



Additional published information

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Information systems and recordkeeping

We continue to develop strategies and activities to comply with the *Public Records Act 2002*, *Information Standard 40: Recordkeeping*, and *Information Standard 31: Retention and Disposal of Public Records*. Major achievements for 2011–12 include:

- implementing an online recordkeeping assessment tool to review compliance and maturity levels, and inform further improvements
- archiving and closing the department's legacy records in the old document management system to support effective management of records in the current system
- receiving the 2011 Queensland Award for Excellence for Outstanding Group Achievement in Records and Information Management from Records and Information Management Professionals Australasia for successfully implementing the department's Document Management System and Information Solutions Project.

Consultancies

Our expenditure on consultancies for the financial year 2011–12 is in accordance with the whole-of-government requirements for engaging and managing consultants. The total of \$4.35 million includes engineering related consultancies of \$0.88 million for management and delivery of the roads program, and \$3.47 million for other activities such as financial, information technology, management, human resources and communications related services.

Overseas travel

Figure A outlines overseas travel undertaken during 2011–12.

Figure A – Overseas travel				
Name of officer/ member and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Jon Douglas Director (Safer Roads)	Mexico City	Mr Douglas represented Austroads at the World Road Association C.1 Meeting and attended the World Road Congress. He gained access to a network of international road safety engineering experts and unpublished information regarding human factors considerations in road safety engineering, and observed innovative speed and traffic management initiatives that could potentially be translated and applied in the Queensland context.	\$1793.00	\$2036.00 (Austroads) \$2318.00 (Jon Douglas)
Lyall Ford Director (Project Management Services)	Papua New Guinea	Mr Ford presented a draft report on the <i>Gulf–Southern Highlands Highway Concept Planning Report</i> to the Minister, Secretary and staff of the Papua New Guinea (PNG) Department of Transport. The report was well received by the Minister, who advised that finance is available to move on to the design and construction phases of this project. This project will greatly expand opportunities for Queensland companies to benefit from trade and major projects in PNG.	NIL	\$970.00 (PNG Department of Transport)
Michael Crago Director (Service Delivery Research)	Mexico City	Mr Crago presented a paper on 'Using geo-demographic segmentation to encourage a customer-centric focus in service delivery' at the World Road Association World Congress 2011.	\$5271.39	NIL
Peter Evans Deputy Chief Engineer Russell Lowe Principal Technologist	South Africa	Mr Evans and Mr Lowe participated in an asphalt pavements study tour and attended the Conference on Asphalt Pavement for Southern Africa. They increased their knowledge of the technology and benefits of recycled crumbed rubber, longer-life asphalt at intersections and areas of high stress, reduced asphalt thickness, recycled asphalt pavement, warm mix asphalt for employee safety, and reduced cost of foamed bitumen stabilisation.	\$20 010.00	NIL
Gerald Murphy Project Director	New Zealand	Mr Murphy attended the Gateway Review in New Zealand. Using his experience in managing a major program of works in the Western Corridor, Mr Murphy was able to provide valuable input into the review on program/project management issues from a technical and governance perspective. He established and maintained key relationships with New Zealand transit authorities and provided a broader view and understanding of how gateway reviews are improving safety of the road environment and managing the impact on urban traffic growth.	NIL	\$1508.12 (New Zealand Transport Agency)
Ian Gray Project Manager Derek Skinner General Manager	London, UK	Mr Gray and Mr Skinner represented Transport and Main Roads and actively participated in the marketing and renewal of the principal arranged insurance conference for major projects. They established and maintained key relationships with the London insurance market in an area that is critical to the delivery of the <i>Queensland Transport and Roads Investment Program</i> and the management of risk for the department.	\$25 992.00	NIL
Jeshua Brouwer Principal Manager (ITS Strategy)	Orlando, USA	Mr Brouwer attended the European Committee for Standardisation (CEN) and International Organisation for Standardisation (ISO) cooperative systems joint meeting, as well as the ISO Technical Committee meeting on behalf of Geoff McDonald. Attendance at the CEN meeting provided an understanding of the standards required to ensure the interoperability for cooperative systems and the standards that Australia needs to modify or adopt. Mr Brouwer established and maintained key relationships with leading international developers of cooperative systems. Mr Brouwer presented a paper on the National ITS Architecture project at the ISO Technical Committee meeting.	\$6000.32	\$1491.04 (Austroads)

Additional published information

Name of officer/ member and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Peter Bryant Principal Engineer (Pavement Design)	Mexico City	Mr Bryant represented Austroads at the PIARC Technical Committee on Road Pavements and attended the World Road Congress. For the 2008 to 2011 PIARC cycle, the committee produced the following reports, which cover world's best practice in the specific area: 'Maintenance Methods and Strategies', 'Pavement Innovations', 'Quiet Pavement Technologies', 'Methods for Reducing Construction Time and Cost for Concrete Roads' and 'How to Deal with Effects of Climate Change on Road Pavements'.	\$2455.00	\$1755.00 (Austroads) \$1000.00 (PIARC)
Ken Broadhurst Principal Engineer	Abu Dhabi	Mr Broadhurst attended meetings with the Abu Dhabi Department of Transport to discuss and confirm Australian standard practice with regards to the route numbering system. He also gained exposure to developments in traffic engineering practice, which will assist the department.	NIL	\$3630.00 (Aurecon)
Mark MacDonald Executive Director (Program and Project Delivery) Michael Campbell Director (Property Management)	New Zealand	Mr MacDonald and Mr Campbell attended and presented at the State Road Authorities Property Managers' Conference 2011. They gained access to well-informed national property profiles across government agencies and benchmarking data collated across Australia and New Zealand.	\$3330.77	NIL
Neville Janssen Surveyor Nicholas Lawrence Geographic Information Systems Coordinator	New Zealand	Mr Janssen and Mr Lawrence attended the biennial national conference of the Surveying and Spatial Sciences Institute. They increased their knowledge of current spatial science best practice and liaised with spatial science peers from other Australasian road agencies. High-level discussions were held on the future of surveying, the spatial science profession and the value of surveying expertise. Demonstrations of spatial analysis in efficient and effective response to natural disasters were also held.	\$5292.39	NIL
Laszlo Bruza Principal Engineer	Washington, USA	Mr Bruza attended and presented a paper at the Transportation Research Board 91st Annual Meeting. Attendance at this conference provided a broader view and understanding of international developments and directions in heavy vehicle and infrastructure-related research. It provided the opportunity to support the department's key strategic priorities of improving the safety of the road environment and managing the impact of traffic growth. It enabled the department to promote our strong leadership of Performance Based Standards in Queensland and Australia, while developing effective approaches to the management and application of technology, particularly for heavy vehicles, to deliver road safety and productivity benefits for Queensland. Mr Bruza strengthened networks with international and national colleagues who are also developing concepts for development and implementation of performance-based regulations.	\$7554.00	NIL
Daniel Ning Hydrographic Surveyor Anthony Reise Principal Hydrographic Surveyor	New Zealand	Mr Ning and Mr Reise attended the 6th International Conference on High Resolution Surveys in Shallow Waters. They developed a greater insight into the current and emerging hydrographic surveying technologies and processes, especially in the area of multi-beam echo sounders and seabed classifications, made contacts within the industry, especially in the Australasian region and attained continuing professional development points for maintaining certification as hydrographic surveyors.	\$4335.92	NIL
Jon Oxford Director (Research and Development)	New Zealand	Mr Oxford is the Project Manager and Queensland representative on the Austroads Capability Task Force. He was required to provide updates on the Post Graduate Professional Development Project and Capability Development through Procurement. The Post Graduate Professional Development Project can now be finalised, however, university partners have identified opportunities to further influence the capability of contractors that in turn can improve the quality of infrastructure that is constructed.	\$1196.26	NIL
Mike Stapleton General Manager	New Zealand	As a board member, Mr Stapleton represented the department at the 2012 Australasian New Car Assessment Program (ANCAP) Board Meeting. The meeting discussed the current status on the establishment of NCAP in south-east Asia (Malaysia), the website development to assist with the marketing and activities related to Stars on Cars, the review of current and new crash test results, and assessed and prioritised upcoming crash tests.	\$1871.74	NIL

Name of officer/ member and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Arthur Hall Manager (Noise and Air)	Papua New Guinea	Mr Hall attended meetings between Transport and Main Roads and the PNG Department of Transport regarding the Milne Bay project (Central Province to Milne Bay Province). This was the first trip for the new project and focused on establishing relationships between the two departments and to familiarise the department with the project. Sending Mr Hall to the PNG Department of Transport ensured continuity of experience with this type of project, as it is expected that the Memorandum of Understanding will continue with PNG for years to come.	NIL	\$3106.00 (PNG Department of Transport)
Robyn Davies Director (Strategic Directions)	Mexico City	Ms Davies participated in the Program Committee for the International Walking Conference. The four conference themes this year were inclusion, trust, well-being and community. The program committee developed the draft conference program during the two-day meeting. The program includes a wide range of papers, workshops and walkshops, many of which address issues that will be of interest to Australian practitioners. The conference relates directly to the department's work in promoting and providing infrastructure for active transport.	\$1418.00	\$3025.00 (Walk21)
Ross Guppy Deputy Chief Engineer	New Zealand	Mr Guppy represented the department at the Austroads Project Delivery Review Panel meeting, which operates under the Austroads Technology Program, in Auckland, New Zealand. Outcomes included providing an opportunity to promote attendance at and involvement in the upcoming Transport and Main Roads Engineering Technology Forum, coordinating responses to the Council of Australian Governments discussion paper on Design and Construct and agreeing on the next areas to investigate the use of nationally harmonised registration systems, for example asphalt and bitumen. Mr Guppy's attendance contributed to the department's delivery of its obligations to Austroads. It also ensured that Queensland continues to benefit from the knowledge generated in other states and countries.	\$1698.00	NIL
			Total agency cost	\$88 218.79
			Total external funding	\$20 839.16
			Total cost of overseas travel	\$109 057.95
			Total trips	18
			Total travellers	23

Waste management

In 2011–12, the department developed a new *Waste Management Plan* to further reduce our carbon footprint and meet compliance requirements.

For information on other initiatives to reduce the environmental impact of our operations, see page 38 of Volume 1 of the *Transport and Main Roads Annual Report 2011–12*.

Recycling Policy for Buildings and Civil Infrastructure

Transport and Main Roads supports the government's vision of a low-waste Queensland and the goals of *Queensland's Waste Reduction and Recycling Strategy 2010–2020* of reducing waste and optimising recovery and recycling. We are also committed to the *Recycling Policy for Buildings and Civil Infrastructure* and achieving the minimum target to recover 40 per cent of construction and demolition waste material from landfill by recycling or reusing each waste material type within the total waste material composition of each designated project for government buildings and civil infrastructure projects involving construction, refurbishment and/or demolition.

An extensive list of projects applied the *Recycling Policy for Buildings and Civil Infrastructure*, but the department was unable to obtain quantitative information for a significant proportion of projects. Many of the projects significantly exceeded the 40 per cent target, whereas others did not meet the target but recycled all that was possible to be recycled for the type of works.

Carbon emissions

Transport and Main Roads is committed to playing its part to reduce the level of greenhouse gas emissions associated with Queensland Government departments when they deliver government services to the community.

The Queensland Government has previously established minimum greenhouse gas emissions reporting requirements for departments covering their main greenhouse gas emitting business activities; namely those linked to (i) vehicle use, (ii) electricity consumption and (iii) air travel. These activities are sources of both direct and indirect greenhouse gas emissions, which are reported as carbon dioxide equivalent emissions.

It is noted that due to data collection limitations in previous years, the reporting period has been the 12-month period from 1 April of the preceding year to 31 March of the year for which the annual report was prepared. Some of the past data collection limitations have now been addressed. To enable a transition for the reporting period to a standard financial year, as a once-off exercise this annual report (i.e. for the 2011–12 financial year) will additionally outline the emissions data for the preceding three-month period of 1 April 2011

to 30 June 2011. For clarity the data for the two periods is presented in each section of the table below as two adjacent figures; namely data for the 12-month period 1 July 2011 to 30 June 2012, followed by data for the three-month period 1 April 2011 to 30 June 2011 (shown in brackets).

Reporting of greenhouse gas emissions by departments is limited due to the complexity of the operational boundaries within the public sector, especially in situations where internal government shared services providers are used. While the best available data has been used, in some instances estimates have had to be reported due to the shortcomings of data collection processes or systems. For example, in those government-owned office buildings where there are multiple government agency tenants and the electricity usage cannot be solely attributed to any one particular agency, the electricity usage by the tenant agencies may be distributed proportionally based on the floor area they occupy.

Importantly, any attempted comparison of emission levels with those of previous periods must first ensure that all the relevant parameters are exactly the same, and relevant emissions information has not been affected by changes such as differences in the configuration and make-up of the department's building portfolio; changes to building functionality and/or occupancy levels; or changes to the emissions conversion factors used (which can vary each year as published by the Australian Government).

Figure B outlines the emissions relating to Transport and Main Roads for (a) the 12-month period 1 July 2011 to 30 June 2012 and (b) for the preceding three-month period 1 April 2011 to 30 June 2011 (shown in brackets).

Figure B – Greenhouse gas emissions – 1 April 2011–30 June 2012

Activity	Greenhouse Gas Emissions in tonnes of CO ₂ -e			Explanatory notes
	GROSS emissions	LESS offsets	NET emissions	
Vehicle usage				
• QFleet-leased and department-owned vehicles	43 841 (10 310)	8429 (4326)	35 412 (5984)	1
• Hired vehicles*	633.09 (168.13)	310.14 (168.13)	322.95 (0.00)	2
Electricity consumption				
• Government-owned buildings**	42 592 CO ₂ -e (9283 CO ₂ -e)	- (-)	42 592 CO ₂ -e (9062 CO ₂ -e)	3
• Leased privately-owned buildings	7921 CO ₂ -e (1338 CO ₂ -e)	- (-)	7921 CO ₂ -e (1338 CO ₂ -e)	4
Air travel				
• Domestic air travel on commercial airlines*	2335.54 (993.61)	1341.44 (993.61)	994.11 (0.00)	5
• International air travel on commercial airlines*	26.89 (9.27)	19.78 (9.27)	7.11 (0.00)	5

Figures shown in brackets are the emissions calculated for the three-month period 1 April to 30 June in 2011 only, which falls outside the 12-month reporting period of 2011–12.

* The emissions summary represents total emissions information based on records held by the Queensland Government Chief Procurement Office (QGCPPO). The data provided may not be complete. All relevant information for all travel and vehicle hire was not readily available and therefore was not able to be collected in time to allow for inclusion in this report.

** The emissions summary represents total emissions information based on records held by Department of Housing and Public Works (DHPW). The data provided may not be complete. All relevant information for each site was not readily available, and in some cases was not able to be collected in time to allow inclusion in this report. Government owned buildings contain total emissions for Transport and Main Roads-owned buildings and DHPW-owned premises leased by Transport and Main Roads.

Explanatory notes:

- These emissions are those attributable to fuel usage in government vehicles, including vehicles owned by this department, as well as any it leases from QFleet. The QGCPPO has provided departments with available fuel procurement data to enable the departments to calculate their emissions. All emissions reported represent emissions associated with four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. The emissions offsets relate to the national Greenhouse Friendly™ certified carbon offsets purchased for those government vehicles that did not comply with the minimum Greenhouse Vehicle Guide (GVG) ratings. Vehicle emissions offsetting undertaken by this department since 1 July 2010 relates to the Queensland Government's commitment to offset 50 per cent of vehicle emissions from 2010.
- The hire car vehicle emissions figures are attributable to Avis Australia vehicles booked under the Standing Offer Arrangement for vehicle hire managed by the QGCPPO. The emissions have been calculated by Avis Australia. The emission offsets figure relates to purchased national Greenhouse Friendly™ certified carbon offsets.
- Emissions related to electricity consumption in government-owned buildings are calculated based on available building-related electricity consumption records. The emissions reported are limited to those linked to the electricity consumed by this department in buildings it owns, or in space it leases within other government buildings. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary. For example, in those government office buildings that do not have separate electricity sub-metering for departmental tenants, the electricity consumption and associated emissions have been apportioned 45 per cent to the landlord, and 55 per cent to the tenants – in line with historical benchmarking. Emissions have been calculated by converting relevant electricity consumption using the Scope 2 conversion factor of 0.88kg CO₂-e/kWh as published in the *National Greenhouse and Energy Reporting (Measurement) Amendment Determination 2011 (No.1)*.
- Emissions related to electricity consumption in leased privately-owned buildings are based on available building-related electricity consumption records (Note: The data provided will not include emissions where the occupant of the private-owned building pays an electricity retailer directly). The emissions reported are limited to those linked to the electricity consumed by this department in space leased within buildings other than government-owned (i.e. in privately-owned buildings). Electricity usage has been calculated or estimated using actual electricity records or lease charges received from landlords. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary.
- Air travel includes all flights recorded by the QGCPPO, specifically:
 - » international air travel on commercial airlines; and
 - » domestic air travel on commercial airlines.

These emissions are calculated by QGCPPO using the kilometres flown from data provided by the relevant commercial airline and applying a methodology based on International Civil Aviation Organisation criteria. This methodology uses an averaged consumption of fuel per passenger for flights, which can then be converted into tonnes of CO₂.

The emission offsets figure for air travel relates to purchased national Greenhouse Friendly™ certified carbon offsets.

Aboriginal and Torres Strait Islander matters (The Queensland Government Reconciliation Action Plan 2009–12)

In consultation with stakeholders, we continued to implement the *Transport and Main Roads Reconciliation Action Plan 2010–12*, which reaffirms our reputation as an organisation actively committed to ensuring Indigenous Australians are given the opportunity to improve their quality of life. The plan outlines how we will meet our commitments under the Council of Australian Governments' Closing the Gap initiatives and *The Queensland Government Reconciliation Action Plan 2009–2012*.

Figure C – The Queensland Government Reconciliation Action Plan 2009–2012 (RAP) – implementation progress

Initiative	National Aboriginal and Torres Strait Islander reforms
Action	The Queensland Government will work actively with Aboriginal and Torres Strait Islander peoples to achieve the Council of Australian Governments' national Closing the Gap targets and strategies, including in the key areas of early childhood, schooling, housing, health and economic participation.
Transport and Main Roads' implementation progress in 2011–12	<ul style="list-style-type: none"> Continued to support two Government Champions for the communities of Pormpuraaw and the Northern Peninsula Area Expanded our scholarship, training and employment programs for Aboriginal and Torres Strait Islander peoples, including the highly successful Education toward Employment program Continued to roll out our Indigenous Driver Licensing Program in remote Indigenous communities to increase the number of driver licences issued to Indigenous people, promote safe driving and reduce the number of Indigenous people in prison for driver licensing-related offences Continued the 'Ready for the Road' training initiative to help aspiring Indigenous drivers learn the road rules, with 787 products issued through the Indigenous Driver Licensing Unit and 55 products through the Lotus Glen Prison program Continued the Woorabinda Road Safety Trial focusing on practical driver training, licensing, correct use of restraints, bicycle education, alcohol ignition interlocks and road safety promotion through art Continued the Torres Strait Marine Safety Project to increase awareness of boating safety, including school visits, BoatSafe courses and educational material in English and Torres Strait Creole Registered the first Indigenous corporation under our traffic management registration scheme Developed and implemented initiatives to support Indigenous employees including mentoring and coaching and an employment toolkit to assist staff with Indigenous employment Installed Welcome to Country signage acknowledging six of the Traditional Owner groups in our northern region, with a further six to be installed in 2012–13 Partnered with other agencies and contractor organisations responsible for delivering our Transport Network Reconstruction Program on an initiative to employ 100 Indigenous workers during the life of the program, with 56 people employed during 2011–12 Continued to support the <i>Indigenous Employment Policy for Queensland Government Building and Civil Construction Projects</i> (IEP 20 Per Cent Policy, which ensures that local people provide 20 per cent of total labour hours on construction projects in specified Aboriginal and Torres Strait Islander communities) and the <i>10 Per Cent Training Policy</i> (which requires that a minimum of 10 per cent of the total labour hours on state government building and construction contracts is undertaken by apprentices, trainees or cadets) Became a member of the Australian Indigenous Minority Supplier Council database of certified Indigenous business suppliers and implemented an <i>Indigenous Procurement Plan</i> to maximise Indigenous employment and supplier opportunities Donated 445 refurbished desktop computers and laptops to disadvantaged students through the Rotary Club of Nundah's Computers 4 Kids program Adopted the use of 'Welcome to Country' and 'Acknowledgement of Traditional Owners' at all significant public and internal department events Provided Indigenous cultural awareness training attended by 95 departmental staff and began developing an online course
Initiative	Annual agency planning and reporting
Action	All Queensland Government agencies will incorporate relevant reconciliation actions in their annual business plans and report on the progress of the implementation of <i>The Queensland Government Reconciliation Action Plan 2009–2012</i> as part of their annual reports.
Transport and Main Roads' implementation progress in 2011–12	<ul style="list-style-type: none"> Continued to consider relevant reconciliation actions in developing annual divisional business plans Continued our Reconciliation Committee, which met 10 times to monitor progress and drive implementation of the RAP Continued reporting on our activities under this program bi-annually to the Department of Communities and annually to Reconciliation Australia

Queensland Multicultural Policy – Queensland Multicultural Action Plan: 2011–14

Figure D outlines the department's progress in implementing the *Queensland Multicultural Policy*.

Figure D – Queensland Multicultural Action Plan 2011–14 outcomes

Queensland Multicultural Action Plan 2011–14 – Whole-of-government core outcomes		
Core outcome	Performance indicators	Measure
Improved cultural competence of staff	Number of staff that have participated in cultural competence training annually	50
	Number of staff that have participated in cultural competence training as a per cent of the total number of department staff for the year	0.56%
Improved access to interpreters for clients when accessing services	Amount spent annually on interpreters engaged by the department and government-funded non-government organisations	\$234 769.19
	Number of interpreters engaged annually by the department and government-funded non-government organisations	3064
Improved communication and engagement with culturally and linguistically diverse (CALD) communities and/or organisations	Number of key information publications translated into languages other than English, annually	2
	Number of languages in which publications are available	New Queensland Driver Licence fact sheets – 15; Passenger Transport information – 11
	Number of information sessions or workshops held for people from culturally and linguistically diverse backgrounds	5
	Number of culturally and linguistically diverse groups, peak bodies and other stakeholders consulted or engaged annually on the development or implementation of departmental projects, services, policies and programs	7
Improved recruitment and retention strategies for staff from CALD backgrounds	Number and percentage of staff indicating they are from a non-English speaking background	7.8%
	Number of complaints about racial discrimination within the department	1

Initiatives for women

Transport and Main Roads encourages recruitment and retention of women in the transport, logistics and supply chain industry through our award-winning Women Take the Wheel program. For details, see page 39 of Volume 1 of the *Transport and Main Roads Annual Report 2011–12*.

The department actively supports women in leadership roles. In March 2012, we developed the *Women on Boards Transport and Main Roads Strategy 2012–2014* to assist the department in reaching the Queensland Government's 50 per cent target for female board member representation. During 2011–12, 10 women were appointed (including new and re-appointees) to department, statutory authority and statutory body boards under the department's portfolio, which represented 38.4 per cent of new and re-appointees. At 30 June 2012, there were 10 women (38.4 per cent) on department, statutory authority and statutory body boards under the department's portfolio.

In March 2012, the Inspiring Women program was re-launched in the south-east Queensland region. The program aims to maximise the potential of women across the department by developing leadership skills and personal skills for women at the A03 to A05 level. Twenty women participated in the five-month action learning program.

Carers (Recognition) Act 2008

We recognise the valuable contribution of carers to the people they care for and the economic and social benefit that carers provide to the community. To reflect the requirements of the *Carers (Recognition) Act 2008* and the principles of the Carers' Charter in assisting carers and the people they care for, the department offers the following initiatives:

- a range of paid and unpaid leave entitlements to assist them in their family/caring responsibilities
- a range of flexible work arrangements to assist with work-life balance
- family/carers' rooms in the department's facilities, where possible
- information on *insideHR* to inform and educate staff about carer's leave, applicable awards, acts and procedures, and the Carers' Charter
- supporting documentation, including posters and managers' guides, to educate staff about carers and their needs.

Right to Information and Information Privacy

Right to Information

We are committed to providing the community with open and transparent access to information about our services and activities. Our website contains various publications and pages detailing our services and business operations. People may also wish to make an application under the *Right to Information Act 2009* (RTI Act) to access information that is not their personal information.

Information Privacy

In providing its services, the department collects a large amount of personal information from the community and employees. We are committed to protecting and dealing with the personal information entrusted to us in a fair, secure and ethical manner, and ensuring that any breaches of privacy are appropriately addressed.

The *Information Privacy Act 2009* (IP Act) provides individuals with the means to access their personal information and to ensure that this information is accurate, complete, up-to-date and not misleading. It also provides rules for how agencies must handle personal information.

RTI and IP applications

Information on how to make a formal application requesting access to documents under either the RTI Act or IP Act is available on our website.

The most common types of applications we receive are requests for access to documents relating to vehicle registration, roadworks and major construction projects in which we are involved. In 2011–12, we received 610 applications. We have completed 568, with the remaining applications to be finalised in 2012–13.

Our achievements in 2011–12 include:

- increasing publication of released documents on the disclosure log
- continuing to develop our Right to Information and Information Privacy management system.

Complaints management

Any customer, employee or other stakeholder may lodge a complaint about our policy, products or services. Complaints can be lodged via our website, by phoning or by speaking to our staff at any Transport and Main Roads office or service centre. Complaints are managed in accordance with *Public Service Commission Directive 13/06 Complaints Management Systems*. Administrative complaints reported in 2011–12 are detailed in Figure E.

Figure E – Administrative complaints in 2011–12

Complaints reported under Directive 13/06	2707
Proportion of reported complaints responded to within 15 working days	81.5%
Proportion of complaints substantiated resulting in corrective work or action	44.6%
Complaints in progress at 30 June 2012	23

As shown in Figure F, 14.3 per cent of complaints were about customer service. Approximately one-fifth (21.6 per cent) of complaints related to registration and licensing, including registration fees and payments, licence suspension and disqualifications, and driving test results.

Figure F – Reported complaints from community and stakeholders

Complaint type	Number of complaints
Damage/maintenance	378
Traffic	170
Safety	210
Registration	269
Licensing	318
Noise	185
Signage	89
Customer service	388
Other	700
Total	2707

Data source: Reported complaints received by website form, email, phone, in person and by post.

Notes: 'Other' includes topics such as property, maritime, taxis and planning issues.

Our complaints management policy and procedures were revised in June 2012 in accordance with requirements from the Queensland Ombudsman and the Crime and Misconduct Commission. A quarterly complaints management report to the Board of Management identifies any complaint trends and issues within the department.

Information about our *Complaints Management Policy*, *Complaints Management Procedures* and an online feedback and complaints form can be found on our website.