
- Implementing the new Queensland Port Network Structure, effective from 1 July 2009.
- Starting construction of the Eastern busway (South-East busway at Buranda to Main Avenue) which is scheduled to begin in mid-2009 with completion by 2012.
- Seeking the minister's approval for the land use plans for the ports of Bundaberg, Gladstone, Rockhampton, Townsville and Hay Point.
- Conducting the priority bus route measures project, which will identify and implement priority bus route measures such as indented bus bays on priority bus routes to minimise disruption to passengers and traffic.
- Trialling the real time passenger information system, which will see enhanced information and communication technology on a number of key bus routes on the Sunshine Coast.



Construction of busways is cutting travel times across Brisbane



Cleaning up after the Pacific Adventurer oil spill incident

Our goals

Environmental sustainability

Contributing to a healthier, more liveable environment

Achievements

- Conducted 3 230 vehicle emissions tests in the first quarter of 2009 to measure levels of carbon monoxide and hydrocarbons from vehicle exhausts. Of the tests conducted, 402 vehicles (12.4 percent) received a 'poor' or 'fair' rating. Motorists receiving a poor or fair rating are encouraged to take their vehicle to a mechanic for a check, and if necessary a service. The remaining 2 828 vehicles (87.6 percent) received a good rating.
- Through the Urban Congestion Management Program, the Queensland Government has committed \$32.7 million to the TravelSmart program over four years to 2012, for the delivery of voluntary behaviour change projects.
- Sponsored Bike Week 2009 that successfully attracted thousands of riders to participate in events such as the Bike Week Cup, Ride to Work Day and the Great Brisbane Bike Ride. The Bike Week 2009 theme of 'Cycling is Smart Travel' was widely communicated.
- Encouraged best practice cycling signage and mapping throughout the state by developing a signage guideline for inclusion in the *Traffic and Road Use Manual* with a mapping cycle note to be made available by 30 May 2009.

Case study

Responding to the Pacific Adventurer oil spill incident

This year Maritime Safety Queensland responded to the largest pollution incident in Queensland in more than 35 years.

On 11 March 2009, the Hong Kong registered container ship *Pacific Adventurer* lost 31 containers of ammonium nitrate overboard in gale force weather conditions and large swells. The ship was en route to Indonesia and approximately seven miles east of Cape Moreton when the incident occurred. All the containers sank, and two of the ship's fuel oil bunker tanks were damaged as the containers went overboard, causing an oil spill of approximately 270 tonnes. The oil spill affected parts of the Sunshine Coast, Moreton Island and Bribie Island and resulted in a clean-up exercise by state authorities incurring invoiced costs of more than \$13.7 million as at the end of March 2009.

As lead agency, Queensland Transport's Maritime Safety Queensland coordinated the efforts of approximately 2 500 workers from local and state government, contractors and volunteers in the clean up operation to ensure affected beaches were cleaned as quickly and safely as possible. An incident centre was set up in Brisbane where Queensland Transport and Maritime Safety Queensland staff managed community updates and enquiries.

With the assistance of the Royal Australian Navy, all containers were located. However, as the containers are in Commonwealth waters, a decision on whether to salvage them rests with the Commonwealth Government in consultation with the Queensland Government and the ship's owners.

The cost of the clean up will be vigorously pursued from the ship's insurers and owners.

Independent scientists have concluded that no significant environmental damage has occurred as a result of the incident and the government's response has been effective and environmentally responsible.



Bike Week 2009

- Developed the Active Transport Policy as an initiative of the Urban Congestion Management Program. This policy aims to include cycling and walking facilities within new state government infrastructure. A draft policy statement and discussion paper has been developed together with a project to determine the economic feasibility of the policy. This will be completed by 30 June 2009.
- Released principal cycle network maps in October 2008 as part of the Principal Cycle Network Plan for Far-North Queensland following considerable consultation with the community and local government.
- Committed \$18.8 million towards 90 cycle infrastructure projects, adding 89 kilometres to the cycle network including: the \$2 million Bicentennial bikeway stage 1 (due for completion May 2009); the \$3.5 million Coolangatta Kirra Bilinga cycleway (due for completion December 2009); the \$3.3 million Eenie Creek cycle and pedestrian link stage 1-3 (opened on 12 January 2009); and the \$5.4 million Brassall bikeway (opened February 2009).
- Committed \$45.9 million through the cycle network program for state-owned projects including: the \$9.9 million Toowong cycle and pedestrian overpass (opened in March 2009); \$12.4 million for the cycleway over Ipswich Road as part of the construction of the Boggo Road busway/Eastern busway (section one – due for completion in July 2009); and \$8 million to the Royal Brisbane and Women's Hospital (RBWH) cycle centre (due for completion September 2009). The cycle centre will provide state-of-the-art end of trip facilities for cyclists, pedestrians and joggers travelling to and from the RBWH precinct. The facility will provide bicycle parking for 750 bicycles, lockers, showers, towel service and integrated security.
- Prepared a strategic energy management plan, outlining methods to achieve the mandated energy reduction targets within the allocated timeframes for Queensland Transport buildings.
- Participated in a recycling and waste collection program in its Terrica Place building where the department occupies five floors. Since its introduction, the recycling rate for Terrica Place has increased from 30 percent to 62 percent.

- Addressing transport related greenhouse gas emissions by investing in public transport, walking and cycling infrastructure as well as services that help Queenslanders choose sustainable transport; implementing congestion management initiatives that will also deliver environmental benefits, for example, the TravelSmart Communities Program and end-of-trip facilities for cyclists and walkers; implementing the *gocard* to make using public transport more convenient; and working through the Australian Transport Council and Environment Protection and Heritage Council to examine the potential for enhanced vehicle fuel efficiency standards.
- Participated in the Queensland Government's recent review of its climate change strategy, *ClimateSmart 2050*, aimed at positioning Queensland at the forefront of the national climate change response.
- Provided departmental advice on rail and port environmental issues and key projects as part of the state's planning approval processes, including: the Wandoan Coal Project; the BMA Bowen Basin coal growth project; the Queensland Curtis Island liquid natural gas project; the Wateranga minerals project; the Alpha coal mine project; and the Galilee coal project—northern export facility.
- Developed freight focussed climate change and congestion mitigation initiatives.
- Participated in the development of Queensland Government climate change adaptation and mitigation strategies.
- Initiated a trial to examine the feasibility of high productivity vehicles to reduce road network congestion at the Port of Brisbane and Australia Trade Coast precincts.
- Started an investigation into the benefits and feasibility of a web portal accessible to transport operators to assist back loading of heavy vehicles from the Port of Brisbane to reduce the incidence of unproductive heavy vehicle movements.
- Maritime Safety Queensland reduces ship-sourced pollution through the development, implementation and review of appropriate standards, education and enforcement initiatives. The *Marine Pollution Prevention and Response Program 2008–09* details the key projects, policies and financial provisions to support marine pollution prevention and our response to ship-sourced pollution. During 2008–09, a pollution prevention campaign was used to educate recreational boaters about litter in the marine environment and to encourage them to be responsible for the removal of rubbish. A focus on the prevention of sewage pollution from ships was also adopted to support changes to the sewage discharge provisions of the *Transport Operations (Marine Pollution) Act 1995* and regulation.



Addressing transport related greenhouse gas emissions by investing in walking infrastructure

- Collaborated with Gold Coast Water to complete a desk top study which helped to remove the council's resistance to the installation of onshore sewage pump out facilities due to the potential impacts of saltwater-based ship-sourced sewage on their wastewater treatment plants.
- Completed a series of sewage information and networking seminars with vessel owners and operators across the state which provided an update on Queensland's ship-sourced sewage regulations.
- Reduced the environmental impact of our aids to navigation network through trialling high intensity discharge lights instead of traditional halogen on-demand daylights.
- Delivered oil spill and refuelling compliance monitoring camera systems in Cooktown and Port Douglas as a deterrent to ship-sourced pollution.
- Removed over 20 derelict vessels from Queensland's waterways. Removing unseaworthy and abandoned vessels from Queensland waters reduces the serious risk to the safe navigation of other ships as well as reducing the major threat of pollution.
- Successfully removed more than 7 000 litres of oil, paint and pollutants from the 39-metre vessel *Ossa*, moored near Airlie Beach.
- As leader and coordinator of the Queensland National Plan State Committee on marine pollution, Maritime Safety Queensland is responsible for responding to marine pollution incidents in Queensland's waters. The agency minimised the impact of oil spills and other marine pollution through pollution preparedness and response. In order to ensure an effective capacity for response, 6 928 person hours were spent preparing for pollution incidents between 1 July 2008 and 31 March 2009, including: coordinating and delivering training and exercises for pollution response; conducting reviews of policies, procedures and standards relating to pollution prevention and response operations; revising the Queensland Coastal Contingency Action Plan and contingency planning arrangements for the Torres Strait region; and conducting audits of first-strike response capability and the storage and maintenance of specialised pollution response equipment in all Queensland ports.

- Responded to 41 marine pollution incidents between 1 July 2008 and 31 March 2009. All reported incidents were responded to in accordance with guidelines described in the Queensland coastal contingency action plan.
- Successfully prosecuted five cases for offences against the *Transport Operations (Marine Pollution) Act 1995* resulting in Queensland courts imposing fines and costs of more than \$18 000 for offences against the Act.

Future activities

- Continuing to assess options for minimising transport emissions. The department will also develop policy positions on a range of issues related to climate change.
- Continuing to actively prepare the sector for the anticipated consequences of climate change and building resilience in the transport sector by:
 - planning future infrastructure and services in ways that lessen the impacts of climate change
 - developing adaptation measures for existing infrastructure and services.
- Releasing *MovingSEQForward: Approach to Action Plan* to give an overview of the whole-of-Government approach up to 2012.
- Developing a medium to long term Congestion Management Strategy to promote a user focused approach to congestion management in South-East Queensland.
- Conducting the *Flexible Workplace Program-Brisbane Central Pilot*; a congestion management initiative promoting the benefits of flexible working arrangements as a way of addressing urban congestion.
- Finalising the clean-up from the *Pacific Adventurer* oil spill, pursue legal action and recovery of clean-up costs.



Improving road safety in partnership with the Moreton Bay Regional Council

Our goals

Transport leadership

Providing leadership in the transport sector and community

Achievements

- Developed the *Transport Coordination Plan for Queensland 2008–2018*. The plan sets the strategic direction for Queensland's transport system over the next 10 years.
- Led the National Safety and Security Working Group as part of the Australian Transport Council's National Transport Policy reform process, overseeing a program of work that included improvements in speed management, road environment safety, vehicle design and railway level crossing safety.
- Provided input into high priority national transport policy reforms, including proposals to nationalise the regulation, registration and licensing of heavy vehicles.
- Conducted the first in a series of environmental scans to strategically position us to respond to future transport challenges. The scans will identify global trends and their potential impact on the department, its customers and the transport sector over the next 10–20 years.

Case study

Road safety partners

Queensland Transport Road Safety staff are working closely with Moreton Bay Regional Council on a Road Safety Partnership Project aimed at improving road safety and providing greater local government resource capability.

The project, established by Queensland Transport in partnership with Department of Main Roads, the Local Government Association of Queensland and the Institute of Public Works Engineers Association Queensland involves the employment of a road safety officer working across a number of local government areas to achieve a coordinated approach for local and state government agencies.

Community engagement activities, crash data and risk analysis have been used to determine the priority areas for engineering, enforcement and education intervention relating to road safety. These will be documented in a road safety strategy and action plan for the local authority.

The project recently took out the 2008 CARRS-Q Road Safety Award in the local government category.



Amendments to the Transport Planning and Coordination Act 1994 have enabled Queensland Transport to place conditions about active transport on development applications

- Facilitated the incorporation of the Queensland Transport and Logistics Council as an independent body which provides industry and government with a strategic reference forum to address freight transport and logistics issues. The council will facilitate the improved efficiency and integration of all modes of freight transport infrastructure in support of local, interstate and global supply chains and will promote innovative freight practices which address urban congestion.
- The *Transport and Other Legislation Amendment Act No 67 of 2008* received assent on 1 December 2008. The Act included amendments to the *Transport Planning and Coordination Act 1994*, part 2A (Land use and transport coordination), to enable Queensland Transport, as a referral agency or assessment manager under the *Integrated Planning Act 1997*, to place conditions about active transport on development applications. The amendments, which expand the application of the *Transport Planning and Coordination Act 1994* to establish Queensland Transport's jurisdiction for active transport, support Queensland Government policy and plans to promote active transport.
- Continued to support investment in new coal transport infrastructure to foster the growth of Queensland's leading export industry. Recent achievements or completed projects included: Queensland government approval for a consortium of 16 coal companies to investigate the development of a new coal terminal – Wiggins Island coal terminal; expansion of the Port of Abbot Point coal terminal to a capacity of 25 million tonnes per annum with further work being done to expand the terminal to a 50 million tonne per annum capacity; and major duplications of the coal rail network including Broadlea–Watonga, Stephens (Dysart–Norwich Park) crossing loop, Bluff–Blackwater, Aroona–Duaringa, Blackwater–Burngrove, Westwood–Wycarbah, Stanwell–Wycarbah, and Broadlea–Mallawa–Wotonga duplications.
- Engaged with the community and stakeholders through open days, surveys, market research, newsletters and community liaison groups for projects including: the Australia trade coast transport study; Cairns Transit Network; Landsborough to Nambour Rail corridor study; Varsity Station Village project; Caboolture to Beerburrum rail duplication; Eastern busway (Eleanor Schonell Bridge to South-East busway) and the Gold Coast rapid transit.
- Partnered with the CSIRO in a significant review of infrastructure and policy options, as well as the development of an intricate planning model to evaluate the need for investment in current and future transport infrastructure. This supports the Queensland Government's Northern Economic Triangle strategy.

- Supported and advised the transport and logistics industry by: engaging the Transport and Logistics Workforce Advisory Group; setting a national standard for skilling solutions in transport and logistics; engaging youth through the Transport and Logistics *Adopt-a-School* Program; implementing the Queensland government's Experience Pays Awareness strategy (45+ strategy) and the Skilling Queenslanders for Work initiative – delivering 126 skilled workers for the road transport sector.
- Contributed to the development of a number of national maritime policies including: new sections and revisions to the National Standard for Commercial Vessels regarding navigation equipment, stability, watertight and weather tight integrity, fire safety, safety equipment, crew competencies, operational practices and commercial leisure vessels; the *National Standard for Administration of Marine Safety* concerning the survey of commercial vessels; and a proposed single national marine safety jurisdiction under the *Commonwealth Navigation Act 1912*.
- Participated in a number of national and international working groups and committees to progress maritime safety, pollution and vessel traffic management issues including: development of a consistent national standard for the delivery of vessel traffic management; implementation of an under keel clearance management system for the Torres Strait; and identification of opportunities to produce education strategies to address national safe boating issues and cooperate in sharing public education communication resources, experiences and market share results.
- Collaborated with the Brisbane Marine Safety Committee to deliver the 2008 annual Commercial Marine Industry forum. The forum increased industry awareness of contemporary practice in vessel safety management and delivered two risk workshops with industry.
- Assisted the Airlie Beach Marine Safety Committee to progress the establishment of the Marine Safe Accreditation Scheme. The industry-led scheme will form part of Ecotourism Australia's National Accreditation Scheme and will provide incentives and recognition to commercial vessel owners and operators who demonstrate the application of contemporary practice in risk and safety management.
- Tabled the *Fishing Ship Safety Equipment Trial Report*. The report's recommendations were endorsed by commercial fishers and Maritime Safety Queensland as a practical solution to improving the safety of life at sea for commercial fishers. The report will be forwarded to the State Coroner for consideration and will be published to disseminate the findings to the broader maritime industry.
- Continued to deliver the *Torres Strait Marine Safety Program* including supporting the delivery of 13 BoatSafe training courses to island communities and secondary colleges; providing reduced-cost safety equipment; and delivery of a new major facility on Thursday Island to support the delivery of safety and pollution outcomes in the region.



We support transport and logistics by youth engagement through 'Adopt-a-school' programs



Maritime Safety Queensland supplied the oil spill recovery vessel QG Tusk, an oil pollution containment boom, two workboats and operational staff to support the 2008 Great Brisbane Duck Race in aid of cancer research

- Assisted in the annual Great Brisbane Duck Race, held on the Brisbane River near the South Bank Parklands. The race is organised by Princess Alexandra Hospital Foundation and proceeds go towards cancer research. Queensland Transport, through Maritime Safety Queensland, has supported this event for a number of years by providing equipment and staff to contain and remove the rubber ducks from the river. Agency staff assisted the event's organisers to ensure that marine and workplace safety issues were addressed. The Great Brisbane Duck Race provided an opportunity for our officers to demonstrate their training in the use of important pollution response equipment.
- Worked with the Australian Maritime Safety Authority and the Port of Brisbane to reduce red tape and the duplication of dangerous goods reporting. Amendments have been made to the *Transport Operations (Marine Safety) Regulation 2004* and to electronic systems for the purpose of improving the monitoring and management of dangerous goods carriage and compliance by those regulated.
- Continuing the expansion of the Transport and Logistics 'Adopt-a-School' Program—promoting resources to support youth engagement.
- Running skilling programs targeted at industry needs.
- Piloting the People Strategy at Brismark (Brisbane Markets).
- Piloting the industry mentoring/leadership program.
- Continuing resource development for the transport and logistics industry.

Stakeholder engagement activities in 2009–10 will include:

Future activities

- Releasing the Australia TradeCoast Strategy and Action Plan to planning partners in mid to late 2009.
- Commencing a full operating environment policy scan, building on the work already done as part of the initial (2008) environmental policy scan.
- Cairns Transit Network
- CoastConnect—Caloundra to Maroochydore
- *Connecting SEQ2031: An Integrated Regional Transport Plan for South East Queensland*
- Household travel survey
- Cross River Rail project [formerly Inner City Rail Upgrade Project (Stage 2)]
- Maroochydore Station corridor study
- Mt Lindsay–Beaudesert strategic transport network investigation
- Northern busway (Kedron to Bracken Ridge)
- Principal Cycle Network Plan for Far North Queensland
- South-East busway extension
- South-East Queensland high occupancy vehicle network study
- Southern rail freight corridor study.



The Share My Story campaign is putting road safety into the hands of Queenslanders by using an interactive, social networking website for the community to share their stories on how road trauma has affected their lives

Our goals

Safety and security

Improving the safety and security of the transport system and its users

Achievements

- \$16.5 million spent to purchase over 150 new, or near new, rollover compliant school buses across Queensland under the *School Bus Upgrade Scheme*. An additional 500 non-rollover compliant buses will be replaced over the next four years at an estimated cost of \$35 million.
- Conducted operations to ensure the *Transport Operations (Passenger Transport) Act 1994* is complied with at major events in the country and tourist areas (such as airports and the Gold Coast) and in urban areas. As at the end of March 2009, transport inspectors dedicated 9 716 hours to passenger transport activities. This is on track to match the 10 843 hours completed in 2007–08 and demonstrates our commitment to ensure safer passenger transport services.

Case study

A success story to share

When thinking of road safety campaigns, hard-hitting messages with graphic images of road crashes are usually what come to mind. But not for Queensland Transport's *Share My Story*, a new and innovative approach to road safety in 2009. *Share My Story* has now put road safety into the hands of everyday Queenslanders. An interactive, social networking website <www.sharemystory.qld.gov.au> is available for all community members to share their stories on how road trauma has affected their lives.

This campaign is based on best practice for integrated social marketing campaigns in the new millennium. This website is a world-first for road safety education undertaken by a government agency. The campaign included television, print and online advertising to help communicate the personal impact of dangerous road use behaviours, and urged all Queenslanders to go online and get involved in promoting road safety.

Although the advertising has ended for the campaign, the *Share My Story* website will remain as an online, social networking portal for all those who want to share their personal experiences or read the stories of others who have been affected by road crashes.

In the three months since the launch of the website and campaign, there have been almost 23 000 unique visitors to the website and over 5 300 active supporters. Given that the initial benchmarks of the campaign and website were for 10 000 visitors to the website and registration of 1 000 supporters during the first three months of the campaign, the results speak for themselves. Queenslanders have taken on the fight against the road toll into their own hands.

Share my Story is a voice for everyone touched by a road crash. They are not inventions of advertising agencies or the media – they are true, powerful stories which should make everyone think about the decisions they make every time they get into a car.

- Conducted Operation Safe Drive Holiday across the state in September and December 2008 and in March 2009. This operation is a safety initiative which targets unsafe private and commercial vehicles with a gross vehicle mass of less than 4.5 tonnes. As a result of the initiative 302 penalty infringement notices were issued.
- Conducted Operation Smoke and Mirrors during June, September and November 2008 along the Bruce Highway from the New South Wales border to Cairns. For these operations inspectors intercepted heavy vehicles for inspection and educated drivers on the new legislation about fatigue management. As a result over 3 500 vehicles were inspected, and over 2 000 drivers checked for compliance to transport regulatory requirements. During the operation, 91 defect notices and 154 penalty infringement notices were issued.
- Successfully put into action a number of new initiatives and continued several programs aimed at reducing road fatalities including: the young drivers hazard perception test; vehicle impoundments for offences such as repeated unlicensed or disqualified driving, high-end drink-driving or hooning offences; and new licence requirements for motorcycle riders.
- On 1 July 2008 started phase one of motorcycle safety reforms including a graduated licensing system for riders.
- Developed the *Queensland Road Safety Action Plan 2008–2009* in partnership with Queensland Police Service and approved for release after collaboration with other stakeholders. The initiatives in the Action Plan are consistent with the safe system concept, which guides the development of best practice road safety policy across Australian jurisdictions. The action plan lists over 70 initiatives under the four outcome areas of the safe system approach: safe roads and roadsides, safe vehicles, safe speeds and safe road users.
- Introduced the *Transport Operations (Road Use Management—Mass, Dimensions and Loading) and Other Legislation Amendment Regulation (No.1) 2008* legislation. These legislative reforms are designed to improve road safety by introducing new legislative standards on key heavy vehicle crash risks, including fatigue management and mass, dimension and load restraints.
- Employed 15 additional school crossing supervisors. A further 15 will be employed in 2009–10, which will fulfil the government's commitment under the School Crossing Supervisor Scheme.



From July 2007 to March 2009 an additional 30 school crossing supervisors were employed

- Won the state government category of the 2008 Queensland Road Safety Awards for the *Skipper program*. The program aims to reduce drink driving and other alcohol related offences by encouraging potential drivers to travel with a designated driver (Skipper) who has abstained from consuming alcohol. The Skipper wears a wrist band which identifies them and entitles them to free soft drinks for the night at participating venues.
- Continued to operate the Safe Walking and Pedalling Program, which reviews and funds minor works to improve safety on footpaths, bicycle paths and infrastructure that students use within a 3.2 kilometres radius of school. During 2008–09, funds from the program have been used to improve bicycle education and facilities and pathways and training at a number of schools.
- Funded the roll-out and installation of security cameras in 91 buses delivering scheduled urban services in 17 regional locations, at a cost of \$720 000. The installation of security cameras in Queensland's regional urban bus fleets has improved the safety of drivers and passengers.
- Extended the secure taxi ranks program to include Toowoomba, Rockhampton, Mackay and Ipswich. Secure taxi ranks already operate in Brisbane CBD, Fortitude Valley and Caxton Street entertainment precincts, the Gold Coast at Surfers Paradise and Broadbeach and on the Sunshine Coast in Noosa, Mooloolaba and Caloundra and in Townsville and Cairns. The establishment of secure taxi ranks has improved late night safety in entertainment precincts across Queensland.
- Distributed funding for the installation of taxi security cameras in 3 135 of the 3 152 taxis in Queensland at a cost of \$8.3 million over five years. The scheme now focuses on installing security cameras in taxis in regional and remote locations in Queensland. Of the 17 vehicles that do not have security cameras installed, a number will have them installed as part of the Accessible Taxis for Queensland scheme.
- Completed 114 rail safety audits which comprised 39 compliance inspections, 70 spot audits, four audits of safety management systems and one national safety management system audit of accredited railway operators and railway managers.
- Finalised the investigation report into the level crossing incident at Baining which was publicly released on 16 October 2008.
- Led investigations in accordance with section 216 of the *Transport Infrastructure Act 1994* into the fatal level crossing occurrences at Rungoo on 27 November 2008 and Mundoo on 1 January 2009.
- Conducted joint investigations with QR Network Pty Ltd and QR Passenger Pty Ltd into a further seven incidents.
- Completed risk assessments on all public level crossings on the non-commercial rail network using the Australian Level Crossing Assessment Model (ALCAM). Safety assessments and upgrades are undertaken on an ongoing basis, with approximately 1 200 of the 1 305 open level crossings on the non-commercial network upgraded to ALCAM recommended standard by the end of May 2009. Estimated expenditure for 2008–09 is \$3.3 million.
- Commencement of the Commonwealth funded Boom Gates for Rail Crossings Program. The Commonwealth Government has allocated \$42.7 million to upgrade 66 priority public open level crossings across Queensland. The program focuses on the delivery of boom gates however the upgrades may also include other forms of active and passive protection. The 2008–09 year has concentrated on design and procurement activities for the program however the state government is committed to the completion of eight level crossing upgrades by the end of June 2009. Estimated expenditure for 2008–09 is \$13.97 million.
- Maritime Safety Queensland manages the safety of vessels, their movement and operation through the development and implementation and review of appropriate standards, education and enforcement initiatives. The *Maritime Safety Implementation Program 2008–09* details the key projects, policies and financial provisions to improve the safety of vessels and their operation and the safety of vessel movements.
- Introduced new emergency position indicating radio beacon (EPIRBs) requirements to respond to the phase out of the older style distress beacons, which ceased to be detectable by satellites from 1 February 2009, and enhance response capability to distress alerts.
- Safe vessel movements in the REEFVTS (Great Barrier Reef Vessel Traffic Service) area as a percentage of total movements exceeded 99.8 percent in 2008–09.

- Conducted 15 successful prosecutions for offences under the *Transport Operations (Marine Safety) Act 1994* in 2008–09 resulting in the courts imposing \$65 925 in fines, including one fine of \$35 000 for an ‘unsafe operation’ prosecution. Maritime Safety Queensland has been successful in increasing the attention of magistrates to marine safety issues resulting in an average fine of \$2 000 compared to an average fine of \$300 a few years ago.
- Updated the popular *Beacon to Beacon Guide*, now in its 8th edition, which includes more than 250 revised maps and chartlets.
- Presented with the Stand of the Show award in the ‘under 100m2’ category at the 2008 Brisbane International Boat Show for our ‘You’re the skipper, you’re responsible’ themed display. The stand targeted prospective boat owners and aimed to break down complex legislation into an easy-to-understand checklist of what they need to do to be safe on the water and to comply with the *Transport Operations (Marine Safety) Act 1994* and the *Transport Operations (Marine Pollution) Act 1995*.
- Updated the marine VHF distress radio network between Hervey Bay and Yeppoon to provide 24 hour coverage for emergency distress-related calls. This upgrade provides the ability to manage communications during distress-related incidents and to assist in coordinating and managing VTS throughout the area. As a result of this expansion the Coastal Radio Network now offers 95 percent coverage of the Queensland coast between Cooktown and the New South Wales border.
- Developed standardised port procedure manuals for Queensland ports containing information, regulations, procedures and guidelines. These port procedure manuals were developed in accordance with International Harbourmaster Association methodology and were published on the Maritime Safety Queensland web site to provide information for ships’ masters, owners and agents to support the safe movement of vessels.
- Implemented new online Queensland ship information and planning system (QSHIPS) for booking ship movements in ports.
- Committed an annual \$1.5 million towards the dredging program for the southern Moreton Bay to Gold Coast channel network, improving access to these waterways.
- Commenced implementation of the *Transport Security (Counter-Terrorism) Act 2008* across a number of transport operations in early 2009. The Act requires surface transport operations (with an assessed elevated risk of terrorist threat or attack) to undertake a detailed risk assessment and develop and implement an appropriate risk management plan. This will be a key priority for 2009–10.
- Continued to improve counter-terrorism arrangements at six major transport precinct locations in South-East Queensland and Far-North Queensland. This was achieved by providing funding support for security infrastructure enhancements, implementing procedural improvements and delivering ongoing program support. The department also completed a trial of a modified precinct concept at two other smaller transport precincts in South-East Queensland and commenced a trial of the precinct concept at a port.
- Taken a major role in Australian-Queensland Government relations on surface transport security, as a key member of the Transport Security Working Group under the new National Transport Policy arrangements. Queensland Transport has provided input into the development of the *National Surface Transport Security Strategy* and leads the implementation program for the Commonwealth Inspector of Transport Security’s Inquiry into Intrastate Ferry Operations.
- Implemented the *Transport Disaster Management Plan* which guides transport agencies in several disaster response and recovery operations including: support for clean-up efforts in November 2008 following the South-East Queensland storms and response and recovery work for the January and February 2009 floods across central west and northern Queensland.
- Participated in the ‘Mercury 08’ counter-terrorism exercise which was conducted in international waters off-shore from Gladstone from 14 to 17 October 2008.

Future activities

- Developing and releasing the *Queensland Road Safety Action Plan 2010–2011*.
- Managing a strategic research program for road safety, including an evaluation of the effectiveness of the Young Drivers Safety Package and research into motorbike safety, unlicensed and unregistered driving.
- Participating in the national reform agenda being driven by the Australian Transport Council with particular carriage for the safety agenda.
- Continuing a longitudinal study of Queensland road users' attitudes to key road safety issues.
- Implementing the initiatives contained within the *Queensland Motorcycle Safety Strategy 2009–2012* including: the introduction of a Learner Approved Motorcycle Scheme, a zero alcohol limit for all learner, provisional and novice motorcycle licence holders, and an enhanced education campaign.
- Releasing and implementing the *Queensland Speed Management Strategy 2009–2011*.
- Introducing digital cameras into the Camera Detected Offence Program (p.38).
- Consulting with stakeholders on a discussion paper on drink driving.
- Applying an enhanced risk-based auditing and inspection regime for accredited railway managers and operators.
- Implementing Queensland Transport's action plan arising from the Mindi rail incident investigation report.
- Completion of the Commonwealth funded Boom Gates for Rail Crossing Program, on the Queensland rail network. Sixty-six priority level crossings will be upgraded by June 2010.
- Developing and delivering the requirements for the Diploma of Government (Rail Safety Regulation).
- Conducting a Port Precinct Trial of port security measures in Townsville.
- Progressing the implementation of the *Transport Security (Counter-Terrorism) Act 2008*, including declaration of security-identified surface transport operations.



We will evaluate the effectiveness of the Young Drivers Safety Package

- Continuing to lead the national working group on implementation of outcomes from the Inspector of Transport Security's ferry security inquiry.
- Undertaking further counter-terrorism exercises at major transport precincts, including drill-style exercise activities.
- Undertaking precinct-wide reviews of closed-circuit television surveillance capability to ensure appropriate coverage.
- Undertaking counter-terrorism security reviews at additional transport precincts.
- Updating and re-issuing the *Transport Disaster Management Plan*.
- Delivering annual disaster management training to district disaster liaison officers.
- Continuing work with transport providers and supporting Queensland Health in the management of H1N1 Pandemic Influenza.



Clare Heath, Principal Customer Service Officer – our customer service satisfaction rated at 7.7 (out of 10) for the delivery of transactions and services

Our goals

Fair, efficient services and infrastructure

Delivering transport infrastructure fit for purpose, and efficient services that are accessible to transport users

Achievements

- Continued the Taxi Subsidy scheme to provide transport options for people with disabilities who experience profound difficulties using other modes of public passenger transport. The scheme provides members with a 50 percent discount on taxi fares to a maximum fare of \$50.
- Provided Regional Airport Development Scheme and Blueprint for the Bush support to 19 airport infrastructure projects on the basis of a 50/50 shared funding partnership with local governments.
- Completed the accessible taxis in Queensland project at a cost of \$3.4 million assisting people with disabilities across 58 rural and regional communities.
- Invested in upgrading QR Limited rolling-stock and station infrastructure in South-East Queensland to improve access for all passengers, including those with disabilities. The upgrades included stair, lift and escalator access, new compliant ticket windows and tactile ground surface indicators.
- Processed approximately 10.9 million transactions across the customer service network. This can be compared to the period July 2006–March 2007 when approximately 9.5 million transactions took place. This represents a 14.9 percent increase. Of this figure, face-to-face transactions grew by 13.7 percent and self-service transactions grew by 16.4 percent.
- Maintained an average queue waiting time of 10 minutes 45 seconds at customer service centres that are equipped with the Q-Matic ticketing system. The time between the customer taking a ticket from the Q-Matic till and when they are called to the counter is called the 'queue time'. This time is slightly in excess of our service standard queue time of 10 minutes but is largely consistent with the average over the last few years with continuing growth in the number of face-to-face transactions.
- Surveyed our customers about their satisfaction with our services. This year survey results showed that in the delivery of transactions and the overall satisfaction of service – customers rated the department 7.7 out of 10. This result compares favourably with previous years results of an average of 7.3 out of 10.

- Handled approximately 780 000 calls through the department's customer service direct call centre. The service standard for 80 percent of calls to be answered within three minutes has been met, with 82 percent achieved for the 12 months to the end of March 2009.
- The Customer Service Direct call centre was awarded 'highly commended' in the category of Queensland State and Federal Government at the Customer Service Industry Awards in October 2008 on their first year of entry.
- Responded to 87 percent of marine commercial licensing applications and 94 percent of marine commercial registration applications within statutory requirements to the end of March 2009. There were approximately 5 600 commercial vessels registered as at 31 March 2009 and it is anticipated that there will be approximately 2 900 applications associated with commercial licences during the full financial year.
- Delivered 43 recreational boating projects at a cost of \$8.8 million. There are 31 projects currently underway, with completion expected in 2009–10.
- Completed construction of a facility on Thursday Island that provides safe and secure storage of pollution response assets, including a pollution response vessel and equipment. This facility also means enhanced access, deployment and maintenance of pollution response assets in the region.

Future activities

- Continuing to develop the state-wide Q-Matic queuing system in the customer service direct call centre. The system will make customer service consistent across the state and will reduce waiting time in customer service centres. Q-Matic currently monitors 75 percent of business transacted in customer service centres. The aim is to have Q-Matic queuing monitoring up to 85 percent of business.
- Continuing to develop and promote the department's electronic services, including online payment options.



Driver Examiner William Daddow with a client at Napranum

Case study

Supporting Indigenous communities

The Indigenous Driver Licensing Unit promotes positive and responsible attitudes toward driving in a concerted effort to reduce road trauma and increase licence ownership in remote Indigenous communities.

This Unit provides an opportunity for Aboriginal and Torres Strait Islander people to progress through a carefully managed, culturally relevant and community sensitive set of steps to ensure the successful attainment and retention of a driver licence and significantly increases road safety awareness.

Unit staff travel through remote Indigenous communities ensuring that individuals understand the legal requirement and need to obtain an official driver licence. The Unit has developed the 'Ready for the Road' resource booklet and CD as part of the Unit's role as community educators, delivering a road safety education program to targeted communities.

Partnerships have been established with the key government agencies involved in the Program as well as various community groups and training organisations. Strategic partnerships with stakeholders such as Enterprise Management Group has seen two dual control vehicles placed into Cooktown and Thursday Island communities. Through the work of this partnership, the Unit has been able to address the difficulty remote Indigenous people face in attaining 100 hours practical driving experience.

Since its inception in 2006, the Unit has provided services and issued 1 524 drivers licences across the following remote Indigenous communities within the Northern Region:

- Cooktown, Earlville, Yarrabah, Aurukun, Kowanyama, Pormpuraaw, Lockhart River, Hopevale, Wujal Wujal, Napranum, Mapoon, Woorabinda, Yorke Island, Mossman Gorge, Thursday Island, Darnley Island, Girringun, Kuranda, Darnley, Badu, Yam Islands, Dundowran and Mornington Island.

Our goals

Capable people and organisation

Enhancing organisational capability and performance

Achievements

- Celebrated the 25th anniversary of the School Crossing Supervisor scheme in Queensland. There are 255 schools across the state that have been continuously involved with the scheme since its beginnings in 1984. Each of the schools was issued a certificate of appreciation for their support of the scheme. School crossing supervisors play a very important role in the department's safe school travel efforts and are highly valued members of the school community. There are 21 school crossing supervisors who have given 25 years continuous service to this worthwhile scheme. This year they each will receive certificates of recognition for their dedicated service. A 25th anniversary commemorative badge was also awarded to all school crossing supervisors across Queensland (approximately 1 800 people).
- The department's Customer Service Direct call centre received a 'highly commended' award in the category of Queensland State and Commonwealth Government at the Customer Service Institute of Australia (CSIA) awards ceremony. These awards



Premier Anna Bligh recognised the 25th anniversary of the School Crossing Supervisor Scheme by awarding school crossing supervisor, Rhonda Devene, with a 25 years service certificate during the Townsville Community Cabinet meeting in February 2009. Photo L to R: Hon John Mickel MP, former Minister for Transport, Trade, Employment and Industrial Relations, school crossing supervisor, Rhonda Devene and Premier Anna Bligh

recognised our achievements in customer service and are an important acknowledgement of high standards of management, training and commitment to excellence within an organisation. The CSIA noted it is a significant achievement for an organisation to win an award in the first year of entry.

- Provided Indigenous peoples with employment and training opportunities. This year the department employed an Indigenous trainee at the Maritime Safety Queensland marine operations base in the Brisbane region as part of the Queensland Transport Aboriginal and Torres Strait Islander Transition to Sustained Employment initiative.
- Arranged E2E (education to employment) sponsorship for two Year 10 students at Tagai College, Thursday Island. Maritime Safety Queensland will provide financial assistance to these students to assist with education costs over the final three years of their secondary education. The department is also exploring opportunities for work placements for these students with Maritime Safety Queensland on Thursday Island during holidays.
- Maritime Safety Queensland's Angela Iverach was one of 39 Indigenous public servants to graduate from the Wal-Meta Leadership Program on 13 February 2009. The 18-month program develops the leadership capabilities of Aboriginal and Torres Strait Islander Queensland Public Sector employees at the A02-A06 level or equivalent.
- Twenty people participated in the new accredited version of the Applied Policy Skills program which ran from 6 May 2008 to 31 August 2008. An evaluation of the program recommended the re-introduction of the program to be run by a suitably qualified training provider with government public policy experience.
- Managed Stage 1 of the competency based training assessment development for the Diploma of Government (Rail Safety Regulation) that was approved by Government Skills Australia.
- Maritime Safety Queensland is moving to integrate our workforce of regional safety and operations staff into a consolidated single stream covering operational, regulatory and education roles. As a proposed outcome of the current process for the new workforce agreement negotiations, the officers would move into the new single marine officer stream via a competency assessment process undertaken by Registered Training Organisations with expertise in the competencies of each identified functional area.

- Developed or integrated several new business systems including: a toll compliance and management system to enable better road toll administration and management; the Taxi Subsidy Scheme which aims to improve the mobility of people with severe disabilities; and the Queensland Police Records and Information Management Exchange (QPrime) which will integrate the police incidents system with Queensland Transport licensing and registration services.
- Supported significant upgrades to existing systems including the migration of the QSHIPS ship tracking system to a new platform, designed to improve functionality.
- Continued to expand customer's access to services via the internet including providing the following additional online services: Property search – delivering an automated web-based system for transport-related property searches and School Transport Assistance Scheme enabling online access to the scheme.

Future activities

- Continuing the department's structured ICT program of work in 2009–10. Two significant ICT platforms are planned:
 - internet online platform: replacement of internet platform to support the future delivery of online services between Queensland Transport, its customers and partner agencies.
 - voice, data and mobility platform: the implementation of the Queensland Transport Voice, Data and Mobility Strategy embraces emerging technologies and offers opportunities to improve services and increase productivity.
- Continuing several new internal initiatives including:
 - service centre web portal: responding to growth in the number of ICT services available to internal customers. The web portal will improve information management division customer service response times and reduce costs.
 - requirements management tool: the introduction of new processes and supporting systems to gather and manage business requirements.



Paralympian Chris Scott presenting Director-General Dave Stewart and Maritime Safety Queensland General Manager, Captain John Watkinson with framed Australian Paralympic tracksuit jackets

Case study

Celebrating the achievements of Paralympian Chris Scott

Maritime Safety Queensland records officer, Chris Scott, was Queensland's most successful competitor at the Beijing Paralympics in September 2008. Chris won medals at the Beijing Paralympics in the CP4 men's individual pursuit (gold), individual time trial (silver) and 1 kilometre time trial (bronze). In addition to his three Beijing medals, Chris previously won three gold medals in Athens, a gold and bronze medal in Sydney and silver in Atlanta.

Chris, who was born with cerebral palsy, has participated in six Paralympics – Seoul 1988 (CP football seven-a-side and athletics), Barcelona 1992 (athletics), Atlanta 1996, Sydney 2000, Athens 2004 and Beijing 2008 (cycling). As a result of his considerable sporting achievements Chris has been awarded the Order of Australia medal, was Australian Male Disabled Cyclist of the Year from 2002 to 2005, was male captain of the Australian Paralympic Team in Athens, won a number of World Championship gold medals and was awarded the keys to the city of Brisbane.

Chris presented Maritime Safety Queensland and Queensland Transport with framed Australian Paralympic tracksuit jackets as thanks for providing flexible working arrangements which accommodated his training schedule and competition commitments.

Greenhouse gas emissions (carbon emissions)

Queensland Transport is committed to supporting the Queensland Government's Q2 target of cutting Queensland's greenhouse gas emissions by one third by 2020. This commitment includes implementation of the government's climate change and other environmental strategies.

Six gases have been identified under the Kyoto Protocol as the main greenhouse gas emissions that need to be reduced. The gases are: carbon dioxide, hydro fluorocarbons, methane, nitrous oxides, per fluorocarbons and sulphur hexafluoride. As part of standard emission measurement practices these gases are mainly reported as carbon dioxide equivalent emissions (CO₂-e).

The Queensland Government continues to develop and improve whole-of-Government data collection processes and systems to standardise reporting of its greenhouse gas emissions. The basis for this reporting is consistent with acknowledged national and international standards, including the definitions outlined in the *AS ISO 14064* standards and the Australian Government's *National Greenhouse Accounts Factors Workbook*. These standards establish the following different categories of emissions that organisations (such as government agencies) need to consider, taking into account the particular organisation's operational boundaries:



Queensland Transport is committed to supporting the Queensland Government's Q2 target of cutting Queensland's greenhouse gas emissions by one third by 2020

- Scope 1 – emissions that occur *directly* from sources which are owned or controlled by an organisation (e.g. emissions from departmental vehicles, on-site diesel generators, gas boilers, and so on)
- Scope 2 – emissions that occur *indirectly* due solely to an organisation's consumption of electricity or steam or heating/cooling (which has been generated by the burning of fuels such as coal, natural gas, and so on, at power stations or other facilities not controlled by the organisation)
- Scope 3 – emissions that occur *indirectly* due to actions of the organisation, but from sources which are not owned or controlled by the organisation. Some common examples of these sources include employee business travel (in vehicles or aircraft not owned or controlled by the reporting organisation) employees commuting to and from work, out-sourced activities, and transportation of products, materials and waste. Note: inclusion of these emissions in any reporting needs to be based on the relevance to the operations of the organisation.

For Queensland Transport the key greenhouse emissions are those linked to the following activities:

- vehicle use
- electricity consumption
- air travel.

It should be noted that comprehensive reporting of greenhouse gas emissions by agencies is sometimes limited due to the complexity of the operational boundaries of agencies within the public sector, especially in situations where internal government shared services providers are used.

While the best available data has been used, in some cases estimates have been necessary because data collection systems have been limited, for example in government-owned buildings where there are multiple tenants and the electricity usage cannot be attributed to a single agency, Department of Public Works calculates the electricity usage by tenanted agencies based on the percentage of the leased floor area occupied.

The following table outlines the emissions relating to Queensland Transport during the period 1 July 2008 to 31 March 2009.

Figure 3 Carbon emissions

Scope	Activity	Greenhouse gas emissions (tonnes of CO ₂)	Explanatory notes
Scope 1	Vehicle use		
	<ul style="list-style-type: none"> ▪ QFleet vehicles ▪ Agency-owned vehicles 	1 532	1a
Scope 2	Electricity consumption		
	<ul style="list-style-type: none"> ▪ Purchased directly from an electricity retailer ▪ Sourced through a third party 	506 6 729	2a 2b
Scope 3	Air travel		
	<ul style="list-style-type: none"> ▪ Domestic air travel on commercial airlines ▪ International travel on commercial airlines 	510 15	3 3
	Hired vehicles		
	<ul style="list-style-type: none"> ▪ Avis ▪ Other 	336 <i>See note</i>	4 5

Notes:

- 1a. The CO₂-e emissions figure for the period 1 July 2008 to 31 March 2009 has been aggregated using National Greenhouse Emissions Reporting (NGER) guidelines and represents emissions for four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. In the absence of comprehensive fuel consumption records (emissions reported in the 2007–08 annual report were calculated based on kilometres travelled) this indicative figure has been estimated from kilometres vehicles have travelled.
- 1b. The CO₂-e emissions figure for the period 1 July 2008 to 31 March 2009 has been calculated using National Greenhouse Emissions Reporting (NGER) guidelines and represents emissions for two primary fuel types: unleaded petrol and diesel. Fuels used by agency owned and/or specialised vehicles including maritime safety vessels and back up generators. In the absence of comprehensive records for fuel usage this figure has been estimated from the number of litres of fuel purchased.
- 2a. Electricity – Government-owned premises
This figure is based on actual electricity consumption records currently available to the Department of Public Works for the period 1 July 2008 to 31 March 2009. Incomplete electricity consumption records have been extrapolated to produce an estimated electricity consumption figure up to 31 March 2009. For major office premises owned by the Department of Public Works where no separate sub-metering exists the carbon emissions associated with electricity consumption have been apportioned 45 percent to the owner/55 percent to the tenants. All electricity consumption has been converted to carbon emissions using the Scope 2 conversion factor of 0.91 kg CO₂-e/kWh, as recommended in the Australian Government's *National Greenhouse Accounts Factors Workbook*.
- 2b. Electricity – Premises leased from the private sector
This figure is for emissions associated with electricity use where the Department of Public Works pays either the landlord or supply authority directly. It does not include data for leases where the agency pays the retailer directly. This figure is based on actual electricity consumption from currently available records of electricity accounts received by the Department of Public Works applicable to the period 1 July 2008 to 31 March 2009. Where full year records were not available, data has been apportioned/extrapolated to provide an estimate of electricity consumption up to 31 March 2009.
- In 2007–08, the annual report included emissions linked to actual electricity consumption plus an added component to take account of the electricity consumption used by the owner to provide central services. The added component of electricity consumption is deemed a Scope 3 emission for tenants and will no longer be reported.
3. Air travel includes all flights recorded by the Queensland Government Chief Procurement Office (QGCPPO) during the period 1 July 2008 to 31 March 2009, specifically:
- (1) International air travel on all airlines
 - (2) Domestic air travel on both the mainline 'trunk' carriers (i.e. the Qantas Group and Virgin Blue)
 - (3) Domestic air travel on smaller, regional carriers.
- For all air travel (with the exception noted at [b] below) the following methodology is used:
- a) From data provided the QGCPPO calculates the kilometres flown. The kilometre figure is divided by 100 and multiplied by an industry average number of litres of fuel burned per passenger, per 100 kms. A factor of five has been used for all air travel. The use of this method gives the average litres of fuel burned for a flight, per passenger. This figure is subsequently converted from litres into kilograms and then from kilograms into tonnes, before being multiplied by 3.157 (which represents the amount of CO₂ tonnes produced by burning one tonne of aviation fuel; sourced from the International Civil Aviation Organisation).
 - b) For domestic flights with Qantas, QantasLink, Jetstar and Virgin Blue for the period 01 July 2008 to 31 December 2008 the number of passengers per sector was calculated. This information was then passed on to the respective airline for calculation of carbon emissions.
4. The hire car vehicle emissions show only emissions for AVIS vehicles booked under standing offer arrangement managed by the Queensland Government Chief Procurement Office.
5. In the absence of dedicated records for short term hire vehicles (outside the QGCPPO arrangements for AVIS) within the department, this information on fuel usage would be included in the calculations for 1(b).

Transport fatalities and injuries

Transport deaths and trauma have major social and economic impacts on the community.

Road fatalities

During the 2008 calendar year, there were 328 fatalities, which was 32 fatalities (or 8.9 percent) fewer than the previous year and one fatality (or 0.4 percent) fewer than the previous five year average. This represents a road fatality rate of 7.64 fatalities per 100 000 population, which is 11.0 percent lower than the 8.58 fatality rate for 2007.

The 2008 road fatality rate (7.64) is the lowest road fatality rate recorded for a calendar year since accurate records began in 1952. The highest rate was 32.1 during 1973 and the previous lowest was 7.96 during 2004.

The long-term trend in the Queensland road toll is downwards, demonstrating large gains derived from interventions such as the introduction of the general blood/breath alcohol concentration limit of 0.05 in 1982, random breath testing in 1988, the Speed Management Strategy, including speed cameras in 1997 and steady improvements in vehicle safety features since 1970.

However, since 1999, the road toll trend has experienced a plateau, with limited decreases or small positive increases. Further, the preliminary



Queensland compares favourably at a national level with a rail fatality rate lower than the Australian average

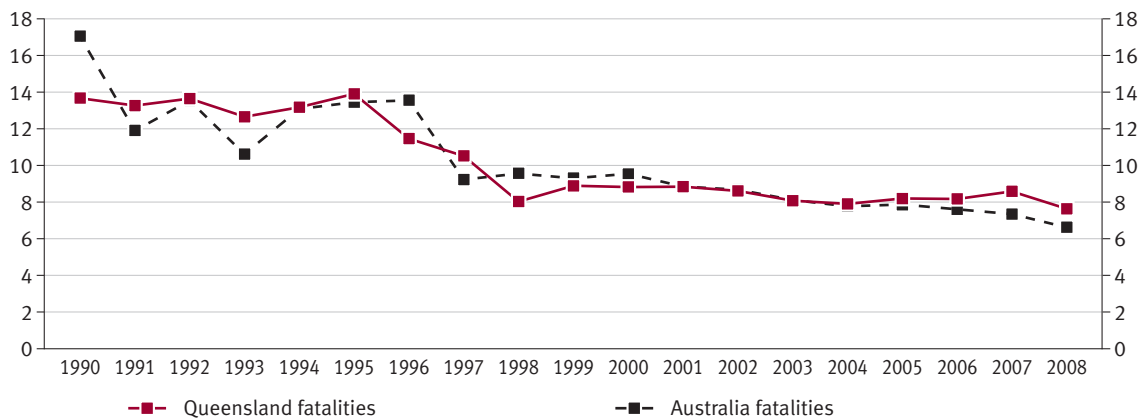
year-to-date road toll as at 31 March 2009 stood at 85 fatalities, representing a small increase compared to the same time in 2008 (80 fatalities) and the previous five year average (74 fatalities). It should be kept in mind, that at present, the 2009 trend is not clear, given that these numbers are statistically small.

Rail fatalities

Despite an increase in rail fatalities in 2008, Queensland continues to have a good safety record.

Queensland compares favourably at a national level with a rail fatality rate lower than the Australian average (see figure 5 over page). The rate also remains lower than Victoria, a state with similar levels of rail activity.

Figure 4 Road fatalities per 100 000 population



In the nine months between July 2008 to March 2009 there were six rail-related fatalities (excluding suicides) in Queensland; four were fatalities at level crossings and two were trespassers. In the 2006–07 and 2007–08 financial years there were four and six rail-related fatalities respectively.

Fatalities involving trespassers (44 percent) and collisions at level crossings (41 percent) make up the major proportion of all fatalities for the previous eight year period.

Marine fatalities and injuries

There were nine fatalities resulting from marine incidents in the 2008 calendar year. Queensland's marine fatality toll fell by 40 percent in 2008 compared with the 15 recorded fatalities in 2007. This also represented a significant reduction on the previous four-year average of 14.5 fatalities.

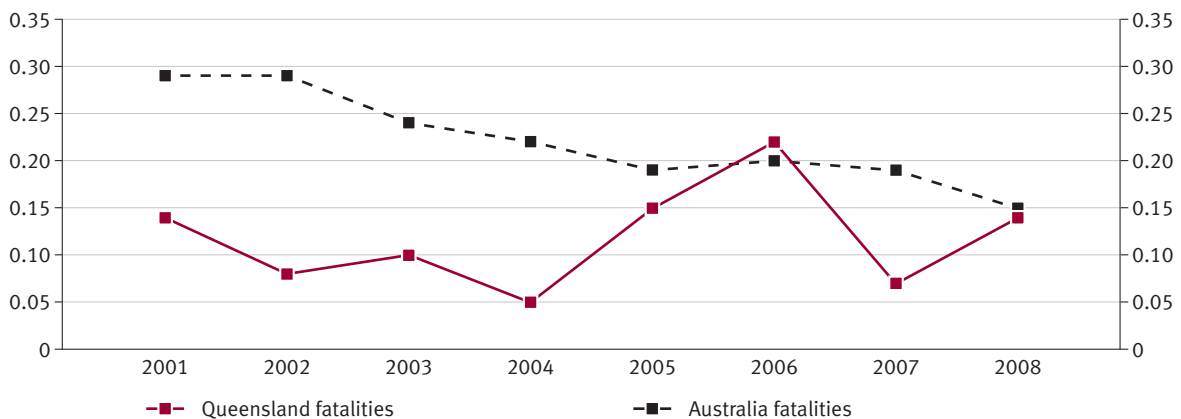
In the context of the growth in boating exposure this was a positive outcome.

In 2008, Queensland recorded four fatal injuries for every 100 000 registered vessels. Using 2001 as a baseline, the fatality rate has declined, with an improvement in 2008 of 42 percent and 43 percent respectively over 2007 and the prior four-year average.

The number of marine incident-related serious injuries, (those requiring hospital admission), has declined every year since 2005. In 2008, there were 32 serious injuries, a 25 percent drop compared to the prior four-year average. The majority of serious injury incidents reported in 2008 involved either a collision (28 percent) or an overboard incident (24 percent).

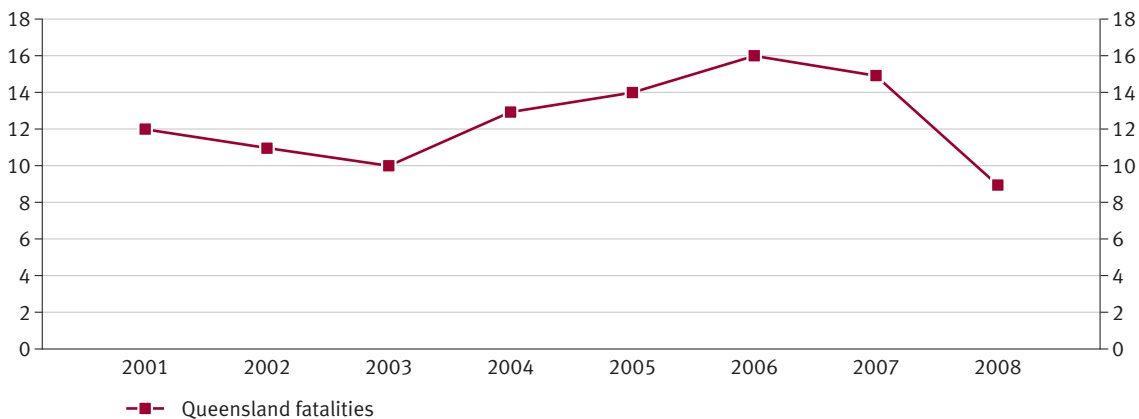
Further information can be obtained from the *Marine Incident Annual Report 2008* available from Maritime Safety Queensland's website at www.msq.qld.gov.au.

Figure 5 Rail fatalities per 100 000 population (excluding suicides)



(Data Source: www.atsb.com.au/rail/statistics.aspx; Australian Bureau of Statistics and Queensland Transport Rail Safety Unit)

Figure 6 Marine fatalities





The Camera Detected Offence program – motorists who exceed the speed limit anywhere, anytime, will be caught

Camera Detected Offence Program report

The Camera Detected Offence Program consists of the Red Light Camera Program, the Mobile Speed Camera Program and the Fixed Speed Camera Program. All programs are jointly managed by Queensland Transport and the Queensland Police Service.

The philosophy behind the Mobile Speed Camera Program is general deterrence. That is, to create a perception in the community that motorists who exceed the speed limit anywhere, anytime, will be caught. The deterrent effect of these cameras is related to the unpredictability of their locations.

The program works mainly on an overt operating procedure, including visible road signs that indicate speed cameras are in use: strict criteria for approval of speed camera sites, the random deployment of speed cameras using a computerised scheduling process and the use of marked vehicles.

In addition to the operation of marked vehicles, a 12-month trial has begun using unmarked vehicles. The unmarked vehicles are currently being trialled in three Queensland Police Service regions—the North Coast region, the Southern region and the South Eastern Police region.

Mobile speed cameras are only used at sites that have been approved, according to strict selection criteria. Crash history is the primary criterion for sites. Other factors for potential speed camera sites include areas of high-risk speeding behaviour. These are checked and referred to the relevant committee for approval as well as consideration about workplace health and safety issues for road workers.

Fixed speed cameras deliver strong localised speed deterrence in places that are known to have a significant risk of crashes. Fixed speed cameras operate around the clock at a specific location. They can also be used in locations that are difficult or unsafe to enforce using other methods. Accordingly, fixed speed cameras are a valuable addition to existing enforcement methods and contribute significantly to road safety in Queensland.

Red light camera sites are selected on the basis of crash history, physical constraints and geographic distribution of locations.

Currently, mobile speed cameras, fixed speed cameras and red light cameras use wet film technology. Queensland Transport has been working with the Queensland Police Service to introduce digital technology. It is expected that this technology will be put into operation during 2010.

The distribution of fines from camera detected offences (speed and red light) is governed by the *Transport Operations (Road Use Management) Act 1995*. Under this Act all money collected for camera detected offences in excess of administrative and operational costs of collection must be used to fund road safety education and awareness projects, road accident injury rehabilitation programs and safety improvements to state-controlled roads.

Administration of the Act is the responsibility of the Minister for Transport. To comply with the Act, revenue collected from camera detected offences is monitored separately from consolidated revenue. The first allocation of revenue covers the program’s administrative and operational costs. Departments currently involved in program delivery are Queensland Transport, the Queensland Police Service and the Department of Justice and Attorney-General.

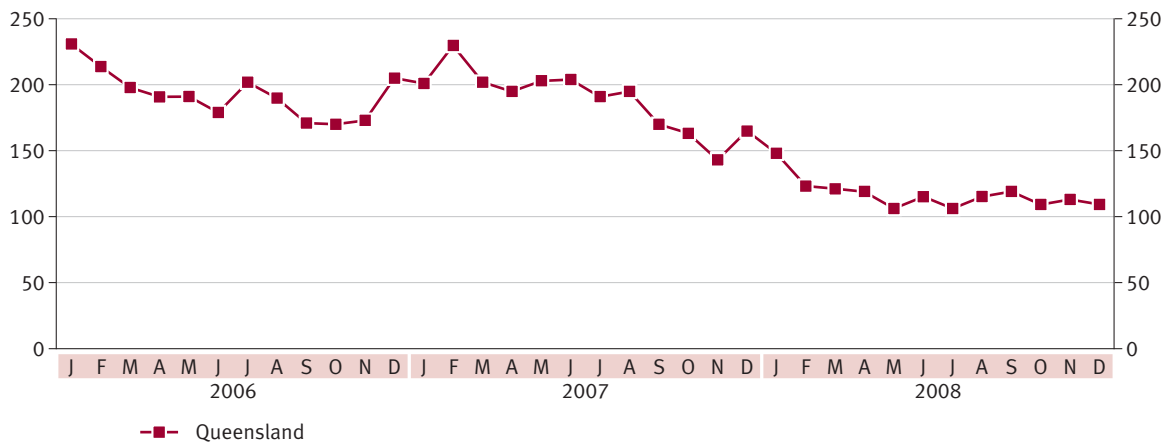
Financial reporting of the Camera Detected Offence Program for the 2008–09 financial year will occur in Department of Transport and Main Road’s first annual report 2008–09.

The Mobile Speed Camera Program has been evaluated several times by the Monash University Accident

Research Centre. The latest evaluation results for 2006 suggest that the estimated number of serious casualty crashes prevented by the mobile speed camera program, within two kilometres of centre of speed camera zone was 2 877. This translates to an estimated total social cost saving of \$1.7 billion.

The estimated number of serious casualty crashes prevented by the red light camera program for 2006 was 41. This translates to an estimated total social cost saving of \$24.2 million. This analysis was undertaken by Queensland Transport.

Figure 7 Average number of vehicles monitored per mobile speed camera notice issued*



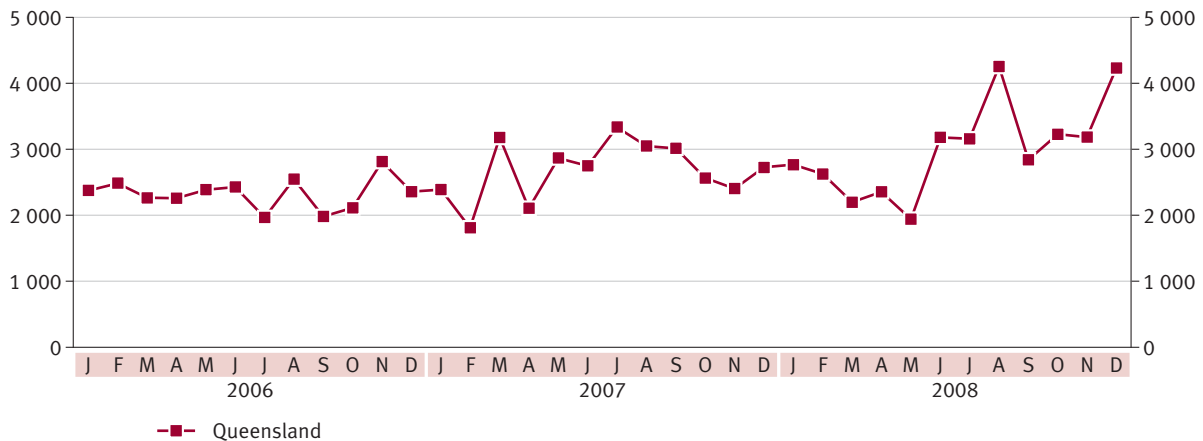
The graph above shows the average number of vehicles that were monitored for every mobile speed camera notice that was issued between January 2006 and December 2008.

Figure 8 Mobile speed camera penalty brackets for 2008*

Penalty bracket	Up to 12 km/h	13–20 km/h	21–30 km/h	31–40 km/h	More than 40 km/h	Total
Number of mobile speed camera infringements	185 802	130 406	19 265	2 440	802	338 715
Percentage	54.9%	38.5%	5.7%	0.7%	0.2%	100%

*Data supplied by the Queensland Police Service
 *Penalty bracket is vehicle exceeding the speed limit by this amount.

Figure 9 Average number of vehicles per red light camera notice issued*

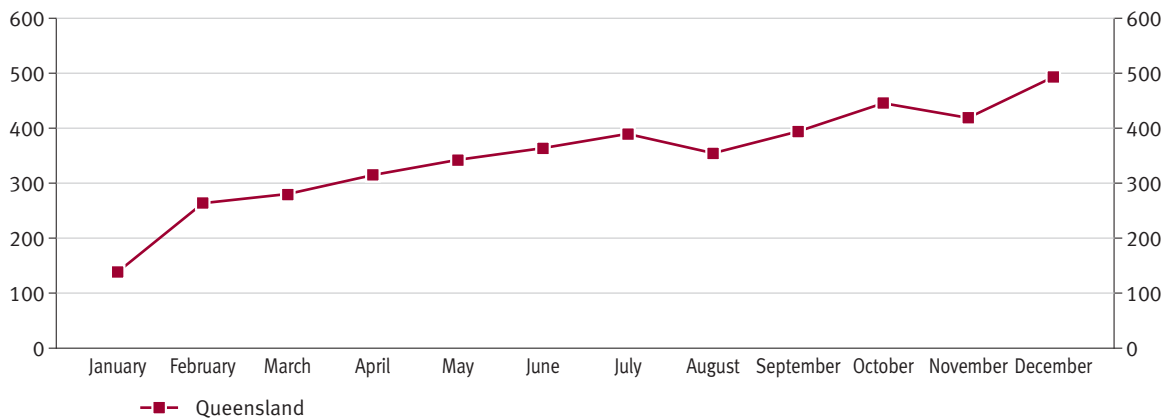


The average number of vehicles that were monitored for every red light camera notice that was issued between January 2006 and December 2008.

*26 794 red light camera infringement notices were issued for the 2008 calendar year.

*Data for red light cameras supplied by the Queensland Police Service.

Figure 10 Average number of vehicles per fixed speed camera notice issued 2008*



The average number of vehicles that were monitored for every fixed speed camera notice that was issued between January 2008 and December 2008.

Note: The Fixed Speed Camera Program was introduced in December 2007.

Figure 11 Fixed speed camera penalty brackets for 2008*

Penalty bracket	Up to 12 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	41 933	26 264	3 362	437	182	72 178
Percentage	58.1%	36.3%	4.7%	0.6%	0.3%	100%

*Data supplied by the Queensland Police Service.

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



The Port of Gladstone was closed from 8 March 2009 to 10 March 2009 because of tropical cyclone Hamish

Marine Board report

The Marine Board was an advisory board established under the *Transport Operations (Marine Safety) Act 1994*. The board advised the former Minister for Transport, Trade, Employment and Industrial Relations the Chief Executive of Queensland Transport and the General Manager of Maritime Safety Queensland about significant issues affecting the maritime industry. The board was composed of six members who represented a broad cross-section of the maritime industry. Each member possessed relevant knowledge and experience of the industry.

The Chair was Col McKenzie (marine tourism and diving sectors). Members were Mike Bartlett (shipping and transport), Liz Hay (shipbuilders), Maria Dwyer (marine insurance), Mick Carr (maritime unions and shipping) and Robin Hansen (fishing industry).

The Marine Board met twice during 2008–09 and provided advice on the following issues:

- national maritime jurisdiction reform
- maritime training in Queensland
- *Wunma* Board of Inquiry findings
- Boat Share
- Recreational Boating Discussion Paper.

The total remuneration paid to the Marine Board was \$4 203.

A review of government boards, committees, and statutory authorities in April 2009 resulted in the abolition of the Marine Board.

Port closures

The Port of Gladstone was closed from 1800 hours on 7 March 2009 to inbound vessels and from 1030 hours on 8 March 2009 for outbound vessels because of tropical cyclone Hamish. The regional harbour master reopened the port on 10 March 2009 once the threat posed by the cyclone had subsided.

Ports in the Mackay region were also closed due to tropical cyclone Hamish: 7 March 2009 (Hay Point), 11 March and 12 March 2009 (ports of Hay Point and Mackay) and 27 vessels were cleared from port limits in the Mackay region owing to weather conditions associated with the low pressure cell from the cyclone.

The Port of Hay Point was also closed an additional three times due to prevailing wind and swell conditions: on 26 July 2008, 13 January and 1 February 2009.



Trade Queensland – increasing export capabilities of Queensland businesses

Trade Queensland report

International Trade Development

Trade Queensland contributes to the government's *Toward Q2* ambition for a strong Queensland. The objective is to work with industry to diversify and expand overseas market access, export and trade opportunities.

As the Queensland Government's lead agency for driving international trade in the state, Trade Queensland is committed to building recognition of Queensland's export capabilities, improving access to key markets and expanding the state's knowledge-intensive exports through a range of targeted services across Queensland and overseas.

A network of export advisers and staff across Queensland and in 16 overseas locations provide market information, practical export advice and assistance to Queensland businesses.

Trade Queensland also supports the Queensland Government's priority sectors and facilitates business introductions through industry-focused overseas trade missions, inbound trade delegations and trade events.

Achievements

In 2008–09, Trade Queensland continued to lead and implement the whole-of-Government export strategy, *Driving Export Growth for Queensland: 2006–2011*.

The export strategy already achieved its revised, increased target of '\$4.9 billion in the value of knowledge-intensive exports by 2011' in 2007–08¹ when Queensland knowledge-intensive exports reached \$5 billion.

In 2008–09, Trade Queensland put in place 23 strategic export projects, which have helped businesses to achieve more than \$357 million in export sales by the end of March 2009.

The Export Strategy and Trade Queensland are guided by three strategic objectives:

- Driving smart exports.
- Driving the Queensland brand internationally.
- Exporters in the driving seat.

Driving smart exports

Trade Queensland assists the export growth of knowledge-intensive products and services through sector-specific initiatives. Examples of initiatives and sector-related outcomes are outlined below.

¹ Final 2008–09 knowledge-intensive export data will be available from the Australian Bureau of Statistics at the end of 2009.

Mining equipment, technology and services

- Supported the mining equipment, technology and services sector in various export endeavours. For example, a prominent Queensland company supplied world class drilling and mining equipment to China valued at more than \$20 million. A Toowoomba-based company was also helped to win a \$2.3 million contract to supply mill relining systems to a Chinese mining company. These companies are regular participants in Trade Queensland's annual China Mining Equipment, Technology and Services Mission to Beijing.
- Mining related trade missions have been made to the United States of America, Latin America, Saudi Arabia and South Africa. A new Statement of Intent was signed with the Ministry for Economy, United Mexican States to support collaboration in mining and mining-related services. New facilities were also officially opened for a Queensland firm in Santiago, Chile.

Education and training

- Assisted the sector with professional development seminars, targeted market intelligence and strategies, exposure in international media and an education and training trade mission to Vietnam and China in November 2008. Education and training is Queensland's fourth largest export industry, and the second largest services export industry, valued at \$2 billion in 2008. The education export industry experienced strong growth in Queensland in 2008 with a 26.4 percent increase in international enrolments. The achievements of the Queensland education and training industry were recognised at the annual Queensland Education and Training International Awards for Excellence.
- Significant education and training exports resulting from direct Trade Queensland support for Queensland-based educational and training institutions include outcomes exceeding \$45 million in Japan, Hong Kong and Taiwan as well as additional training contracts in Saudi Arabia and India.

Construction and green building

- Supported a Queensland high-tech roofing solutions company to secure contracts worth more than \$10 million as part of two major airport projects in India – the Delhi International Airport and the Hyderabad International Airport. The company was a participant on the Premier's trade mission to India in April 2008 and has since received ongoing assistance in pursuing these tender opportunities.
- Assisted a Brisbane company that specialises in energy efficiency audits to win a \$700 000 contract to provide a 15 percent energy consumption reduction services to a major hospital in Shanghai, China.
- Assisted a Queensland consultancy firm that matches environmentally responsible building projects with like-minded construction product manufacturers and suppliers to access Singapore and the Middle East through trade missions. As a result, the firm launched its online database for the Singapore, South Africa and Middle East markets and partnered with BIG 5 Construction and Infrastructure trade show in Dubai to hold the inaugural Gaia Awards that showcased the world's leading green products and services.

International development business

- Assisted key Queensland organisations, both private and public, to win international development agency funded business contracts valued at more than \$40 million in the Middle East, South-East Asia, the Pacific Islands and Africa. This figure includes two major AusAID funded projects awarded to a Queensland company with a total value of \$23 million.

Medical devices, biotechnology and nutraceuticals

- During G'Day USA Australia Week 2009 in the United States of America, ImpediMed, a Queensland medical technology company, won the G'Day USA Innovation Shoot Out in San Francisco with its revolutionary technology that helps cancer survivors worldwide. The company represented Queensland at this prestigious Trade Queensland supported event, and was also helped to establish its new facility in San Diego (United States of America).

- Assisted Queensland Clinical Trials Network (QCTN) to sign Memoranda of Understanding (MoU) with strategic partners in the United States of America, Japan and Korea to collaborate on projects and improve access to these markets. Significant progress was made in the US market for Queensland biotechnology companies, including QCTN members reporting \$7.4 million in leads out of BIO 2008 (United States of America).
- Assisted a Queensland natural supplements company to form an alliance with a Korean pharmaceutical company in 2006. The alliance has resulted in ongoing exports to Korea, with \$420 000 in 2008–09.

Information technology (IT)

- Supported a Queensland IT solutions company to attend at Computex, Asia's largest information technology show in Taiwan, where it showcased its unique security and management solutions. Trade Queensland's Taipei office also provided temporary office space so the company was able to explore market feasibility and accommodation options for a new Taiwan-based consultant. The company expects to finalise export arrangements in Taiwan following this assistance.

Creative industries

- The Queensland Contemporary Music Export Strategy (QMEx) was launched in December 2008 and aims to achieve exports of \$10 million between 2009–2012. A key aspect is being able to provide showcasing opportunities for Queensland artists at international music industry conferences, events and festivals. Through Trade Queensland support, the industry has reported sales of \$1.6 million in the United States of America and the United Kingdom, two key international music markets.
- Supported other Queensland creative industries, including a Queensland design company to win a contract with the Shanghai Expo Authorities to provide public art sculptures for the 2010 world expo site. We also helped the same company with a contract to create iconic landmark public space art for the new King Abdullah University of Science and Technology in Saudi Arabia.
- Assisted two Queensland fashion companies with buyer introductions and marketing support to Japan and Korea, resulting in contracts valued at \$450 000.

Indigenous arts

- Supported 11 initiatives with industry partners primarily from the visual arts, as well as from the performing arts and literature sectors. Achieved international exposure for Queensland Indigenous artists, particularly in the target markets of Europe, North America and the Middle East.
- In January 2009, an exhibition by two of Australia's leading printmakers, Torres Strait Islander artists, Dennis Nona and Alick Tipoti attracted over 300 people to the opening in Manhattan, New York. The Robert Steele Gallery reported important sales and some works entered American collections such as the Museum of Fine Arts Boston.

Sports business

- In partnership with the State Governments of Victoria and New South Wales, Queensland joined the Australian International Sporting Events Secretariat (AISES), giving Queensland firms greater leverage in international sports business.
- Assisted Queensland companies to secure contracts related to major international sporting events, including the London 2012 Olympics, Delhi 2010 Commonwealth Games, FIFA 2010 World Cup and the Guangzhou 2010 Asian Games. One Queensland sport infrastructure supplier has secured roof construction contracts worth \$6.8 million in Shanghai, Hong Kong, India and Taiwan, and a Queensland sport architecture company won the bid in a design competition staged for the 2014 Incheon Asian Game's main stadium.
- Trade Queensland offices in Hong Kong, Japan, Korea and South-East Asia provided strong support to the equine industry, including the Magic million sales, with more than \$12 million of export sales in equine and equine training contracts which were to the direct result of this assistance. In South-East Asia, a parliamentary delegation visited Penang, Malaysia and promoted the October Magic millions thoroughbred sales, which then recorded sales of \$1.9 million to Malaysian racing interests.

Aviation

- Supported a number of Queensland aviation training organisations to secure \$24 million and \$2 million contracts in the Middle East and India respectively. One of these organisations signed an agreement with the General Civil Defence Administration of Saudi Arabia to provide highly specialised training and is the first non-European organisation to hold EASA Part 147 approval to deliver the full suite of basic aircraft engineering qualifications—the internationally recognised standard.
- Following a successful aviation mission to Taiwan in late 2007, Queensland companies have secured export sales in the aviation sector with two companies achieving sales of \$690 000 for aviation training and related services in 2008–09.

Agribusiness and food

- Assisted Queensland agribusiness firms to secure in excess of \$34 million in exports to Russia and \$5 million to the Middle East. A Queensland snack food company also generated \$1 million in export sales in the United Kingdom and secured major supermarket distributors to stock their product.
- Supported the Queensland Government trade mission to Gulfood in Dubai, the region's premier food, beverage and hotel equipment trade show, and helped profile Queensland beef, beverages and snack foods during the G'day USA Australia Week promotion in Los Angeles and New York in January 2009.
- Supported two wine industry trade missions to Japan in 2007 and 2008, which is now yielding results, with one wine-maker establishing a solid foothold in the market. Another Queensland wine-maker has been assisted to export to a leading Korean company for distribution in a franchised restaurant chain.

Driving the Queensland brand internationally

- Trade Queensland improved access to export markets in Asia, the Americas, Europe, the Middle East and emerging markets for Queensland businesses through market development initiatives, and continued to support Queensland's exporting through its established network in 16 overseas locations.

Trade missions, exhibitions and agreements

Trade Queensland coordinated outbound trade missions, which are often linked to attendance at trade exhibitions. The exhibitions are a cost effective means for Queensland companies to build relationships, improve access to markets and generate international trade.

Trade Queensland organised and managed 15 outbound trade missions, with 227 Queensland businesses and organisations participating in them. Target markets included China, the Middle East, India, Latin America, South Africa, United States of America, Indonesia, the Philippines, Singapore, Vietnam, Malaysia and Papua New Guinea.

Examples and associated outcomes of outbound trade missions include:

- The former Minister for Transport, Trade, Employment and Industrial Relations led construction and infrastructure trade mission to Saudi Arabia and the United Arab Emirates, including to the BIG 5 2008 trade exhibition in November 2008. A total of 37 Queensland delegates, representing 24 companies, participated. After this mission a number of companies returned to the market to follow-up on strong leads, while three participants subsequently signed MoU's for a cooperative arrangement on construction projects in the Middle East and Australia.
- A trade mission to China in November 2008 for Queensland companies to participate in the China Coal Expo and China Mining Conference and Exhibition in Beijing. A total of 47 delegates from 20 Queensland companies participated in both missions which have already yielded strong results valued at over \$23 million.
- A high profile Latin American Mining, Infrastructure and Energy Trade Mission to Mexico, Colombia, Brazil and Chile in March 2009. The trade mission provided 16 Queensland companies with direct in-market access to opportunities arising from ongoing investment in mining, and associated infrastructure and energy projects. The mission saw an initial outcome of \$7.9 million in export deals for the participants. During the mission, a Statement of Intent was signed between the Queensland Government (through Trade Queensland) and the Ministry of the Economy, United Mexican States.

- The first Queensland Government Trade Mission to Cosmoprof Asia in Hong Kong in November 2008. Thirty-two representatives from 18 Queensland companies participated, with representation from regional Queensland. A producer of certified, organic skincare products, based in Mount Tamborine, secured a three-year, \$12 million distribution contract into China.
- An International Development Business delegation comprising 13 Queensland companies met with key contacts in the Asian Development Bank and World Bank in Manila (the Philippines) in March 2009. The mission included representatives from the Australian Tropical Expertise Consortium.

Trade Queensland supported bilateral agreements including:

- The re-signing of the Queensland – Papua New Guinea MoU in October 2008. A joint Queensland – Papua New Guinea Business Cooperation Group (BCG) has guided the activities under the MoU for the past 16 years. The MoU has achieved significant outcomes, including a major contract for a Queensland company in partnership with the former Department of Natural Resources and Water for services related to land titling.
- A strengthening of Queensland strategic links with Canada by negotiating and signing a formal government-to-government agreement with the province of British Columbia, which will support collaborations in climate change, education, energy, fiscal initiatives, regional development and federalism models.
- Signing a Friendship State Agreement with China's Guangdong Province. The agreement covers areas of mutual interest including trade and investment in infrastructure, building materials and professional services; medical biotechnology and clinical trials; education and training; agribusiness; and energy, climate change and water resource management.
- Assisting Brisbane City Council to sign a MoU with Incheon City, Korea, regarding the Asia Pacific City Summit 2009 which Incheon is hosting.

There have been more than 50 Trade Queensland organised, or supported, inbound trade delegations and buyers' missions, including:

- A number of high profile visitors from the Americas visited Queensland during 2008–09, including the Colombian Minister for Trade, Industry and Tourism, His Excellency Mr Luis Guillermo Plata, a North American biotechnology delegation and a US music industry delegation.
- A number of inbound missions from Japan including a delegation researching Queensland vocational and university education and a Japanese power companies mission led by Japan Coal Development Co Ltd and Tokyo Electric Power Co.
- Three delegations of senior officials from South Africa, the Province of KwaZulu-Natal and Botswana visited Queensland in September 2008.
- The Taiwan Aviation Career Development Association study tour to Queensland in February 2009.
- In late March 2009, group of senior executives from Shenzhen Energy, China visited Brisbane on a buying mission to procure thermal coal for use in power stations in Southern China.
- High level officials from the Moscow City Government visited Brisbane in July and October 2008.
- From Korea, the Gyeongnam Province's Governor Tae Ho Kim and his delegation visited to sign a MoU with the Queensland Government; and an equine buyer's delegation from Korea Racing Authority and Seoul Racehorse Owners Association visited Magic millions sales.

International business cadets

As an initiative to strengthen the overseas representation and provide young Queenslanders with business experience, Trade Queensland supported five industry sponsored international business cadets in 2009 to do market research for industry clients during a 20-week placement in Trade Queensland offices in Shanghai (China), Los Angeles (United States of America), London (United Kingdom) and Tokyo (Japan).

In 2008, four international business cadets were placed in Trade Queensland offices in Guangzhou to explore opportunities for partnering Gold Coast environmental companies; in Shanghai to examine mining relining equipment and technology; in Seoul to identify emerging opportunities to deliver professional services in Korea; and in Tokyo to identify opportunities

to attract Japanese bio-pharmaceutical companies to conduct pre-clinical and clinical research in Queensland.

Exporters in the driving seat

Trade Queensland increased the export capabilities of Queensland businesses through business and skills development initiatives and programs.

Exporter development programs

On 1 January 2009, Trade Queensland assumed responsibility for seven regional export advisers located in Cairns, Mackay, Toowoomba, Rockhampton, Bundaberg, Gold Coast and Sunshine Coast. The export advisers also participate in Austrade's TradeStart program. Through this export advisory network, and in partnership with trade allies, Trade Queensland delivered a range of export and business skills development programs to Queensland industry between July 2008 and March 2009, including:

- 24 Getting Export Smart workshops to businesses across the state, which included preparing for export, export marketing, getting it there and getting paid and E-business for export.
- The 2008–09 Export Master Class series included nine workshops developed by Evolve Brand Design that focused on product branding for export markets.
- Twelve Mentoring for Export panel meetings in conjunction with the former Department of Tourism, Regional Development and Industry, to assist experienced exporters to find solutions for high-level strategic issues, so they can move forward in their export businesses.
- Responded to 560 general trade enquiries through the Trade Queensland export hotline.

Exporter development events

- Trade Queensland showcased Queensland's thriving export sector and highlighted the services and resources the government provides to exporters by coordinating the Queensland Government's Export Week 2008 (October 2008). Over 2 000 business representatives attended seminars, market briefings and networking events throughout the state. Export week activities included the 2008 Export Showcase and business breakfast featuring Bernard Salt, the celebrating the success of Queensland's emerging exporters lunch, the Premier of Queensland 2008 Export Awards and regional visits by the Queensland Trade and Investment commissioners.

- Trade Queensland celebrated the importance of Queensland's longstanding relationship with Japan at a large business reception for over 400 guests at Parliament House on 5 March 2009. The reception was hosted by the Trade Minister and included high-level Japanese and Queensland Government representatives as official guests.

Future activities

- Continuing to lead the implementation of the whole-of-Government export strategy *Driving Export Growth for Queensland: 2006-2011* to increase the number of Queensland exporters and the value of knowledge-intensive Queensland exports.
- Continuing to actively engage with target industries to increase their export capability and build their prospects for improved overseas market success.
- Continuing to implement strategic export projects to drive international trade in Queensland's knowledge-intensive products and services to priority markets including India, China, the Middle East, Latin America and Russia, while maintaining productive partnerships with established markets such as Japan, the Republic of Korea, the European Union and the United States of America.
- Implementing the *Queensland Education and Training International Strategic Plan* with support and direction from the Queensland Education and Training International Advisory Board.
- Paving the way for Queensland's Indigenous artists by continuing to build strategic relationships with national and international art institutions and with art industry practitioners in key markets, and foster a greater appreciation of the diverse nature of Queensland Indigenous art in order to establish a global brand which is uniquely Queensland.
- Focussing on the next stages of export skills development for business and industry such as export master classes and mentoring for export and continuing to stimulate regional involvement in international trade by promoting joint export projects and state-wide exporter networking events.





Our organisation



L to R Transport Inspectors Wayne Lewis, Geoff Kent and Shane Lynch checking vehicle details as part of their vehicle inspection work

Our organisation

Machinery-of-Government changes

Following machinery-of-Government changes, effective from 26 March 2009, the former Department of Transport was abolished. The core functions of transport have become part of the new Department of Transport and Main Roads.

The change will consolidate similar functions and improve our services to Queenslanders.

Trade Queensland functions of the former department were transferred to Department of Employment, Economic Development and Innovation. Trade Queensland will continue to offer their support with building Queensland's economy.

Our organisational structure

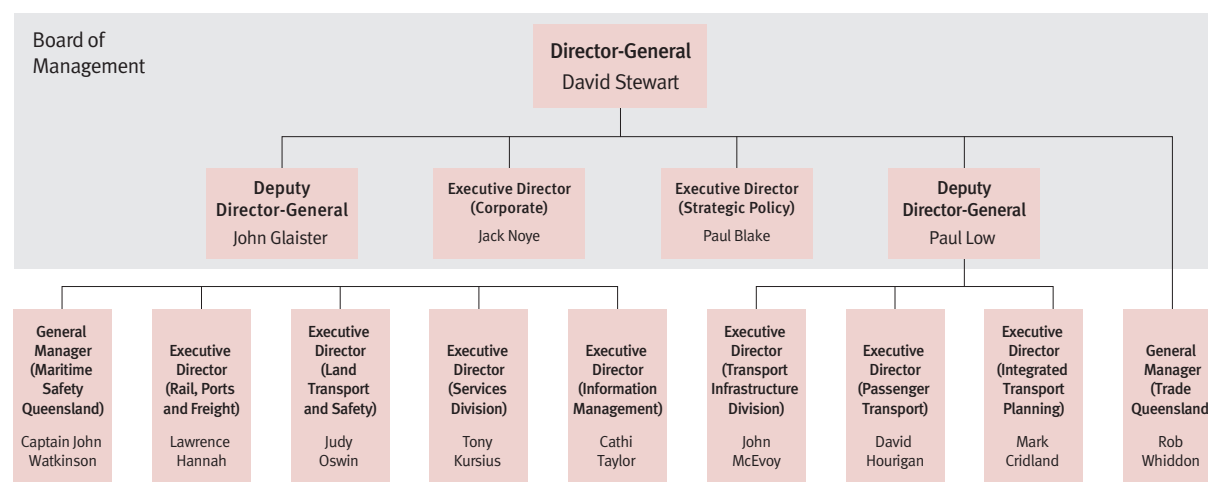
Queensland Transport's Board of Management comprising the Director-General, two Deputy Directors-General, the Executive Director (Corporate) and the Executive Director (Strategic Policy), strengthens the department's governance. The board is the principal decision-making body; it oversees the department and is accountable for the overall strategic direction, its service delivery, business performance and governance processes.

Our organisation profiled

Corporate

Corporate division provides strategic and professional services as well as governance management to support Queensland Transport, including emergency management coordination. The division is a partner in Queensland Transport's success through leading and influencing corporate culture underpinned by sound corporate policy and governance.

Figure 12 Organisational chart as at 26 March 2009



Information Management

Information Management division provides business support services for Queensland Transport and the Department of Main Roads. The division plans and delivers high quality ICT services to meet the diverse requirements of its customers and outcomes for the Queensland community. The division provides stewardship of the enterprise ICT platform and business systems and leads the development and implementation of ICT policies and standards across the enterprise.

Integrated Transport Planning

Integrated Transport Planning leads and integrates transport planning for the portfolio through expertise and leadership in transport system information and forecasting, transport planning and policy, land use planning and partnering with key stakeholders to broker integrated transport and land use planning solutions.

Land Transport and Safety

Land Transport and Safety lead road and rail safety, transport system efficiency, as well as access and equity throughout Queensland. This requires extensive research and consultation to develop, deliver and implement policy, legislation and education programs that promote and influence a safe, efficient, accessible and ecologically sustainable road transport system.

The division's focus is on registration, licensing and accreditation systems; road and rail safety; ecologically sustainable transport; and heavy vehicle standards and access.

Maritime Safety Queensland

Maritime Safety Queensland fosters a safe and vibrant maritime community and industry in Queensland by managing and influencing the safety of vessels and their operation and the environmentally sustainable movement of vessels using Queensland's waterways. This year, Maritime Safety Queensland celebrates its 150th birthday.

Passenger Transport

Passenger Transport division provides leadership in passenger transport in Queensland. The division aims to build an attractive, accessible, sustainable and integrated transport system for Queenslanders. We promote new technology and systems and work towards improving the safety, security and efficiency of the system.



Transport Infrastructure manages and delivers South-East Queensland's public transport infrastructure

Rail, Ports and Freight

Rail, Ports and Freight division promotes better transport outcomes for Queensland by managing transport, policy, strategy and funding and investment initiatives for rail, ports and freight. The division provides a strong governance and advisory role in relation to the performance and operations of the transport government-owned corporations, on behalf of the government and in accordance with the *Transport Infrastructure Act (1994)* and the *Government Owned Corporations Act (1999)*.

Services

Services division delivers a range of services and products (including licensing and registration renewal, vehicle inspections, passenger and school transport services, road safety-school crossing supervisors) through a network of customer service centres, call centres, police stations, Australia Post, interactive voice response and the internet.

Strategic Policy

The Strategic Policy group provides a strategic integrated approach to transport policy using the resources, knowledge and capabilities within the department and other government agencies.

Trade Queensland

Trade Queensland is committed to building recognition of Queensland's export capabilities, assisting access to key markets and investment, and expanding the state's knowledge-intensive exports through a range of targeted services across Queensland and overseas.

Transport Infrastructure

Transport Infrastructure manages and delivers South-East Queensland's public transport infrastructure, such as busways and passenger rail upgrades. The division also delivers Queensland's transport infrastructure, such as infrastructure for recreational boating and cycling. The division works closely with our delivery partners and stakeholders including Main Roads, TransLink Transit Authority, QR Limited, local government, consultants and developers.

Transport Leadership Team providing strong leadership to achieve our vision: Queensland Transport – *Moving Queensland forward*

David Stewart

Director-General

David began with Queensland Transport in June 2008. He also maintains a role that supports the Premier on urban congestion.

David joined the Queensland Government as Deputy Coordinator-General in September 2006. Before joining the Queensland Government, David was a member of Brisbane City Council's executive management team, where he led the major infrastructure projects office.

His career, spanning some 25 years, has predominantly been in the public sector, although he has worked for consultants and contractors both in Australia and in the United Kingdom, delivering civil infrastructure projects.

He is a Chartered Civil Engineer and holds Masters Degrees in Business and Engineering Science and has completed an executive program at Harvard University looking at private sector involvement in the delivery of infrastructure.

John Glaister

Deputy Director-General

John joined Queensland Transport as Deputy Director General in July 2007. His role is managing the agency's corporate themes of policy and governance and he has line responsibility for Information Management division, Land Transport and Safety, Maritime Safety Queensland, Rail, Ports and Freight, Services division and Corporate division.

John has previously worked in the Queensland Public Service (Primary Industries and Fisheries, Sport and Recreation, Office of Energy, Innovation), the University of Queensland (UniQuest), and the New South Wales Public Service (NSW Fisheries) and in the Northern Territory Public Service (Ports and Fisheries). His roles have included scientist, resources management and senior executive.

He has tertiary qualifications in science, business and sociology; is a member of several international professional societies and has chaired major world congresses in fisheries science and aquaculture.

Paul Low

Deputy Director-General

Paul has wide experience in both the public and private sectors, having worked for local government in Queensland and Western Australia, Main Roads Western Australia, the New South Wales Ministry of Transport and a leading international engineering consultancy and toll road company.

Before joining Queensland Transport in late November 2006 as Executive Director (Integrated Transport Planning), Paul worked for Transurban, a major infrastructure owner, developer and operator that has Australian and overseas toll road interests.

Paul was appointed Deputy Director-General (Infrastructure and Planning) in September 2007. He manages land use and transport planning, transport infrastructure delivery and passenger transport and has line responsibility for Integrated Transport Planning division, Transport Infrastructure division and Passenger Transport division.

He is a qualified town planner and has spent the past 18 years working on strategic regional land use and transport policy, infrastructure planning, programming, financing and delivery.

Paul Blake

Executive Director, Strategic Policy

As Executive Director, Strategic Policy, Paul is responsible for coordinating the preparation and development of key transport strategic policy agendas across Queensland Transport.

Paul has over 20 years' experience within Queensland Transport. Prior to his current appointment, Paul was the Executive Director (Passenger Transport) from 2003 to 2008, and was the Chief Executive of the National Transport Secretariat from 2000 to 2003. Paul has held a number of executive roles including: Executive Director (Land Transport and Safety), Executive of the National Parks and Wildlife Service and several other state government agencies.

Mark Cridland

Executive Director, Integrated Transport Planning

Mark has over 18 years' experience as a transport professional working for state and local government and the private sector.

Mark has held a number of executive roles including head of TransLink's Planning and Infrastructure Group, prior to his appointment as the Executive Director of Integrated Transport Planning. Previously, Mark headed the New South Wales Ministry of Transport's Policy division where he was responsible for rail, bus, ferry, freight, aviation, logistics and transport security policy development and implementation across New South Wales.

Mark has a personal commitment to the transport industry and is a strong advocate for its role in urban sustainability. He recognises the industry's potential to reduce carbon emissions, conserve energy and provide value for money.

Lawrence Hannah

Executive Director, Rail, Ports and Freight

Lawrence has been Executive Director, Rail, Ports and Freight since May 2008. Rail, Ports and Freight division coordinates transport policy, strategy, funding and investment initiatives in relation to rail, ports and freight.

Lawrence started in the public service in 1972. He joined Queensland Transport in 2003 as Director (Rail Network and Strategy) to implement the objectives of the Rail Network Strategy for Queensland and the *South East Queensland Infrastructure Plan and Program* (SEQIPP) particularly as they related to the position's responsibilities for providing strategic stewardship of the state's rail network.

David Hourigan

Executive Director, Passenger Transport

David has led Passenger Transport division since July 2008 and is responsible for service delivery, policy and regulation of passenger transport systems in Queensland.

Previously David spent six years in central agencies, predominately in the Economic Policy unit within Department of the Premier and Cabinet and had primary responsibility for advising the Premier on Queensland Treasury and other economic portfolios including Main Roads, Energy and State Development. In 2006, David was appointed Director, Transport Policy Office with a focus on delivering advice to the Director-General and Minister on COAG issues and co-ordinating Queensland Transport's climate change policies and initiatives.

Tony Kursius

Executive Director, Services

Since joining the department 19 years ago, Tony has undertaken a range of executive management roles.

Tony held senior management roles in a range of Public Service Agencies before joining Queensland Transport in October 1990.

John McEvoy

Executive Director, Transport Infrastructure and Special Projects

John joined Queensland Transport as Executive Director (Transport Infrastructure and Special Projects) in March 2009.

John has brought 30 years' experience to the department and has been involved with delivering public infrastructure projects, including a wide range of major economic, social and environmental infrastructure programs in Australia as well as internationally.

Before joining the department, some of the major infrastructure projects in which John has played a key leadership role include Brisbane's South Bank, the Brisbane Convention and Exhibition Centre, Brisbane's inner city bypass and north-south bypass tunnel.

Jack Noye

Executive Director, Corporate

Jack has held executive roles in policy, management, service delivery and inter-government relations.

He has had broad executive experience in the transport and emergency management sectors in the Commonwealth and Queensland public sectors.

Judy Oswin

Executive Director, Land Transport and Safety

Judy has extensive management experience in the state and Commonwealth Government. Since joining Queensland Transport in 1993, Judy has held a number of executive roles with responsibility for state-wide customer and enforcement services, finance, human resource management and information technology functions.

As Executive Director of Land Transport and Safety, Judy is responsible for the delivery of road and rail safety, road use policy, vehicle standards and the utilisation of vehicle technology to promote road safety and economic outcomes.

Cathi Taylor

Executive Director and CIO, Information Management

Cathi has more than 20 years' public sector leadership expertise, with a wealth of management and leadership experience in the establishment and development of multidisciplinary teams that deliver customer service.

She is a graduate of the Australian Institute of Company Directors and an Executive Management graduate of the Australian and New Zealand School of Government. Cathi has a Bachelor of Social Studies from the University of Sydney and a Master of Town Planning from the University of NSW, majoring in metropolitan and transport planning.

John Watkinson

General Manager, Maritime Safety Queensland

In addition to being the General Manager of Maritime Safety Queensland, John is a Master Mariner, fellow of the Nautical Institute, and a member of, and contributor to, a number of national advisory councils and committees. He is responsible as the State Marine Pollution Controller for the National Plan to Combat Pollution of the Sea by Oil in Queensland.

John held positions such as marine pilot and harbour master before moving into executive management with Queensland Transport. John was appointed Executive Director (Maritime) in 1997 before being appointed to the position of General Manager, Maritime Safety Agency of Queensland in 2002. In his present role, John is responsible for delivering Queensland Transport's Maritime Safety Output.

Rob Whiddon

General Manager, Trade Queensland

Rob was appointed General Manager of Trade Queensland on 7 February 2008.

Before this appointment, Rob was Chief of Staff to the former Premier of Queensland and Minister for Trade. In that role he had responsibility for a number of trade policy matters, including advice and participation on overseas trade missions.

Rob has previously held roles assisting state and Commonwealth Ministers and was also Deputy General Manager of Royce MSandL, a national public relations and government relations firm.





Managing our business



At 31 March 2009 Queensland had 4.18 million registered vehicles

Managing our business

Managing our business ethically and in a socially responsible manner

Corporate governance

Queensland Transport has a number of internal accountability mechanisms in place to ensure the department operates effectively and transparently. These enable the department to manage risk and monitor, report on and evaluate performance.

Roles and accountabilities

The department's Director-General is accountable to the Minister for Transport and the Premier of Queensland for the efficient, effective and financially responsible performance of the department.

The role of the Board of Management is to:

- provide effective leadership and strategic direction to the operation of Queensland Transport
- set the agenda for strategic debate, prioritisation and be pro-active on transport issues
- ensure the effectiveness of the department's planning processes, governance practices and the integrity of its reporting systems
- oversee the operation of the Board of Management sub-committees
- meet as the Internal Review Committee
- be responsible for sound financial management strategies and practices.

The following sub-committees support the Board of Management and met regularly throughout 2008–09:

- Audit and Risk – provides direction and advice to Internal Audit on behalf of the Director-General and provides advice to the Director-General on the effectiveness of risk management practices within Queensland Transport.
- Capital Works – ensures strategic development, review and adjustment of the financial and operational performance of Queensland Transport's capital works program.

- Information and Communication Technology – is responsible for the oversight of ICT governance, strategy, financial management, emerging risks/opportunities, planning priorities and evaluation.
- Accommodation – provides governance, policy, advice and coordinates Queensland Transport's accommodation requirements.

The strength of the Board of Management process is that the sub-committees are chaired by a member of the Board of Management (except the Audit and Risk Committee, which has an independent chair) and work in close consultation with the divisional executive directors and general managers, who collectively comprise the Transport Leadership Team.

The Transport Leadership Team plays a key role as the transport leadership group in strategic policy setting and operating as an effective team which identifies, discusses and debates strategic transport policy and operational issues.

Planning and performance management

Setting our direction

Queensland Transport's Strategic Performance Management Framework was developed in 2008–09 to enhance accountability and transparency of the department's performance management and governance arrangements, and to enhance organisational understanding of the relationship between the range of planning, resource allocation and reporting requirements. The framework is aligned with the new Queensland Government Performance Management Framework and enhances organisational understanding of the relationship between the range of planning, resource allocation and reporting arrangements.

Queensland Transport's Corporate Plan 2008–2012

The department's corporate plan sets out the future strategic direction over the next four years. To achieve the vision of *Moving Queensland forward* the corporate plan sets the following goals:

- facilitate and respond to growth
- environmental sustainability
- transport leadership
- safety and security
- fair, efficient services and infrastructure
- capable, people and organisation.

By achieving these goals, the department will contribute to all five ambitions of the *Toward Q2: Tomorrow's Queensland – the State Government's 2020 vision for Queensland*.

The goals and objectives of the corporate plan also form the reporting framework of this annual report.

Business planning

With the exception of Trade Queensland, all Queensland Transport divisions prepare annual business plans that operationalise the *Queensland Transport Corporate Plan*. Trade Queensland prepares a business plan in line with the organisation's responsibility for implementing and reporting against whole-of-Government export strategy – *Driving export growth for Queensland 2006–11*. The business plans include prioritised services and products (or deliverables) linked directly to the strategies in the corporate plan.

The department's progress towards achieving the goals outlined in the corporate plan is detailed in the performance section of this report. Please refer to page 14–47 for further information.

Asset strategic planning

Queensland Transport's asset strategic plan complements the corporate plan by focusing on the lifecycle and associated costs of an asset and how that asset aligns with service delivery outcomes and government ambitions and targets. This is a four-year plan which is updated annually and submitted to Queensland Treasury by August each year.

Business continuity planning

Queensland Transport completes an annual review of divisional business continuity plans. These are then collated into the Queensland Transport Business Continuity Plan. A business continuity assurance statement is referred by the Director-General to the Premier in September each year.

Business technology planning

Queensland Transport uses an Information Communication and Technology (ICT) Planning methodology to ensure that departmental ICT strategies are developed in line with departmental business planning. The methodology focuses on the department's information resources, business processes and business systems. Linking information and technology strategies to departmental business plans helps the department to make more informed decisions about information and technology investments and ensures that information and communication technology (ICT) plans and objectives are aligned with the department's business priorities and strategic plans as well as supporting whole-of-Government ICT directions.

Business technology planning is a mandatory requirement under provisions stipulated in the Queensland *Financial Management Standard 1997* (Queensland) and *Information Standard 2 (IS2)*, and ensures that the following deliverables are submitted to the Queensland Government chief information office at the end of June each year:

- the department's ICT resources strategic plan
- the department's ICT work plan
- the department's ICT baseline report, which includes assessments of organisation's business strategies, information, applications and technologies
- a Queensland Government enterprise architecture self-assessment alignment report.

Capital investment planning

Queensland Transport's capital investment strategic planning processes are aligned with both departmental corporate planning and whole-of-Government capital investment planning. The capital investment strategic plan is finalised by August each year.

Corporate procurement planning

Queensland Transport's Corporate Procurement Plan is a one-year infrastructure plan outlining strategies for improving the management of the department's procurement function and for improving the management of the department's procurement-related expenditure. Each division completes an annual procurement plan which is then consolidated

in a Queensland Transport corporate procurement plan which is approved by the Director-General and referred to the Queensland Government Chief Procurement Officer by June each year.

Workforce planning

Workforce planning occurs at a whole-of-department and division level. The divisional workforce planning activity recognises that divisions will have workforce capability needs which are unique to that division. The Queensland Transport strategic workforce plan is then aligned with the corporate plan and is reviewed annually. The primary objective of the plan is to identify current and future workforce capability and to develop and implement coordinated strategies to attract, recruit and retain skilled and experienced employees across the department. Divisional workforce plans are also reviewed each year as part of the business planning cycle. Human resource strategies identified under the disability services plan, Aboriginal and Torres Strait Islander people's action plan and multicultural action plan are included in the strategic workforce plan.

Performance management

The Service Delivery and Performance Commission (SDPC) delivered its report on our service delivery and performance management in June 2008. During 2008-09, the department made substantial progress towards enhancing our service delivery and performance management, including developing the Strategic Performance Management Framework.

The service delivery and performance management review of Queensland Transport was part of the 2007-08 SDPC work program approved by the Premier and was undertaken during the period October 2007 to June 2008. The review report on Queensland Transport was tabled in Parliament on 12 December 2008 with the departmental response which supported all of the recommendations and requested extensions to the implementation dates for 14 recommendations.

Queensland Transport was assessed as developing competency (Level 2) against five of the six elements of the SDPC's *Performance Management Framework* and rated Level 1 for the element of governance. The SDPC identified areas of Queensland Transport that demonstrated strong performance, a culture of achieving outcomes and/or a focus on efficient service



Queensland Transport uses a number of systems to monitor and report on our performance

delivery. The SDPC identified opportunities for the department to draw on and apply these experiences to strengthening efficient and effective delivery of services across the board.

The SDPC made 34 recommendations covering areas such as strengthening the corporate support functions, strategic planning and performance monitoring, governance and strengthening the role of some key committees. Queensland Transport has been proactive in addressing these issues with improvements to its risk management practices and committee structures, enhancing strategic planning and performance management and realigning its corporate support functions.

As at 28 February 2009, using Cabinet's approved extension dates, 22 recommendations are on target, six are within tolerance and six recommendations have been completed. Queensland Transport remains committed to continuously improving services to the people of Queensland and its government and will use the opportunities provided through the SDPC report to deliver on this commitment.

Organisational performance systems

The department has in place a number of organisational performance systems (financial and non-financial) to monitor the organisation's

effectiveness in terms of our goals and objectives. The major systems for monitoring and reporting our performance are:

- strategic planning management system – to assist strategic and business planning, and performance monitoring and reporting processes
- key facts repository – to record performance measures and their results
- SAP – to manage financial, human resources, products and assets
- employee self service – to update and view personal details and manage leave applications.

Complaints management

Queensland Transport is committed to managing complaints in an accountable, transparent, timely and meaningful way. The department follows the complaints management principles of:

- ensuring complaints can be lodged without fear of retribution
- protecting confidentiality and privacy of those making complaints
- fair, objective and professional assessment of complaints
- timely resolution of complaints
- the application of natural justice
- lodgement of complaints without charge
- clear accountability for complaints handling
- adopting a customer-focussed approach, integrating complaints information into business improvement processes.

Any member of the public, customer, employee or other stakeholder is able to lodge a complaint, compliment or feedback regarding the department's policy, products or services.

A quarterly *Complaints Management System Report* identifies any trends, significant issues and potential improvements within the department.

Information regarding the department's Complaints Management Policy and an online compliments and complaints form can be found at <www.transportandmainroads.qld.gov.au>.

Risk management

Queensland Transport is committed to a proactive approach to risk management in all departmental activities. During 2008–09, the department formalised and implemented all divisional/agency risk registers and the department's *Corporate Risk Register 2008–09*.

Corporate risk treatment/mitigation plans were developed during 2009 to support the risks identified in the department's *Risk Register 2008–09*. The identified risks are linked to the goals and objectives in the department's corporate plan.

The department's Risk Management Reference Group represents all divisions/agencies and provides support to the Board of Management through the Audit and Risk Committee.

The Audit and Risk Committee

The Audit and Risk Committee acts as a source of advice to the Director-General and as a board of review for the internal audit function. Its key responsibilities are to:

- assess and contribute to the audit processes related to the identification of the department's risks and threats relative to the environment in which it operates
- evaluate the quality of, and facilitate the practical discharge of the internal audit function, particularly in respect of planning, monitoring and reporting, including assessing whether the annual audit plan is appropriate in terms of audit coverage
- assess and enhance the department's corporate governance, including its systems of internal control, including the internal audit function and risk management processes
- evaluate whether there are appropriate processes in place for the agency's financial and operational reporting.

During 2008–09, the committee reviewed its role and charter in accordance with the Queensland Treasury guidelines and formally recognised and reaffirmed its contribution to effective risk management in Queensland Transport. The committee ensures:

- a current and comprehensive risk management framework, and associated procedures for effective identification and management of risk

- a sound and effective approach to develop and apply a strategic risk management framework
- systems and processes for risk management complying with the requirements of the *Financial Management Standards 1997* and that they accord with the contemporary standards of risk management
- effective business continuity planning and critical incident management planning, including whether disaster recovery plans are tested periodically.

The committee endorsed the following amendments to its charter:

- clarification of its relationship with other governance committees such as the Board of Management.
- selection criteria for external and internal members, terms of appointment and measurement of performance for members and the committee.
- appointment of an independent chair external to Queensland Transport, induction of new members and continuing education for committee members.

During 2008–09, the committee met five times and considered reports on a range of audit and risk related matters, including:

- internal audit annual plan and progress reports
- internal audit reports and outcomes and the adequacy of management responses
- the Queensland Audit Office client services plan
- matters raised in Queensland Audit Office reports and the adequacy of management responses to them
- the department's draft financial statements for 2007–08 before they are issued to Queensland Audit Office, as well as a high level review of the statements before they are signed by the Director-General
- the *Risk Management Framework* and reviewed policies and procedures, as well as updates on the status of risk management activities
- currency of the *Financial Management Policy Manual*
- progress reports on misconduct matters and corruption prevention activities
- annual goods and services tax and fringe benefits tax reports.

The committee provided regular reports to the Director-General about its deliberations.

Figure 13 Audit Committee profile*

Member profile and contribution to the committee	Available meetings	Meetings attended	Proxy attended
Jack Noye, Executive Director (Corporate) and committee chair (until 5 March 2009) – corporate governance, transport policy, transport security*	5	4	1
Tony Kursius, Executive Director (Services) – strategic policy (road safety), strategic client service delivery*	5	4	1
Neville Patterson, A/Executive Director (Transport Infrastructure division) – integrated transport planning, transport infrastructure delivery and program management*	5	4	1
Cathi Taylor, Executive Director and Chief Information Officer (Information Management) – corporate governance, information management, executive management*	5	5	-
Graham Carpenter (external member) – corporate governance, audit committee/director experience, private and public sector financial management and reporting*	5	4	-
Peter Dowling (external member) and committee chair (from 5 March 2009) – corporate governance, audit committee/director experience, private sector financial management, taxation and corporate finance*	5	5	-

* Committee members at 26 March 2009

External member applicants are assessed against criteria established by the committee that are designed to bring independent expertise to the committee decision-making process and complement the skills and experience of the departmental members. Three of the six current members hold formal company director qualifications. As part of the induction process, new committee members are given details of the approved terms of reference for the committee, including its role and their responsibilities.

The Queensland Audit Office representative and the Director (Finance) attended all five meetings during 2008–09. Other invited guests attended at various meetings.

The committee undertook self-assessment and sought feedback from stakeholders during 2008–09 and reported its performance to the Director-General. The committee evaluation process is subject to ongoing review.

Internal Audit

Figure 14 Internal Audit stakeholders

Clients	Director-General	Executive management group
	Line managers	Staff
Other key stakeholders	Minister and Parliament	Auditor-General
	Crime and Misconduct Commission (CMC)	The people of Queensland

Internal Audit is a key component of Queensland Transport's corporate governance; it has a central role in maintaining and improving financial management practices within the department. It does this by:

- identifying operational deficiencies
- working with management and staff to improve decision-making
- assessing the adequacy of controls in line areas
- identifying and bringing a broad range of issues to management's attention, including matters of key management and administration risk, performance, efficiency and economy
- monitoring whether agreed corrective actions are undertaken.

The Internal Audit team is capable and is dedicated to increasing transparency in the audit process as well as ensuring better service delivery across Queensland Transport. The team has a vast depth of experience with over 92 percent having tertiary qualifications and more than 51 percent having over 20 years' experience in audit.

Our achievements

Internal Audit focuses on enhancing the corporate governance framework, and specifically the effectiveness of Queensland Transport governance systems for accountability and performance within Queensland Transport. Listed below are the Audit outputs.

Figure 15 Audit outputs

Audit output	Enhancement to corporate governance	2008–09 performance/achievement
Compliance, systems, performance and project reviews	Delivering an annual plan of audits monitoring and improving financial accountability, internal control processes and business practices within Queensland Transport	<ul style="list-style-type: none"> ▪ 28 audit reports were issued during 2008–09, including recommendations for improvements in processes. ▪ A further four draft reports were with clients at 26 March 2009. ▪ Post-audit client feedback was positive. ▪ Clients continued to seek assistance and advice from Internal Audit. ▪ Worked with the Shared Service Agency to avoid duplication of internal audit effort.
Control self assessment (CSA) development and review	Packages are developed in partnership with client areas and provide a means for self-assessment of internal controls, improving financial accountability, and improved management for outcomes	<ul style="list-style-type: none"> ▪ Approximately 80 sites used CSA, including customer service centres, regional harbour master offices, regional school transport administration offices, call centres, Corporate Office and Rail, Ports and Freight divisions. ▪ Work continued on the development of two new CSA packages for new areas within Queensland Transport. ▪ Existing packages were reviewed to ensure they remain relevant to clients.
Advice on risk management	Risks are seen as events that May hinder the achievement of departmental objectives	<ul style="list-style-type: none"> ▪ Mapped annual audit plan to the departmental risk register. ▪ Membership on risk management reference group. ▪ Ensured update on maintenance of risk registers and mitigation strategies on the agenda of every meeting of the Audit and Risk Committee ▪ Audits included reviewing the effectiveness of internal controls in mitigating risk.
CMC liaison role	This role provides for effective reporting, coordinating and assistance to managers on matters of suspected official misconduct. The role ensures legislative obligations are met	<ul style="list-style-type: none"> ▪ Provided advice on how to manage suspected official misconduct matters. ▪ Provided an effective reporting and liaison mechanism to the CMC, including follow up on outstanding matters.

Project management framework

Queensland Transport continues to improve the OnQ Project Management framework to meet project delivery demands that are consistent with industry standards, government policy and departmental corporate objectives. The OnQ Intranet site was re-launched in February 2009 providing improved usability of the project management framework.

Recordkeeping

Queensland Transport continues to develop strategies and activities supporting the implementation of the *Queensland Information Standards IS31, IS40 and IS41* under the *Public Records Act 2002*. Major initiatives which have been introduced during 2008–09 include:

- ongoing commitment to provide a state-wide education program to work towards a consistency in knowledge transfer in recordkeeping principles, practices and systems through awareness and online education programs, formal seminars and advisory services
- ongoing review and development of recordkeeping policy, standards and procedures to ensure the department meets all recordkeeping requirements under IS40
- ongoing development of new retention and disposal schedules for Queensland Transport
- ongoing development of the department's business classification scheme to ensure the changes to Queensland Transport business are accurately reflected in the department's official recordkeeping systems
- ongoing monitoring of recordkeeping requirements through the department's recordkeeping compliance checklist to identify gaps and education needs for compliance with the *Queensland Recordkeeping Standards*
- ongoing business support to encourage the use of the department's official recordkeeping systems to further foster an information and recordkeeping culture
- ongoing involvement with whole-of-Government initiatives such as the development of the secondary storage services contracts with Queensland Government Chief Procurement Office, and the review of *Queensland Information Standards 30, 40, and 41*
- transitioned a new division, known as Trade Queensland, into the department and transitioned out TransLink Transit Authority
- transitioned the recordkeeping component from Shared Services Agency back into the department and reviewed and realigned the services with the specific requirements of the department and IS40 and IS31.

Governance supporting transport infrastructure

Queensland Transport adheres to the *Transport Infrastructure Act 1994* and standards which ensures the government is delivering value for money for resources applied to the construction, maintenance and operation of transport infrastructure. The *Transport Infrastructure Act 1994* outlines the obligations for government supported transport infrastructure as follows:

- the construction, maintenance and operation of all government supported transport infrastructure for which the chief executive is responsible is carried out in accordance with standards published by the chief executive. These are designed to achieve efficiency, affordable quality and cost effectiveness
- construction, maintenance or operation is carried out in a way that:
 - takes into account national and international benchmarks and international best practice
 - promotes, within overall transport objectives, the safe transport of persons and goods
 - encourages efficient and competitive behaviour in the construction and maintenance of transport infrastructure
- contracts that are let for the construction, maintenance or operation of transport infrastructure are designed in a way that encourages efficient performance by the contractor.

Queensland Transport ensures the construction and maintenance of transport infrastructure is efficient and competitive by:

- guaranteeing that the outputs from each project will deliver outcomes consistent with whole-of-Government and departmental policy, procurement procedures and strategic objectives
- managing opportunities and risks
- making the best use of resources.

Figure 16 Queensland Transport infrastructure and investigations projects 2008–09

Region	Project name	Status
1. Queensland Transport infrastructure projects		
Greater Brisbane	Boggo Road busway (Eleanor Schonell Bridge to Princess Alexandra Hospital)	Under construction
	Eastern busway: Princess Alexandra Hospital to Buranda Buranda to Main Avenue, Coorparoo	Under construction Under construction Land acquisition/pre-construction
	Northern busway: Royal Children's Hospital to Windsor Windsor to Kedron Kedron to Chermiside	Under construction Under construction Planning
	South-East busway: Eight Mile Plains to Rochedale Rochedale to Springwood	Planning Planning
	Metro Freight Enhancements	Freight works between Corinda and Darra Stations
	Toowong Pedestrian and Cycle Link	Completed March 2008
	Royal Brisbane and Women's Hospital cycle centre	Under construction
	Rail Crossing Grade Separation (Acacia Ridge)	Under construction
	Gold Coast	Helensvale to Robina rail duplication
Robina to Varsity Lakes rail extension		Under construction
Varsity Lakes to Elanora rail extension		Planning
Gold Coast Rapid Transit (Helensvale to Broadbeach)		Land acquisition and planning
Rollingstock Stage 1 (24 x three car sets)		Completed February 2009
Rollingstock Stage 2 (20 x three car sets)		Under construction
Coomera to Helensvale rail duplication		Preliminary planning
Kuraby to Kingston third track		Planning study
Sunshine Coast	Caboolture to Beerburrum rail duplication Beerburrum to Landsborough track duplication	Under construction Planning and detailed design
	Landsborough to Nambour rail duplication	Planning
	Caboolture to Maroochydore corridor study	Planning
	Beerwah Rail Crossing Project	Under construction
	CoastConnect: Caloundra to Maroochydore quality bus corridor	Planning
	Petrie to Redcliffe Multi-modal corridor	Planning
Western Corridor	Corinda to Darra rail upgrade	Under construction
	Darra to Springfield transport corridor (Stage 1)	Under construction
	Darra to Springfield transport corridor (Stage 2)	Planning

Region	Project name	Status
South-East Queensland	TransLink Station Upgrade Program	Under construction
	South-East Queensland HOV Network Plan	Planning
	South-East Queensland Cycle Network Capital Program	Under construction
Queensland	Boating Infrastructure Capital and Maintenance Program	Under construction
2. Queensland Transport investigation projects 2008–09		
South-East Queensland	<i>Inner City Rail Capacity study Stage 1</i>	Study released in October 2008
	<i>Ipswich to Springfield Public Transport Corridor Study</i>	Study completed February 2009
	Mt Lindsay to Beaudesert Strategic Transport Network investigation	Draft report on study May 2009
	South-East Queensland HOV network plan	Business case completed February 2009
	Australia Trade Coast study	Study completed August 2008
	Western Brisbane Transport Network investigation	Completion of study anticipated for June 2009

Maintenance of rail and bus infrastructure

Once delivered, rail infrastructure is managed and maintained by QR Limited on behalf of Queensland Transport under the Transport Services Contract which is administered by the Rail, Ports and Freight division and the TransLink Transit Authority.

When constructed, Brisbane's busways are managed and maintained by the Metropolitan district office of the Department of Main Roads. These arrangements will continue throughout 2009–10.

Boating Infrastructure Capital and Maintenance program

The Queensland Government increased recreational vessel registration fees beyond the Consumer Price Index from October 2008 to fund new and improved public boating infrastructure.

In 2008–09, Queensland Transport has outlaid approximately \$29 million on new and upgraded boating facilities and related services. The total included \$10.6 million for new and upgraded recreational boating facilities; \$10 million for Maritime Safety Queensland services; and \$2.9 million for dredging. This compared with \$21 million revenue received from boating registration fees.

The Boating Infrastructure Capital and Maintenance program funds new and upgraded recreational boating facilities to improve community access to recreational boating. The program was developed in conjunction with local government agencies, port authorities and Marine Queensland (representing the marine industry sector).

Under the program, the department funds the construction and ongoing structural maintenance of a facility and coordinates the construction and project delivery phases. The local managing authority provides the land based infrastructure such as car-trailer parking, and manages and maintains the operations at the facility.

The department owns approximately \$332 million of assets which assist boating throughout the state. These assets include:

- 292 boat ramps
- 71 landings (jetties and pontoons)
- two barge ramps
- five state-managed boat harbours including commercial land, public car-trailer parking, breakwaters and revetments
- 33 channels
- other land and infrastructure including facilities at Nelly Bay harbour (Magnetic Island), the Gold Coast seaway and sand bypass system and three quarries.



As at 31 March 2009 136 million trips were made by passengers on bus, rail and ferry services in South-East Queensland

Ethics

Public sector ethics

Queensland Transport's *Corruption Prevention Policy* and the accompanying *Corruption Prevention Strategy* provide a framework for ethics in the department. A key document for ethics matters is the departmental *Code of Conduct*. A review of the code was completed and approved by the minister in 2008. The code promotes the five principles outlined in the *Public Sector Ethics Act 1994*:

- respect for the law and system of government
- respect for persons
- integrity
- diligence
- economy and efficiency.

Training in the revised code is being rolled out across the department. Training includes face-to-face workshops, train-the-trainer workshops, workshops for senior decision makers and online exercises through the department's LearnZone facility.

In addition, support material will be included in the department's HR reference centre and will be available to all staff. The code outlines standards of workplace behaviour and is designed to assist employees to make the right choices.

Further ethics training is undertaken through two programs – Working in Government (WIG) and Managing in Government (MIG) – focusing on employees' and managers' responsibilities under the *Code of Conduct*, the *Public Sector Ethics Act 1994* and other legislation relating to public sector employment.

The programs explore the accountabilities specific to public sector employment: workplace behaviours such as bullying and harassment, official misconduct, appropriate use of electronic devices and internet use. The programs are interactive and draw on case studies and practical exercises relevant to the department and the SELF Test, which is the ethical decision-making model developed specifically for the department. WIG training is also delivered online through LearnZone.

WIG/MIG has been reviewed this year to ensure the case studies are recent, relevant and that they reflect the approved code. It is intended to broaden the mode of delivery to include a train the trainer program to equip business unit managers with this skill set.

The department's commitment to ethical behaviour and increasing staff awareness as to their accountabilities through training is also supported through induction training and senior management forums. Since the inception of the WIG and MIG programs, a total of 2 710 staff across all levels, divisions and regions have now been trained, in addition to LearnZone.

A module on ethics has been included in the Queensland Transport Applied Policy Skills Training and Development Program to reinforce the need for responsive and accountable policy development and implementation.

To raise the awareness of ethical standards, a range of activities is conducted throughout the department. These include:

- implementation of actions as part of the fraud and corruption prevention strategy
 - liaison with the Crime and Misconduct Commission (CMC)
 - assisting the business to assess its corruption risks and develop preventative plans
 - provision of advice by the departmental whistleblower contact officer on request
 - contribution and learning as an active member of the Queensland Public Sector Ethics Network, Corruption Prevention Network Queensland and the Queensland Government Corporate Governance Collaborative
- The national research Whistling While They Work project concluded this year. This project was coordinated in Queensland by Griffith University and sponsored by the CMC, the Ombudsman and Office of the Public Service Commissioner. The final report enabled Queensland Transport to measure our performance against other agencies in Queensland. The report showed that while there is some room for improvement, our performance was above the median in the state
 - Queensland Transport has developed and put in place a range of corruption prevention policies and procedures since 1998. A review was conducted to ensure these are current, appropriate and compatible with the CMC guide on fraud and corruption prevention. The review report found that while the corruption prevention initiatives had areas of excellence, there was scope to reform the corruption prevention policy and strategy into a contemporary corruption control plan compliant with the CMC ten point plan.

Whistleblower disclosure statistics

In accordance with the requirements of sections 29(3) and 30(2) of the *Whistleblower Protection Act 1994*, the following are statistics on disclosures made to the department during the period 1 July 2008 to 26 March 2009.

Figure 17 Whistleblower disclosure statistics

Type of disclosures	Number of disclosures received	Disclosures referred by a MLA (s28(A))	Substantiated disclosures *	Disclosures investigated and not substantiated *
S15–Official misconduct	14	2	4	6
S16–Maladministration	1	0	1	0
S17–Management of public funds	0	0	0	0
S18–Public health or safety	1	1	0	1
S19–Danger to persons with a disability	0	0	0	0
S19–Danger to the environment	0	0	0	0
S20–Reprisal	0	0	0	0
Totals	16	3	5	7

* Includes disclosures made in prior reporting periods and substantially verified in this reporting period.

Freedom of information

Queensland Transport is required, under section 18 of the *Freedom of Information Act 1992 (FOI Act)* to provide a statement of affairs of the agency. Other information required by the FOI Act can be found on the Queensland Transport website.

Types of documents held

Queensland Transport is a diverse department in which a large number of documents and records are held in a range of locations throughout the state. Most corporate documents are held in files, either paper or electronic. These files are created for specific subjects or projects based on the department's functions and activities.

Queensland Transport creates or receives the following document and record types:

- briefing notes, memoranda and internal departmental correspondence
- correspondence to and from the department or the minister
- tenders, agreements and contract documents
- plans and drawings for projects
- reports, submissions and discussion papers
- project documentation
- policy and strategy documents
- agendas and minutes of departmental committees
- file notes, diaries and notebooks
- audio and visual records
- email, mail and facsimiles.

How do I access Queensland Transport documents?

Freedom of Information to be replaced by Right to Information

As of 1 July 2009, the *Freedom of Information Act 1992* will be replaced with the *Right to Information Act 2009 (RTI Act)* and the *Information Privacy Act 2009 (IP Act)*.

While Queensland Transport provides a wide variety of information to the community about its activities, the RTI Act provides the public with a formal means of accessing departmental documents, subject to specific exemptions and exclusions.

If access is required to specific documents and they cannot be obtained through normal dealings with Queensland Transport, access may be available through the RTI Act.

How do I make an application?

A formal application requesting access to documents under the RTI Act or IP Act must be made by completing and submitting either an:

- Information Access Application form (paper copy)
- Online Information Access Application form (electronic copy).

Both documents are available from the Queensland Government website at <www.qld.gov.au/right-to-information/> or by requesting a copy of the application form from the department.

All applications must be made in one of the forms listed above.

Applicants are requested to provide proof of identity when making application for documents concerning their personal information.

Are there any costs associated with the application?

There is no charge for processing applications relating to only the applicant's personal information. All applications to access documents that do not concern the applicant's personal information are subject to a \$38.00 application fee. Processing, copying and access charges may also apply. If you are not sure if any fees and charges are applicable to your application, or would like to receive a copy of the Information Access Application form, please contact the RTI and Privacy Unit on (+ 61 7) 3306 7108 or by email <contactrti@transport.qld.gov.au>.

All applications should be forwarded to:

The Manager RTI and Privacy Unit
Department of Transport and Main Roads
GPO Box 1549
Brisbane Qld 4001

Freedom of information statistics

The most common types of applications received by Queensland Transport involve requests for access to documents relating to road works and major construction projects.

Figure 18 Freedom of information statistics

	2006–07	2007–08	2008–09 ¹
Applications received	450	631	455
Applications completed	453	642	444
Applications processed within statutory timeframes	96%	99%	99%

¹ Information relates to the period of 1 July 2008 to 31 March 2009. Some applications from previous periods are reported as completed and processed in the next period.

Privacy

In September 2001, the Queensland Government introduced a privacy scheme within the public sector. The scheme ensures public sector agencies such as Queensland Transport respect the personal information they collect on members of the public and their employees.

Queensland Transport is committed to our clients' privacy and complies with the 11 Information Privacy Principles as detailed in the *Queensland Transport Privacy Plan*. A copy of the plan is available on the Queensland Transport website <www.transport.qld.gov.au>.

The plan provides members of the community and employees with a better understanding of the department's privacy responsibilities.

For general privacy enquiries, our privacy contact officer may be contacted by telephone on (+61 7) 3306 7103 or by email: <privacy@transport.qld.gov.au>.

However, should you believe Queensland Transport, or a member of its staff is in breach of any of the information privacy principles regarding the collection, access, storage, use or disclosure of your personal information, you may lodge a written complaint with the department's privacy contact officer at the following address below:

The Privacy Contact Officer
Department of Transport and Main Roads
GPO Box 1549
Brisbane Qld 4001

In the nine months to 31 March 2009, the department's FOI and Privacy Unit dealt with 16 privacy complaints. Following investigations, no breaches of privacy were found to have occurred. No requests for review of the Privacy Contact Officer's decisions were received during this reporting period.

The plan allows the contact officer 60 calendar days to finalise complaints. All of the complaints were finalised within this time, with the average finalisation time being 15 days.

Legislation administered by the Director-General

Adult Proof of Age Card Act 2008

Air Navigation Act 1937

Australian Shipping Commission Authorization Act 1977

Brisbane River Tidal Lands Improvement Act 1927

Central Queensland Coal Associates Agreement Act 1968 (Schedule parts IV-IVC)

Century Zinc Project Act 1997 (ss 5(2) – (7), 11,12,13, 21)

Civil Aviation (Carriers' Liability) Act 1964

Maritime Safety Queensland Act 2002

Queensland Nickel Agreement Act 1970 (Schedule parts IV-V)

State Transport Act 1938

State Transport (People Movers) Act 1989

Thiess Peabody Mitsui Coal Pty Ltd Agreements Act 1965

Tow Truck Act 1973

Transport (New Queensland Driver Licensing) Act 2008

Transport Infrastructure Act 1994

Transport Operations (Marine Pollution) Act 1995

Transport Operations (Marine Safety) Act 1994

Transport Operations (Passenger Transport) Act 1994

Transport Operations (Road Use Management) Act 1995

Transport Operations (TransLink Transit Authority) Act 2008

Transport Planning and Coordination Act 1994

Transport Security (Counter-Terrorism) Act 2008

Transport (South Bank Corporation Area Land) Act 1999

For a comprehensive listing of all Queensland legislation, including that administered by Department of Transport and Main Roads, reference should be made to current annotations prepared by the Office of the Queensland Parliamentary Counsel <www.legislation.qld.gov.au/Leg_Info/anno_current.htm> and published by GOPRINT.

Legislation passed 2008–09

Queensland Transport has an extensive legislation program, with responsibility for a large number of primary and subordinate laws. This legislation affects the lives of almost every Queenslanders, ensuring safe use of vehicles and vessels, effective management of passenger transport, protection of the marine environment and efficient infrastructure.

The department's extensive legislation program requires constant review to maintain a safe and sustainable transport future for Queensland.

Significant legislation changes in 2008–09 include:

- The *Transport Security (Counter-Terrorism) Act 2008* (No. 63 of 2008) was assented to on 25 November 2008. The Act provides for planning for the protection of particular surface transport operations and their users against significant adverse impacts associated with terrorist acts involving those surface transport operations. This Act is new legislation for Queensland.
- The *Transport and Other Legislation Amendment Act 2008* (No. 67 of 2008) was assented to on 1 December 2008. This Act was a particularly extensive piece of legislation and contained amendments to 27 Acts. The three most important changes were made to:
 - improve passenger safety and manage offensive behaviour by providing TransLink transit officers with limited powers of detention
 - provide police officers with enhanced powers in relation to the clearing of obstructions from Queensland roads
 - adopt the national model legislation for the transport of dangerous goods.

Amendments were made to the *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Road Use Management) Act 1995* and the *Police Powers and Responsibilities Act 2000*.



Amendments were made to the Transport Operations (Marine Safety) Act 1994

The Act also:

- amended the *Transport Operations (Marine Pollution) Act 1995* to reflect the *International Convention for the Prevention of Pollution from Ships, 1973* (commonly referred to as MARPOL) to clarify its application to Queensland ships
- contained amendments to the *Transport Operations (Marine Safety) Act 1994* to require the master or owner of a ship to present safety equipment to a shipping inspector on request.
- amended a large number of other Acts to clarify its application or intent
- The *Transport (New Queensland Driver Licensing) Act 2008* (No. 71 of 2008) was assented to on 11 December 2008. The Act established the processes for the new Queensland driver licence regime and amended the following Acts:
 - *Police Powers and Responsibilities Act 2000*
 - *Tow Truck Act 1973*
 - *Transport Operations (Marine Safety) Act 1994*
 - *Transport Operations (Passenger Transport) Act 1994*
 - *Transport Operations (Road Use Management) Act 1995*.
- The *Adult Proof of Age Card Act 2008* (No. 72 of 2008) was also assented to on 11 December 2008. The Act provided for the issue to an adult of a card that may be used as proof of age of its holders and for matters relating to the card. This Act was new legislation for Queensland and it amended the following legislation:
 - *Liquor Act 1992*
 - *Tobacco and Other Smoking Products Act 1998*.



Our people



Transport Inspectors from the Zillmere Motor Vehicle Inspection Centre, Brisbane

Our people

What our people do

The total number of full-time equivalents by division/agency as at 31 March 2009 is shown in Figure 19.

Women's initiatives

Queensland Transport is actively committed to providing opportunities for women in the workplace and this commitment is reflected in our *Equal Employment Opportunity Management Plan 2006–2009*. The department's number of female employees (excluding SES level) as at 31 March 2009 is shown in Figure 20.

Achievements:

- Women in middle and upper management (A06–S0 and salary equivalent) has increased by 2.8 percent from 2007–08 to 2008–09.
- 40 percent of graduates recruited for the 2009 graduate program were women.
- 77 percent of staff completing Certified Agreement Training were women.
- 45 percent of attendees participating in the Queensland Transport Middle Management Development Program during 2008–09 were women.
- Five Women into Leadership scholarships were awarded in 2009.
- Sponsored a Smart Women Smart State Awards in Women in Industry/Business, 'Information and Communication Technology Award category'.
- Promoted International Women's Day including hosting a corporate event.
- 15 female employees participated in the Mentoring for Women pilot program.
- Three female mentors and three female mentee employees are participating in Queensland Women in Public Sector mentoring program.

Figure 19 Full-time equivalents by division/agency

Division	Full-time equivalent
Corporate (Including Offices of the Director-General and Deputy Director's-General and Strategic Policy Group)	310
Information Management	279
Integrated Transport Planning	148
Land Transport and Safety	376
Maritime Safety Queensland	420
Passenger Transport	182
Rail, Ports and Freight	70
Services	1 676
Trade Queensland	189
Transport Infrastructure	61
Total	3 711

*FTE figures are in accordance with the 'Treasury Financial Reporting Requirements, section 6.3.1 Employee Expenses' – the average number of employees during the reporting period method.

Figure 20 Female employees by administrative classification

A01	A02	A03	A04	A05	A06	A07	A08	SO	Total
8	322	716	323	227	242	147	77	43	2 105

Women on boards

The percentage of women on boards as at 31 March 2009 was:

Figure 21 Percentage of women on boards

Board	Men	Women	Percentage of women
Marine Board of Queensland	4	2	33.3%
Queensland Indigenous Arts Marketing and Export Agency*	5	5	50%
Queensland Education and Training International	10	3	23%
Queensland China Council*	11	5	40%
Port of Brisbane Corporation Limited	7	2	22.2%
Ports Corporation of Queensland Limited	2	4	66.6%
Gladstone Ports Corporation Limited	6	3	33.3%
Mackay Ports Limited	6	1	14.3%
Port of Townsville Limited	7	1	12.5%
Cairns Ports Limited	4	2	33.3%
QR Limited	9	1	10.0%

*Chairperson is a woman

Equal employment opportunity

Queensland Transport is committed to improving equal employment opportunities and continues to implement new strategies as part of the department's *Equal Employment Opportunity Management Plan 2006–09*.

Achievements

- Implemented the Aboriginal and Torres Strait Islander Transition to Sustained Employment initiative to provide permanent job placement for eight Indigenous people.
- Sponsored three cadetships under the National Indigenous Cadetship Scheme.
- Sponsored four Aboriginal and Torres Strait Islander scholarships under the Education-to-Employment Scholarship scheme.
- Implemented an online cross-cultural awareness training module for departmental staff. The module aims to assist employee understanding of cross-cultural factors when interacting with people from culturally and linguistically diverse backgrounds.
- Promoted National Aborigines and Islanders Day Observance Committee (NAIDOC) Week, Harmony Day, International Women's Day and Disability Action Week events to staff.
- Published a range of articles highlighting workplace equity and diversity in internal staff magazine.
- Developed *Reasonable Adjustment Policy* and resource kit for managers.
- Sponsored one participant under the Migrant Work Experience Program.
- 16.39 percent of Queensland Transport employees (excluding casual employees) participate in flexible work arrangements.



David Wone supports the Indigenous Driver Licensing Unit

Human resource policy initiatives

The *Human Resource Policy Framework in Queensland Transport* has been operating in its current form for three years. In 2008–09, the effectiveness of the framework was researched to ensure the human resources policies of the department continue to support our business and enhance effective service delivery. This has involved surveys, focus groups and individual feedback from human resource practitioners and front line managers to gather feedback and data about the accessibility and relevance of the existing framework.

As well as initiating a review of the effectiveness of the approach and accessibility of the framework, significant policy development occurred in 2008–09, including:

- recruitment and selection
- workplace health and safety
- conflict of interest
- flexible working arrangements
- rewards and recognition
- learning and development.

Figure 22 Queensland Transport's workers' compensation summary

New claims for compensation registrations

Injury type	2005-06	2006-07	2007-08	2008-09
All injury types	185	164	194	162
Psychological	29	18	23	16
Muscular-skeletal and other	156	146	171	146

Claims determination

Decision	2005-06	2006-07	2007-08	2008-09
Accepted	146	129	152	127*
Denied	31	25	26	20
Report only	8	10	16	9

*six claims remain undecided.

Claim costs

Expenses	2005-06	2006-07	2007-08	2008-09
Total	\$940 178	\$717 098	\$568 346	\$186 378
Average expense per accepted claim	\$6 440	\$5 558	\$3 739	\$1 468

Working days lost

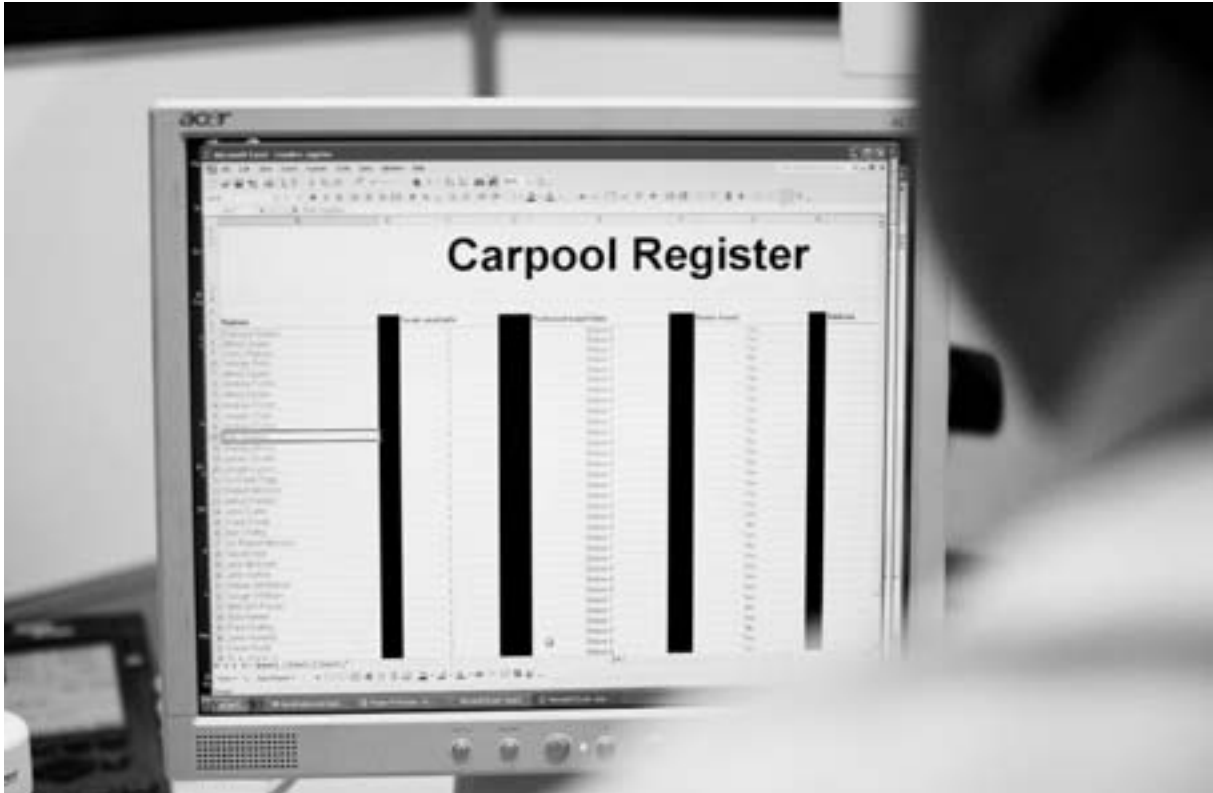
Duration	2005-06	2006-07	2007-08	2008-09
Work days lost	4 172	2 615	1 870	758
Average days lost per accepted claim	28.58	20.30	12.30	5.90

Workplace health and safety

Queensland Transport continues to place a significant focus on the safety, health and well-being of staff and clients. This strategic approach is reflected in the workers' compensation summary which includes details as at 31 March 2009, as shown in Figure 22.

Strategic corporate initiatives for the department include:

- introduction of a zero harm framework for workplace health and safety
- release of new workplace health and safety procedures
- early intervention program to assist staff with psychological issues
- continued support for confidential employee assistance services
- fully subsidised flu vaccinations for all Queensland Transport staff
- senior executive health assessments.



Queensland Transport delivers a wide range of corporate training to its staff

Workforce management

Queensland Transport is effective in planning, attracting, developing and retaining its workforce. From July 2008 to March 2009 the department's retention rate of staff was 89.19 percent, and the separation rate of staff was 10.75 percent.

Corporate learning and development

The department is developing a Learning and Development Strategic Framework that will ensure learning across all levels of the department is aligned with organisational priorities and performance, that consistency is achieved where it makes sense, and evaluation of learning and development activities continues.

The department regularly evaluates all corporate learning and development initiatives to assess their effectiveness in terms of the desired learning outcomes. Evaluation strategies include participant evaluation, post-training surveys of participants and their managers to gauge skills improvement.

Initiatives are then revised and adjusted to meet current learning needs.

Queensland Transport delivers a wide range of corporate training to its staff as shown in Figures 23 and 24. Divisions also deliver function-specific training.

Industrial relations

During 2008–09, Queensland Transport achieved the following industrial relations outcomes:

- Started developing an industrial relations framework in order to maintain a consistent and focused approach to industrial relations.
- Queensland Transport Consultative Committee meets regularly and encourages open communication between management and the Queensland Public Sector Union.
- Identified key issues to include in discussions about the new enterprise bargaining agreement in May and June 2009.

Figure 23 Face-to-face learning programs

Program	Number of sessions/ programs	Number of participants enrolled/ completed	Comments
Queensland Transport corporate induction program	3	211	<ul style="list-style-type: none"> ▪ Program began in August 2004 ▪ Programs delivered August and December 2008 and February 2009 ▪ One day program
Graduate induction program	1	29	<ul style="list-style-type: none"> ▪ Delivered January 2009 ▪ Program takes place over two days
Enterprise bargaining training initiative– <ul style="list-style-type: none"> ▪ Diploma (A03) ▪ Advanced diploma (A04) 	1	44	<ul style="list-style-type: none"> ▪ Delivery began in October 2007 and was completed early 2009
Middle management development program (A05–A08 and equivalent)	2	51	<ul style="list-style-type: none"> ▪ Delivery: four–five months per program (total of 12 days per program) ▪ Programs began July 2008 and March 2009
Effective feedback skills and managing difficult conversations	8	134	<ul style="list-style-type: none"> ▪ Program began in 2007 ▪ Added managing difficult conversations workshops ▪ Predominantly Brisbane-based, some regional
Graduate Development Program	1	29	<ul style="list-style-type: none"> ▪ Program began January 2008 and January 2009 ▪ 22 participants in 2008 ▪ 29 participants in 2009 ▪ Program runs over an 18-month period (36 days per program)

Figure 24 Online learning programs

LearnZone courses	No. participants completed
Code of Conduct	2 071
Delivery unit financial management and accountability	6
Effective feedback	265
Induction	426
Information privacy	433
Introduction to recordkeeping	686
Managing complaints 1	529
Managing the changing workforce	176
Multicultural awareness	441
Safe and healthy workplace	300
Security and emergency awareness	1 392
Use of ITC facilities and devices	1 961
Working in Government	414



Appendices

Appendices

Statutory Reports

Consultancies

Queensland Purchasing categorises a service provider as a 'consultant' for the purpose of Queensland Government reporting, if all of the following elements are present:

- Provides their expert knowledge to analyse information, draw conclusions and make recommendations in the form of a written report or an intellectual product for future action, which the department must then decide upon or take a certain course of action.
- The nature of the output is not necessarily predictable, but tends to be open-ended and is more complex (e.g. a range of recommendations which a department must consider).
- Develops a new concept or process about which the department needs to exercise critical judgement about the recommended course of action.
- Engaged for a fixed period of time at an agreed rate of payment.
- Work which is not directly supervised by the department.

Expenditure on consultancies for the period 1 July 2008 to 26 March 2009 amounted to \$4 172 129.93.

Figure 25 Consultancy expenditure 1 July 2008 to 26 March 2009

Category	Value \$
Management	36 423.01
Human resource management	18 810.46
Information technology	12 031.76
Finance/accounting	135 915.19
Professional/technical	3 968 949.51
Total	4 172 129.93

Reporting arrangements

The following boards and statutory authorities report to the minister.

Figure 26 Reporting arrangements

Name and type of entity:	Cairns Ports Limited —company government-owned corporation
Function of entity:	To control and manage the Port of Cairns
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament
Name and type of entity:	Gladstone Ports Corporation Limited —company, government-owned corporation
Function of entity:	To control and manage the Port of Gladstone and Port Alma
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament

Figure 26 Reporting arrangements (continued)

Name and type of entity:	Mackay Ports Limited —company, government-owned corporation
Function of entity:	To control and manage the Port of Mackay
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament
Name and type of entity:	Port of Brisbane Corporation Limited —company, government-owned corporation
Function of entity:	To control and manage the Ports of Brisbane and Bundaberg
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament
Name and type of entity:	Ports Corporation of Queensland Limited —company, government-owned corporation
Function of entity:	To control and manage the ports of Hay Point, Abbot Point, Lucinda, Mourilyan, Cape Flattery, Skardon River, Weipa, Karumba, Maryborough, Cooktown, Burketown, Thursday Island and Quintell Beach
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament
Name and type of entity:	QR Limited —company government-owned corporation
Function of entity:	To provide rail based freight and passenger transport services, including under contract to Queensland Transport where required, and to manage and provide access to its rail network
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament
Name and type of entity:	Port of Townsville Limited —company, government-owned corporation
Function of entity:	To control and manage the Port of Townsville
Constituting Act:	<i>Government Owned Corporations Act 1993</i>
Annual reporting:	Annual report to parliament

Shared Service Initiative

During 2008–09, the Shared Service Agency provided financial services, human resource management (including recruitment and payroll), facilities management, mail and courier services and information and communication technology to Queensland Transport. The activities of the Shared Service Agency and CorpTech are reported in the annual report of Department of Public Works.

Voluntary early retirement (VER)

The following figures identify the voluntary early retirement, retrenchment and deployment activities in the department from 1 July 2008 to 31 March 2009.

Number of VERs accepted	12
Total monetary value of VERs accepted	\$1 081 899.87*
Number of employees deployed	3
Number of retrenchments	0

*Includes incentive and severance payments

Committees/advisory groups associated with Queensland Transport

In accordance with section 18(f) of the *Freedom of Information Act 1992*, the department is required to publish a list of all boards, councils, committees and other bodies constituted by two or more persons that (i) are a part of, or that have been established for the purpose of advising, the agency; and (ii) whose meetings are open to the public or the minutes of whose meetings are available for public inspection. This list is provided below:

Figure 27 Committees/advisory groups associated with Queensland Transport

Committee/ advisory Group	Division/ region	Responsibilities	Functions	Achievements during 2008–09	Meeting open to the public	Public minutes available
Motorbike Safety Working Group	Land, Transport and Safety	<ul style="list-style-type: none"> Provide advice on the safety of motorbike riders on Queensland roads 	<ul style="list-style-type: none"> Provides a forum through which members can contribute their understanding of crashes involving motorbikes and comment on research, policy development and motorbike safety campaigns 	<ul style="list-style-type: none"> Consulted on the recommendations from the TravelSafe Committee's <i>Report on the Inquiry into Q-RIDE</i> Consulted in the development of the Motorbike Safety in Queensland consultation paper Provided comment and feedback during the development of media and education campaigns aimed at motorcyclists 	No	Yes
Q-Ride registered service provider meetings	Land, Transport and Safety	<ul style="list-style-type: none"> Provide a forum for discussions between Queensland Transport and the industry Raise and resolve state-wide issues affecting the industry Involve industry with policy Enable information exchange and distribution 	<ul style="list-style-type: none"> To improve and develop the high standard and consistency of training and assessment levels amongst the registered service providers (RSP). 	<ul style="list-style-type: none"> Improved compliance strategy Held an industry development day Enhanced communication strategy Consultation with registered service providers to simplify RSP standards whilst still preserving integrity of Q-Ride program 	No	Yes
Queensland Road Safety Committee	Land, Transport and Safety	<ul style="list-style-type: none"> Provide advice to the minister on matters affecting road safety Assist with the development and implementation of the Queensland Road Safety Strategy and associated action plans 	<ul style="list-style-type: none"> Provides a forum for the exchange of information between stakeholders on road safety matters 	<ul style="list-style-type: none"> Contributed to the development of the <i>2008–09 Queensland Road Safety Action Plan</i> Consulted on identified issues in the motorbike safety in Queensland consultation paper 	No	Yes
Road Freight Industry Council	Land, Transport and Safety	<ul style="list-style-type: none"> Provide advice to the minister on matters affecting the road freight industry 	<ul style="list-style-type: none"> Provide advice to the minister Promote efficient, safe road freight operations and improved road asset protection Contribute to achieving an appropriate balance between regulation and free enterprise 	<ul style="list-style-type: none"> Provided advice and made recommendations on policy direction with respect to national heavy vehicle accreditation review, performance based standards and intelligent access project Provided advice on policy approach to further the National Transport Policy Framework, in particularly the proposed National Heavy Vehicle Regulator Developed recommendations and programs responding to heavy vehicle safety issues 	No	Yes

Figure 27 Committees/advisory groups associated with Queensland Transport (continued)

Committee/ advisory Group	Division/ region	Responsibilities	Functions	Achievements during 2008–09	Meeting open to the public	Public minutes available
Safety Culture Marine Safety Committees Airlie Beach, Brisbane, Gold Coast, Cairns	Maritime Safety Queensland	<ul style="list-style-type: none"> ▪ Identify opportunities that increase application of contemporary practice in risk and safety management by commercial vessel owners and operators ▪ Contribute with other stakeholders to inform marine safety policy development or regulatory change 	<p>Arrange annual industry forums to:</p> <ul style="list-style-type: none"> ▪ promote industry engagement ▪ appraise the commercial marine industry of important developments or initiatives that affect marine safety ▪ Source investment to: <ul style="list-style-type: none"> ▪ support delivery of key initiatives ▪ transition the committees to self funded entities 	<ul style="list-style-type: none"> ▪ Worked in partnership with the Brisbane Marine Safety Committee to deliver the 2008 Annual Commercial Marine Industry Forum ▪ Invested a significant financial amount to assist the Airlie Beach Marine Safety Committee to progress establishment of the Marine Safe Accreditation Scheme 	Yes	Yes
Smart Travel Committee (Cycling)	Queensland	<ul style="list-style-type: none"> ▪ Support implementation of the Queensland Cycle Strategy 	<ul style="list-style-type: none"> ▪ Monitor stakeholder reports ▪ Facilitate and coordinate bicycle planning and programs ▪ Encourage collaborative partnerships ▪ Provide an effective consultative forum for cyclist organisations and government 	<ul style="list-style-type: none"> ▪ Identified and prioritised key initiatives to encourage more people to cycle ▪ Sponsored the Cycle Queensland, Bike Week and Brisbane to Gold Coast cycle events ▪ Reviewed and released Series 3 <i>Cycle Notes</i> to promote best-practice cycling facilities to local councils ▪ Supported delivery of cycling infrastructure through the Cycle Network Program ▪ Reviewed legislation to help remove cycling barriers 	No	Minutes available upon request
Smart Travel Committee (Walking)	Queensland	<ul style="list-style-type: none"> ▪ Support implementation of the <i>Action Plan for Walking 2008–2010</i> 	<ul style="list-style-type: none"> ▪ Foster a sustained increase in the level of walking participation in Queensland ▪ Promote improved safety and security for pedestrians ▪ Influence the development of future government strategies relating to walking 	<ul style="list-style-type: none"> ▪ Developed the <i>Action Plan for Walking</i> ▪ Identified and prioritised key initiatives to encourage more walking ▪ Hosted the Rodney Tolley walking workshop ▪ Supported national walking events ▪ Conducted the TravelSmart pedometer challenge project 	No	Minutes available upon request

Rail safety 2008–09 external forums

Figure 28

Name or title of forum	Forums are held	Issues considered	Queensland Transport's role (participant/chair/lead agency)
Rail Safety Regulators' Panel	Quarterly	<ul style="list-style-type: none"> ▪ Operational issues for example, implementation of model legislation ▪ Development of national documents to promote consistency ▪ Uniform administration ▪ Learnings from major rail incidents 	Chair and secretariat
Data Reference Group	As needed	<ul style="list-style-type: none"> ▪ Development and implementation of National Rail Safety Data Strategy 	Chair
Rail Safety Consultative Forum	Three times a year	<ul style="list-style-type: none"> ▪ Operational issues affecting rail operators throughout Australia (including tourist and heritage) 	Co-chair
Queensland Rail Safety Consultative Forum	Quarterly	<ul style="list-style-type: none"> ▪ Operational issues impacting rail operators in Queensland 	Chair
Rail Safety Policy and Regulation Group	Six to eight weeks before the Standing Committee on Transport (SCOT) meeting, but may hold special meetings as required	<ul style="list-style-type: none"> ▪ Monitor, evaluate and advise on the implementation of the COAG rail safety reform agenda items and other nationally agreed rail safety reforms ▪ Provide advice on implementation of outstanding COAG rail safety reform agenda items ▪ Provide advice on rail safety policy initiatives to further the National Transport Policy framework ▪ Take a forward-looking approach to identify emerging strategic rail safety policy issues and recommend ways to address these issues. ▪ Develop a work program consistent with the above 	Participant
National Rail Level Crossing Group	Twice yearly or on an as needed basis	<ul style="list-style-type: none"> ▪ Provide guidance, advice and direction through the Safety and Security Working to the Australian Transport Council on national policy and initiatives that will achieve reduction in the likelihood of crashes and near misses at Australian rail level crossings 	Participant
Queensland Level Crossing Safety Committee	As required	<ul style="list-style-type: none"> ▪ Provide advice and make recommendations on the policy directions, management and standards for railway level crossings (except cane rail crossings) in Queensland for the protection and safety of the public and reduction of the risk 	Chair
Rail Industry Safety Managers Group	Three times a year	<ul style="list-style-type: none"> ▪ Operational issues affecting rail operators throughout Australia 	Presenter as Chair of Rail Safety Regulators' Panel
AusRail and Rail Safety Conference (national conferences)	Once a year	<ul style="list-style-type: none"> ▪ Discussion about the challenges, technologies and safety issues facing rail industry 	Presenter and participant
Consultation with industry, unions and other stakeholders	As needed	<ul style="list-style-type: none"> ▪ Public consultation with stakeholders regarding the development of two national guidelines and new dangerous goods legislation 	Lead agency

Queensland Transport Outputs

Rail, Ports and Aviation Systems

The Rail, Ports and Aviation Systems Output promotes better transport for Queensland through the coordination of transport policy, funding and investment initiatives relating to rail, ports, freight and aviation systems. The Output objective is to provide efficient and effective rail, ports, freight and aviation systems and services. This Output facilitates appropriate, efficient roles for transport modes across Queensland through the use of cost-effective transport logistics and management practices; purchases rail services; manages rail and port infrastructure investments; oversees rail safety regulation; and provides financial assistance to rural and remote aviation services. The Output contributes to the government outcome of a strong diversified economy.

Integrated Transport Planning

The Integrated Transport Planning Output delivers integrated solutions for transport infrastructure, systems and services and development assessments and manages recreational boating infrastructure. The Output objective is to deliver integrated solutions for transport infrastructure, systems and services to achieve sustainable transport outcomes. The Output contributes to the government outcome of a strong diversified economy.

Road Use Management

The Road Use Management Output delivers policies, regulations, licensing, registration and accreditation systems and educational programs that promote and influence a safe, efficient, accessible and ecologically sustainable road transport system. The Output objective is to promote safer and sustainable use of the road transport system. The Output also manages the legislation, revenue collection, and penalties and sanctions related to road use. The Output contributes to the government outcome of safe and secure communities.

Maritime Safety

The Maritime Safety Output fosters a safe and vibrant maritime community and industry in Queensland by managing and influencing the safety of vessels and their operation. The Output objective is to manage the safe and environmentally sustainable movement of vessels using Queensland's waterways. This Output has as its prime focus, delivery of improved safety and environmental outcomes and support for state-wide economic development and improved quality of life. The Output contributes to the government outcome of safe and secure communities.

Public Transport Services

The Public Transport Services Output connects people, opportunities and places and removes barriers to access and mobility. The Output objective is to provide efficient, effective, safe and economically sustainable public and school transport systems and services. This Output aims to provide the community of Queensland with a high quality public transport system (including school services) through the facilitation of services provided by private bus and ferry operators, Brisbane Transport, QR Limited, the taxi and limousine industries and remote and regional air service operators. The Output contributes to the government outcome of a fair, socially cohesive and culturally vibrant society.

International Trade Development

The International Trade Development Output identifies and develops international markets for Queensland's goods and services through the provision of targeted market intelligence, advice and in-market support to Queensland exporters and other Queensland Government agencies. The Output objective is to support the continued growth of Queensland's overseas exports, with an emphasis on knowledge-intensive exports. The Output contributes to the government outcome of a strong diversified economy.

The following Output performance measure tables include actual results for the years 2004–2008, and take the estimated actuals for 2008–09 from the current *Service Delivery Statements*.

2008–09 Output performance measure tables

Figure 29 Output: Rail, Ports and Aviation Systems

Measures	Notes	2004–05 Actual	2005–06 Actual	2006–07 Actual	2007–08 Actual	2008–09 Target/Est.	2008–09 Est. Actual
Quantity							
Kilometres of rail track subsidised	1	6 916	6 745	6 652	6 619	6 648	6 435
Kilometres of rail corridor managed (leased and sub-leased)	2	9 703	9 815	9 831	9 798	9 798	9 798
Number and percentage of Local Government/Community airports that meet Regular Public Standard by Region							
– Far North Queensland		19 and 57	20 and 60	22 and 66	22 and 66	22 and 66	22 and 66
– Remainder of Queensland	3	57 and 50	61 and 52	64 and 60	64 and 60	64 and 60	64 and 60
Number and percentage of strategic port land use plans receiving coordinated Government input	4	0	0	1 and 100	1 and 100	2 and 100	2 and 100
Number of passenger trips taken in contract areas: Rail–Traveltrain	5	464 186	436 430	434 844	440 726	433 500	447 500
Rail fatalities per 100 000 population	6	0.08	0.27	0.10	0.14	0.10	0.18
Hospitalised rail casualties per 100 000 population	7, 8	1.03	0.15	0.17	0.35	0.28	0.20
Number of level crossing occurrences per 1 000 000 train kilometres travelled		0.66	0.41	0.56	0.37	0.50	0.43
Cost (\$)							
Cost (\$) of subsidy per passenger kilometre – Traveltrain		0.38	0.41	0.48	0.49	0.51	0.50
Ratio of Queensland Transport overhead costs to contractual payments (percentage)	9	0.11	0.11	0.16	0.16	<2	0.14

Notes:

- Includes standard gauge line which runs between Acacia Ridge and the Queensland/New South Wales border and is used by freight services. The 2008–09 estimated actual excludes the closed 213 kilometre Winton to Hughenden rail line.
- Includes QR Limited corridors.
- In 2004–05, all privately owned airports were excluded from total, including those owned by mining companies and other private operators.
- Periodic review of strategic port land use is performed by government-owned port corporations as required by section 284 of the *Transport Infrastructure Act 1994*. These plans are initiated by the government-owned port corporations and must be prepared at least every eight years. In some years, while there is consultation on plans being developed, there may be no plans submitted for coordinated government input.
- Decline in patronage numbers since 2004–05 is likely to be due to increased number of low fare airline services and an increased tendency for domestic tourists to drive. Patronage numbers in 2007–08 appear to have stabilised. The 2007–08 results increased due to a number of significant marketing initiatives by QR Limited.
- In 2005–06, Queensland had 11 rail-related fatalities (excluding suicides).
- In 2004–05, the Tilt Train derailment caused a large number of hospitalised casualties.
- The 2008–09 target estimate of 0.28 equates to approximately 12 hospitalised casualties.
- Includes costs involved in managing the transport service contracts for Traveltrain, regional freight, below rail and standard gauge.

2008–09 Output performance measure tables

Figure 30 Output: Integrated Transport Planning

Measures	Notes	2004–05 Actual	2005–06 Actual	2006–07 Actual	2007–08 Actual	2008–09 Target/Est.	2008–09 Est. Actual
Quantity							
Number of development applications assessed under Queensland Transport's <i>Integrated Planning Act 1997</i> Concurrence powers	1	-	-	-	900	600	760
Quality							
Level of satisfaction expressed by key stakeholders		High	High	High	High	High	High
Timelines							
Percentage of projects meeting milestones	2	-	-	-	75	80	69
Percentage of development applications assessed within <i>Integrated Planning Act 1997</i> timeframes		-	-	-	100	95	100
Cost							
Total value of transport studies and investigations (\$ million)	3	-	-	-	6.2	6.0	10.1

Notes:

- 1 Increase in development applications is due to the continuation of Queensland's building boom between July and December 2008.
- 2 Decrease in planning projects meeting milestones due to unavoidable delays in public consultation, environmental approvals and project delivery decisions.
- 3 Increase in value of transport studies and investigations are due to the departmental realignment of corridor planning activities following the formation of the TransLink Transit Authority.

2008–09 Output performance measure tables

Figure 31 Output: Road Use Management

Measures	Notes	2004–05 Actual	2005–06 Actual	2006–07 Actual	2007–08 Actual	2008–09 Target/Est.	2008–09 Est. Actual
Quantity							
Road fatalities per 100 000 population		7.89	8.45	8.86	7.85	7.75	7.86
Hospitalised road casualties per 100 000 population	1	159.43	155.79	155.32	-	-	-
Number of new school crossing supervisors employed		17	14	10	15	15	15
Number of school crossings opened		14	14	10	15	15	15
Compliance officer hours on-road	2	-	38 677	53 215	60 742	70 100	71 200
Number of licences on register		2 639 287	2 718 563	2 831 419	2 921 109	3 017 000	3 037 500
Number of vehicles on register		3 527 182	3 694 129	3 882 215	4 082 072	4 287 000	4 206 000
Motor vehicle registration revenue (\$ million)		795	826	891	971	998	1 021
Road transport greenhouse gas emissions (1 000 tonnes, CO ₂ eq) per 100 000 population	3	-	-	410	388	405	388
Quality							
Proportion of actions from Queensland Road Safety Action Plan implemented (percentage)		100	100	100	100	100	100
Proportion of people in target audience who have high-level awareness of road safety campaigns (percentage)		90	99	97	96	90	90
Timeliness							
Proportion of national road transport reforms implemented within specified timeframes (percentage)	4	100	100	73	90	100	90
Average length of queue times in customer service centres (minutes)	5	12 min 6 sec	10 min 38 sec	10 min 36 sec	10 min 31 sec	10 min	10 min 30 sec
Percentage of calls received by the call centre answered within three minutes		71.0	94.0	89.0	85.9	80.0	82.0
Cost (\$)							
Direct cost per delivery of registration renewal—average across all delivery channels		5.97	5.82	5.79	5.15	5.13	5.52

Notes:

- Delays in receiving data sets from the new Queensland Police Service reporting systems have affected the ability to report this performance measure.
- The number of hours represents a small percentage of the total compliance effort per year and is subject to fluctuations when there are competing priorities such as flooding, disaster management and asset protection.
- Data source is the Australian Greenhouse Office. The most recent data available is from 2006.
- A number of the road transport reforms are yet to be finalised.
- The average waiting time in customer service centres across the state is slightly higher than the target of 10 minutes, due to factors such as an increase in population growth and associated face-to-face transactions particularly in the south-east corner, and an upsurge in licensing activity generated by the Young Driver Project initiated by the government on 1 July 2007.

2008–09 Output performance measure tables

Figure 32 Output: Maritime Safety

Measures	Notes	2004–05 Actual	2005–06 Actual	2006–07 Actual	2007–08 Actual	2008–09 Target/Est.	2008–09 Est. Actual
Quantity							
Number of registrations							
– Recreational		193 460	202 958	212 545	222 381	234 000	229 500
– Commercial	1	5 776	5 778	5 597	5 621	5 690	5 690
Number of licences (new issues)							
– Recreational		31 794	61 242	34 158	38 423	40 400	39 000
– Commercial		854	819	944	1 103	1 000	1 380
Number of applications associated with commercial licences	1,2	2 301	3 256	1 687	1 985	2 200	2 870
Person hours of compliance activity	3	22 150	20 835	22 500	24 037	24 100	20 800
Person hours preparing for pollution incidents	4	10 100	8 696	8 821	10 581	10 000	8 360
Person hours of maritime education activity	5	11 936	11 184	12 000	12 010	8 000	12 550
Number of safe vessel movements in pilotage areas as a percentage of total movements	*					99.8	99.8
Number of safe vessel movements in the REEFVTS area as a percentage of total movements	*					99.8	99.8
Quality							
Non-compliance instances	6	1 650	4 707	3 928	3 245	9 700	11 670
Proportion of time international standards for aids to navigation are met (percentage)		90	91	95	98	95	98
Timeliness							
Percentage of licensing applications responded to within statutory requirement	2, 7	95	96	94	91	100	90
Percentage of registration applications responded to within statutory requirement	2, 7	95	92	94	90	100	90

Notes:

- Several changes in the commercial licensing system have been implemented in 2008–09 causing an increase in the number of new licences issued. This has also had an impact on the number of applications associated with commercial licences.
- Changes involving the SVOC (Small Vessel Operator Certificate) and MED (Marine Engine Driver) licences caused an increase in the number of commercial licences issued, as well as the number of applications associated with commercial licences in 2008–09. This has affected application response times.
- The reduction in compliance hours of activity reflects activity by a reduced number of officers who are solely engaged in compliance activity and no longer includes staff engaged in part-time compliance.
- The 2008–09 estimated actual was impacted by officers' responding to the *Pacific Adventurer* oil spill in South-East Queensland as compared to preparing for a future incident.
- Additional resources have been undertaking maritime education activity leading to a higher than projected result in 2008–09.
- The increase in the non-conformance incident rate from 2004–05 to 2005–06 is largely attributable to Maritime Safety Queensland's shift to a risk-based compliance monitoring program that specifically targets vessels with a history of non-conformance. The reduction in detected non-compliances in 2007–08, was due to a change in compliance strategy, using profiles of vessels at greater risk. A higher than expected number of Marine Infringement Notices were issued in 2008–09 even though less hours were committed to compliance activity.
- Changes involved in the SVOC (Small Vessel Operator Certificate) and MED (Marine Engine Driver) licences have impacted on the percentage of licence applications responded to within statutory requirements in 2008–09.

* New measures in 2008–09.

2008–09 Output performance measure tables

Figure 33 Output: Public Transport Services

Measures	Notes	2004–05 actual	2005–06 actual	2006–07 actual	2007–08 actual	2008–09 target/est.	2008–09 est. actual
Quantity							
Number of authorities – new and renewal							
– Operator accreditation	1	4 681	5 170	4 647	3 965	5 000	4 400
– Driver authorisation	1, 11	19 382	20 402	23 570	23 653	18 000	32 000
Number of licences on issue							
– Taxi licences		2 281	2 966	3 135	3 138	3 275	3 247
– Percentage wheelchair accessible		14.0	12.8	15.3	16.4	17.0	17.0
– Limousine licences	2	455	383	454	490	520	520
Number of taxi contracts managed		26	23	23	23	24	23
Number and percentage of total school children assisted	3	140 518 22	139 918 22	145 960 22	155 000 22	146 000 22	150 000 22
Number of communities directly supported by service contracts							
– Air	4	26	26	26	26	26	26
– Long-distance bus services		50	50	50	50	50	50
Number of vehicle kilometres in bus contract areas							
– Bus (other)	5, 6	10 658 000	11 000 000	12 887 432	13 093 310	13 300 000	18 070 000
– Bus (long-distance)		4 117 879	4 214 154	4 459 908	4 459 908	4 450 000	4 450 000
Revenue collections for authority renewals (\$000s)							
– Operator accreditation	1	719	823	799	810	814	773
– Driver authorisation	1	666	685	878	861	637	1 104
Number of hours of compliance activity directed at target groups	7	9 177	11 345	10 843	10 843	14 300	12 900
Number of passenger trips taken in contract areas							
– Bus (other urban)		8 003 013	8 780 000	10 093 261	11 451 350	11 500 000	12 600 000
– Taxi (under the taxi subsidy scheme)		2 005 393	1 918 312	1 923 311	2 270 000	2 000 000	1 950 000
Number of passengers carried on contract air services	4, 8	180 840	192 700	221 848	239 760	260 000	206 500
Number of air services operated under contract	4, 8	5 626	5 707	7 263	7 264	8 200	6 411

Figure 33 Output: Public Transport Services (continued)

Measures	Notes	2004–05 actual	2005–06 actual	2006–07 actual	2007–08 actual	2008–09 target/est.	2008–09 est. actual
Quality							
User satisfaction ratings of public transport by service type	9						
– Bus (regional urban–government contracted)		3.65	3.58	3.55	3.43	>3.5	69
– Taxi		3.62	3.57	3.53	3.39	>3.5	63
– Ferry (regional urban–government contracted)		4.02	3.89	3.84	3.89	>3.5	65
Location							
Cost (\$) of subsidy per passenger per kilometre in contract areas							
– Bus (other–regional urban)		0.12	0.12	0.12	0.12	0.12	0.12
Cost (\$)							
Ratio of overhead costs to total assistance payments and subsidies paid (percentage)	10	3.50	3.50	3.50	3.10	3.50	3.13
Whole-of-product cost per transaction involving authorities and licences							
– Driver authorisation bus/taxi		50.00	50.00	51.49	52.99	53.14	54.58
– Average operator accreditation bus/taxi/limousines		362.00	572.00	378.67	389.65	390.78	401.34

Notes:

TransLink Transit Authority reports on public transport in South-East Queensland (excluding taxis). Refer to the *TransLink Transit Authority Annual Report 2008–09* for further information.

- Predicting annual renewal numbers and revenue is difficult as people can renew their operator accreditation and driver authorisation from one to five years. There has been an increase in the number of one-year taxi and limousine driver authorisation renewals due to the economic downturn.
- The sale of limousine licences is experiencing consistent annual growth.
- The overall school population has risen, partly due to the introduction of the prep year in 2007. This has resulted in an increase in the number of children assisted although the percentage assisted remains the same.
- In spite of a decrease in passenger numbers on air services operated under contract, in 2008–09 the number of communities directly supported has been maintained.
- Kilometres travelled to deliver the timetabled services in regional urban bus networks.
- The 2008–09 estimated actual includes school service vehicle kilometres travelled.

- The 2008–09 estimated actual is lower than forecast due to compliance commitments to flood relief efforts in northern Queensland.
- Passenger numbers have decreased due to the collapse of MacAir. Passenger numbers on these services in late 2008 were inconsistent due to ad-hoc air services on the MacAir routes.
- Survey scoring methodology has changed from 1–5 scale to 1–100 scale in 2008–09. These surveys focus on user satisfaction of government contracted regional urban bus services and regional urban ferry services, as well as taxis. TransLink Transit Authority reports on user satisfaction on public transport in South-East Queensland (excluding taxis). Please refer to the *TransLink Transit Authority Annual Report 2008–09* for further information.
- This measure is an estimate of the ratio of overhead costs to the total payments under the school transport assistance scheme.
- The 2007–08 actual figure of 11 696 that was published in the Queensland Transport 2007–08 annual report was for the number of renewals only. This figure now includes the number of authorities issued new and renewal for 2007–08.

2008–09 Output performance measure tables

Figure 34 Output: International Trade Development

Measures	Notes	2004–05 actual	2005–06 actual	2006–07 actual	2007–08 actual	2008–09 target/est.	2008–09 est. actual
Quantity							
Number of client firms provided with export assistance		2 902	3 911	2 715	2 862	3 000	2 800
Number of strategic export projects implemented		21	21	17	22	20	23
Number of exporter development initiatives delivered		213	235	273	142	180	160
Number of trade initiatives promoting Queensland products and services	1	40	51	79	145	80	150
Quality							
Estimated value of exports generated by client firms assisted (\$ million)		595	513	694	1 521	400	420
Location							
Percentage of client firms provided with export assistance based in regional Queensland		57	52	52	48	35	45

Notes:

- 1 The number of trade initiatives has increased in 2008–09 to reflect a greater client demand and focus of Trade Queensland on promoting Queensland products and services at trade events and exhibitions and during inbound and outbound trade missions.

Overseas travel – Queensland Transport (excluding Trade Queensland)

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
John Musgrave	Manager–Audit Services, Corporate division	China	To carry out scheduled internal audit review	\$10 458	
John Musgrave	Manager–Audit Services, Corporate division	Indonesia and Taipei	To carry out an internal audit review of Jakarta and Taipei–Queensland Government Trade and Investment Offices	\$8 640	
John Musgrave	Manager–Audit Services, Corporate division	India	To carry out and internal audit review of Bangalore–Queensland Government Trade and Investments Office	\$9 540	
Gary McKirdy	Senior Marketing and Education Officer–Maritime Safety Queensland	Singapore	Quality control and printing of Maritime Safety Queensland's <i>Beacon to Beacon</i> directory	\$115	\$3 295 Dia-Rubicon
Alexander Gagel	Lead Analyst–NQDL, Information Management division	United Kingdom	To develop international standards for Smartcard interoperability	\$19 323	
Steve Burmester	Enterprise Architect–NQDL, Information Management division				
Judy Oswin	Executive Director, Land Transport and Safety	New Zealand	To represent Queensland Transport at registration and licensing taskforce meeting	\$4 140	
Peter Finn	Senior Maritime Officer–Maritime Safety Queensland	New Zealand	To participate in trials of oil spill response equipment		\$2 410 Australian Maritime Safety Authority
Matthew Simpson	Hydrographic Surveyor–Maritime Safety Queensland	Singapore	To attend a multibeam sonar training course	\$8 386	
Brett Owen	Director–Internal Audit, Corporate division	United States of America	To carry out internal audit review of Queensland Government Trade and Investment Office	\$7 057	
Adam Rogers	Assistant Director–Transport Policy Office, Strategic Policy	New Zealand	To complete final compulsory element of the executive masters of public administration program	\$2 313	

Overseas travel – Queensland Transport (excluding Trade Queensland)

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Angus Draheim	Assistant Director– Vehicle and Road Use, Land Transport and Safety	United States of America	To attend 15th Intelligent Transport System World Congress	\$11 982	
Jane Reid	Assistant Director– Marketing and Communications, Land Transport and Safety	New Zealand	To attend an Australian new car assessment program (ANCAP) and used car safety ratings (UCSR) meetings	\$2 170	
Captain Mike Lutze	Regional Harbour Master–Maritime Safety Queensland	United States of America	To undertake port modelling/ simulation in support of the safe introduction of liquefied natural gas vessel operations to the port of Gladstone		\$77 608 Gladstone Ports Corporation and BG International Pty Ltd
Captain Peter Domigan	Manager– Pilotage Services, Maritime Safety Queensland				
Captain Ian Shepherd	Senior Marine Pilot–Maritime Safety Queensland				
Captain Adrian Blanks	Senior Marine Pilot–Maritime Safety Queensland				
Julie Bullas	Director–Rail Safety, Land Transport and Safety	New Zealand	To chair the Rail Safety Regulators’ Panel meeting	\$4 786	\$1 887 All Australian jurisdictions and New Zealand (Rail Safety Regulators’ Panel)
Rosemary Swanborough	Principle Advisor– Land Transport and Safety				
Anant Bellary	Principal Engineer– Land Transport and Safety	New Zealand	To attend Australian new car assessment program and used car safety ratings meetings	\$2 318	
Total number of overseas trips taken		20	Total cost	\$91 228	\$85 200

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Tammy Bacon	Senior Trade Officer, Overseas Market Development– Europe, Americas, Middle East and Emerging Markets (OMD AEEM)	United States of America	Temporary placement in Los Angeles office	\$5 611	
Peter Beattie	Trade Commissioner– The Americas	Colombia	To attend high-level business and government meetings and to address the 4th International Congress on Mining, Oil and Gas	\$4 698	
Stuart Dignam	Deputy Commissioner– The Americas	Colombia	To attend high-level business and government meetings and to attend the 4th International Congress on Mining, Oil and Gas	\$4 883	
Trent Song	Business Development Manager–Korea	Australia	To accompany a Korean wine delegation and assist business meetings with Queensland wine exporters	\$3 202	
A Kartikayan	Contractor– Overseas Market Development (OMD) Asia	Australia	To participate in QME	\$5 176	
Stephen Biggs	Director–OMD AEEM	United States of America	Trade Queensland office review and business planning for the Americas office	\$15 788	
Rob Whiddon	General Manager– Trade Queensland	United States of America	Senior management consultations with Los Angeles office	\$15 062	
Jackson Gerard	Senior Trade Officer–OMD AEEM	United Kingdom	Temporary placement in London office	\$9 613	
Peter Beattie	Trade Commissioner– The Americas	Colombia	To attend high-level business and government meetings and site visits and to lead videoconference between Colombia and Queensland	\$6 400	
Stuart Dignam	Deputy Commissioner– The Americas	Colombia	To attend high-level business and government meetings and site visits and to participate in videoconference between Colombia and Queensland	\$6 550	
Bryan Ancrum	Business Manager– OMD AEEM	Papua New Guinea	To accompany parliamentary delegation to Papua New Guinea		\$4 286 paid by Parliamentary Services

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Russ Mackie	Business Manager– OMD Asia	Malaysia	Business meetings prior to the arrival of the Queensland Parliamentary Delegation. Accompanying Parliamentary Delegation for Infrastructure, Building and Construction	\$493	\$9 675 paid by Parliamentary Services
Simon Lee	Trade Commissioner– China (Hong Kong)	Australia	Signing of the Queensland Guangdong Friendship State Agreement; and business meetings with Queensland companies	\$7 321	
Greg McKean	Senior Trade Officer, OMD AEEM	South Africa	Participation at the Mining Electra Africa Trade Show in Johannesburg	\$6 620	
Bob Quinn	Special Representative for Queensland– Indonesia, Singapore, Malaysia and the Philippines	Indonesia– Thailand	Progress negotiations with Geothermal Power Station in Indonesia and to support Queensland companies to Thailand	\$9 913	
Natalie Pershouse	Principal Project Officer, Queensland Education and Training International (QETI)	Colombia– Peru, Chile- Brazil	into participate in the Expo Australia 2008 roadshow	\$10 578	
Ashley Ng	Business Representative, China (Shanghai)	Australia	To participate in contract discussions and visa renewal	\$3 140	
David Waller	IT Officer– Trade Services	China, Japan, and United States of America	Review of IT service delivery and assets for Hong Kong, Guangzhou, Tokyo and Los Angeles Offices	\$11 873	
Rod Solomons	Trade Commissioner– India	Australia	To attend commissioner’s conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$11 692	
Andrew Craig	Agent General, Europe	Australia	To attend commissioner’s conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$11 678	

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Ross Buchanan	Deputy-Agent General–Europe	Australia	To attend commissioner’s conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$10 383	
Peter Beattie	Trade Commissioner–The Americas	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$20 619	
Elizabeth Sullivan	Trade Commissioner, Taiwan	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$5 622	
Susan Rae	Trade Commissioner–United Arab Emirates	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$9 326	
Hassan Miski	Trade Commissioner–Saudi Arabia	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$9 331	
Takashi Adachi	Trade Commissioner–Japan	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$13 291	
Matthew Kang	Trade Commissioner–Korea	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$7 801	
Zijian Zhang	Trade Commissioner–China (Shanghai)	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$8 236	
Simon Lee	Trade Commissioner–China (Hong Kong)	Australia	To attend commissioners’ conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$8 906	

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Matthew Kang	Trade Commissioner–Korea	Australia	To lead a Korean equine delegation to the Magic millions horses in training sale; to attend commissioners' conference, participate in Queensland Export Week as well as attending business meetings in Brisbane and regional Queensland	\$2 577	
Gayle King	Principal Trade Officer–Trade Services	United Kingdom	To attend Musexpo Europe, meet with music industry executives and source and negotiate service providers for the Queensland music industry	\$16 526	
Jennifer Wex	Business Manager–OMD AEEM	United States of America	Temporary placement in Los Angeles Office	\$22 336	
Steve Bredhauer	Special Representative for Queensland–China and Vietnam, OMD Asia	Hong Kong and China	To represent the Premier in Nanjing for 30th Anniversary Jiangsu International Friendly Exchanges; to lead Trade Mission to China Coal Expo, Beijing; and to support Queensland companies at Cosmoprof Asia	\$15 599	
Paul Braddy Stephen Biggs	Chair–QETI Board QETI–Executive Director	Vietnam and China	Education mission–meetings with high-level government contacts to develop international partnerships for education and training providers in Queensland and to profile Queensland capabilities	\$39 424	
Loftus Harris	Special Representative for Queensland–India and the Middle East, OMD Asia	India	To lead a delegation to the 9th International Mining and Machinery Exhibition, Kolkata and to attend meetings to pursue export opportunities in Mumbai	\$12 775	
Geoff Goh	Business Manager, OMD Asia	China	Manage trade delegation to the China Coal Expo and China Mining Conference and Exhibition	\$14 353	
Nussara Smith	Director–OMD Asia	Republic of Korea and Taiwan	To attend senior management consultations with overseas offices	\$10 766	
Russ Mackie	Business Manager–OMD Asia	Philippines	To accompany and support mining trade mission to Philippines	\$8 046	

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Amanda Chen	Senior Trade Officer–OMD Asia	Hong Kong	To manage trade delegation to the 13th Cosmoprof Asia 2008 (beauty and lifestyle products)	\$4 428	
Julie Boyd	Special Representative for Queensland–Japan, Republic of Korea and the Philippines	Philippines	To lead mining trade mission to the Philippines	\$7 942	
Youhanna Yassa	Director–Middle East and North Asia, OMD AEEM	United Arab Emirates and Saudi Arabia	To support ministerial trade mission to the Middle East	\$21 539	
Bob Quinn	Special Representative for Queensland–Indonesia, Singapore, Malaysia and the Philippines	Singapore and Indonesia	To undertake a business development visit and lead trade delegation	\$6 451	
Loftus Harris	Special Representative for Queensland–India and the Middle East, OMD Asia	United Arab Emirates	To attend business and government meetings; and to support the Minister for Trade and Queensland participants of trade mission to the UAE	\$13 750	
Glen Nunn	Director–Trade Services	United Arab Emirates	To support companies participating in Big 5 trade show in Dubai, to accompany the minister’s visit to UAE, government and business meetings	\$10 904	
Rob Whiddon	General Manager–Trade Queensland	Indonesia	To finalise arrangements about the closure of Indonesia office	\$7 559	
Hemavathy Govindaraj	Office Manager–Bangalore	Australia	To participate in Trade Queensland overseas office managers forum	\$5 830	
Virginia Hung	Office Coordinator–Taiwan	Australia	To participate in Trade Queensland overseas office managers forum	\$4 089	
Vicki Thomas	Office Manager–Europe	Australia	To participate in Trade Queensland overseas office managers forum	\$4 722	
Kazue Yamanaka	Office Manager/Accountant–Japan	Australia	To participate in Trade Queensland overseas office managers forum	\$3 609	
May Moon	Office Manager–Korea	Australia	To participate in Trade Queensland overseas office managers forum	\$4 114	

Overseas travel – Trade Queensland

For the period 1 July 2008 – 26 March 2009

Figure 35 Overseas Travel (continued)

Name of officer	Position	Destination	Purpose of travel	Agency cost	Contribution from other agencies or sources
Sonia Hu	Office Manager–China (Shanghai)	Australia	To participate in Trade Queensland overseas office managers forum	\$4 323	
Diana Liu	Office Manager–China (Hong Kong)	Australia	To participate in Trade Queensland overseas office managers forum	\$4 253	
Chiquita Taborn	Office Manager–The Americas	Australia	To participate in Trade Queensland overseas office managers forum	\$4 680	
David Waller	IT Officer–Trade Services	Indonesia	To travel to Indonesia to decommission the IT environment in the Jakarta Office	\$3 400	
Daiji Takashima	Business Development Officer–Japan	Australia	To support Japanese buyers mission at Magic millions sales	\$3 946	
Junghee Kwon	Business Development Manager–Korea	Australia	To accompany and support a Korean overseas study agents group	\$2 583	
Donna Manungkalit-Smith	Principal Trade Officer–OMD Asia	Indonesia	To accompany and support trade mission to Indonesia OZMINE 2009	\$9 781	
Bob Quinn	Special Representative for Queensland–Indonesia, Singapore, Malaysia and the Philippines	Singapore and Indonesia	To lead mining trade mission delegation to Indonesia	\$7 244	
Nicole Smith	Senior Trade Officer–Trade Services	Philippines	To participate in the Australian mission to the Asian Development Bank, Manila	\$7 322	
Takashi Adachi	Trade Commissioner–Japan	Australia	To participate in Japan business function and consultation with key clients and internal stakeholders	\$8 961	
Trade Queensland total number of overseas trips taken		60	Total cost	\$537 638	\$13 961

Publications

Integrated Transport Planning

South-East busway extension Rosedale to Springwood

Information available at public displays and on the website <www.transportandmainroads.qld.gov.au/sebusway>

- Newsletter #1, August 2008
- Project Guide, August 2008

CoastConnect–Caloundra to Maroochydore

Information available at public displays and on the website <www.transportandmainroads.qld.gov.au/coastconnect>

- Newsletter #2, September 2008
- Two factsheets, September 2008
- 18 posters, September 2008

Varsity Station Village

- Village Guide, November 2008
- Draft Master Plan, November 2008

Principal Cycle Network Maps for Far North Queensland

- Final maps released October 2008

Cairns Transit Network

- Newsletter #1, Project Guide and 10 Fact Sheets–released October 2008

Southern Freight Rail Corridor Study

- Newsletter #2, Spring 2008

Landsborough to Nambour Rail Corridor Study

- Study update #3, September 2008
- Fact sheet #10–About the study
- Fact sheet #11–Improving the Mooloolah River Crossing
- Fact sheet #12–Township options Mooloolah (option 1)
- Fact sheet #13–Township options Mooloolah (option 2)
- Fact sheet #14–Township options - Eudlo
- Fact sheet #15–Township options - Palmwoods
- Fact sheet #16–Township options - Woombye
- Fact sheet #17 - Environmental impact statement

Inner City Rail Upgrade Project

- Newsletter #1–overarching, October 2008
- Fact sheet–Northern, November 2008
- Fact sheet–Southern, November 2008

Land, Transport and Safety

Brochures/Handbooks

- School Road Safety for Kids 'Be a Road Safe Hero'
- Queensland School Road Safety 2009 'Parents' information booklet'
- Everything you need to know about the Hazard Perception Test

Fact Sheets

- Queensland digital driver licence–Evolution of the Queensland driver licence
- Queensland digital driver licence–Driver licence features and smartcard technology
- Queensland digital driver licence–Privacy protocols
- Queensland digital driver licence–Security features
- Queensland digital driver licence–Information for businesses
- Compliance and Enforcement: Your guide–Fact sheet 1–Your guide to understanding the Compliance and Enforcement legislation
- Compliance and Enforcement: Your guide–Fact sheet 2 –Chain of Responsibility
- Compliance and Enforcement: Your guide–Fact sheet 2A –Chain of Responsibility–operator/manager/scheduler
- Compliance and Enforcement: Your guide–Fact sheet 2B–Chain of Responsibility–consignor/receiver
- Compliance and Enforcement: Your guide–Fact sheet 2C – Chain of Responsibility – loader/packer
- Compliance and Enforcement: Your guide–Fact sheet 2D –Chain of Responsibility–driver
- Compliance and Enforcement: Your guide–Fact sheet 3 –How do I act legally?
- Compliance and Enforcement: Your guide–Fact sheet 4 –Reasonable steps defence
- Compliance and Enforcement: Your guide–Fact sheet 5 –Risk-based categorisation of offences
- Compliance and Enforcement: Your guide–Fact sheet 6 – New enforcement powers

- Compliance and Enforcement: Your guide–Fact sheet 7 –Container weight declarations
- Compliance and Enforcement: Your guide–Fact sheet 8 –What is the measurement adjustment (MA)?
- Compliance and Enforcement: Your guide–Fact sheet 9 –Legislation changes affecting Queensland businesses
- Heavy vehicle driver fatigue–Fact sheet 1–Chain of responsibility
- Heavy vehicle driver fatigue–Fact sheet 2–Drivers
- Heavy vehicle driver fatigue–Fact sheet 3–Transport operators
- Heavy vehicle driver fatigue–Fact sheet 4–Schedulers
- Heavy vehicle driver fatigue–Fact sheet 5–Consignor and consignees
- Heavy vehicle driver fatigue–Fact sheet 6–Loading managers, loaders, and unloaders
- Heavy vehicle driver fatigue–Fact sheet 7–Bus and coach sector
- Heavy vehicle driver fatigue–Fact sheet 8–Owner-drivers
- Heavy vehicle driver fatigue–Fact sheet 9–Record keepers
- Heavy vehicle driver fatigue–Checklist–Heavy vehicle driver fatigue risk checklist for drivers
- Heavy vehicle driver fatigue–Checklist–Heavy vehicle driver fatigue risk checklist for operators
- Approved Inspection Station Fact sheet–2008

Reports

- *Queensland Road Safety Action Plan 2008–2009*
- Land Transport and Safety division 08/09 Business Plan
- Rail Safety Investigation QT2306–Level Crossing Fatality, Baining–Macalister

Rail, Ports and Freight

- *Coal infrastructure in Queensland – Overview of Future Expansions*
- *Queensland Ports Trade Statistics Report*
- *Review of port competition and regulation (COAG)*
- *2008 Review of Queensland Port Network Structure*
- *SEQ Regional Freight Network Strategy*
- *Rail Network Strategy*
- Port Fact Sheets

Maritime Safety Queensland

Saleable publications

- *Beacon to Beach Directory 2008 Edition 8*
- *BoatSafe Workbook Edition 3*
- Commercial and Fishing Ships Diary and Logbook*
- Commercial and Fishing Ships Operating Documents*
- *Official Tide Tables and Boating Safety Guide 2009*
- *Small Ships Manual Edition 5*

* These documents can be downloaded free of charge from the Maritime Safety Queensland website <www.msq.qld.com.au>

Charts

- Moreton Bay–Manly to Mooloolaba
- Nerang River to Couran
- Couran to Redland Bay
- Redland Bay to Cabbage Tree Creek
- Great Sandy Strait (South)
- Great Sandy Strait (North)
- Gladstone *
- The Narrows
- Cairns–Trinity Bay

* These charts were revised in 2009

Non-saleable publications

- *BoatSafe Torres Strait Regional Training Manual*
- *Great Barrier Reef and Torres Strait Vessel Traffic Service User Manual*
- *Guide to Recreational Boating and Fishing in Queensland*
- *Marine Incidents in Queensland, 2008*
- *Marine Information Bulletins*
- *Marine Pollution Prevention and Response Program 2008–09*
- *Marine Safety Implementation Program 2008–09*
- *Maritime Safety Queensland Strategic Plan 2004–08*
- Notices to Mariners
- *Seascape*
- *Torres Strait Safety Pocket Guide* (written in Torres Strait Creole)

Brochures and Flyers

- Bar Crossings can be Dangerous
- Buoys, Markers and Beacons
- Don't go overboard overloading your boat (Capacity Label Brochure)
- EPIRBs
- Licensing, Registration and Safety Equipment
- Maritime Pollution-What kind of waterways do we want?
- Marine Communication
- Marine Safety-Collision rules
- Maritime Safety-Freshwater boating
- Maritime Safety-Water Skiing
- Ride Smart PWC Brochure

Education stickers

- Capacity labels
- Don't Expire-EPIRB and flare expiry
- Ride Smart
- Torres Strait Safety Map-Are you carrying enough fuel to get you home?
- Rules of the Road
- Christmas campaign stickers (set of 12)

Transport Infrastructure

Recreational boating infrastructure

- New recreational vessel registration fees flyer
- Recreational boating infrastructure in Queensland factsheet

Darra to Springfield Transport Corridor

- Newsletter #3, August 2008
- Newsletter #4, December 2008
- Newsletter #5, May 2009

Caboolture to Beerburrum Duplication

- Newsletter #3, April 2009

Robina to Varsity Lakes Rail Extension

- Newsletter #4, May 2009

Corinda to Darra Rail Upgrade

- Newsletter #2, May 2009

Northern busway Section 1-Royal Children's Hospital to Windsor

- Newsletter, January 2009

Gold Coast Rapid Transit

- Project Update #4, July 2008
- Consultation postcard, October 2008

Corporate

- Get your career moving

Trade Queensland

Print

- *Driving Export Growth for Queensland: 2006-2011* (full and summary documents)
- *Queensland: Exporting to the world* brochure (English, simplified and traditional Chinese, Japanese)
- *Export assistance for Queensland business* brochure
- China Export Strategy
- *Queensland China: World Expo 2010 and beyond*
- Queensland-Japan fact sheet
- Queensland Education and Training International fact sheet
- Queensland Indigenous Arts Marketing and Export Agency fact sheet
- *Going Global* brochure
- *Getting Export Smart* suite (including brochure and registration, posters, flyers and email marketing)
- *Export Advisory Service* brochure
- *Export Advisory Service* postcard
- *Export Master Class* brochure
- *Mentoring for Export* brochure
- Mining Equipment, Technology and Services fact sheet (in Spanish)
- International Development Business *Priorities 2009-2010* brochure
- The Premier of Queensland's Export Awards 2009 *Guidelines*
- The Premier of Queensland's Export Awards 2009 *How to complete an application guide*
- Queensland Indigenous Arts Marketing and Export Agency postcards (five designs)
- *Queensland Construction and Infrastructure Services: Delhi 2010 Commonwealth Games* directory
- Suite of Creative Industries export company fact sheets
- Global Navigation Satellite System (GNSS) directory
- *Music Made in Queensland*-CD music directory
- 2009 Queensland Indigenous Arts Marketing and Export Agency calendar
- *Queensland Equine Industry: Overview* (English and Korean)
- *Queensland Equine Industry: Thoroughbreds* brochure

- *Queensland Latin America Mining Initiative* brochure
- Various trade mission export company capability booklets (i.e. Ozmine 2008, HOFEX 2009, Mumbai International Boat Show 2008)
- Trade Mission calendar (produced for Export Week 2008)
- Beef fact sheet
- *QMEX music export strategy* document
- *GNSS strategy condensed brochure* (6pp)
- *International Business Cadet* brochure
- *Queensland Sports business* company fact sheet
- *International Development business* brochure
- *Queensland takes the complexity out of forensic accounting* brochure
- Study Queensland Flyers promoting Education and Training, Aviation, Biotechnology, Creative Industries, Engineering, Health, Mining, Tourism and Hospitality (in English and also translated into Arabic, Chinese, Mandarin, Japanese, Vietnamese, Russian, Spanish, Portuguese and Indonesian)
- Study Queensland Schools Sector Flyer (in English and Vietnamese)
- Guide to Queensland Universities (in English, Spanish and Chinese)

Publications supported by QIAMEA during 2008-2009

- Samantha Hobson; Andrew Baker Art Dealer Pty Ltd, Brisbane, *Samantha Hobson: Life is our land ... our culture*, exhibition catalogue, 2008
- proppaNOW Inc, *proppaNOW 2004-2008*, February 2009
- The Australian Art Print Network, Dennis Nona and Alick Tipoti, *Gaigai ika woeybadh yatharewmka*, Legends through patterns from the past, exhibition catalogue, 2009
- QIAMEA has produced a major marketing tool, a quality promotional DVD and Postcard package *Power in Art: Contemporary expressions from leading Indigenous artists of Queensland, Australia*, showcasing 36 leading Queensland Indigenous artists

Electronic

- Trade Alert e-newsletter
- Trade Queensland website (www.export.qld.gov.au)
- Queensland Indigenous Arts Marketing and Export Agency website (www.indigenouarts.qld.gov.au)
- Queensland Education and Training International website (www.studyqueensland.qld.gov.au)
- Queensland Education and Training International e-newsletter
- Guide to Providing Homestay in Queensland, Number 2, November 2007
- The Premier of Queensland's Export Awards 2008 *Applicant directory*
- All Queensland education and training International printed flyers/guides are provided in electronic form on the Study Queensland web portal
- Queensland Education and Training International Grants Program *Guidelines and Application form*

Publications not being distributed

- *Why Queensland?* brochure (in coordination with Department of the Premier and Cabinet and the Department of Tourism, Regional Development and Industry)

TravelSafe Committee recommendations progress report

The Parliamentary TravelSafe Committee was appointed by the 52nd legislative assembly of Queensland to monitor, investigate and report on all aspects of road safety and public transport in Queensland. Queensland Transport is the lead agency for coordinating whole-of-Government responses to the committee's inquiries.

This Report updates the progress of implementation for recommendations made by the committee for Reports 46 to 50. The department is continuing work on recommendations contained in *Report 46: Getting tough on drink drivers*; *Report 47: Report on the inquiry into Q-Ride* and *Report 50: Investigations into child deaths and injuries from low speed run-overs*. The recommendation made in *Report 48: Report on the road safety implications of mandatory 12 hour shifts for Jilalan train crew* has been progressed and is now finalised.

Implementation of recommendations ongoing from TravelSafe Reports 47 and 50

TravelSafe report number 46 – Getting tough on drink drivers

Report tabled in parliament: 31 October 2006

Ministerial response: 15 June 2007

Recommendations and progress

Figure 36

Recommendation	Department/ division responsible	Ministerial response	Progress of recommendation
1. That the <i>Police Powers and Responsibilities Act 2000</i> be amended to provide police officers with the discretionary power to require breath and/or blood tests from any, and all, vehicle occupants whom the police officers suspect, on reasonable grounds, were driving a vehicle under the influence of alcohol	Queensland Police Service	Supported	Police already have the power to require breath and/or blood tests under Section 80 of the <i>Transport Operation (Road Use Management) Act 1995 (TORUM Act)</i> , which states that a police officer may require someone suspected of driving, attempting to put in motion or being in charge of a vehicle, to provide a specimen of breath for a breath test or blood for a blood test. As the <i>Police Powers and Responsibilities Act 2000 (PPRA)</i> is a consolidation of police powers it is only to this end that transferring the relevant provision to the TORUM to the PPRA would be of benefit. This recommendation is currently being investigated by Queensland Transport as part of the drink driving review.

Figure 36 (continued)

Recommendation	Department/ division responsible	Ministerial response	Progress of recommendation
<p>2. That the <i>Transport Operations (Road Use Management) Act 1995</i> be amended to provide police officers with the power to conduct breath and/or blood testing of all suspected drink driving offenders for a period up to four hours from the time of driving</p>	<p>Queensland Transport/Land Transport and Safety</p>	<p>Partially supported</p>	<p>Currently the provisions of the <i>Transport Operations (Road Use Management) Act 1995</i> provide that a specimen of blood or breath can only be obtained within two hours from the incident which brought the driver to the notice of the police.</p> <p>This can create practical difficulties for police in being able to obtain a sample of breath or blood within the two hour timeframe. The Queensland Police Service have previously advised that inability of police to obtain either a specimen of breath or blood for analysis can occur in remote areas. In rural areas the period between the police intercepting an offender and obtaining a sample from a breath analysis instrument or a blood specimen can exceed two hours due to the distances needed to be covered to have either the specimen of breath or blood taken. It also occurs when emergency services are required to extract the person from the vehicle and the period of two hours elapses prior to reaching hospital, this prohibits the obtaining of a blood specimen. In these circumstances, police officers are unable to prosecute drink driving offenders as they cannot lawfully obtain a specimen of breath or blood for analysis. An increase of the blood testing period will increase the police's ability to lawfully obtain the necessary specimens of breath or blood from those drivers and then commence prosecution of the drink drivers. Based on improvements in technology, for consistency with the window for drug testing (as addressed through the roadside drug testing section in the <i>Transport Legislation and Another Act Amendment Bill 2006</i> passed by parliament on 21 February 2007) and to address timeframe difficulties in remote areas and in crash situations, Queensland Transport supports extension of the time period for alcohol testing to three hours from the current time period of two hours.</p> <p>Queensland Transport will continue to monitor and review advances in technology and legislation that would support a move to a four-hour time limit and will canvass this as part of the drink driving review currently being done.</p>
<p>3. That the <i>Police Powers and Responsibilities Act 2000</i> be amended by removing s58 (3), (4) and (5), so that all drivers in Queensland will be required to produce their driver licenses for immediate inspection by police</p>	<p>Queensland Police Service</p>	<p>This recommendation was supported by Queensland Police Service for further investigation</p>	<p>Queensland Transport will continue to liaise with Queensland Police Service on this issue.</p>
<p>4. That the <i>Transport Operations (Road Use Management) Act 1995</i> be amended to require all individuals convicted of drink driving in Queensland for the first time to attend a brief rehabilitation intervention designed to deter them from continuing to drink and drive. This intervention should be introduced initially on a trial basis</p>	<p>Queensland Transport/Land Transport and Safety</p>	<p>This recommendation is supported for further investigation by Queensland Transport</p>	<p>This recommendation is being investigated as part of the drink driving review currently being undertaken by Queensland Transport.</p>

Figure 36 (continued)

Recommendation	Department/division responsible	Ministerial response	Progress of recommendation
5. That the <i>Transport Operations (Road Use Management) Act 1995</i> be amended to require all individuals convicted of a second drink driving offence in Queensland to attend an intensive rehabilitation program designed to reduce their drinking and separate their drinking and driving behaviours	Queensland Transport/Land Transport and Safety	This recommendation is supported for further investigation by Queensland Transport	This recommendation is being investigated as part of the drink driving review currently being undertaken by Queensland Transport.
6. That the <i>Police Powers and Responsibilities Act 2000</i> be amended to give police officers the power to impound for 48 hours the vehicles driven by drink drivers apprehended while allegedly committing a second or subsequent drink driving offence within a five-year period. The associated vehicle impoundment costs shall be borne by the alleged offender, if convicted. Police officers shall be further authorised to apply to a court for an order to impound for three months the vehicles driven by individuals apprehended while allegedly committing a third drink driving offence within five years	Queensland Transport/Land Transport and Safety	Supported	Vehicle impoundment laws were extended state-wide in July 2008 to include high level drink driving (at 0.15% or more) and/or failing to supply a breath or blood specimen, as well as other type 2 vehicle related offences. Queensland Transport will also investigate extending vehicle impoundment penalties and/or legislation as part of its drink driving review.
7. That Queensland Transport establish a service to inform employers whether their employees or prospective employees hold current driver licences and the classes of licences held, and whether they have been convicted of a drink driving offence during the previous five years. This information shall only be provided by the department with the written consent of the employees	Queensland Transport/Land Transport and Safety	Partially supported	Queensland Transport provides a service to enable employers to conduct licence checks on employees. Licence information may be requested from Queensland Transport but only with the written consent of the employee involved. Queensland Transport will examine the provision of an online verification service which would enable employers to verify the currency and class of licence held by a person. A fee would be payable for this service.
8. That the <i>Transport Operations (Road Use Management) Act 1995</i> be amended to give the courts discretion to require that individuals convicted of drink driving offences and who are issued with a restricted licence, or repeat drink drivers returning to driving, attend a drink driving rehabilitation program and have alcohol ignition interlocks fitted to the vehicles that they drive. The costs to fit the interlocks or attend the rehabilitation programs shall be borne by the drink driving offenders	Queensland Transport/Land Transport and Safety	Partially supported	The introduction of alcohol ignition Interlocks are currently being investigated as part of the drink driving review currently being undertaken by Queensland Transport.
9. That alcohol ignition interlocks shall remain fitted to the vehicles driven by drink driving offenders until such time as they have operated the vehicle for six months without being locked out by the interlock for a positive breath alcohol sample or other breach of the operating conditions. The decision to remove an alcohol ignition interlock from drink drivers' vehicles shall will be made by Queensland Transport	Queensland Transport/Land Transport and Safety	Partially supported	The introduction of alcohol ignition Interlocks are currently being investigated as part of the drink driving review currently being undertaken by Queensland Transport.
10. That Queensland Transport investigate methods to minimise the cost to low income individuals who are required by the courts to use alcohol ignition interlocks and/or attendance at drink driving rehabilitation programs	Queensland Transport/Land Transport and Safety	Supported	The introduction of alcohol ignition Interlocks are currently being investigated as part of the drink driving review currently being undertaken by Queensland Transport.

Figure 36 (continued)

Recommendation	Department/ division responsible	Ministerial response	Progress of recommendation
11. That Queensland Transport should, in conjunction with other transport and research agencies, continue to research the effectiveness of restricted licences as a drink driving countermeasure, whether issuing these licences undermines the general deterrent effect of licence loss for repeat drink drivers and the effects of combining alcohol ignition interlocks with restricted licences	Queensland Transport/Land Transport and Safety	Supported	This recommendation will be investigated as part of the drink driving review currently being undertaken by Queensland Transport.
12. That Queensland Transport investigates the likely implications of the introduction of smart card driver licences for repeat drink driving and other forms of illegal driving	Queensland Transport/Land Transport and Safety	Supported for consideration post-implementation of New Queensland Driver Licence (NQDL)	Introduction of the new Queensland Driver's Licence (NQDL) is being progressed for implementation during 2009–10. This recommendation will be considered after completion of the implementation of the NQDL.
13. That Queensland Transport should evaluate the introduction of the agreed countermeasures recommended in this report including vehicle impoundment and rehabilitation programs (including the short intervention). These evaluations should consider both the process and the outcomes of the countermeasures	Queensland Transport/Land Transport and Safety	Supported	Queensland Transport is currently participating in a review of the Under the Limit program. This review will evaluate the process and outcomes of the introduction of agreed countermeasures.
14. That ministers should report annually to Parliament on the implementation by their departments of agreed recommendations in this report	Queensland Transport/Land Transport and Safety	Supported	Queensland Transport will report on issues of relevance for all TravelSafe Committee reports in the Queensland Transport annual report.

TravelSafe report number 47–Report on the inquiry into Q-Ride

Report tabled in parliament: 25 June 2007

Ministerial response: 24 December 2007

Recommendations and progress

Figure 37

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
1. That Queensland Transport introduce a requirement for all learner riders to hold a learner licence for a minimum of six months before being eligible to progress to a provisional licence, regardless of whether their licence is gained under the Q-RIDE or Q-SAFE schemes	Queensland Transport/Land Transport and Safety	Supported for further investigation	After consultation last year, Queensland Transport conducted extensive policy analysis to develop the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> . This initiative has been identified for investigation and possible implementation during the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
2. Queensland Transport require motorcycle riders who obtain their licence through the Q-RIDE program to hold an RE class licence for a minimum of 12 months before progressing to an R class licence	Queensland Transport/Land Transport and Safety	Supported for further investigation	From 1 July 2008 all motorcycle riders, including those obtaining a licence through Q-RIDE, are required to hold an RE licence for 12 months before progressing to an R class licence.
3. That Queensland Transport investigate the benefits and road safety implications of introducing graduated licensing conditions for novice motorcyclists similar to the young driver initiatives that are being implemented by the department	Queensland Transport/Land Transport and Safety	Supported	The motorcycle graduated licensing process was enhanced from 1 July 2008 when changes were implemented to require all riders to hold an RE licence for 12 months before progressing to an R class licence. Further enhancements to the motorcycle licensing process will be investigated with the implementation of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
4. That Queensland Transport ensure that all rider candidates undertake compulsory pre-licence training at both the pre-learner (off-road only) and pre-provisional stages	Queensland Transport/Land Transport and Safety	Supported for further investigation	After consultation last year, Queensland Transport conducted extensive policy analysis to develop the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> . This initiative has been identified for investigation and possible implementation during the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
5. That Queensland Transport contract Q-RIDE registered service providers to formalise their business relationship as a pre-condition to their registration to provide Q-RIDE Training services	Queensland Transport/Land Transport and Safety	Not supported	The contracting of Q-RIDE registered service providers is unnecessary as the business relationship with Queensland Transport is formalised through an application, continued registration and accreditation process, as defined by <i>Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005</i> . As part of Queensland Transport's accreditation delivery requirement principles, all accreditation schemes must have a procedure for entry, renewal, operations, compliance and exit. Continued management of registered service providers and their ongoing compliance with the standards is conducted through a number of auditing processes by Queensland Transport and third party external auditors who must be accredited by Registrar Accreditation Board Quality Society of Australasia International Incorporated (RABQSA). The management of registered service providers through regulation allows Queensland Transport to employ a number of auditing processes and enforcement activities to ensure compliance with the Q-RIDE program. This includes: show cause, accreditation, amendment, suspension or cancellation of Q-RIDE accreditation. A new compliance plan including enhanced penalty infringement notice (PIN) regime has been implemented.

Figure 37 (continued)

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
6. That Queensland Transport institute bi-annual meetings with Q-RIDE registered service providers to allow for collaborative consultation and feedback to enhance the Q-RIDE program. The minutes of these meetings should be made available for public scrutiny. The department should commit to organising professional development days for Q-RIDE providers and trainers to be held at least annually	Queensland Transport/Land Transport and Safety	Supported	In 2002, Queensland Transport established industry meetings with the Q-RIDE registered service providers to provide a forum to promote and support the development of effective rider training and assessment. The group's membership includes senior officers of Queensland Transport and all registered service providers. Meetings are currently conducted three times a year. There are four meetings per year between QT and the Q-RIDE RSP. One of these four meetings is an annual Industry Development day for RSP and their accredited rider trainers. Queensland Transport will list the Q-RIDE industry meeting as per Section 18 <i>Freedom of Information Act 1992</i> in the Queensland Transport annual report. Minutes are available upon request.
7. That Queensland Transport develop an improved learner rider assessment process and criteria to be incorporated into the graduated licensing scheme to raise the testing standards for motorcycle licensing	Queensland Transport/Land Transport and Safety	Supported	This initiative has been identified for development and implementation during the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
8. That Queensland Transport administer the Q-SAFE riding test to a random selection of Q-RIDE graduates who present competency certificates to be exchanged for a motorcycle licence. The purpose of this testing is to confirm that the required competencies have been met. The candidates selected shall be required to pass the Q-SAFE test before being issued with a motorcycle licence	Queensland Transport/Land Transport and Safety	Not supported	The Q-RIDE system is a competency based training and assessment approach. There are clear inequities with some licence applicants being required to perform a second test after successfully completing a Q-RIDE training and assessment course.
9. That Queensland Transport revise the Q-RIDE competencies to include additional hazard perception, other higher order skills training and awareness of safety conscious behaviours	Queensland Transport/Land Transport and Safety	Supported	Queensland Transport will continue to monitor and evaluate the effectiveness of Q-RIDE throughout the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> and beyond.
10. That Queensland Transport raise the pass levels used by registered service providers to determine whether trainees have achieved the Q-RIDE competencies	Queensland Transport/Land Transport and Safety	Partially supported	Queensland Transport will continue to monitor and evaluate the effectiveness of Q-RIDE throughout the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> and beyond.
11. That Queensland Transport amend the Q-RIDE training standards to require that all programs include on-road training and assessment. The department should monitor compliance by Q-RIDE registered service providers with this requirement through their auditing process	Queensland Transport/Land Transport and Safety	Supported	Completed. All learner riders participating in the Q-RIDE program are required to be assessed against the traffic situations listed in the Competency Standards Unit 4, Apply Roadcraft.
12. That Queensland Transport devise a mandatory, standardised training curricula for all Q-RIDE registered service providers to use when delivering Q-RIDE training	Queensland Transport/Land Transport and Safety	Not supported	As part of the 2006 review of the Q-RIDE program, Queensland Transport considered the introduction of a standard curriculum. A standard curriculum (consisting of a standard training package) was deemed to restrict flexibility of registered service providers and a core issue in the provision of training was ensuring participants obtained the necessary competencies. Thus, rather than set a mandatory standardised training curricula for Q-RIDE, in line with the contemporary approach to competency based training and assessment, Queensland Transport currently sets mandatory competency standards (Q-RIDE Competency Standards) that a learner rider must achieve to obtain a motorbike licence through Q-RIDE.
13. That Queensland Transport implement a training program to teach rider trainers how to effectively deliver Q-RIDE training	Queensland Transport/Land Transport and Safety	Supported for further investigation	Queensland Transport will continue to monitor and evaluate the effectiveness of Q-RIDE throughout the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .

Figure 37 (continued)

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
14. That Queensland Transport implement a system to examine Q-RIDE trainers on their ability to train riders	Queensland Transport/Land Transport and Safety	Partially supported	A training and assessment audit is conducted on accredited rider trainers at least every second year. If the registered service provider is a sole trader they are audited each year in line with the registered service provider frequency. Each accredited rider trainer is also required to undertake a self assessment every three months.
15. That Queensland Transport ensure that all riders who undertake Q-RIDE competency-based training participate in at least two training sessions on separate days	Queensland Transport/Land Transport and Safety	Partially supported	Queensland Transport will continue to monitor and evaluate the effectiveness of Q-RIDE throughout the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
16. That Queensland Transport assist Q-RIDE registered service providers to locate suitable off-road training facilities, particularly in regional areas	Queensland Transport/Land Transport and Safety	Not supported	Providing additional support to individual registered service providers to locate suitable off-road training facilities would potentially compromise Queensland Transport's position of being an impartial regulator of the Q-RIDE program. As Q-RIDE is a commercial venture (where it is possible for more than one registered service provider to operate in a particular geographical area), Queensland Transport cannot provide assistance to a commercial entity where there may be a perceived conflict of interest or government providing commercial advantage. Q-RIDE registered service provider standards, Standard 4: Training and Assessment Areas requires that a registered service provider must provide safe training and assessment areas that are appropriate for each element of the Q-RIDE competency standards and in all locations where Q-RIDE training and assessment is provided.
17. That Queensland Transport officers conduct a minimum of one audit per annum of the training programs provided by each Q-RIDE registered service provider. These audits shall be conducted without notice, in-person, and on-site and are in addition to third party audits and spot audits that are generated by complaints	Queensland Transport/Land Transport and Safety	Supported	Completed. From 1 July 2008, the training programs of all registered Q-RIDE service providers are audited at least annually. These audits are conducted without notice, in-person, and on-site and are in addition to third party audits and spot audits that are generated by complaints.
18. That Queensland Transport, in conjunction with the Parliamentary TravelSafe Committee, government agencies, stakeholders and interest groups, devise a Queensland motorcycle safety strategy	Queensland Transport/Land Transport and Safety	Supported	Completed. <i>The Queensland Motorcycle Safety Strategy 2009–2012</i> has been launched and publicly released on the Queensland Transport website.
19. That Queensland Transport review the 250ml (cc) engine capacity restriction for RE class licence holders in Queensland and consider replacing it with a scheme similar to the Learner Approved Motorcycle Scheme administered by the New South Wales Roads and Traffic Authority	Queensland Transport/Land Transport and Safety	Supported	Completed. A Learner Approved Motorcycle scheme (similar to New South Wales Learner Approved Motorcycle Scheme), to be implemented on 1 July 2009.
20. That Queensland Transport, in consultation with stakeholders, examine the benefits and costs of offering financial incentives to encourage the surrender of dormant motorcycle licences and/or charging a separate fee to renew motorcycle licences in addition to the renewal fees for car licences	Queensland Transport/Land Transport and Safety	Supported for further investigation	This initiative has been identified for investigation and possible implementation during the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
21. That the <i>Police Powers and Responsibilities Act 2000</i> be amended by removing s58 (3) and (4) so that all drivers in Queensland will be required to produce their rider or driver licences for immediate inspection when requested by police	Queensland Transport/Land Transport and Safety	Supported for further investigation	This recommendation has been investigated by Queensland Transport but requires further investigation/action by the Queensland Police Service. Work on this recommendation is continuing.

Figure 37 (continued)

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
22. That Queensland Transport review licensing requirements for moped riders	Queensland Transport/Land Transport and Safety	Supported	This initiative was identified for investigation and possible implementation during the term of the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> . Accordingly, an independent research project is scheduled to commence assessing moped use and licensing options in Queensland.
23. That Queensland Transport continue to monitor and evaluate the effectiveness of the Q-RIDE program and comparative risks and benefits to riders compared to the Q-SAFE licensing option	Queensland Transport/Land Transport and Safety	Supported	Monitoring and evaluation of the Q-RIDE program is included in the <i>Queensland Motorcycle Safety Strategy 2009–2012</i> .
24. That ministers report annually to Parliament on the implementation by their departments of agreed recommendations in this report	Queensland Transport/Land Transport and Safety	Supported	Queensland Transport will report on issues of relevance for all TravelSafe Committee reports in the Queensland Transport annual report.

TravelSafe report number 48 – Report on the road safety implications of mandatory 12-hour shifts for Jilalan train crew

Report tabled in parliament: 29 June 2007

Ministerial response: 1 October 2007

Recommendations and progress

Figure 38

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
1. That the minister requires QR Limited to complete a safety case for the revised roster diagram implemented at Jilalan, and prior to implementing 12-hour shift rosters for drivers at any depots	Queensland Transport/Land Transport and Safety	Supported	<ul style="list-style-type: none"> ▪ In response to concerns of train driver fatigue (resulting from the introduction of 12-hour shifts at the Jilalan Depot), the TravelSafe Committee investigated the road safety implications of the introduction of 12-hour shifts. ▪ In September 2007, QR Limited advised the former Minister for Transport and Main Roads that QR Limited would in the future provide safety cases to Queensland Transport prior to implementing any 12-hour shift rosters for drivers at its depots. ▪ The safety case for the revised roster diagram at Jilalan has been finalised and received by Queensland Transport in August 2008. No further action is required.

TravelSafe report number 49 – Annual Report 2006–2007

Report tabled in parliament: 10 August 2007

Ministerial response: no ministerial response required

TravelSafe report number 50 – Investigations into child deaths and injuries from low speed vehicle runovers

Report tabled in parliament: 6 September 2007

Ministerial response: 6 March 2008

Recommendations and progress

Figure 39

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
1. That the Commission for Children and Young People and Child Guardian continue to include in its annual reports to Parliament statistics on deaths that have occurred as the result of low speed runovers	Commission for Children and Young People and Child Guardian	Supported by Premier and the Commission for Children and Young People and Child Guardian	As reported last year, under Part 4A of the <i>Commission for Children and Young People and Child Guardian Act 2000</i> , the commission has a statutory obligation to maintain a register of all deaths of children and young people under the age of 18 registered in Queensland. The information in the register is required to be classified according to cause of death, demographic information and other relevant factors. Part 4 of the <i>Commission for Children and Young People and Child Guardian Act 2000</i> also requires that the commission prepare an annual report in relation to the deaths of Queensland children and young people. In accordance with this obligation, the commission prepares a report each year on all child deaths, which includes a chapter on all transport related deaths, including statistics about low speed runovers. The commission will continue to report on these deaths. As the commission has a legislated child death review function and reporting process, no further action is required by the commission to progress this recommendation.
2. That the Minister for Transport and Main Roads seek to have the <i>Vehicle Standard (Australian Design Rule 42/00-General Safety Requirements) 2006</i> amended to include standards for rearward visibility	Queensland Transport/Land Transport and Safety	Supported	Queensland Transport made enquiries with the Australian Government Department of Infrastructure, Transport, Regional Development and Local Government about progress towards an Australian design rule for rearward visibility. The department advised that there has been no significant work on development of a standard either nationally or internationally since the report by NHTSA in 2006. The situation may be reviewed in the future when there are more crash statistics, and when the technology is improved or the cost of the technology decreases. Investigations are ongoing.
3. That Department of Public Works amend the Smart Housing guidelines for gardens and yards to include the following: 'The driveways, carports and garages are separated from living and play areas by child resistant barriers, including self-closing and self-latching gates and doors, to reduce the risk of children being injured in or by vehicles'	Department of Public Works	Recommendation is supported by Public Works	As reported last year, the design guidelines incorporate these recommendations and no further action is required.
4. That Department of Public Works continue to promote the benefits of separating driveways and other vehicle areas from living and play areas in dwellings using child resistant, self-closing and self-locking doors and gates to driveway accesses	Department of Public Works	Recommendation is supported by Public Works	The Smart and sustainable homes program promotes the recommendations and as the guidelines include the recommendations future display homes will meet this requirement. Promotion is also undertaken through the program website, published material, displays at home shows and industry forums.

Figure 39 (continued)

Recommendation	Development/ division responsible	Ministerial response	Progress of recommendation
<p>5. That Queensland Health distributes the Australian Transport Safety Bureau’s ‘Where are your kids: Child safety in your driveway’ brochure with the Personal Health Record provided to parents with every baby born in Queensland</p>	<p>Queensland Health</p>	<p>Recommendation is supported by Queensland Health</p>	<p>This recommendation has been the subject of further discussions including the Premier and Minister for Health. As a result of these discussions it has been agreed that rather than insert a specific brochure into the personal health record’s front pouch, that the content of the personal health record and accompanying documents be edited, and if necessary rewritten to highlight the issues around slow driveway rollovers in the sections dealing with the child at the appropriate child development stage. This rewriting has proceeded at no extra cost.</p>
<p>6. That the Queensland Injury Prevention Council implements future strategies for reducing low speed runovers in Queensland and, if public education proves ineffective, should examine the efficacy of mandatory requirements for new dwellings to restrict unsupervised access by small children from living and play areas to driveways, carports and garages</p>	<p>Queensland Health</p>	<p>Recommendation is supported by Queensland Health</p>	<p>The Queensland Injury Prevention Council has been very active in pursuing the TravelSafe recommendations in relation to low speed vehicle runovers. A strategic planning workshop was held on 14 May 2009 where the Centre for Accident Research and Road Safety–Queensland report was used as the basis for priority planning for the next two years.</p> <p>In June 2008 the Queensland Injury Prevention Council commissioned the Centre for Accident Research and Road Safety–Queensland (QUT) to develop a report on injury in Queensland. This report highlighted transport injuries (including low speed vehicle runovers) as a major cause of death for children aged between 0 and 4 years. This report was presented to the Queensland Injury Prevention Council in March 2009. The council the recommendations made in this report.</p> <p>Previously, the Queensland Injury Prevention Council identified low speed runovers as an immediate priority. In December 2008 the Queensland Injury Prevention Council called for expressions of interest for research/applied research projects to address low speed vehicle runovers of young children. Through an open tender process, four projects have been funded with total investment of \$480 683.</p> <p>These projects include a case-control study to identify environmental factors and psychological impacts of low speed runover events; a ten year review of low speed vehicle runovers of children aged 0 to 15 years and the development of a prospective monitoring system, as well as a series of different pilot interventions in a number of Queensland communities to reduce low speed vehicle runovers of young children. It is envisaged that these projects will be completed by June 2011 and will form the basis of on-going intervention development to reduce the incidence of driveway runovers of young children in Queensland.</p>

Passenger transport payments for 2008–09

Please note: figures are for the period 1 July 2008 to 30 March 2009 and represent the cost to Queensland Transport and may include GST under tripartite ruling

Figure 40

Name	Amount
Bay Bus and Coach	\$0.00
Bowen Transit	\$74 974.33
Buslink Queensland Pty Ltd	\$384 632.27
Campsie Bus Company Pty Ltd	\$580 789.41
Cavglass Pty Ltd	\$121 948.94
Chillagoe Observatory and Eco Lodge	\$7 300.30
Christensen's Bus and Coach	\$172 147.02
Complete Golf Coaching Pty Ltd	\$11 564.58
Duffy's City Buses Pty Ltd	\$983 078.51
Coast and Country Buses	\$11 383.50
D A and H E M Hastie	\$30 547.55
Haidley's Panoramic Coaches	\$134 599.06
Hamol Pty Ltd	\$0.00
Hermit Park Bus Service	\$398 634.34
Hubbards Coaches Pty Ltd	\$14 441.58
J and B Logan Pty Ltd	\$10 111.30
K R Shepherd	\$4 151.10
Loves Bus Service Qld	\$204 529.34
Mackay Taxi	\$0.00
Mackay Transit Coaches Pty Ltd	\$1 239 145.29
Magnetic Island Bus Service	\$388 791.07
Maryborough Hervey Bay Coaches	\$1 433 725.54
North Stradbroke Island Bus Service	\$287 540.01
Polley's Coaches	\$221 803.29
Q-Transit Pty Ltd	\$216 980.51
Stewart and Sons	\$74 606.29
Trans North Pty Ltd	\$252 770.84
Transit Australia Pty Ltd	\$12 519 456.60
Veolia Transport Brisbane Pty Ltd	\$4 119.85
Whitecar Coaches Pty Ltd	\$0.00
Yellow Cabs (Queensland) Pty Ltd	\$60 117.82
Young's Bus Service	\$807 297.18
Grand total	\$20 651 187.42
Ferry	
BITS Ferry Group Pty Ltd	\$771 514.20
Coochiemudlo Island Ferry Service Pty Ltd	\$114 979.40
Island Taxi and Charter	\$579 850.00
Peddells Ferry and Tour Bus Service	\$36 342.00
Stradbroke Ferries Pty Ltd	\$51 057.50
Sunferries Pty Ltd	\$903 541.33
Total	\$2 457 284.43

Operator	Subsidy 2008–09 (excluding GST)
Air	
MacAir Airlines	\$2 713 961.84
Skytrans	\$1 599 324.54 *
West Wing	\$470 430.83 **
Sunstate Airlines (Qld) Pty Ltd	\$36 164.38
Total	\$4 819 881.59
Long-distance bus	
Greyhound Australia	\$1 200 887.68
Paradise Coaches	\$247 355.55
Kynoch Coaches	\$362 436.14
Bowen Coaches	\$48 006.82
Douglas Coaches	\$72 156.18
Country Road Coachlines	\$40 279.38
Trans North Bus and Coach	\$112 036.85
Callide Coaches	\$120 960.00
North Burnett Regional Council	\$8 727.82
Jena Boran	\$8 731.45
Schultz	\$4 188.34
Sub-total	\$2 225 766.21
Long-distance rail	
Traveltrain Transport Service Contract	\$99 838 110.00
Savannahlander Transport Service Contract	\$1 046 366.00
XPT–Sydney to Brisbane Transport Service Contract	\$1 627 332.00
Sub-total	\$102 511 808.00
Total subsidy for long-distance services	\$109 557 455.80

* Please note: payment for Skytrans is for two days of service provided in January and services provided in February and March. This includes: subsidy paid for operating charters after the collapse of MacAir (\$632 250), subsidy payments for February and March under the emergency service contract (\$907 576.21), and an invoice for ferry flights (Skytrans were paid to move their aircraft to service our routes) during the charter period (\$59 498.33).

** Please note: payment to West Wing includes the subsidy paid for operating charters after the collapse of MacAir (\$253 834.15), subsidy payment for March under the emergency service contract (\$200 658.09), and Remote Air Service Subsidy (RASS) scheme payments from 1 July through until 31 March 2009 (\$15 938.59).

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
A T and S B Investments Pty Ltd (Acn 101198841)	\$39 530.52	Baldock, Shirley, Neville W and David A	\$41 504.59
Abbott, Darrel Kim and Bernadette Helen	\$37 011.51	Bale, William Arthur	\$116 527.19
Acason, Andrew S and Julie F	\$29 499.38	Ball, Harold E and Karen L	\$68 757.80
Advance Wakonda Pty Ltd (Acn 086019829) Atf N W French Ft	\$126 217.86	Ballard, Mervyn D and Shirley J	\$20 700.08
Agostinelli, Laurence P and Lucy	\$34 133.26	Bambino, Domenic and Tiffany M	\$26 155.18
Ahrundee Pty Ltd (Acn 106192938)	\$83 646.74	Bange, Brendan K and Kristine M	\$36 360.98
Albeck, Arnold J and Evon J	\$32 587.70	Banks, Bronwyn	\$24 526.44
Albeck, William H and Norma A	\$41 162.97	Bardside Pty Ltd Atf The Wayne Campbell Trust	\$382 605.83
Alcorn, David L and Wendy J	\$66 035.74	Barker, Eric W	\$37 650.44
Aljamata Pty Ltd (Acn 099715867)	\$123 450.92	Barker, John E and Glenda A	\$27 774.96
Allan, Warren J and Janice E	\$52 959.12	Barnard, Ian C	\$26 325.96
Allen, Graham John	\$1 405.56	Barnes, B and C	\$55 761.32
Allen, Raymond and Ann-Maree	\$107 508.76	Barnes, Patricia Anne	\$14 332.12
Althaus, Desmond P and Sandra J	\$50 853.56	Barr, Brian L and Sinnott, Margaret L	\$103 452.03
Amberley-Rosewood Bus Co Pty Ltd	\$95 054.55	Barton, H N and S J	\$41 133.26
Amis, Geoffrey W and Carolynn J	\$63 622.66	Barton, Jeffrey J and Kathleen A	\$385 619.47
Anaru, Susan Maree	\$42 945.12	Battisson M J and Roper A	\$24 295.93
Anderson, Maurice D and Thelma J	\$25 972.76	Bauer, Graham L	\$78 782.31
Anderson, S J	\$46 001.99	Bauer, Karl C	\$152 659.89
Anscombe, Robin James and Christine Lynette	\$40 808.19	Beale, Jacqueline R	\$28 586.21
Antonio, Michael L	\$154 338.41	Beazley, Cheryl M and Lewis J	\$31 305.56
Ardrey, Colin F and Noela	\$216 372.68	Bellingham, Peter T and Robyn N	\$46 866.97
Armstrong, David B and Braun, Marianne I	\$27 481.86	Bennett, Charles T E and Sharlee C	\$39 344.85
Arnold, Robert G and Michelle A Atf The Arnold Family Trust	\$98 463.62	Bennett, Raymond J and Daphne C	\$172 273.94
Atkinson, W and E A And P and C G	\$44 844.20	Bentroy Pty Ltd T/A Scifleet School Bus Service	\$159 057.02
Auburn Conveyance Inc	\$40 714.98	Bergamay Pty Ltd Atf Berguard Asset Trust T/A Bergabus	\$69 090.76
Autism Queensland Inc	\$341 502.90	Besnard, Christian and Michelle	\$29 154.07
B and C Fleming Pty Ltd (Acn 108522363) Atf Bjf Trust	\$39 635.52	Bewick, Lincoln J and Roxanne C	\$30 525.18
B and K Maher Pty Ltd (Acn 081698042)	\$130 378.26	Bidgood, Lindsay and Carolyn	\$29 823.67
Baker, Roger D and Lynda C	\$109 050.66	Biloela Coaches Pty Ltd (Acn 060320783)	\$109 472.65
Baksaj, Michael B and Narelle	\$108 529.03	Birch, M G and B L	\$58 752.50
		Birt, Shirley	\$11 544.82

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Bits Ferry Group Pty Ltd (Acn 108664848) Atf The Bits Trust	\$230 363.32	Burnside Pty Ltd (Acn 054160977)	\$57 293.57
Black and White Cabs Pty Ltd (Acn 054497353)	\$1 489 852.32	Bus Fox Pty Ltd as trustee for Fox Family Trust	\$715 707.18
Black and White (Quick Service) Taxi Ltd (Acn 009754705)	\$108 326.45	Bus It Mackay Pty Ltd (Acn 109166583)	\$112 166.20
Black And White Taxis Maryborough Pty Ltd	\$60 183.60	Bus Queensland Pty Ltd (Acn 010516757)	\$542 650.63
Black, T M and Vicki M And Wolfert, Johannes F and Janette A	\$21 175.50	Buslink Queensland Pty Ltd (Acn 085000693)	\$877 623.15
Blackburn, W J and Allen, A M	\$171 783.27	Butler, G M and O'Connor, E J	\$22 824.22
Bland, Desmond W and Rhonda K	\$33 518.26	Butler, Patrick G, Gloria A and Barry J	\$82 655.51
Blue and White Taxis (Gladstone) Pty Ltd (Acn 010390575)	\$150 517.91	Cahill, Paul F	\$55 295.74
Blue Cattle Dog Pty Ltd Atf The Baxter FT	\$85 852.50	Cain, Dale Kristine	\$28 279.35
Blyth, Alan G and Gail P	\$47 138.86	Cain, Kevin G	\$43 442.88
Blyth, James S, Janice L and Alan G	\$109 180.40	Cairns Regional Council	\$8 746.36
Bowen Transit Pty Ltd (Acn 105749602)	\$440 169.83	Cairns, Richard G and Monica	\$40 372.50
Bowley, R L and Ryan-Bowley, E R	\$12 480.12	Caitash Pty Ltd (Acn 075780942)	\$132 570.69
Bowtell, Elwyn and Elizabeth A	\$42 230.00	Caldwell, David S and Lisa J	\$42 513.66
Bradfield, William H	\$60 807.05	Callide Coaches Pty Ltd (Acn 106306307)	\$490 995.51
Bradford, Bradley Vincent	\$1 227.27	Calrix Pty Ltd (Acn 112753223) Atf The Calvin Rix Family Trust	\$15 079.70
Bradley's Buses Pty Ltd (Acn 072364973)	\$368 628.66	Campbell, Bruce G and Forrester, Vicki L	\$123 475.12
Brauer, Owen R and Taylor-Brauer, Tracey L	\$172 066.07	Campbell, Robert W	\$15 020.38
Brigalow Park Pty Ltd (Acn 113906979)	\$52 775.01	Campsie Bus Co Pty Ltd (Acn 000953328)	\$1 040 878.92
Brisbane Bus Lines Pty Ltd (Acn 009739593)	\$1 672 947.08	Cantoni, Gary J and Alison M	\$30 420.97
Brizac Pty Ltd (Acn 120921539)	\$117 971.51	Canungra Mobile Welding and Fabrication Pty Ltd (Acn 070061424)	\$54 074.04
Broomhall, Robyn S	\$25 442.80	Capricorn Coast Taxi Services Pty Ltd (Acn 010999827)	\$54 751.00
Brown, Rex W, Beverley A and Chris W	\$41 695.20	Carbrook Coach Lines Pty Ltd (Acn 106757091)	\$76 566.02
Bruce Neville Otto Atf The Otto Property Trust	\$69 582.66	Carney, David Robert and Rita Janelle	\$71 607.49
Bryson Swan As Trustee For Swann Family Trust No. 2	\$80 728.62	Carrington, Barry and Karen	\$18 928.10
Bundaberg Cab Company Pty Ltd	\$275 318.24	Casey, Francis and Gloria G	\$40 789.02
Burchard, Barry L and Loraine C	\$25 774.20	Cathro, Kaye Monica	\$27 366.30
Burgess, James M and Maryann	\$59 624.38	Catip, Russell Philip	\$41 269.92
Burloch Pty Ltd (Acn 116508420)	\$116 781.85	Cattle Assessing and Rural Marketing Pty Ltd (Acn 063073709)	\$18 082.93
Burns, Dudley R and Sharyn J	\$76 156.61	Cauley, Mark O and Margaret A	\$73 436.01
		Caust, Gregory Paul	\$71 303.62

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Cavanagh, Graham Norman	\$6 462.40	Creevey, D J and L J	\$55 404.40
Cavanough, Evon Elizabeth	\$30 588.62	Crisp, G D, L M and T H	\$465 365.37
Cavbus Pty Ltd (Acn 096924677)	\$1 763 302.09	Croser, Roger William and Miriam Elizabeth	\$60 806.27
Cavglass Pty Ltd (Acn 124444711)	\$629 207.18	Croyberg Pty Ltd (Acn 050492923) Atf The Ej Hill Family Trust	\$300 948.78
Chadwick, Daniel P and Karen L	\$46 058.48	Cunningham, Andrew	\$72 126.38
Champion, Steven W and Shirley M	\$72 548.33	Curcio, De Gaspari Oreste	\$61 972.73
Chandler, Ernest	\$27 280.02	Curcio, Joseph F and Marcella M	\$39 082.95
Chapman, Peter and Julie-Anne	\$70 043.90	Curd, K H and B D	\$43 795.74
Chase, Vivian	\$45 775.14	Currie, L	\$2 458.55
Chatfield Kevin A and Kathleen	\$158 726.94	D and S Porter Transport Pty Ltd (Acn 074464752)	\$102 929.29
Christensen, Graham J and Lenore E	\$704 197.75	Dairy Brokers Australia Pty Ltd	\$23 493.00
Christensen, Meryn R	\$65 798.56	Dalby Courtesy Transport Pty Ltd (Acn 104017469)	\$1 327.56
Clark, Frederick F	\$103 449.55	Dale, Donna Leanne	\$47 285.76
Clark, I C and L T	\$18 864.30	Dale, John M	\$39 874.62
Clarris, Philip J and Kaylene L	\$38 148.88	Dalton, Beth Iona	\$84 861.52
Clifford, Dennis and Stewart, Adele Lesley	\$47 755.48	Danes, Amanda Jane	\$2 779.13
Cochrane, Robert Scott and Judith Betty	\$289 998.83	Dann, Susan Gay	\$36 696.07
Coleman, Trevor J and Valerie M	\$208 673.48	Dascombe, Harvy K, Marianne F and Andrew K	\$647 016.74
Coles, Graham W and Lynette M	\$39 806.74	Davis, Athol L and Margaret A	\$92 248.04
Collard, Neil F and Fay C	\$51 662.88	Day, Barry and Shona	\$51 821.34
Complete Golf Coaching Pty Ltd (Acn 101380116)	\$53 073.88	De Iacovo, Gianfranco Claudio and Rosina	\$53 704.77
Connolly, Trevor J and Paula M	\$42 474.74	Dittelle Pty Ltd (Acn 129204057)	\$42 156.85
Coochiemudlo Island Ferry Service Pty Ltd (Acn 109277376)	\$28 723.35	Doherty, Edward Patrick	\$22 354.97
Cooktown Connections Pty Ltd (Acn 120945379) Atf Coventry Family Trust	\$233 685.79	Dohle, Kenneth William and Kathryn Eileen May	\$53 358.82
Cooktown Taxis Atf The Rowling Grass Family Trust	\$2 592.00	Duffy's City Buses Pty Ltd (Acn 053761023) Atf The Duffy Trust	\$878 011.57
Cooper, Bevan F and Phyllis M	\$725 637.47	Duggan, John M and Michelle M	\$66 726.04
Cooper, Bevan F, Phyllis M and Kevin J	\$56 020.51	Dunne, Kathleen	\$31 585.52
Coral Reef Coaches Pty Ltd (Acn 101829243) Atf Teppinel Trust	\$206 074.97	Durant, Adrian O and Joy B	\$35 182.10
Corkill, Owen and Janelle	\$35 223.08	Dwyer, Danny J	\$30 924.96
Cox, Michael and Gillian	\$11 043.03	E and S Crocker Pty Ltd Atf Crocker Family Trust	\$204 508.73
Cox, Tibor Alexander	\$9 292.44		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Eastlodge Pty Ltd (Acn 010420729)	\$110 782.36	G and S Jacob and Sons Pty Ltd	\$87 722.63
Eastwood, Theadora E	\$60 557.70	G J and G Driver Pty Ltd	\$115 849.24
Eather, Peter R and Olive J	\$33 207.87	G T M Pty Ltd (Acn 128633349)	\$44 893.83
Edenvale Enterprises Pty Ltd	\$301 830.13	Ganly, Kevin J and Lara G	\$46 586.86
Edwards, Barry J and Leanne M	\$26 367.74	Gavleen P/L (Acn 125742216) Atf The Donaldson Family Trust	\$59 418.21
Edwards, John and Suzanne M	\$222 298.44	Gay, Colin Francis and Bette M	\$139 262.94
Elborne, Maree E	\$36 110.06	Gehrke, Mervyn Charles	\$40 313.56
Emerald Coaches Pty Ltd (Acn 103929371)	\$351 899.34	Geisel, Garry J and Rhonda E	\$41 143.20
Emerson Bus Company Pty Ltd (Acn 126275205)	\$283 296.04	George Gould	\$29 542.65
Enchelmaier, Ronald G and Michelle D	\$33 277.01	Gibson, Deborah	\$33 254.23
Erickson, Christopher Cecil and Sandra	\$201 270.61	Gibson, Neil J and Karen M	\$24 688.96
Ernestina Bus Co-Op Ltd	\$28 258.71	Giles, Barry Atf Giles Family Trust	\$154 732.03
Espie, Allan Darryl	\$13 429.50	Gilliland, Ian J and Catherine A	\$136 471.53
Eurombah Creek School Bus Association Incorporated	\$24 176.21	Glass House Mountains Taxis Pty Ltd (Acn 113853473)	\$13 535.36
F S G Australia	\$1 971.77	Goltz, Christine A	\$23 435.40
F N Q Bus Lines Pty Ltd (Acn 004804808)	\$562 032.46	Goodwin, Bruce A and Tobin, Ramona J	\$12 707.00
Farmer, Bradley Jason and Kellie Lorraine	\$26 127.00	Goodwin, Donald and Edna M	\$84 907.53
Fernie, Tony J	\$28 811.09	Goodwin, Scott D and Debbie L	\$76 631.89
Ferrier, Esmay	\$30 306.27	Goody, Burnett G and Gale M	\$32 770.29
Field, Paul L and Annett, Michelle A	\$45 638.72	Gordon, Richard and Janet	\$29 974.46
Finnegan, Thomas Mccaster	\$30 367.54	Gotz, Noel S and Lynette A	\$38 302.55
Fisher, Maurice E and Susan M	\$26 123.92	Gray, Clifford H and Barbara C	\$83 643.95
Fisher, Mervyn George	\$261.82	Green, Barry L and Mary E	\$35 605.39
Fleiter, Adrian J and Sonya L	\$34 094.97	Green, Tina Leanne	\$89 779.12
Fletcher, Betty C	\$24 356.27	Greenwood, David Wesley Atf The Greenwood Family Trust	\$141 718.45
Floyd, Mark H and Margaret A	\$19 165.68	Greg Goddard Motors Pty Ltd (Acn 005331215)	\$260 354.13
Forbes, Glenden James	\$52 595.84	Grennan, Tony A and Doris	\$191 614.95
Franz, Leonard R and Margaret M	\$93 339.35	Griffith, Garry N	\$1 122.30
Fraser, Ann Maree	\$60 586.38	Grimes, Barry and Sharon	\$80 130.50
Frohloff, Sydney Ross and Leanne Marie	\$40 330.93	Gunnis, P F and Wood, K L	\$56 054.17
Fultonlawn Pty Ltd (Acn 010489068)	\$1 199 959.50	Gympie Golden City Cabs Pty Ltd (Acn 081468573)	\$99 813.55
G and D Romanello Trust, Gary and Daryl Romanello	\$217 990.18		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Hadley, Donald Noel	\$1 781.30	Hill, Lachlan D and Susan J	\$105 571.66
Haidley, Cameron and Lyndal	\$55 444.34	Hill, Mervyn J and Mavis J	\$26 233.93
Haidley, Donald J	\$188 043.77	Hillgrove Bus Inc	\$53 189.20
Hall, Barry David and Linda Joanne	\$20 917.14	Hodge, Ken G and Desley A Atf The Hodge Family Trust	\$177 926.19
Hall, T M and J M	\$32 691.89	Holzapfel, Kevin E and Carol A	\$50 015.26
Hamilton, R F and B J Atf The Reg Hamilton Family Trust	\$72 377.04	Homewood, M B and A	\$93 258.73
Hampson, Debra Claudette	\$86 392.84	Hondarosa Enterprises Pty Ltd Atf Cramer Family Trust	\$42 335.25
Hansen, Colin William and Jo-Anne Elizabeth	\$45 284.98	Hooper, Benjamin Allen and Daniel James	\$3 188.18
Harlow, Allan Charles Edmund	\$29 631.22	Horn, Rodney J and Antoinette T	\$179 306.00
Harris, Colin W and Wendy C	\$31 556.22	Horrocks, Trevor T and Kim L	\$143 284.82
Harris, Diana R	\$33 460.56	Horton, Kevin T and Colleen M	\$159 468.77
Harris, Norman P and Lynda M	\$55 391.68	House, Deborah Lou-Ann	\$24 453.71
Harrison, Peter R and Susan T	\$39 505.40	Houston, Wp and Sj Atf W and S Houston Family Trust	\$40 134.18
Harrisson, Alan and Alison M	\$27 744.57	Howe, David	\$1 371.08
Hart, J R M	\$13 928.80	Hubbard, Leonard G and Joan L	\$56 381.65
Hartley, Mark James	\$33 143.81	Hubbards Coaches Pty Ltd (Acn 076988120) Atf Hubbard Family Trust	\$571 316.13
Haslop, KA, A L and J A	\$33 147.01	Humphreys, Brian E and Kathleen M	\$77 461.76
Hastie, Douglas A and Heather E M	\$168 197.59	Hunter, Geoffrey Robert	\$28 684.48
Hatte, William J and Anne T	\$42 773.69	Hyland, John Roger	\$86 182.65
Hawes, John H and Cheryl P	\$31 723.19	I K and A J Zerbst Atf The I K and A J Zerbst Family Trust	\$108 303.68
Hay, Barbara Anne	\$36 650.68	I A and D Logan Pty Ltd	\$261.76
Hayes, Richard J	\$483 055.14	Icehaze Pty Ltd (Acn 107421769) Atf The Welsh Family Trust	\$129 738.30
Hearn, Michael R and Catherine A	\$218 413.93	Ileglove Pty Ltd (Acn 010397396)	\$137 949.80
Heath, Janet Narelle	\$26 396.50	Incenham Pty Ltd (Acn 010724624) Atf The Gray-Money Family Trust	\$11 119.30
Heaton, Leo G	\$24 984.52	Ingham Travel Agency Pty Ltd (Acn 009983911)	\$17 107.54
Heidrich, Friedrich and Cheryl J	\$27 915.00	Irvine, Murray J	\$23 457.35
Heir, Paul J and Maree A	\$66 003.41	Isaac River School Bus Inc	\$21 758.91
Henningsen, Graham	\$51 332.22	Jackson, Gregory J and Michelle J Atf Jackson Family Trust	\$49 025.20
Hermit Park Bus Service Pty Ltd Atf The Jones Family Trust	\$1 989 912.32	Jackson, Lionel and Tania	\$38 788.30
Herron, Darren J	\$28 071.32		
Hervey Bay Taxi Service Pty Ltd (Acn 010670283)	\$80 487.08		
Hickey, S M and Johnson, M S	\$36 470.66		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Jackson, Peter R and Amanda A Atf Jackson Bus Trust	\$47 856.24	Keon Cargo Stevedoring (Australia) Pty Ltd (Acn 075621386)	\$99 892.02
Jackson, Raymond C and Kathleen P	\$70 691.09	Kerr, William R and Kathryn P	\$32 017.82
Jamarla Pty Ltd (Acn 097542624)	\$82 569.56	Kerry J and Fiona M Lawley Atf Lawley Family Trust	\$23 653.42
Jamieson, Charon Ann	\$48 559.91	Keydale Pty Ltd (Acn 010184353)	\$511 250.05
Jamieson, Raymond B and Shane E	\$98 625.25	Killen, M H and K T	\$29 400.85
Jaradel Pty Ltd (Acn 091033859)	\$70 077.51	Kincaid, Joel Nigel	\$2 760.64
Jarman Ace Pty Ltd A/Tf Stevens Family Trust	\$1 338 003.90	Kirby, Leslie J and Roslyn G	\$112 741.73
Jasbo Holdings Pty Ltd (Acn 100636002) Atf The Megaw Family T	\$85 520.22	Kleinmeulman, Gerhardus Johannes	\$17 115.45
Jcl Snip Pty Ltd (Acn 102604508)	\$34 969.03	Klupfel, Raymond K and Lynette	\$23 379.82
Jeffreys, Paul J and Deborah K	\$32 096.69	Knight, Stanley G and Patricia A	\$323 775.08
Jensen Mervyn Alexander and Jennifer Clair	\$77 599.06	Koala Koaches Pty Ltd (Acn 010200281) Atf Richard Young Family Trust	\$194 717.13
Jensen, Donald J and Sue A	\$49 139.52	Koch, Geoffrey E and Sherrell M	\$56 907.46
Jensen, R A and A J	\$92 688.68	Krog, Kenneth J and Lillian E	\$34 536.34
Jepsen, John E and Beverley R	\$30 322.73	Kuhle Pty Ltd (Acn 093136317) Atf Kuhlewein Family Trust	\$337 460.89
Jesse, Jack R, Edna M, Richard T and Kathy J	\$420 612.35	Kuhle Pty Ltd (Acn 093136317) Atf Kuhlewein Family Trust	\$657 690.37
Johnson, Shane A and Sonia L	\$43 036.09	Kummerfeld, Adrian E and Janette L	\$4 175.11
Johnston, Denis Robert and Lyla Ann	\$74 112.87	Kurz, M C and J E	\$179 488.44
Johnston, George W and Betty D	\$36 181.57	L G Stewart Fam Co Pty Ltd (Acn 009971617) Atf L G Stewart Family Trust	\$676 129.38
Johnston M A and Trustee for the A J Johnston Estate	\$64 776.22	Lahey, Greg Vernon	\$37 645.27
Jokaye Pty Ltd (Acn 112285542) Atf The Millard Family Trust	\$28 035.28	Laidley Taxi Service	\$53 185.96
Jones, Adrian Neil and Janette Marie	\$88 602.58	Landsberg, Maxwell N and Barbara S	\$36 345.99
Jones, Leisa M	\$34 926.99	Laurie, Dianne M and Victor W	\$23 129.62
Jones, Robert R and Helen K	\$32 700.88	Lawn, Ivan D and Heather L	\$37 165.07
Justin, Theresa Gay	\$18 138.64	Lawrie, David J and Rhondda M	\$286 496.58
K and D Hills Pty Ltd (Acn 081071374)	\$65 826.73	Lawrie, Dj, Rm, Jp and Kl	\$135 278.77
Kamerling, Steven Gary	\$36 047.03	Leerentveld, Antonius M H and Nola E	\$49 795.15
Kbl Pty Ltd (Acn 074621266)	\$139 439.29	Lerch, P W and A M Atf The Lerch Family Trust	\$28 759.36
Keen, Dianne D	\$66 997.29	Lergesner, David J and Eva Atf The Lergesner Family Trust	\$43 658.96
Kellstar Pty Ltd (Abn 073449439)	\$10 429.80	Lergesner, Donald and Ruth Roberts	\$302 551.21
Kelly, Michael Kevin and Patricia Ann	\$63 842.18		
Kelso, Noel J and Mariann E	\$63 206.16		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Lilydale Lucerne Pty Ltd Atf Neuendorf Family Trust (Acn 105180247)	\$54 276.54	McDonald, Warren J and Pearl J	\$32 232.72
Linkpark Pty Ltd (Acn 010821235)	\$2 307.00	McDowall, Dale R C and Susan M	\$20 192.90
Loban Marine Pty Ltd (Acn 089166165)	\$117 816.79	McKenzie, Graham P and Robyn A	\$96 753.60
Logan, Timothy S and Glenys M	\$39 180.60	Mcadam, R T and K M	\$1 030.91
Lor-Ken Transit Pty Ltd (Acn 090742171)	\$69 228.16	Mccoll, Rh and Ce	\$5 388.08
Louden, Mark A and Annette	\$68 904.76	Mccurley, Margaret May	\$29 405.90
Lowe, Phillip and Murray, Kim	\$83 934.34	Mcdonald, D C and M M	\$37 412.08
Loy, Stanley and Norma	\$85 657.78	McInnes, Graham J and Karen A	\$25 971.53
Lynd-Greenvale School Bus Association Inc	\$53 700.44	McInnes, Karen A	\$7 414.13
Lynis - Huffenreuter, J C G and B A	\$73 799.49	Mclucas, Trevor James	\$31 179.52
Lyons, Russell L	\$17 805.34	Meacham, Steven J and Merrilyn R	\$33 849.55
Macaft P/L Atf J J and J J Rudd Family Trust	\$37 595.46	Mega Holdings Pty Ltd	\$1 108 916.20
Maceray Pty Ltd (Acn 010563729) Atf The McLellan Family Trust	\$11 982.76	Mel-A-Leaf Oils Pty Ltd (Acn 099374697)	\$96 671.99
Mackay Taxi Holdings Pty Ltd	\$226 732.45	Metro Coach P/L (Acn 134218465) Atf Coachtrans Unit Trust No 2	\$301 515.20
Mackay Transit Coaches Pty Ltd (Acn 050416227)	\$1 837 222.21	Metro Coach(Aust) Pty Ltd (Acn 005531377) Atf Coachtrans Aust Ut	\$735 861.30
Mackenzie River Conveyance Inc	\$36 531.91	Meyers, Leslie Lloyd	\$51 104.72
Mackenzie, J P and R J	\$50 575.29	Mickelbrough, Betty Joan	\$40 111.46
Maclean, Clayton and Fiona	\$30 830.46	Milburn, Garry M and Maureen P	\$56 975.56
Madden, Leonard M and Ruth E	\$61 207.11	Millard, Leslie R and Frances J	\$34 374.24
Madin, Noelene Maria	\$56 442.87	Millard, Michael H	\$64 195.08
Maguire, Leo H and Kaye A	\$78 297.25	Miller, Steve and Nancy	\$11 559.92
Maher, Allen J and Pamela E	\$71 885.60	Milliner, L G and Butler L M	\$60 297.10
Maher, Colin and Hill, Robyn	\$23 406.58	Minchin, D A and D L Atf The Minchin Family Trust	\$67 825.08
Mahoney, Lynette J and John K	\$29 848.77	Minnikin, Denis J and Lynne	\$90 778.66
Maindelta Pty Ltd (Acn 010833324)	\$149 315.28	Mistake Creek Area Conveyance Association Inc	\$27 485.60
Markk Investments Pty Ltd (Acn 104399635)	\$130 130.57	Montgomery, Edgar R	\$85 189.44
Markk Investments Pty Ltd (Acn 104399635) Atf The Markk Transpo	\$51 137.63	Morris, Barry L and Bronya A	\$209 212.04
Marshall, Edward John and Judith Anne	\$88 566.89	Moschioni, M J and B J	\$96 452.54
Martin, Clyde Paul and Gail Leanne	\$43 881.54	Mueller, Trevor A	\$73 073.50
Marzeke Taxi Service Cunnamulla	\$1 939.07	Musso, G M Atf The Australian Project Trust	\$757 372.53
Mauger, David F and Julie M	\$4 217.00	N E and R M Hughes Pty Ltd (Acn 063791113)	\$129 843.76
McDonald, Coral C	\$43 001.04		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Nanango Taxi and Delivery Pty Ltd (Acn 143438172)	\$28 641.52	Patch, Graham L and Colleen M Atf The Graham Patch Family Trust	\$31 696.41
Napranum Aboriginal Council	\$127 265.11	Pattie, Matthew A and Tracey M	\$35 203.64
Nastasi, A B and K F	\$294 765.20	Payne, Peter C and Christine J	\$50 507.31
Newman, Robert C and Janette	\$149 414.08	Peacock, John Vivian and C M	\$55 332.10
Nichol, W and T	\$36 635.84	Peebles, Alan R and Teresa M	\$49 753.28
Nolan, Jill	\$107 390.96	Penshell Pty Ltd Atf R and J Bell Family Trust (Acn 010442949)	\$54 679.66
Nolan, Rebecca	\$138 253.90	Perkins, Tony A and Toni L Atf T and T Perkins Trust	\$163 115.88
Nolan's Plumbing Pty Ltd (Acn 073222376) Atf The Nolan Family Trust	\$15 330.91	Peter A and Margaret E Campbell Atf Campbell Family Trust	\$23 694.20
Norman, Kenneth J and Marjorie J	\$83 884.08	Peter Sinclair Pty Ltd (Acn 010674567) Atf Peter Sinclair Family Trust	\$117 017.58
North Rolleston Conveyance Committee	\$45 210.06	Petrie, Alexander C	\$42 845.97
North, Darryl W	\$41 731.68	Pfeffer, Trevor Ian and Ruth Lynette	\$54 472.79
Northern Peninsula Area Regional Council	\$57 177.43	Phillott, Karenne Emlee	\$41 028.63
Nugent, Brian Montague	\$2 582.77	Philp, Hc and Whiley, Ac	\$68 806.88
O'Donnell, Angela	\$25 133.29	Pickering, Wayne F	\$90 862.04
O'Leary, Neale J and Lindy K	\$64 658.90	Pinbarren Transport Pty Ltd (Acn 06 838742)	\$93 081.66
O'Neill, Graham and Judith E	\$59 638.46	Pointon, Donna J	\$30 693.14
O'Riordan, John Charles and Janet Leanne	\$154 893.44	Polkinghorne, Gary D and Sharon M	\$26 865.86
Oakleigh Park Pty Ltd	\$22 916.06	Polleys Coaches Pty Ltd (Acn 134694992)	\$1 053 209.66
Oats, Phillip Reginald	\$94 776.96	Pugh, Richard A and Janeen M	\$68 442.80
Oliver, Julie Anne	\$26 317.42	Pukallus, Colin and Christine	\$27 148.04
Oram, Mark L and Sandra M	\$38 574.84	Purcell, Martin A	\$95 392.92
Organised Transport Pty Ltd (Acn 087471814)	\$57 150.51	Purvis, Robin Craig and Wendy Joy	\$41 404.89
Oz Lines Aust Pty Ltd (Acn 113049755) Atf The Osbaldiston Family Trust	\$82 940.64	Q-Transit Pty Ltd (Acn 100232139)	\$1 522 769.93
P J and R J Selmanovic	\$41 137.81	Rackham, Jack C and Joanne M	\$53 939.57
Pagel, Gary J	\$50 403.46	Raida Enterprises Pty Ltd (Acn 011075639)	\$36 544.80
Pagel, Glenn Desmond and Sheree Elizabeth	\$45 536.82	Range Charter Coaches Pty Ltd (Acn 118749572) Atf Jakertie Family Trust	\$111 121.53
Pagel, Mark W and Julie A	\$56 540.33	Rayment, Paul James	\$64 302.76
Pago Holdings Pty Ltd (Acn 009315977)	\$953 656.70	Redcliffe Taxi Service Pty Ltd (Acn 010376495)	\$48 075.33
Paradise Waters Pty Ltd (Acn 070874485)	\$16 740.21	Reed, Graham L and Pauline D	\$52 765.90
Park, J I and M A Atf Charleigh Trust	\$30 788.74	Regent Taxis Ltd (Acn 009705113)	\$454 674.92
Parker, R P and J W	\$35 988.28		
Pasin, Dino Robert and Karol Ulricke	\$22 497.38		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Reid, Cheryl Dawn	\$27 758.08	Sandra Jeanette Jacob Atf The G and S Jacob Family Trust	\$76 275.04
Reiser, Shane and Lorraine	\$26 707.44	Sandwin Pty Ltd (Acn 010455464)	\$112 832.92
Reiss, Raymond J and Gayleen M	\$66 154.42	Sarjill Pty Ltd (Acn 057288347)	\$494.64
Rewan Scool Bus Committee Inc (Acn 1a36346)	\$40 894.91	Schimke, Christine Marjorie	\$34 879.36
Richter, Dawn	\$25 691.06	Schlumpf, G S and K M	\$135 742.70
Ridden, R W	\$39 855.38	Schmid, Joseph P	\$92 359.16
Rieck, Kerry J	\$105 065.46	Schneider, Jeff	\$37 994.90
Rienecker, Terrence Robert	\$727.64	Schultz, Daphne J	\$38 856.28
Riley, Brent J and Amanda G	\$60 131.29	Schultz, Jeffrey Max	\$31 305.56
Rk Lyons Pty Ltd Atf Lyons Business Trust	\$270 152.16	Scifleet, R E and S M	\$187 156.15
Robertson, Graham R	\$42 037.34	Scott, Darrell G and Janette R	\$54 166.90
Robertson, Roland Atf Robertson Family Trust	\$33 744.78	Sea Cat Charters Pty Ltd (Acn 010551925)	\$38 501.80
Robinson, Raymond E and Barbara K	\$13 819.11	Seccombe, Anthony D	\$71 307.24
Rockhampton Cab Company Ltd (Acn 009718807)	\$177 110.78	Seccombe, Anthony D	\$80 163.99
Rod North and Sons Transport (Nq) Pty Ltd (Acn 097916571)	\$40 694.52	Seven Leaders Pty Ltd (Acn 107043809) Atf Seven Leaders Trust	\$57 566.14
Rod North and Sons Transport Pty Ltd (Acn 010818498)	\$297 546.66	Shanks, Ross and Elizabeth	\$71 464.84
Rogers, William Henry	\$11 049.58	Shaunlyn Pty Ltd (Acn 072494127)	\$487 844.06
Rolleston/Springsure Local Conveyance Group Inc	\$52 107.33	Shepherd, Kerry R	\$902.18
Roma Regional Council	\$693.00	Sheppard, Ronald W	\$63 864.67
Romaio, Virginia	\$18 606.58	Shoecraft, Elizabeth Ann	\$130 283.30
Rose, Lewis Victor	\$5 499.88	Shultz, Gerald A and Susan G	\$41 312.28
Ross Bus Company Pty Ltd (Acn 111712031)	\$174 793.78	Silver Leaf Taxi Service	\$7 734.55
Ross Ford Pty Ltd (Acn 070391089)	\$36 694.10	Simmonds, J M	\$7 079.03
Ross, Glynn and Helene Atf The Ross Family Trust	\$517 992.26	Sinnamon, Brian I and Fiona E	\$31 943.64
Ross, Gregory K and Donna M	\$250 506.98	Slater, Glen W P and Berneice M	\$46 451.01
Ross, James Keith	\$45 581.82	Smallacombe, Roger David and Kylie Louise	\$124 732.26
Ross, Peter John and Jennifer Mary	\$36 385.43	Smith, Colin J and Maree P	\$38 225.81
Rudd, Rebecca M and Tony E	\$25 845.20	Smith, Geoffrey N and Jennifer M	\$22 921.07
Ruthenberg Roses Pty Ltd (Acn 097119456)	\$52 879.40	Smith, Kd and Jm	\$3 983.73
Sainty's Bus Service Pty Ltd (Acn 094075046)	\$219 607.20	Snell, Tony W	\$41 886.65
		Snh Mechanical Pty Ltd (Acn 109676057)	\$45 582.10
		South Bundy Buses Pty Ltd (Acn 101338783)	\$115 144.98
		Southern Cross Transit (Qld) Pty Ltd	\$1 281 466.37

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Southern Rk and Sm	\$5 698.18	Taylor, Beven J and Voll, Norma E	\$60 617.22
Stack, Donald J and Robyn J	\$62 961.86	Tellene Pty Ltd (Acn 010146237) Atf The Harlow Family Trust	\$44 321.98
Stafford, Robert C and Leila E	\$41 325.57	Terrence Mark Black Atf T M and V M Black Family Trust	\$159 199.80
Stainkey, Trevor J and Shirley M	\$164 095.66	Thies, Desmond L and Mary V	\$45 239.50
Standard White Cabs Ltd (Acn 009743962)	\$267 892.55	Thomas, Jean	\$28 437.92
Stewart, Gary J and Pamela J	\$39 392.94	Thompson, J S	\$55 779.32
Stewart, Gregory J and Georgina A	\$60 786.90	Thompson, Lawrence M and Hayward, Helen G	\$140 141.86
Stiles, Phillip Raymond	\$33 512.89	Threlkeld Investments Pty Ltd (Acn 095617431)	\$157 781.16
Stiller, R D and C	\$36 037.47	Thurnham, David Victor John Atf The Thurnham Family Trust	\$4 000.00
Stonehouse, Clint T and Veronica K	\$35 764.14	Thygesen, F C and Barnes-Thygesen, J G	\$29 866.61
Stonestreet's Coaches Pty Ltd (Acn 002738927) Atf Kape Family Trust	\$210 145.66	Tigell, Graham R and Marie Atf The Tigell Family Trust	\$34 322.60
Stonestreets Investments Pty Ltd (Acn 090887111)	\$631 203.11	Tomkins, Graham L and Pamela J	\$56 369.90
Stormridge Pty Ltd (Acn 062473027)	\$466 224.23	Toonen, Victor Adrianus	\$32 895.96
Stower, Anthony J	\$83 731.40	Topp, Janelle	\$21 251.92
Stradbroke Ferries Pty Ltd (Acn 009725713)	\$28 319.60	Torres Strait Island Regional Council	\$71 277.55
Stratford, Duggan Leslie	\$69 267.33	Torrisi, Guiseppe and Carolynne M	\$142 778.45
Strudwick, John C and Davida M	\$7 274.85	Torrisi, Salvatore	\$75 666.84
Suncoast Cabs Ltd (Acn 010183892)	\$232 465.44	Townsend School Bus Services Pty Ltd (Acn 063956169)	\$5 718 292.99
Sunferries Pty Ltd (Acn 010423766)	\$177 788.67	Tram Nominees Pl (Acn 082763102) Atf The Tucker Family Trust	\$108 565.35
Sunshine Buses Pty Ltd	\$3 715 382.82	Trans North Pty Ltd (Acn 074538159)	\$2 209 656.82
Sutherland, Ian Anderson	\$43 969.69	Transit Australia Pty Ltd (Acn 065794943)	\$286 421.70
Sutton, Edward W and Kerry P	\$47 452.08	Translink Transit Authority	\$14 761 524.61
Swift, Carol A	\$28 103.39	Travers, G M and K M	\$87 201.40
T D and G R Eckel Pty Ltd (Acn 074098114)	\$203 259.24	Trustee For A J Johnston Estate and M A, K J and R G Johnston	\$52 031.02
T J L Enterprises Pty Ltd (Acn 092435704)	\$145 296.33	Tsakissiris, George and Joan	\$64 725.03
Tabetro Pty Ltd (Acn 010276490)	\$33 694.54	Tully, Malcolm Ross and Judith Ann	\$47 580.00
Tallon, J M A and S E	\$37 528.88	Turnbull, Geoffrey V and Paula G	\$61 112.16
Tanner, Martin W and Nicole C Atf The Tanner Family Trust	\$92 424.76	Tyson, L J and A D	\$1 446.99
Tarasel Pty Ltd (Acn 010273088) Atf Harris Pollock Unit Trust	\$48 593.32	United Cab Company Pty Ltd	\$44 503.72
Tassex Pty Ltd (Acn 010663653)	\$7 405.80		
Tate, Neven W and Joan D	\$67 251.20		
Tate, Robert T	\$76 940.67		

School transport operator payments 2008–09

School transport operator payments for the period 1 July 2008 to 28 March 2009

Figure 41 (continued)

Operator Name	Total payment (GST exclusive)	Operator Name	Total payment (GST exclusive)
Unold, Jaqueline	\$24 424.20	Weston, Michael W and Julie A	\$28 975.98
Unverzagt, Arnold A and Helen E	\$58 468.30	Wests Transport Enterprises Pty Ltd (Acn 011034923)	\$236 469.67
Van Geelen, Robert Paul and Jewel Coral	\$473 571.35	Weymouth, Grahame J	\$39 298.92
Van Hoeyen, Stephen Gerard and Helen Mary	\$60 528.86	Wheaton, P J and A M	\$60 174.92
Vardy, David J and Carolyn K	\$9 271.68	Wheeler, L W and C J	\$59 438.50
Varta Echo Pty Ltd (Acn 011058361)	\$24 991.52	White, Ashley Fotheringham	\$42 674.25
Vassallo, James Atf The J and S Vassallo Family Trust	\$207 015.02	Whitley, Neil and Marilyn A	\$19 691.16
Veivers, Kenneth S and Jeannine E	\$41 175.72	Wickham, Ronald R and Fay V	\$60 980.78
Vella, S J and T L	\$48 335.26	Wickham, Trevor Bruce	\$124 121.09
Veolia Transport Brisbane Pty Ltd	\$494 754.54	Wilkins, Colin Maxwell and Patricia A	\$32 833.45
Village Taxi Cabs Pty Ltd (Acn 092776273)	\$42 884.52	Williams, G T, D A, G C, A T, B J	\$27 911.36
W G and S M Heading Pty Ltd (Acn 010481017) Atf Heading Family Trust	\$139 503.52	Wills, David E and Zelma I	\$27 513.95
Wales, Keith	\$61 721.44	Wills, Stephen C	\$184 065.32
Walker, Robert Earl Martin	\$26 922.88	Wilson, Peter C M and Kay E	\$68 981.32
Wall, James L and Margaret J	\$99 073.25	Winkel, Jeanette Anne	\$22 677.55
Wall, Wayne J and Jacqueline A	\$35 728.85	Wit, Wilhelmus C and Astrid	\$23 012.10
Walsh, James P and Doreen H	\$70 446.30	Wombat Wanderers Pty Ltd (Acn 066390955)	\$150 654.64
Walsh, John H and Joyce L	\$21 054.84	Wompos Pty Ltd (Acn 135089468)	\$35 103.09
Walsh, Neville J and Narelle G	\$48 794.79	Wondekai Grazing Co Pty Ltd (Acn 075245319) Atf Ross Muirhead F	\$33 604.49
Warner, Anthony James and Tracey Leanne	\$44 787.52	Woodhill Buses Pty Ltd (Acn 115416281)	\$68 897.88
Warrener, Donald William and Cathy Ann	\$39 414.24	Worth, Jeffrey J and Julie N	\$189 728.33
Warwick Charter Coaches Pty Ltd Atf The Rettke Family Trust	\$243 256.61	Wright, Judith A, Gordon G, Heather Y and Mcbride, Noel A	\$46 426.64
Watkin, Rodney G and Lynette F	\$45 039.76	Wynn, Mary-Ann Kathleen	\$16 311.11
Watson, Noel and Karol Joye	\$21 221.48	Wyoming Distributors Pty Ltd	\$301 439.67
Watt, Graham David	\$54 790.08	Yarrabah Aboriginal Council	\$37 258.80
Waytee Pty Ltd (Acn 123014924) Atf Dowling Family Trust	\$98 266.82	Yarrow, Colleen M	\$33 019.91
Webb, Marius P and Julia R	\$58 447.24	Yellow Cabs (Queensland) Pty Ltd (Acn 009662408) Atf Monburn T	\$663 553.13
Webster, Denis J and Kay M	\$81 844.35	Young, David G, Philip J and Phyllis J	\$1 214 844.90
Wehl W M and D I	\$21 170.13	Zamoner Pty Ltd	\$862 678.95
Weier, Russell C and Pamela A	\$26 293.74	Zamoner Pty Ltd (Acn 003532625)	\$644 671.29
Weir, Lyle Joyce and Robert Francis	\$31 475.18	Zirbel, Gabriel L and Cubis, Kelly A	\$7 631.41
West, Cameron and Kim	\$25 051.06	Zischke, G W and D L	\$557 805.95
Western Cape College	\$20 920.20	Total	\$109 220 657.61

Customer service centre locations

Atherton (LRM) 13 Herberton Road Atherton Telephone: 13 23 80	Caboolture (LRM) Cnr Aerodrome and Piper Streets Caboolture Telephone: 13 23 80	Darra (MVIC) Argyle Parade Darra Telephone: (+61 7) 3710 4500	Inglewood (QGAP) 25 Albert Street Inglewood Telephone: (+61 7) 4652 1310
Barcaldine (LRM) 74 Ash Street Barcaldine Telephone: (+61 7) 4651 2700	Cairns (LRM + MVIC) Cnr Owen Close and Kenny Street Cairns Telephone: 13 23 80	Emerald (LRM) 83 Esmond Street Emerald Telephone: (+61 7) 4983 8749	Innisfail (LRM + MVIC) 12–14 Clifford Road Innisfail Telephone: 13 23 80
Beaudesert (QGAP) 9 William Street Beaudesert Telephone: 13 23 80	Caloundra (LRM) 54 Canberra Terrace Caloundra Telephone: 13 23 80	Emerald (MVIC) 20 Batts Street Emerald Telephone (+61 7) 4983 8753	Ipswich (LRM + MVIC) Colvin Street North Ipswich Telephone: 13 23 80
Beenleigh (LRM) 24 Kent Street Beenleigh Telephone: 13 23 80	Cannonvale (QGAP) 11 Island Drive Cannonvale Telephone: (+61 7) 4948 2981	Gladstone (LRM) 2 Paterson Street Gladstone Telephone: 13 23 80	Kingaroy (LRM) Artie Kerr Centre 130 Kingaroy Street Kingaroy Telephone: (+61 7) 4162 6800
Biloela (QGAP) 60 Kariboe Street Biloela Telephone: (+61 7) 4992 8700	Charleville (LRM) 98 Galatea Street Charleville Telephone: (+61 7) 4656 8400	Gladstone (MVIC) 2 Paterson Street Gladstone Telephone (+61 7) 4971 5206	Logan (LRM + MVIC) 43–45 Jacaranda Avenue Logan Central Telephone: 13 23 80
Blackwater (LRM) Blain Street Blackwater Telephone: (+61 7) 4986 1001	Charters Towers (LRM) 26–30 Hodgkinson Street Charters Towers Telephone: 13 23 80	Goondiwindi (LRM) 6 Brisbane Street Goondiwindi Telephone: (+61 7) 4677 7200	Longreach (LRM + MVIC) 14 Wonga Street Longreach Telephone: (+61 7) 4652 8227
Bowen (LRM) 6 Herbert Street Bowen Telephone: 13 23 80	Chermside (LRM) 766 Gympie Road Chermside Telephone: 13 23 80	Greenslopes (LRM) Greenslopes Shopping Mall Cnr Logan Road and Plimsoll Street Greenslopes Telephone: 13 23 80	Macgregor (LRM) Kessels Court 567 Kessels Road Macgregor Telephone: 13 23 80
Brisbane City (LRM) 229 Elizabeth Street Brisbane Telephone: 13 23 80	Cleveland (LRM) Bloomfield Street and Ross Court Cleveland Telephone: 13 23 80	Gympie (LRM) 44 Duke Street Gympie Telephone: 13 23 80	Mackay (LRM) Cnr Endeavour and Industrial Streets Mackay Telephone: 13 23 80
Bundaberg (LRM + MVIC) 14 Production Street West Bundaberg Telephone: 13 23 80	Cloncurry (LRM) 16–22 Ramsay Street Cloncurry Telephone: 13 23 80	Gympie (MVIC) Oak Street Gympie Telephone: (+61 7) 5482 5069	Mackay (MVIC) Cnr Endeavour and Industrial Streets Mackay Telephone: (+61 7) 4951 8323
Bundall (LRM + MVIC) 30 Upton Street Bundall Telephone: 13 23 80	Currumbin Waters (LRM) Unit 3, 109 Currumbin Creek Rd Currumbin Waters Telephone 13 23 80	Helensvale (LRM) Shop 9AB, Helensvale Plaza Shopping Centre 12 Sir John Overall Drive Helensvale Telephone: 13 23 80	Mareeba (LRM + MVIC) 147 Walsh Street Mareeba Telephone: 13 23 80
Burleigh Waters (LRM) Shop 1 Burleigh Home Space 1 Santa Maria Place Burleigh Waters Telephone: 13 23 80	Dalby (LRM) 20 Cunningham Street Dalby Telephone: (+61 7) 4660 6500	Hervey Bay (LRM) 50–54 Main Street Pialba Hervey Bay Telephone: 13 23 80	Maroochydore (LRM) Kelly Court (off Kayleigh Drive) Maroochydore Telephone: 13 23 80

Maroochydore (MVIC) Kelly Court Maroochydore Telephone: (+61 7) 5451 9214	Rockhampton (MVIC) 31 Knight Street North Rockhampton Telephone: (+61 7) 4951 8323	Toowoomba City (LRM) Cnr Clopton and Phillip Streets Toowoomba Telephone: 13 23 80	Legend
Maryborough (LRM) Bright Street Maryborough Telephone: (+61 7) 4121 8300	Roma (LRM) 56-58 Gregory Street Roma Telephone: (+61 7) 4622 9556	Toowoomba Harristown (LRM) Cnr Yaldwyn and Warwick Streets Toowoomba Telephone: 13 23 80	<i>Legend</i>
Maryborough (MVIC) Bright Street Maryborough Telephone: (+61 7) 4121 8319	Roma (MVIC) 46 Tiffin St Roma Telephone: 13 23 80	Toowoomba Harristown (MVIC) Cnr Yaldwyn and Warwick Streets Toowoomba Telephone: 13 23 90	L Driver licensing R Motor vehicle registration M Recreational and commercial vessel registration and licensing MVIC Motor vehicle inspection centre QGAP Queensland Government agent Program office
Mount Isa (LRM) Building 2, Isa Square Simpson Street Mount Isa Telephone: 13 23 80	Rosalie (LRM) 109 Beck St (Cnr Boys St) Paddington Telephone: 13 23 80	Townsville City (LRM) 146 Wills Street Townsville Telephone: 13 23 80	
Mount Isa (MVIC) 17 Enterprise Rd Mr Isa Telephone: 13 23 80	Sherwood (LRM) 14 Primrose Street Sherwood Telephone: 13 23 80	Townsville Garbutt (LRM + MVIC) 21-35 Leyland Street Garbutt Telephone: 13 23 80	
Moura (QGAP) Cnr Marshall and Shirley Streets Moura Telephone: (+61 7) 4997 2244	Southport (LRM) 265 Nerang Rd Southport Telephone: 13 23 80	Warwick (LRM) 51 Victoria Street Warwick Telephone: (+61 7) 4660 2700	
Nambour (LRM) Cnr Coronation Avenue and Stanley Street Nambour Telephone: 13 23 80	Spring Hill (LRM) 477 Boundary Street Spring Hill Telephone: 13 23 80	Warwick (MVIC) 306 Wood St Toowoomba Telephone: 13 23 80	
Proserpine (LRM) 55 Main Street Proserpine Telephone: (+61 7) 4945 2099	Stanthorpe (QGAP) Court House 51 Marsh Street Stanthorpe Telephone: (+61 7) 4681 4965	Winton (QGAP) Winton Courthouse 59 Vindex Street Winton Telephone: (+61 7) 4657 1536	
Redbank Select Service Centre (LRM) Shop 221, Level 2 Redbank Plaza Shopping Centre 1 Collingwood Drive Redbank Telephone: 13 23 80	Stradbroke Island (Dunwich) (QGAP) 5 Bellow Road Dunwich Telephone: 13 23 80	Wynnum (LRM) 139 Tingal Road Wynnum Telephone: 13 23 80	
Redcliffe (LRM) Cnr Beach and Bingle Streets Kippa-Ring Telephone: 13 23 80	Strathpine (LRM) 43 Bells Pocket Road Strathpine Telephone: 13 23 80	Zillmere (LRM) Pineapple Street Zillmere Telephone: 13 23 80	
Rockhampton (LRM) 31 Knight Street North Rockhampton Telephone: 13 23 80	Tewantin (LRM) 8 Sidoni Street Tewantin Telephone: 13 23 80	Zillmere (MVIC) Pineapple Street Zillmere Telephone: (+61 7) 3863 9892	
	Texas (QGAP) 32 Cadell Street Texas Telephone: (+61 7) 4853 1251		

Contact information

Queensland Transport Contact information/customer service

Postal address:
Queensland Transport
GPO Box 1412
Brisbane Qld 4001

Telephone: 13 23 80

Website: <www.transportandmainroads.qld.gov.au>

Queensland Transport Offices

Brisbane Call Centre
400 Boundary Street
Spring Hill
Telephone: 13 23 80

Emerald Call Centre
83 Esmond Street
Emerald
Telephone: 13 23 80

Brisbane Metropolitan Offices

Capital Hill
85 George Street
Brisbane
GPO Box 1549
Brisbane, Qld 4001
Telephone: (+61 7) 3253 4700

Cromwell House
200 Mary Street
Brisbane
GPO Box 213
Brisbane, Qld 4001
Telephone: (+61 7) 3253 4700

Mineral House
41 George Street
Brisbane
GPO Box 2595
Brisbane, Qld 4001
Telephone: (+61 7) 3253 4700

Oxygen Building
170 Leichhardt Street
Spring Hill
GPO Box 1412
Brisbane, Qld 4001
Telephone (+61 7) 3135-5515

Spring Hill Office Complex
477 Boundary Street
Spring Hill
GPO Box 1412
Brisbane, Qld 4001
Telephone: (+61 7) 3253 4700

Transport House
230 Brunswick Street
Fortitude Valley
PO Box 673
Fortitude Valley, Qld 4006
Telephone: (+61 7) 3253 4700

T-Central
420 George Street
Brisbane
GPO Box 50
Brisbane, Qld 4001
Telephone: (+61 7) 3167 4000

Regional Offices

South-East South Region
433 Logan Road
Stones Corner, Qld 4120
GPO Box 1412
Brisbane, 4001
Telephone: (+61 7) 3329 4210
Facsimile: (+61 77) 33294201

South-East North Region
1176 Sandgate Road
Nundah, Qld 4012
PO Box 869
Nundah, Qld 4012
Telephone: (+61 7) 3370 2804
Facsimile: (+61 77) 3370 2826

Southern Region
Cnr Phillip and Clopton Streets
PO Box 645
Toowoomba, Qld 4350
Telephone: (+61 7) 4639 0821
Facsimile: (+61 7) 4639 0843

Central Region
31 Knight Street
North Rockhampton Qld 4701
PO Box 5096
Central Qld Mail Centre,
Qld 4702
Telephone: (+61 7) 4931 1654
Facsimile: (+61 7) 4922 5481

Northern Region
146 Wills Street
PO Box 1293
Townsville, Qld 4810
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Glossary

*Please note: acronyms appear in full followed by their abbreviation in the first instance.

ATC	Australian Transport Council	MVIC	Motor vehicle inspection centre
CAMCOS	Caboolture and Maroochydore Corridor Study	NAIDOC	National Aborigines and Islanders Day Observance Committee
CBD	Central business district	NO _x	Nitrogen oxide
CCTV	Closed circuit television	NQDL	New Queensland driver licence
CMC	Crime and Misconduct Commission	OVERT	On-road vehicle emissions random testing
CO	Carbon monoxide	PM ₁₀	Particulate matters
CO ₂	Carbon dioxide	QGAP	Queensland Government agent program
CO ₂ -e	Carbon dioxide equivalent emissions	QGCPO	Queensland Government Chief Procurement Office
COAG	Council of Australian Governments	QR	Queensland Rail
CSA	Control self-assessment	QSHIPS	Queensland's online ship information and planning system
E2E	Education to employment	REEFVTS	Great Barrier Reef vessel traffic service
EPIRB	Emergency position indicating radio beacon	SchoolBUS	School bus upgrade scheme
Euro 2/3,4/5	European emissions standards	SEEP	Strategic energy efficiency policy for government buildings
FMS	Financial Management Standard 1997	SELF	Decision-making framework: scrutiny, ensure compliance, leadership, fair
FOI Act	<i>Freedom of Information Act 1992</i>	SEQIPP	<i>South-East Queensland Infrastructure Plan and Program 2008–26</i>
GEMS	Government energy management strategy	SEQRP	South-East Queensland Regional Plan
GOC	Government-owned corporation, for example, Ports Corporations	SO ₂	Sulphur dioxide
GST	Goods and Services Tax	SPMS	Strategic planning management system
ICT	Information and communication technology	STC-Q	Smart Travel Centre—Queensland
LNG	Liquefied natural gas	TLT	Transport leadership team
LRM	Licensing (driver licensing), registration (motor vehicle) and boat registration and licensing	TTA	TransLink transit authority
LUPTAI	Land Use and Public Transport Accessibility Index	VOC	Volatile organic compounds
MIG	Managing-in-Government	VTM	Vessel traffic management
MoU	Memorandum of Understanding	WIG	Working in Government

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