

Queensland Transport

Annual Report 2006–07, vol 1



Our Vision

Better transport for Queensland

Connecting people, places, goods and services to enhance economic, social and environmental wellbeing.

Our transport system is a complex and inter-connected system of infrastructure and services and its strength lies in the contribution it makes to the quality of life of all Queenslanders.

Queensland Transport (QT) as an organisation is created through cooperation from all levels of government and industry providers.

A strong transport system leads to a strong economy which increases employment, creates safer and more supportive communities, and is able to support ecologically sustainable development.

Our Mission

To develop, lead and manage transport in Queensland which is safe, secure, efficient, inclusive, and ecologically sustainable, and promotes a strong economy.

The delivery of our vision and mission can only be achieved through partnerships and alliances across government, industry and the community. Queensland Transport leads a strong network of partnerships and alliances working together to connect people, places, goods and services thereby enhancing the economic, social and environmental well-being of all Queenslanders.

Bruce Wilson – Director-General,
Queensland Transport

Our communication objective

Queensland Transport's Annual Report is part of a suite of documents including the Queensland Transport Strategic Plan and Ministerial Portfolio Statement that informs the Minister for Transport and Main Roads and the Parliament of Queensland Transport's 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*.

In addition to the Minister and Parliament, our audience includes local, state and federal government organisations, our staff, industry groups, special interest groups and the wider community. This report aims to provide these groups with a comprehensive summary of QT's performance against the five key result areas (KRAs) outlined in the Queensland Transport Strategic Plan 2006-2010. Queensland Transport's statement of affairs is also reported in this document. Our department welcomes your comments or feedback on this report. A form is provided for this purpose on page 111.

Queensland Transport's Annual Report is available on the QT website at www.transport.qld.gov.au

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SECTION ONE



Our organisation





The vision for Queensland's transport portfolio

(a vision encompassing the Transport and Main Roads portfolio)

Delivery of our vision and mission can only be achieved through partnerships and alliances across government, industry and the community. Queensland Transport (QT) and Main Roads (MR) lead a strong network of partnerships and alliances working together to connect Queensland ... connecting people, places, goods and services thereby enhancing the economic, social and environmental wellbeing of Queenslanders.

Transport system outcomes

Through our vision and mission, QT contributes to the transport system by delivering the following outcomes.

A strong diversified economy

An integrated, efficient and reliable transport system, improving the global competitiveness and sustainability of Queensland commerce, industry and communities.

A fair, socially cohesive and culturally vibrant society

An inclusive transport system, promoting fair and affordable access and mobility while respecting the needs and views of diverse community groups.

Safe and secure communities

A people-friendly transport system, protecting the safety and security of the people who use it and are affected by it.

A clean, liveable and healthy environment and maintenance of the natural resource base

A sustainable transport system, minimising adverse impacts on the environment and meeting the needs of current generations without imposing unreasonable costs on future generations.

Queensland Transport outputs

Rail, Ports and Aviation Systems

Rail, Ports and Aviation Systems promotes better transport for Queensland through the coordination of transport policy, funding and investment initiatives relating to rail, port authorities, aviation and freight. It facilitates appropriate, efficient roles for transport modes across Queensland through the use of cost-effective transport logistics and management practices. It purchases above-rail services, such as long distance rail passenger services, rail infrastructure and regional train services. This output also provides financial assistance to rural and remote aviation and regulates rail safety.

Integrated Transport Planning

Integrated Transport Planning, development and management delivers integrated solutions and policy for transport infrastructure, systems and services to achieve sustainable transport outcomes. Key initiatives include the continued implementation of integrated regional transport plans and strategies throughout Queensland's regions and implementation of transport initiatives associated with the South East Queensland (SEQ) Regional Plan.

Integrated Transport Planning is also responsible for the planning, development and management of recreational boating infrastructure and State Boat Harbours, in partnership with local managing authorities.

Road Use Management

Road Use Management delivers policies, regulations, licensing, registration and accreditation systems and educational programs. These promote and influence a safe, efficient, accessible and ecologically sustainable road transport system in ways that support the State's economic development and the community's quality of life. This output also manages the revenue collection, legislation and penalties and sanctions related to road use.

Maritime Safety

Maritime Safety fosters a safe and vibrant maritime community in Queensland by managing and influencing the safety of vessels and their operation. The Maritime Safety 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.

Public Transport Services

Public Transport Services improves the lives of Queenslanders by connecting them with each other, and to opportunities, by removing barriers to access and mobility. It also aims to provide the community of Queensland with a high quality public transport system through the facilitation of services provided by private bus and ferry operators, Brisbane Transport, Queensland Rail (QR), the taxi and limousine industries and remote and regional air service operators.

Capital Investment

QT's Capital Investment program plays an important role in meeting the Government's priority commitments of "Growing a diverse economy and creating jobs" and "Managing urban growth and building Queensland's regions". Queensland Transport's capital investment output sets the overall direction and guidance for QT to plan, coordinate and facilitate the provision of transport services and transport infrastructure for Queensland.

Queensland Transport Key result areas

Queensland Transport has identified five key result areas (KRAs) that provide the strategic framework to achieve our vision and mission.

Key result areas

Transport leadership – leading the future direction and development of the transport system in Queensland

System stewardship – planning and managing a transport system that is sustainable, safe, efficient and equitable

Service and infrastructure delivery – delivering and operating consistent, integrated and efficient services and infrastructure, to an agreed standard

Effective relationships – developing and sustaining effective relationships with stakeholders to achieve transport outcomes

Capable organisation – developing capable, innovative and accountable people, systems and processes, and promoting performance to achieve business outcomes

The KRAs support the Queensland Government core priorities of:

- Growing a diverse economy and creating jobs
- Managing urban growth and building Queensland's regions
- Protecting our children and enhancing community safety
- Protecting the environment for a sustainable future
- Delivering responsive government

Director-General's report

The year under review has been an exciting one for Queensland Transport (QT), with many positive results achieved, as shown throughout this report. Just some of the highlights include:

Meeting the transport challenge in SEQ

In response to sustained high population growth in SEQ, we have continued with our comprehensive program to ensure transport needs are met effectively into the future. This includes:

- A strong planning framework to provide for future corridors and capacity improvements. Examples underway are the Western Brisbane Transport Network Investigation and the Inner City Transport Capacity Study.
- Rollout of record investment in infrastructure projects under the South East Queensland Infrastructure Plan and Program. One particularly exciting example here is the Inner-Northern Busway project, running ahead of schedule, which will see a truly innovative joint rail and bus station at Roma Street.
- Continued delivery of public transport service improvements through TransLink leading to further strong patronage – now up by over 30% in TransLink's first three years of operation.
- Pursuit of more sustainable transport through Travelsmart, promotion of cycling and walking and a number of other whole of government initiatives.

Regional transport initiatives

There has been a wide range of substantial achievements across regional Queensland, as diverse as:

- Massive investment through QR and the ports in infrastructure to meet the needs of the coal industry in Central Queensland. We initiated, jointly with the Queensland Resources Council, an independent review of the Goonyella coal supply chain by Mr Stephen O'Donnell.
- The launch of *qconnect* as a distinctive and consistent branding of all passenger transport services in regional Queensland – including buses, ferries and subsidised air services. Particular *qconnect* initiatives will include: standardised fares and zones in regional cities, better connections between services, modern accessible infrastructure and an accessible taxis program.
- In May we celebrated the tenth anniversary of the Vessel Tracking System through Great Barrier Reef waters. This has been a highly successful initiative, regularly updated with emerging technology, which has demonstrably reduced shipping incidents in a very sensitive environment.

Safety and security

Safety and security on road, rail and water remain high priorities for the department. Many initiatives are listed in the report. In particular I note:

- Successful implementation, after extensive consultation and preparatory work, of the graduated licensing system for drivers under the age of 25 years.
- Completion of the program of installing security cameras in Queensland's 20 taxi service contract areas.
- Implementation of the Torres Strait Marine Safety Program.
- Continued work with national bodies and transport operators on security preparedness across the transport system.

Our people

Once again, the achievements outlined in this report are only possible through the skill and commitment of the staff of QT. I would like to thank them sincerely for this.

I also thank the many people of other agencies, industry groups and community associations with whom we have very successful partnerships in delivering our business.

Bruce Wilson
Director-General



Financial summary

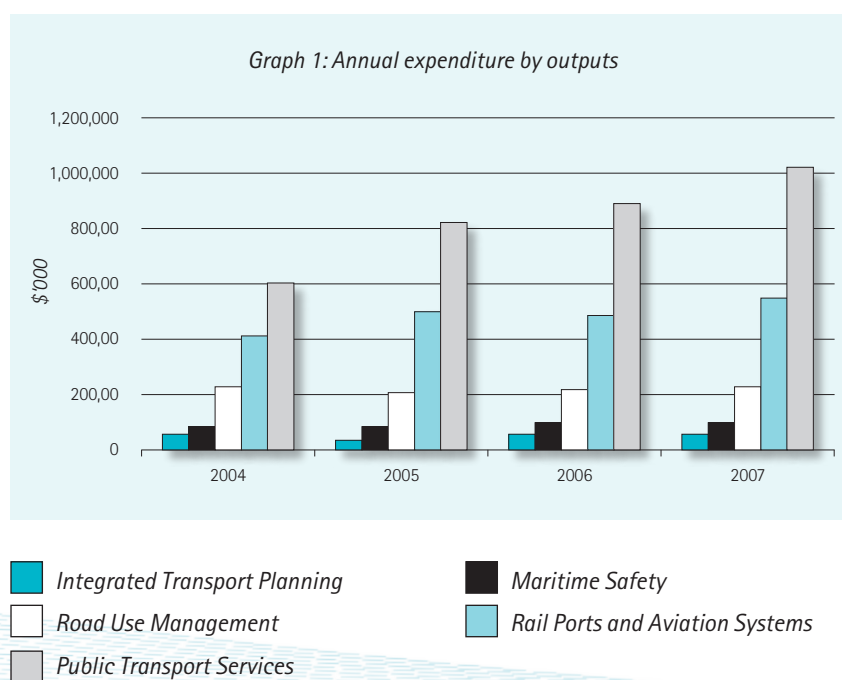
This summary provides a brief overview of the department's financial performance and financial position for the 2006-07 financial year and significant events that have occurred during the year. A comprehensive financial report is provided in Volume 2 of this Annual Report and in electronic form on the CD attached to this volume of the document.

Financial overview

The following analysis is provided as an overview of the department's financial statements for 2006-07.

	2006-07 \$'000	2005-06 \$'000	Change Inc/(dec) \$'000
Income	1,946,440	1,737,408	209,032
Expenses	1,946,440	1,742,943	203,497
Total current assets	224,066	228,659	(4,593)
Total non-current assets	1,214,985	748,211	466,774
Total current liabilities	213,698	224,874	(11,176)
Total non-current liabilities	60,974	59,640	1,334
Total equity	1,164,379	692,356	472,023

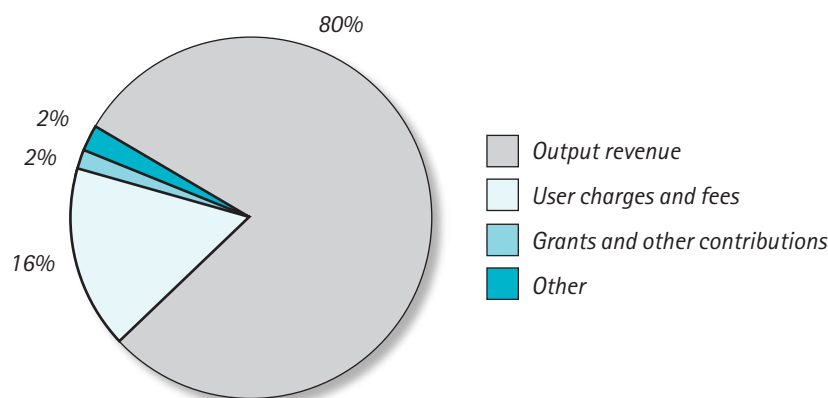
Table 1: Financial Statements for 2006-07



Income

Income for the year increased by \$209.0 million over 2005-06. The major reasons for the increase were an increase of \$172.0 million in Appropriation Revenue received from Treasury to aid QT in funding better and more accessible public transport for Queenslanders, and a \$37.8 million increase in User Charges and Fees. The main source of the increased revenue from User Charges and Fees was the additional Fare Revenue collected by TransLink, which was up by \$24.0 million mainly due to patronage growth.

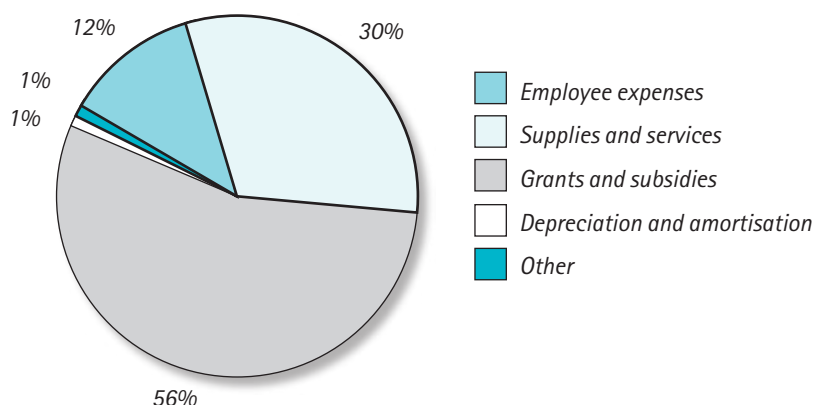
Graph 2: Income 2006-07



Expenses

Expenses for the year increased by \$203.5 million over 2005-06 due primarily to a \$132.6 million increase in Grants and Subsidies payments. This included a CPI increment on Transport Service Contract payments, an increased payment for the infrastructure component, an increased payment to Queensland Rail (QR) for SEQ Citytrain services and additional expenditure for the Disability Standards Compliance Program for Public Transport Infrastructure. In addition, the \$61.2 million increase in Supplies and Services includes a \$37.2 million increase in TransLink contract payments to public transport operators. This was required for the introduction of NightLink and additional services provided as part of the TransLink Network Plan.

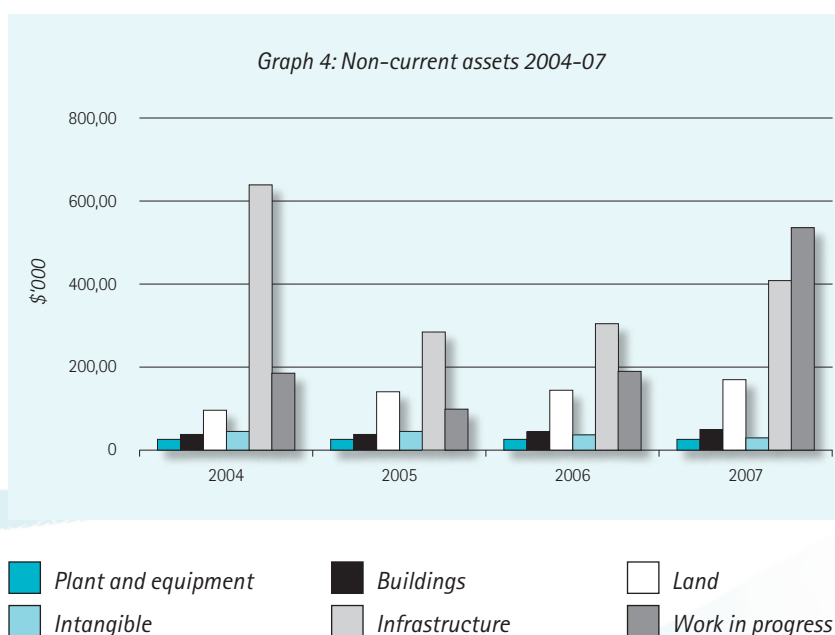
Graph 3: Expenses 2006-07



Non-current assets

QT's non-current asset base has increased by \$466.8 million this year, with \$124.5 million a result of independent valuations. The balance of the increase was mainly a result of the work done on public transport infrastructure projects such as the Inner Northern and Eastern Busways and the TransLink Smartcard initiative to improve integrated public transport systems in SEQ. These works are part of the department's strategy to combat urban growth, develop efficient transport systems and secure future corridors and sites.

Graph 4: Non-current assets 2004-07





snapshot

A snapshot of Queensland's transport system

- Over 212,000 registered recreational vessels as at 30 June 2007
- Over 5,600 registered commercial vessels as at 30 June 2007
- Almost 9,800km of rail corridor as at 30 June 2007
- 2,831,419 current Queensland driver licences
- Almost 3.9 million registered vehicles

Queensland's transport system

Queensland's statistics

- Over 1,730,000 square kilometres
- 7,400 kilometres of coastline, 13,350 kilometres including islands
- Over four million residents

Queensland Transport in profile

Queensland Transport contributes to the Government's objectives through five main key result areas. Underpinning these key result areas is a set of strategies which guide QT's operational planning. In most cases, a combination of strategies from more than one key result area will be harnessed to achieve these objectives and have a positive influence on the major transport issues.

Queensland's transport system is large and complex and needs to be actively planned and managed if it is to meet the diverse range of needs of the community, commerce and industry across our vast state. Queensland Transport continues to face a number of challenges and issues including:

- managing growth and provision of transport infrastructure
- increasing demand for travel in SEQ including high levels of private vehicle use
- increasing and changing freight task
- integration of transport and land use, allowing for diverse and changing travel patterns
- equity for people without access to a private vehicle and access in rural and remote areas
- safety and security of the transport system and its users, especially reduction of the road toll
- environmental impacts of transport and climate change, and
- transport industry workforce capability and capacity.

Management structure

Management and leadership

Queensland Transport's Transport Leadership Team (TLT) currently consists of the Director-General, two Deputy Directors-General, eight Executive Directors and two General Managers. The role of the TLT is to function as a collaborative team to:

- demonstrate leadership by providing a clear, consistent and cohesive vision for the future
- create a culture and environment that supports teamwork and the development and success of our people
- position Queensland Transport effectively with external stakeholders
- ensure unity of purpose for the delivery of transport outcomes
- steer the business of Queensland Transport.

Queensland Transport has three main roles. We have a primary role in transport leadership, including policy and planning; a system stewardship role in managing access to and use of the transport system; and a service delivery role in ensuring delivery of coordinated and integrated transport-related services and infrastructure. To this end, Queensland Transport has prioritised the development of a new Information Management Division and the Infrastructure Program Office.



Transport Leadership Team

FRONT ROW (left to right)

Judy Oswin
BSocWk, BBus (Accounting)
Executive Director (Land Transport and Safety)

Bruce Wilson
BE(Hons), MEngSc, FIR Austr, FAIM, FCILT
Director-General

Wendy Bullock
A/Executive Director (Corporate Office)

BACK ROW (left to right)

John Watkinson
Master Mariner, FNI
General Manager (Maritime Safety Queensland)

Jack Noye
MPublicAdmin, BA (Military Studies), B.Bus (Transport Economics), GradDip (Management), MCILT
A/Deputy Director-General

Tony Kursius
BA, M(PubPol)
Executive Director (Services Division)

Paul Blake
BA, AdvCert IndEng, OpManCert, MCILT
Executive Director (Passenger Transport)

Luke Franzmann
BE, BEcon, GCAE
General Manager (TransLink)

Paul Summergreene
A/Executive Director (Information Management)

Patrick Quirk
BEcon, Master Mariner
A/Executive Director (Rail, Ports and Freight)

Neville Patterson
BE(Civil), BEcon, MEngSc, MIE Aust
Executive Director (Infrastructure Program Office)

Paul Low
BRTP (Bachelor of Regional and Town Planning)
Executive Director (Integrated Transport Planning)

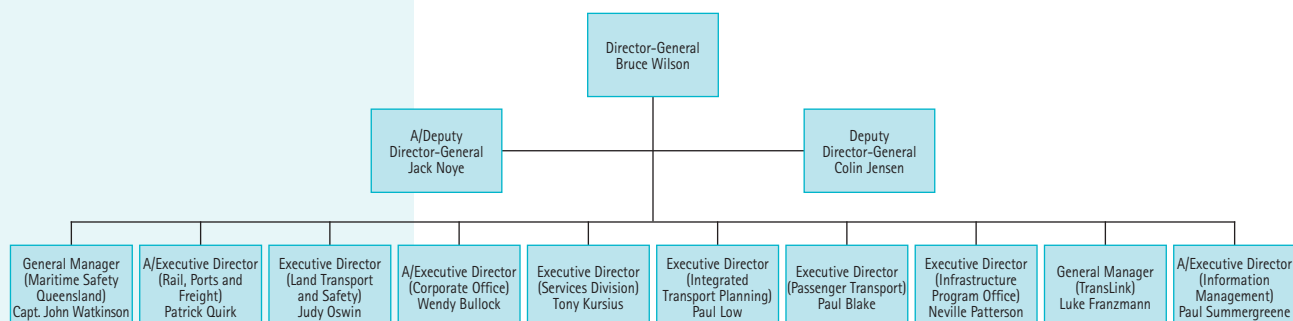
ABSENT

Colin Jensen
BE(Civil) (Hons)
Deputy Director-General

Helen Stehbens
BA, BEcon, GradDipBA, FCILT, FAIM, GAICD
Executive Director (Rail, Ports and Freight)



Organisational structure



Our divisions:

- Corporate Office (CO)
- Information Management (IMD)
- Integrated Transport Planning (ITP)
- Land Transport and Safety (LTS)
- Passenger Transport (PT)
- Rail, Ports and Freight (RPF)
- Services Division (SD)

Our agencies:

- Maritime Safety Queensland (MSQ)
- TransLink (TL)

Office of the Director-General

Director-General
Bruce Wilson

Offices of the Deputy Directors-General

Deputy Director-General
Colin Jensen

(Acting) Deputy Director-General
Jack Noye

Offices

Infrastructure Program Office
Neville Patterson

Transport Policy Office
David Hourigan (Acting)

Purpose

To set the strategic direction and provide leadership on high priority issues and initiatives across Queensland Transport.

Principal activities

- Infrastructure prioritisation and coordination of delivery
- Whole-of-government policy coordination

Staff

40 staff (including casuals) as at 30 June 2007

Output focus

Contributes to all departmental outputs and corporate policy and governance

Divisions

Information Management Division (IMD)

Executive Director
Paul Summergreene (Acting)

In November 2006, Queensland Transport's Director-General officially announced that Information Services Branch and Finance Branch would become a division of the department and be known as the Information Management Division. Until that time, both Information Services and Finance had been branches of Queensland Transport's Services Division.

Branches

Finance and Business Services Group
Cathy Brunjes

Business Applications
Dennis McLaughlin

Business Services
Roger McPhee (Acting)

Business Infrastructure
Gilbert Clark (Acting)

Planning, Strategy and Policy
Jamie Mills (Acting)

Information Management and Performance
Amanda Chalmers (Acting)

Management Accounting
Anthony Philp

Financial Systems and Policy
Paul Matthews

Financial Accounting
Steven Edwards

Financial Modelling and Analysis
Lynette Alexander (Acting)

Purpose

To provide outstanding business support services for QT divisions and to sustain high levels of performance through continuous improvement and accountability. It is responsible for initiating, developing and managing effective and efficient frameworks, policies and services across a broad range of organisational functions covering the broad spectrum of financial and Information and Communication Technology (ICT) services.

Principal activities

- Financial Management • Asset Management • Facilities and Security
- Contract Management • Enterprise Architecture • Information Management
- ICT Management • Performance Management • Program Management Reporting

Staff

302 staff (including casuals) as at 30 June 2007

Output focus

Contributes to all departmental outputs and corporate policy and governance

Divisions

Services Division (SD)

Executive Director
Tony Kursius

Branches

Service Delivery Policy
Adam Rogers

Systems and Performance Reporting
Margaret Wolksi

Customer Service Direct
Kellie Baillie (Acting)

Strategic Planning and Performance
Judith Lloyd (Acting)

Regions

Central Andrew Bourne
Northern Noel Rumble
Southern John Wroblewski (Acting)
SEQ North Jamie McKeachie
SEQ South Clive Lowe

Purpose

To deliver reliable, cost-effective and innovative services to meet customer needs in the most efficient ways.

Principal activities

Whole-of-state service delivery and business review and improvement

Staff

3,273 staff (including casuals) as at 30 June 2007

Output focus

Service delivery of the following outputs: Road Use Management, Public Transport Services, Maritime Services

Rail, Ports and Freight (RPF)

Executive Director
Patrick Quirk (Acting)

Branches

Business and Strategy Development
Sharyn Exelby

Freight Policy
Renny Phipps

Ports Planning and GOC Liaison
Patrick Quirk

Rail Network and Strategy
Lawrence Hannah

Rail Services
Christopher Nash

Rail and Ports Investment
Lucy Snelling

Purpose

To promote better transport for Queensland through the coordination of transport policy, strategy, funding and investment initiatives in relation to rail, port authorities and freight.

Principal activities

- Rail and ports systems
- Inter and intra freight modal transport issues
- Freight policy
- Maritime policy (excluding safety)
- Strategic property management

Staff

100 staff (including casuals) as at 30 June 2007

Output focus

Rail, Ports and Aviation Systems, Public Transport Services

Divisions

Corporate Office (CO)

Executive Director
Wendy Bullock (Acting)

Branches

Governance and Planning

Ray Lane (Acting)

Transport Security Unit

Colin Robinson

Internal Audit

Brett Owen

Legal and Legislation

Rob Hillier (Acting)

Human Resources

Marcia Hoffmann

Community and Corporate Relations

Chris Ford-Murphy

Departmental Liaison Unit

Kate O'Donnell

Cabinet Legislation

and Liaison Office

Suzanne Young (Acting)

Purpose

To provide a sound framework for the management and governance of the organisation to achieve its strategic objectives and operational goals and meet government obligations and community expectations, including the security of the transport system.

Principal activities

- Corporate and industry development
- Corporate planning, strategy and performance
- Statutory obligations, legal and legislative services
- government and executive services
- Internal audit
- Media liaison, communications and community relations
- Transport system security and emergency management

Staff

170 staff (including casuals) as at 30 June 2007

Output focus

Contributes to all departmental outputs and corporate policy and governance

Integrated Transport Planning (ITP)

Executive Director
Paul Low

Branches

Planning, Policy and Legislation

Randall Fletcher

Strategic Support

Suzanne Jull

Transport Research and Analysis Centre

Randall Fletcher (Acting)

Transport Planning

Bruce James

Trans Apex

Russell Murray

Boating Infrastructure

Paul Stenhouse

Purpose

To lead and integrate 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.

Principal activities

- Integrated transport planning and studies
- Land use and transport development assessment
- Transport planning policy and legislation
- Toll road policy analysis and facilitation
- Transport system monitoring
- Technical services
- Infrastructure program development and delivery for busways, cycling and recreational boating facilities
- Regional planning for public transport, cycling, freight, State Boat Harbours and recreational boating facilities
- Transport corridor planning, acquisition and protection

Staff

166 staff (including casuals) as at 30 June 2007

Output focus

Integrated Transport Planning

Passenger Transport (PT)

Executive Director
Paul Blake

Branches

Passenger Transport Development

Rose Kent

Public Transport Management

Allan Parsons

School Transport

Ian Herbert

Smart Travel Centre Queensland

Doug Woodbury

Strategy

Beth Leven (Acting)

Purpose

To provide sustainable passenger transport options that connect communities so that all people have access to goods, services, work and leisure activities.

Principal activities

- Public transport policy and services (urban bus, limousine, taxi, ferry, long distance bus and aviation services)
- Public transport infrastructure (includes regional airports)
- Network planning
- Sustainable passenger transport development
- Smart travel, walking and cycling
- Travel Behaviour Change (TravelSmart™)
- School transport
- Community transport
- Passenger safety
- Accessibility to public transport
- Support and regulation of passenger transport industry

Staff

164 staff (including casuals) as at 30 June 2007

Output focus

Public Transport Services, Rail, Ports and Aviation Systems

Divisions

Land, Transport and Safety (LTS)

Executive Director
Judy Oswin

Teams

Strategic Policy
Mike Stapleton

Rail Safety
Julie Bullas

Road Safety Projects
Graham Fraine (Acting)

Business and Performance
Nicole Bunning

Policy Advice and Finance
James Stormonth

Vehicles and Environment
Angus Draheim (Acting)

Research, Policy and Strategy
Beth Stapleton

Marketing and Communications
Julie Holt

Purpose

To deliver policy, legislation and education in the road and rail safety area. Primary areas of focus are: registration, licensing and accreditation; road and rail safety; and heavy vehicle standards and access.

Principal activities

• Road safety • Rail safety • Vehicle registration policy • Driver licensing policy • Vehicle standards • Heavy vehicle regulation • Ecologically sustainable transport

Staff

362 staff (including casuals) as at 30 June 2007

Output focus

Road Use Management, Rail, Ports and Aviation Systems

Agencies

Maritime Safety Queensland (MSQ)

General Manager
John Watkinson

Branches

Maritime Services
Jim Huggett

Maritime Safety
Werner Bundschuh

Pilotage and Hydrographic Services
Chris Thompson

Corporate Strategy
Brendan Hickey

Executive Services and Compliance
Kelli White

Regions

Brisbane	Richard Johnson
Gladstone	Mike Lutze
Mackay	John Ellyet
Townsville	John Preston
Cairns	Alan Boath
Gold Coast	Russell Witt

Purpose

To manage and influence the operation and use of maritime resources so that they contribute to economic development, ensure environmental sustainability and improve safety, living standards and quality of life.

Principal activities

• Maritime safety • Port pilotage • Vessel traffic management • Maritime services • Pollution and emergency management

Staff

424 staff (including casuals) as at 30 June 2007

Output focus

Maritime Safety

TransLink (TL)

General Manager
Luke Franzmann

Branches

Planning and Infrastructure
Mark Cridland

Operations Management
Brian Kersnovske

Strategy Performance and Financial Management
Robin Barlow

Marketing and Communications
Lisa Berrie

Business Capability and Support
Pierina Curties

Purpose

To lead and deliver an integrated public transport system that is used and valued by the people of SEQ

Principal activities

• Developing an integrated public transport system • Public transport network and system planning for SEQ • Busways development and management • Operator contract management (SEQ)

Staff

201 staff (including casuals) as at 30 June 2007

Output focus

Public Transport Services

SECTION TWO



Corporate **governance**



Corporate governance report

Corporate governance

Effective governance practices improve corporate performance and satisfy legislative, government and community expectations. They also support rational and transparent decision-making and establish clear accountability for actions. Corporate governance is about the way an organisation identifies and manages its exposure to risk and monitors its performance.

For QT and Main Roads (MR), corporate governance is the manner in which the two agencies are both individually and cooperatively led, managed and governed at all levels to achieve joint strategic goals and operational objectives. The need for close coordination between separate yet interdependent departments has led to the development of a joint QT and MR Corporate Governance Framework.

The foundations of good corporate governance (Leadership, Ethics and Culture and Stakeholder Relationships) are a prerequisite for stability, which supports the pillars of performance and conformance. This leads to good governance outcomes and stakeholder confidence.

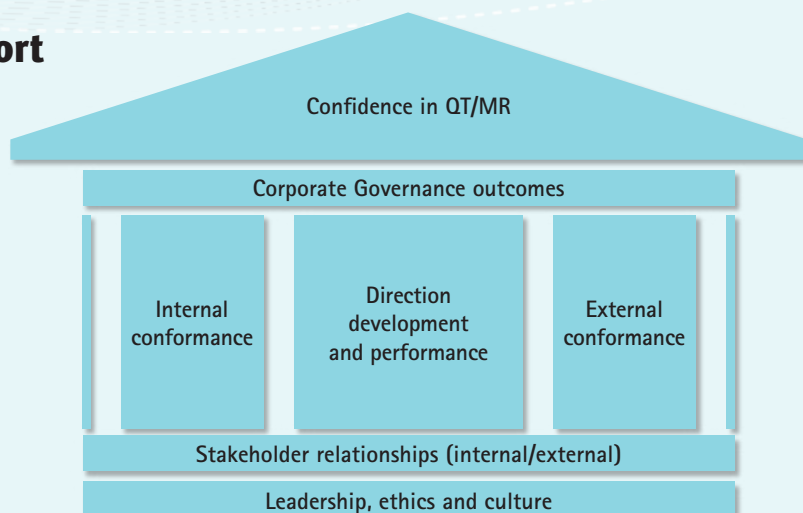


Table 2: Corporate Governance framework

Leadership

Leadership is crucial to ensuring the transport system is shaped in ways that meets the current and future needs of all Queenslanders. QT exercises its leadership role by:

- developing a strategic long-term vision for transport in Queensland
- establishing high-level transport priorities and accountabilities
- integrating policies, regulations and operating practices across local, interstate and international stakeholders.

This helps to ensure the many competing interests and needs associated with the transport system are properly balanced, and that maximum benefit is gained from the expenditure of limited resources.

Within the organisation, leadership is a collective responsibility shared by the Director-General, management and staff of the department. There are a number of formal groups that have particular leadership responsibilities. These are listed in the table below.

Name	Members	Purpose
Transport Leadership Team (TLT)	Director-General, two Deputy Directors-General, Executive Directors and General Managers of QT	Provides direction and leadership to the planning, management and evaluation of strategies to achieve QT's objectives. TLT meets fortnightly
Internal Review Committee (IRC)	Director-General and two Deputy-Directors-General, supported by Director (Finance)	Committee of review for financial planning. Determines final budgetary outcomes within the context of the State budget and allocates resources to divisions to enable organisational outputs and objectives to be achieved. IRC is held annually
Portfolio Legislation Management Committee (PLMC)	Senior executives from across QT and MR portfolio	Coordinates the development, implementation and administration of legislation across the portfolio and encourages continual improvement of these processes. The PLMC is supported by a working group that provides a forum for portfolio consultation, and makes recommendations about legislative proposals and scheduling. PLMC meets quarterly

Name	Members	Purpose
Audit Committee	Executive Director (Corporate Office), Executive Director (Services Division), Executive Director (Infrastructure Program Office), General Manager (TransLink), two external members	Provides advice to the Director-General and acts as a board of review for the internal audit function. The Audit Committee meets as required. Its role and members are detailed in the Internal Audit Report on page 24
Senior Management Forum (SMF)	Group comprising about 60 senior officers and the executive	Provides an opportunity for the sharing of information, discussion and input on a range of strategic issues. The SMF is held monthly
Human Resource and Business Collaboration Committee (HRBCC)	Deputy Director-General, Director (Human Resources), three Executive Directors and a Director (or equivalent) from each division/agency	Provides a high level of leadership, advice and assistance in the development, implementation and assessment of the QT People Strategy; develops recommendations in relation to people and HR strategies and priorities and provides direction on the HR program of work across QT. Ensures the consistent quality application and integration of HR strategies and policy frameworks across all of QT
TransLink Advisory Board	Director-General, General Manager (TransLink), Executive Director (Passenger Transport), external members representing Queensland Rail, Brisbane City Council, Queensland Bus Industry Council and Brisbane Transport	Reviews strategic directions, plans and products, and provides advice, endorsements and recommendations to TransLink. Collaborative governance arrangements exist to assist TransLink to lead and deliver an integrated public transport system in SEQ
Capital Works Board (CWB)	Both Deputy Directors-General Executive Director (IPO) General Manager (TL) Executive Director (ITP) Executive Director (RPF) Director (Finance)	Strategic development, review and adjustment of the financial and operational performance of QT's capital works program. The outcome of the board's activities will be an assurance that Queensland has the right transport infrastructure, delivered as planned, in a cost-effective and time-efficient way
Transport Security Policy Committee (TSPC)	Deputy Director-General (Chair) Executive Director (CO) Director – Transport Security and Emergency Management Director – Passenger Transport Development (PT) Director – Ports, Planning and GOC Liaison (RPF) Director – Corporate Strategy (MSQ) Group Manager – Strategy, Performance and Financial Management (TL)	Provides governance and coordination for Queensland's transport security matters. Identifies emerging transport security issues. Assists QT in providing transport security advice to its Director-General, and assists agencies in fulfilling Queensland's obligations under the Inter-Governmental Agreement (IGA)

Table 3: Leadership Responsibilities

Ethics and culture

In addition to these leadership groups there are several tools to support the leadership, ethics and culture agenda. These include:

- a vision for the transport system in Queensland to guide the planning and operation of QT and MR, as well as shaping the planning and decisions of other stakeholders
- the department's Code of Conduct, which details QT's ethics principles, sets out staff obligations and provides guidance on the standards of behaviour and conduct expected of all departmental employees. It includes guidance on conflict of interest and employee duty of disclosure. The Code of Conduct is available on the QT website. See also the Whistleblowers Disclosure Statistics on page 88 and Public Sector Ethics Report on page 87

Senior managers are committed to and accountable for demonstrating the following values and behaviours:

- Commitment to the community
- Valuing, involving and supporting staff
- Openness
- Respect
- Integrity
- Excellence

Stakeholder relationships (internal and external)

QT believes that a leadership role depends upon a commitment to proactively engage in inclusive and collaborative processes with all stakeholders.

Our relationships are characterised by trust and mutual respect and acknowledgment of a diversity of values and perspectives. They demonstrate effective communication, cooperation and collaboration on issues of mutual interest, and openness and honesty in transactions and communication.

The mechanisms currently in place to develop and improve QT's relationships include a commitment to community engagement in the development of policies, plans and services through information sharing, consultation and active participation in the achievement of transport outcomes.

External conformance

External conformance mechanisms are the statutory and other requirements with which QT must comply, monitor and build into our activities to enable and protect QT and our people in the performance of their roles. These include:

- producing this annual report as the department's main accountability tool
- reporting to Queensland Treasury on all outputs as funded in the Ministerial Portfolio Statement
- providing open and transparent government through properly resourced Freedom of Information services
- developing and implementing policies for Government Owned Corporations (GOCs) in conjunction with Queensland Treasury, which clearly set out expectations and priorities on a strategic and commercial basis and in a competitive environment, whilst achieving key transport outcomes
- other legislative and statutory requirements, as per the legislative responsibilities listed on page 93.

Internal conformance

Internal conformance mechanisms are the policies, procedures and structures established for running the day-to-day business of the department to achieve its outputs and outcomes. These include monitoring of performance and risk management, along with audit reporting (see the Internal Audit Report on page 24).



Monitoring

QT has in place a number of organisational performance systems, both financial and non-financial, to monitor the organisation's effectiveness in the pursuit of its objectives.

The Strategic Plan focuses on key result areas and QT's performance is measured against strategic performance indicators and reported in its Annual Report.

QT's performance is also monitored through other financial and non-financial performance reports including the QT Major Initiatives Progress Report, Strategic Planning Management System (SPMS) Deliverables Report, Financial Report, Capital Infrastructure Report and Workforce Profile Report.

QT places a high priority on internal assessment. Control self-assessment is a self audit process developed to enhance staff awareness about financial and other administrative concepts. Internal Audit partners with line areas to develop and maintain these self audit modules so they continue to be relevant and address financial and administrative risks. Internal Audit also monitors and reviews the results and conduct of the control self-assessments. For more information on control self-assessments, see the Internal Audit Report on page 24.

Direction, development and performance

QT's Strategic Plan sets out the strategic key result areas through which QT will achieve its vision and mission. These are linked to strategies and specific deliverables which are funded through Output Plans. In this way the budget is directly linked to the Strategic Plan. Performance is monitored through the SPMS.

The QT Capability Framework is also an important tool in ensuring the organisation is focused on securing the necessary capacity to deliver QT's services.

Opportunity and risk management

QT is committed to a proactive approach to risk management in all departmental activities.

Corporate Office continues to advance the development of an integrated opportunity and risk management framework for implementation throughout the department, in alignment with whole-of-government outcomes. This framework includes:

- applying a risk management approach with major projects and completion of the review of compliance activities and all accreditation schemes within the transport industry
- maintaining an appropriate level of identification, measurement, prioritisation and mitigation of risk exposures, along with assisting divisional risk management practices throughout the department
- progressing the management of divisional risk registers towards an overall departmental strategic risk register
- using a risk management based approach to the development and implementation of preventative security measures for Surface Transport Operations, including transport precincts.

Business Technology Planning (BTP)

QT developed an ICT planning methodology in 2003 to ensure that departmental ICT strategies were developed in line with departmental business planning.

During 2006–07, Information Management Division further developed the methodology to provide greater value to QT by focusing more on the department's information resources, business processes and business systems. BTP links information and technology strategies to departmental business and strategic plans and helps the department to make better informed decisions about information and technology investments.

QT is demonstrating its commitment to the Queensland Government's Information Standards and Government Enterprise Architecture by using BTP to ensure departmental information and technology aligns with the department's business needs. QT began the 2006–07 execution of

BTP in early 2007, and is working with all divisions and agencies within the portfolio to develop the department's information resource plan.

TransLink

Collaborative governance arrangements exist to assist TransLink to lead and deliver an integrated Public Transport system in SEQ.

The TransLink Advisory Board reviews strategic directions, plans and products, and provides advice, endorsements and recommendations to TransLink. The TransLink Advisory Board includes membership from QT and business partner organisations.

Membership of the TransLink Advisory Board:

- Bruce Wilson, Director-General, QT (Chair)
- Luke Franzmann, General Manager (TransLink), QT
- Jonathon Cook, Chief Executive Officer (Hornibrook), Queensland Bus Industry Council
- George Pund, Manager (Traffic and Transport), Brisbane City Council
- Steve Cantwell, Chief Operating Officer, QR
- Paul Blake, Executive Director (Passenger Transport), QT
- Alan Warren, Divisional Manager, Brisbane Transport
- Mike Scanlan, Group General Manager (Passenger Services), QR
- Wayne Patch, Chief Executive Officer (Transit Australia), Queensland Bus Industry Council
- Pierina Curties, Manager – Business Capability and Support (TransLink), QT (Secretariat)

Corporate governance outcomes

This Annual Report details the corporate governance outcomes and the grounds on which stakeholders can have confidence in QT. QT's leadership of major joint initiatives such as TransLink, is evidence that stakeholders have a high level of confidence in QT.

Internal Audit report

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

Table 4: Clients and Other Key Stakeholders

Structure and reporting arrangements

As a key corporate governance function of the department, Internal Audit is part of Corporate Office and the Director (Internal Audit) has an administrative relationship with the Executive Director (Corporate Office). Aside from this organisational arrangement, Internal Audit retains an independent and direct reporting relationship with the Director-General. In addition, the Director (Internal Audit) reports regularly to the Audit Committee, who advises and reviews the work of the Internal Audit Branch.

Audit charter

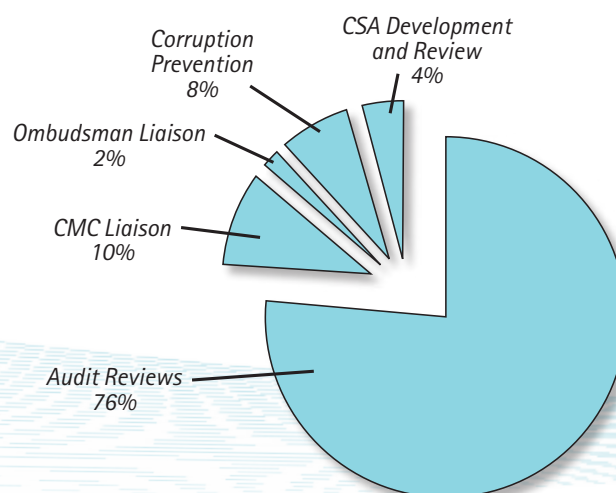
Internal Audit is a key component of QT's corporate governance, with a central role in maintaining and improving financial management practices within the department. It does this by:

- 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 attention, including matters of key management and administration risk, performance, efficiency and economy
- monitoring whether agreed remedial actions are undertaken.



Auditor Joe De Pascale at Cannonvale Queensland Government Agent Program (QGAP)

Audits and other outputs



Graph 5: Audits and other outputs

Key outputs:

The relationship with strategic objectives and corporate governance

Internal Audit's key outputs in 2006-07 were aligned with, and contributed to

the strategic Key Result Area: Capable organisation – QT's people, systems and processes are capable, innovative and accountable; and promote performance to

achieve business outcomes. Each group of audit activities focused on enhancing the corporate governance framework within QT by:

Audit output	Enhancement to corporate governance	2006-07 performance/achievement
Compliance, systems, performance and project reviews	Delivering an annual plan of audits, monitors and improves financial accountability, internal control processes and business practices within QT	<p>24 audit reports were issued during 2006-07, including recommendations for improvements in processes</p> <p>A further 8 draft reports were with clients at 30 June 2007</p> <p>Post-audit client feedback was positive</p> <p>Clients continued to seek assistance and advice from Internal Audit</p> <p>Worked with CorporateLink (shared service agency), to avoid duplication of internal audit effort</p>
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 better managing of outcomes	<p>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</p> <p>Preliminary work commenced on new CSA packages for other parts of QT's operations</p> <p>Existing packages were reviewed to ensure they remain relevant to clients</p>
Advice on risk management	Risks are events that may hinder the achievement of departmental objectives	<p>Mapped annual audit plan to the departmental risk register</p> <p>Membership of risk management reference group</p> <p>Provided advice to managers on assessing risks</p> <p>Ensured current and emerging risk issues were included on the agenda of the Audit Committee</p> <p>Audits included reviewing the effectiveness of internal controls in mitigating risk</p>
Crime and Misconduct Commission (CMC) liaison role	This role provides for effective reporting, coordinating and assistance to managers on matters of suspected official misconduct, and ensures legislative obligations are met	<p>Provided advice on how to manage suspected official misconduct matters</p> <p>Provided an effective reporting and liaison mechanism to the CMC, including follow-up on outstanding matters</p> <p>Refined reporting guidelines for staff</p>
Corruption prevention activities	Initiatives are delivered to increase awareness, provide processes for managing potential unethical issues in the workplace and reduce the incidence of corrupt or unethical practices	<p>Worked with Human Resource Branch to form an integrated education/ethics awareness program</p> <p>Independent analysis of data indicates preventative initiatives are a key factor in reducing the level (and costs) of misconduct matters within QT</p> <p>Partner in the sector-wide corruption prevention network</p> <p>Coordinated QT's participation in Australian Research Council Linkage Project - Whistling While They Work: Enhancing the Theory and Practice of Internal Witness Management in Public Sector Organisations</p>

Table 5: Audit performance/achievements 2006-07

Other achievements for 2006–07

Achievement	Performance information
Planned ahead	Audit plans for 2007–09 were developed, endorsed by the Audit Committee and approved by the Director-General Recruited graduate auditors to continue to provide quality audit services to QT into the future
Improved skill base	During 2006–07 Internal Audit improved its capability, with some 37% of non-audit time used to develop its people and the processes within the unit
Improved processes	Implemented recommendations from an independent review of the internal audit function At the completion of audits and projects, sought client feedback about the performance of each stage of the audit, and their satisfaction with the audit outcome and to identify where the audit process can be enhanced
Built relationships	Provided advice to projects and initiatives, managers and staff Worked with other agencies and CorporateLink (shared service agency), to avoid duplication of internal audit effort Worked with Ombudsman's office to facilitate departmental assistance to the Ombudsman's inquiries Provided assistance to the Queensland Audit Office (QAO) in auditing the department's financial statements for 2005–06
Met client expectations	Responded to requests for advice and assistance, additional to the original audit plan Clients reported audits were conducted professionally, considered their business concerns were addressed, audit reports were understandable, and, as a result, users were better informed about their systems, controls and risks

Table 6: Other achievements for 2006–07

Profile of the unit – qualifications and experience

	Relevant tertiary qualifications	Professional association membership	Audit experience			
			< 5 years	> 5 and <10 years	> 10 and <20 years	> 20 years
Auditors with –	82%	64%	36%	0%	18%	46%

Table 7: Profile of the unit

Future challenges

QT's future challenges include:

- helping the department to manage the risks and impacts on accountabilities associated with the shared service initiative
- working with CorporateLink internal audit to avoid duplication of work, share information about processes, and establish protocols for accessing departmental information held by the shared service providers
- getting assurance about the overall internal control structure over transactions processed by CorporateLink
- educating management and staff about internal controls by marketing its services and continuing to develop and assist in the implementation of self-audit/control self-assessment tools
- continuing to provide and implement strategies to prevent fraud/misconduct
- assisting change agenda initiatives – including integrated ticketing, the proposed new Queensland driver licence, and the proposed introduction of a smartcard for the Taxi Subsidy Scheme
- improving internal systems to best practice and benchmarking standards
- identifying opportunities for cost savings and potential revenue opportunities
- continuing to develop its staff, and strengthen its information systems' auditing capability.

The Audit Committee

The Audit 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 operational risks and threats to the department
- assess and enhance the department's corporate governance, including its systems of internal control, and associated internal audit function and risk management processes
- evaluate whether there are appropriate processes in place for the agency's financial and operational reporting
- evaluate the quality of, and facilitate the practical discharge of the internal audit function, particularly in respect of planning, monitoring and reporting; and assess whether the annual audit plan is appropriate in terms of audit coverage.

The committee previewed the department's draft financial statements for 2005-06 prior to their issue to Queensland Audit Office. They also undertook a high level review of the statements prior to their signing by the Director-General. The committee will continue to review this process, with a view to providing greater assurance to the Director-General about the 2006-07 statements.

The committee considers current and emerging risk issues as part of its agenda.

Member profile and contribution to the committee	Available meetings	Meetings attended	Proxy attended
Jack Noye, Executive Director (Corporate Office) and committee chair - corporate governance, transport policy, transport security*	3	2	1
Wendy Bullock, A/Executive Director (Corporate Office) and committee chair - corporate governance, legislation coordination, service delivery improvement	2	2	-
Judy Oswin, Executive Director (Land, Transport and Safety) - financial management, client service delivery, key corporate services	2	1	1
Tony Kursius, Executive Director (Services Division) - strategic policy (road safety), strategic client service delivery*	3	1	2
Neville Patterson, Executive Director (Infrastructure Program Office) - integrated transport planning, transport infrastructure delivery and program management*	5	3	-
Luke Franzmann, General Manager (TransLink) - public transport integration and coordination, commercial partnering*	5	1	1
Sarah Israel (external member) - corporate governance, private sector audit committee/director expertise, financial management	4	4	-
Graham Carpenter (external member) - corporate governance, audit committee/director experience, private and public sector financial management and reporting*	5	5	-
Peter Dowling (external member) - corporate governance, audit committee/director experience, private sector financial management, taxation and corporate finance*	1	1	-
* Committee members at 30 June 2007			

Table 8: Member profile and contribution to the committee

External member applicants are assessed against criteria established by the committee, and designed to bring independent expertise to the committee decision-making process to complement the skills and experience of the departmental members. As part of

the induction process, new committee members are provided with details of the approved terms of reference for the committee, including its role and their responsibilities.

The Queensland Audit Office and the Director (Finance) were invited to, and

attended all five meetings during 2006-07. Other invited guests attended at various meetings.

The committee undertook self-assessment and sought feedback from stakeholders during 2006-07. The committee evaluation process is subject to ongoing review.

SECTION THREE



Our performance and achievements



Key result area – Transport leadership

Queensland Transport leads the future direction and development of the transport system in Queensland

QT has a commitment to achieving better transport for Queensland – connecting people, places, goods and services to enhance economic, social and environmental wellbeing. Queensland's transport system is large and complex and needs to be actively planned and managed if it is to meet the diverse needs of the community, commerce and industry across our vast state. The transport system in Queensland is a major part of the national transport system, and connects Queensland with the world.

As the lead agency involved in the State Government's transport agenda, QT takes the responsibility for leading the development, planning and management of a long-term vision for transport in Queensland. The vision is supported by a comprehensive policy agenda which identifies strategic priorities and accountabilities. QT recognises that it is only one of many stakeholders in Queensland's transport system. However, it sees that its role is to lead a coordinated effort that balances the competing demands on the system at local, state and federal levels.

Significant achievements

QT sets high level direction for the state transport system through integrated transport planning programs and studies, and by developing policy for transport planning and the integration of transport infrastructure.

Strategic information management

It takes significant resources to improve and expand the knowledge base that underpins all major infrastructure and service improvements. QT continues to invest in this major and ongoing data acquisition program. Data obtained through the program enables QT to make sound and informed decisions on future transport issues.

Key projects included:

- the completion of data collection in the 2006–07 South East Queensland Travel Survey (SEQTS) for the Brisbane Statistical Division and Sunshine Coast. Analysis of this travel information will provide key data to future transport planning and infrastructure in SEQ
- assistance to the Australian Bureau of Statistics on coding and validation of the 2006 Census of Population and Housing. Census journey-to-work data provides a clear picture of where and how people travel to work
- update of the Wide Bay Burnett Integrated Regional Transport Plan to include 22 councils in the Wide Bay Burnett Region
- completion of a study into the economic benefits of passenger transport that developed a robust economic evaluation framework for future investment in passenger transport
- collection and analysis of a wider range of travel data for the Brisbane Statistical Division that measured the impact of the temporary closure of the Brisbane Riverside Expressway for four days in October 2006
- commencement of an Active Transport Data Acquisition and Management Strategy and data collection program on the key corridor of SEQ.





Transport system security

QT continued working with other government departments, state governments and the Australian Government on delivering a nationally consistent approach to preventative transport security. During the last year, it continued to progress Queensland's responsibilities for passenger transport security measures under the Council of Australian Governments (COAG) Intergovernmental Agreement on Surface Transport Security.

These include the following:

- completed a Maritime Security Review of Queensland's 15 security-regulated ports with findings being considered by Queensland Police Service (QPS) and QT.
- commenced a review of Major Transport Precincts, including a risk assessment of the Brisbane Transit Centre/Roma Street Railway Station precinct, and developed a coordinated approach to preparedness and response measures in the event of an incident
- obtained government approval to prepare stand-alone legislation, which will require security-identified surface transport operations to undertake a detailed risk assessment and prepare an appropriate risk management plan
- conducted further public awareness campaigns to promote the reporting of suspicious items/luggage and behaviour
- developed a Transport Portfolio Code of Practice for the use of Closed Circuit Television (CCTV) based on the National CCTV Code
- continued to consult with and provide advice to surface transport operators and critical infrastructure owners and operators.

QT will continue to work with transport operators to ensure they are informed and taking appropriate action in relation to counter-terrorism and transport security, and to ensure that this approach is part of normal business.

e-compass

QT's electronic newsletter, e-compass, keeps internal and external stakeholders informed and up-to-date on current issues, benchmarks and best practice, research, literature and events relevant to transport policy development and implementation at the state, national and global level.

TransLink

Through the TransLink Network Plan, QT is taking the lead in planning and delivering a world-class integrated public transport system for SEQ. The TransLink Network Plan presents the vision and direction for public transport improvements in the region for the next ten years. Guided by this direction, the plan maps out a three-year rolling program of improvements focusing on coordinating services, making services fast, frequent, reliable and safe, and investing in infrastructure to provide quality facilities and to cater for growth. The TransLink Network Plan was developed collaboratively with TransLink's business partners, stakeholders and the community. Community perspectives were integral to developing the plan, with around 2,000 people providing feedback which assisted TransLink to review and refine the program of public transport improvements.

TransLink is leading the development of technologies to ensure public transport is easy to use. An example of this is smart card ticketing which will position SEQ as a leader in public transport in Australia. TransLink is also investigating a Real Time Passenger Information System to ensure passengers are provided with timely and accurate information covering the entire journey. The TransLink website leads the way in delivering world-class public transport information to the residents of, and visitors to, SEQ.

Freight strategy

For Queensland Rail (QR) general freight operations to be sustainable in the context of changing market requirements, QR is now required to compete in the national market for these services. To that end, transport company acquisitions have occurred over recent years, as well as organic expansion into national markets. Rail, Ports and Freight (RPF) is working closely with QR on its general freight strategy to ensure that its national freight objectives are met. Success in national operations will underpin the continued provision of effective freight rail services within Queensland.

RPF facilitated the Queensland Government's consideration of these various initiatives in conjunction with the Office of Government Owned Corporations (GOC) throughout 2006-07.

The SEQ Regional Freight Network Strategy 2007-12 has been developed to support the implementation of the SEQ Regional Plan and the achievement of its broad vision for freight. The Strategy aims to facilitate freight moving efficiently across the transport network in a manner that enhances economic development, safety, quality of life and environmental sustainability. To ensure this occurs, the Strategy describes the existing freight demands and freight network; examines the region's future demands and challenges; and provides direction for future policy, planning, infrastructure design, operations and institutional arrangements to encourage the effective and efficient end-to-end delivery of freight. More specifically, it identifies the movement of freight throughout the region and focuses on developing and encouraging better integration and utilisation of the existing road and rail freight routes and infrastructure to enhance their capacity to support the economic activity and prosperity of the region.

Rail and port expansion projects

The Queensland coal mining industry is undergoing major expansion in response to growing demand for coal on world markets. The Queensland Government is playing its part with significant investments in coal transport infrastructure.

QR is investing \$2.1 billion to expand rail network and rollingstock capacity.

Port Corporation's current committed expenditure totals \$889 million. Private sector committed expenditure at the two coal terminals at Hay Point totals \$1.471 billion. Together, committed expenditure on port expansions totals \$2.36 billion. These major Queensland port expansions are already underway and will increase total coal port capacity by 31.5 million tonnes to 213 million tonnes per annum by the end of 2007. This represents a 33% increase in port capacity for the two calendar years ending 2007.

Major port expansions nearing completion include the Phase 2 Hay Point Services Coal Terminal, Hay Point channel deepening, Dalrymple Bay Coal Terminal Stage 7x – Phase 1 expansion, RG Tanna Coal Terminal expansion and Abbot Point Stage 2.

Performance indicators – Transport leadership

1. Performance indicator: Evidence that QT has established and articulated a long-term vision and set of priorities for transport in Queensland

Clear, long-term future transport policy directions underpin investment and economic growth, and ensure better community outcomes from transport activity.

Achievements 2006–07

- Implementation of the TransLink Network Plan (2004–05 to 2007–08) continued across SEQ. Improvements focused on coordinating services, making services fast, frequent, reliable and safe, and investing in infrastructure to provide quality facilities and cater for growth.

2. Performance indicator: Evidence that QT plays a critical role in leading transport planning in Queensland

The delivery of long-term integrated transport system planning will provide sustainable community outcomes for Queensland.

Achievements 2006–07

- QT continues to significantly influence transport planning outcomes by working with councils on their planning schemes and through QT's concurrence powers under the Integrated Development Assessment System (IDAS).
- QT commenced the update of the Wide Bay Burnett Regional Integrated Transport Plan to encompass the Wide Bay Burnett Region. This Plan will complete the regional planning process and set out the development of that region's transport system until 2026.

3. Performance indicator: Evidence that QT establishes and delivers a clear framework for transport planning in Queensland

Clear planning frameworks provide security and stability to facilitate government policy development in other areas, as well as economic growth and private sector investment.

Achievements 2006–07

- The *Transport Legislation and Another Act Amendment Act 2007* (No. 6 of 2007) which was assented to on 28 February 2007 amended the *Transport Infrastructure Act 1994* and *Transport Planning and Coordination Act 1994*. The amendments ensured both pieces of legislation were consistent with regard to the requirement that a local government obtain the chief executive's written approval to make a change to the management of a local government road under certain circumstances.
- The *Transport Planning and Co-ordination Act 1994* was also amended to clarify that Queensland Transport may make guidelines under that Act, and its referral agency role under the IDAS.
- On 28 July 2006, the Minister for Transport and Main Roads made the first Declaration of a Local Government Tollway, when Brisbane City Council's North-South Bypass Tunnel was given this status under section 105GA of the *Transport Infrastructure Act*. This Declaration enabled this \$3 billion project to proceed to construction as Australia's largest public-private partnership, under a defined compliance framework, with conditions to protect both the transport system and user interests.
- As part of QT's drive for integration, significant input from a transport perspective was provided to policy and legislative development in other portfolio areas such as the environment and regional planning.

Key result area – System stewardship

QT plans and manages a transport system that is sustainable, safe, efficient, and equitable



QT's stewardship role involves monitoring, guiding and shaping the whole transport system in Queensland. As good stewards of the transport system, QT influences the development and use of the transport system to ensure that it is safe, efficient, equitable and ecologically sustainable.

Stewardship includes development of the policies that explicitly outline QT's direction in four key areas: scanning and monitoring the performance of the system; managing demand on the system; managing supply of infrastructure and services; and managing access to and use of the system. In addition, it includes development of the functional, modal and network plans that provide guidance to the operational planning associated with regulation, and infrastructure and service provision.

Significant Achievements

New Queensland Driver Licence (NQDL)

The NQDL project began in 2001 with a feasibility study into a new driver's licence for Queensland. In 2008, forty years after the current driver's licence was released, QT will pilot the first of the new smartcard licences for the state's 2.8 million driver licence holders. Mass roll-out will follow in 2009.

With an underlying premise being the enhancement of privacy and security in the Queensland driver's licence system, some of the key benefits to be delivered include technology-enhanced security features such as digital photographs, signatures and smart chips. The project has involved thousands of hours of extensive consultation with many state, federal, and international stakeholder groups to ensure the interoperability and long-term sustainability of both the system and individual privacy.

As the first Australian state and one of the first internationally to adopt a smartcard licence, Queensland's system will become one of the most secure and adaptable in the world.

Customer Address Accuracy (CAA)

The CAA project was implemented on schedule over the weekend of 28 and 29 October 2006. This project aligned customer addresses stored in Queensland Transport's Registration and Licensing System to the current Australian Addressing Standards used by Australia Post.

The project delivered improved mail efficiencies which, in turn, provided productivity improvements through a reduction in data cleansing efforts and reduced address enquiries. It has also provided a platform for other projects such as the NQDL and increased the potential use for this data to be utilised for whole-of-government initiatives.

Electronic Service Delivery

Marine Licence Internet Verification (MLIV) Online Service

MLIV is a new Queensland Transport online service that was released on 11 May, 2007. It enables customers to check whether they hold a recreational marine driver licence (RMDL) or a personal watercraft licence (that is, for vessels such as Jetskis).

MLIV enables licensees, the boat hire industry and relevant marine regulators to check recreational marine licence status online. It is also accessible to the community via the QT website (www.transport.qld.gov.au). Confirmation of commercial marine licences is not available at this time.

Port and coastal movement management

Significant effort goes toward monitoring shipping movements in ports and while they transit areas of environmental significance, particularly the Great Barrier Reef and Torres Strait. A number of initiatives to improve the safe movement of vessels in Queensland ports and waterways were developed in 2006-07. Some of the significant achievements include:

- introduction of a Dynamic Under Keel Clearance (DUKC) system for the Port of Brisbane, providing real-time environmental data to pilots
- completion of upgrade work on the Mackay and Whitsunday VHF radio network, improving both port and coastal distress communications
- commencement of upgrade work on the Gladstone VHF radio network
- commencement of pilotage operations and e-Navigation using the new departure channel for the Port of Hay Point
- completion of a major upgrade to the navigation aids in the Port of Gladstone to support the growth of trade in the port
- roll-out of portable Pilot Positioning System units throughout the state, providing pilots with more accurate positioning capability and improved situational awareness
- installation of six new Automatic Identification System (AIS) base stations within the REEFVTS (mandatory ship reporting system) operating area, significantly improving the ship monitoring capacity of REEFVTS
- installation of an AIS base station for the Port of Weipa, providing a real-time traffic image to Vessel Service Traffic Operators (VTSOs) in Cairns, and
- commencement in Brisbane of a trial of AIS type B transponders for small commercial vessels.

Maritime environmental protection initiatives

A number of marine safety and environmental protection initiatives, targeting improvements within the recreational and commercial sectors of the Queensland maritime industry, were developed and implemented in 2006-07. They included:

- a review of the *Transport Operations Maritime Pollution Act 1995* which confirmed that the legislation is still relevant and effective in today's maritime industry, and
- commencement of the rewriting of the *Transport Operations Marine Pollution Regulation 1995* as required by law after ten years of the Regulation being in operation. This process included extensive consultation with the maritime industry across the state and was met with broad approval.

Details of the continued improvement in both prevention and mitigation of oil spills are provided within the Maritime Safety Queensland report, which provides more information about marine safety and environmental performance.

Surface transport security

QT has the role of working with surface transport operators (rail, bus, ferry and precincts) to improve their preparedness and counter-terrorism response to potential incidents. In 2006-07, government approved that stand-alone legislation be prepared to regulate security-identified surface transport operations. The legislation will require identified operators to undertake a detailed risk assessment, prepare appropriate risk management plans, undertake exercises and provide an annual assurance statement to QT. A major transport precinct review project was started with a pilot project undertaken at Roma Street Transit Centre/Railway Station. This project requires a risk assessment to be undertaken at the precinct and the development of a coordinated approach to preparedness and response measures in the event of an incident.

TransLink

TransLink aims to make the public transport system in SEQ equitable and accessible to all. For this reason, a strategic priority of the TransLink Network Plan is to fill the gaps in the network to optimise the number of people who can access jobs, housing, education, health services and recreation opportunities by public transport.

TransLink is committed to ensuring that customers with a disability or reduced mobility also have easy access to public transport and aims to have 100% of the bus fleet accessible by low-floor or ramp facilities by the end of 2016. Under the Bus Replacement Program, all new buses are to be low-floor and wheelchair accessible, and at the end of 2006-07, 57% of the urban TransLink fleet were accessible by low-floor facilities or ramps. Busway station facilities are also designed to provide lifts, ramps, paths and tunnels to local areas, tactile paving for the sight impaired and hearing augmentation for the hearing impaired.

TransLink and QR have also committed \$167.8 million towards ensuring that Citytrain services and stations are accessible to people with disabilities by enhancing paths, lifts, overbridges, boarding areas, tactile ground surfaces and electronic passenger information systems. In 2006-07, 15 rail stations were completed, underway or planned. A further \$12.1 million has been approved to progress the Citytrain *Disability Discrimination Act* (DDA) Program in 2007-08, with another 14 stations targeted for upgrades to meet the standards of the program and increase the safety of passengers.

TransLink's priority is the personal safety of all its customers. In conjunction with its business partners, TransLink provides a range of security initiatives to provide passengers with peace of mind while travelling on public transport:

- the South East and Inner Northern Busways are monitored 24 hours a day from 282 cameras and closed circuit televisions

- busway safety officers patrol stations to ensure passenger safety and respond to incidents
- NightLink bus services are provided with security guards and drop off customers on demand along the route where it is safe to do so
- over 2,000 CCTV cameras have been installed on all Citytrain rollingstock and approximately 3,550 CCTV cameras operate at 120 Citytrain stations across the network
- the QPS also provides a Railway Squad headquartered at Roma Street station, with other operational centres at Petrie, Manly, Beenleigh and Redbank stations
- private security officers ensure the safety of customers on guardian Citytrain services after 7pm each day.

Rail safety

QT has the role of rail safety regulator and is responsible for accreditation and ongoing compliance monitoring of all rail operators and managers, including tourist and heritage rail operators. Investigations and initiatives undertaken include:

- actively participated in the formulation of the national rail safety reform agenda led by National Transport Commission (NTC). This included drafting of model regulations, guidelines and amendments to the model Rail Safety Bill and approval of these documents by Australian Transport Council (ATC)
- monitored QR's completion of recommendations from the independent investigation report into the Cairns Tilt Train derailment at Berajondo. All safety recommendations have been effectively implemented
- monitoring QR's implementation of recommendations resulting from the independent investigation report into the triple fatality at Goodna on 11 March 2006
- reviewed and approved QR's safety case for the tilt trains to return to 160 km/hr revenue operations
- completed a total of 58 rail safety operations audits and inspections, including participating in three National Safety Management System Audits and assessing all Queensland-accredited railways against the National Accreditation Package. All Queensland accredited railways now have Safety Management Systems which meet this standard
- led a project to improve the quality of the national rail safety occurrence data, resulting in the publication of National Rail Safety Data 2001-06 on the Australian Transport Safety Bureau website.

QT continues to take a lead role in the national rail safety reform agenda. This included the development of *National Model Regulations, Amendment Bill 2* and guidelines to support the *National Model Legislation*. Queensland has drafted its first Rail Safety Bill, which was issued for industry consultation in June 2007.

Queensland is represented at the national level on the Rail Safety Reform Package Steering Committee, the national Rail Safety Regulators' Panel (chaired by Queensland), the national Rail Safety Consultative Forum (chaired by Queensland) and the Rail Legislation Advisory Panel. There have been no passenger or employee fatalities as a result of train-to-train collision since 1989 and 1985 respectively.

Young Drivers

The Graduated Licensing System (GLS) has been developed and will be implemented on 1 July 2007. The new GLS is the most significant change to the Queensland Licensing System in recent history. The new Young Drivers changes feature the following:

- a split provisional licence phase (P1 and P2) for drivers under the age of 25
- a mandatory requirement for learner drivers under the age of 25 to gain 100 hours of supervised on-road driving experience
- a multimedia education package for learner drivers and supervisors
- restricting the use of all mobile phones for learner and P1 provisional licence holders under the age of 25
- restricting supervisors and passengers from using the loud speaker function of a mobile phone for learner and P1 drivers under the age of 25
- peer passenger, high power vehicle and late night driving restrictions for provisional licence holders
- requirement to hold a provisional car licence for a minimum of 12 months prior to applying for a motorbike learner licence
- changing the blood alcohol content (BAC) for supervisors of learner drivers to be the same as the class of vehicle they are driving (for example, car 0.05 or heavy vehicle 0.00 BAC).

Electronic Stability Control (ESC)

Queensland Transport has been at the forefront in supporting the introduction of ESC as a mandatory Australian Design Rule at the national level. Statistics show that ECS has the ability to make a significant reduction in the overall crash rate. At the local level, QT and MR have implemented an official fleet purchasing program giving preference to ESC-equipped vehicles.

Representations have been made to Ford, Toyota, Holden and Mitsubishi to stress the importance of including ESC as a standard vehicle feature, as opposed to an optional extra, and letters have been written to major insurance companies suggesting that they review insurance premiums for vehicles with ESC.

School safety

QT continues to work in partnership with schools to improve road safety through its Safe School Travel Program (SafeST). SafeST programs and initiatives include:

- School Crossing Supervisor Scheme – there are 1,142 children's crossings located at 635 schools, serviced by 1,767 School Crossing Supervisors
- SafeST Subsidy Scheme which improves road safety in the vicinity of existing schools through bus set-down areas and improved safety for children travelling to and from schools
- Safe Walking and Pedalling Program (SWAPP) that reviews and improves footpaths, bicycle paths and infrastructure that students use within a 3.2 km radius of schools
- Safe School Bus Routes Program which aims to improve the safety of school bus routes
- School Environment Safety Guidelines which have been developed as part of the SafeST program to provide a systematic approach to the assessment and improvement of road safety near schools. Guidelines for organisations (school communities, road, transport and local authorities, police) to identify road safety issues near schools and provide guidelines on appropriate treatments to address road safety in the school environment.

Rail and port stewardship

As steward of the rail system in Queensland, QT is responsible for the government's rail policy framework. This includes the purchase of rail services from QR and other service providers through Transport Service Contracts (TSC), and working with QR to improve the effectiveness and efficiency of service provision for freight and passenger services to ensure the best use of the transport system. Managing the TSC (Rail Infrastructure) incorporates track inspections, project audit and certification and formal quarterly reporting on the achievement of contracted base service levels.

Work undertaken with QR to improve service efficiency and system usage includes reforms of QR's livestock operations, review of services provided under the Regional TSC, and review of general freight services across the state. Reforms to QR's livestock operations as a result of a detailed investigation, the findings of which were approved by the government in late 2006, have resulted in a rationalisation of freight rates and low-volume high-cost loading yards. Additionally, in 2007, the review led to a major upgrade to the Holmvien unloading facility which services the Teys abattoir at Beenleigh.

In September 2006, the Long Distance Passenger Rail (Traveltrain) TSC was agreed with QR. This TSC will support the travel of approximately 1.3 million passengers over the three year contract at a cost of approximately \$130 million each year.

In December 2006, QT entered into a development agreement involving the sale of airspace over Milton station for the purposes of an integrated mixed use development which will provide a major upgrade of the station. Under the proposal, the developer will deliver improvements worth at least \$3.5m. As well, the developer will be liable for the payment of monetary

consideration, based on the final floor area of the development, in return for freehold title to the airspace over the railway line. These improvements include all-weather shelter, wider and more open resurfaced platforms, better safety and improved access for people with a disability, a new concourse level, enhanced passenger security, and an improved connection with Park Road. On completion of the redevelopment, the station will be better able to cater for Suncorp Stadium crowds, and the Railway Terrace station entry will become safer and more visible, with better 'kiss-and-ride' passenger drop-off facilities. The station upgrade is part of a proposed development by FKP Ltd for a mixed-use complex consisting of residential units, commercial offices, a hotel, and shops in the airspace over the station and on adjacent land FKP owns on Railway Terrace. FKP's proposal is subject to Brisbane City Council approval, including the scale and height of the building.

This project is supportive of the objectives of the SEQ Regional Plan for development that is oriented towards, and encourages people to use, public transport.

QT is responsible for overseeing the state's ports, and works with the Government Owned Port Corporations to facilitate an effective and efficient supply chain operating through Queensland's 20 declared port areas. This role includes administering and monitoring strategic port land management and tenure issues, as well as policy and procedural advice on matters relating to Government Owned Corporations (GOC).

QT continues to administer a Port Protection Agreement involving surplus casino land adjacent to the Port of Townsville. The agreement, which was executed by the Transport Minister on behalf of the State in June 2006, requires the developer to assess the amenity impacts of the port on any new development on the surplus casino land and prepare design standards for QT's approval that mitigate amenity impacts. The agreement also requires the developer, body corporate and individual owners to acknowledge the existence of the port and covenant not to take any action against the port over amenity impacts, provided the port is operating within the law. Under the agreement, QT has negotiated acceptable design outcomes for a number of significant residential developments.

QT successfully oversaw the progressive implementation of the rail components of the South East Queensland Infrastructure Plan and Program (SEQIPP) during 2006–07. Rail program components were delivered by QR and its alliances. This included completion of the Ormeau to Coomera duplication, finalisation of detailed design and costs for the rail extension from Robina to Varsity Lakes and commencement of the construction work for:

- Salisbury to Kuraby third track
- Helensvale to Robina duplication
- Mitchelton to Keperra duplication, and
- Caboolture to Beerburrum duplication.

During 2006–07, analysis was undertaken and ministerial approval was sought on the following major projects proposed by Queensland's port authorities and QR:

- expansion of the RG Tanna Coal Terminal at the Port of Gladstone and a third shiploader
- Mackay Port Access Corridor
- Northshore Hamilton redevelopment
- Port of Hay Point Departure Path Project
- Port of Weipa Capital Dredging Program
- a new two year QR fuel contract
- the Colin Rees Transport bid for the Qenos contract
- QR contract arrangements for the Dawson mine coal haulage
- QR's Blackwater to Burngrove track duplication
- haulage contracts between Australian Railroad Group and Portman, Midwest and Mt Gibson Iron and associated capital investments
- indicative bids for the Macarthur Intermodal Shipping Terminal (MIST), and acquisition of divested Pacific National assets as a result of the Patrick acquisition
- QR's proposal to enter into an alliance arrangement with Austrak Pty Ltd for the manufacture of 320,000 concrete sleepers at QR's Rockhampton facility, which it leases back to Austrak.

Interstate rail travel

A Memorandum of Understanding (MoU) was signed by QT and the Rail Corporation of New South Wales (RailCorp) in May 2006 providing funding for the daily Sydney to Brisbane XPT service operated by RailCorp. A Transport Service Contract is in the final stages of negotiation and should be signed early in the 2007–08 financial year. This service provides Queenslanders with a greater choice of travel options.

Sustainable transport

QT continues to develop and implement policies and initiatives that will deliver a sustainable transport network. During 2006–07 they included:

- developing improved bicycle networks and facilities through the South East Queensland Cycle Network Program
- researching and developing a proposal to trial hybrid diesel-electric buses in Queensland
- undertaking the environmental scan and policy analysis to inform and support the subsequent development of a sustainable people movement policy directions statement.

TravelSmart™

TravelSmart™ is an individualised travel behaviour change program that encourages people to replace their car trips

with walking, cycling, public transport and car pooling. Work is continuing on the TravelSmart™ Communities project in Brisbane North (74,500 households), with the final results due in September 2007.

Six TravelSmart™ School projects are currently underway – three in Noosa and three in Mackay. Two TravelSmart™ Destination projects are being implemented in the Varsity Lakes and Mackay areas.

Seven TravelSmart™ Workplace projects were completed in early 2007 – six QT buildings and the Noosa Council have achieved outstanding results. Queensland's largest workplace project is currently underway at the Department of Emergency Services at Kedron.

The four year Greenhouse Gas Abatement Program, jointly funded between QT and the Australian Greenhouse Office in the Department of the Environment and Water Resources, will conclude at the end of 2007.

Public transport accessibility

The Queensland Government provides a wide range of transport concessions and discounts which fulfil critical social justice objectives in ensuring a suitable level of access and mobility for many transport-disadvantaged people. In summary, transport concessions are offered to five main groups:

- Queensland pensioners (including recipients of the Aged, Disability Support, Supporting Parent, and War Widow/Widower pensions)
- Queensland seniors cardholders
- Gold Card holders and totally and permanently incapacitated ex-service personnel
- school aged and eligible tertiary students, and
- vision impaired persons (meeting the criteria for "legal blindness").

Other additional concessions and discounts apply in relation to the individual operators under contract with QT.

A review of QT's state-wide urban public transport concessions policy is currently underway – to review existing concessions and realign and standardise urban transport concessions as much as possible.

In addition to concessions and discounts, QT is working with public transport operators and providers of premises and infrastructure to meet the requirements of the *Disability Standards for Accessible Public Transport 2002* (The Transport Standards). The Transport Standards complement the *Disability Discrimination Act 1992*, and are designed to enable public transport operators and providers to remove discrimination from public transport services. The first compliance date relating to the Transport Standards is 31 December 2007.

School bus transport

QT provided transport assistance to approximately 146,000 school students disadvantaged by distance, disability or income through the School Transport Assistance Scheme (STAS). In 2006-07, expenditure for STAS was \$147.7 million.

Assistance was provided to parents by means of funded kilometre-based bus travel; fares-based bus, rail or ferry travel; or payment of allowances for driving students to school or a transport service. Taxi and mini bus transport was provided for students with disabilities. The transport resources used to transport students include about 2500 buses, ferries in Moreton Bay, Cleveland Bay and the Torres Strait; the CityTrain rail network; and about 600 taxis that transport students with disabilities.

The School Bus Upgrade Scheme (SchoolBUS) provided funding assistance to bus operators to purchase an additional 73 rollover-compliant buses less than ten years old. About 340 buses have been approved for replacement funding.

Operator accreditation

On 2 May 2006, QT introduced the first Operator Accreditation Training Program for bus and motorcycle operators. The training program's success has been measured by the number of operators who have completed the program, as well as the successful partnerships which continue to grow between the government and public passenger transport service operators. As of 30 June 2007, more than 1,140 operators have completed the training.

The success of the first Operator Accreditation Training Program has driven the progress of consultation between the limousine industry and QT on the development of an Operator Accreditation Training Program for Limousine Operators. The new training program will provide a low-cost training regime which is flexible and better suited to the business practices of limousine investors and operators. The new training program for limousine operators will be implemented during the 2007-08 financial year.

Taxi and limousine reform project

The Taxi and Limousine Reform Project is a suite of initiatives endorsed by the government to improve the quality and efficiency of taxi and limousine services throughout Queensland. The reform project aims to enhance the range of services available and improve safety and security for taxi patrons and drivers. Delivery of the reform initiatives is on track to provide more customer focused taxi and limousine services.

Smart Travel Centre Queensland

QT has established a new centre to promote sustainable smart travel options that include walking, cycling and public transport to deliver healthier lifestyles, reduce congestion and improve the environment. The centre reports to a Board of Management that provides strategic direction, endorsements and recommendations on sustainable transport issues.

Smart Travel Centre Queensland develops and implements sustainable transport policy, delivers improved cycling infrastructure and promotes behaviour change through TravelSmart programs.

The State Cycle and Pedestrian Committees are the key advisory bodies to the government on cycling and walking in Queensland. The committees include representatives from community, government and industry.

CBD late night safety and security

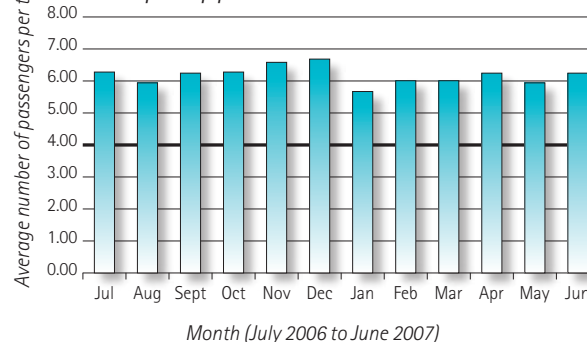
As a result of a number of violent incidents in and around the Brisbane Central Business District (CBD), Fortitude Valley and Caxton Street entertainment precincts, the Premier announced a 17 Point City Safety Action Plan.

The plan included a number of transport initiatives to provide people with a range of transport options to get home quickly and safely from the Brisbane entertainment precincts. The transport initiatives include:

NightLink FlatFare taxi services

The NightLink FlatFare service is an innovative service that maximises the efficiency of Brisbane's maxi-taxi and people-mover fleet. It encourages patrons travelling in the same general direction to share a taxi at a flat-fare that is more than a bus or train fare but less than the standard taxi fare. The fare is paid up front to the driver before the taxi leaves the rank. There are four dedicated FlatFare ranks located in the CBD and Fortitude Valley entertainment precincts, which operate from 11.00pm till 5.00am on Friday and Saturday nights and during other special events.

Graph 6: Average number of Nightlink FlatFare passengers per trip per month in last 12 months



Note: The average number of passengers per trips has consistently surpassed the benchmark figure of four passengers per trip.

NightLink bus and train services

NightLink late-night bus and train services were launched to improve safety and security, and to complement existing day services to help people travel to their destination at any hour of the day.

Secure taxi ranks

In the last year, the number of secure taxi ranks in the Brisbane CBD, Fortitude Valley and Caxton Street precincts increased from nine to eleven. Secure ranks feature a minimum of one rank marshal and one security guard, with closed circuit television (CCTV) at most ranks. Secure taxi ranks generally operate between midnight and around 5am on Saturdays and Sundays (that is, late Friday and Saturday nights) and for some special events.

QT has been paying for the provision of rank marshals and security guards at secure taxi ranks and has also paid for various infrastructure improvements. However, on 23 May 2007, Parliament passed legislation introducing an annual \$300 Taxi Industry Security Levy on taxi service licences where secure taxi ranks are introduced. The annual levy will contribute to approximately 58% of the costs of operating secure taxi ranks. QT will continue to fund the remainder of the costs.

Waiting times at secure taxi ranks are significantly lower than at other ranks. QT has regularly undertaken independent waiting time surveys. A survey conducted in April 2007 showed that, on a Saturday night, 90% of passengers waited no more than 15 minutes for a taxi at secure taxi ranks in Brisbane. Since the commencement of these surveys, the average waiting time for a taxi at a secure rank has reduced from 15 minutes in November 2005 to four minutes in April 2007.

Regional late night safety and security

Building on the success of secure taxi ranks in Brisbane, the Government committed to introduce secure taxi ranks on the Gold Coast, Sunshine Coast and in Townsville and Cairns.

These secure taxi ranks became operational on 17 November 2006, in time for the annual schoolies festival. These ranks are operational late on Friday and Saturday nights and for special events, and have proven to be very successful and well patronised by both vehicles and passengers.

Performance of regional secure taxi ranks from 17/11/06 to 17/06/07			
	Rank location	Trips	Passengers
Gold Coast	Cavill Avenue	23,418	40,692
	Orchid Avenue	15,941	32,004
	Oasis Precinct	14,085	29,747
Sunshine Coast	Caloundra	3,808	8,424
	Noosa	9,047	26,333
	Mooloolaba	14,028	34,721
Nth Qld	Townsville	13,782	29,836
	Cairns	19,759	42,819
	Totals	113,868	244,576

Table 9: Performance of regional secure taxi ranks

Rank safety improvements

QT has been working with Brisbane City Council (BCC) to implement permanent taxi rank safety improvements. The improvements which have been implemented include better lighting and the extension of CCTV to the Elizabeth and Eagle Street secure taxi ranks in the city, installation of safety barriers at the Wickham and Ann Street secure taxi ranks in Fortitude Valley, and signature signs at all secure and NightLink taxi ranks in Brisbane.

The installation of CCTV at the secure taxi rank located on Caxton Street was completed by 30 June 2007.

QT is working with BCC to install electronic signs directing people to late night passenger transport options such as the secure taxi ranks and NightLink taxis, buses, and trains.

Rank safety improvements are also being undertaken at secure taxi ranks in regional centres, funded by QT.

qconnect

QT is making significant improvements to passenger transport in regional Queensland (outside the south east corner) by providing increased services, improved modern infrastructure, lower fares and greater connectivity between services.

All passenger transport services in regional Queensland will be branded under one logo – qconnect.

qconnect aims to change the way public transport services are delivered in regional Queensland. It will also increase public awareness of the substantial Queensland Government investment and increased connectivity outside SEQ.

qconnect initiatives will include:

- standardised fares and zones on buses in regional towns and cities
- transport services designed to connect with each other for easy transfers
- modern, accessible transport infrastructure (including bus stops)
- secure taxi ranks (including CCTV, lighting, pedestrian barriers, rank marshals and security guards), and
- Accessible Taxis for Queensland (ATQ) program for the regions.

The distinctive qconnect logo will be rolled out on bus stops, buses, ferries and subsidised air services across rural and regional Queensland in 2007.

Performance indicators – System stewardship

1. Performance indicator: Management of congestion in urban areas

Managing congestion in urban areas provides an indication of the efficient management and use of the transport system as a whole.

Achievements 2006–07

- Ongoing provision of data on the SEQ Travel Survey to planning agencies to provide key data to future transport planning and policy making in SEQ.
- In 2006–07 TransLink continued developments on the Busway network, including the Boggo Road, Eastern, Inner Northern and Northern Busways. Busways provide passengers with fast and frequent services, and a viable alternative to cars. As a result, the Busway network will play a significant role in reducing congestion on our roads into the future.

2. Performance indicator: Passenger transport service levels across Queensland

Public transport service levels impact on usage patterns and reflects the effectiveness of system management and planning. Initiatives such as qconnect, Kan-go and the cross-border memorandum of understanding ensure that public transport systems are effective, flexible and responsive to the needs of all Queenslanders.

Achievements 2006–07

- Continued implementation of SchoolBUS (bus upgrade scheme) to accelerate the introduction of rollover compliant buses (less than ten years old) into the Queensland school bus fleet.
- Launched Kan-go in Hervey Bay from March 2007. Kan-go is an innovative flexible transport service using technology developed for QT. Early results are very positive, with 26% new passengers (non-public-transport users), an overall patronage increase of 28.5%, and a very high level of acceptance in the community (ascertained through independent survey results).
- The State Governments of Queensland and New South Wales (NSW) developed the cross-border Memorandum of Understanding to improve the provision of taxi services in the Tweed Heads and Coolangatta areas. This new arrangement will allow local residents, business people and visitors to the area to travel back and forth over the border in either a Queensland or NSW taxi. It will also allow people arriving at the Coolangatta Airport and travelling to NSW to do so in a NSW taxi.
Both State Governments see considerable benefits flowing from these new cross-border arrangements including easier taxi travel, more available services and greater networking between the two Queensland and NSW taxi companies.
- On 1 July 2007, three new boundaries will be declared for Limousine Service Areas in Queensland. They are: Capricornia, Far North Queensland and North Queensland Limousine Service Areas. The establishment of these additional areas will help restore effective, reliable and marketable limousine services, as well as improve the overall availability of transport services to Queensland's regional communities.

- The implementation of the Taxi and Limousine Reform Project will continue the government's commitment to ensure safe, secure, efficient and customer responsive taxi and limousine services.
- Since 2004–2005, TransLink has invested \$63 million per annum on public transport service enhancements. During 2006–07, TransLink has worked with its business partners to improve services across SEQ, including providing additional services on high-demand routes in Redlands, Brisbane and Logan, and improving service reliability and connectivity in Ipswich, the Gold Coast and Sunshine Coast.
- Patronage on air services to regional and remote communities is forecast to number 223,650, an increase of approximately 16% for the 2006–07 financial year. Long distance bus services patronage figures showed no substantial change at 117,480.
- Patronage on urban bus services in regional cities has continued to grow strongly through 2006–07. In regional Queensland, public transport networks carried close to 10 million passengers during 2006–07. In Cairns, patronage has increased by 35% since 2003–04, which equates to an additional 800,000 passengers per year. Annual patronage in Cairns has risen to 3.1 million passengers per year. In Townsville, patronage has increased by 31% since 2003–04, an annual increase of 372,000 passengers. Other impressive increases were generated in Mackay, where patronage has increased by 56% since 2003–04 and Bundaberg, where patronage increased by 50% since 2003–04.
- The qconnect initiative for passenger transport in regional Queensland is to be rolled out over the next two years. \$12.1 million has been committed to standardise bus fares in regional Queensland so that they are in line with fare levels prevailing in SEQ. It is anticipated that lower fares will attract even more passengers to public transport.
- Patronage on Traveltrain services decreased by 0.36% to 434,844 passengers for the 2006–07 financial year. This has been the smallest decrease in the past five years suggesting a stabilisation of patronage decline on the Traveltrain services.
- Patronage on the Savannahlander service (Cairns to Forsyth) increased by 8% to 2,752 passengers for the 2006–07 financial year.

3. Performance indicator: Public transport patronage in SEQ

Changes in the patronage trend can reflect the impact of departmental programs, with a number of programs directed towards increasing public transport use. Increased use of public transport has a number of positive benefits, including reducing road congestion and pollution, and as such, is seen as an important element in sound system stewardship. Public transport patronage trend is useful in planning both service and infrastructure delivery.

Achievements 2006-07

- The community has continued to support integrated ticketing and the public transport improvements TransLink is making in SEQ. In the first three years of operation, patronage on TransLink services has increased by over 30%, with patronage in both Ipswich and the southern region doubling during this time. In 2006-07 alone, over 162 million trips were taken on TransLink services.
- The introduction of integrated ticketing in SEQ, and the improvements TransLink has been making to public transport services have resulted in unprecedented patronage growth in the region.
- In 2006-07 an additional 10.7 million passenger trips were taken on TransLink services (bus, rail and ferry). This represents an increase of 7% over the previous year.
- In the first three years of operation (2004-05 to 2006-07), patronage has grown by over 30%, representing an additional 39.6 million extra trips being taken on buses, trains and ferries across SEQ. During this time, growth in patronage has occurred across all regions and all modes, with patronage on buses increasing by over 40%, ferries by over 50% and rail by almost 15%.

4. Performance indicator: Walking and cycling activity across Queensland

Sustainable transport modes such as walking and cycling reduce congestion and pollution, as well as providing health and community benefits.

Achievements 2006-07

Promotion of cycling and walking as smart travel options through initiatives and programs included:

- launch of the Easy Steps resource to provide Local Government Areas, MR and planning professionals with a comprehensive resource package to improve pedestrian safety, accessibility and amenity, and encourage walking
- successful implementation of the Action Plan for Pedestrians 2004-2006
- delivery of Cycle Notes series, providing technical information to assist planners and engineers in delivering quality bicycle facilities
- sponsorship of BikeWeek 2006 where cyclists participate in events and rides including Ride to Work Day, Ride to School Challenges and the Great Brisbane Bike Ride
- sponsorship with MR of the 2006 Cycle Queensland – Port Douglas to Mission Beach regional cycling event
- sponsorship of the Brisbane to Gold Coast Cycle Challenge event
- commissioning Griffith University to undertake research in relation to environmental factors that influence cycling and walking participation.

Developing improved bicycle networks and facilities through the SEQ Cycle Network Program including:

- commencement of three bikeway projects including the Normanby Pedestrian and Cycle Link, green bridge over

the Western Freeway near the Toowong roundabout and a cycle and pedestrian underpass at Boronia Heights

- under the SEQ Cycle Network Program, 32 capital grants were awarded to local governments to build bikeways, green bridges and a state-of-the-art end-of-trip facility for the CBD (currently being developed as part of the Inner Northern Busway project).

5. Performance indicator: Outcomes of freight-related investment

Queensland's population and economic growth have been steadily increasing over recent years creating a greater demand for transport services and infrastructure. Forecasts envisage a substantial increase in non-bulk (general) freight, with road freight expected to more than double over the period 2002 to 2020.

Achievements 2006-07

- Completed the SEQ Regional Freight Network Plan to coordinate policies, programs and infrastructure projects designed to enhance the future performance of the SEQ Regional Freight Network.
- Completed six AusLink Corridor Strategies in partnership with the Department of Transport and Regional Services. The corridor strategies included Brisbane Urban, Brisbane-Cairns, Townsville-Mt Isa, Brisbane-Darwin, Sydney-Brisbane and Melbourne-Brisbane. The strategies form the strategic framework that will inform future commonwealth investment in the transport infrastructure comprising the AusLink National Land Transport Network in Queensland.

6. Performance indicator: The level of integration of public transport services in SEQ

Integrating the public transport network and coordinating timetables are strategic priorities outlined in the draft TransLink Network Plan aimed at making connections faster and more convenient. The extent of integration across SEQ's public transport modes is an important element in customer perceptions of service quality.

Achievements 2006-07

- Throughout 2006-07 TransLink implemented a number of changes across the network to improve the integration of services across bus, rail and ferries. These included timetable adjustments to improve on-time running, reliability and connectivity between services.
- In addition, work continued on improving park and ride facilities across the network to improve integration between public and private transport modes. These included: upgrades to rail station park-and-ride facilities at Beerwah, Ferny Grove, Nambour, Petrie, Redbank and Morningside; and upgrades to bus station park and ride facilities at Eight Mile Plains Busway Station and the Sleeman Centre at Chandler.

7. Performance indicator: People's accessibility to transport services and desired destinations

Accessibility provides QT with a key measure of its ongoing commitment to providing equitable access to transport for the whole community. The ability to access public transport is crucial to the ability of people with disabilities, and their families and carers, to participate fully in community life.

Achievements 2006–07

- In 2006–07 TransLink worked with its business partners to provide bus services to new residential and business precincts. In particular, services were introduced into developing areas of Ipswich and the Sunshine Coast to ensure access to public transport services for these communities.
- TransLink has worked with QR to upgrade rail stations to make them more accessible to people with a disability. Stations completed, currently underway, or planned under the current program include: Birkdale, Beerwah, Bundamba, Brunswick Street, Corinda, Milton, Mitchelton, Oxley, Redbank, Landsborough, Indooroopilly, Alderley, Narangba, Strathpine, and Chelmer.
- QT completed the Caboolture to Landsborough Rail Upgrade Study and on 8 August 2006 the Transport Minister announced the preferred alignment from Beerburum to Landsborough.
- QT's role as a concurrence agency has been put into operation through the Integrated Development Approval System (IDAS). Since September 2005, QT has assessed and conditioned over 1000 development applications, ensuring better integration of land uses and accessibility to and from public transport options for Queensland.
- QT completed the development Stage 1 (in conjunction with Griffith University) and Stage 2 for the innovative planning tool, the Land Use and Public Transport Accessibility Index (LUPTAI). LUPTAI maps levels of accessibility to public transport and basic community services and will assist planners and decision-makers at state and local levels to determine where to focus urban growth and how to maximise land use and transport integration.
- QT made significant contributions to delivering strong land use-transport integration outcomes by assisting with the development of the Caloundra Local Growth Management Strategy (LGMS).
- QT, in conjunction with Brisbane City Council (BCC), determined the co-location of the Brisbane Cycle Centre and the Inner Northern Busway within the King George Square precinct.
- QT announced the preferred corridor for the Ipswich to Springfield Public Transport Corridor which will provide additional rail capacity to support the growth in the Western Corridor of SEQ.
- QT coordinated the State response to BCC's proposed Hale Street Link road, pedestrian and cycle bridge which, after evaluation by the State, was granted approval as a Tollway Project under 105C of the *Transport Infrastructure Act* on 18 May 2007. This enabled Council to select its alliance partner to proceed to design and construction.

- During the next two years the *qconnect* initiative will be rolled out in regional Queensland. Under this initiative, among other things, bus fares in regional Queensland will be brought into line with the fare levels prevailing in SEQ. This will have the impact of lowering many bus fares in regional Queensland centres. In anticipation of the increase in patronage generated by lower fares, QT has funded the purchase of 25 new air-conditioned accessible low-floor buses that will come into service during 2007–08. Twenty-two new low-floor accessible buses will go into service in Cairns, Townsville and Rockhampton; two new low-floor accessible buses will go into service in Mackay while one new low-floor accessible bus will go into service on the Capricorn Coast. This will mean that more than 50% of urban bus fleets in regional centres will be low-floor accessible in 2007–08.
- QT has provided \$7.8 million for regional and remote air services and \$2.4 million for long distance bus services to maintain and improve accessibility in regional and remote Queensland. QT regulates and/or subsidises a number of long distance passenger transport services to ensure that transport disadvantaged communities have year round access to essential business, cultural, medical, social and educational facilities. CabCharge Australia was awarded the contract to provide the Smartcard and supporting technologies.
- The Taxi Subsidy Scheme Redevelopment continued during 2006–07. All 47,000 scheme members were sent a letter with details of the new Smartcard which will be introduced in October 2007. CabCharge Australia was awarded the contract to provide the Smartcard and supporting technologies.
- Reforms in the Taxi Industry have resulted in 434 Wheelchair Accessible Taxis now being available throughout the State – 14.1% of the total taxi fleet of 3085.

8. Performance indicator: The proportion of public transport services that are accessible to people who are less physically able or who have a disability

QT is committed to providing equitable access to people with physical disabilities and, as such, measures the proportion of public transport services available to this segment of the community.

- Under the TransLink Bus Replacement program, all new buses are to be low-floor and wheelchair accessible. By the end of 2006–07, already 57% of the fleet used for urban services were accessible for people with a disability or reduced mobility.
- In 2006–07, TransLink worked with QR to upgrade or plan upgrades for 15 rail stations to make them more accessible. Improvements were made to paths, lifts, overbridges, boarding areas, ground services and information systems.

9. Performance indicator: Transport fatalities and injuries

User safety and security is a vital component of sound system stewardship. Transport deaths and trauma have major social and economic impacts on the community.

System security is increasingly important given recent world events. Monitoring these indicators enables QT to take actions to bring about a safer and more secure transport system.

Achievements 2006-07

- Development and implementation of the Torres Strait Marine Safety Program to improve safety outcomes in the Torres Strait. See the Maritime Safety Queensland report beginning on page 73 for information on marine safety performance.
- A number of policy initiatives have been achieved that will contribute to improved road safety outcomes in the future, including:
 - the graduated licensing system, targeting young drivers under the age of 25 years
 - immediate licence suspensions for certain drink driving offences
 - a trial of vehicle impoundments for drivers who have more than one drink driving offence or are driving while disqualified, unlicensed, unregistered or driving illegally modified vehicles
 - introduced demerit points and increased fines for safety-related heavy vehicle log book and fatigue offences under the *Transport Operations (Road Use Management – Fatigue Management) Regulation 1998*
 - expansion of the speed camera program across the state by increasing speed camera zones and maximising the deployment of current speed cameras
 - continued delivery of speed camera and non-camera speed enforcement activity
 - reforms to the Q-RIDE motorbike licensing system, including increased auditing and review and upgrade of competency requirements and assessment
 - introduced restrictions for heavy vehicles accessing the Brisbane Urban Corridor
 - continued implementation of road safety public education campaigns, focusing on speed, drink driving, seat belts, fatigue and school transport safety
 - continued on-road enforcement, including targeting of mass overloads, fatigue, and mechanical and vehicle defects with a potential to impact on public safety

QT is committed to further reducing the incidence of road trauma. Refer to the road safety report beginning on page 81 for additional information on the initiatives being undertaken to reduce the road toll.

10. Performance indicator: Community confidence in the safety and security of the transport system

Community perceptions about the safety and security of the transport system can influence their choice of travel modes. Improving confidence in the system, including the public transport components, will encourage smarter travel choices and provide greater benefits to Queensland. Recent international events have highlighted the importance of safety and security on transport systems.

Achievements 2006-07

Confidence in personal safety by public transport users is high. Results from a survey conducted annually by AC Nielsen for QT reveal that on a scale of one to five, with five being excellent, taxis achieved a rating of 3.93, ferries: 3.9, train: 3.5, and bus: 3.88. Improvements included:

- the Queensland Government's \$8 million program to provide and install security cameras in Queensland's 20 taxi service contract areas was completed in January 2007. A total of 3,010 taxis have security cameras installed which equates to approximately 96% of the entire Queensland taxi fleet
- the success of QT's Operator Accreditation Training Program is demonstrated by the fact that as at 30 June 2007, more than 1,140 operators have completed the training. The next phase of the training program will now be implemented in the 2007-08 financial year, giving limousine operators the opportunity to access the training
- In 2006, the government committed to introduce secure taxi ranks on the Gold Coast, Sunshine Coast and in Townsville and Cairns. These ranks are operational late on Friday and Saturday nights and for special events. They have been well patronised and are very successful
- in the last year, the number of secure taxi ranks in the Brisbane CBD, Fortitude Valley and Caxton Street precincts increased from nine to eleven. At least one rank marshal and one security guard with closed circuit television (CCTV) are present at most ranks.

11. Performance indicator: Environmental impacts of passenger and freight transport

Measuring the air pollution and greenhouse gas emissions, and monitoring marine pollution and response initiatives, provides an indication of how effective transport-related environmental strategies are in managing the impact of the transport system on the environment.

Achievements 2006-07

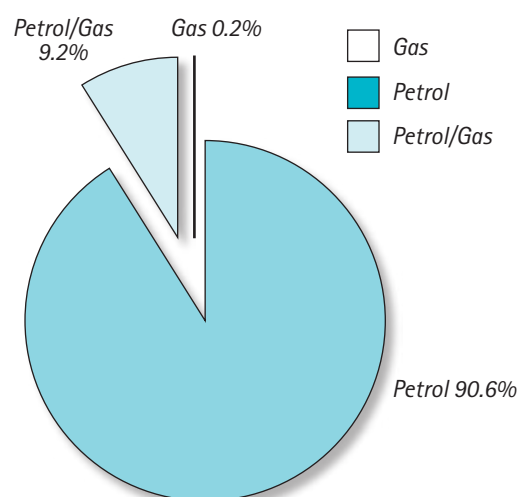
The Passenger Transport Division of QT plays a major role in delivering the Australian Travelsmart initiative in Queensland. QT role in public transport is to plan for, regulate, and assist in the provision of safe, efficient and effective modern transport systems and related facilities throughout Queensland. Using public transport benefits our environment and leads to more improved and efficient services.

Limousine Fleet

The major part of the limousine industry operates solely on petrol (90.6%). A further 9.2% has a dual fuel system and 0.2% operates solely on gas. The average greenhouse rating for the Queensland limousine fleet was 3.4 (0-10 rating, 10=best) which equates to 301-320 CO₂ Emissions (g/km) and the vehicles have an average fuel consumption of 13.1 litres/100km.

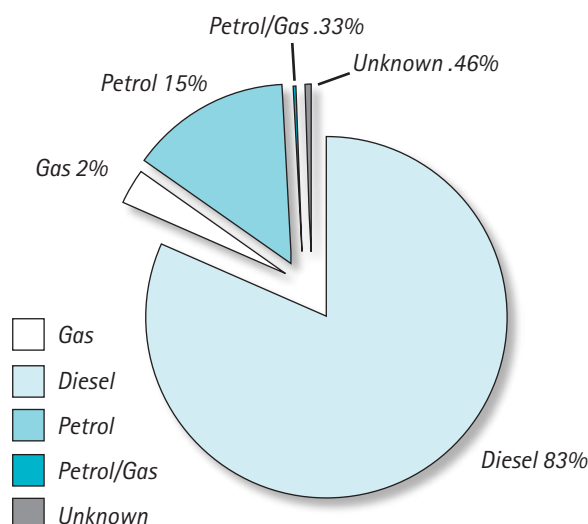
Limousine fleet

Graph 7: Fuel types for limousines in Queensland 2006-07



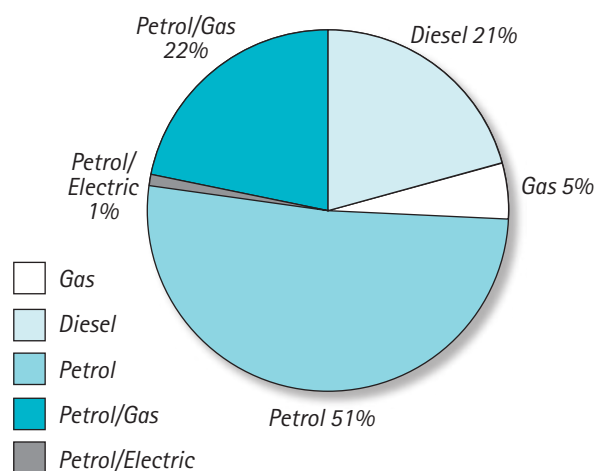
Bus fleet

Graph 9: Fuel types for buses in Queensland 2006-07



Taxi fleet

Graph 8: Fuel types for taxis in Queensland 2006-07



In 2006 the Queensland taxi fleet comprised 5% LPG vehicles, 22% of vehicles had a mix of petrol and LPG fuel supply, and 1% of vehicles were Petrol/Electric. In total, 28% of the fleet was either LPG or a mix of petrol and LPG/electric, with 72% of vehicles using either petrol or diesel as a fuel source.

Currently, the average fuel consumption of the Queensland taxi fleet is 11.65 litres per 100km and the most common taxi fuel consumption is 11.5 L/100 km which corresponds mainly to the Ford Falcon. Of all vehicles in the taxi fleet, 59% are Ford Falcons, which also scored 4.5 out of 10 on the greenhouse gas rating (petrol vehicles) or 5 out of 10 for LPG Falcons.

Queensland's passenger transport bus fleet has 83% of its vehicles using diesel and 15% petrol. There is a program known as The Alternative Fuels Conversion Programme (ACFP) which aims to assist operators and manufacturers of heavy vehicles and buses (>3.5t GVM) convert to Natural Gas or Liquefied Petroleum Gas. The program aims to decrease the percentage of vehicles operating solely on diesel and increase the percentage of buses using hybrid fuels in 2007.

It is possible to gain perspective on the comparative impact of fuel consumption by cars and buses by running simple equations using average fuel consumption and dividing by the number of passengers. The average rate of fuel consumption is 11.4 litres/100 km for a car and 27.1 litres/100 km for a bus. For a bus with 30 passengers, this would equate to 0.9 litres/100 km/person. Therefore a single occupant car would consume 10.5 litres more per 100 km than a full or near-full bus.

Dividing the total greenhouse gas (GHG) emissions per year for cars and buses by their respective vehicle numbers (equates to 4 tonnes per car and 10 tonnes per bus) and by the average kilometres per vehicle (14,600 km per car and 33,300 km per bus) gives 0.28 grams/km for cars and 0.32 grams/km for buses. A full bus (30 passengers) therefore would emit 0.01 grams per km/person, 0.27 grams/km less than a single occupant car. This is assuming full occupancy which, at present, is probably most relevant in urban peak hour.

If public transport patronage across Australia (2.3 billion/year) was to increase by 1% and assuming this were to be taken up by previous car drivers/occupants and average car occupancy is 1.5, the amount of cars taken off the road in a given year would be 153 million. That would equate to over 600 million less tonnes of GHG emissions per year. If previous car drivers/occupants were responsible for only 70% of the 1% increase in public transport patronage, this would still equate to 430 million less tonnes per year.

Key result area – Service and infrastructure delivery

QT delivers and operates consistent, integrated and efficient services and infrastructure, to an agreed standard

Through its interactions with industry and the community, QT gains a better understanding of their needs and this helps to provide timely and efficient responses.

In line with the policies and strategies developed as part of its stewardship role, QT delivers or operates services and infrastructure. Sometimes QT chooses to deliver and operate services and infrastructure itself and, at other times, manages others to do so. It aims to ensure that the delivery and operation of such services and infrastructure is consistent and integrated, and that the services and infrastructure are delivered and operated efficiently, to an agreed standard. Customer focus is important, and QT aims to deliver and operate services and infrastructure in an ecologically sustainable manner.

Significant achievements

Public transport infrastructure improvements in SEQ

Through the South East Queensland Infrastructure Plan and Program (SEQIPP), QT's public transport infrastructure supports the South East Queensland Regional Plan. SEQIPP focuses on achieving a balanced delivery of transport infrastructure including cycleways, busways, road, rail and port facilities. The investment in public transport infrastructure in SEQ increased significantly in 2006-07, to more than four times that in 2005-06.

To support SEQIPP, QT leads a number of significant transport investigations and studies to plan new transport corridors and capacity improvements. Some of the major transport investigations underway are: Western Brisbane Transport Network Investigation, Inner City Transport Capacity Study, and Ipswich – Springfield public transport corridor planning. These investigations are important in order to provide guidance for future projects, preserve corridors ahead of development and achieve integrated transport outcomes for SEQ.

Five major projects moved from business case to construction in 2006-07.

Fifteen QT projects from SEQIPP have been identified as critical projects by the Department of Infrastructure. These projects are critical to the achievement of the SEQ Regional Plan and are closely monitored to ensure delivery and maximum performance. These projects include the Caboolture – Beerburum – Landsborough additional track, the Eastern and Northern busways and rail rolling stock.

Maritime safety initiatives and services

QT, through Maritime Safety Queensland, provides a range of information and services to enable waterway users to manage the risks of their operations. This includes vessel traffic services, notices to mariners, hydrographic survey information, aids to navigation, tidal information and cartographic services (the development of charts and supply of data to electronic charting providers).

A number of marine safety initiatives aimed at improving boating safety and the safety culture within both the recreational and commercial boating sectors, were developed and implemented in 2006-2007. They included:

- further development and implementation of the various parts of the National Standard for Commercial Vessels, in conjunction with other Australian maritime jurisdictions
- introduction of the Australian Builder's Plate for new recreational vessels
- commencement of four new marine safety standards covering hire and drive boat operations, parasailing, examinations and training approvals for commercial and fishing ship licensing
- commencement of a number of fishing ship safety equipment trials
- commencement of mandatory life jacket wearing requirements for certain vessels and boating conditions.

For more information about marine safety performance see the Maritime Safety Queensland report on page 73.

Boating infrastructure

QT provided new and upgraded boat ramps across Queensland in the local government areas of Gold Coast City, Maroochy Shire, Burnett Shire, Thuringowa Shire, as well as a pontoon upgrade in the Whitsunday Shire.

Stage Two of the Gold Coast Sand Bypass Jetty was completed, as was dredging of the entrance and internal channels and mooring areas in the Rosslyn Bay Boat Harbour. Maintenance dredging was also completed at the Scarborough Boat Harbour, the Port Douglas Harbour entrance channel and the Bellara Boat Ramp on Bribie Island. Safety upgrades to jetties were completed in Cairns, as well as in Brisbane and the Redland Shire. Boat ramps in the Gold Coast were reconstructed after flood damage.

Integrated transport solutions

The state government established City North Infrastructure Pty Ltd (CNI) to procure the Airport Link and Northern Busway (Windsor to Kedron) with four state shareholders, including QT. The two linked projects form part of a total transport solution for Brisbane's inner north, and were given approval to proceed following assessment of impacts. After an expression of interest process, a request for proposals was issued to three consortia comprising some of the world's most experienced construction companies and financiers.

Client service delivery

QT endeavours to provide a high quality service to all its customers whether they live in major metropolitan or provincial cities or in remote or rural communities. Through a service delivery strategy, it

endeavours to optimise the efficiency and effectiveness of end-to-end service delivery to ensure QT's objectives are effectively met in an efficient and practical manner. QT strives to ensure customer interaction with the organisation is smooth, simple and provides consistent, accurate and timely information.

A range of services, including licensing, vehicle and vessel registration, is delivered through an extensive network of Customer Service Centres. This includes 55 Customer Service Centres across the state, additional customer support through call centres in Brisbane and Emerald, and through a variety of other agents, including Smart Service Queensland, and Queensland Government Agency Program (QGAP) in the areas of vehicle registration and driver licensing.

A new Customer Service Centre at Helensvale opened in May 2007, providing

customers from the northern end of the Gold Coast with improved services.

QT officers have processed some 15 million transactions and received 1.5 million calls through the call centre. Some of the significant transactions included:

- 1,693,140 infringement transactions
- 2,454,941 licensing transactions
- 8,027,055 registration transactions

QT customers continue to embrace the convenience of accessing QT's services online through the web site. 8% (580,745) of transactions were made online during the year, compared to 6% (373,544) in the previous year. About 74% of QT's transaction volume can be processed online.

Details of online transactions for 2006-07 are shown in Table 10 below:

Table 10: Internet transactions 2006-07

	FY 05/06	FY 06/07
Registration renewals	164,205	223,665
Change of address	127,453	168,400
Confirmed driving examination bookings	48,723	60,803
Replacement label and certificates	11,529	15,434
Confirmed vehicle inspection bookings	10,848	13,814
Full payments of camera detected infringement	10,786	12,327
Driver's licence renewals	0	86,302

The services available online continue to grow, with three new services being introduced this year.

Driver Licence Renewal – renewing your Queensland Open driver licence online will become available on 10 July. Driver licence renewal notices now feature a renewal reference number that customers can use to renew online. Online driver licence renewal will make it easier and more convenient for customers to access the service any time from the convenience of their home or office computer. Customers can use this new service if they do not want a new licence photograph (valid for 10 years), or do not require any changes to their licence (for example, a change of name). Customers are required to hold a credit card.

EQuote – was launched in September 2006, allowing customers to now generate their own registration quotes online. EQuote has been designed to deal with basic registration transactions covering vessels, and light and heavy vehicles. Customers can obtain a quote for the estimated cost of motor vehicle and vessel registration by simply entering details into the system. This service provides real convenience for customers who no longer need to visit a Customer Service Centre or QGAP and will assist our Dealer Agency Interface System which currently generates registration quotes for customers.

Marine Licence Internet Verification (MLIV) – this innovative service became available online in May 2007, enabling customers to verify that they hold a recreational marine driver licence (RMDL). Queensland driver licences will now indicate whether a customer holds a marine licence. Eligible persons renewing their driver licence have an indicator placed on the driver licence that shows they hold either a RMDL and/or a personal watercraft licence (PWCL). MLIV has enabled licensees, the boat hire industry and relevant marine regulators to easily check recreational marine licence status online.

An online services marketing campaign targeted for Gold Coast, Mackay and Cairns was implemented in May 2007. This campaign aims to increase awareness of the online service delivery channel and assist in reducing customer wait times.

In 2007-08, the online services will be extended to include the online practical road rules test. The practice test will provide customers with an interactive way to practise their road rules and complements the study material contained in the publication *Your Keys to Driving in Queensland*. The practice test aims to further enable and encourage customers to practice their road rules and improve their knowledge prior to taking their written test, and to improve the community's understanding of the road rules and contribute to road safety. It marks the customer's response after each question and automatically explains correct responses.

QT has introduced further service delivery improvements to assist customers during 2006-07. These include:

- QT has successfully managed the upgrade of our Q-matic customer flow management systems into 32 Customer Service Centres throughout the State. The upgrading of the systems has included the implementation of new touch screen kiosk technology, software and hardware upgrades and related training.
- QT has commenced a Customer Address Accuracy (CAA) project which is working towards establishing an accurate database of our customer address details which have been verified against Australia Post standards. The new validation system will improve the accuracy and efficiency of our current address database as only 88% of QT customer address details are compliant with Australia Post's standard and guidelines.

- 20 new versions of the general learner licence written tests are now in use at our Customer Service Centres.

Smart Services Queensland (SSQ)

QT is working closely with SSQ on a range of initiatives. SSQ has recently re-structured to more effectively deliver whole-of-government services.

QT is engaged in working with SSQ as it develops forward strategies on Channel Migration and Funding, and is also cooperating with them in undertaking a 'one stop shop' Counter Pilot investigation project. As well, generic functions currently delivered by the QT Call Centre are being transferred to the SSQ Call Centre. This involves approx 450,000 calls annually, and will be completed by January 2008. QT is also working on a number of other options for delivery through SSQ.

Road safety

Our regional road safety officers continued to focus on effective road risk management in many areas of the state during 2006-07.

This year has seen the expansion of QT's trial of the 'Skipper' program in Townsville, Thuringowa, the Gold Coast and Gympie. The 'Skipper' program encourages people to plan ahead and get home safely by choosing a designated driver or "Skipper" as a transport option on their night out. The program provides free soft drinks to 'Skippers' at participating licensed venues.

A formal evaluation of the trial will be undertaken in Mackay during July 2007 to determine the potential for state-wide implementation of the program in 2008.

A number of Rider Survivor safety awareness days have been held across the state which have been very well attended.

Rider Survivor is a road safety initiative between government and non-government stakeholders, specifically QT, Queensland Police Service (QPS), Queensland Fire and Rescue Service, Queensland Ambulance Service, CARRS-Q, local councils and motorcycle training providers. It is designed as an information gathering and community engagement activity.

New road safety trailers have been put into service during the year, equipped with a wide screen television and display boards on both sides. The trailers are used during outdoor promotional activities and road safety education displays at local shopping centres.

To assist with enhancing safety around schools, QT road safety staff have developed a new initiative known as 'Look Out'. 'Look Out' is a simple program designed to assist schools in managing the flow of traffic in passenger set-down areas and helping avoid double parking and congestion around their campuses. The basis of the scheme is the management of the passenger loading zone outside the school by volunteers. The volunteers, who are organised by the school and operate before and after school, help get children into their parents cars, so that the vehicles can move quickly away from the loading zone, thereby freeing up space for the next car. Parents can feel comfortable waiting in the car and moving in queue to where their child will be collected from a safe pick-up point.

School crossing scheme

Safety around schools remained a strong priority. In 2006-07, with the support of school communities and infrastructure provided by local government, QT opened 10 new crossings and created 10 new school crossing supervisor positions throughout the State. There are currently 1,142 crossings with 1,767 supervisors employed by QT.

Compliance

QT's compliance activities aim to improve vehicle safety and encourage and enforce safer heavy freight and passenger transport operations. Key activities in this area during 2006-07 included Operation Safe Driving Holiday. In the lead-up to the Easter holiday break, 75 compliance inspectors across the five regions undertook operation 'Safe Driving Holiday'. The objective of the operation was to enhance road safety by targeting unsafe or otherwise defective private and light commercial vehicles.

Some 4,120 vehicles were intercepted during the operation and 736 vehicles were found to have defects, many intercepted drivers indicated their support for this road safety activity.

In the area of heavy vehicles, QT conducts regular inspections of heavy and passenger transport vehicles. A total of 67,145 programmed inspections were conducted during 2006-07.

QT also conducted an intensive enforcement blitz during Operation Austrans 2007 in May this year, which resulted in 7,526 primary vehicles and 5,982 heavy trailers being intercepted, and 656 offences.

Officers targeted fatigue, mass, dimension and compliance to vehicle standards, with a specific focus, for this year's operation on speed limiter tampering.

QT has continued to work collaboratively with the QPS and the trucking industry to enhance road safety by addressing non-compliance with vehicle standards and to raise awareness with respect to driver welfare, safe operations and road safety issues.

QT during 2006-07 has continued to progress fatigue management and heavy vehicle speed management compliance and enforcement elements through chain of responsibility measures.

From 1 March 2007 heavy vehicle fines and demerit points were introduced for fatigue-related offences.

Indigenous licensing project

The Queensland Aboriginal and Torres Strait Islander Peoples Driver Licensing Project is aimed at increasing the rate of licensed Indigenous drivers and lowering incarceration and recidivism rates amongst Indigenous people for licence-related offences.

This project assists in increasing the retention rates of driver licences for Indigenous people, reducing the involvement of Indigenous people in road trauma and improving the road user attitude and behaviour of Indigenous people.

Achievements include:

- identification of the initial licence-related problems
- creation of five task groups to address issues at each stage of the licensing cycle
- enhancing the usability of Evidence of Identity (relative to our target group) and community education
- along with our partners, the design and trial of user-friendly learning materials such as DVDs (resulting in a 4% increase in licence holders in the trial community)
- move from the project pilot to full program; now in the implementation and final stage
- development and dissemination of educational and training materials
- facilitation to enable Catholic Education to introduce the Safe4Life driver education program throughout North Queensland for a 12 month trial
- secured support of community groups to deliver driver education as part of their program.

TransLink

As SEQ continues to grow, the need for public transport will also increase. The development of the busway network is of vital importance to support the ongoing growth of the region. For commuters, busways offer:

- faster travel times – a busway is used only by buses and emergency vehicles, and allows buses to avoid congestion, especially during peak traffic periods
- improved reliability – each journey will always take the same time, as services are not influenced by traffic congestion
- greater frequency and variety of bus services to choose from – express, rocket and all-stop services all use a busway
- a single-seat journey – suburban buses are able to access busways at key locations, providing a point-to-point journey from the local bus stop, and
- new travel opportunities – increased connectivity with other modes of transport means interchanging to other bus, rail or ferry services is even easier.

The South East Busway is an example of the benefits delivered. It has cut the travel time from Eight Mile Plains to Brisbane CBD from up to one hour by car to 18 minutes by bus. As a result, patronage on core services has increased by 188% since its opening to over six million passenger trips per year. The opening of the busway stations at the Royal Children's Hospital (RCH) Herston, and Normanby on the Inner Northern Busway, were also significant milestones in the growth of Brisbane's world-class busway network, providing customers with more travel options, better services and state-of-the-art facilities.

Further developments on the Brisbane busway network are well advanced, with projects currently underway including:

- Boggo Road Busway – consists of a bus link between Ipswich Road through to Eleanor Schonell Bridge and The University of Queensland,

with busway stations at Princess Alexandra Hospital and adjacent to Park Road Rail Station. When completed, this Busway will save bus passengers up to five minutes on a standard weekday and up to ten minutes on congested days. It will also improve integration between bus and rail services at Park Road Rail Station, linking 600 bus services with 190 rail services per day

- continuation of the Inner Northern Busway from Gilchrist Avenue to Enoggera Creek – this project will incorporate a new busway station within the grounds of the Royal Brisbane Hospital and provide high quality access to this important facility
- Northern Busway – connects the Inner Northern Busway at RCH in Herston with Bracken Ridge, via Windsor, Lutwyche, Kedron, Chermside and Aspley
- Busway from Queen Street to Upper Roma Street, including new busway stations at King George Square and Roma Street Rail Station. The Roma Street Busway Station will have interstate, intrastate and local bus and rail services at the one location and will link over 2,000 buses per day with 700 trains. This busway and rail station will become the hub of the integrated rail and bus networks and will be a magnificent facility for the people of Brisbane.
- Eastern Busway – The Eastern Busway will provide buses with their own dedicated road between Capalaba and Buranda (where it joins the South East Busway). The Eastern Busway will slash bus travel times throughout the eastern suburbs, with trips from Coorparoo to the city cut from 18 minutes to ten minutes, saving commuters nearly 1.5 hours in travel time per week. Trips from Capalaba to the city will be cut from 54 minutes to just 25 minutes, saving commuters nearly five hours in travel time per week. In 2026, when the average speed by car along Old Cleveland Road will be around 25km/hr

in peak conditions, the Eastern Busway will carry commuters at more than twice the speed of cars – 60 to 80km/hr – with no congestion and minimal traffic signal delay.

Disability Discrimination Act (DDA) Infrastructure

In 2006–07, the Regional Queensland Public Bus Stop Project was commissioned by QT to assist the department plan and prioritise to meet its obligations for passenger transport infrastructure under the *Disability Standards for Accessible Public Transport 2002* (Transport Standards).

As a result of this project, QT has a major funding package in place through the Passenger Transport Infrastructure Program to provide public transport infrastructure upgrades to meet the accessibility requirements of the Transport Standards.

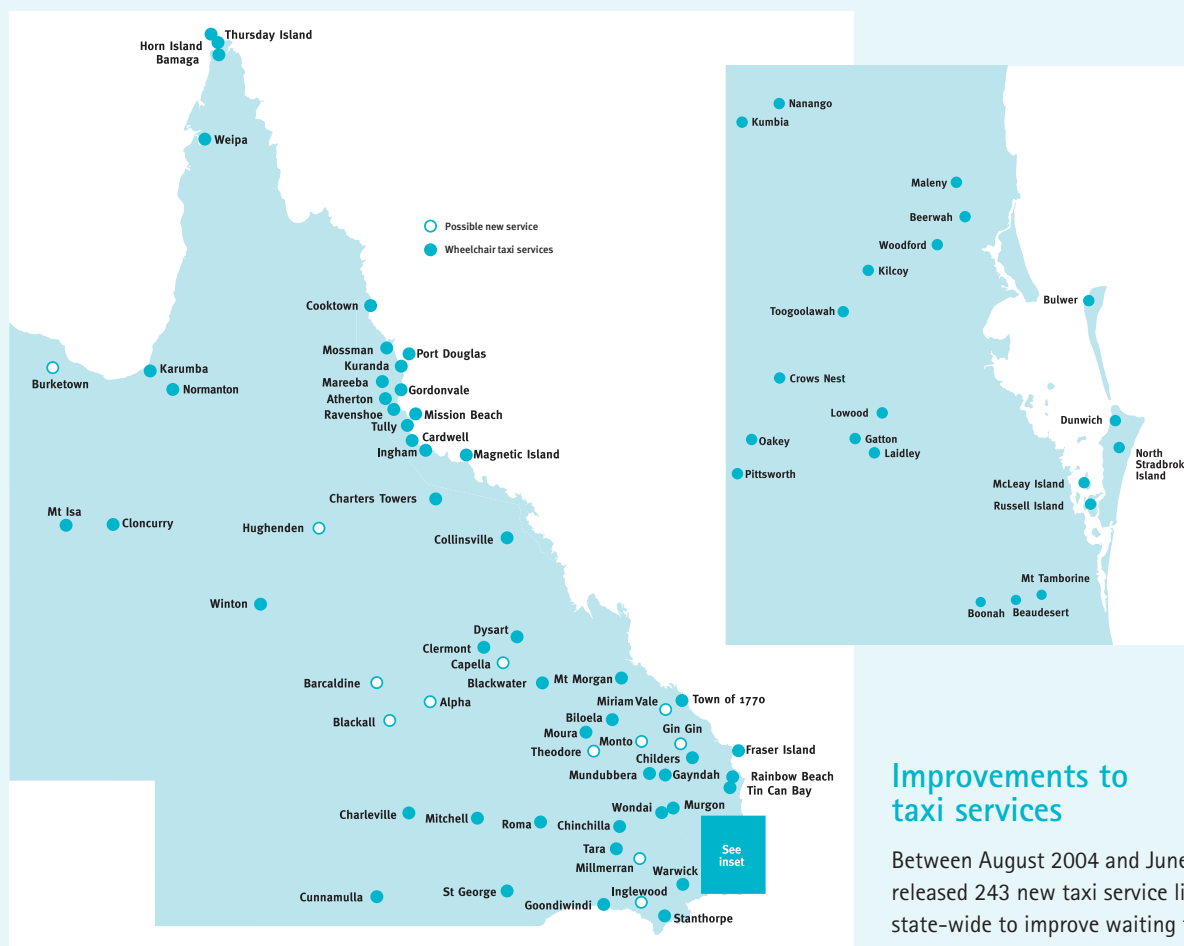
These funds will assist local government in meeting the 25% accessibility target for bus stops under the Transport Standards.

QT will continue to work in partnership with local government authorities in meeting the accessibility requirements of the Transport Standards through an integrated package of funding, assistance in the identification of priority bus stops, detailed standard advisory bus stop designs, and provision of advice.

The advisory bus stop designs have been prepared to incorporate the following elements:

- street furniture, including seating and bins
- customised concrete passenger waiting area with space for two wheelchairs
- shelters where needed
- lighting, power and communications where a shelter is needed
- wind loadings suitable for regional conditions in far north Queensland
- optional windbreak, and
- tactile ground surface indicators to indicate a safe boarding point.

Map1: Accessible Taxis for Queensland (ATQ) initiative map



Improvements to taxi services

Between August 2004 and June 2007, QT released 243 new taxi service licences state-wide to improve waiting times and meet demand, an increase of 7.9%. During the same period, population growth was about 2%. Licences for 10 people-mover type vehicles (for example, Toyota Tarago) were released in Brisbane through the 2007 tender process. These 10 were in addition to the 10 introduced in the 2006 tender process.

A further 25 wheelchair-accessible taxis, with owner/driver conditions attached, were also released during the 2007 Brisbane tender process.

QT continues to encourage an open consultation framework in forums such as the *Disability Discrimination Act* (DDA) Reference Group. This group includes representatives from QT, Taxi Council of Queensland (TCQ), taxi booking companies, the limousine industry and disability groups, and is supporting QT in the delivery of a DDA Action Plan for taxi services.

Accessible Taxis for Queensland (ATQ) initiative

In 2006, the Queensland Government committed to fund the introduction of wheelchair-accessible taxis in rural and regional Queensland communities that had a taxi service, but not an accessible one.

The ATQ initiative was allocated \$4.8 million over two years to introduce wheelchair accessible taxis (WATs) in 72 taxi service areas, with consideration also to be given to up to 12 locations where a taxi service previously operated, but had subsequently ceased.

The ATQ initiative was officially launched by the Honourable Paul Lucas MP, Minister for Transport and Main Roads on 24 May 2007.

To be eligible for financial assistance under ATQ, existing licensees have to agree to amend their current non-accessible taxi licence to incorporate specific wheelchair-accessible terms and conditions. This licence amendment requirement will ensure that WAT services are provided in those communities in perpetuity.

As at 3 July 2007, vehicles funded by the ATQ initiative will be operational in Roma, Cloncurry, Horn Island and Dysart. QT will continue to work with existing licensees to ensure that the most appropriate vehicle is put into service to meet local conditions and public needs.

Performance indicators – Service and infrastructure delivery

1. Performance indicator: Community satisfaction with public transport services

Community satisfaction with public transport services can be reflected in usage patterns. Attracting passengers and increasing the number of trips made on public transport will assist in reducing congestion and its associated pollution on the roads.

Achievements 2006-07

Results from a survey conducted annually by AC Nielsen for QT reveal that public transport users rate public transport services (based on a scale of 1 to 5, where 5 is excellent) as: well run and reliable 3.53, meeting transport needs 3.22, and well coordinated 3.3.

Improvements and achievements throughout the year include:

- 50% of regional urban bus services are now accessible
- patronage increased in Cairns by 35%, Townsville by 31%, Mackay by 56% and Bundaberg by 50% from 2003-04 figures
- QT is making significant improvements to passenger transport in regional Queensland (outside the south east corner), providing increased services, improved modern infrastructure, lower fares and greater connectivity between services.

2. Performance indicator: Customer satisfaction with the quality of QT's customer services

Satisfaction is a barometer of customer experience and perception which is widely accepted as an indicator of service delivery effectiveness. QT commissions AC Nielsen to conduct ongoing surveys of customer satisfaction with QT services throughout Queensland. These surveys address satisfaction with key service attributes across all service channels including customer service centres, call centres, internet, mail and agents.

Achievements 2006-07

- QT overall customer satisfaction target of 7.6 has remained steady, with an achieved result of 7.6 on a scale of 1 to 10 over the year.
- Three new services became available online during 2006-07 namely driver licence renewal, Equote and MLIV, with further services planned for the coming year.
- The call centre during 2006-07 regularly exceeded its service target of 80% of calls answered within three minutes, with a yearly average of 92% of calls answered within three minutes.

- QT has successfully managed the upgrade of our Q-matic customer flow management systems into 32 Customer Service Centres throughout the state.

3. Performance indicator: The cost of delivery of QT's customer transactions

Population increases and the introduction of new products and services have led to increases in the number of customer transactions being delivered. QT has been proactively managing business in relation to service delivery in order to deliver products in the most efficient manner.

Achievements 2006-07

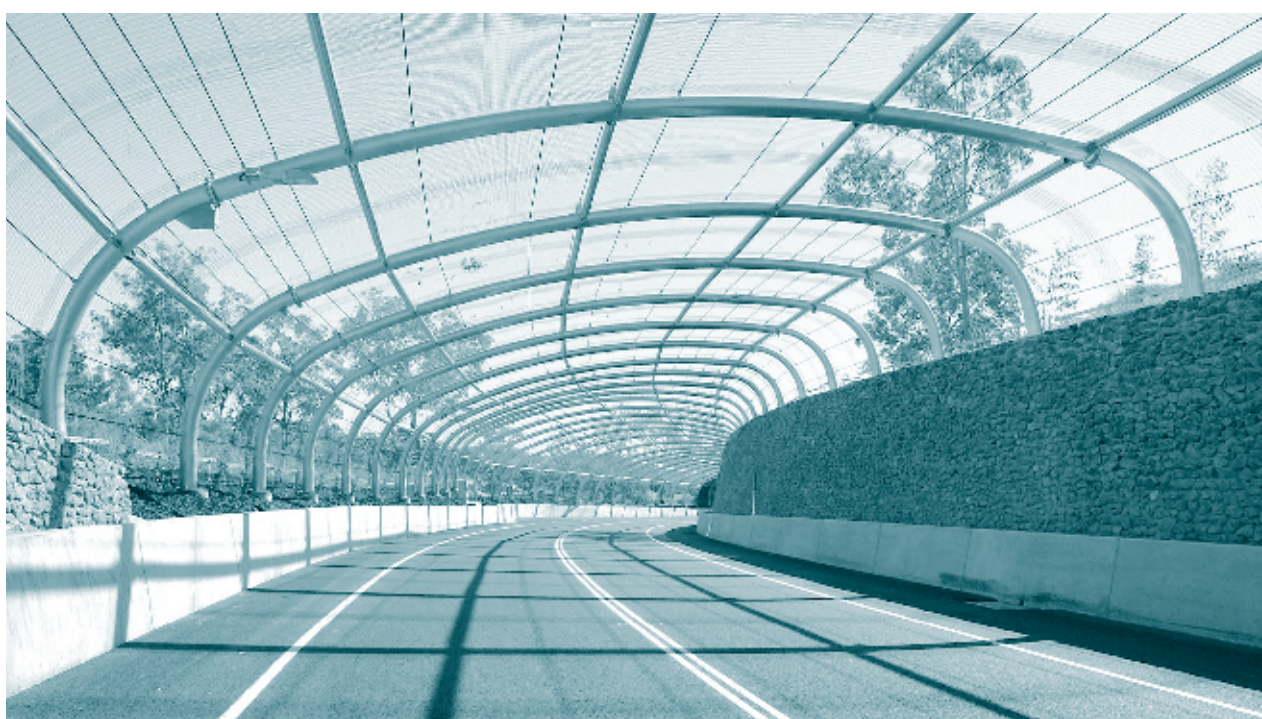
A growing number of clients are choosing to access QT's services online through the website. 8% (580,745) of transactions were made online in 2006-07 compared to 6% (373,544) in 2005-06.

During May and June, a communications campaign to move more Queenslanders online was deployed in the Gold Coast, Mackay and Cairns areas. The advertising promoted three services- change of address, registration and driver licence renewals. The take-up rates of these services has shown improvement.

Through improved and streamlined service delivery methods and transaction growth, the direct cost per delivery of a registration renewal (average across all delivery channels as an example) reduced from \$5.93 per transaction in 2005-06 to \$5.75 per transaction in 2006-07.

4. Performance indicator: Efficiency and effectiveness of the delivery of transport capital infrastructure projects

As well as achieving its transport outcomes, QT needs to ensure that its capital infrastructure projects are delivered efficiently and effectively to ensure the government is achieving value for money.



Achievements 2006-07

- Various Citytrain network upgrades, extensions and additions including:
 - Ormeau to Coomera: rail track duplication completed ahead of schedule in September 2006
 - Helensvale to Robina: second track under construction
 - Salisbury to Kuraby: third track under construction
 - Mitchelton to Keperra: second track under construction.
- Additional Citytrain rolling stock starting to be deployed progressively across the Citytrain network. These cars will provide additional peak-period services where needed (particularly on the Gold Coast line) and enable a number of existing crowded peak-period and shoulder-peak three-car services to be upgraded to six-car services.
- Planning commenced for the proposed Gold Coast Rapid Transit System. The new system will provide a link from the Gold Coast rail line at Helensvale/Parkwood to Griffith University and the busy centres of Southport, Surfers Paradise, Broadbeach and ultimately, the Gold Coast Airport.
- Significant progress has been made on the Inner Northern Busway linking Queen Street to Roma Street and Upper Roma Street. Construction is currently ahead of schedule for completion early 2008.
- Construction commenced on the Boggo Road busway linking the South East Busway to the Eleanor Schonell Bridge and is scheduled for completion in 2009.
- Construction is almost complete on the Normanby Pedestrian and Cycle Link and construction is underway on the Brisbane City Cycle Centre on King George Square (in conjunction with BCC). Through the SEQ Integrated Regional Cycle Network Plan, a total of 31 cycling infrastructure projects from 10 local governments have been approved for grant funding.
- Two new boat ramps, one boat ramp acquisition, six boat ramp reconstructions, six pontoon upgrades, one floating walkway upgrade, 18 jetty upgrades, and four major dredging projects.
- QT will continue working on current projects using the OnQ project management framework to maintain and improve infrastructure project delivery performance.
- Commenced three bikeway projects including the Normanby Pedestrian and Cycle Link, a green bridge over the Western Freeway near the Toowong roundabout and a cycle and pedestrian underpass at Boronia Heights.

Key result area – Effective relationships

QT is an organisation that develops and sustains effective relationships with stakeholders to achieve transport outcomes

QT conducts its relationships in line with Engaging Queenslanders, the government's community engagement framework. It uses a combination of information sharing, consultation and active participation to engage in inclusive and collaborative processes with MR, the community, industry, research organisations and other government agencies within Queensland and nationally. In so doing, stakeholders contribute to innovative transport solutions that meet the economic, social and environmental needs of Queensland.

QT promotes local, interstate and international transport stakeholder cooperation to increase harmonisation in policy, regulations, standards, operating practices and use of transport technologies.

Transport security public awareness campaign

QT's 2005–06 Transport Security Public Awareness campaign was initiated to raise awareness about security on and around public transport.

The campaign comprised advertising on television and in newspapers, posters at bus stops, and posters on and around public transport locations. Following its conclusion in June 2006, an evaluation was undertaken to measure levels of awareness with the public, the effectiveness of the campaign and provide direction for future campaigns. Results indicated an overall awareness of the campaign of 83% with 37% awareness of the campaign's key message 'reporting suspicious items or behaviour'.

Significant achievements

Australian Passenger Transport Group (APTG)

The Australian Passenger Transport Group (APTG) operates as a sub committee of the Standing Committee on Transport (SCOT) and provides advice and support to Australian Transport Council (ATC) and SCOT on national passenger transport policy and strategic initiatives. APTG comprises representatives of federal, state and territory transport agencies and observers from the National Transport Commission and the Australian Local Government Association.

During 2006–07, QT provided leadership and support to progress the work program of the APTG. Throughout this period the APTG has completed its initial work program. This included the publishing of a report that documents the roles and contribution each level of government makes towards a more sustainable passenger transport system and the development of national appraisal guidelines for passenger transport activities, including public transport initiatives. In addition, the APTG completed a report on travel demand management in Australia for Council of Australian Governments (COAG) consideration, and worked closely with transport industry groups on national issues.

Through Queensland's involvement in the APTG, we are contributing to the development of a nationally agreed position for all levels of government in passenger transport and the enhanced use of available resources across Australia.

Rail Group

During 2006–07, QT has actively participated in the SCOT Rail Group which comprises representatives of federal, state and territory transport agencies.

Rail Group is a modal group established by SCOT to progress national, multi-jurisdictional rail transport policy issues, particularly for rail freight transport. This includes providing advice and facilitating implementation of SCOT and ATC decisions. For example, Rail Group provided policy guidance and contributed to the development of national model rail safety legislation which was approved by transport ministers in June 2006.

Once the reforms have been implemented in all states and territories, Australia will have a nationally consistent legislative framework for rail safety.

Regional maritime industry forums

The success of Maritime Safety Queensland's regional industry forums in the maritime industry demonstrates our commitment to engage industry and the broader boating community in discussions on new initiatives and national trends affecting maritime safety and pollution. Government and industry partnerships have been extended and enhanced through establishment of pilot 'safety culture' programs in Brisbane and the Whitsundays and, most recently, in the Cairns region, in an effort to work collaboratively to improve the safety of vessels and their operations. Maritime Safety Queensland also actively participates in national forums to ensure that our clients have a voice in the development of national matters.

From a client education and enforcement perspective, we work in collaboration with the Queensland Boating and Fisheries Patrol and the Queensland Police Service. Both agencies play an important role in achieving safe maritime outcomes.

Tertiary education sector

QT enjoys a productive working relationship with the tertiary education sector as demonstrated by the examples below.

- The organising committee of the Australasian Transport Research Forum (ATRF), hosted by QT in September 2006, included academic professionals from Queensland University of Technology and The University of Queensland, who provided expert guidance in all technical aspects of the forum.
- QT continues to provide free access for the tertiary education sector and local governments to various data sets for research and collaborative regional planning.
- QT has committed to developing a leading reference centre for transport in Queensland through expanded collaboration with other universities and members of the transport portfolio. Towards this end, the five year Memorandum of Understanding between QT, MR, QR, The University of Queensland and Queensland University of Technology continues delivering research and development projects for the portfolio.
- In collaboration with relevant Queensland Government agencies, QT has worked to progress the significant transport and regulatory reform agendas agreed to by COAG in February 2006 and May 2007.

Industry capability

Developing the right mix of skills and labour in the transport and logistics industry is essential to Queensland's economic success. QT has demonstrated its commitment to partner with the industry to develop and maintain sustainable, workable solutions for the current and projected skills and labour shortage in Queensland.

Government and industry partnerships have been enhanced through the establishment of the Transport Industry Workforce Advisory Group (TIWAG) to lead industry in the development of skills and labour solutions, and provide advice to shape the government investment for training. This multi-modal membership of TIWAG encompasses high level representation from road, rail, aviation, marine and logistics. It also includes representation from unions, peak associations, QT and the Department of Education, Training and the Arts (DETA), small and large enterprises, and the passenger and freight sectors.

In partnership with DETa, two specific strategies have commenced for the road and bus and coach sectors of the industry. The strategies are designed to enable industries and communities to collaborate to address the broader issues that influence the effectiveness of skilling and labour.

QT has established a partnership with the transport and logistics industry to ensure critical skilling and labour needs are identified and addressed by the most effective means. As a result of this initiative, an industry body, the TIWAG has been established to lead the development of sustainable workforce solutions and provide information through QT on industry priorities for government investment in education and training.

TIWAG is leading work in three priority areas:

- branding and positioning of the transport and logistics industry
- leadership of industry/government strategies to address skills shortages in critical sectors/regions, and
- consolidation of existing efforts to maximise impact.

State and other government agencies

QT is actively involved with other Queensland Government agencies in developing and delivering whole-of-government initiatives, especially the transport outcomes for initiatives under the COAG reform agenda, strategic directions policy themes and structural investigations.

Government Champions for the Pormpuraaw Aboriginal Community

The Director-General, Queensland Transport and the Director-General, Department of Tourism, Fair Trading and Wine Industry Development are the Government Champions for the Pormpuraaw Aboriginal Community in Cape York. In this role, the Government Champions work through red tape and build community capacity to achieve desired outcomes for the Pormpuraaw community. The Government Champions visit Pormpuraaw regularly to hold Negotiation Tables, which present an opportunity for the community to raise issues with senior government officers. Negotiation Tables were held on 2-3 August and 23 November 2006. The Government Champions also visited the community on 29 May 2007 to discuss ways to improve the Negotiation Table process.

TransLink

The planning and implementation of service improvements is a collaborative effort, with TransLink undertaking community and customer consultation to understand service needs and issues, and working with BCC, QR, Citytrain, Brisbane Transport and private operators to ensure optimal solutions and successful outcomes. Throughout these processes, TransLink actively seeks feedback from customers, the community, government stakeholders and business partners to understand how to better include their knowledge and insights to further enhance services.

TransLink also works closely with the community and stakeholders when planning and developing new infrastructure, including the busway network. Intensive consultation is taking place on all busway projects, with all feedback being considered prior to the preparation of design and impact plans.

TransLink continues to sponsor the TransLink Advisory Board which provides representatives from business partners and government stakeholders with the opportunity to provide direct input to the direction of TransLink and monitor its performance. Ongoing relationships with the community through disability school-based traineeships, migrant work experience and vacation employment initiatives continue to strengthen TransLink's ties with the people of SEQ.

Government owned corporations

QT continued to work closely with the transport-related Government Owned Corporations (GOCs) including QR and the seven port authorities.

Providing advice to the Minister and the Government regarding the rail and port industry in Queensland requires the monitoring of transport service contracts and liaison, not only with GOCs, but also with other industry participants, the Queensland Resources Council and major rail and port users.

QT has negotiated a new seven year (2006–13) Transport Services Contract (Rail Infrastructure) with QR to maintain track infrastructure for approximately 6,500 kilometres of rail. QT and QR have jointly commenced the \$2.5 million Brisbane Suburban Train Protection Study to identify operating requirements, potential impacts and benefits of commercially available systems for the Brisbane metropolitan network.

QT has also negotiated a \$29 million Transport Services Contract (Rail Infrastructure) with QR to provide rail services to regional and remote centres for the next twelve months.

Graffiti management project

QT is the lead agency in the graffiti management project, working in partnership with local government and other state government agencies to reduce the impact of graffiti on public transport and public spaces.

The project aims to improve the public's perception of their safety and comfort on trains and buses, at stations and as they travel around the city. The project will develop a whole-of-government graffiti management policy that focuses on preventing young people from destructive and antisocial behaviour, particularly graffiti such as scratched windows and tagged seats on Citytrain.

This will be achieved through rapid removal of graffiti, a public awareness campaign, a school education program and youth justice conferencing, among other prevention strategies.

We are working closely with QR and the Police Railway Squad to improve reporting, manage antisocial behaviour on Citytrain, develop intelligence-driven strategies and enforce the law.

MoU between QT, MR and Tourism Queensland

QT and MR have fostered a close working relationship with the Department of Tourism, Fair Trading, Wine Industry Development and Women and Tourism Queensland over the years.

All agencies have made considerable contributions at joint planning activities that achieve outcomes for both the transport and tourism industries. The development of the Queensland Tourism Strategy is an example of this.

We recognise that the tourism industry is our third largest export earner, generating over \$18.4 billion domestic and international visitor expenditure for Queensland's economy and employing almost 140,000 Queenslanders. QT and MR play a pivotal role in supporting the tourism industry by providing the transport network that connects tourists with the unique, often world class attractions spread widely throughout Queensland.

In formal recognition of this close working relationship, a Memorandum of Understanding (MoU) was entered into between all agencies, including Tourism Queensland. The MoU was officially signed by Directors-General of each agency, at the launch of Queensland Drive Tourism Program Stage 2 on 28 March 2007.

The MoU outlines the framework under which each agency will actively pursue and achieve the best tourism and transport related outcomes for Queenslanders. The partnership will strengthen agency commitment and intent through joint decision-making, policy and strategy development.

As a result, tourists visiting Queensland will experience a better and more co-ordinated transport system. This will ultimately lead to Queensland retaining its recognition as the top tourist destination.

Performance indicator – Effective relationships

Effective communications

Sound infrastructure is as important to stakeholder relations as it is to transport networks. In 2006–07 QT developed to final draft stage, a stakeholders management strategy for infrastructure to underpin its ongoing relationships with stakeholders. Elements of the draft strategy include regular briefings for stakeholders by senior executives, a stakeholder database with current information about almost 1,500 stakeholders across the state, and research to monitor stakeholder views. It is anticipated the strategy will be implemented in 2007–08.

1. Performance indicator: Evidence that QT shares information with stakeholders, consults with them, and provides relevant opportunities to participate in the achievement of transport outcomes

Effective policy development requires an honest exchange of information and views to achieve optimal outcomes for stakeholders and the Queensland public.

Achievements 2006–07

- Conducted a state-wide consultation process, bringing together a range of stakeholders from the transport and logistics industry to address skills and labour shortages.
- Establishment of the Transport Industry Workforce Advisory Group (TIWAG) as a key outcome from the consultation process with industry. This group is leading industry in the development of skills and labour solutions, and providing advice to shape the government investment for training.
- In 2006–07 TIWAG was successful in producing the following outcomes:
 - establishment of the first multi-modal group
 - production of a national careers book
 - production of a DVD to showcase industry
 - establishment of numerous innovative skilling and labour programs within industry
 - sponsorship of educational initiatives which have been recognised through awards at the regional and national level.
- Commencement of two Skills Formation Strategies as partnerships with industry – *Road and Bus and Coach*.
- QT actively participates in the update of the South East Queensland Infrastructure Plan and Program (SEQIPP) on an annual basis. Many stakeholders are involved in the development of this plan to deliver on the necessary infrastructure to meet the needs of the growing population. QT liaises with government agencies, including Office of Urban Management, Program Management Office and Queensland Treasury, to update the transport components.
- The success of Maritime Safety Queensland's regional industry forums in the maritime industry demonstrates our commitment to engage industry and the broader national trends affecting maritime safety and pollution.
- TransLink began intensive community consultation for both the Eastern and Northern Busway projects to ensure concerns are addressed in a personal and sensitive manner. Various means have been provided for people to provide feedback on these projects, including a project hotline, website, reply paid postal service, newsletters, and one-on-one meetings with potentially affected property owners.
- TransLink is building partnerships with numerous Queensland organisations and in 2006–07 the relationships created special offers for public transport users, including:
 - free travel during school holidays for Dreamworld and White Water World ticket holders. This offer has been used by more than 8,000 people
 - free travel to Carrara Stadium for Gold Coast Titans' ticket holders, resulting in a public transport mode share of 27% to home games
 - sponsorship of the Cinesparks program at the Brisbane International Film Festival. This sponsorship provided free travel to school children and created a unique opportunity to target future users of public transport.

Key result area – Capable organisation

QT's people, systems and processes are capable, innovative and accountable; and promote performance to achieve business outcomes

QT aims to be a highly capable organisation that rewards performance, creativity and innovation. The department fosters a supporting environment for our staff, free from prejudice, harassment and discrimination – an environment which enables every employee fair access to information and input into decision-making. QT is committed to transparency and accountability, the implementation of sound governance processes, and compliance with legislative provisions and government policy. Our systems and processes are designed to assist and encourage us to achieve these goals. By developing and aligning our people, processes and systems to meet our current and future business needs, we are able to support the delivery of a varied transport system for all Queenslanders.

Significant achievements

Reward and recognition

QT strives to reward and recognise staff in a number of ways. For example, through a formal awards program, Information Management Division (IMD) continually strives to be recognised as a competitive employer of choice for Queensland's best talent. By focusing on the development of all staff and then seeking formal public recognition, IMD strategically drives the training and improvement of both staff and business areas through a national awards program which includes:

- Australian Information Industries Association (AIIA) Awards
- Australian Government Information Management Office – eGovernment Awards
- Women in Technology (WIT)
- Australian Institute of Management (AIM) Excellence Awards

- Smart State, Smart Women
- Pearcey Award (promotes and encourages Australian ICT achievement)
- Prime Minister's Awards for Excellence in Public Sector Management
- Information Technology Infrastructure Library (ITIL) Service Delivery Awards
- Australasian Excellence in Recordkeeping Award.

In the 2006-07 year, of particular note were the following standout achievements:

- Australia Day Achievement Award – In 2007 Linda Perry was honoured for demonstrating excellence in her field
- Australian Institute of Office Professionals (AIOP) – In 2007 Cassie Wilson was recognised for excellence and contribution in the field of office support and takes on the role of ambassador for 12 months.

QT demonstrates its commitment to rewarding and recognising the contributions staff make in the achievement of strategic goals through a number of formal and informal programs or initiatives, including:

- Australia Day Awards – the 2007 combined QT and MR Awards recognised many outstanding contributions by QT staff
- Premier's Awards for Excellence in Public Sector Management – Queensland Transport nominated four projects for the 2006 Awards. While none were successful in gaining a Premier's Award, they were acknowledged by the Premier, along with all other nominations, as outstanding examples of the work that staff perform on behalf of and for the Queensland community

- People 4 People (P4P) Week – a yearly celebration of good people management practices. Work units from across QT participated in a range of activities around the theme of healthy living. The slogan for P4P Week was 'Highway to Health'. As part of this initiative, every interested employee received a pocket 'Highway to Health' diary, which provided staff with a range of tips and useful ideas for improving their health and wellbeing through healthier lifestyle changes and interventions
- four Rotary Youth Leadership Award Scholarships were awarded to younger QT staff to assist them develop their leadership capability



- five outstanding women in QT were awarded a Women in Leadership scholarship
- local area reward and recognition programs.

A range of other successes in the area of awards, where QT staff and business areas were recognised for the achievements include:

- Queensland 'Office Professional of the Year' Award as part of the National Awards of the Australian Institute of Office Professionals.

Recordkeeping

Information Management and Performance Branch (part of IMD) has delivered strategies, procedures and activities supporting the implementation of the Queensland Information Standards 31, 40 and 41 under the *Public Records Act 2002*.

Major initiatives which have been introduced over the past 12 months include:

- development and implementation of a recordkeeping checklist across the portfolio
- development of an education strategy which includes an online course 'Introduction to Recordkeeping'
- continual promotion of the ongoing use of QT's electronic document and records management system (eDRMS) to foster a recordkeeping culture
- development of the 2007-2010 Organisational Recordkeeping Implementation Plan (ORIP) identifying 30 new deliverables that improve and support corporate governance
- awarded the 'Excellence in Recordkeeping Award' in September 2006 which is Australasian recognition based on the deliverables met through the ORIP.

IT management systems

Service Centre

The significant recent growth in Information and Communication Technology (ICT) customers and services continued during 2006-07. The Service Centre's customer base increased by 17% this year – on top of a 55% increase in 2005-06. In addition the complexity of ICT services supported by the Service Centre grew, with the deployment of new ICT services such as a web publishing system and more e-business services.

The adoption of ITIL in 2005 has underpinned a measurable improvement in service reliability and management outcomes this year. Despite the substantial increase in customers and business complexity handled by the Service Centre, the number of service requests reduced by 0.5% for the year and grade of service measures improved to near industry best practice standards. Call wait times dropped by 52% between June 2006 and June 2007.

Efficiencies have been actively redirected to better management of ICT services as part of an ongoing program to benefit all customers.

QT Graduate Program

In 2006 the department commenced its first whole-of-organisation graduate employment program. As part of QT's overall Attraction and Retention strategy, this program identifies graduate placements in difficult-to-recruit disciplines such as hydrographic surveying or key skill areas such as town planning and transport modelling, and then markets and recruits to these employment priorities.

The QT Graduate Program provides graduates with a comprehensive induction program, an intensive learning and development program, workplace rotations and networking opportunities, provision of mentors and permanent employment at the end of the graduate program.

During the year the 19 graduates who commenced in January 2006 as part of the inaugural intake undertook a variety of learning opportunities which included skills and capability development in leadership, project management, communication, team behaviours and team building. A number of the graduates also had the opportunity to relieve in higher level roles. In June 2007, the 17 graduates who successfully completed their program attended their graduate ceremony. Already these graduates are making a difference in their workplaces through their youthful energy, enthusiasm and capacity to inject new ideas into the business.

The 2007 QT Graduate Program commenced in January 2007 with 36 graduates. The 2006 graduates played an important role in the 2007 program by assuming the role of "buddy" for the 2007 graduates. The QT Graduate Program is one of the largest centrally coordinated programs in the Queensland Public Sector.

The graduate program aims to enhance existing skills of graduates and further develop skills in emerging technologies and business. The Graduate Careers Fair was held in March 2007 and applications for 2007-2008 graduate intake closed on 28 May 2007.

Organisational development project

The Organisational Development project commenced following an organisation review during 2005–06. The project's aim was to clarify roles and accountabilities across all divisions and improve the coordination of outputs and streamline processes to improve efficiency. In November 2006, the Transport Leadership Team (TLT) agreed that organisational improvement should be an ongoing function in QT and made the project into a permanent unit within Corporate Office. The unit continues to work in partnership with TLT to examine ways to increase the organisation's effectiveness.

Tropical Cyclone Larry response and recovery

Seven special commendations for QT staff involved in the response and recovery for Tropical Cyclone Larry were issued, along with a number of commemorative pins, to other QT officers and transport industry representatives to acknowledge their efforts during this event.

Delivery of the QT Applied Policy Skills Training and Development Program

The program is designed specifically to suit the needs of policy officers involved in policy development, implementation and review. The five day program is supplemented with masterclasses and lunchbox sessions. A total of 131 participants attended in 2006–07 at the following events – Lunchbox sessions (Learning from Consultation and Tour of Parliament), Masterclass session (Effective Steering Committees and Working Groups), and Days 2–5 of the core Applied Policy Skills Program.

Workforce planning

During the year QT implemented a major workforce planning initiative. The department recognised the need to undertake effective workforce planning to maximise the likelihood of having the workforce it needs now and into the future to deliver the government's infrastructure program and other transport-related priorities.

Each division in QT has developed a workforce plan which has enabled them to examine their current and future workforce needs, particularly in those occupational areas regarded as critical and core to the delivery of QT's business. These workforce plans have informed a range of new initiatives that will be rolled out during 2007–08 such as a QT professional and technical scholarship and cadetship scheme; more effective succession management for critical roles across the department; the positioning of QT as a good employer in the market place, including more effective targeted attraction and retention strategies; and more effective processes to maximise the engagement of staff in QT.

These workforce plans will become an important part of the business planning cycle within each division and will continue to be reviewed and modified in light of changing business needs, the external labour market and the broader environment.

Multicultural activities

During the year QT continued to implement its Multicultural Action Plan to ensure that multicultural principles are reflected in strategic and business planning and a greater awareness of multicultural issues is achieved across the whole organisation and to ensure services meet the needs of all sections of the Queensland community.

QT employs trainees from Culturally and Linguistically Diverse (CALD) backgrounds and is implementing strategies to ensure that our workforce better reflects the diversity of the community we serve. To this end QT has established a target of having 13.5% of the workforce from CALD backgrounds by 2010. QT achieved 5.54% at the end of 2006–07.

QT also participated in a variety of multicultural community events such as the Brisbane 2006 Multicultural Festival to promote QT as a multicultural-friendly employer.

In support of the government's policy, Multicultural Queensland – making a world of difference, QT has developed a Multicultural Action Plan 2007–09.

While the plan has a broad focus, over the next 12 months we will develop a supporting whole-of-QT action plan which will focus on a range of areas of importance, including:

- reviewing QT's information available to CALD communities
- QT staff participating in Train the Trainer sessions provided by Multicultural Affairs Queensland (MAQ), with a view to developing appropriate training and communication materials for QT staff
- consolidating existing arrangements for QT's contribution and participation in multicultural community events, and
- identifying opportunities to work more closely with MAQ and other agencies.

Equal Employment Opportunity (EEO) and diversity

During the year QT launched a new EEO Management Plan 2006-09 in line with the new EEO Planning and Reporting Process for agencies implemented by the Office of the Public Service Commissioner in 2005.

QT's new plan will enable it to focus its efforts on making sustainable advances in workforce diversity and employment opportunity.

QT achieved a small increase in the percentage of the workforce from CALD backgrounds during 2006-07. Under the plan, challenges in forthcoming years will include increasing the representation of staff from Aboriginal and Torres Strait Islander backgrounds and staff with a disability.

Pleasing increases in the representation of women in the workforce occurred during the year, with the percentage of women in senior management positions (Senior Officer Level 2 and above) rising from 19% of the workforce in 2005-06 to 20.3% in 2006-07. Similarly the percentage of women in management positions (Administrative Officer Level 6 and equivalent and above) improved from 34.1% in 2005-06 to 36.4% in 2006-07.

Other proactive initiatives undertaken during 2006-07 included:

- awarding Employment to Education (E2E) scholarships to Aboriginal and Torres Strait Islander students to assist them in completing their secondary education. QT awarded five new scholarships in January 2007, bringing the total number of E2E scholarship holders to 15
- awarding five Women in Leadership scholarships
- employing two people through the Migrant Work Experience Program.

Flexible working practices

QT is committed to providing a flexible working environment and has actively developed and implemented a number of flexible policies designed to support staff achieve positive work/family balance. During the year the department revised and broadened its range of policies.

One such initiative was implementing the concept of a career break which enables staff to apply to have up to 12 months paid (using purchased leave arrangements) or unpaid leave to take a break in their career to pursue other work or non-work related interests. Another key change was broadening the existing 48/52 leave where staff can purchase additional unpaid leave periods while having their salary averaged and paid over the entire 52 weeks of the year. The new arrangements do not place a cap on the number of additional weeks of unpaid leave that a staff member may purchase. To date, 55 employees have accessed the purchased leave provisions.

Access to part-time work arrangements and casual employment is supported with the number of employees undertaking part-time work arrangements increasing by 14% during 2006-07. There are currently 500 employees working part-time. The majority of these are at the AO2 and AO3 levels, however there has been a 42% increase in the number of part-time employees at the AO6 level and above. 54% of QT's part-time employees work in customer service centres or call centres.

Other practices being encouraged are nine day fortnights and 19 months to encourage staff to maintain a healthy work/life balance. These types of initiatives will be important to ensuring that QT is able to compete in the labour market to attract the people it needs to deliver the government's infrastructure agenda.

Investors in People (IiP)

IiP is an internationally recognised standard for people management which includes a range of indicators for best practice in the effective development of employees in alignment with business goals. Implementation of the initiative in QT in two different business areas – Land Transport and Safety (LTS) and Services Division (northern region) commenced during 2004.

These two divisions were the first two areas in the Queensland Government sector to be accredited under the IiP standard. During the 2006-07 year, these two divisions have continued to focus on improving their people management practices.

LTS achieved accreditation as an IiP organisation in October 2005 and was re-accredited in November 2006. IiP has strong support from LTS management and IiP principles have become embedded in Divisional plans, processes, projects and strategies. LTS continues to regularly review its people strategies and communicate the initiative and its rationale to staff. LTS will be undertaking another audit to ensure continuous improvement and alignment against the IiP standard in November 2007.

Northern region achieved accreditation as IiP in March 2006, meeting all 12 indicators of IiP with no rectification activities required and being highly commended by the auditors on their dedication to Business Excellence, Learning and Development, Communication, Customer Satisfaction and Continuous Improvement.

Following recent receipt of the IiP report, Northern Region is now considering the formation of staff working groups as a means to leverage further improvements in selected areas and developing a maintenance and communication plan.

Online learning

In late 2006 LearnZone, a learning management system, was successfully rolled out to staff across the department, receiving an overwhelmingly positive response. LearnZone delivers a suite of "just in time" online learning programs to QT staff. This delivery mode provides consistency and accessibility to learning and development opportunities not previously available to staff.

During 2006 all employees were asked to complete the online Security and Emergency Awareness program and new employees completed an online induction program as part of their overall induction into QT.

Not only has QT seen LearnZone as an exciting and beneficial initiative, so too have other government agencies who have entered into arrangements with QT to share course content created either in QT or the other agencies.

During the first half of 2007, new programs have been added to LearnZone including - Introduction to Recordkeeping, Delivery Unit Financial Management and Accountability, and Managing the Ageing Workforce.

Transport Infrastructure Capability Scheme (TICS)

The TICS was implemented during the latter half of 2006 as a strategy to address the Transport Portfolio's challenges in retaining and attracting highly-in-demand skills in the engineering and construction sector, critical to delivering Queensland's infrastructure program. The TICS is a market-related salary loading scheme designed to ensure that QT and its portfolio partner, MR, is able to compete more effectively in response to labour market and remuneration pressures. The TICS was approved by the government to operate from 1 July 2006 for a period of three years, and results to date indicate that it is having a positive impact on attraction and retention outcomes for the portfolio.

The TICS has very stringent criteria in determining which positions and staff are eligible to receive payment of a TICS loading, with the total number of positions eligible for payment in QT limited to 150.

Human Resource (HR) Reference Centre

A new intranet site for HR information was launched in October 2006. This site is the portal for all HR information, including legislation, awards, directives, policies and procedures. It is aimed at improving governance in HR matters by improved quality and access to HR information for employees, managers and HR practitioners. Information is explained and displayed to meet the varying needs of users from quick summaries to detailed references. Maintenance and editing protocols will ensure that HR information posted on the Centre remains current.

HR Policy Framework Review

A new HR Policy Framework was adopted in 2005-06. The review and development of HR documents such as policies, procedures, forms, toolkits and guides has continued during 2006-07. This has included the removal of obsolete documents, refreshing of current documents and development of new policies and procedures.

Streamlined consultation processes, use of consistent templates for documentation and the use of plain English principles has also ensured that information about HR requirements is accessible to departmental employees and managers. Significant areas of policy development have included Probation Management, Working Hours, Conflict of Interest and Flexible Work Practices.

Shared Service Initiative

CorporateLink is the shared service provider for Queensland Transport in the areas of payroll, recruitment advertising, job application processing, job evaluations, establishment management, and mail services and records management.

QT is working with CorporateLink to prepare for the implementation of the whole-of-government Shared Service Initiative. This initiative is underpinned by standardising business processes, consolidating technology and pooling resources. Along with other CorporateLink clients, including MR, QT is represented at various reference and consultative groups to analyse and provide feedback about system development and refinements for the Shared Service Initiative.

Recruitment and selection

As part of QT's Attraction and Retention Strategy, recruitment and selection policies, procedures and supporting processes have been redeveloped. These changes are directed at increasing the numbers of quality candidates applying for roles within QT and reducing timeframes and costs associated with recruitment and selection. Initiatives include simplified role descriptions and job application processes, targeted advertising highlighting the benefits of public sector employment and the use of job-appropriate selection methods. Evidence to date confirms that applicant pools are increasing and timeframes for filling vacancies have shortened where the streamlined processes have been adopted.

Agency Consultative Committee

Under the State Government Certified Agreement 2006, each agency is to have a joint union/employer Agency Consultative Committee (ACC). The committee continued to effectively address agency matters.

During 2006-07, the ACC agreed on the implementation arrangements for the government training agenda under the core agreement, consulted on a range of industrial issues and reviewed various employment arrangements within the agency, including the use of temporary employees.

Health, safety and wellness – taking care of our staff

QT continues to place a significant focus on the safety, health and wellbeing of its staff and clients. This strategic approach is reflected in the workers compensation claims performance (see Table 11 below). After registering increases in all categories during 2005-06, QT has again shown decreases similar to

2004-05. The statutory claims costs for new claims are down by 12.8% on 2005-06. New claims numbers have also been reduced by 11.3%, with the psychological component representing a 37.9% reduction. The average days lost per accepted claims during 2006-07 was 10.52 compared to 14.69 during 2005-06. This reduction demonstrates improved claim management and rehabilitation processes.

As a result of the improving injury prevention and management systems QT will experience its third consecutive WorkCover premium rate reduction.

With the engagement of additional Workplace Health and Safety Officers, and a strategic corporate oversight, significant programs and initiatives have improved injury management and Workplace Health and Safety (WHS) outcomes.

Table 11: Queensland Transport workers' compensation summary

New claims	Claim type	2004-05	2005-06	2006-07
	All	150	185	164
	Psychological	11	29	18
	Physical	139	156	146

New claims	Claim decision	2004-05	2005-06	2006-07
	Accepted	116	138	125
	Denied	28	26	25
	Costs	\$171,431	\$444,917	\$387,871
	Days Paid	735	2,028	1,315
	Average Days Paid	6.33	14.69	10.52
	Average Claim Cost	\$1,477	\$3,224	\$3,102

Some of the strategic corporate initiatives include:

- Executive Health Assessment – a qualified medical assessment program to inform the senior executive about their health status and how health can be improved
- Employee Health Profile 2007 – an independent survey to diagnose the health of QT staff
- Early Intervention Program to assist staff with psychological issues
- review of QT's WHS standards and procedures
- structured diagnostic audit of QT workplaces and systems (completed by external body)
- continued support for confidential Employee Assistance Services, and
- structured management training and education on dealing with workplace injury, illness and rehabilitation.

It is anticipated that the diagnostic data supplied by these initiatives, in conjunction with upcoming Queensland Public Agency Staff Survey (QPASS) results, will position the department to devise and implement a WHS and injury management strategy to continue improving workplace safety and the wellbeing of staff.

Performance indicators – Capable organisation

1. Performance indicator: QT staff satisfaction and corporate health

QT has been gathering measures of staff satisfaction and corporate health in the form of the Queensland Public Agency Staff Survey (QPASS) every two years for the last decade. The last survey was conducted in 2005. QT will administer the next survey in July 2007.

Achievements 2006-07

Due to the investment in a number of people management initiatives across QT, the last survey in 2005 showed significant improvements in most organisational climate dimensions measured by QPASS. In order to maintain the high standards in corporate health and staff satisfaction set by the last survey, QT has taken an active, multi-tiered approach to further improving those standards. A number of whole-of-departmental strategies have been sustained and others initiated, while each division has actively developed and participated in initiatives tailor-made to their individual QPASS profile.

Some examples of aspects of organisational climate that have been targeted at a departmental and divisional level include:

- Appraisal and recognition – to ensure that staff continue to experience improvements in the quality and frequency of feedback and recognition QT is introducing a Feedback Skills program for all management and supervisory staff. Divisional strategies to maintain and improve Appraisal and Recognition include targeting formal Performance

Management conversations in a variety of ways, and introducing Feedback Coaching Clinics. There has also been a focus within many divisions on recognising individuals and teams for their contribution to QT

- Learning and development – QT has continued to increase access to professional development through programs such as the Middle Management Development Program (MMDP) and the Service Delivery Management Development Program (SDMDP) as outlined in Table 12 below.

Through these and other programs QT continues to make improvements in:

- supportive leadership – enhancing people managers' ability to provide support to staff
- participative decision-making – developing skills of managers for inclusive business planning processes
- role clarity – communicating expectations of current work unit goals
- goal alignment – engaging staff in work unit goals to increase commitment from staff, and
- workplace interaction – encouraging staff to be supportive of one another.

QT is committed to providing a supportive workplace which better enables employees to apply their capabilities to the achievement of QT's goal of "providing better transport for Queensland".

Table 12: Corporate development programs

Program	Overview	Number of staff who completed program
Middle Management Development Program (MMDP)	Building practical skills and knowledge of essential processes (targeted at officers at AO5 to AO7 level across QT)	Two MMDP programs occurred in 2006-2007. To date 10 programs have been delivered, with a total of 237 staff successfully completing the program
Frontline Management Program (FLM)	The program is provided under the Certified Agreement and builds valuable skills for AO2 to AO4 and OO2 to OO6 in the areas of leadership and management	To date, 231 staff have gained a formal qualification at Certificate III, Certificate IV or Diploma level through the FLM program
Service Delivery Management Development Program (SDMDP)	Leadership and line management capabilities for service delivery staff	76 supervisors and managers have successfully completed the program
Senior Management Development opportunities	Senior Managers have leadership opportunities through programs such as the Australian New Zealand School of Government (ANZSOG) and the Experiential Leadership Development Program (ELDP)	Five senior staff members have enrolled in two whole-of-government supported programs, one for the ANZSOG Executive Master Degree Program and four staff for the ELDP
QT Applied Policy Skills Training and Development Program	Designed specifically to suit the needs of policy officers involved in policy development, implementation and review. The 5 day program is supplemented with master class and lunchbox sessions	131 staff attended one or more components of the modular program

2. Performance indicator: The capability of QT people

QT ensures its people are appropriately skilled now and for the future through a continuing commitment to improving the capability of its staff. The department continues to provide development opportunities to staff at all levels through formal learning and relieving opportunities. Developing leadership and management capabilities is a continuing focus through the Middle Management Development Program, Service Delivery Management Development Program, Frontline Management competencies and Women in Leadership scholarships.

Table 13: Online learning

LearnZone courses	Overview	Number of staff who completed the course
Security and Emergency Awareness	This course aims to provide an awareness of Security and Emergency procedures	2,718
Corporate Induction	Introduction to Queensland Transport	439
Code of Conduct	Designed to familiarise staff with the ethical behaviour expected at Queensland Transport, as outlined in the Code of Conduct	840
Working in Government	Designed to increase the awareness and comprehension of ethics, responsibilities and accountabilities expected of public servants	422
Information Privacy	This course outlines what staff need to know about handling personal information	523
Introduction to Recordkeeping	This course provides information, references, examples and activities to help understand the importance of good recordkeeping	1,239

3. Performance indicator: The effectiveness of QT governance systems for accountability and performance

QT's challenge is to meet the mandatory human resource statutory and governance functions in a complex, dynamic and changing environment. In the 2006-07 year, a number of achievements have contributed to improvements in this key result area.

Achievements 2006-07

QT is actively improving corporate processes to ensure infrastructure projects are delivered effectively and efficiently, including:

- QT will continue working on projects using the On-Q project management framework to maintain and improve infrastructure project delivery performance. Amendments to On-Q are underway to improve usability, project accountability and governance
- QT is participating in the Department of Infrastructure Gateway Review and Governance User Group and has proposed a QT project as part of the trial of Gateway reviews

Achievements 2006-07

- The previous table (Table 12) provides details of the numbers of staff who have undertaken development activities in corporately provided programs during 2006-07.
- The following table provides details of the numbers of staff who have undertaken development activities in online learning programs during 2006-07.

- QT has adopted an infrastructure program risk framework in order to identify and manage key risks across the program in a consistent and cost effective manner.

QT has been working to implement improved governance arrangements across the major infrastructure projects.

- The Transport Portfolio Infrastructure Partnership Agreement was endorsed by QT and MR in October 2006. It was developed to document the governance arrangements between QT and the Major Projects Office of MR (as the deliverer of QT infrastructure). This arrangement was reviewed in April 2007 and was found to be working effectively. QT's Capital Works Board and the portfolio Major Projects Forum noted the progress of the agreement in May 2007 and agreed on priorities for the next review.
- In mid 2006, the Queensland Transport Capital Review was undertaken jointly by QT, the Department of Infrastructure and Queensland Treasury. As a result of the review, there have been improvements to governance, responsibilities and resourcing. QT also undertook an independent review of project governance for major QT infrastructure projects in early 2007.

TransLink report

TransLink was established in June 2002 as part of the State Government's commitment to provide the residents of SEQ with a quality integrated public transport system. TransLink has been tasked with delivering integrated public transport tickets, services, infrastructure and customer information for the region. To do this, TransLink works in partnership with QR, Brisbane Transport, BCC and the private public transport operators in SEQ.

The first stage of improving the public transport system was the introduction of integrated ticketing on 1 July 2004. Integrated ticketing allows people to travel on participating buses, train and BCC ferries using just one TransLink ticket.

The second stage of integrating public transport in SEQ was the development of the TransLink Network Plan (2004-05 to 2007-08). This plan maps public transport service and infrastructure improvements over the next ten years and outlines a three year program of activities. The TransLink Network Plan focuses on enhancing public transport services and infrastructure to fill the gaps in the network, make services fast, frequent, reliable, and making public transport easy, comfortable and safe to use.

The next stage of the integrated ticketing system is the smart card. The TransLink smart card acts as an electronic purse, with the value able to be topped up like a prepaid mobile phone. Customers touch their card to a card reader at the start and end of each leg of their journey, and the fare is deducted automatically. The smart card will make it easier and quicker for passengers to pay fares and travel across SEQ.

TransLink produces world-class information to make planning a journey on public transport easy and keep customers up-to-date with transport improvements. Information is provided through multiple channels, including web-site, call centre, customer service centres, SMS and printed brochures across the network.

Vision

TransLink's purpose is to lead and deliver an integrated public transport system that is used and valued by the people of SEQ.

TransLink's vision is to deliver for the people of SEQ the best public transport system in Australia. To do this, TransLink is working with its partners to deliver a quality journey for all its customers, from their decision to their destination. TransLink also strives to be an operationally excellent organisation, a trusted organisation, and a place people want to be.

Key deliverables

TransLink is working to deliver on six areas:

- service delivery – integrated public transport services
- infrastructure improvements – improved public transport infrastructure
- ticketing and fares – effective ticketing and fare collection system
- customer services – effective marketing and customer information
- system sustainability – sustainable public transport system
- business capability – capable public transport organisation.

Highlights of 2006-07

Patronage growth – Throughout 2006-07 the community has continued to support integrated ticketing and the public transport improvements TransLink is making in SEQ. In 2006-07 alone, over 162 million trips were taken on TransLink services (bus, rail and ferry), up by 7% over the previous year. In the first three years of operation, patronage on TransLink services has increased by over 30%.

This growth has occurred across all modes and regions, with regional growth on bus services shown in the following table.

Table 14: Regional growth on bus services

Region	Patronage growth since 2003-04 (%)
Brisbane	35%
Northern region	71%
Southern region	118%
Eastern region	61%
Western region	100%
Sunshine Coast region	37%
Gold Coast region	38%

Development of busways and priority corridors – Since the introduction of TransLink, SEQ residents have seen vast improvements in public transport infrastructure, including the further development of the busway network and bus priority corridors. These projects provide residents access to reliable and efficient public transport, as well as reducing congestion on the road network. During 2006-07, TransLink undertook major bus infrastructure works, with the commencement of construction on the Inner Northern Busway (between Roma Street and Queen Street), Boggo Road Busway (between Buranda and the Eleanor Schonell Bridge) and completion of the Rothwell to Kippa Ring Priority Bus Corridor and Northern Priority Bus Corridor.

Smart card pilot expansion – In July 2006 introduction of the smart card began with a public pilot on the Redcliffe Peninsula, using selected QR Citytrain rail stations and Hornibrook Bus Lines. In April 2007, the pilot of smart card technology expanded to the Sunshine Coast through Sunbus and Sunshine Coast Citytrain rail stations. Already over 1,000 cards have been issued as part of the pilot program across these two regions and both Hornibrook Bus Lines and Sunshine Coast Sunbus are now running completely on smart card devices.

NightLink – On 2 December 2005 a trial of late night bus, train and FlatFare taxi services was launched to help people get safely where they need to go at any hour of the day. These services were branded NightLink. The trial proved a great success with patronage numbers and awareness of NightLink services exceeding expectations. Waiting times at taxi queues were cut by over half and a positive impact was made on personal safety in the inner city of Brisbane. Market research showed that 92% of those using the NightLink services found the experience positive and stated that they would use the service again. As a result, in August 2006 NightLink bus and rail services were expanded to cover Bracken Ridge, Forest Lake, Inala, Algeester, Loganholme, and Mount Gravatt. In May 2007, NightLink bus services were also extended to Balmoral, Hawthorne, Bulimba and Victoria Point. In total 15 bus services now operate hourly between 1am and 5am, and three rail services depart the CBD around 4am. By the end of June 2007, over 177,000 people had used the NightLink buses and over 92,000 had used FlatFare taxi services.

Service delivery

The record growth of patronage across the TransLink network has placed pressure on a number of bus and rail services. To respond to these challenges and to build a world class public transport system, the funding for service improvements has increased, with the equivalent of \$905 million in additional investment to be made over the next decade to boost public transport services in Queensland. Major service improvements undertaken in 2006–07 include:

- in July 2006 \$2.88 million was invested to introduce additional bus services in Redlands, Logan and Brisbane
- a \$3.5 million package of service improvements commenced in Brisbane in October 2006, including the introduction of the high-frequency Moggill 444 BUZ service
- in February 2007, TransLink implemented a further \$3.1 million of bus service improvements to provide



capacity for an additional 1,336 trips each week in Brisbane

- in November 2006, TransLink improved bus services in Ipswich to provide a higher level of service reliability and connectivity. In March 2007, TransLink spent a further \$1.5 million on services in Ipswich to cater for the opening of two new retail precincts and to provide transport for the increasing student numbers at Education City Springfield
- in April 2007, TransLink spent approximately \$1 million to provide additional services to cater for increased demand for transport from Logan to the Brisbane CBD. TransLink also provided additional bus services from Logan Hyperdome to Brisbane to provide additional capacity on this route
- through funding from Gold Coast City Council, TransLink implemented weekend services on three bus routes in the Eagleby and Beenleigh areas in January 2007, and provided new and improved weekend and public holiday services for the Gold Coast suburbs in March 2007
- two new services were introduced on the Sunshine Coast in November 2006 to cater for the opening of the new retail precinct, service the Sunshine Coast Private Hospital and provide services to areas that previously did not have access to bus services.

Rail services have also experienced significant increases in demand across all lines, especially during peak hours and after special events. In response, 132 new train carriages are being delivered for the Citytrain network, with the first introduced in May to provide two new weekday services between Robina and Bowen Hills. Timetable changes were also made in June to support the introduction of further new carriages and to improve service efficiency.

During 2006–07 TransLink supported the community through providing extra services for special events such as the Brisbane Ekka, the Amberley Air Show, Schoolies Week, The Big Day Out, ANZAC Day and the Melbourne Cup, and free services to major sporting events at Suncorp Stadium, the Gabba and to Lexmark Indy 300. Using TransLink services to get to sporting events has proved extremely popular, with recent research showing that up to 80% of patrons chose public transport to get to sporting events at Suncorp Stadium.

Infrastructure improvements

Through the TransLink Network Plan, TransLink is centrally planning and coordinating public transport infrastructure development and improvements across SEQ to ensure that investment supports growth in the network and meets the needs of customers. These infrastructure projects are planned and delivered in collaboration with other state government agencies and local governments.

As part of the Queensland Government's longer term strategy to improve transport infrastructure across SEQ, the South East Queensland Infrastructure Plan and Program (SEQIPP) 2007-26 has committed funding for the following major public transport infrastructure projects outlined in the TransLink Network Plan. The planning and delivery of these major projects will be led by TransLink, with staged delivery from 2007 to 2026:

- Northern Busway (Royal Children's Hospital to Bracken Ridge)
- Eastern Busway (Buranda to Capalaba)
- South East Busway extension to Springwood
- Gold Coast Rapid Transit Project
- Gold Coast Bus Priority/High Occupancy Vehicle Program
- Petrie to Redcliffe multi-modal corridor
- Caloundra to Maroochydore quality bus corridor and public transport stations, and
- Sunshine Coast Bus Priority/High Occupancy Vehicle Program.

In addition to the work done on busways and priority bus corridors, TransLink implemented a program of bus infrastructure improvements across the network in 2006-07 including:

- bus station upgrades at Loganholme, Carindale, Indooroopilly, Brookside, Aspley and Bribie Island
- construction of the Robina Transport Hub, a special event bus station to provide efficient public transport access to the new Stadium and to Gold Coast commuters, and
- upgrades to bus station park-and-ride facilities at the Sleeman Centre at Chandler.

In 2006-07 TransLink also provided \$3.85 million in grants to local governments under the Station and Stop Infrastructure Improvement Grant program for bus infrastructure improvements completed during the year. Under the program, local governments in SEQ pay half the total cost of enhancing bus shelters, bus bays, footpaths, pedestrian refuge islands and associated infrastructure, with TransLink funding the balance. TransLink also works in partnership with QR to deliver an intermodal program which includes improvements such as new or upgraded bus-rail interchanges, increased capacity of park-and-ride facilities, improved pedestrian links and the provision of bike lockers. Continuing the effort to ensure rail facilities are accessible to those customers with a disability or reduced mobility, in 2006-07 TransLink worked with QR to upgrade rail stations and park-and-ride facilities at Beerwah, Ferny Grove, Nambour, Petrie, Redbank and Morningside stations.

TransLink undertook significant planning activities throughout 2006-07 to ensure that major public transport projects will be delivered in accordance with the TransLink Network Plan. This includes planning for the following major projects:

- Gold Coast Rapid Transit Project
- Caloundra to Maroochydore Quality Bus Corridor
- Petrie to Redcliffe Multi-Modal Transport Corridor
- Eastern and Northern Busways
- extension of the South East Busway, and
- SEQIPP Rail Upgrade projects, in partnership with QR and Rail, Ports and Freight Division.

Ticketing and fares

The introduction of integrated ticketing was a key achievement for TransLink and a major improvement for SEQ residents and visitors to the region. Integrated ticketing allows customers to travel on TransLink bus, rail and ferry services using only a single ticket. The first stage of integrated ticketing was the use of paper tickets, with the next stage being the smart card.

The smart card is the size of a credit card and acts as an electronic purse, removing the need for customers to find change and wait in line to purchase a ticket. Loading of value onto smart cards can be automated and customers will only need to touch their card on as they board a bus or ferry or arrive at a train station and touch off as they leave. This will improve boarding times and make trips faster. The data from the smart card system is vital to better plan services to meet the changing needs of public transport users in SEQ.

The rollout of the smart card system across the network has begun, being piloted on both the Redcliffe Peninsula and the Sunshine Coast. The aim of the smart card pilot is to test the complete system in a live operational environment, and to ensure the system consistently displays the required levels of performance. TransLink is investing time and effort upfront to ensure the smart card system is technically reliable as well as user friendly for the people of SEQ.

As the pilot has been expanding in 2006-07, major rollouts of smart card equipment have been taking place across the network. Add Value Vending Machines (AVVM) have been installed on 12 stations on the Sunshine Coast. These machines are operating effectively and deliver ticketing services where none had previously been provided. In total, smart card equipment has been installed at over 137 QR Citytrain stations and two Airtrain stations and most of these devices have been turned on. The public can use AVVM machines to purchase paper tickets, using both notes and coins, and to date almost 600,000 tickets have been purchased using these vending machines. Work has also started on Brisbane Transport's bus fleet, with 730 buses (94%) pre-wired for the smart card system.

Customer services

The TransLink website is a major source of public transport information. It includes a journey planner to help customers identify public transport options, updates on service changes and improvements, information on TransLink plans and projects and details on ticketing, fares and zones. Its importance is indicated by its use, with an average of 12,500 hits made on the TransLink website each

day. In March 2007 a new and improved website was launched, with enhancements made based on extensive stakeholder consultation, industry best practice research and customer surveys. Features of the new site include:

- a new menu structure giving faster access to information
- an improved timetable search function to allow passengers to find bus routes by suburb, and
- a streamlined journey planner which appears on every page, but can be 'hidden' if required.

Initial response to the new website has been very encouraging, with statistics showing that more people are using the site after its redesign and that people once on the site are staying longer and accessing more information.

The TransLink call centre provides access to public transport information to make planning a trip easy. It supplies detailed information on:

- timetables, routes and fares
- the location of stations and stops
- connecting services
- walking distances, and
- public transport information for special events.

In 2006-07 the TransLink call centre received an average of over 3,600 phone calls each day, and 1,400 enquiries were made each day through the Interactive Voice Response system. The opening of the TransLink customer service centre in the Queen Street Mall has also provided personal service for thousands of residents and visitors. In August, TransLink launched SMS timetables, allowing NightLink timetables to be sent direct to customers' mobile phones.

Recognising the importance of up-to-date information at departure points, TransLink spent \$1.75 million during 2006-07 on signage improvements at bus stops, including the provision of timetable cases and timetables. TransLink also ensures commuters are kept up-to-date on service changes through comprehensive marketing, including newspaper and radio

notices and advertisements in local papers and The Courier-Mail, and by providing helping hands at local locations.

Throughout 2006-07 TransLink has continued to build a strong community presence by attending numerous events including fairs, shows, presentations and promotional barbeques. These events help TransLink promote the use of public transport by creating a better understanding of how the TransLink system works and how to make best use of its services. Supplementing this is TransLink's ongoing responsiveness to the people of SEQ. In 2006-07 a total of 769 ministerial responses were processed by TransLink, providing a wealth of information to residents with questions or concerns on their transport system.

System sustainability

In its environmental stewardship role, TransLink's Bus Replacement Program stipulates that all new buses must comply with Euro emission standards. During 2006-07, the emission standards were raised from Euro3 to Euro4, and 27 Euro4 level compliant buses were rolled out onto the system. By the end of the financial year, 45% of private buses running urban services were of Euro3 standard or higher, and 42% percent of Brisbane Transport's bus fleet was running on compressed natural gas. Overall, 39% of the buses operating TransLink services are now running on more environmentally responsible fuel systems. Looking to the future, TransLink is also working with Passenger Transport Division to investigate the feasibility of hybrid diesel-electric bus technology to further improve fuel efficiency and reduce greenhouse gas emissions and air pollutants.

By offering residents a fast and efficient alternative to their car, the busway network will reduce the need for car travel and have a positive impact on air quality in Brisbane, and the broader region. Market research has shown that 31% of customers used the South East Busway to replace trips previously made by car and that 57% had reduced reliance on cars as a result. The busway network will cut noxious pollutants produced by buses in congested areas in half by taking them off city streets and onto free-flowing, bus-only roads. For every full bus there are

40 fewer cars on the roads, significantly contributing to the reduction of traffic congestion and greenhouse gases, and improving air quality for all residents.

To ensure a healthy busway environment, extensive research work is being undertaken on pollution patterns around bus stations. Using the findings from this research, guidelines are being developed for the best practice design of busways to ensure they are built to suit the area they serve and protect residents.

Business capability

Key components of TransLink's Vision 2011 are to be an operationally excellent organisation, a trusted organisation and a place where people want to be. Through the adoption of the Australian Business Excellence Framework, TransLink is working to realise this vision. The self-assessment conducted in 2005 identified a number of opportunities for improvement and in 2006-07 initiatives to address these opportunities have continued to be implemented. An example is TransLink's process management project which has assisted in clarifying how people, teams and systems come together to achieve desired results. Participating in a corporate workforce planning pilot has allowed TransLink to identify and begin to address strategic resource requirements and workforce challenges.

Throughout 2006-07 TransLink has continued to invest in initiatives to build strong teams and leadership capability at all levels, from administrative support to senior management. These initiatives have helped to reinforce TransLink's values of collaboration and 'getting things done'. A focus has been improving the communication flows throughout the organisation, both across teams and between levels. Along with strategies for better managing data and information, TransLink's intranet has become a valued organisational tool that helps staff share knowledge and find information that people need to have to get the job done.

TransLink recognises that its people are the essence of organisational capability. Wellness initiatives such as 'walking club' and TransLink-wide participation in Weight Watchers are targeted to helping TransLink staff take care of themselves.

TransLink also has an active Values Committee to drive the ongoing work required to strengthen the TransLink Values, maintain a positive organisational culture and ensure TransLink remains a place where people want to be. The General Manager is a permanent member of the Values Committee and the annual Values Survey gathers valuable evidence to inform organisational culture initiatives.

Future outlook

TransLink will continue to work through 2007-08 toward its vision. The TransLink Network Plan is a key element in delivering the best public transport system in Australia, and the next iteration of the plan is scheduled to be published in 2008. The plan will again address some of the issues raised by the community during consultation and through regular feedback received by TransLink.

Through the TransLink Network Plan, \$27 million will be spent on improvements to public transport services in 2007-08. Over the next year TransLink will be working with its business partners to continue implementing service improvements outlined in the four year program, with priorities including:

- adding 148 new buses and 9,000 extra seats to the network
- addressing peak demand on key bus services across the greater Brisbane area
- increasing frequency and coverage of weekend bus services across the network
- introducing new and improved services to make the most of infrastructure improvements such as the completion of the Inner Northern Busway
- delivering new and improved services on the Gold Coast and Sunshine Coast to access new regions and improve service reliability, and
- continuing to add capacity to the rail network through track duplications and new rolling stock.

SEQ residents will also see further advancements in public transport infrastructure, with specific priorities for 2007-08 including:

- completion of the Inner Northern Busway (between Roma Street and Queen Street) and continuing construction of the Boggo Road Busway (between Buranda and the Eleanor Schonell Bridge)
- completion of the Robina Transport Hub
- completion of bus station upgrades at Sippy Downs/University of Sunshine Coast, Sunshine Plaza Maroochydore, and Burpengary Plaza
- delivery of improved park-and-ride facilities for bus passengers at Kenmore and Browns Plains
- delivery of improved park-and-ride facilities for rail passengers at Loganlea, Narangba and Mitchelton
- continued work to upgrade rail stations and park-and-ride facilities to ensure accessibility for customers with a disability or reduced mobility
- commencement of major construction works at the Brunswick Street Rail Station, and
- completion of the first stage of bus priority works on the Gold Coast Highway.

The implementation of smart card equipment will continue progressively over the coming months, with devices to be installed on the remainder of buses across the network and the machines at rail stations to be turned on after completion of station upgrades. Feedback from pilot participants is also being sourced constantly and will be used to refine the system and design effective customer education. The rollout of smart card technology will also occur in 2007-08 and be performed in a coordinated approach, region by region. As the smart card is being implemented, opportunities to integrate other applications, such as online and phone transactions, a retail network, EFTPOS and credit card facilities, will be investigated.

TransLink is widely recognised across SEQ. In a recent survey, 80% of SEQ residents were aware of TransLink. To capitalise on this awareness and improve the integration of the system, TransLink will be working with its business partners across the network to implement standardised livery on buses. This livery will make TransLink services readily identifiable by customers and will make buses easier to see. Rollout of the new livery will begin in July 2007 with the first Hornibrook and Sunbus buses to be released on the network. TransLink will also continue to introduce a consistent look and feel for bus shelters, stops and timetables throughout SEQ to make sure these facilities are safe and comfortable, and to make it easier for people to find their way around the network.

A four year TransLink People Strategy is being developed and will outline a prioritised program of work which presents a holistic approach to investing in people and building organisational culture. It will be implemented over the coming year to ensure TransLink continues to be a place where people want to be. Building an operationally excellent and a trusted organisation can only be achieved with the support of TransLink's business partners, and initiatives geared toward strengthening these and other key stakeholder relationships will be a top priority. The second organisational self-assessment will provide an opportunity to review TransLink's progress in becoming an operationally excellent organisation in terms of the Australian Business Excellence Framework and identify priority improvement opportunities for future focus.

Through these key public transport initiatives, and a range of associated activities, TransLink will continue to work hard to deliver an integrated public transport system that is both used and valued by the people of SEQ.

Regional and rural activities report

Improving marine safety in the Torres Strait

The Torres Strait Marine Safety Program has been developed to improve safety outcomes in the Torres Strait, respond to local boat safety issues and implement solutions. The program is a Blueprint for the Bush initiative. Specifically, the program aims to:

- reduce the incidence of lost seafarers through training, improved maintenance of vessels and trip planning
- increase the survivability of lost seafarers through improved carriage of safety equipment and distress signals, and
- increase community and industry commitment to safety by enhancing the boating safety culture in the region.

An emphasis has been placed on the importance of community involvement in managing risks and shaping program activities, and on tailoring activities to suit local culture and conditions.

Coal industry transport infrastructure and performance

In 2006–07, the Queensland Government has continued to invest in new coal transport infrastructure to foster the growth of Queensland's leading export industry. Railed coal totalled 164 million tonnes in 2006–07, with coal exports totalling 153 million tonnes. The value of coal exports in 2006–07 was more than \$17.8 billion.

QT and the rail and port GOCs are at the forefront in responding to market and industry demands for sufficient, reliable and efficient transport infrastructure to ensure the Queensland mining industry remains competitive and can satisfy the market demand.

Current committed new investment in rail and port expansion by GOC totals over \$3 billion, including \$0.8 billion on rail infrastructure expansion, \$1.4 billion on additional rollingstock capacity and \$0.8 billion on port expansion.

Recent significant projects have included:

- development of the 2006 QR Coal Rail Infrastructure Master Plan
- major upgrades to the Goonyella rail system costing approximately \$240 million, including the third rail-loop at Dalrymple Bay Coal Terminal, Coppabella Yard Upgrade, Conners Range Signalling, and power strengthening at the Mindi sub-station
- on the Blackwater system, completion of Windah–Grange and Blackwater–Bluff track duplications, and the third rail-loop at RG Tanna Coal Terminal, at combined cost of approximately \$100 million
- planning approval to enable development of the Northern Missing Link from the North Goonyella rail system to the Newlands rail system
- QR's commitment of an additional \$1.3 billion for rail rollingstock acquisitions, comprising 122 new or upgraded locomotives and 1,510 new coal wagons
- major port expansions at government owned ports at Abbot Point (Bowen) and Gladstone nearing completion at an approximate cost of \$890 million. Abbot Point capacity is being expanded to 21Mtpa and Gladstone to 75Mtpa
- a major new coal terminal is being planned at Wiggins Island (Gladstone), potentially increasing export capacity by 70–84Mtpa when fully developed

- major private sector coal terminal expansions costing approximately \$1.47 billion at Hay Point (south of Mackay) nearing completion

Queensland's coal transport infrastructure program aims to build matching rail network and port capacity of around 230Mtpa by 2009. This will help maintain Queensland as the world's foremost exporter of seaborne traded coal.

Regional rail services

QT administers transport service contracts to ensure the provision of passenger rail, freight rail and rail infrastructure services to regional and rural Queensland.

The Transport Service Contract (Queensland Long-Distance Passenger Rail Network) 2006–09 funds the following QR passenger services:

- Tilt Trains from Brisbane to Cairns, Rockhampton and Bundaberg
- Sunlander services from Brisbane to Cairns and Townsville
- Spirit of the Outback from Brisbane to Longreach and connecting bus service to Winton
- Westlander from Brisbane to Charleville and connecting bus services to Quilpie and Cunnamulla
- Inlander from Townsville to Mount Isa
- Gulflander between Normanton and Croydon.

QT also administers the Transport Service Contract with Cairns–Kuranda Steam Limited Partnership (CKS) to operate the Savannahlander Service, which travels 425km between Cairns and Forsyth in far north Queensland along one of the nation's most historic scenic rail corridors. The contract is an innovative approach from QT to engage the private sector in the provision of a high quality and improved rail service.



The Rail Corporation of New South Wales (RailCorp) operates the daily XPT service between Sydney and Brisbane, with QT providing financial support to this vital interstate link under the provisions of a Memorandum of Understanding which was agreed in May 2006.

Rail freight services are provided under the Transport Service Contract (Queensland Regional General Freight Trains). This contract funds Queensland Rail to provide scheduled general freight train services at a cost of approximately \$20 million per annum.

QT, local councils and regional communities negotiated agreement for the closure of the Field Sidings to Yeppoon branch line and the diversion of \$3.5 million to fund works that provide real transport benefits to the community.

Air transport and infrastructure

- QT administers ten regulated and subsidised air services providing essential links to the outback, Gulf of Carpentaria, Cape York and Torres Strait communities. Over \$7.8 million is provided each year to keep these essential air services operating at a reasonable level of service.
- QT monitors performance of airlines through annual and mid-term reviews of data and trends. There has been good growth in patronage on most routes in the network. This continued stability has been achieved through regulation and subsidised funding and consultation between the airlines and the community through air user groups established by QT.
- QT, in conjunction with local councils, has funded upgrades to airport infrastructure at 30 Queensland

airports under the Regional Airport Development Scheme. In 2006-07, over \$3.2 million of QT funding was spent to jointly fund improvements that were primarily to runways and fencing at regional airports. Nineteen of these projects were done in association with the Blueprint for the Bush plan.

Long distance and regional urban bus services

During 2006-07, 18 new accessible low-floor buses were brought into service across regional urban centres. As a result, 57% of the urban bus fleets in regional centres are accessible.

QT oversees 17 long distance bus routes which, along with the 10 air services, ensures that over 70 regional and remote communities are directly supported with transport services.

Maritime Safety Queensland (MSQ) report

Vision

Safer, cleaner seas – to lead the delivery of maritime safety, services and the protection of the marine environment from ship-sourced pollution.

Mission

MSQ manages the safe and environmentally sustainable movement of vessels using Queensland's waterways.

We do this through strong leadership, good industry and community relationships, highly skilled and responsive staff and the use of modern technology and best practice systems.

Key outcomes

The key outcomes for MSQ are:

- safety of vessels and their operation – for example, we define standards for vessel design, construction and equipment
- safety of vessel movements – for example, we control vessels through port procedures
- safety of the environment through the prevention of marine pollution – for example, we prohibit the dumping of pollutants.

Focus

Maritime activities contribute significantly to both the economy and lifestyle of Queensland. MSQ manages vessels and their movement through inland waterways and along the mainland coastline. Our waterways are environmentally sensitive and contain significant areas of protected marine park.

Through implementation of a risk management approach we identify and focus efforts toward the greatest threats to achievement of our key outcomes. In 2006–07 particular attention has been paid to reducing the incidence and impact of risk events including trade

vessels grounding (Brisbane, Gladstone and Townsville), fire on board commercial passenger vessels (Whitsundays and Cairns), capsizing of commercial fishing vessels (Cairns and Brisbane), non-persistent oils spills (Gold Coast and Cairns), and lost seafarers (Torres Strait).

Key measures of success

MSQ's safety management performance can be assessed in terms of the numbers of recorded fatalities and serious injuries over time compared with both population and vessel number growth. During the 2006 calendar year, the number of fatalities resulting from marine incidents was 17. This is four more than in the previous year and above the previous four-year average of 10.5 fatalities per year. While it is expected that this increase in fatality numbers in 2006 represents an aberration only, this cannot be guaranteed.

Despite this increase in fatalities, Queensland still boasts a sound marine safety record when compared with other Australian marine safety jurisdictions. According to the latest data available from the Australian Bureau of Statistics, Queensland is ranked third-lowest of eight Australian jurisdictions in terms of the water transport accident fatality rate per million of population.

MSQ continues to encourage and foster safety as a core value and culture within the commercial, fishing and recreational sectors of the boating industry and community.

Within the environmental outcomes focus of reducing the incidence and severity of marine pollution spills, performance during the 2006–07 financial year showed an improvement through the reduction of reported oil spills.

Additional performance details are provided within the marine safety and pollution reports on pages 75 and 76 respectively.

Vessel traffic management (VTM) report

Maritime Safety Queensland remains committed to the continued improvement of VTM. VTM includes all of the activities that improve the safe movement of vessels (both coastal vessels and those operating within Queensland ports) and encompasses physical aids to navigation, vessel traffic services (VTS), spatial and information services (eg. paper and electronic charts and tidal information) and supporting documentation pertaining to the safe movement of vessels. MSQ is pursuing the development of a network-centric approach to VTM that, when realised, will afford improved levels of connectivity and sensor integration resulting in greater levels of reliability and back-up arrangements for each of the VTS centres around the state. MSQ believes that this approach to VTS will place Queensland at the leading edge of VTS operations in Australia.

Vessel traffic services (VTS)

MSQ currently operates four VTS centres in Queensland: Brisbane, Gladstone, Hay Point and Cairns. In 2007, work commenced on the installation of a duplicate REEFVTS operations centre in the Cairns VTS centre. This will allow full REEFVTS functionality to be maintained in the event the main REEFVTS operations centre at Hay Point becomes incapacitated. Significant upgrades and integration of the VHF radio networks supporting both the port and REEFVTS centre will need to be completed as part of this project, with full back-up arrangements for REEFVTS expected by approximately 2009.

The ship monitoring capability at REEFVTS has become highly sophisticated with improved and integrated sensor information. Importantly, REEFVTS has also been instrumental in averting serious marine incidents in the Great Barrier Reef, through shore-based intervention.

Project development also commenced on the creation of a new VTS centre planned for Townsville. This project involves the relocation of the main REEFVTS centre from Hay Point to the new Townsville VTS centre. When completed, this will represent the fifth VTS centre in Queensland and will provide coverage of the major trading ports of Lucinda, Townsville and Abbot Point. The Townsville VTS centre will also provide improved levels of coastal VTS for the Torres Strait and Great Barrier Reef (REEFVTS), as well as a high level of port VTS functionality.

Vessel Traffic Service Operators (VTSOs) also assumed ship scheduling functions for the port of Gladstone, with competency-based assessments of the VTSOs conducted by Gladstone pilots prior to the transfer of responsibility. This has released a pilot resource to conduct additional pilotage, further supporting the growth of trade in the port.

A nationally accredited VTSO training course has been developed in line with international standards. This training continued throughout 2006–07, with a further twelve VTSOs completing either the basic or advanced course. The quality of this training is being recognised nationally, with the Port of Melbourne Authority, Fremantle Port Authority and the Dampier Port Authority attending recent training courses.

VHF communication upgrade

Smart State funding of \$1 million has been allocated to upgrade marine VHF communications in the Cairns, Mackay, Gladstone and Townsville regions. The upgrade in the Mackay and Whitsunday region was completed this year after technical difficulties delayed the project in 2005–06. The upgrade of the Gladstone region's VHF network is well underway, with completion expected in 2007–08. The upgrade in the Townsville region will progress as additional works to the project for the Townsville VTS development.

Vessel Traffic Management Information System (VTMIS)

A major project being undertaken is the purchase and development of a VTMIS and its implementation in MSQ's regional offices. VTMIS will provide a maritime business support tool that will expand on the current ship-scheduling functionality and incorporate web-based functions that are more open and accessible to all key port stakeholders and users.

In 2006, QT signed a contract with Klein Systems Group of Canada for the purchase of a VTMIS. Works have continued throughout the year to customise and configure the system to meet the needs of MSQ and the maritime industry. Initial implementation is scheduled for late 2007 with full commissioning in 2008.

Tidal information

The Official Tide Tables and Boating Safety Guide is now in its 116th edition. The official tidal predictions for Queensland are prepared under contract by the National Tidal Centre. In addition to the tide tables, the book provides a wide range of boating safety material. As in previous years the book continues to be well received by the Queensland boating public.

Navigational information

MSQ continues to provide mariners with essential navigational information by way of Notices to Mariners, navigational charts and the popular *Beacon to Beacon* publication.

Pilotage and hydrographic services

Pilotage is a cost-effective measure in minimising the risks to vessels, infrastructure and the marine environment posed by ship movements. In Queensland, the service is compulsory for ships of 50 metres in length or more and is provided to most ships visiting state ports. The number of piloted shipping movements in

Queensland ports continues to increase, particularly in Gladstone and Weipa – the average growth over the last three years has exceeded 5.5% annually. MSQ expects to handle over 8,000 pilotage movements in 2006–07.

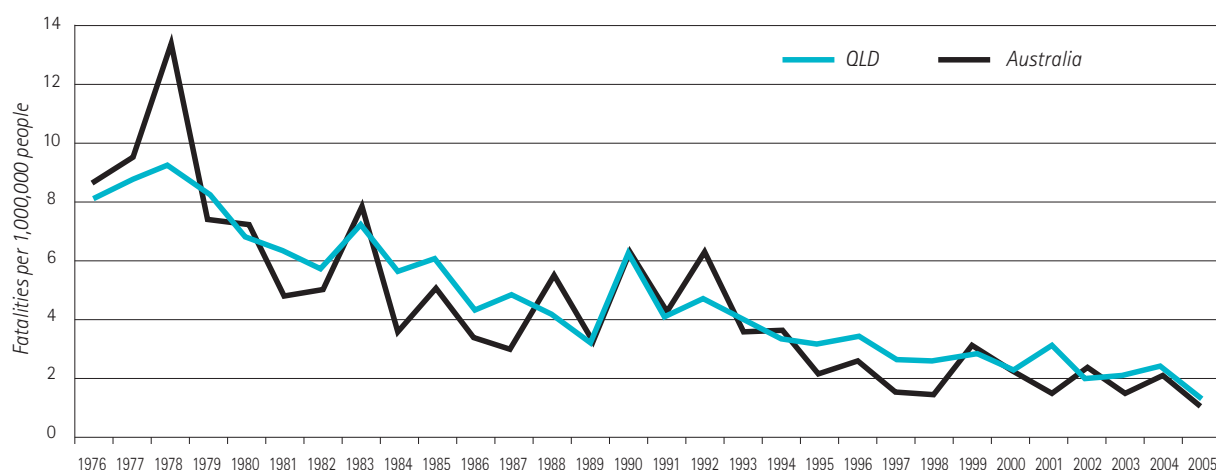
Pilotage positioning systems have been successfully implemented across the state's network of ports, providing significant assistance to pilots in ensuring the safety of vessel movements. The positioning units assist pilots with the general entry and egress to ports and provide additional capabilities during the berthing and unberthing of vessels. In conjunction with other incident prevention measures, the continued introduction of new technology has contributed to our current proud safety record.

MSQ carries out hydrographic surveys throughout Queensland waters and provides hydrographic information and professional advice to a range of internal and external clients. Hydrographic services provided include emergency surveys of channels for the Queensland Government in the event of cyclones, ship groundings and other unpredictable events. Ongoing access to reliable depth information is essential to our strategic planning, with specific organisational objectives of safety of vessels and their operation, safety of vessel movements and safety of the environment addressed by the work performed by MSQ.

e-Navigation at Hay Point

In order to achieve optimum utilisation and maximum deep draught access to the new channel at Hay Point, MSQ has embarked on an innovative solution for the navigation of departing ships. MSQ is employing e-Navigation (enhanced navigation) technology to allow accurate, comprehensive and timely navigation data to be provided both on board the ship and at the Hay Point VTS centre to achieve complete situational awareness of a ship's movement down the channel. The concept of e-Navigation is a relatively new one in the international maritime industry and

Graph 10: Marine fatalities per head of population, 1976 to 2005 (Source: ABS)



MSQ is at the forefront of its application both in Australia and worldwide. Since commissioning the e-Navigation system at Hay Point, the minimisation of navigation errors has been assured through the acquisition, transmission and integration of navigation data in an electronic form. It has also contributed to a significant improvement in port efficiency.

Marine safety report

Queensland's positive marine safety performance trend over the past few decades is expected to continue in the years ahead, despite an abnormally high number of recorded marine incident fatalities in 2006. Australian Bureau of Statistics (ABS 2000 - 2005) data enabling time series and interstate comparison of marine incident fatality trends indicates that Queensland's per capita marine fatality rate is ranked third lowest of the eight Australian jurisdictions. This has been achieved despite annual increases of approximately 5% in registered vessel numbers and nearly 3% in population. Proportionately, vessel ownership and the level of on-water boating activity continue to increase in Queensland each year.

In 2006-07, a range of important safety initiatives were introduced as part of the Marine Safety Implementation Program. Notable initiatives include:

- implementing the Australian Builder's Plate requirements for new recreational vessels – an initiative aimed at providing vessel owners with information about their vessel's capability, capacity and buoyancy
- introducing new safety requirements concerning the compulsory wearing of life jackets in certain high risk circumstances and conditions
- facilitating the establishment of the BoatSafe Training Association of Queensland (BTAQ), a peak industry body representing the accredited recreational marine licence training sector
- conducting a state-wide post implementation compliance audit program for BoatSafe recreational boat licence training organisations
- commencing a series of commercial fishing ship safety equipment trials aimed at trialling and evaluating a range of recently released personal

protective equipment in a hazardous and challenging offshore work environment

- undertaking a competency-based training and assessment pilot program for the Master Class 5 commercial marine licence. This program focused on licence applicants gaining practical work skills and training and having their competency practically as well as theoretically assessed
- commencing four new legislative marine safety standards covering hire and drive boat operations, parasailing, examinations and training approvals for commercial and fishing ship licensing
- further development and implementation of the various parts of the National Standard for Commercial Vessels (in conjunction with other Australian maritime jurisdictions).

An analysis of reported marine incidents is included in the *Marine incidents in Queensland 2006* report, which can be viewed or downloaded from the MSQ webpage at www.msq.qld.gov.au.



Commercial fishing safety equipment trials

In view of the abnormally high fatality rate in the offshore commercial fishing industry and in recognition of the conditions in which Queensland commercial fishers operate, MSQ, in collaboration with the commercial fishing industry and marine safety equipment manufacturers undertook two four-month trials of a range of personal protective equipment. The trials were undertaken to evaluate the equipment's suitability, durability and viability (performance and comfort) in wide-ranging work, weather and sea conditions from SEQ to the Gulf of Carpentaria.

The two trials involved the skippers and crew on more than 50 commercial fishing vessels wearing a variety of inflatable lifejacket and personal EPIRB products. While there is little doubt the wearing of this type of personal protective equipment improves survivability and aids rescue in the event of a person going overboard or a vessel capsizing, it is equally important that the wearing of the equipment does not otherwise compromise a person's safety while working in the often confined and hazardous environment onboard a commercial fishing vessel.

While the formal evaluations of the two trials have not yet been completed, it is expected that the final report will make recommendations that will enhance commercial fishing safety in the future.

Marine pollution report

The *Transport Operations (Marine Pollution) Regulation 1995* was reviewed to enhance compliance with sewage management regulations and maintain consistency with Australia's international marine pollution prevention obligations.

A number of marine pollution prevention and response strategies were also implemented. Key outcomes include:

- updating contingency plans for oil spill response in all Queensland ports and coastal waters
- formalising cooperative arrangements between MSQ and the Queensland Fire and Rescue Service for dealing with ship-sourced chemical spills, and
- developing an administrative support training package for oil spill administrators.

Other projects aimed at maintaining or improving MSQ's marine pollution preparedness and response capacity include:

- delivery of competency-based training for oil spill responders
- enhancements to response preparedness through desktop and field exercises in the ports of Mackay, Townsville, Cairns and Cooktown and Rosslyn Bay boat harbour
- completion of a major refurbishment of the Brisbane based oil spill response vessel *Tusk*
- acquisition of new first-strike oil spill response equipment for Rosslyn Bay boat harbour
- continued monitoring of the performance of onboard sewage management devices and operating systems, and
- audits of oil spill response capacity in all Queensland ports.

Participation in the management and operation of Australia's National Plan to Combat Pollution of the Sea by Oil and other Noxious and Hazardous Substances (National Plan) was also a key priority. Key activities included involvement in management, operations and environmental working groups and in planning and training activities and exercises. Another important activity was continued oversight and coordination of the Queensland National Plan State Committee on marine pollution.

Marine pollution response training

During 2006-07, competency-based oil spill responder training was undertaken by MSQ staff and staff from associated organisations. In addition, an Oil Spill Response Administration course was developed and presented to MSQ staff involved in the administrative side of a response incident. The quality of these training courses is being recognised nationally, with the Australian Maritime Safety Authority using the training package as the basis for a standardised national training course for oil spill responders from all states.

Table 15: Oil spill responder courses conducted

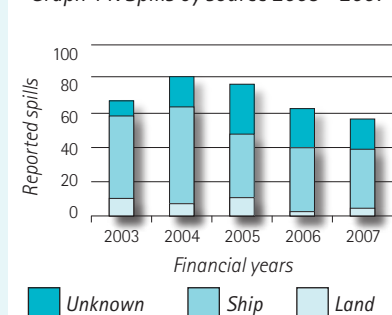
Oil spill responder course	No. trained in 2006-07	Total No. trained
Introduction to oil spill response	120	657
Level 3 oil spill responder	75	389
Level 4 oil spill responder	17	45
Oil spill response administration	91	91

Marine pollution incidents

Analysis of 57 reported oil spills in 2006-07 showed that:

- 35% of spills occurred within ports
- 60% of spills occurred in Queensland coastal waters outside of ports
- 5% of spills occurred outside of Queensland coastal waters but within Australia's territorial sea
- 84% of reported spills were less than 5 litres
- 67% were spills of either diesel fuel or other light oil

Graph 11: Spills by source 2003 - 2007



The most serious marine pollution incident involved a land-sourced spill of approximately 200 litres of heavy fuel oil from a disused pipeline in Townsville Harbour in October 2006.

Marine prosecutions

Pollution prosecutions

The prosecution of marine pollution offences remains an important intervention to ensure Queensland continues to enjoy clean and unpolluted waterways. During 2006-07 MSQ conducted seven prosecutions for offences against the *Transport Operations (Marine Pollution) Act 1995 (TOMPA)*, all of which were successful.

Significantly, two prosecutions were conducted for offences against section 67A TOMPA, relating to the failure to hold appropriate insurance. The prosecutions were the first of their kind, and were both successful, resulting in large fines of \$20,000 and \$17,500 being imposed by the Magistrates Court. These prosecutions are even more significant considering the recent amendments to s67A to increase the scope of the provision to ships of 15m or more in length.

One discharge prosecution involved the bunker barge *Larcom* in Gladstone, where it accidentally discharged almost a tonne of fuel oil into the harbour as a consequence of a structural failure inside the ship. The owners were convicted and fined \$25,000 plus costs on top of the more than \$50,000 in clean-up expenses that had already been paid.

MSQ successfully pursued two more sewage offences from ships. The *Krackerjack* is a commercial ship engaged in the tourism industry in Airlie Beach. The owners of the *Krackerjack* were prosecuted for failing to have a sewage holding tank whilst the ship was carrying a number of tourists on an overnight voyage in the pristine waters of the Whitsunday Islands. The owners and master were convicted and fined \$7,000 in total plus costs.

Overall Queensland courts imposed fines and costs of over \$74,500 for offences against TOMPA.

Safety prosecutions

The prosecution of marine safety offences continues to be an important way for MSQ to advance marine safety outcomes in Queensland waters. Other methods used include:

- administrative actions, which cancel, suspend or amend authorities such as licences and registrations

- written directions, which make requirements about the operation of ships
- marine infringement notices for minor contraventions of marine safety legislation
- formal non-compliance letters, which identify contraventions and set out the required standard of behaviour

During 2006-07, there were 18 successful prosecutions for offences against the *Transport Operations (Marine Safety) Act 1994 (TOMSA)*. The successful prosecutions resulted in the courts imposing \$22,500 in fines.

A significant matter was the prosecution of the owner of the ship *Kusaky*. The owner was using the ship for commercial voyages between Townsville and Airlie Beach but the ship was only recreationally registered. The owner was convicted and fined \$6,500 for the offence.

Another matter involved a high speed catamaran colliding with a lit navigation beacon in the Port of Brisbane; the beacon was destroyed and the catamaran was significantly damaged. The master was convicted and fined \$2,500 for operating his ship unsafely.

Eighteen licences and registrations were either cancelled or suspended as a result of show cause action. Significantly, the first licence appeal under TOMSA was heard by the District Court in Brisbane, when the court endorsed MSQ's decision to take action and suspended the skipper's licence for twelve months.

Derelict and abandoned vessels

Following a major review of maritime safety legislation in 2006, and in recognition of the increasing number and size of recreational vessels operating in Queensland, MSQ has introduced a range of tough measures designed to make owners responsible for abandoned or unsecured vessels. These measures aim to address the threats that derelict and abandoned vessels pose to the Queensland coastal and marine environment in terms of marine safety, incidents and marine pollution.

Board of Inquiry

A Board of Inquiry was established to investigate the circumstances surrounding the abandonment of the *Wunma* in the Gulf of Carpentaria on 7 February 2007, when the 5,000 tonne ore barge was disabled after taking on water during Tropical Cyclone Nelson.

The Honourable Paul Lucas MP, Minister for Transport and Main Roads, announced the Board of Inquiry on 16 March 2007. Members of the Board are: Mr Peter Applegarth SC (Chairman), Captain Kevin Fleming, Mr Rob Gehlig and Mr Martin Burns (Counsel Assisting).

A Directions Hearing took place on Tuesday 22 May 2007, in the Brisbane Magistrates Court. The Inquiry is expected to conclude in the latter part of 2007.

Marine Board report

The Marine Board is an advisory board established under the *Transport Operations (Marine Safety) Act 1994*. The Board

advises the Minister for Transport and Main Roads, the Chief Executive Officer of QT and the General Manager of MSQ on significant issues affecting the maritime industry. The board is comprised of six members who represent a broad cross-section of the maritime industry. Each member brings extensive knowledge of, and experience in, the industry.

The Chair is Col McKenzie (marine tourism and diving sectors). Members are Mike Bartlett (shipping and transport), Liz Hay (ship builders), Maria Dwyer (marine insurance), Mick Carr (maritime unions and shipping) and Robin Hansen (fishing industry). MSQ would like to thank exiting board member Tony Briggs (commercial operator) and exiting Chairman Mike Bartlett for their contributions.

The Marine Board met five times during 2006-07 and attended four marine industry forums hosted by MSQ. The total remuneration paid to the Marine Board was \$20,156.67.

Port closures

The grounding of the *Tasman Challenger* on 6 May 2007 in the Platypus Channel resulted in the closure of the Townsville Port. The channel was closed to shipping for approximately one day to enable soundings to be taken to ensure no loss of depth in the channel had occurred as a result of the incident. No shipping was scheduled to occur during this period so there was no impact on port operations.

The port of Karumba was closed between 18:00 hours on 6 February and 12:00 hours on 7 February 2007 under the port cyclone contingency plan for Tropical Cyclone Nelson.

The port of Hay Point was closed on eleven occasions (for short periods less than a day) during the reporting period due to periods of adverse weather and sea conditions. The port of Hay Point is an open sea port which is subject to large ocean swells. A berth warning system alerts when ships are surging at the berth.

Environment report

Government Energy Management Strategy (GEMS)

The GEMS is a whole-of-Queensland Government energy efficiency initiative. While its primary focus is energy use, it is also tackling water consumption. GEMS seeks to improve government agencies' use of energy and water, producing financial and environmental benefits.

All QT projects for new office accommodation and major maintenance work have incorporated GEMS recommendations for energy efficient lighting. The 420 George Street Building and Helensvale Customer Service Centre are examples of recent projects where T5 fluorescent lighting has been used in office areas. The 420 George Street building also has other innovative energy saving systems, including movement-activated lighting in foyers and toilets and automatic after hours switch-off for hot water systems. External security lighting

at the Pinkenba Marine Operations Base was recently replaced with energy efficient fittings.

Communications to QT staff through email and posters displayed in work areas are periodically used to encourage efficient use of electricity. The messages include practical examples such as turning off lights, computers and other electrical items at the end of the working day.

Air conditioning in all QT offices is automatically switched off at the end of the day and solar film is applied to external windows wherever possible to reduce heat load.

As a Queensland Government department, QT has a responsibility to promote efficient water use in its buildings and has taken the following actions to decrease water use in its tenancies:

- conducted a water audit of SEQ owned premises to identify water savings opportunities. The audit cost,

\$3,500 was funded from the QT Corporate Maintenance Program

- using information from the water audit, a scope of works has been developed to install flow restriction devices and service or replace plumbing fittings. These costs will also be funded from the QT Corporate Maintenance Program
- requested that our Lease Manager, Department of Public Works, contact the owners of all leased tenancies in the SEQ region to seek confirmation that the requirements of level 5 water restrictions will be met at these sites
- at the Gold Coast Marine Operations Base, the fitting of dual flush toilets and flow restrictors, and water for boat and car cleaning, gardening and toilets is now supplied from spear pumps or rainwater tanks, resulting in a 30% reduction in potable water use.

Sustainable transport

The Queensland Government is committed to creating an ecologically sustainable state providing for the needs of current generations without compromising the ability of future generations to meet their needs. Transport activity in Queensland has grown significantly in recent years, particularly in response to increases in economic activity and population. Many aspects of transport such as system planning, construction, maintenance, management, services and operation have the potential to impact on the natural, social and cultural environment in which we live.

QT is contributing to the Government's goals by facilitating shifts across the transport system towards ecologically sustainable transport. Continual improvement in the system's environmental performance is being undertaken through the following key initiatives and programs.

Reducing noxious vehicle emissions

Maintaining good air quality is a challenge where there are significant concentrations of transport or industrial (commercial) activity. In Queensland, the greatest contribution to air pollutants from transport occurs in urban environments such as in SEQ. These transport emissions come from activities including private motor vehicles, freight movement (including road, rail, air and sea), public transport (including buses, trains and ferries), aviation and the use of recreational boats. However, private motor vehicles remain the main source of transport emissions.

Over the past 15 years, trends indicate a gradual decline in the levels of most transport-related noxious air pollutants. This is primarily due to implementing new vehicle emission and fuel quality standards and other QT led programs. QT's target is to further reduce total noxious motor vehicle emissions in SEQ by 17% from the 2000 benchmark levels by 2011.

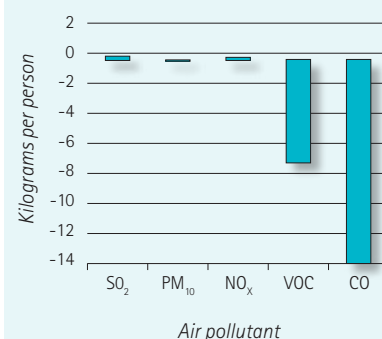
During 2006–07, QT continued to address the problem of noxious vehicle emissions by actioning key programs such as the AirCare program to achieve emission reduction objectives by:

- supporting new lower polluting fuels for urban passenger and freight transport
- operating the Smoky Vehicle program
- supporting improved vehicle tuning and maintenance
- operating the On-road Vehicle Emission Random Testing program
- contributing to national reviews of vehicle emission and fuel quality standards
- investigating measures to improve the emissions performance of the in-service vehicle fleet
- investigating options to reduce the emissions from heavy freight vehicles
- supporting the increased use of public transport, cycling and walking.

In May 2006, QT engaged the National Institute for Water and Atmospheric Research (NIWA) to perform emission testing of vehicle exhausts at three Brisbane locations. NIWA used light beam technology to measure a number of pollutants emitted from the exhaust of a vehicle as it travelled along the road. The findings and final report will be used to support understanding and develop strategies to manage exhaust emissions from the existing vehicle fleet.

Existing and proposed vehicle controls are expected to reduce overall motor vehicle emissions of some air pollutants (sulphur dioxide (SO₂), particulate matter (PM₁₀), nitrogen oxide (NO_x), volatile organic compounds (VOC), and carbon monoxide (CO)) in SEQ until 2011, despite an increasing number of motor vehicles and increasing levels of travel. Graph 12 shows the expected emission reductions per person over the period 2000–2011 as a result of these technologies.

Graph 12: Expected emission reductions



New vehicles with advanced vehicle emission technologies combined with improved fuel quality standards will produce significantly less emissions for each kilometre travelled. As more of these vehicles replace older vehicles in the current fleet overall emissions are expected to reduce in the next few years, as shown above. QT and other states are also involved in ongoing work on future vehicle emission and fuel quality standards to alleviate the future impacts of increasing vehicle travel on air pollution and greenhouse gas emissions.

Greenhouse gas reduction measures

Road transport contributes around 10% of total greenhouse gas emissions in Queensland and is responsible for the majority of all transport-related greenhouse gas emissions. The burning of fossil fuels for transport activities produces heat-absorbing greenhouse gases such as carbon dioxide and methane. Rising levels of these gases are disturbing the existing atmospheric balance and research shows that they contribute to global warming and climate change. Increasing levels of greenhouse gas emissions from the transport sector are due to a number of factors including:

- increasing number of vehicles travelling on Queensland roads
- growing average vehicle kilometres travelled

- continued support for Australian manufactured vehicles, which are generally larger.

These factors have reduced the impact of fuel efficiency, vehicle technology and public transport improvements made in recent years.

Road transport's greenhouse gas emission trends for Queensland are represented in the Graph 13 and Table 16 (right).

Although road transport emissions are still rising, significant measures are being undertaken to help reduce the rate of increase in road transport emissions. In 2006-07 QT aimed to reduce transport-related greenhouse gas emissions through initiatives such as:

- TravelSmart™ Queensland – a travel behaviour change program that raises awareness of environmentally friendly travel options through campaigns and the provision of information. It aims to increase the use of public transport, cycling, walking and car pooling as alternatives to private motor vehicle travel
- TransLink – an integrated public transport network with standardised fares, concessions and zones across all modes and providers of public transport in SEQ
- integrated transport planning – the promotion of better integration of land use and transport planning to support sustainable transport system solutions and minimise urban sprawl and increase accessibility
- providing capital grants to local governments for cycling and walking infrastructure projects in SEQ through the Cycle Network Program
- AirCare – aimed at reducing noxious air pollutant and greenhouse gas emissions from motor vehicles in SEQ
- the Bus Replacement Program – mandating compliance with Euro emission standards. A total of 174 new buses were added to the TransLink fleet in 2006-07. Of these, 83 are operated by Brisbane Transport

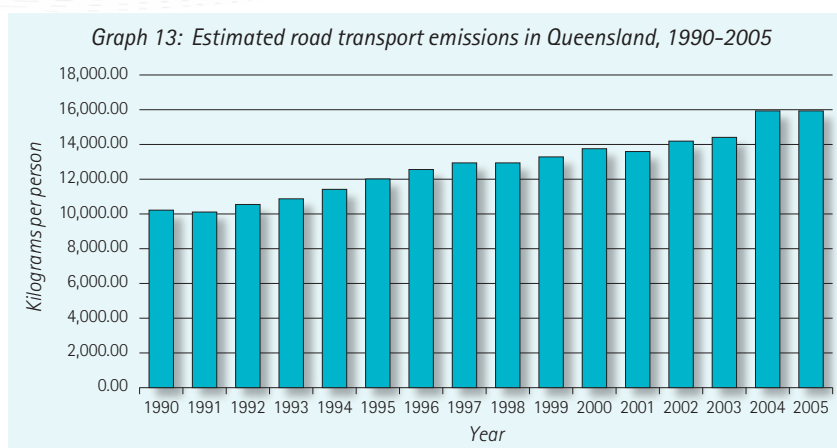


Table 16: Percentage of road transport emissions

Vehicle type	Percentage of road transport emissions	What is the trend?
Passenger vehicles	58.4	Although vehicle numbers and emissions are still increasing, there has been an overall decrease in its share over the last decade. However, recent high growth in population, particularly in SEQ, will impact on car emissions
Light commercial vehicles	15.6	Amount and proportion of emissions have been increasing steadily since 1999. However, emissions from light commercials have decreased between 2004 and 2005
Heavy vehicles	26	Emissions from heavy-duty trucks and buses are continuing to increase

and use compressed natural gas. Of the remaining 91 new buses, 65 are Euro 3 compliant and 26 are Euro 4 compliant.

During 2006-07, QT contributed to the development of the Queensland Government's *ClimateSmart 2050 Queensland climate change strategy 2007: a low carbon future*. Under this strategy, QT will be responsible for implementing measures and putting in place infrastructure to encourage Queenslanders to replace private vehicle travel with public transport, walking and cycling. Further, Queenslanders will be encouraged to voluntarily contribute to schemes to offset their vehicle's emissions.

QT, with the Australian Transport Council, is participating in measures to implement actions resulting from the Council of Australian Governments' Collaborative Plan of Action on Climate Change. This work seeks to reduce transport-related greenhouse emissions on a national level.

Further improvements in fuel efficiency of motor vehicles and changes in individual behaviour to reduce the distances travelled in private cars will need to continue to reduce the increase in transport greenhouse gas emissions and achieve a significant reduction in overall emissions.

Environmental reporting

QT regularly provides transport-related data to inform the development of relevant whole-of-government programs and strategies, including national and state transport-related environmental initiatives. Key activities during 2006–07 include:

- transport section of Queensland's State of the Environment report
- Queensland implementation and reporting of the National Environmental Protection Measure (Diesel Vehicle Emissions)
- review of environmental assessments of major transport projects.

Maritime environmental protection initiatives

A number of environmental protection initiatives, targeting improvements within the recreational and commercial sectors of the Queensland maritime industry, were developed and implemented in 2006–07. They include:

- development of a process for reviewing and managing applications for the creation of marine zones, including guidelines and standards
- introduction of a revised 'cleaner marina' campaign targeting boat owners about discharge of pollutants and refuelling practices, and
- working cooperatively with marina owners to increase the number and availability of sewage pump-out facilities.

The incidence and severity of marine pollution spills showed a downward trend during 2006–07. Details of the continued improvement in both prevention and mitigation of spills are provided within the MSQ report, which provides more information about marine safety and environmental performance.

There was a major acquisition of new first-strike oil spill response equipment for Rosslyn Bay boat harbour at a value of \$50,000. This greatly enhances the level of preparedness against marine oil spills at Rosslyn Bay.

Road safety report

Road crashes and the associated fatalities, injuries and property damage are a significant cost to the Queensland community. Recent estimates of road crash costs to Queensland put the figure at approximately \$3.6 billion or 2.8% of Queensland Gross State Product. Road-related fatalities continue to be a leading cause of premature death, ranking alongside cancer, heart disease and suicide.

In 2004, QT released the Queensland Road Safety Strategy 2004–2011, the second coordinated Strategy to reduce road trauma. The Strategy is implemented through two-yearly Queensland Road Safety Action Plans. Actions put in place under the first Strategy achieved a 40% reduction in the road fatality rate from 13.73 fatalities per 100,000 in 1992 to 8.19 per 100,000 in 2003.

Unfortunately, this trend has not continued in recent years. Queensland has experienced an increase in the number of people killed on the road, and this is also reflected in the road fatality rate, a key indicator of road safety performance. In 2005 there were 330 road-related fatalities or a road fatality rate of 8.32 per 100,000 and in 2006 there were 335 fatalities or 8.30 per 100,000.

Economic activity is a factor which influences road safety results – as the economy grows, more vehicles tend to be registered and kilometres travelled by vehicles tend to increase.

During 2006, Queensland's Gross State Product grew by 5.3%, which is over three times the rest of Australia's growth of 1.7%. Over the last five years Queensland has experienced the fastest growing population, the greatest increase in vehicle registrations, and the greatest increase in vehicle kilometres travelled compared with other states.

Analysis of road fatalities per vehicle kilometres travelled (VKT) shows the Queensland rate decreased by about 14% over the last five years, and during 2006 Queensland ranked third behind ACT and Victoria, with a rate of 0.72 fatalities per 100 million VKT, which is below the Australian average of 0.76.

The increase in the road toll is not just a Queensland issue – many states within Australia have also experienced an increase in the road toll per 100,000. The National Road Safety Action Plan 2007–08 recognised that reaching the National target "presents a formidable challenge and requires an intense and sustained effort".

The State Government responded to Queensland's unacceptable increase by holding the 2006 Road Safety Summit. The Summit focused on seven key at-risk road safety areas: young drivers and riders, seniors, impaired driving (alcohol, drugs and fatigue), speed, motorbikes, road environment and vehicle technology. The Summit brought together government agencies, key road safety stakeholders and community representatives to develop targeted road safety initiatives to lower the Queensland road toll.

The Queensland Road Safety Action Plan 2006–2007 is based on the government's response to the Summit recommendations and community consultation. It supplements existing and ongoing road safety initiatives.

There were 37 key initiatives arising from the Summit. Many of these initiatives have been introduced including:

- April 2006, launched 'because enough-is-enough', a confronting new road safety awareness campaign
- April 2006, double demerit points for drivers detected travelling more than 20km/h over the speed limit more than once in 12 months
- December 2006, immediate suspension of a person's driver licence upon being charged with:
 - a high alcohol limit offence (0.15 BAC or higher)
 - failure to provide a specimen of breath or blood
 - for (recidivist drink drivers detected with a BAC over the legal limit, but below 0.15) a second offence before the previous offence has been heard and determined by a court, and
 - dangerous operation of a motor vehicle where a high level of alcohol is also involved
- January 2007, increase in the coverage of the mobile speed camera program
- March 2007, demerit points and fines for heavy vehicle drivers who commit fatigue-related offences
- March 2007, increased penalties for offences relating to driver distraction, driver inattention, and aggressive driving
- March 2007, implementation of reforms to the Q-RIDE licensing system. These introduced:
 - enhanced Q-RIDE standards for Registered Service Providers (RSPs)
 - compliance plans to assist the delivery of consistent training
 - a maximum student/trainer ratio (5:1) for training, and
 - strengthened Q-RIDE's auditing functions
- April 2007, installation of speed camera warning signs throughout Queensland
- April 2007, restricted access for heavy vehicle access to the Brisbane Urban Corridor
- July 2007, trial to begin, impounding the vehicles of drivers who have more than one drink driving offence or are driving while disqualified, unlicensed, unregistered or driving illegally modified vehicles in southern and north coast regions
- July 2007, the young driver safety package creating a new graduated licensing system for young people under 25 years of age to start, including:
 - mandatory 100 hours recorded logbook driving experience for learners
 - two-phase P1 and P2 provisional licence system (a red plate for P1 for one year and green plate for P2 for two years)
 - high-powered vehicle restrictions for provisional licence holders
 - peer passenger restrictions for P1 drivers (can only carry one passenger aged under 21) from 11pm to 5am
 - motorbike learners required to hold a car provisional licence for 12 months prior to applying for their motorbike learner licence
 - banning the use of a mobile phone, including the hands-free function, for learner and provisional drivers under the age of 25, and
 - introducing legislation to set BAC limits for all supervisors of drivers with a learner licence.

QT will continue to implement significant road safety initiatives resulting from the Summit which will include:

- introducing roadside drug testing
- conducting a trial of fixed speed cameras in three locations
- continuation of the Safer Road Sooner program to make roadsides more forgiving of driver error and providing increased stopping opportunities. It will include vegetation clearing, removing hazards and obstacles and installing new rest stops
- introducing a hazard perception test into the graduated licensing system. The proposed hazard perception test is to be undertaken by P1 licence holders as a prerequisite for progression to a P2 licence
- commencing the process for the introduction of digital technology into the speed camera program.

Camera Detected Offence Program report

The Camera Detected Offence Program comprises the Red Light Camera Program and the Mobile Speed Camera Program. Both programs are jointly managed by QT and the QPS.

The philosophy of 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 general deterrent effect of speed cameras is fundamentally related to the unpredictability of their locations.

The program works on an overt operating procedure, including placement of 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.

Mobile speed cameras are only operated at sites which have been approved according to selection criteria. Crash history is the primary criterion used to identify sites. Other factors taken into consideration to identify potential speed camera sites include areas of high-risk speeding behaviour and consideration of workplace health and safety issues for road workers.

Red light camera sites are selected based on a combination of criteria including crash history, physical constraints and geographic distribution of locations.

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 and Main Roads. In order to comply with the Act, revenue collected from camera detected offences is monitored separately from consolidated revenue. The first allocation of revenue goes to departments involved in program delivery to cover administrative and operational costs. Departments currently involved in program delivery are QT, the QPS, and the Department of Justice and Attorney-General.

Table 17: Camera Detected Offence Program financial overview 2006–07

Revenue	\$,000
Queensland Transport	27,582
Department of Justice and Attorney-General	9,602
Total revenue	37,184
Administrative and operational costs	
Queensland Transport	3,074
Queensland Police Service	14,552
Department of Justice and Attorney-General	1,466
Total administrative and operational costs	19,092
Expenditure of remaining revenue	
Road Safety Education and Awareness Queensland Police Service	755
Road Accident Injury Rehabilitation Programs Queensland Health: support to Red Cross Blood Bank	4,500
Safety Improvements to State-Controlled Roads Department of Main Roads	9,945
Total Expenditure of remaining revenue	15,200
Balance of 2006–07 revenue to be expended in 2007–08	2,892

Table 18: Crash savings for the Camera Detected Offence Program

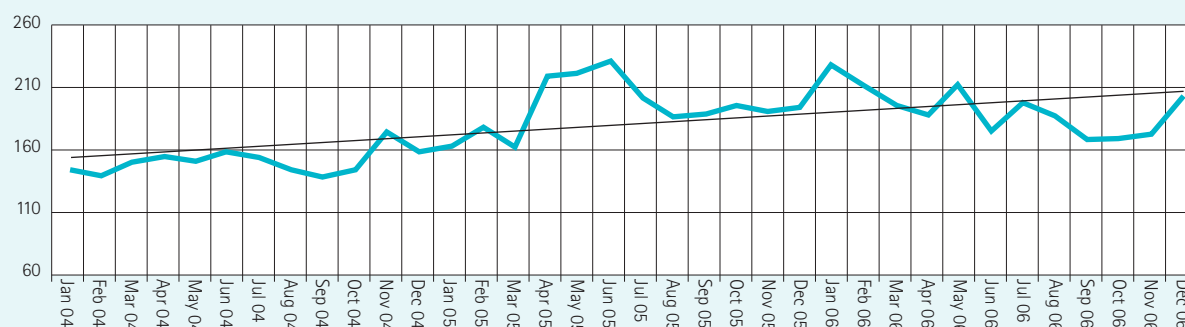
Performance indicator	Outcome for 2006
Estimated number of serious casualty crashes prevented by the speed camera program (within 2km of centre of speed camera zone). (Note 2)	1,348
Estimated total social cost savings from serious casualty crashes prevented by the speed camera program.	\$848.4M
Percentage of serious casualty crash reductions from projections normally expected during the period of the evaluation (within 2km of centre of speed camera zone).	39.18%
Estimated number of serious casualty crashes prevented by the red light camera program. (Note 3)	12
Estimated total social cost savings from serious casualty crashes prevented by the red light camera program.	\$7.12M

Note 1: Due to availability of data, crash results are only for 6 months of 2006

Note 2: Evaluation of the speed camera program has been undertaken by the Monash University Accident Research Centre

Note 3: Evaluation was undertaken by QT

Graph 14: Vehicles monitored per speed camera notice – January 2004–December 2006*



This graph indicates that over the last three years there has been a general decrease in the number of speed camera notices issued per vehicle. That is, in January 2004 on average one in 145 vehicles travelling past a speed camera was issued a notice for speeding. By December 2006, on average, one in 206 vehicles travelling past a speed camera was issued a notice for speeding.



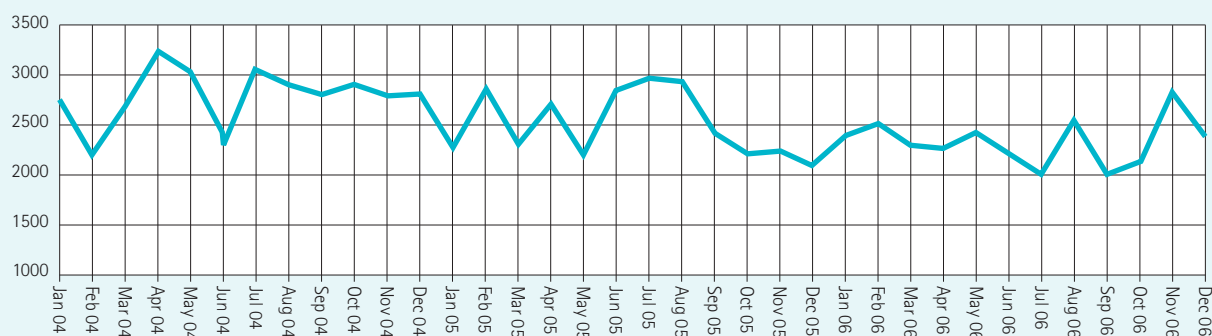
Table 19: Number of speed camera notices issued during 2006*

Penalty bracket	Up to 12 km/h	13-20 km/h	21-30 km/h	31-40 km/h	More than 40km/h	Total
Number of speed camera infringements	88,263	108,250	15,887	2,194	785	215,379
Percentage	40.9%	50.3%	7.4%	1%	0.4%	100%

For the 2006 calendar year, mobile speed cameras delivered 72,199 hours of speed enforcement operation across approximately 3,072 speed camera sites.

*Data supplied by Queensland Police Service

Graph 15: Vehicles monitored per red light camera notice – January 2004–December 2006*



38,077 red light camera infringement notices were issued for the 2006 calendar year. *

* Data for red light cameras supplied by Queensland Police Service

Community attitudes

The following results from recent research** indicate that the community regards speeding as a dangerous and unacceptable behaviour.

Of those drivers surveyed:

- 93% agreed with the statement "I think that speeding is a major contributor to crashes"
- 88% agreed with the statement "it's time the community took a stand against speeding"
- 62% agreed with the statement "speed cameras help reduce the road toll"
- 69% agreed with the statement "no matter what, I always drive under the speed limit"
- 63% feel that speeding is as dangerous as drink driving

** Each year QT commissions a Road Safety Attitudes Tracking Study by an independent market research company. The most recent survey (May 2007) asked transport-related questions, including a number specific to the speed camera program.

Statutory reports

Reporting arrangements

The following boards and statutory authorities report to the Minister

Table 20: Boards and statutory authorities reporting to the Minister

Name and type of entity: Function of entity: Constituting act: Annual reporting:	Bundaberg Port Authority – Statutory GOC To control and manage the Port of Bundaberg <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Cairns Port Authority – Statutory GOC To control and manage the Port of Cairns and Cairns International Airport <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Central Queensland Ports Authority – Statutory GOC To control and manage the Port of Gladstone and Port Alma <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Mackay Port Authority – Statutory GOC To control and manage the Port of Mackay and Mackay Airport <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Port of Brisbane Corporation – Statutory GOC To control and manage the Port of Brisbane <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Ports Corporation of Queensland – Statutory GOC To control and manage the trading ports of Hay Point, Abbot Point, Lucinda, Mourilyan, Cape Flattery, Skardon River, Weipa, Karumba, non-trading ports of Maryborough, Cooktown and Burketown, and the community ports of Thursday Island and Quintell Beach <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Queensland Rail (QR) – Statutory GOC To provide rail-based freight and passenger transport services, including under contract to QT where required, and to manage and provide access to its rail network <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament
Name and type of entity: Function of entity: Constituting act: Annual reporting:	Townsville Port Authority – Statutory GOC To control and manage the Port of Townsville <i>Government Owned Corporations Act 1993</i> Annual Report to Parliament

Percentage of women on boards

The percentage of women on boards and statutory authorities associated with Queensland Transport, as at 30 June 2007, stands at 27.3%.

Table 21: Percentage of women on boards

Board	Men	Women	% Women
Bundaberg Port Authority	6	1	14.3%
Cairns Port Authority**	5	2	28.6%
Central Queensland Port Authority	7	1	12.5%
Mackay Port Authority**	6	1	14.3%
Marine Board of Queensland	4	2	33.3%
Port of Brisbane Corporation**	4	4	50.0%
Ports Corporation of Qld *	4	3	42.9%
QR	7	2	22.2%
Townsville Port Authority	5	2	28.6%
Total	48	18	27.3%

* Chairperson is a woman

** Deputy Chairperson is a woman

Public sector ethics

QT's key document for ethics matters is the departmental Code of Conduct. The code was reviewed to confirm its ongoing relevance and application, and was reissued in 2003. A further review of the code was begun in 2006-07 and is scheduled for completion by the end of the year. 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.

The code is widely available both in hard copy and electronically on QT's intranet and is regularly used to assist departmental employees determine responses to situations with which they are confronted. It continues to be available to members of the public in hard copy and from the QT website.

Ethics training is undertaken through two programs Working in Government (WIG)

and Managing in Government (MIG), focusing on employees' and managers' responsibilities under the QT Code of Conduct, the *Public Sector Ethics Act 1994* and other legislation related to public sector employment.

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

WIG/MIG are currently under review to ensure the case studies are recent and relevant, and 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 been trained. Programs are run three times a year for new employees within SEQ, with regional officers including components of WIG and MIG in staff induction programs.

The department has developed an online learning tool covering the responsibilities of public servants and the Code of Conduct to supplement current methodologies. The aim is to provide information at local level to enable ethics to be better grounded in the reality of day-to-day functioning and to serve as a ready reference source for refreshing people's understanding of ethical behaviour.

A module on ethics has been included in the QT 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 are 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
- providing advice as the departmental whistleblower contact officer
- contributing and learning as an active member of the Queensland Public Sector Ethics Network, Corruption Prevention Network Queensland and the Queensland Government Corporate Governance Collaborative
- participating as a case study agency in the national research project 'Whistling While They Work'. This project is coordinated in Queensland by Griffith University and sponsors include the CMC, the Ombudsman and the Office of the Public Service Commissioner. QT's policies, practices and procedures will be benchmarked both against other Queensland agencies and nationally, and will be provided with feedback from departmental whistleblowers. The program has strict confidentiality provisions to protect participating whistleblowers
- QT has developed and implemented a range of corruption prevention policies and procedures since 1998. A consultant has been engaged to undertake a review to ensure these are current, appropriate and compatible with the CMC guide on fraud and corruption prevention.

Review of Code of Conduct

An extensive review of the current departmental Code of Conduct has commenced and will be completed in the next financial year. The aim of the review is to present the code in a format and writing style that assists employees and managers to understand their obligations. The code will maintain the promotion of the five principles detailed in the *Public Sector Ethics Act 1994*. The new code will be available in both hard copy and electronically on QT's intranet and HR Reference Centre.

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 12 month period ending 30 June 2007.

Table 22: Whistleblower Disclosure Statistics

Type of disclosures	No of disclosures received	Disclosures referred by a MLA (s28(A))	Substantiated disclosures *	Disclosures investigated and not substantiated *
S15 - Official misconduct	24	2	7	14
S16 - Maladministration	2	0	0	1
S17 - Management of public funds	0	0	0	4
S18 - Public health or safety	2	1	0	0
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 -	28	3	7	19

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

Voluntary early retirement (VER)

The following figures identify the VER, retrenchment and deployment activities within the department from 1 July 2006 to 30 June 2007.

Maritime Safety Queensland (MSQ) introduced a Workforce Skills Alignment Scheme (WSAS) during 2006-07. This Scheme was approved by the Australian Taxation Office and was part of an overall strategy to refresh and renew the division's workforce. VER figures as a result of this divisional specific initiative were as follows:

Number of VERs accepted	- 34
Total monetary value of VERs accepted	- \$2,121,473.24 *
Number of employees deployed	- Nil

VER figures across the remainder of the department were as follows:

Number of VERs accepted	- 7
Total monetary value of VERs accepted	- \$661,016.03 *
Number of employees deployed	- Nil

*Includes incentive and severance payments.

Table 23: Overseas travel 2006-07

Name	Destination	Purpose	Agency Cost	Contributions from other agencies or sources
David Bell	New Zealand	Study tour to inspect Real Time Passenger Information Systems in Auckland, Christchurch and Wellington	\$3,361	
Damian Shirley	New Zealand	Study tour to inspect Real Time Passenger Information Systems in Auckland, Christchurch and Wellington	\$3,228	
Captain Paul Chapman	Italy	Present a paper on "Constant Radius Turns" at the International Navigational Simulation Lecturers Conference	\$5,946	
Graham Williamson	Fiji	To develop the requirements for a mobile data access system for the Land Transport Authority in Fiji	\$0	\$13,105 from Fijian LTA
Sean Reichman	Fiji	To develop the requirements for a mobile data access system for the Land Transport Authority in Fiji	\$0	\$13,105 from Fijian LTA
Amanda Fairley	USA	Conduct an audit of Cubic Transportation Systems testing facilities to ensure Automatic Fare Collection system is implemented in accordance with Queensland Government requirements	\$25,970	
Daniela Leitner	USA	Conduct an audit of Cubic Transportation Systems testing facilities to ensure Automatic Fare Collection system is implemented in accordance with Queensland Government requirements	\$23,457	
Derek Johnson	USA	To represent QT, Austroads Registration and Licensing Taskforce and the Austroads Smartcard Licence Interoperability Working Group at meetings in the USA	\$0	\$14,363 from Austroads Taskforce budget
Julie Bullas	England, Ireland	Attend International Railway Safety Conference	\$14,131	
Tim Griffin	UK	Participation in external overseas work placement - Transport Wales	\$11,990 (Estimated)	
Rachel Reese	USA	Exposure to world's best practice transport planning. Site visits not available in Australia. Knowledge obtained at conference cannot be gained in Australia. Officer will prepare report and presentation to share learnings with transport portfolio	\$2,523	
Martin Thomsett	USA	Present a paper at the 86th Annual Meeting of the Transportation Research Board of the National Academies of the United States of America	\$7,391	
Greg Fill	New Zealand	Attend the Rail Safety Regulator's Panel meeting	\$3,042	
Janice McLoughlin	New Zealand	Attend the Rail Safety Regulator's Panel meeting	\$575	\$2,417 from other Australian jurisdictions
Henry Schleimer	New Zealand	Henry Schleimer is the QT representative on the ANCAP council which meets six times a year. QT is negotiating to become contributing member to the Used Car Safety Ratings (UCSR) program. The UCSR usually holds meetings in conjunction with ANCAP council meetings To influence the direction of both programs so that QT's priorities (for example, promoting safer car purchases for young drivers) are considered	\$3,021	
Paul Summergreene	USA	Promote Queensland and Australian Governments' commitment to development of national standards (Australian Government Smartcard Framework) Development of a national agreement to ensure mutual recognition and interoperability of future smartcard driver licences Development and conformance to the International ISO24727 standards	\$19,263	

Name	Destination	Purpose	Agency Cost	Contributions from other agencies or sources
Stephen Burmester	USA	Promote Queensland and Australian Governments' commitment to development of national standards (Australian Government Smartcard Framework) Development of a national agreement to ensure mutual recognition and interoperability of future smartcard driver licences Development and conformance to the International ISO24727 standards	\$19,263	
Andrew Vandreike	Fiji	Undertake a consultancy service on behalf of QT to provide the Land Transport Authority Fiji for the design and development of specifications for the Fijian Network Access System	\$3,902	\$2,035 from Fijian LTA
Sean Reichman	Fiji	Undertake a consultancy service on behalf of QT to provide the Land Transport Authority Fiji for the design and development of specifications for the Fijian Network Access System	\$3,902	\$2,035 from Fijian LTA
Bruce Wilson	Singapore	Deliver a paper on Transport Achievements in Brisbane at the Urban Transportation 2007 Conference	\$1,291	
Luke Franzmann	UK, France, Netherlands	Technical review of 20 light rail and bus rapid transit options covering a range of schemes. Operators and vehicles which would be likely candidates for the Gold Coast Rapid Transit (GCRT) Market sounding of European based suppliers and operators GCRT promotional activities in UK	\$16,285	
Ken Deutscher	UK, France, Netherlands	Technical review of 20 light rail and bus rapid transit options covering a range of schemes. Operators and vehicles which would be likely candidates for GCRT Market sounding of European based suppliers and operators GCRT promotional activities in UK	\$14,496	
Allen Snelling	Canada	To finalise software testing and complete system configuration and training prior to the formal release of the software Software will assist in delivering a more effective ship movement management system in Queensland ports Workshop will fast track final stages of software configuration issues	\$5,966	
Damian Shirley	Canada, USA, England, Norway, Switzerland, Germany	To visit two nominated reference sites and the research and development facilities of the three short-listed RTPIS respondents. To inform the development of the System Definition Document and to assess organisational impact resultant from the introduction of an RTPIS	\$21,404	
Mark Cridland	Canada, USA, England, Norway, Switzerland, Germany	To visit two nominated reference sites and the research and development facilities of the three short-listed RTPIS respondents. To inform the development of the System Definition Document and to assess organisational impact resultant from the introduction of an RTPIS	\$19,959	
Peter Berkeley	UK, Germany, Denmark, Holland, USA, Canada	Awarded a Churchill Fellowship to study how to make cycling safe, convenient and feasible in Australian cities	\$0	Costs covered by Churchill Fellowship

SECTION FOUR

Appendices



Statement of affairs

QT is required, under Section 18 of the *Freedom of Information Act 1992* (FOI) to provide a statement of affairs of the agency. Although the main statement is set out here, other information required by the Act can be found at various locations in this annual report.

Types of documents held

QT is a diverse department in which a large number of documents and records are held, for administrative efficiency, in varying locations throughout the state. Most of its 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.

QT creates or receives the following document/record types:

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

Accessing documents

Freedom of Information procedures

While QT provides a wide variety of information to the community about its activities, the *Freedom of Information Act 1992* (FOI Act) provides the public with a

formal means of accessing departmental documents, subject to specific exemptions.

If access is required to certain documents and they are unable to be obtained through normal dealings with QT, access may be available via the FOI Act.

How can applications be made?

A formal application requesting access to documents under the *Freedom of Information Act 1992* may be made on the FOI application form or simply by letter. A copy of the form is available on the QT website at www.transport.qld.gov.au/qt/formdat.nsf/qtforms

Written requests must:

- state an address to which correspondence is to be sent
- identify the type of documents sought, providing as much information as possible about the documents
- indicate which area of the department, if known, may hold the documents.

Applicants will be requested to provide proof of identification when making application for documents concerning their personal affairs.

Are there any costs associated with the application?

All applications to access documents that do not concern the applicant's personal affairs are subject to a \$36.00 application fee, plus \$5.40 per 15 minutes processing charges. Processing charges can be waived if the application can be finalised in less than two hours or the applicant meets the relevant criteria for a financial hardship waiver.

How do I amend my personal records?

Applications to amend personal affairs information contained in QT's documents must:

- be in writing
- state an address to which correspondence is to be sent

- specify the particulars you wish to have amended
- give details as to why the information is believed to be incomplete, incorrect, out of date or misleading, and
- describe the amendment you wish to have made.

Applicants will be requested to provide proof of identification when making amendment requests.

All requests should be directed to:
The Manager (FOI and Privacy)
Queensland Transport
GPO Box 1549
Brisbane Qld 4001

Privacy

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

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

For general privacy enquiries, the privacy contact officer can be contacted via phone on 07 3306 7104 or fax on 07 3306 7101. General enquiries can also be made via email to privacy@transport.qld.gov.au. However, should you believe QT 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 (will not be accepted by email) with the department's privacy contact officer at:

The Privacy Contact Officer
Queensland Transport
GPO Box 1549
Brisbane Qld 4001

Legislation administered by the Director-General

Air Navigation Act 1937
Australian Shipping Commission Authorisation 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
National Rail Corporation (Agreement) Act 1991
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 Infrastructure Act 1994*¹
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 Planning and Coordination Act 1994*²
Transport (South Bank Corporation Area Land) Act 1999

For a comprehensive listing of all legislation administered by the Department of Transport, reference should be made to Current Annotations prepared by the Office of the Queensland Parliamentary Counsel (web site address: www.legislation.qld.gov.au/Leg_Info/anno_current.htm) and published by GPRINT.

Legislation passed 2006–2007

The *Police Powers and Responsibilities and Other Legislation Amendment Act 2006* (No. 57 of 2006) was assented to on 7 December 2006. The Act principally amended legislation administered by the Minister for Police and Corrective Services but also made amendments to the *Transport Operations (Road Use Management) Act 1995* regarding immediate suspensions of driver licences.

The *Transport Legislation and Another Act Amendment Act 2007* (No. 6 of 2007) was assented to on 28 February 2007. The Act contained amendments aimed at improving road safety

by introducing provisions regarding drug driving offences, young driver reforms, changes to immediate suspension and disqualification provisions and special hardship orders, and providing for potential technologies that may be used in conjunction with fixed speed cameras. The Act also made various improvements to other transport legislation. This Act amended the:

- *Criminal Code*
- *Maritime and Other Legislation Amendment Act 2006*
- *Police Powers and Responsibilities Act 2000*
- *Tow Truck Act 1973*
- *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*, and
- *Transport Planning and Coordination Act 1994*.

The *Transport Operations Legislation Amendment Act 2007* (No. 25 of 2007) was assented to on 28 May 2007. The Act amended the *Transport Operations (Passenger Transport) Act 1994* to insert a head of power to exempt taxis from the requirement to hold a Queensland taxi service licence under specified circumstances (for example, taxis from New South Wales). The amendment enabled the provision of cross-border taxi services in the Gold Coast/Tweed Heads region in accordance with a memorandum of understanding signed by the Premiers of Queensland and New South Wales. The Act also provided for the introduction of the taxi industry security levy and fund, the proceeds of which will be used to partially fund improvements to taxi ranks such as better lighting and signage and the supervision of secure taxi ranks by marshals and security guards. The Act also made minor corrections to the *Transport Operations (Marine Safety) Act 1994* and the *Transport Operations (Road Use Management) Act 1995*.

The *Land and Other Legislation Amendment Act 2007* (No. 19 of 2007) was assented to on 23 April 2007. The Act principally amended legislation administered by the Minister for Natural Resources and Water but also made amendments to the *Transport Infrastructure Act 1994* to facilitate the commercial development or provision of community infrastructure in, over, across or under rail land.

The *Police and Other Legislation Amendment Act 2007* (No. 27 of 2007) was assented to on 28 May 2007. The Act principally amended legislation administered by the Minister for Police and Corrective Services but also made amendments to the *Transport Operations (Road Use Management) Act 1995* regarding peer passenger restrictions for young drivers.

- 1 Chapter 6 of the *Transport Infrastructure Act 1994* deals exclusively with road transport infrastructure, including franchised roads, provisions which are administered by the Director-General, Department of Main Roads.
- 2 Provisions of both the *Transport Infrastructure Act 1994* and the *Transport Planning and Coordination Act 1994* are generic to the functions and responsibilities of Directors-General of both Transport and Main Roads and are administered jointly.

Publications

Maritime

Saleable publications

Beacon to Beacon Directory
Small Ships Manual
Official Tide Tables and Boating Safety Guide
BoatSafe Workbook
Commercial and Fishing Ships Diary and Logbook

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

Non-saleable publications

Guide to Recreational Boating and Fishing in Queensland
Commercial and Fishing Ships Safety Handbook
Great Barrier Reef and Torres Strait Vessel Traffic Service User Manual
Commercial and Fishing Ships Operating Documents
Marine Incidents in Queensland, 2006

Brochures

Bar Crossings can be Dangerous
Buoys, Markers and Beacons
Don't go overboard overloading your boat (Capacity Label Brochure)
Fact Sheet – Life Jackets for Children – Regulation Changes
Fact Sheet – Life Jackets for Bar Crossings – Regulations Changes
Licensing, Registration and Safety Equipment
Maritime Pollution – Garbage
Maritime Pollution – Oil/Chemical
Marine Radio Brochure
Marine Safety – Collision rules
Maritime Safety – Freshwater boating
Maritime Safety – Water Skiing
Ride Smart PWC Brochure
Ride Smart flyer – Marine Zones and distance-off requirements
Someone is Watching – Report Marine Incidents
Vessel Waste Management – What kind of waterways do we want?

Integrated Transport Planning

Newsletters

Western Brisbane Transport Network Investigation – July 2007
Caloundra South CAMCOS Realignment Study – May 2007 (Released June 2007)
Transport Planning on the Sunshine Coast – Connecting people, places, goods and services on the Sunshine Coast (June 2007)
Ipswich to Springfield Public Transport Corridor Study Newsletter 1 – October 2006
Ipswich to Springfield Public Transport Corridor Study Newsletter 2 – February 2007
Ipswich to Springfield Public Transport Corridor Study Newsletter 3 – June 2007
Mount Lindesay / Beaudesert Strategic Transport Network Investigation Newsletter 1 – March 2007
Sunshine Coast on the move – Caboolture to Landsborough Rail Upgrade Study Announcement – August 2006

Fact sheets

Ipswich to Springfield Public Transport Corridor Study Fact Sheet 1 – October 2006
Ipswich to Springfield Public Transport Corridor Study Fact Sheet 2 – June 2007
Nautilus – Connecting Noosa Nambour and Maroochydore – March 2007 (Available on website or if requested by resident / stakeholder)

Other publications

Smart Travel Choices for South East Queensland: Community Consultation Snapshot

Passenger Transport

Publications

Really Cool Bus Rules
Code of Conduct
PT Industry Overview
Draft PT Action Plan 2007–2009

Brochures

Taxi Subsidy Scheme

TransLink

Brochures

Connecting you to public transport information
Customer feedback forms
Tickets and fares guide (Get onboard)
TransLink strategic plan 2004-2009
TransLink translated brochures – Connecting you to public transport information
The wheels are in motion: about Brisbane's busway network
Coming soon. TransLink smart card
User guide: TransLink smart card pilot program
Inner City Bus Stop relocation publications
Brisbane CBD bus stop map
Queensland Rail Guidelines for Travelling Citytrain
Queensland Rail Citytrain Off-Peak Discovery Guide A – Z
NightLink Pocket Pal
Gold Coast Tourist – 700 series
High Frequency – 700 Series local
Indy Public Transport Guide
Educational – Children's Safety Poster
Public Transport Laws
Travel for Seniors
Your Guide to Bus Stops

Timetables

Queensland Rail Citytrain – Beenleigh Line, Doomben Line, Shorncliffe Line, Sunshine Coast Line, Caboolture Line, Ferny Grove Line, Ipswich Line, Cleveland Line, Gold Coast Line
Brisbane Transport – Brisbane North, Brisbane West, Brisbane Central, Brisbane East, Brisbane South
Brisbane Bus Lines
Kangaroo Bus Lines
Bribie Island Coaches
Thompson Bus Services
Caboolture Bus Lines
Hornibrook Bus Lines
Logan City Bus Services
Park Ridge Transit
Mt Gravatt Bus Service
Veolia Transport
Sunbus
Surfside Buslines
Westside Bus Company
Brisbane City Council CityCat
Brisbane City Council CityFerry – Inner City and Cross River

Rail, Ports and Freight

Opportunities for Development of Rail Corridor Land
Rail Network Strategy for Queensland
Trade Statistics for Queensland Ports
SEQ Regional Freight Network Strategy 2007-2012
Strengthening Rural Communities: Better Transport Solutions

Committees/advisory groups associated with QT

In accordance with Section 18 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:

Group name	Division/region within department	Meeting open to public	Public minutes
Aboriginal and Torres Strait Islander Road Safety Network	Northern region	No	Yes
District Traffic Advisory Group	Central region	No	No
Cairns Bikeway Strategy Working Group	Northern region	No	Yes
Child Safety Working Group	Central region	Yes	Yes
Cook Shire Traffic and Parking Committee	Northern region	No	Yes
Gladstone and District Fatigue and Speed Management Committee	Central region	Yes	Yes
Mackay Bicycle Advisory Group	Central region	Yes	Yes
Mackay Whitsunday Safe Communities Project	Central region	Yes	Yes
Marine Board of Queensland	Maritime Safety Queensland	Yes	Yes
Mount Isa Safe Communities Project	Northern region	No	Yes
Northern Region Road Safety Executive Steering Committee	Northern region	No	Yes
Road Accident Action Group	Central region	Yes	Yes
Road Safety Advisory Committee – Stanthorpe Community	Southern region	Yes	Yes
Road Safety Advisory Committee – Charleville Community	Southern region	Yes	Yes
Road Safety Advisory Committee – Bowen	Northern region	No	Yes
Road Safety Advisory Committee – Burdekin	Northern region	No	Yes
Road Safety Advisory Committee – Cardwell	Northern region	No	Yes
Road Safety Advisory Committee – Hinchinbrook	Northern region	No	Yes
Road Safety Advisory Committee – Thuringowa	Northern region	No	Yes
Road Safety Advisory Committee – Warwick Shire Community	Southern region	Yes	Yes
Road Safety Committee – Charters Towers City/Dalrymple Shire	Northern region	No	Yes
Road Safety Planning Group – Dalby	Southern region	Yes	Yes
Road Safety Watch – Hervey Bay	Southern region	Yes	Yes
Road Safety Watch Forum – Maryborough	Southern region	Yes	Yes
Road Safety Working Group – Emerald	Central region	Yes	Yes
Road Safety Working Group – Far North	Northern region	No	Yes
Road Safety Working Group – Gladstone	Central region	Yes	Yes
Road Safety Working Group – Longreach	Central region	Yes	Yes
Road Safety Working Group – Mackay	Central region	Yes	Yes

Group name	Division/region within department	Meeting open to public	Public minutes
Road Safety Working Group – North West	Northern region	No	Yes
Road Safety Working Group – Northern	Northern region	No	Yes
Road Safety Working Group – Rockhampton	Central region	Yes	Yes
Safe4life Drivers Licensing for Aboriginal People and Torres Strait Islander People in Queensland Project Coordination Group	Northern region	No	Yes
Townsville Thuringowa Safe Communities Project	Northern region	No	Yes
Traffic and Environmental Advisory Committee – Gladstone	Central region	Yes	Yes
Traffic Advisory and Community Relations Committee – Herberton Shire	Northern region	No	Yes
Traffic Advisory Committee – Atherton	Northern region	No	Yes
Traffic Advisory Committee – Cairns	Northern region	No	Yes
Traffic Advisory Committee – Eacham	Northern region	No	Yes
Traffic Advisory Committee – Emerald	Central region	Yes	Yes
Traffic Advisory Committee – Mackay	Central region	Yes	Yes
Traffic Advisory Committee – Mareeba	Northern region	No	Yes
Traffic Advisory Committee – Mount Isa	Northern region	No	Yes
Traffic Advisory Committee – Palm Island	Northern region	No	Yes
Traffic Advisory Committee – Rockhampton	Central region	Yes	Yes
Traffic Advisory Committee – Sarina	Central region	Yes	Yes
Traffic Advisory Committee – Townsville	Northern region	No	Yes
Traffic Advisory Committee – Whitsunday	Central region	Yes	No
Traffic Consultative Committee – Innisfail	Northern region	No	Yes
Western Cape College Licensing Committee	Northern region	No	Yes
Traffic Advisory Committee – Ipswich	SEQ south	No	Yes
Traffic Advisory Committee – Logan	SEQ south	No	Yes
Traffic Advisory Committee – Gold Coast	SEQ south	No	Yes
3E Committee – Rockhampton	Central region	No	No

Passenger transport payments

Payments to bus and ferry operators for scheduled public transport services for the period 1st July 2006 to 30 June 2007.

Operator name	Amount
Bay Bus & Coach	\$91,778.17
Boonah Bus Lines Pty Ltd	\$12,512.15
Bowen Transit	\$89,915.67
Brookers Bus & Coach	\$3,299.30
Buslink Queensland Pty Ltd	\$471,727.95
Campsie Bus Company Pty Ltd	\$425,906.24
Chillagoe Observatory & Eco Lodge	\$7,948.97
Christensen's Bus & Coach	\$41,788.73
Duffy's City Buses Pty Ltd	\$930,820.46
Coast & Country Buses	\$16,728.50
D A & H E M Hastie	\$24,327.97
Haidley's Panoramic Coaches	\$109,122.23
Hamol Pty Ltd	\$59,520.80
Hermit Park Bus Service	\$257,229.89
Hubbards Coaches Pty Ltd	\$17,772.71
J & B Logan Pty Ltd	\$9,031.40
K R Shepherd	\$15,185.55
Loves Bus Service Qld	\$220,435.07
Mackay Taxi	\$269,542.22
Mackay Transit Coaches Pty Ltd	\$1,167,921.72
Magnetic Island Bus Service	\$481,676.95
Maryborough Hervey Bay Coaches	\$1,446,153.11
North Stradbroke Island Bus Service	\$291,504.32
Polley's Coaches	\$250,652.17
Q-Transit Pty Ltd	\$167,340.89
Stewart & Sons	\$89,025.75
Trans North Pty Ltd	\$185,422.84
Transit Australia Pty Ltd	\$14,226,886.37
Veolia Transport Brisbane Pty Ltd	\$1,784.00
Whitecar Coaches Pty Ltd	\$82,764.45
Yellow Cabs (Queensland) Pty Ltd	\$57,879.18
Young's Bus Service	\$713,959.80
Grand total	\$22,237,565.53

Miscellaneous payments

for the period 1 July 2006 to 30 June 2007

Air	
Macair Airlines Pty Ltd	\$4,473,204.00
QantasLink	\$3,282,811.00
West Wing Aviation	\$23,376.24
Total	\$7,779,391.24
Ferry	
BITS Ferry Group Pty Ltd	\$867,900.00
Coochiemudlo Island Ferry Service Pty Ltd	\$124,806.50
Island Taxi & Charter	\$503,350.00
Peddells Ferry & Tour Bus Service	\$34,418.00
Stradbroke Ferries Pty Ltd	\$51,366.50
Sunferries Pty Ltd	\$988,706.62
Total	\$2,570,547.62

Long Distance	
Bowen Transit	\$50,430.00
Callide Coaches Pty Ltd	\$118,500.00
Country Road Coachlines	\$40,500.00
Douglas Coaches	\$70,497.00
Emerald Coaches	\$199,405.00
Greyhound Australia Pty Ltd	\$1,629,697.00
Trans North Pty Ltd	\$128,500.00
Jena Boran	\$9,500.00
G&S Shultz	\$5,000.00
Eidsvold Council	\$14,000.00
Total	\$2,266,029.00

Grand total **\$12,615,967.86**

Payments to operators for School Transport Assistance for the period 1 July 2006 to 30 June 2007

Operator name	Total payments (GST exclusive)
A T & S B INVESTMENTS PTY LTD (ACN101198841)	\$50,919.59
ABBOTT, DARREL KIM & BERNADETTE HELEN	\$47,123.63
ACASON, ANDREW S & JULIE F	\$37,449.73
ACHILLES, SAMMY DAVID	\$28,856.80
ADVANCE WAKONDA PTY LTD (ACN086019829)	
ATF N W FRENCH FT	\$338,193.96
AGOSTINELLI, LAURENCE P & LUCY	\$42,497.06
AHRUNDEE PTY LTD (ACN 106192938)	\$108,463.56
ALBECK, ARNOLD J & EVON J	\$41,447.21
ALBECK, WILLIAM H & NORMA A	\$53,220.24
ALCORN, DAVID L & WENDY J	\$84,242.10
ALEXANDER ALLAN T & LYNNE M	\$24,168.13
ALJAMATA PTY LTD (ACN 099715867)	\$163,537.28
ALLAN, JUDITH A	\$50,369.58
ALLAN, WARREN J & JANICE E	\$67,135.18
ALLEN, RAYMOND & ANN-MAREE	\$140,599.16
ALTHAUS, DESMOND P & SANDRA J	\$64,860.64
AMBERLEY-ROSEWOOD BUS CO PTY LTD	\$134,324.26
AMIS, GEOFFREY W & CAROLYNN J	\$41,181.82
ANARU, SUSAN MAREE	\$54,961.81
ANDERSON, S J	\$58,141.86
ANDERSON, MAURICE D & THELMA J	\$32,806.52
ANTONIO, MICHAEL L	\$202,279.31
ARDREY, COLIN F & NOELA	\$269,908.59
ARMSTRONG, DAVID B & BRAUN, MARIANNE I	\$26,995.71
ARNOLD, ROBERT G & MICHELLE A	
ATF THE ARNOLD FAMILY TRUST	\$127,841.34
ATKINSON, W & E A AND P & C G	\$56,952.11
AUBURN CONVEYANCE COMMITTEE	\$54,373.42
AUTISM QUEENSLAND INC.	\$571,604.20
B & C FLEMING P/L (ACN 108522363) ATF BJF TRUST	\$24,132.70
B & K MAHER PTY LTD (ACN 081698042)	\$265,852.70
B D & S G YOUNG PTY LTD	\$31,086.14
BAILEY, EDWIN D & NANNETTE C	\$38,435.43
BAKER, ROGER D & LYNDA C	\$83,855.60
BAKSAJ, MICHAEL B & NARELLE	\$137,696.66
BALDOCK, SHIRLEY, NEVILLE W & DAVID A	\$54,811.84

BALE, WILLIAM ARTHUR	\$146,967.16	BRADY, BRIAN R	\$25,186.49
BALL, HAROLD E & KAREN L	\$86,947.48	BRAUER, OWEN R & TAYLOR-BRAUER, TRACEY L	\$238,445.65
BALLARD, AVIS-ANN & PAUL R	\$1,151.40	BRIGALOW PARK PTY LTD (ACN 113906979)	\$67,797.21
BALLARD, MERVYN D & SHIRLEY J	\$38,073.21	BRISBANE BUS LINES PTY LTD (ACN 009739593)	\$2,027,777.50
BAMBINO, DOMENIC & TIFFANY M	\$13,868.58	BRISCHETTO, CHARLIE M & COLLEEN M	\$2,649.96
BANGE, BRENDAN K & KRISTINE M	\$56,001.37	BRIZAC PTY LTD (ACN 120921539)	\$97,017.31
BANKS, BRONWYN	\$39,006.09	BROOMHALL, ROBYN S	\$37,926.79
BARDSIDE PTY LTD ATF THE WAYNE CAMPBELL TRUST	\$482,736.46	BROWN, REX W, BEVERLEY A & CHRIS W	\$53,332.57
BARKER, ERIC W	\$47,502.77	BRYSON SWAN AS TRUSTEE FOR SWANN FAMILY TRUST NO. 2	\$107,674.55
BARKER, JOHN E & GLENDA A	\$33,105.78	BUNDABERG CAB CO PTY LTD	\$302,591.00
BARNARD, IAN C	\$43,515.65	BURCHARD, BARRY L & LORAIN E C	\$38,098.72
BARNES, B & C	\$27,325.42	BUREY, LESLIE R & ESTELLE A	\$52,126.61
BARNES, PATRICIA ANNE	\$31,964.78	BURGESS, JAMES M & MARYANN	\$91,435.36
BARR, BRIAN L & SINNOTT, MARGARET L	\$132,807.50	BURLOCH PTY LTD (ACN 116508420)	\$72,367.83
BARRY, GRAHAM T & ANN L	\$830.70	BURNS, DUDLEY R & SHARYN J	\$112,587.76
BARTON, H N & S J	\$63,257.86	BURNSIDE PTY LTD (ACN 054160977)	\$85,427.38
BARTON, JEFFREY J & KATHLEEN A	\$389,266.75	BUS FOX PTY LTD AS TRUSTEE FOR FOX FAMILY TRUST	\$751,452.50
BATTISSON M J & ROPER A	\$44,872.26	BUS IT MACKAY PTY LTD (ACN 109166583)	\$165,808.28
BAUER, GRAHAM L	\$42,993.88	BUS QUEENSLAND PTY LTD (ACN 010516757)	\$516,892.50
BAUER, KARL C	\$205,325.38	BUSINESS BUILDERS AUSTRALASIA PTY LTD (ACN 113453722) ATF CLANC	\$367,475.67
BEALE, JACQUELINE R	\$47,858.99	BUSLINK QUEENSLAND PTY LTD (ACN 085000693)	\$878,857.39
BEAZLEY, CHERYL M & LEWIS J	\$39,751.67	BUTLER, PATRICK G, GLORIA A & BARRY J	\$106,962.90
BELLINGHAM, PETER T & ROBYN N	\$70,636.98	CADMAN, DEAN RAYMOND & ANNETTE JEAN	\$163,236.76
BENECKE, LIONEL A & DESLEY A	\$337,819.79	CAHILL, PAUL F	\$81,001.44
BENNETT, CHARLES T E & SHARLEE C	\$52,160.55	CAIN, KEVIN G	\$132,082.36
BENNETT, RAYMOND J & DAPHNE C	\$201,377.07	CAIRNS, RICHARD G & MONICA	\$66,612.19
BERRY, NEIL L	\$52,289.68	CAITASH PTY LTD (ACN 075780942)	\$171,382.12
BESNARD, CHRISTIAN & MICHELLE	\$40,423.15	CALDWELL, DAVID S & LISA J	\$54,588.23
BEWICK, LINCOLN J & ROXANNE C	\$38,999.90	CALLIDE COACHES PTY LTD (ACN 106306307)	\$383,556.39
BIDGOOD, LINDSAY & CAROLYN	\$38,209.73	CALRIX PTY LTD (ACN 112753223)	\$14,668.53
BILOELA COACHES PTY LTD (ACN 060320783)	\$148,533.80	ATF THE CALVIN RIX FAMILY TRUST	\$3,295.73
BIRCH, M G & B L	\$69,485.71	CALYPSO COACHES PTY LTD (ACN 101605289)	\$75,647.37
BIRT, SHIRLEY	\$19,247.05	CAMPBELL, BRUCE G & FORRESTER, VICKI L	\$80,985.05
BISHOP, MICHAEL D & NAOMI J	\$87,959.09	CAMPBELL, DAMIEN HARROD	\$25,436.55
BITS FERRY GROUP PTY LTD (ACN 108664848)	\$256,414.32	CAMPBELL, ROBERT W	\$1,381,231.51
ATF THE BITS TRUST	\$151,605.65	CAMPSIE BUS CO PTY LTD (ACN 000953328)	\$50,036.70
BLACK & WHITE (QUICK SERVICE) TAXI LTD (ACN 009754705)	\$2,214,347.92	CANTONI, GARY J & ALISON M	\$68,750.93
BLACK & WHITE CABS PTY LTD (ACN 054497353)	\$29,728.07	CANUNGRA MOBILE WELDING & FABRICATION P/L (ACN 070 061 424)	\$40,085.28
BLACK AND WHITE TAXIS MARYBOROUGH PTY LTD	\$111,951.95	CAPRICORN COAST TAXI SERVICES PTY LTD (ACN 010999827)	\$98,507.97
BLACK, T.M & VICKI M AND WOLFERT, JOHANNES F & JANETTE A	\$42,743.96	CARBROOK COACH LINES PTY LTD (ACN 106757091)	\$12,263.06
BLAND, DESMOND W & RHONDA K	\$77,278.30	CARLSON, GLENN P & JENNIFER M	\$86,073.72
BLOOMFIELD, GEORGE E & THELMA D	\$162,996.93	CARNEY, DAVID ROBERT & RITA JANELLE	\$12,257.00
BLUE & WHITE TAXIS (GLADSTONE) PTY LTD (ACN 010390575)	\$38,726.77	CARRINGTON, BARRY & KAREN	\$168,874.90
BLUE CATTLE DOG P/L ATF THE BAXTER FAMILY TRUST	\$59,876.54	CASE, MARK	\$51,361.53
BLYTH, ALAN G & GAIL P	\$139,415.89	CASEY, FRANCIS & GLORIA G	\$34,641.71
BLYTH, JAMES S, JANICE L & ALAN G	\$983,637.60	CATHRO, KAYE MONICA	\$52,510.23
BN OTTO ATF OTTO PROP TRUST & PM OTTO ATF OTTO FAMILY TRUST	\$25,166.90	CATIP, RUSSELL PHILIP	\$26,581.67
BOGLE, SCOTT BRADLEY & KAYLEEN ANN	\$82,556.87	CATTLE ASSESSING & RURAL MARKETING PTY LTD (ACN 063073709)	\$108,404.31
BONOGUORE, MICHAEL J & JOY E ATF THE BONOGUORE FAMILY TRUST	\$102,950.44	CAULEY, MARK O & MARGARET A	\$98,756.09
BOONAH BUS LINES PTY LTD	\$746,970.67	CAUST, GREGORY PAUL	\$39,996.60
BOWEN TRANSIT PTY LTD (ACN 105749602)	\$418,831.70	CAVANOUGH, EVON	\$1,265,366.41
BOWTELL, ELWYN & ELIZABETH A	\$53,361.30	CAVBUS PTY LTD (ACN 096924677)	\$718,536.34
BRADFIELD, WILLIAM H	\$78,031.22	CAVBUS PTY LTD	
BRADLEY'S BUSES PTY LTD (ACN 072364973)	\$476,951.60		

CHADWICK, DANIEL P & KAREN L	\$62,636.82
CHAMPION, STEVEN W & SHIRLEY M	\$107,178.63
CHAPMAN, PETER & JULIE-ANNE	\$107,073.47
CHASE, VIVIAN	\$49,299.47
CHATFIELD KEVIN A & KATHLEEN	\$232,881.99
CHRISTENSEN, GRAHAM J & LENORE E	\$880,984.16
CHRISTENSEN, MERYN R	\$90,536.84
CLARK, FREDERICK F	\$133,883.14
CLARRIS, PHILIP J & KAYLENE L	\$48,840.19
CLIFFORD, DENNIS & STEWART, ADELE LESLEY	\$59,494.30
COLEMAN, TREVOR J & VALERIE M	\$292,136.66
COLES, GRAHAM W & LYNETTE M	\$51,091.74
COLLARD, NEIL P	\$58,833.48
COMBER, COLIN J & LINDA J	\$33,441.91
COMINO, ERNEST & JOAN E	\$129,921.63
COMPLETE GOLF COACHING PTY LTD (ACN101380116)	\$67,673.31
CONNOLLY, TREVOR J & PAULA M	\$54,404.14
COOCHIEMUDLO ISLAND FERRY SERVICE PTY LTD (ACN109277376)	\$35,339.95
COOKE, ROY J & BEVERLY J	\$52,672.94
COOKTOWN CONNECTIONS P/L	\$56,611.41
COOKTOWN TAXIS ATF THE ROWLING GRASS FAMILY TRUST	\$4,467.13
COOLUM COACHES PTY LTD (ACN087303964)	
ATF THE ROSS FAM.TRUST	\$624,160.61
COOPER, BEVAN F & PHYLLIS M	\$906,910.13
COOPER, BEVAN F, PHYLLIS M & KEVIN J	\$120,132.91
COOPER, CHRISTOPHER R T & SALLY H	\$20,313.29
CORAL REEF COACHES PTY LTD (ACN101829243)	
ATF TEPPINEL TRUST	\$242,104.55
CORKILL, OWEN & JANELLE	\$47,394.84
CORPORATE CABS PTY LTD & VANTAGE PT DISC. TRUST	\$12,670.94
COTTELL, PETER J	\$10,827.71
COUNIHAN, DORIS H	\$25,885.37
COVENTRY, MALCOLM S & VIBEKE AND JUSTIN	\$59,497.40
COX, MICHAEL & GILLIAN	\$21,069.49
COX, TIBOR ALEXANDER	\$29,489.97
CREEVEY, D J & L J	\$57,611.50
CRISP, G D, L M & T H	\$628,774.26
CROCKER, EDWARD J & SUE	\$221,702.64
CRONIN, TERENCE J & JOAN M	\$26,079.70
CROSER, ROGER WILLIAM & MIRIAM ELIZABETH	\$81,022.52
CROYBERG PTY LTD (ACN 050492923)	
ATF THE EJ HILL FAMILY TRUST	\$388,987.90
CUDRAY PTY LTD (ACN 010939134)	\$50,415.87
CUNNINGHAM, ANDREW	\$90,682.84
CURCIO, DE GASPARI ORESTE	\$107,886.13
CURCIO, JOSEPH F & MARCELLA M	\$50,879.59
CURD, K H & B D	\$52,364.18
CURRIE, L	\$2,555.27
D & S PORTER TRANSPORT PTY LTD (ACN 074 464 752)	\$130,912.68
DADDOWS SERVICES PTY LTD (ACN 010412405)	
ATF THE DADDOW F.T.	\$4,621,062.60
DALBY COURTESY TRANSPORT PTY LTD (ACN104017469)	\$240.32
DALE, BRIAN & LILLIAN F	\$20,712.09
DALE, DONNA LEANNE	\$38,297.19
DALE, JOHN M	\$54,744.38
DALTON, BETH IONA	\$109,208.81
DAN, NORMAN C & ADRIENNE W	\$74,406.23

DANN, SUSAN GAY	\$47,108.45
DASCOMBE, HARVY K, MARIANNE F & ANDREW K	\$758,269.65
DAVIES, MATTHEW R L & SAMANTHA L	\$52,948.78
DAVIS, ATHOL L & MARGARET A	\$117,279.90
DAVIS, STEPHEN & CATHERINE	\$53,570.30
DAY, BARRY & SHONA	\$73,915.92
DE IACOVO, GIANFRANCO CLAUDIO & ROSINA	\$67,403.92
DINGLE, JULIE MICHELLE	\$16,464.46
DOHERTY, EDWARD PATRICK	\$31,032.18
DOHLE, KENNETH WILLIAM & KATHRYN EILEEN MAY	\$68,868.06
DOUGLAS SHIRE COUNCIL	\$12,700.00
DUEL, COLIN D & HEALD, SANDRA M	\$9,341.89
DUFFY'S COACHES & CITY & COAST BUSES PTY LTD (ACN 053761023)	\$1,090,928.64
DUGGAN, JOHN M & MICHELLE M	\$107,126.56
DUNNE, KATHLEEN	\$54,869.40
DURANT, ADRIAN O & JOY B	\$57,057.61
DWYER, DANNY J	\$37,576.06
EASTLODGE PTY LTD (ACN 010420729)	\$151,753.38
EASTWOOD, THEADORA E	\$118,170.86
EATHER, PETER R & OLIVE J	\$48,472.72
EDWARDS, BARRY J & LEANNE M	\$36,078.27
EDWARDS, JOHN & SUZANNE M	\$283,286.04
EL ARISH BUS SERVICE PTY LTD	\$101,665.33
ELBORNE, MAREE E	\$46,286.38
ELLETSON, DARRON MICHAEL & DIANE MARIE	\$52,624.80
EMERALD COACHES PTY LTD (ACN 103929371)	\$429,346.97
EMERSON, KEVIN W J & JAN	\$167,434.67
ENCHELMAIER, RONALD G. & MICHELLE D.	\$110,819.78
ERICKSON, CHRISTOPHER CECIL & SANDRA	\$253,460.27
ERNESTINA BUS CO-OP LTD	\$40,920.88
EUROMBAH CREEK SCHOOL BUS ASSOCIATION INCORPORATED	\$33,350.06
F S G AUSTRALIA	\$2,529.36
FEA, TREVOR MCKENZIE	\$70,342.16
FERRIER, ESMAY	\$38,514.17
FIELD, PAUL L & ANNETT, MICHELLE A	\$149,976.49
FINCH, PATRICIA B	\$96,314.76
FINNEGAN, THOMAS MCMCASTER	\$44,853.36
FINZEL, CRAIG DOUGLAS	\$53,970.29
FISHER, CRAIG	\$1,545.45
FISHER, MAURICE E & SUSAN M	\$33,501.64
FLANAGAN, TONI M & HENRY A	\$65,730.72
FLEITER, ADRIAN J & SONYA L	\$50,539.45
FLETCHER, BETTY C	\$48,076.22
FLOWER, BYRON C & PETRICIA A	\$20,186.45
FLOYD, MARK H & MARGARET A	\$24,317.38
FOOTSTONE PTY LTD (ACN 010528113)	\$68,253.44
FORBES, GLENDEN JAMES	\$67,135.50
FRANZ, LEONARD R & MARGARET M	\$117,561.33
FRASER, ANN MAREE	\$77,977.79
FRENPAI PTY LTD (ACN 009996436)	\$199,967.56
FROHLOFF, SYDNEY ROSS & LEANNE MARIE	\$51,508.67
FULTONLAWN PTY LTD (ACN 010489068)	\$460,967.80
FURFIELD PTY LTD	\$191,495.21
G & D ROMANELLO TRUST, GARY & DARYL ROMANELLO	\$258,884.27
GAFFNEY R.K.	\$13,470.77

GAMBLE, MALCOLM JOHN & GWENYTH ANNETTE	\$52,244.49
GANLY, KEVIN J & LARA G	\$37,755.62
GAY, COLIN FRANCIS & BETTE M	\$176,819.79
GEHRKE, MERVYN CHARLES	\$60,197.21
GEISEL, GARRY J & RHONDA E	\$50,928.99
GEORGE GOULD	\$46,897.80
GIBSON, DEBORAH	\$52,496.92
GIBSON, KEVIN J & DAWN M	\$43,991.62
GIBSON, NEIL J & KAREN M	\$40,871.04
GILES, BARRY & CAROLINE	\$179,118.99
GILLILAND, IAN J & CATHERINE A	\$166,873.21
GLASS HOUSE MOUNTAINS TAXIS PTY LTD (ACN113853473)	\$20,962.20
GOLTZ, CHRISTINE A	\$27,501.12
GOODWIN'S CHARTER COACHES (WARWICK) PTY LTD (ACN 060133468)	\$306,584.46
GOODWIN, BRUCE A & TOBIN, RAMONA J	\$21,883.98
GOODWIN, DONALD & EDNA M	\$210,841.54
GOODY, BURNETT G & GALE M	\$41,882.45
GORDON, RICHARD & JANET	\$39,841.34
GOTZ, NOEL S & LYNETTE A	\$48,963.04
GRACE, LESTER HAROLD & CYNTHIA	\$158,435.23
GRAY, CLIFFORD H & BARBARA C	\$95,572.93
GREEN, BARRY L & MARY E	\$45,190.67
GREENWOOD, DAVID WESLEY ATF THE GREENWOOD FAMILY TRUST	\$73,292.36
GREG GODDARD MOTORS PTY LTD (ACN 005331215)	\$293,398.28
GRENNAN, TONY A & DORIS	\$251,732.95
GRIFFITH, GARRY N	\$541.80
GRIMES, BARRY & SHARON	\$110,968.36
GUNGARDE COMMUNITY CENTRE ABORIGINAL CORPORATION	\$202,488.21
GUNNIS, P F & WOOD, K L	\$13,354.86
GYMPIE GOLDEN CITY CABS PTY LTD (ACN 081468573)	\$130,567.58
HAIDLEY, CAMERON & LYNDAL	\$66,288.85
HAIDLEY, DONALD J	\$256,990.62
HALL, BARRY DAVID & LINDA JOANNE	\$14,110.20
HALL, T M & J M	\$46,539.12
HAMILTON, R F & B J ATF THE REG HAMILTON FAMILY TRUST	\$94,559.93
HAMMOND ISLAND COUNCIL	\$93,422.48
HAMOL PTY LTD (ACN 082169159)	\$891,724.52
HAMPSON, DEBRA CLAUDETTE	\$117,104.30
HANSEN, COLIN WILLIAM & JO-ANNE ELIZABETH	\$55,662.17
HARRIS, COLIN W & WENDY C	\$41,930.97
HARRIS, DIANA R	\$40,827.46
HARRIS, NORMAN P & LYNDAL M	\$70,763.75
HARRISON, PETER R & SUSAN T	\$50,916.47
HARRISSON, ALAN & ALISON M	\$34,993.95
HART, JOHN RICHARD MARTIN	\$3,834.80
HARTLEY, MARK J & CHRISTINE E	\$41,099.95
HARVEY, D J & E M	\$76,836.88
HASLOP, K A, A L & J A	\$32,798.36
HASTIE, DOUGLAS A & HEATHER E M	\$232,247.89
HATTE, WILLIAM J & ANNE T	\$56,506.59
HAWES, JOHN H & CHERYL P	\$169,773.72
HAY, BARBARA ANNE	\$47,797.71
HAYES, RICHARD J	\$662,036.87
HAYWARD, HELEN G	\$10,885.17

HEADING, ROBERT J & BEVERLEY A	\$44,254.90
HEALD, SANDRA MARALYN	\$24,494.52
HEARN, MICHAEL R & CATHERINE A	\$170,441.06
HEATH, JANET NARELLE	\$32,172.38
HEATON, LEO G	\$34,927.66
HEIDRICH, FRIEDRICH & CHERYL J	\$35,416.43
HEIR, PAUL J & MAREE A	\$83,893.93
HENNESSEY, HAZEL D & MELISSA G	\$8,865.80
HENNINGSSEN, GRAHAM	\$62,545.49
HERMIT PARK BUS SERVICE PTY LTD ATF THE JONES FAMILY TRUST	\$2,521,461.38
HERRLE INVESTMENTS PTY LTD (ACN115219719)	\$63,135.67
HERRON, DARREN J	\$38,163.14
HERVEY BAY TAXI SERVICE PTY LTD (ACN 010670283)	\$75,992.11
HICKEY, S M & JOHNSON, M S	\$31,490.38
HILL, LACHLAN D & SUSAN J	\$25,718.61
HILL, MERVYN J & MAVIS J	\$35,814.54
HILLBRICH, CLIFFORD G & WENDY L	\$92,005.26
HINRICHSSEN, NEVILLE WILLIAM & ANNETTE LOUISE	\$7,752.86
HODGE, KEN G & DESLEY A ATF THE HODGE FAMILY TRUST	\$279,840.31
HOGAN, GLENICE J	\$27,011.01
HOLZAPFEL, KEVIN E & CAROL A	\$74,383.59
HOMEWOOD, M B & A	\$121,473.71
HOOPER, BENJAMIN ALLEN & DANIEL JAMES	\$5,796.91
HOPKINS, ANTHONY A & CHRISTINE M	\$71,665.44
HORN, RODNEY J & ANTOINETTE T	\$227,503.10
HORRIGAN, J M E & B J	\$51,014.23
HORROCKS, TREVOR T & KIM L	\$200,532.70
HORTON, KEVIN T & COLLEEN M	\$203,368.69
HOUSE, DEBBIE L	\$31,252.88
HOUSTON, WP & SJ ATF W & S HOUSTON FAMILY TRUST	\$42,531.53
HUBBARD, LEONARD G & JOAN L	\$71,267.41
HUBBARDS COACHES PTY LTD (ACN076988120) ATF HUBBARD F/T	\$596,584.59
HUMPHREYS, BRIAN E & KATHLEEN M	\$100,795.35
HUNTER, GEOFFREY ROBERT	\$35,525.67
HYLAND, JOHN ROGER	\$116,729.39
I C & L T CLARK PTY LTD (ACN 105158101)	\$42,511.91
I K & A J ZERBST ATF THE I K & A J ZERBST FAMILY TRUST	\$133,650.90
I, A & D LOGAN PTY LTD	\$107.45
ICEHAZE PTY LTD (ACN107421769) ATF THE WELSH FAMILY TRUST	\$165,640.08
ILEGLOVE PTY LTD (ACN 010397396)	\$175,506.10
INCENHAM PTY LTD (ACN010724624) ATF THE GRAY-MONEY FAMILY T	\$19,181.35
INGHAM TRAVEL AGENCY PTY LTD (ACN 009983911)	\$19,312.56
INJINOO ABORIGINAL COUNCIL	\$37,099.19
IRVINE, MURRAY J	\$29,586.09
J A WRIGHT, G G WRIGHT, H Y WRIGHT & N A MC BRIDE	\$58,381.54
JACKSON, C & G AND RZESZEWSKI, H & D	\$121,278.11
JACKSON, GREGORY J & MICHELLE J	\$61,992.37
JACKSON, PETER R & AMANDA A ATF JACKSON BUS TRUST	\$59,503.13
JACKSON, RAYMOND C & KATHLEEN P	\$86,915.71
JACOB, GEOFF & SANDRA	\$104,647.60
JAMARLA PTY LTD (ACN 097542624)	\$127,810.14
JAMIESON, CHARON ANN	\$45,701.71
JAMIESON, RAYMOND B & SHANE E	\$128,420.43

JARADEL PTY LTD (ACN 091033859)	\$111,597.98
JARMAN ACE PTY LTD A/TF STEVENS FAMILY TRUST	\$1,729,671.10
JASBO HOLDINGS PTY LTD (ACN100636002)	
ATF THE MEGAW FAMILY T	\$101,193.38
JCL SNIP PTY LTD (ACN 102604508)	\$38,228.34
JEFFREYS, PAUL J & DEBORAH K	\$40,704.41
JENKINSON, N J & J A	\$13,750.25
JENSEN MERVYN ALEXANDER & JENNIFER CLAIR	\$91,912.80
JENSEN, DONALD J & SUE A	\$63,312.31
JENSEN, R A & A J	\$61,392.34
JENSEN, ROSS D & JENNIFER J	\$366,550.95
JEPSER, JOHN E & BEVERLEY R	\$38,441.73
JESSE, JACK R, EDNA M, RICHARD T & KATHY J	\$535,397.20
JOHNSON, SHANE A & SONIA L	\$53,706.90
JOHNSTON M A & TRUSTEE FOR THE A J JOHNSTON ESTATE	\$83,086.85
JOHNSTON, DENIS ROBERT & LYLIA ANN	\$94,813.58
JOHNSTON, GEORGE W & BETTY D	\$41,142.80
JOKAYE PTY LTD (ACN 112285542)	
ATF THE MILLARD FAMILY TRUST	\$36,254.84
JONES, ADRIAN NEIL & JANETTE MARIE	\$99,940.21
JONES, LEISA M	\$44,272.37
JONES, ROBERT R & HELEN K	\$41,550.05
JUSTIN, THERESA GAY	\$22,955.07
K & D HILLS PTY LTD (ACN081071374)	\$90,299.73
KAMERLING, STEVEN GARY	\$61,884.33
KBL PTY LTD (ACN 074621266)	\$174,607.32
KEEN, DIANNE D	\$91,132.65
KELLSTAR PTY LTD (ABN 073449439)	\$11,602.80
KELLY, MICHAEL KEVIN & PATRICIA ANN	\$81,293.60
KELSO, NOEL J & MARIANN E	\$54,132.65
KENNEDY, REX J & GWENDA M	\$11,831.52
KEON CARGO STEVEDORING (AUSTRALIA) PTY LTD (ACN 075621386)	\$135,145.37
KERR, WILLIAM R & KATHRYN P	\$41,114.82
KERRY J & FIONA M LAWLEY ATF LAWLEY FAMILY TRUST	\$31,974.57
KEYDALE PTY LTD (ACN 010184353)	\$672,137.08
KILLEN, M H & K T	\$38,967.21
KIRBY, LESLIE J & ROSLYN G	\$124,398.29
KLEIDON, KERRY R	\$355,400.20
KLEINMEULMAN, GERHARDUS JOHANNES	\$33,873.99
KLUPFEL, RAYMOND K & LYNETTE	\$31,997.32
KNIGHT, STANLEY G & PATRICIA A	\$410,597.69
KOALA KOACHES PTY LTD (ACN 010200281)	
ATF RICHARD YOUNG F T	\$273,886.65
KOCH, GEOFFREY E & SHERRELL M	\$63,521.46
KROG, KENNETH J & LILLIAN E	\$43,249.94
KRUGER, WILLIAM K & KYM L	\$27,923.59
KUHLE PTY LTD (ACN 093136317)	
ATF KUHLEWEIN FAMILY TRUST	\$421,146.41
KUHLE PTY LTD (ACN 093136317)	
ATF KUHLEWEIN FAMILY TRUST	\$512,429.55
KUMMERFELD, ADRIAN E & JANETTE L	\$49,652.53
KURZ, M C & J E	\$252,699.38
L G STEWART FAM CO PTY LTD (ACN009971617)	
ATF L G STEWART F/T	\$791,617.43
LAHEY, GREG VERNON	\$50,853.91
LAIDLEY TAXI SERVICE	\$44,358.48
LANDSBERG, MAXWELL N & BARBARA S	\$48,763.34
LAUREL SEYMOUR-SMITH	\$5,090.09

LAURIE, DIANNE M & VICTOR W	\$30,478.21
LAWN, IVAN D & HEATHER L	\$62,462.41
LAWRIE, DAVID J & RHONDDA M	\$289,782.36
LEERENTVELD, ANTONIUS M H & NOLA E	\$63,283.86
LERCH, P W & A M ATF THE LERCH FAMILY TRUST	\$46,269.96
LERGESNER, DONALD & RUTH ROBERTS	\$327,290.05
LERGESNER, DAVID J & EVA ATF THE LERGESNER FAMILY TRUST	\$53,548.02
LESLEIGHTER CLARENCE T & ANNETTE R	\$4,025.77
LILYDALE LUCERNE PTY LTD ATF NEUENDORF FT (ACN 105180247)	\$76,471.85
LOBAN MARINE PTY LTD (ACN089166165)	\$155,692.45
LOBWEIN HOLDINGS PTY LTD (ACN 010152039)	\$31,692.57
LOGAN, TIMOTHY S & GLENYS M	\$49,710.02
LOR-KEN TRANSIT PTY LTD (ACN 090 742 171)	\$125,809.82
LOUDEN, MARK A & ANNETTE	\$93,313.18
LOWE, PHILLIP D	\$95,844.97
LOY, STANLEY & NORMA	\$112,698.82
LYNAM, MATTHEW J	\$48,194.97
LYND-GREENVALE SCHOOL BUS ASSOCIATION INC.	\$52,668.66
LYNIS - HUFFENREUTER, J.C.G. & B.A.	\$21,212.79
LYONS, RUSSELL L	\$27,837.91
MACERAY PTY LTD (ACN010563729)	
ATF THE MCLELLAN FAMILY TRUST	\$19,056.27
MACKAY TAXI HOLDINGS PTY LTD	\$229,467.11
MACKAY TRANSIT COACHES PTY LTD (ACN 050416227)	\$2,388,755.61
MACKENZIE RIVER CONVEYANCE INC.	\$49,937.31
MACKENZIE, J.P. & R.J.	\$66,993.18
MACLEAN, CLAYTON & FIONA	\$35,198.27
MADDEN, LEONARD M & RUTH E	\$17,708.79
MAGUIRE, LEO H & KAYE A	\$87,382.87
MAHER, ALLEN J & PAMELA E	\$94,071.73
MAHER, COLIN & HILL, ROBYN	\$40,874.78
MAHONEY, LYNETTE J & JOHN K	\$42,372.70
MAINDELTA PTY LTD (ACN 010833324)	\$183,794.45
MANN, EVELYN M	\$69,160.33
MARKK INVESTMENTS PTY LTD (ACN 104399635)	\$168,446.27
MARKK INVESTMENTS PTY LTD (ACN104399635)	
ATF THE MARKK TRANSPO	\$72,190.83
MARSHALL, EDWARD JOHN & JUDITH ANNE	\$113,496.38
MARTIN, BM & SA	\$49,725.57
MARTIN, CLYDE PAUL & GAIL LEANNE	\$56,388.56
MARTIN, VICTOR H & ESME B	\$52,771.45
MARZEKE TAXI SERVICE CUNNAMULLA	\$801.45
MAUGER, VINCENT & ELANE J	\$39,166.29
MC DONALD, CORAL C	\$39,634.60
MC DONALD, WARREN J & PEARL J	\$43,061.14
MC DOWALL, DALE R C & SUSAN M	\$25,693.55
MC KENZIE, GRAHAM P & ROBYN A	\$118,214.65
MCADAM, R T & K M	\$1,784.55
MCCURLEY, MARGARET MAY	\$22,749.44
MCDONALD, D C & M M	\$42,038.17
MCDOWELL, ROBERT J & GERTRUD	\$57,344.23
MCLUCAS, TREVOR JAMES	\$39,663.06
MCMASTER, KENNETH STANLEY	\$14,418.14
MEACHAM, STEVEN J & MERRILYN R	\$45,029.86
MEGA HOLDINGS PTY LTD	\$1,827,456.14
MEL-A-LEAF OILS PTY LTD (ACN 099374697)	\$122,543.23

MERVROSE PTY LTD (ACN103498826)		PASIN, DINO ROBERT & KAROL ULRICKE	\$28,530.70
ATF THE LINROSE FAMILY TRUST	\$34,690.32	PATCH, GRAHAM L & COLLEEN M	
METRO COACH(AUST)PTY LTD (ACN005531377)		ATF THE GRAHAM PATCH FAM/TRUST	\$46,353.58
ATF COACHTRANS AUST UT	\$1,261,675.04	PATTIE, MATTHEW A & TRACEY M	\$30,503.45
MEYERS, LESLIE LLOYD	\$99,303.07	PAXWISE PTY LTD (ACN 078707516)	\$370,442.34
MICKELBOURGH, BETTY JOAN	\$51,424.33	PAYNE, PETER C & CHRISTINE J	\$65,733.44
MILBURN, GARRY M & MAUREEN P	\$72,237.61	PEACOCK, JOHN VIVIAN & C M	\$70,496.42
MILLARD, LESLIE R & FRANCES J	\$44,525.88	PEEBLES, ALAN R & TERESA M	\$62,965.24
MILLARD, MICHAEL H & MARCIA D	\$81,325.49	PENSHELL PTY LTD ATF R & J BELL FAMILY TRUST	
MILLER, STEVE & NANCY	\$17,656.00	(ACN 010442949)	\$69,856.08
MILLINER, L G & BUTLER L M	\$25,435.87	PERKINS, TONY A & TONI L ATF T & T PERKINS TRUST	\$121,174.35
MINNIKIN, DENIS J & LYNNE	\$113,268.43	PETER A & MARGARET E CAMPBELL	
MISTAKE CREEK AREA CONVEYANCE ASSOCIATION INC.	\$34,456.59	ATF CAMPBELL FAMILY TRUST	\$29,802.56
MLT ENTERPRISES P L (ACN 009950770)		PETER SINCLAIR PTY LTD (ACN010674567)	
ATF THE LUCK FAMILY TRUST	\$58,195.65	ATF PETER SINCLAIR FM TS	\$150,681.46
MOLLER, GEOFFREY HOWARD & CHRISTINE JOY	\$39,382.65	PETRIE, ALEXANDER C	\$59,483.41
MONTGOMERY, EDGAR R	\$39,325.56	PFEFFER, TREVOR IAN & RUTH LYNETTE	\$63,548.87
MORETON BAY COACHES PTY LTD (ACN103038302)		PHILP, HC & WHILEY, AC	\$85,288.46
ATF CRAIKE FAM TST	\$110,518.48	PICKERING, WAYNE F	\$110,956.27
MORRIS,BARRY L & BRONYA A	\$281,256.95	PINBARREN TRANSPORT PTY LTD (ACN 067 838 742)	\$152,375.76
MOSCHIONI, M J & B J	\$129,559.81	PIPER, TERRENCE JOHN & LYNETTE JEAN	\$57,195.24
MOSCHIONI, SILVIO & IMELDA	\$45,889.84	PODLICH, BRADLEY SCOTT	\$16,396.89
MUELLER, TREVOR A	\$147,720.47	POINTON, DONNA J	\$39,446.21
MUNDUBBERA BUS SERVICE PTY LTD (ACN 054519023)	\$356,158.60	POLKINGHORNE, GARY D & SHARON M	\$41,986.64
MURRAY, TREVOR & JOAN E	\$52,878.90	POLLEY, DUNCAN J & VALDA B	\$1,399,564.14
MUSSO, G M ATF THE AUSTRALIAN PROJECT TRUST	\$228,404.84	POWER, BRENDEN S	\$14,188.68
MYERS BROS (DIMBULAH) PTY LTD (ACN 010111387)	\$18,291.15	PUGH, RICHARD A & JANEEN M	\$88,058.61
N E & R M HUGHES PTY LTD (ACN 063 791 113)	\$158,651.92	PUKALLUS, COLIN & CHRISTINE	\$35,689.32
NANANGO TAXI & DELIVERY PTY LTD (ACN 143438172)	\$25,153.07	PURCELL, MARTIN A	\$121,876.80
NAPRANUM ABORIGINAL COUNCIL	\$155,674.75	PURVIS, ROBIN CRAIG & WENDY JOY	\$71,484.67
NASTASI, A B & K F	\$188,155.40	Q-TRANSIT PTY LTD (ACN 100232139)	\$1,917,922.33
NEW MAPOON ABORIGINAL COUNCIL	\$35,839.14	R W WOODGER PTY LTD (ACN 095439820)	\$17,548.35
NEWMAN, ROBERT C & JANETTE	\$210,831.73	RACKHAM, JACK C & JOANNE M	\$71,915.22
NICHOL, W & T	\$6,688.60	RAIDA ENTERPRISES PTY LTD (ACN011075639)	\$48,531.08
NOLAN'S PLUMBING PTY LTD (ACN 073222376)		RANGE CHARTER COACHES PTY LTD (ACN 118749572)	
ATF THE NOLAN FMly T	\$17,318.18	ATF JAKERTIE F/T	\$141,068.20
NOLAN, JILL	\$94,599.40	RAYMENT, PAUL JAMES	\$32,267.39
NOLAN, PATRICK S & MARGARET M	\$100,010.65	REDCLIFFE TAXI SERVICE PTY LTD (ACN 010376495)	\$67,538.76
NOLAN, REBECCA	\$148,863.10	REED, GRAHAM L & PAULINE D	\$67,358.99
NORMAN, KENNETH J & MARJORIE J	\$114,035.17	REGENT TAXIS LTD (ACN 009705113)	\$775,187.15
NORTH ROLLESTON CONVEYANCE COMMITTEE	\$68,478.19	REID, LESLIE G & CHERYL D	\$35,962.71
O'DONNELL, ANGELA	\$31,693.39	REISER, SHANE & LORRAINE	\$36,217.36
O'LEARY, NEALE J & LINDY K	\$39,330.77	REISS, RAYMOND J & GAYLEEN M	\$48,540.15
O'NEILL, GRAHAM & JUDITH E	\$75,547.28	RICHTER, DAWN	\$33,156.05
O'RIORDAN, JOHN CHARLES & JANET LEANNE	\$198,524.10	RIDDEN, R W	\$47,089.81
OAKLEIGH PARK PTY LTD	\$30,807.49	RIECK, KERRY J	\$154,026.98
OATS, PHILLIP REGINALD	\$148,481.24	RIENECKER, TERRENCE ROBERT	\$238.00
ORGANISED TRANSPORT PTY LTD (ACN 087471814)	\$87,767.01	RILEY, BRENT J & AMANDA G	\$82,648.98
OZ LINES AUST PTY LTD (ACN 113049755)		ROBERTSON, GRAHAM R	\$59,101.93
ATF THE OSBALDISTON FT	\$112,172.66	ROBERTSON, ROLAND ATF ROBERTSON FAMILY TRUST	\$44,610.23
P J & R J SELMANOVIC	\$38,456.70	ROBINSON, RAYMOND E & BARBARA K	\$50,850.58
PAGEL, BRIAN D & SHIRLEY J	\$57,191.68	ROCKHAMPTON CAB COMPANY LTD (ACN 009718807)	\$178,272.65
PAGEL, GARY J	\$73,366.22	ROD NORTH & SONS COACHES PTY LTD (ACN 072562362)	\$120,280.22
PAGEL, MARK W & JULIE A	\$71,320.63	ROD NORTH & SONS TRANSPORT (NQ) PTY LTD (ACN097916571)	\$51,594.55
PAGO HOLDINGS PTY LTD (ACN 009315977)	\$1,176,581.60	ROD NORTH & SONS TRANSPORT PTY LTD (ACN 010818498)	\$304,630.09
PARADISE WATERS PTY LTD (ACN 070 874 485)	\$29,485.83	ROESSLER, JOHN F JNR & BARBARA K	\$41.72
PARK, J I & M A	\$40,544.18		
PARKER, R P & J W	\$44,960.77		

ROGERS, WILLIAM HENRY	\$30,976.66	STEWART, GARY J & PAMELA J	\$49,820.50
ROLLESTON/SPRINGSURE LOCAL CONVEYANCE GROUP INC	\$74,175.07	STEWART, GREGORY J & GEORGINA A	\$73,307.30
ROMA NEIGHBOURHOOD CENTRE	\$1,939.00	STEWART, KENNETH RAYMOND	\$2,873.88
ROMAIOR, VIRGINIA	\$27,301.68	STILES, PHILLIP RAYMOND	\$40,591.03
ROSE, LEWIS VICTOR	\$8,289.78	STILLER, R D & C	\$48,001.14
ROSS FORD PTY LTD (ACN 070391089)	\$50,165.23	STONEHOUSE, CLINT T & VERONICA K	\$18,077.73
ROSS, GREGORY K & DONNA M	\$315,779.29	STONEHOUSE, KEVIN T & KAYLEEN M	\$33,138.27
ROSS, JAMES KEITH	\$57,539.86	STONESTREET'S COACHES PTY LTD (ACN 002738927)	\$362,234.48
ROSS, PETER JOHN & JENNIFER MARY	\$46,894.82	ATF KAPE F.T.	\$471,293.07
RUDD, REBECCA M & TONY E	\$31,375.98	STONESTREETS INVESTMENTS PTY LTD (ACN 090 887 111)	\$180,024.96
RUTHENBERG ROSES PTY LTD (ACN 097 119 456)	\$66,699.29	STORMRIDGE PTY LTD (ACN 062473027)	\$105,055.62
SAINTY'S BUS SERVICE PTY LTD (ACN 094075046)	\$253,310.80	STOWER, ANTHONY J	\$40,903.50
SANDRA JEANETTE JACOB AS TRUSTEE FOR THE G & S JACOB FML TST	\$97,296.42	STRADBROKE FERRIES PTY LTD (ACN 009725713)	\$74,883.68
SANDWIN PTY LTD (ACN 010455464)	\$71,212.54	STRATFORD, DUGGAN LESLIE	\$31,629.24
SCHLUMPF, G S & K M	\$151,841.94	STRUDWICK, JOHN C & DAVIDA M	\$447,978.28
SCHMID, JOSEPH P	\$118,590.97	SUNCOAST CABS LTD (ACN 010183892)	\$217,143.64
SCHNEIDER, JEFF	\$48,752.99	SUNFERRIES PTY LTD (ACN 010423766)	\$58,138.44
SCHUCK, NEVILLE & NORMA A	\$16,896.58	SUTHERLAND, IAN ANDERSON	\$60,201.64
SCHULTZ, DAPHNE J	\$50,436.23	SUTTON, EDWARD W & KERRY P	\$38,513.45
SCHULTZ, GERALD A & SUSAN G	\$50,891.55	SWIFT, CAROL A	\$278,550.75
SCHULTZ, JEFFREY MAX	\$21,564.06	T D & G R ECKEL PTY LTD (ACN 074 098 114)	\$191,121.06
SCHUTT, MALCOLM J & GLORIA J	\$83,373.53	T J L ENTERPRISES PTY LTD (ACN 092435704)	\$42,387.60
SCIFLEET, R E & S M	\$112,102.11	TABETRO PTY LTD (ACN 010 276 490)	\$47,670.79
SCOTT, DARRELL G & JANETTE R	\$84,096.94	TAIT, MARTIN W & DORIS J	\$135.00
SEA CAT CHARTERS PTY LTD (ACN 010551925)	\$47,334.53	TAKALAND PTY LTD (ACN080355522)	\$98,944.79
SECCOMBE, ANTHONY D	\$131,685.46	TALLON, J M A & S E	\$237,209.39
SECCOMBE, ANTHONY D	\$59,080.89	TANNER, MARTIN W & NICOLE C	\$44,854.86
SEVEN LEADERS PTY LTD (ACN107043809)	\$73,627.68	ATF THE TANNER FAMILY TRUST	\$87,500.26
ATF SEVEN LEADERS TRUST	\$82,572.65	TARASEL PTY LTD (ACN010273088)	\$105,374.66
SHANKS, ROSS & ELIZABETH	\$36,770.60	ATF HARRIS POLLOCK UNIT TRUST	\$82,450.35
SHARPE, RODNEY G & ELLEN J	\$611,925.03	TATE, NEVEN W & JOAN D	\$55,691.58
SHAUNLYN PTY LTD (ACN 072494127)	\$1,241.09	TATE, ROBERT T	\$71,924.41
SHEPHERD, KERRY R	\$85.86	TAYLOR, BEVEN J & VOLL, NORMA E	\$76,107.78
SHEPPARD, RON & JENNY	\$81,230.49	TAYLOR, D C & M A	\$54,823.64
SHEPPARD, RONALD W	\$175,939.44	TAYLOR, W R & J E	\$108,910.38
SHOECRAFT, ELIZABETH ANN	\$31,068.76	TEAMWORK SECURITY PTY LTD (ACN 087 360 263)	\$60,379.55
SIMMONDS, J M	\$41,363.69	TELLENE PTY LTD (ACN 010146237)	\$63,444.80
SINNAMON, BRIAN I & FIONA E	\$122,414.98	TEMVIEW PTY LTD (ACN 010 709 449)	\$221,842.84
SLATER, GLEN W P & BERNEICE M	\$160,060.69	TERRENCE MARK BLACK ATF T M & V M BLACK FAMILY TRUST	\$58,138.80
SMALLACOMBE, ROGER DAVID & KYLIE LOUISE	\$57,229.86	TESCH, GRAHAM LESLIE	\$38,679.81
SMITH, BENJAMIN ARTHUR	\$49,289.96	THE SWAN FAMILY PTY LTD (ACN 070507710)	\$72,340.94
SMITH, COLIN J & MAREE P	\$28,885.97	ATF THE SWAN F. TRUST	\$119,866.02
SMITH, GEOFFREY N & JENNIFER M	\$87,012.94	THIES, DESMOND L & MARY V	\$163,911.79
SMITH, GREGORY C & JULIE A	\$2,896.36	THOMAS, JEAN	\$38,647.59
SMITH, KD & JM	\$1,761.99	THOMPSON, JAY SANDRA	\$43,228.76
SMITH, RAELINE PATRICIA	\$4,331.78	THOMPSON, LAWRENCE M & HAYWARD, HELEN G	\$39,513.07
SMITH, ROBERT	\$52,585.22	THREKELD INVESTMENTS PTY LTD (ACN 095617431)	\$13,550.11
SNELL, TONY W	\$58,627.79	THYGESEN, F C & BARNES-THYGESEN, J G	\$177,281.50
SNH MECHANICAL PTY LTD (ACN109676057)	\$58,193.29	TIGELL, GRAHAM R & MARIE	\$91,196.82
SOUTH BUNDY BUSES PTY LTD (ACN101338783)	\$1,831,182.72	ATF THE TIGELL FAMILY TRUST	\$64,123.20
SOUTHERN CROSS TRANSIT (QLD) PTY LTD)	\$80,147.46	TOMKINS, GRAHAM L & PAMELA J	\$6,985,395.72
STACK, DONALD J & ROBYN J	\$65,969.49	TOONEN, VICTOR ADRIANUS	
STAFFORD, ROBERT C & LEILA E	\$220,309.48	TORRISI, GUISEPPE & CAROLYNNE M	
STAINKEY, TREVOR J & SHIRLEY M	\$447,972.33	TORRISI, SALVATORE	
STANDARD WHITE CABS LTD (ACN 009743962)	\$84,586.13	TOWNER, NEIL RODALPH & MARGARET ANN	
STARK, ANTHONY W B & JENNIFER F		TOWNSEND SCHOOL BUS SERVICES PTY LTD (ACN 063956169)	

TRAM NOMINEES PL (ACN 082763102)	
ATF THE TUCKER FAMILY TRUST	\$170,895.51
TRANS NORTH PTY LTD (ACN 074 538 159)	\$2,903,615.06
TRANSIT AUSTRALIA PTY LTD (ACN 065794943)	\$348,846.25
TRIVERS, G M & K M	\$132,200.32
TROYTEL PTY LTD (ACN 051 354 584)	\$9,281.85
TRUSTEE FOR A J JOHNSTON ESTATE & M A, K J & R G JOHNSTON	\$66,960.58
TSAKISSIRIS, GEORGE & JOAN	\$99,058.25
TULLY, MALCOLM ROSS & JUDITH ANN	\$60,587.48
TURNBULL, GEOFFREY V & PAULA G	\$77,534.85
TURNER, TIMOTHY C & TURNER, DOREEN J	\$800.00
TYSON, L J & A D	\$125,561.95
UNITED CAB COMPANY PTY LTD	\$50,781.35
UNVERZAGT, ARNOLD A & HELEN E	\$74,803.76
VAN GEELLEN, ROBERT PAUL & JEWEL CORAL	\$537,174.71
VAN HOEYEN, STEPHEN GERARD & HELEN MARY	\$75,891.23
VARTA ECHO PTY LTD (ACN 011058361)	\$65,311.59
VASSALLO, JAMES ATF THE J & S VASSALLO FAMILY TRUST	\$250,945.37
VEIVERS, KENNETH S & JEANNINE E	\$72,316.82
VELLA, S J & T L	\$44,719.26
VEOLIA TRANSPORT BRISBANE PTY LTD	\$278,713.08
VILLAGE TAXI CABS PTY LTD (ACN 092776273)	\$57,299.33
W G & S M HEADING PTY LTD (ACN 010481017)	
ATF HEADING FM TST	\$190,375.20
WALES, KEITH	\$32,094.27
WALKER, RAYMOND S & JANELLE F	\$2,279.90
WALKER, ROBERT EARL MARTIN	\$24,618.69
WALL, JAMES L & MARGARET J	\$128,015.94
WALL, WAYNE J & JACQUELINE A	\$46,818.10
WALSH, JAMES P & DOREEN H	\$144,123.52
WALSH, JOHN H & JOYCE L	\$38,606.82
WALSH, NEVILLE J & NARELLE G	\$63,125.00
WARRAWEE RETIREMENT VILLAGE/WARRAWEE COMMUNITY CARE	\$3,613.64
WARRENER, DONALD WILLIAM & CATHY ANN	\$49,923.34
WATKIN, RODNEY G & LYNETTE F	\$56,833.00
WATSON, NOEL & KAROL JOYE	\$26,870.29
WATT, GRAHAM DAVID	\$69,259.48
WAYTEE PTY LTD (ACN 123014924)	
ATF DOWLING FAMILY TRUST	\$60,172.58
WEBB, MARIUS P & JULIA R	\$78,231.93
WEBSTER, DENIS J & KAY M	\$102,673.66
WEHL W M & D I	\$37,252.06
WEIER, RUSSELL C & PAMELA A	\$34,758.42
WEIR, LYLE JOYCE & ROBERT FRANCIS	\$21,580.87
WEST, CAMERON & KIM	\$37,351.39
WESTERN CAPE COLLEGE	\$31,677.06
WESTHILL PASTORAL CO PTY LTD (ACN 010976520)	\$40,065.49
WESTON, MICHAEL W & JULIE A	\$36,885.48
WESTS TRANSPORT ENTERPRISES PTY LTD (ACN 011034923)	\$348,092.98
WEYMOUTH, GRAHAME J	\$66,261.81
WHEELER, L W & C J	\$75,305.87
WHITE, ASHLEY FOTHERINGHAM	\$28,755.90
WHITECAR COACHES PTY LTD (ACN 010553527)	\$243,832.05
WHITELEY ENTERPRISE PTY LTD	\$740,499.46
WHITLEY, NEIL & MARILYN A	\$33,343.81
WICKHAM, RONALD R & FAY V	\$77,528.17

WICKHAM, TREVOR BRUCE	\$158,386.19
WILLIAMS, G T, D A, G C, A T, B J	\$40,198.55
WILLIAMS, JOHN L & PAULA G	\$153,545.12
WILLS, DAVID E & ZELMA I	\$34,881.64
WILLS, STEPHEN C	\$244,983.91
WILSON, PAUL ANTHONY	\$34,393.76
WILSON, PETER C M & KAY E	\$93,181.28
WILSON, ROBERT E & PHYLLIS B	\$48,038.56
WINKEL, GARTH W & JEANNETTE A	\$26,005.59
WINKEL, JEANNETTE ANNE	\$5,947.38
WIT, WILHELMUS C & ASTRID	\$29,330.63
WOMBAT WANDERERS PTY LTD (ACN 066390955)	\$193,458.73
WONDEKAI GRAZING CO PTY LTD (ACN 075245319)	
ATF ROSS MUIRHEAD F	\$46,931.17
WOODHILL BUSES PTY LTD (ACN 115416281)	\$309,531.57
WORTH, JEFFREY J & JULIE N	\$165,957.51
WRAYFORD, KEVIN I & VALERIE S	\$22,496.15
WUJAL WUJAL ABORIGINAL COUNCIL	\$72,871.78
WYNN, MARY-ANN KATHLEEN	\$2,573.74
WYOMING DISTRIBUTORS PTY LTD	\$503,759.20
YARRABAH ABORIGINAL COUNCIL	\$47,901.91
YARROW, COLLEEN M	\$41,822.94
YELLOW CABS (QUEENSLAND) PTY LTD (ACN 009662408)	
ATF MONBURN T	\$1,011,213.04
YOUNG, DAVID G, PHILIP J & PHYLLIS J	\$1,630,458.43
ZAMONER PTY LTD (ACN 003532625)	\$880,763.26
ZAMONER PTY LTD	\$1,141,155.55
ZISCHKE, G W & D L	\$656,541.51

TransLink bus contract payments 2006–07

TransLink operator	Total payments
Bribie Island Coaches	\$2,183,907.86
Brisbane City Council Ferry Services	\$10,124,635.58
Brisbane Transport	\$129,381,190.02
BusLink	\$8,328,295.26
Caboolture Bus Lines	\$2,591,981.22
Clarks	\$15,866,548.79
Hornibrook	\$8,392,087.74
Kangaroo Bus Lines	\$5,809,941.35
Laidley (Railbus)	\$661,500.27
Mt. Gravatt Bus Service	\$2,395,765.33
Park Ridge Transit	\$6,900,929.54
Southern Cross	\$49,411.00
Sunshine Coast Sunbus	\$18,078,390.38
Surfside Bus Lines	\$43,546,395.60
Thompson Bus Services	\$2,479,865.11
Veolia	\$12,843,814.08
Westside	\$9,205,604.90
Westside (Railbus)	\$126,578.76

Glossary

ABS	Australian Bureau of Statistics	MLIV	Marine Licence Internet Verification
ACFP	Alternative Fuels Conversion Program	MMDP	Middle Management Development Program
ACC	Agency Consultative Committee	MOU	Memorandum of Understanding
AIIA	Australian Information Industries Association Awards	MR	Department of Main Roads
AIM	Australian Institute of Management Excellence Awards	MSQ	Maritime Safety Queensland
AIOP	Australian Institute of Office Professionals	NIWA	National Institute for Water and Atmospheric Research
AIS	Automatic Identification System	NQDL	New Queensland Driver Licence
APTG	Australian Public Transport Group	NSW	New South Wales
ATC	Australian Transport Council	NTC	National Transport Commission
ATQ	Accessible Taxis for Queensland	ORIP	Organisational Recordkeeping Implementation Plan
ATRF	Australasian Transport Research Forum	P4P	People for People Project
AVVM	Add Value Vending Machines	PLMC	Portfolio Legislation Management Committee
BAC	Blood Alcohol Content	PT	Passenger Transport
BCC	Brisbane City Council	PWCL	Personal Watercraft Licence
BTAQ	BoatSafe Training Association of Queensland	QAO	Queensland Audit Office
BTP	Business Technology Planning	QGAP	Queensland Government Agent Program
CAA	Customer Address Accuracy	QPASS	Queensland Public Agency Satisfaction Survey
CALD	Culturally and linguistically diverse	QPS	Queensland Police Service
CARRS-Q	Centre for Accident Research and Road Safety-Queensland	QR	Queensland Rail
CBD	Central business district	QT	Queensland Transport
CCTV	Closed circuit television	RCH	Royal Children's Hospital
CMC	Crime and Misconduct Commission	REEFVTS	Mandatory ship reporting system in Torres Strait and inner route of the Great Barrier Reef
CNI	City North Infrastructure	RMDL	Recreational Marine Driver Licence
CO	Corporate Office	RP&F	Rail, Ports and Freight
COAG	Council of Australian Governments	SafeST	Safe School Travel Program
CSA	Control Self Assessment	SchoolBUS	School bus upgrade scheme
CWB	Capital Works Board	SCOT	Standing Committee on Transport
DDA	Disability Discrimination Act	SD	Services Division
DETA	Department of Education, Training and the Arts	SDMDP	Service Delivery Management Development Program
DPW	Department of Public Works	SEQ	South East Queensland
DUKC	Dynamic Under Keel Clearance	SEQIPP	South East Queensland Infrastructure Plan and Program
E2E	Education to Employment	SEQTS	South East Queensland Travel Survey
eDRMS	Electronic document and records management system	SMF	Senior Management Forum
EEO	Equal Employment Opportunity	SPMS	Strategic Planning Management System
ESC	Electronic Stability Control	SSQ	Smart Services Queensland
Euro2	European emissions standards	STAS	School Transport Assistance Scheme
GCRT	Gold Coast Rapid Transit	SWAPP	Safe Walking and Pedalling Program
GEMS	Government Energy Management Strategy	T&L	Transport and logistics
GHG	Greenhouse Gas Emissions	TCQ	Taxi Council of Queensland
GLS	Graduated Licensing System	TICS	Transport Infrastructure Capability Scheme
GOC	Government Owned Corporation	TIWAG	Transport Industry Workforce Advisory Group
HRBCC	Human Resource and Business Collaboration Committee	TL	TransLink
ICT	Information and Communication Technology	TLT	Transport Leadership Team
IDAS	Integrated Development Approval System	TOMPA	Transport Operations (Marine Pollution) Act 1995
IGA	Inter-Governmental Agreement	TOMSA	Transport Operations (Marine Safety) Act 1994
IiP	Investors in People	TSPC	Transport Security Policy Committee
IPO	Infrastructure Program Office	TSC	Transport Service Contract
IMD	Information Management Division	VER	Voluntary Early Retirement
IRC	Internal Review Committee	VKT	Vehicle kilometres travelled
ITIL	Information Technology Infrastructure Library	VTM	Vessel traffic management
ITP	Integrated Transport Planning	VTMIS	Vessel traffic management and information system
KRA	Key result area	VTS	Vessel traffic services
LGA	Local Government Area	VTSO	Vessel traffic service operator
LGMS	Local Growth Management Strategy	WAT	Wheelchair Accessible Taxis
LPG	Liquefied Petroleum Gas	WHS	Workplace Health and Safety
LT&S	Land Transport and Safety	WIG	Working in Government
LUPAI	Land Use and Public Transport Accessibility Index	WIT	Women in Technology
MAQ	Multicultural Affairs Queensland	XPT	Express Passenger Train
MIG	Managing in Government		
MIST	Macarthur Intermodal Shipping Terminal		

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Customer Service Centre locations

Call Centre—Brisbane	400 Boundary Street Spring Hill	13 23 80	Dalby (LRM)	20 Cunningham Street Dalby	07 4660 6500
Call Centre—Emerald	83 Esmond Street Emerald	13 23 80	Darra (MVIC)	Argyle Parade Darra	07 3710 4500
Atherton (LRM)	Shop 2 13 Herberton Road Atherton	13 23 80	Elanora Select	The Pines Shopping Service Centre Guineas Creek Road	13 23 80
Barcaldine (LRM)	74 Ash Street Barcaldine	07 4651 2700	Emerald (LRM)	83 Esmond Street Emerald	07 4983 8749
Beaunesert (QGAP)	9 William Street Beaunesert	07 5542 9400	Gladstone (LRM)	2 Paterson Street Gladstone	07 4971 5200
Beenleigh (LRM)	24 Kent Street Beenleigh	13 23 80	Goondiwindi (LRM)	6 Brisbane Street Goondiwindi	07 4677 7200
Biloela (QGAP)	60 Kariboe Street Biloela	07 4992 8700	Greenslopes (LRM)	Greenslopes Shopping Mall 700 Logan Road Greenslopes	13 23 80
Blackwater (LRM)	Blain Street Blackwater	07 4986 1001	Gympie (LRM)	44 Duke Street Gympie	13 23 80
Bowen (LRM)	6 Herbert Street Bowen	13 23 80	Gympie (LRM) (MVIC)	Oak Street Gympie	07 5482 0315
Brisbane City (LRM)	229 Elizabeth Street Brisbane	13 23 80	Helensvale (LRM)	Shop 9AB 12 Sir Overall Drive Helensvale	
Bundaberg (LRM)	9 Production Street West Bundaberg	07 4153 7800	Hervey Bay (LRM)	50–54 Main Street Pialba—Hervey Bay	07 4194 4700
Bundall (LRM)	30 Upton Street Bundall	13 23 80	Inglewood (QGAP)	25 Albert Street Inglewood	07 4652 1310
Burleigh Heads (LRM)	Shop 66–68 Burleigh Town Market Place Reedy Creek Road Burleigh Heads	13 23 80	Innisfail (LRM)	12–14 Clifford Road Innisfail	13 23 80
Caboolture (LRM)	Cnr Aerodrome & Piper Streets Caboolture	13 23 80	Ipswich (LRM)	Colvin Street North Ipswich	13 23 80
Cairns (LRM)	Cnr Owen Close & Kenny Street Cairns	13 23 80	Kingaroy (LRM)	Artie Kerr Building 130 Kingaroy Street Kingaroy	07 4162 6800
Caloundra (LRM)	54 Canberra Terrace Caloundra	13 23 80	Logan (LRM)	43 – 45 Jacaranda Avenue Woodridge	13 23 80
Cannonvale (QGAP)	Shops 5–7 11 Island Drive Cannonvale	07 4948 2982	Longreach (LRM)	14 Wonga Street Longreach	07 4652 8200
Charleville (LRM)	98 Galatea Street Charleville	13 23 80	Macgregor (LRM)	Kessels Court 567 Kessels Road Macgregor	13 23 80
Charters Towers (LRM)	26–30 Hodgkinson Street Charters Towers	13 23 80	Mackay (LRM)	Endeavour & Industrial Streets Mackay	07 4951 8301
Chermside (LRM)	766 Gympie Road Chermside	13 23 80	Mareeba (LRM)	147 Walsh Street Mareeba	13 23 80
Cleveland (LRM)	Bloomfield Street & Ross Court Cleveland	13 23 80	Maroochydore (LRM)	Kelly Court Maroochydore	13 23 80
Cloncurry (LRM)	16–22 Ramsay Street Cloncurry	13 23 80	Maryborough (LRM)	Bright Street Maryborough	07 4121 8300

Maryborough (MVIC)	Bright Street Maryborough	07 4121 8319
Mount Isa (LRM)	Isa Square Simpson Street Mount Isa	13 23 80
Moura (QGAP)	Marshall & Shirley Streets Moura	07 4997 2244
Nambour (LRM)	Coronation Avenue & Stanley Street Nambour	13 23 80
Proserpine (LRM)	55 Main Street Proserpine	07 4945 2099
Redbank Select	Shop 221 Service Centre Redbank Plaza Shopping Centre Collingwood Drive Redbank	13 23 80
Redcliffe (LRM)	Cnr Beach & Bingle Streets Kippa-Ring	13 23 80
Robina (LRM)	35–39 High Street Robina Town Centre Robina	13 23 80
Rockhampton (LRM)	31 Knight Street North Rockhampton	07 4931 1547
Rockhampton (MVIC)	31 Knight Street North Rockhampton	07 4931 1544
Roma (LRM)	56 – 58 Gregory Street Roma	07 4622 9556
Rosalie (LRM)	Beck & Boys Streets Rosalie	13 23 80
Sherwood (LRM)	14 Primrose Street Sherwood	13 23 80
Southport (LRM)	265 Nerang – Southport Road Southport	13 23 80
Spring Hill (LRM)	477 Boundary Street Spring Hill	13 23 80

Stanthorpe (QGAP)	51 Marsh Street Stanthorpe	07 4681 4965
Stradbroke Island (LRM)	5 Ballow Road Dunwich, Stradbroke Island	13 23 80
Strathpine (LRM)	43 Bells Pocket Road Strathpine	13 23 80
Tewantin (LRM)	8 Sidoni Street Tewantin	13 23 80
Texas (QGAP)	32 Cadell Street Texas	07 4653 1251
Thursday Island (M)	Victoria Parade Thursday Island	07 4069 1405
Toowoomba City (LRM)	Clopton & Phillip Streets Toowoomba	07 4639 0888
Toowoomba Harristown (LRM)	Cnr Yaldwyn & Warwick Streets Toowoomba	07 4639 0888
Toowoomba Harristown (MVIC)	Cnr Yaldwyn & Warwick Streets Toowoomba	07 4617 6336
Townsville City (LRM)	146 Wills Street Townsville	13 23 80
Townsville Garbutt (LRM)	21–35 Leyland Street Garbutt	13 23 80
Warwick (LRM)	51 Victoria Street Warwick	07 4660 2700
Winton (QGAP)	Courthouse 59 Vindex Street Winton	07 4657 1536
Wynnum (LRM)	139 Tingal Road Wynnum	13 23 80
Zillmere (LRM)	Pineapple Street Zillmere	13 23 80
Zillmere (MVIC)	Pineapple Street Zillmere	13 23 90

Legend

- L** Driver licensing
- R** Motor vehicle registration
- M** Recreational and commercial vessel registration and licensing
- MVIC** Motor vehicle inspection centre
- QGAP** Queensland Government Agency Program Office

Contact Information

Contact Information/Customer Service

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Internet www.translink.com.au

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Regional Manager (Gold Coast)
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40-44 Seaworld Drive
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PO Box 107
Southport Qld 4127
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MSQ Regional Offices

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Bundaberg Qld 4670
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Bundaberg Qld 4670
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Facsimile (07) 4131 8550

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*Office does not sell publications

We value your feedback

ANNUAL REPORT 2006-2007

QT is committed to open and accountable governance and would welcome any feedback you may have on this report. Your feedback will also help us to improve next year's annual report. Please return this form to one of the following addresses:

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Brisbane Q 4001

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Queensland Transport
Floor 5, Capital Hill
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Brisbane Q 4000

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- ☐ Queensland Transport
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About our design

Queensland's transport system is a dynamic entity, constantly changing and evolving, and this year's Annual Report design reflects this. The free flowing lines represent Queensland's many and varied transport systems which encompass roads, train lines, walking tracks and waterways, among others. The lines converge to show the connectivity between our cities and rural and remote areas, symbolising a free moving system which is taking us into the future.



