

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20606**

**To:** Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br>Introduction of formless customer applications for licensing and registration transactions across the State | <b>Non-urgent</b> |
|--|-------------------|

**Summary**

- The Customer Services, Safety and Regulation (CSSR) division, is continually looking at ways to improve the customer experience and generate efficiencies within the Department of Transport and Main Roads (TMR), including the recent introduction of formless customer applications.
- Through amendments to regulation, customers are no longer required to complete and present a form for certain registration and licensing transactions.
- On 5 June 2017, a trial commenced in both Toowoomba City and Toowoomba Harristown Customer Service Centres (CSCs) to conduct several high-volume registration and licensing transactions, without the requirement for a customer to complete a paper-based application form (referred to as formless customer applications).
- An evaluation of the trial saw overwhelmingly positive feedback from customers, identified risks mitigated effectively and some business efficiencies.
- That you note: The success of the trial has prompted TMR to introduce formless applications across its customer service network, as approved by the Director-General, (Refer DBN12462 **Attachment 1**).

**Background**

- In early-2017, amendments were made to the Transport Operations (Road Use Management – Driver Licensing) Regulation 2010 and the Transport Operations (Road Use Management – Vehicle Registration) Regulation 2010 to remove the requirement for certain registration and licensing applications to be made in the approved form.
- From June 2017, this formless concept was trialled at both Toowoomba City and Toowoomba Harristown CSCs. The trial included a number of high-volume registration and licensing transactions, including:
  - application to register an unregistered vehicle
  - driver licence applications, renewals and upgrades
  - application for a replacement licence
  - change of customer details, such as name, address or medical condition.

|   |   |   |   |
|---|---|---|---|
| <b>Action Officer:</b><br>Kellie Hammond<br>Regional Director (SEQ North)<br>Tel: 3866 3101<br>Date: 18 December 2017 | <b>Endorsed by:</b><br>Geoff Magoffin<br>General Manager (Customer Services Branch)<br>Tel: 3066 5100<br>Date: 20 December 2017 | <b>Endorsed by: DDG</b><br>Mike Stapleton<br>Deputy Director-General (Customer Services, Safety and Regulation)<br>Tel: 3066 7222<br>Date: 21 December 2017 | <b>Endorsed by: DG</b><br>Neil Scales<br>Director-General<br>Tel: 3066 7316<br>Date: 4/1/18 |
|---|---|---|---|

- An evaluation of the trial saw overwhelmingly positive feedback from customers, identified risks mitigated effectively and some business efficiencies.

#### **Issues and Suggested Approach**

- A number of issues and risks were identified as part of the trial and have been mitigated appropriately. (Refer DBN12462 **Attachment 1**)

#### **Financial Implications**

- The statewide roll-out of this initiative will be funded within CSSR's existing budget.

#### **Consultation with Stakeholders**

- Consultation was undertaken with appropriate internal stakeholders and customers external to TMR:
  - Transport Regulation Branch: amendments to regulation, management of the initial trial and mitigation of risks
  - Customer Services Branch: management of the initial trial, mitigation of risks and leading statewide implementation of formless customer applications
  - Corporate Governance Branch: liaison with internal audit to mitigate risks and provide approvals for new processes
  - Customers: customer feedback collected during the pilot.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Minister's comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**



**Department of Transport and Main Roads**  
**Decision Brief**  
**DBN12462**

To: Director-General

|   |   |
|---|---|
| <b>SUBJECT:</b><br>Implementation of Formless Customer Applications for licensing and registration transactions across the State  | <b>URGENT</b><br>Statewide implementation to commence from March 2018 |
| <b>Director-General's Comments:</b><br>1. Noted.<br>2. Great outcome!! well done.<br>3. We need to brief the Minister too please.<br>Approved / <del>Not Approved</del><br>Director-General <i>Scales</i><br>Date <i>12.12.17</i> |   |

**Summary**

- Customer Services Branch (CSB), in partnership with Transport Regulation Branch (TRB) is continually looking at ways to improve the customer experience and generate efficiencies within the Department of Transport and Main Roads (TMR), including the recent introduction of formless customer applications.
- On 5 June 2017, a trial commenced in Toowoomba City and Toowoomba Harristown Customer Service Centres (CSCs) to conduct several high-volume licensing and registration transactions, without the requirement for a customer to complete a paper-based application form (referred to as formless customer applications). Refer previous, DBN11752 (**Attachment 1**).
- The trial was the culmination of a significant body of work completed in partnership between TRB and CSB.
- An evaluation of the trial has been completed, with the key findings used to inform the statewide rollout of formless applications outlined in this brief. The key findings from the evaluation include:
  - feedback from customers is overwhelmingly positive
  - identified risks have been sufficiently mitigated
  - business efficiencies can be realised through processing time reductions and savings in the form life-cycle, including printing, distribution, storage and recall.

| Approved by Director              | Endorsed by GM                             | Endorsed by GM                                | Endorsed by DDG   |
|-----------------------------------|--|---|---|
| Kellie Hammond                    | Geoff Magoffin                             | Andrew Mahon                                  | Mike Stapleton  |
| Regional Director (SEQ North)     | General Manager (Customer Services Branch) | General Manager (Transport Regulation Branch) | Deputy Director-General (Customer Service, Safety and Regulation) |
| Tel: 3866 3101                    | Tel: 3066 5100                             | Tel: 3066 7175                                | Tel: 3066 7222  |
| Date: 4 December 2017<br>DBN12462 | Date: 6 December 2017                      | Date: 6 December 2017                         | Date: 8 December 2017   |



## Recommendations

- That you endorse the statewide implementation of formless customer applications throughout all TMR CSCs.
- That you note licensing and registration transactions are conducted by third parties (including Queensland Government Agency Program (QGAP) offices and Queensland Police Service (QPS) stations) in regional and rural communities. Roll-out of this initiative to third party providers will be considered in future implementation tranches.

## Financial Implications

- Based on the trial evaluation, savings are expected which will be used to offset funding shortfalls in the form lifecycle. This includes a reduction in costs associated with creating, maintaining, printing, distributing, checking, storing and recalling paper forms.
- The statewide rollout of this initiative will be funded within CSB's existing budget.

## Background

- In early-2017, amendments were made to the Transport Operations (Road Use Management – Driver Licensing) Regulation 2010 and the Transport Operations (Road Use Management – Vehicle Registration) Regulation 2010 to remove the requirement for certain licencing and registration applications to be made in the approved form.
- As an alternative, the Chief Executive may publish on the TMR website the way in which applications can be made. These amendments were intended to provide flexibility for service delivery, including allowing applications to be made verbally to a Customer Service Officer (CSO), without the requirement for a customer to complete a paper form.
- From June 2017, this formless concept was trialled at both Toowoomba City and Toowoomba Harristown CSC's. The trial included a number of high-volume registration and licensing transactions, including:
  - application to register an unregistered vehicle
  - driver licence applications, renewals and upgrades
  - application for a replacement licence
  - change of customer details, such as name, address or medical condition
- Through the evaluation of the trial, a number of benefits have been identified which will inform the statewide implementation of this initiative.

## Issues and Risk Mitigation

- Through the evaluation, it was identified that most risk treatments outlined in the previous DBN1752 were adequate to successfully mitigate the identified risk. A summary of the evaluation outcomes is outlined below.

### *Transaction times*

- The initial goal of the project was to ensure that transaction times did not increase significantly as a result of the new processes. An analysis of transaction times in the two months following implementation indicated that, for the most part, there was a slight decrease in transaction times compared to the two months prior to the trial.
- Transaction times for driver licensing across both the trial sites decreased between two and seven seconds. For registration transactions the Harristown CSC recorded slight increases of 11.3 seconds, however, the times at Toowoomba City decreased by approximately 50 seconds.



### *Customer satisfaction*

- Customer feedback was gathered during the trial using an exit poll style survey. The feedback comprised four areas and the results were overwhelmingly positive:
  - 91 per cent of customers were extremely satisfied with the transaction (one per cent dissatisfied)
  - 94 per cent felt the transaction was extremely fast (one per cent somewhat slow)
  - 96 per cent felt the transaction was faster than completing a form
  - 96 per cent preferred not having to complete a paper form (two per cent prefer to fill in a form).

### *Employee engagement/change readiness*

- Staff at the two participating trial sites were consulted early in the process and were actively engaged in developing and refining the procedures. There were several issues raised and these were addressed early to alleviate any concerns.
- While there was some initial concern from some of the staff, the general consensus among the team is now very positive. Staff believe that they are engaging better with customers now and have noticed a positive response from these customers. There is also some evidence to suggest that follow-up work to correct errors or omissions has reduced by approximately 80 per cent. These productivity savings will be re-invested with our teams focussing on higher value activities to improve the experience of our customers.
- Anticipated cost savings in managing the form life cycle and postage, when implemented on a larger scale.
- As part of the evaluation, additional consultation was undertaken with stakeholders to address concerns raised. These were:
  - privacy statements – feedback from Internal Audit suggested that there needed to be a customer declaration at the completion of the transaction to address customer disclosures around privacy and an acknowledgement of the accuracy of the information they have provided. A manual work around was adopted for the trial. However, automated solutions are being considered for statewide roll-out. This solution will also satisfy TMR's privacy obligations required for the Document Verification System
  - the ability to investigate and prosecute offenders suspected of providing false or misleading information. Consultation was undertaken with QPS, the Office of State Revenue and TMR's Identity Management Unit. The feedback provided was that the removal of the application form did not significantly impact on the ability to prosecute or take enforcement action, particularly with the inclusion of the customer declaration as part of the transaction.
- As demonstrated during the trial, the completed risk assessment showed the identified risks, once mitigated, are comparable to existing risks for the current form-based processes.
- CSB has established a cross-branch Project Board and Working Group to facilitate the statewide implementation of this initiative, as described below:
  - A statewide roll-out is planned from March 2018. A staged approach will be adopted which includes:
    - Stage 1 - Driver licensing transactions for existing smartcard customers



- Stage 2 – Driver licensing for new customers
- Stage 3 – Vehicle new registration.
- Each region will progressively roll out to their TMR CSC's at the same time across the State. Once all locations are active, the State will move on to the next stage.
- It is proposed that there be a period of up to one month between each stage and progress to each new stage will be dependent upon endorsement from the project executive.
- Ongoing, CSB will be working closely with TRB to identify further opportunities for the removal of forms, including roll-out to third party service delivery sites. Removing the requirement to complete a form from further non-registration and licensing transactions will involve further legislative amendments.

#### **Financial Implications**

- The statewide rollout of this initiative will be funded within CSB's existing budget.

#### **Consultation with Stakeholders**

- Customer feedback was gathered during the trial using an exit poll style survey.
- A cross-branch project board and working group has been established to facilitate the statewide implementation of this initiative.
- As indicated above, Internal Audit observed the trial at the Toowoomba and Harristown CSCs and identified a gap with no provision for customer acknowledgement to demonstrate that transactions were conducted in an identical way. All formless in-person transactions (FIPT) customers received the same information and were asked the same eligibility questions.
- Noting the FIPT team's positive response to this, and that staff and customers strongly supported the FIPT approach, the Chief Auditor is of the view the trial provided a basis for further rollout of the approach, subject to due consideration of risks and appropriate controls to address those risks. In this context, Internal Audit is continuing to provide proactive advice to both the Project Board and Working Group to identify and address issues in the implementation phase.

#### **Employment**

- There are no employment impacts as a result of this initiative.

#### **Election Commitments**

- This initiative does not relate to an election commitment.



**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20610**

**To:** Minister for Transport and Main Roads

|  |   |
|--|---|
| <p><b>SUBJECT:</b><br/><b>Meeting details:</b> Chairperson and an appointed member of the Board of the Gold Coast Waterways Authority (GCWA).</p> <p><b>Date/time:</b> Tuesday 2 January 2018, 10.30-11.00 am</p> <p><b>Attendees:</b><br/>Ms Tam van Alphen, Chief of Staff, Office of the Minister for Transport and Main Roads<br/>Ms Mara Bun, Chairperson, GCWA<br/>Ms Leslie Shirreffs, Board member, GCWA</p> | <p><b>Urgent</b><br/>Meeting scheduled for 2 January 2018</p> |
| <p><b>Minister's comments:</b></p>   |   |

**Summary**

- This brief is to advise you of issues relevant to your meeting with the Chairperson of GCWA about matters concerning the reappointment of GCWA's Board.

**Details of the Meeting**

- You are meeting with Ms Bun, Chairperson and Ms Shirreffs, appointed member of GCWA's Board.
- The meeting will take place at 10.30-11.00 am in your boardroom at Level 35, 1 William Street.
- Your Chief of Staff, Ms van Alphen, is also scheduled to attend.
- The primary stated purpose of the meeting is to discuss the composition of the GCWA's Board, which was recently reappointed for three months and is due to expire on 28 February 2018.

**Action Officer:**  
Steve Pitman  
Principal Advisor (Maritime Strategy)

Tel: 3066 2723  
Date: 21 December 2017

**Endorsed by:**  
Peter Wilkins  
Director (Maritime Strategy)

Tel: 3066 4069  
Date: 21 December 2017

**Endorsed by DDG**  
Mike Stapleton  
Deputy Director-General (Customer Services, Safety & Regulation)

Tel: 3066 7222  
Date: 21 December 2017

**Endorsed by: DG**  
Neil Scales  
Director-General

Tel: 3066 7316  
Date: 12/12/17.

## Background

- The *Gold Coast Waterways Authority Act 2012* (GCWA Act) established the GCWA and its Board. Section 43 of the GCWA Act provides that the Board controls the GCWA.
- The GCWA is responsible for delivering the best possible management of the Gold Coast's waterways at a reasonable cost to the community and government while keeping government regulation to a minimum. The Board is a decision-making entity that reports to you as the Minister for Transport and Main Roads.

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration



Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### **Financial Implications**

- There are no financial implications.

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20619**

To: Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br>Release of national maritime safety regulator's levy schedule | <b>Non-Urgent</b> |
|--|-------------------|

**Summary**

- On 21 December 2017, the Australian Maritime Safety Authority (AMSA) released its proposed fee schedule for regulating the safe operation of domestic commercial vessels operating in Australia.
- This levy schedule is more agreeable to industry. This is largely attributable to the states providing supplementary financial support for the national system until the period of 2022–23. This will allow for a staged increase of fees by AMSA over the next 10 years.
- The then Commonwealth Minister for Infrastructure and Transport, the Honourable Darren Chester MP, wrote to you on 6 December 2017 (**Attachment 1**) requesting that Queensland contribute to support industry to transition to cost recovery under the national system over the next five years.
- A reply to the then Deputy Prime Minister and Minister for Infrastructure and Transport, the Honourable Barnaby Joyce MP, (**MC99911**) is awaiting your approval.

**Background**

- The Commonwealth is scheduled to take over full service delivery responsibilities on 1 July 2018.
- At the November 2017 Transport and Infrastructure Council meeting, an agreement was reached between participating jurisdictions and the Commonwealth that the jurisdictions would contribute (50 per cent of supplementary funding required to fund the National System) over a five year period, and that Commonwealth would fund the remaining 50 per cent.
- AMSA released its revised schedule in late December 2017.
- Under the schedule proposed in October 2016, all owners of vessels based in Queensland would have experienced a significant immediate fee increase. Due to the financial support being provided by the jurisdictions, this schedule will be received more favourably and will incorporate a year free of levies in 2018–19.
- The levy will increase over a 10-year period.

| Action Officer/Approved by:                   | Endorsed by GM  | Endorsed by DDG  | Endorsed by DG                             |
|---|---|--|--|
| Peter Wilkins<br>Director (Maritime Strategy) | Patrick Quirk<br>General Manager Maritime Safety Queensland | Geoff Magoffin<br>A/Deputy Director-General (Customer Services, Safety & Regulation) | Mike Stapleton<br>A/Director-General (TMR) |
| Tel: 3066 4069<br>Date: 18 January 2018       | Tel: 3066 3977<br>Date: 18 January 2018                     | Tel: 3066 7222<br>Date: 18 January 2018  | Tel: 3066 7316<br>Date:                    |



### Issues and Suggested Approach

- Successful discussions between the jurisdictions and AMSA have led to the proposed subsidised cost-recovery model, which sees state jurisdictions contributing funds to the national system.
- Operators under the national system will be generally better off while the jurisdictions provide the financial assistance, but will experience higher fees once the assistance from the states ceases.
- AMSA will continue to engage with industry over the ten years, and there is expected to be some negative feedback from industry as the levy increases.

### Financial Implications

- Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### Consultation with Stakeholders

- No consultation was undertaken

### Employment

- There are no employment implications associated with this matter.

### Election Commitments

- This matter does not relate to any election commitment.

### Minister's comments

Noted / Not Noted

Minister's signature.....

Date ...../...../.....



**The Hon Darren Chester MP**  
Minister for Infrastructure and Transport  
A/g Minister for Regional Development  
A/g Minister for Local Government  
*Deputy Leader of the House*  
*Member for Gippsland*

PDR ID: MS17-002571

06 DEC 2017

The Hon Mark Bailey MP  
Minister for Main Roads,  
Road Safety and Ports  
GPO Box 2644  
BRISBANE QLD 4001

Dear Minister */ Mark*

I write to you regarding the National System for Domestic Commercial Vessel Safety (national system).

On 10 November 2017 at the Transport and Infrastructure Council (Council), we agreed a joint transition funding package of \$102.4 million to support industry to transition to cost recovery under the national system over 10 years from 1 July 2018. States and the Northern Territory agreed to collectively provide \$47.4 million towards this package.

I am now able to confirm the Commonwealth will provide \$55.0 million over ten years as the balance of this transition funding package. I am pleased Council has been able to reach this agreement to finalise arrangements for when the Australian Maritime Safety Authority assumes responsibility for service delivery under the national system from 1 July 2018.

I note this commits Queensland to provide Part Exempt  
Sch.3(2)(1)(b)  
Reveal Cabinet  
consideration over five years and trust you will make necessary Budget arrangements ahead of July 2018.

I have written to all Council Ministers in similar terms.

Yours sincerely

  
**DARREN CHESTER**

Enc.





## ***Communiqué***

WEDNESDAY, 6 DECEMBER 2017

### **NATIONAL MARINE SAFETY REGULATION**

Council is pleased to announce today a \$102.4 million package to support industry to transition to new national arrangements for domestic commercial vessel safety. In response to feedback from industry we are providing additional funding support to ensure the safety and productivity benefits of this important national reform can be realised.

The transition package:

- increases the level of government funding over the next 10 years from \$10 million to over \$100 million, to support industry and ease the transition to new arrangements; and
- supports a gradual increase in levy charges until industry funds around 80 per cent of the system, with the balance funded by governments.

Since 2013, the national system has regulated maritime safety requirements for 27,000 vessels and 66,000 seafarers. Currently the states and territories deliver national system services on behalf of the National Marine Safety Regulator, a role undertaken by the Australian Maritime Safety Authority (AMSA). From 1 July 2018, AMSA will deliver all national system services, including the certification of vessels and seafarers and ensuring they comply with safety standards.

The national system will mean the fees for vessel services will be the same in all Australian states and territories. Better guidance material and monitoring and enforcement services will focus on providing support to operators who want to do the right thing and taking appropriate action against operators who continue to ignore the rules. AMSA will continue to work with industry to look at ways to reduce administrative burden so operators can get on with the job.

A levy for the national system will be phased in gradually to allow time for industry to adjust and prepare for the changes. No levy will be charged to industry in the first year of AMSA's service delivery, to ensure fair and equitable treatment of all operators as charging arrangements are standardised and services transition across Australia. Levy charges will then increase gradually until industry funds around 80 per cent of the national system, with the balance funded by governments.

The Commonwealth, state and Northern Territory governments are jointly contributing toward the transition funding package of over \$100 million, taking into account the level of cost recovery the states and Northern Territory achieved.

AMSA will be providing information to all customers and stakeholders and ongoing advice and updates regarding these changes will be available at [www.amsa.gov.au/domestic](http://www.amsa.gov.au/domestic).

Released under RTI - DTMR



Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20620**

To: Minister for Transport and Main Roads

|   |                   |
|---|-------------------|
| <b>SUBJECT:</b><br>Productivity Commission report –<br>'Shifting the Dial – 5 year productivity review' | <b>Non-Urgent</b> |
|---|-------------------|

**Summary**

- On 24 October 2017, the Productivity Commission (PC) released *Shifting the Dial - 5 year productivity review* (the Report) (**Attachment 1**).
- The Report looks at factors and influences that may affect Australia's economic performance over the medium term. The Report includes a specific section on transport discussing road planning, funding, and investment reform. It also makes recommendations to states and territories on these matters.
- The Department of Transport and Main Roads (TMR) is progressing work to address these issues through the Land Transport Market Reform (LTMR) steering committee work program under the Council of Australian Governments.
- That you note:
  - the Report, prepared by the PC
  - TMR is conducting work-related to some of the Report's recommendations.

**Background**

- Following a request from the Honourable Scott Morrison MP, Australian Treasurer, the PC undertook an inquiry into Australia's productivity performance and provided recommendations on productivity-enhancing reform. The Report was tabled in Parliament and publicly released on 24 October 2017. The Report can be accessed at <https://www.pc.gov.au/inquiries/completed/productivity-review/report>
- The Report makes recommendations across several areas including innovation, health, education, and transport.
- The Report has a specific section dedicated to transport (within the chapter '*Better functioning towns and cities*'). This section addresses issues in transport funding and productivity that are well-known and have been discussed in other high profile reports (for example, the Henry Review and the Harper Review). This includes issues such as:
  - an ongoing increase in road infrastructure expenditure across all levels of Australian governments
  - ongoing declines in fuel tax revenue
  - the indirect nature of raising revenue for roads that leads to a lack of confidence on the value of investments to road users.

**Action Officer:**

Richard Rowe  
A/Manager (Economics)

Tel: 3066 2126

Date: 21 December 2017

**Endorsed by:**

David Jackson  
Chief Economist and  
General Manager  
(Strategic Policy)  
Tel: 3066 2245

Date: 22 December 2017

**Endorsed by: DDG**

Sally Noonan  
Deputy Director-General  
(Policy, Planning and  
Investment)  
Tel: 306 67464

Date: 2 January 2018

**Endorsed by: DG**

Neil Scales  
Director-General  
  
Tel: 3066 7316

Date: 4/1/18



- Regarding transport, the Report outlined the following recommendations:
  - Recommendation 4.2: short-term reforms to improve the quality and value for money from road services
  - Recommendation 4.3: establishing road funds to hypothecate road-related revenue to expenditures
  - Recommendation 4.4: implement road user charging pilots to communicate the need for road funding reform.
- The Report stated that several steps can and should be undertaken by state and territory governments in the short-term to improve the quality and value for money from road services, and set up the necessary preconditions for a move to road pricing. The Report recommends governance arrangements be restructured to:
  - ensure that representatives of those who pay for roads (users) contribute to project selection and funding decisions
  - provide for independent appraisal of all major road expenditure proposals
  - take steps to better understand and measure the road asset base, especially at the local level. The task of measuring the asset base should include identification of roads that should be priced due to the direct value they add or alternatively should be subject to community service obligations
  - hypothecate road-related fees and charges to roads expenditure so that charges paid by drivers for using roads are linked to spending on roads.
- The Report suggests a phased approach to reform such as initially increasing transparency of funding and limiting the remit of the road funds to heavy vehicle revenue collection and related expenditure before progressing to further reforms.

### **Issues and Suggested Approach**

- In part, the recommendations outlined by the Report relating to transport are already being addressed through LTMR. A LTMR steering committee has been established with officer-level representatives across the Australian Government, and state and territory governments, the Australian Local Government Association, and the National Transport Commission. TMR is representing Queensland on the LTMR steering committee.
- The LTMR Steering Committee established working groups to look at specific matters within the LTMR framework. TMR is co-leading a working group investigating community service obligations and levels of service for roads.
- There is a risk to funding for the Queensland Government depending on the Australian Government's response to the Report's recommendations. While not explicit, there is a risk of linking future road funding to adoption of these reforms.
- It is commonly understood among economists that price signals generate significant benefits both to the economy and to users by linking investment to clear signals on demand. For acceptance of any reform process, it is important that any revenue from road pricing replaces current road charges so it is not perceived as an increased tax burden. Furthermore, distributional issues, particularly in a large diverse state such as Queensland must be addressed to ensure fairness.

- As noted in the Report, hypothecations of road revenue and expenses would increase transparency with regards to revenue raised and the expenditure required to maintain current service availability and quality. While hypothecation generally reduces flexibility for government, increasing transparency in this way would be an important precondition to any consideration of road pricing.

#### **Financial Implications**

- There are no direct or immediate financial implications from the Report.

#### **Consultation with Stakeholders**

- No external consultation was undertaken with regards to the Report.
- TMR has been working closely with the LTMR Steering committee and associated working groups.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.

|                                  |  |
|----------------------------------|--|
| <b>Minister's comments</b>       |  |
|                                  |  |
| <b>Noted / Not Noted</b>         |  |
| <b>Minister's signature.....</b> |  |
| <b>Date ...../...../.....</b>    |  |



**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20622**

To: Minister for Transport and Main Roads

|  |  |
|--|--|
| <b>SUBJECT:</b><br>Gold Coast 2018 Commonwealth Games Transport Hubs Testing Exercises | <b>Urgent:</b><br>First transport hub to be tested on 24 January 2018. |
|--|--|

**Summary**

- Testing exercises for the Gold Coast 2018 Commonwealth Games (GC2018) transport hubs will take place in January 2018 and February 2018.
- The testing exercises will help prepare the Department of Transport and Main Roads (TMR) and key GC2018 partners to deliver a successful transport operation during the Games.
- The testing exercises will be visible to the public. However, they will not impact on customer's travel.

**Background**

- TMR has been undertaking workshops with Gold Coast public transport operators to assist with planning the operation of key transport hubs during GC2018.
- Plans are now complete and testing exercises have been scheduled throughout January 2018 and February 2018.

**Issues and Suggested Approach**

- A successful transport operation is critical to the success of GC2018, with six million additional journeys expected to take place on the Queensland transport network before and during the GC2018.
- Transport hubs will be based across the Gold Coast and Brisbane to allow spectators and workforce access to a range of travel options to and from venues during GC2018.
- GC2018 transport hub testing exercises will take place in January and February 2018. The scheduled dates for each test are as follows:
  - Gold Coast University Hospital – 24 January 2018
  - Coomera Station – 31 January 2018
  - Varsity Lakes station – 14 February 2018
  - Nerang Station, Broadbeach South Station & Carrara Stadium – 21 February 2018 (Carrara Stadium is expected to have no public interaction during the testing exercise.)
  - Helensvale station – 28 February 2018.

**Action Officer:**  
Gordon Buchanan  
Executive Director  
(Commonwealth Games)  
Tel: N/R  
Date: 22 December 2017

**Endorsed by:**  
Warren McReight  
A/Regional Director  
(South Coast Region)  
Tel: 5563 6522  
Date: 22 December 2017

**Endorsed by: DDG**  
Peter Milward  
A/Deputy Director-General  
(TransLink)  
Tel: 3066 7320  
Date: 22 December 2017

**Endorsed by: DG**  
Neil Scales  
Director-General  
Tel: 3066 7316  
Date: 21/1/18

- The scheduled dates of the testing exercises are subject to change depending on other key dates as part of the GC2018 transport operations plan.
- Staff from TMR and various public transport operators will be on site for testing exercises. There will be crowd control barriers and radios used to communicate between staff, with various simulated scenarios played out as part of the tests.
- The testing exercises will be visible to the public. However, they will not impact on customer's travel.
- TMR GC2018 Communications team are drafting key messages to answer any queries leading up to and on the day of the testing exercise.

#### **Financial Implications**

- There are no financial implications.

#### **Consultation with Stakeholders**

- TMR has undertaken workshops with Gold Coast public transport operators to assist with the operation planning of key transport hubs during GC2018.
- The transport hubs testing plan was developed in collaboration with all GC2018 public transport operators, including Queensland Rail, Keolis Downer, Surfside Buslines, Games LinQ and Secure Parking.

#### **Employment impacts**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- The Queensland Government is committed to the successful delivery of GC2018.

#### **Minister's comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20624**

**To:** Minister for Transport and Main Roads

|  |                      |
|--|----------------------|
| <p><b>SUBJECT:</b></p> <p><b>Meeting details:</b> Visit to Queensland Rail's Rail Management Centre and the Bombardier Wulkuraka maintenance centre.</p> <p><b>Date/time:</b> Tuesday 2 January 2018, 9.00am-1.15pm</p> <p><b>Attendees:</b></p> <p><u>Queensland Rail representatives:</u><br/>Tim Ripper, A/Chief Executive Officer;<br/>Glen Doyle, A/Executive General Manager Citytrain;<br/>Steven Adam, A/General Manager Rail Management Centre;<br/>Laurie Cameron, Senior Manager New Generation Rollingstock.</p> | <p><b>Urgent</b></p> |
| <p><b>Minister's comments:</b></p>   |                      |

**Summary**

- Ahead of your visit to Queensland Rail's Rail Management Centre and the Wulkuraka maintenance centre please note some background on the Rail Management Centre and the current advice regarding New Generation Rollingstock operations.
- The tours are expected to run between 9.00 am-1.15 pm on Tuesday 2 January 2018, including travel time.

**Action Officer:**

Charlotte Fey  
MEX

**Endorsed by EGM:**

Glen Doyle  
A/EGM Citytrain

**Endorsed by EGM:**

Liam Gordon  
EGM Projects

**Endorsed by CEO**

Nick Easy  
CEO

Tel: 30720732

Date: 29 December 2017

Date: 29 December 2017

Date: 29 December 2017

Date: 29 December 2017



- The proposed itinerary follows:

- 9.00am**            **Travel to Mayne Rail Yards**, 80 Mayne Road, Bowen Hills
- 9.30am**            Minister Bailey arrives at the Rail Management Centre (RMC) at the Mayne Rail Yards. The Minister will be greeted by Tim Ripper, Glen Doyle and Steve Adams. 0930 has been selected to ensure the visit does not overlap with the AM peak.
- When arriving at 80 Mayne Road, Bowen Hills please advise security at the boom gates that Tim Ripper will be meeting Minister Bailey to offer a tour of the RMC.*
- 10.15am**           **Travel to Wulkuraka Maintenance Centre**, 155 Toongarra Rd, Wulkuraka.
- Tim Ripper, Glen Doyle and Laurie Cameron will also drive to Wulkuraka in a Queensland Rail vehicle, approximately one hour drive time.*
- 11.15am**           Arrive at Wulkuraka
- A safety induction and check of Personal Protective Equipment will be undertaken ahead of the tour.
- 11.30am**           Tour of the Bombardier Wulkuraka Maintenance Centre
- 12.15pm**           **Travel to Brisbane**, approximately one hour drive time
- 1.15pm**           Arrive at Brisbane

- Queensland Rail representatives:  
Tim Ripper, A/Chief Executive Officer;  
Glen Doyle, A/Executive General Manager Citytrain;  
Steve Adams, A/General Manager Rail Management Centre;  
Laurie Cameron, Senior Manager New Generation Rollingstock.  
Bombardier representative:  
Ian Evans, Product Introduction Director.
- Personal Protective Equipment is required at the Wulkuraka Maintenance Centre; please ensure you are wearing long trousers, other equipment including safety shoes will be provided onsite by Bombardier representatives.

## Background

### Queensland Rail's Rail Management Centre

- The Rail Management Centre, commissioned in November 2015, is a \$39 million state-of-art facility to coordinate the operations of the South East Queensland rail network.
- Since its opening two years ago, the centre has brought together a number of departments for the first time in one facility, ensuring a faster response to incidents through a dedicated emergency operations centre and additional briefing and incident management rooms.
- The centre has improved the capabilities for controllers and response teams, with the facility boasting world-class technologies, including the second-largest LG control screen in the world.

- The Rail Management Centre building is larger and more ergonomic; and the spaces have been designed to provide a more collaborative work environment.
- The centre oversees 152 City Network stations and has around 200 staff.
- Queensland Rail train controllers manage more than 900 Citytrain services and 180,000 customers passing through the South East Queensland rail network each weekday.
- Controllers have the latest technologies at their fingertips; enabling them to safely monitor and move trains across the network 24 hours a day seven days a week.

### **New Generation Rollingstock: Operations Update**

- Three trains entered service on Monday 11 December 2017 (two out on the network and one stabled or under maintenance).
- Two more NGR trains are planned to enter revenue service from Monday 8 January 2018 (subject to go/no go decision on Tuesday 2 January 2018). Once deployed this will mean four trains in service, and one back-up as required.
- A further two trains are planned to enter service by 5 February 2018.
- Units 1-5 are planned to operate on the Varsity Lakes – Airport corridor.
- The next phase will have progressive additional runs on the Doomben line and to Northgate station.

• Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government

• Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

- 
- In addition to the mechanical issues outlined above, the following issues have been noted:
  - While feedback from customers has been positive some customers have raised concerns regarding air conditioning, seat hardness and window tint.
  - Feedback has been positive with customers advising that the high back seats are preferred.
  - A number of minor faults have occurred but have all been rectified with minimal impact to customers
  - Customers have experienced some confusion around the door open button location which is in the middle of the doors on the NGR fleet (they are located to the side of the doors on our existing fleet). Queensland Rail has implemented an awareness campaign with train crew making regular announcement about the button location and an update to the automated announcement is being prepared.
- Woombye and Banyo stabling facilities are due to become operational in January (date TBC). Community information is currently being finalised and will be distributed at least two weeks prior to the facilities opening.

#### Australian Human Rights Commission (AHRC) exemption application process

- TMR and Queensland Rail submitted joint temporary exemption application on 27 September 2017 and provided additional info on 15 November 2017.
- Submissions in response to this application are sought by Monday 15 January 2018.
- Queensland Rail has been notified by the AHRC that a formal complaint has been lodged by a member of the disability sector regarding the NGR trains.



# VISIT TO QUEENSLAND RAIL'S RAIL MANAGEMENT CENTRE AND THE BOMBARDIER WULKURAKA MAINTENANCE CENTRE

**TUESDAY 2 JANUARY 2018**

The visit is expected to run between 9.00am and 1.15pm, including travel time.

- 9.00am** Travel to Mayne Rail Yards, 80 Mayne Road, Bowen Hills
- 9.30am** Minister Bailey arrives at the Rail Management Centre (RMC) at the Mayne Rail Yards. The Minister will be greeted by Tim Ripper, Glen Doyle and Steve Adams. 0930 has been selected to ensure the visit does not overlap with the AM peak.  
*When arriving at 80 Mayne Road, Bowen Hills please advise security at the boom gates that Tim Ripper will be meeting Minister Bailey to offer a tour of the RMC.*
- 10.15am** Travel to Wulkuraka Maintenance Centre, 155 Toongarra Rd, Wulkuraka.  
*Tim Ripper, Glen Doyle and Laurie Cameron will also drive to Wulkuraka in a Queensland Rail vehicle, approximately one hour drive time.*
- 11.15am** Arrive at Wulkuraka  
A safety induction and check of Personal Protective Equipment will be undertaken ahead of the tour.
- 11.30am** Tour of the Bombardier Wulkuraka Maintenance Centre and one of the new trains
- 12.15pm** Travel to Brisbane, approximately one hour drive time
- 1.15pm** Arrive at Brisbane

Queensland Rail representatives:

Tim Ripper, A/Chief Executive Officer;  
Glen Doyle, A/Executive General Manager Citytrain;  
Steve Adams, A/General Manager Rail Management Centre;  
Laurie Cameron, Senior Manager New Generation Rollingstock.

Bombardier representative:

Ian Evans, Product Introduction Director

Personal Protective Equipment is required at the Wulkuraka Maintenance Centre; please ensure you are wearing long trousers, other equipment including safety shoes will be provided onsite by Bombardier representatives.

**Please advise shoe size of attendees urgently**

## Advice for Minister for Transport and Main Roads

### Subject: Beerburrum to Nambour Rail Upgrade Project

Document ID: MBN20627

#### Overview – The North Coast Line

- The North Coast Rail Line (NCL) is recognised by the Australian Government as part of the National Land Transport Network and runs from Brisbane to Cairns.
- The NCL caters for a mix of passenger transport and essential freight movements that service central and northern Queensland. Services include commuter services, high speed passenger tilt trains, long distance passenger services, containerised freight services, heavy haulage single commodity trains and cattle trains.
- From Beerburrum northwards the NCL is a single bi-directional line with passing loops at stations only and is one of the few remaining sections of single track in Australia that carries commuter, long distance and freight trains.
- Ageing infrastructure and poor track geometry has led to reduced train speeds, extended freight and passenger service delays and constrained freight train lengths. Competition between passenger and freight services has resulted in disruptions, service unreliability and increased travel times for freight due to passenger priority.
- On the Beerburrum to Nambour (B2N) section of track, track utilisation is currently at 86 per cent – well in excess of Australian Rail Track Corporation (ARTC) line capacity thresholds of 65 per cent for a single track rail line which means that there is little or no ability to recover from unexpected delays.

#### History of the Beerburrum to Nambour Rail Upgrade Project

- A number of studies over the last 16 years have determined that the constraints on the section of track between Beerburrum and Nambour are hindering the ability of the NCL to meet current and future freight and passenger transport demand. These previous studies include:
  - Cabociture to Landsborough Rail Upgrade Study, Department of Transport and Main Roads (TMR), 2005.

| Action Officer/Approved by:                            | Endorsed by GM  | Endorsed by DDG   | Endorsed by DG  |
|--|---|---|---|
| Penny Ford   | Randall Fletcher  | Sally Noonan  | Mike Stapleton  |
| Executive Director<br>(Transport Planning<br>Projects) | A/General Manager<br>(Transport Strategy and<br>Planning) | Deputy Director-General<br>(Policy, Planning and<br>Investment) | A/Director-General<br> |
| Tel: 3066 1653   | Tel: 3066 1400  | Tel: 3066 7464  | Tel: 3066 7316  |
| Date: 22 December 2017                                 | Date: 3 January 2018                                      | Date: 8 January 2018  | Date: 10-1-2018   |



- Brisbane to Cairns Corridor Strategy, TMR, 2007.
- Landsborough to Nambour Route Identification Report, TMR, 2008.
- Landsborough to Nambour Environmental Impact Statement, TMR, 2009.
- Strategic Assessment of Service Requirements (SASR) for the B2N Project, 2014.
- Preliminary Evaluation (PE) for the B2N Project, 2015.
- Detailed Business Case (DBC) for the B2N Project, Building Queensland (BQ), 2016.
- Project Timeline:
  - 2007 – B2N project formed part of the South East Queensland Infrastructure Plan and Program (SEQIPP) with TrackStar engaged to plan, design and construct.
  - 2009 – funding for the project was withdrawn prior to construction due to competing state priorities at that time (severe drought).
  - 2011 – the TrackStar rail corridor was gazetted as Future Railway Land.
  - 2015 – *Building Queensland Act* introduced – development of business cases for projects over \$100 million to be led by Building Queensland (BQ).
  - November 2015 – B2N business case transitioned to BQ.
  - December 2016 – BQ board endorsed Business Case (minor changes to original scope and alignment).
  - July 2017 – Cabinet Budget Review Committee approved B2N DBC and the Queensland Government submitted it to Infrastructure Australia (IA) for assessment and the Commonwealth Department of Infrastructure Regional Development (DIRD) for consideration.

#### *Current Status*

- The DBC for the B2N Project is currently being assessed by IA.
- IA recently sought clarification on components of the DBC and attended a site visit of the B2N Project on 10 October 2017.
- Subject to a positive assessment of the B2N DBC by IA, the project would progress to either a priority or high priority project on the IA Pipeline and be eligible for future Australian Government funding consideration.
- The next phase of design development, referred to as 'detailed design', will only be undertaken if the project is funded and approved to proceed.
- Declaration of the land requirements for this project is awaiting approval to be gazetted under MBN20626

#### *Business Case Project Scope*

- The preferred solution for the B2N Project includes:
  - duplication on an improved alignment from Beerburrum to Glass House Mountains



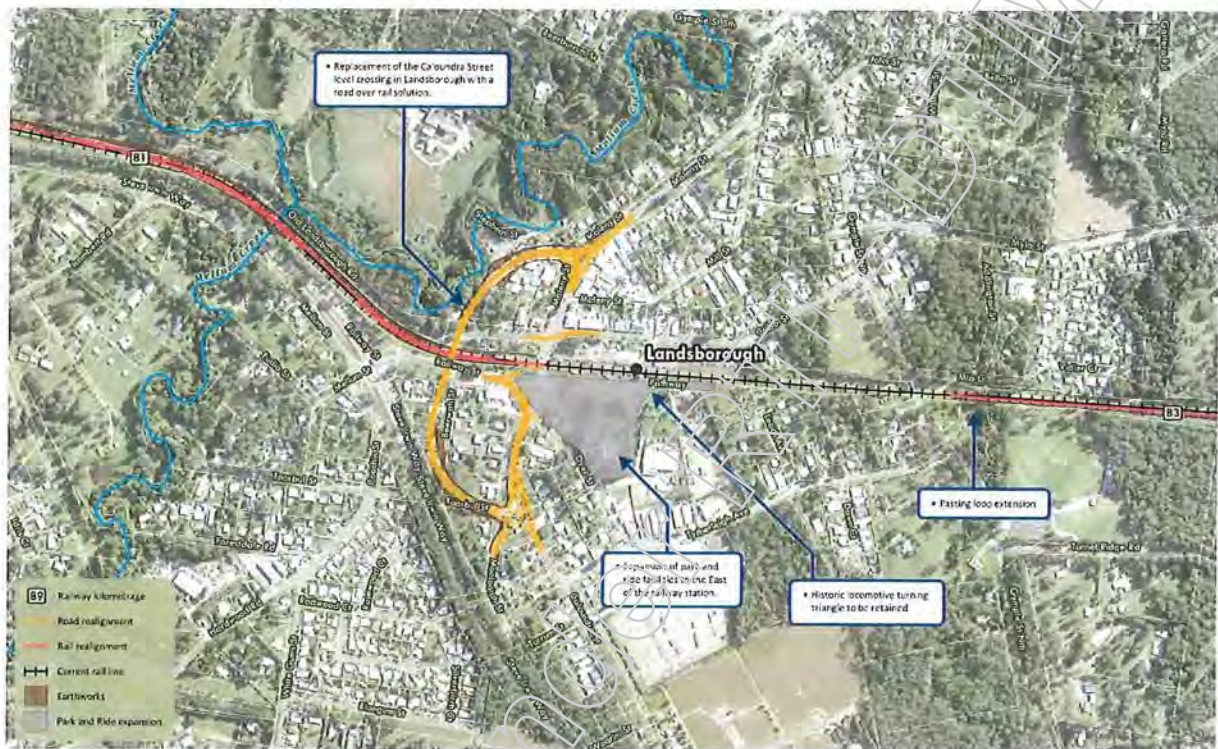
- duplication primarily on the existing alignment from Glass House Mountains to Landsborough
- passing loop extensions at Landsborough, Eudlo and Woombye
- improvements to the Beerburum Road and Steve Irwin Way intersection at Beerburum
- replacement of Barrs Road level crossing near Glass House Mountains with a new road connection to Coonowrin Road in Glass House Mountains
- replacement of the Caloundra Street level crossing in Landsborough with a road over rail grade separated crossing
- expansion of the Park 'n' Ride facilities at Beerburum, Landsborough (incl. additional bus interchange facilities), Palmwoods and Nambour
- replacement of the temporary single platforms at Mooloolah, Eudlo, Palmwoods and Woombye stations with permanent dual platforms connected by lifts and overbridges
- enabling road works, including realignment of sections of Steve Irwin Way.
- **(Attachment 1)** contains the alignment maps and property impacts.

*Proposed Caloundra Road Grade Separation - Landsborough*

- Strategy 9 of TMR's Queensland Level Crossing Safety Strategy (2012–2021) states that road and rail stakeholders should eliminate level crossings where appropriate by exploring opportunities for grade separation or closing level crossings and seek to minimise any proposals to construct a public level crossing on a greenfield site, with a clear objective to add no further open level crossings to the network.
- As part of the DBC phase of the project, community consultation was undertaken in June 2016 in Landsborough, specifically seeking feedback on the town centre functions, the impact of the existing level crossing on local activity and any ideas on potential options.
- Modelling undertaken as part of the DBC stage identified that the rail duplication would increase rail services (both passenger and freight) which would mean that the boom gates at Caloundra Road would be closed more frequently. This, in conjunction with the growing population of the area and increased vehicle usage, would mean longer queues of vehicles at the crossing. While traffic modelling indicated that travel times for motorists would be slightly longer with the grade separation, due to the longer route, a significant benefit of a grade separated solution in this location is that it will allow unimpeded emergency vehicle access across the railway.
- Subsequent to the public consultation, a number of grade separation options were developed and evaluated through a Multi-Criteria Assessment (MCA) process to identify a preferred option to evaluate in the DBC.
- Due to the complexity of land use, social, environment, heritage and transport constraints in this area, minimising impacts was a key criterion for the options analysis.
- The preferred option that emerged from the MCA process, provides an inner southern solution looping across from Caloundra Street (east) to Maleny Street (west) over the rail line, Old Landsborough Road and Railway Street.



- This preferred option was presented to the community in October 2016 for comment. All comments have been collated into a consultation report and will be considered during the detailed design phase.
- Some community members are opposed to the proposed grade separation solution at Landsborough and feel that they were not given an adequate opportunity for input into the design. Further consultation with the local communities is proposed as part of the detailed design stage of the project if it proceeds.
- The preferred grade separation option is presented below:



#### Key Benefits of the scope of works

- Increased freight and passenger rail capacity (2036), including:
  - extra seven trains south of Landsborough in AM peak two hour period (three start in Nambour/Gympie North)
  - extra 18 daily passenger services
  - extra 77 weekly freight paths.
- Travel time reductions for B2N section, including:
  - 3 minutes saving for peak commuter services
  - 46 minutes saving for freight services.
- Increased rail patronage (Caboolture to Gympie North), including:
  - 1600 more inbound passengers in the 2021 AM peak two-hour period (124 per cent increase)
  - 3100 more daily passengers in 2021 (66 per cent increase).
- A more integrated transport system, through:
  - additional platforms at Mooloolah, Eudlo, Palmwoods and Woombye Stations

- additional 1860 car parks
- additional bus/rail interchange facilities at Landsborough and more frequent feeder bus services.
- Increased reliability – track utilisation reduced to be within ARTC recommended thresholds.
- Reduced cars trips:
  - 900 less cars heading South towards Caboolture in the AM peak two-hour period (11 per cent reduction)
  - 1200 less cars heading North of Caboolture in the PM peak two-hour period (13 per cent reduction).

#### Cost

- The P90 risk adjusted capital construction cost estimate for the Beerburum to Nambour Rail Upgrade Project is Part Exempt  
Sch.3(2)(1)(b) Reveal  
Cabinet consideration. The table below provides an overview of the construction cost estimate.
- Given that the B2N Project is located on the National Land Transportation Network (NLTN), the state government is expected to seek an 80:20 ratio (federal:state) funding split of the total project construction cost. This is in line with the funding arrangements confirmed to complete the duplication of the Pacific Highway upgrade in New South Wales and with other federal commitments on the NLTN in Queensland, such as the Bruce and Warrego Highway upgrades (including the Toowoomba Second Range Crossing).

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration



### *Timing*

- Total time from government funding approval to completion = 6.5 years (including one year defects liability period), broken down as follows:
  - two years pre-construction activities – industry briefing, engagement of contractor, detailed design, land resumption
  - 3.5 years construction period
  - one year defects liability period.

- Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### *Consultation*

- Extensive consultation has been undertaken with key stakeholders including Queensland Rail, Sunshine Coast Council and relevant internal stakeholders.
- Queensland Treasury, Department of the Premier and Cabinet and internal TMR stakeholders were consulted through their involvement on the Project Steering Committee (PSC).
- IA and DIRD were also engaged as observers on the PSC.
- Elected representatives were briefed throughout the DBC.
- Engagement with local residents, affected landowners and the wider community was undertaken during June and October 2016.
- If the project proceeds, recommendations for future engagement include:
  - continue consultation with the community and key stakeholders (particularly directly affected landowners) through detailed design phase and beyond
  - ensure all submissions and concerns raised by the community are acknowledged and taken into consideration at detailed design phase
  - continue to provide more detail to the community and stakeholders about the design, delivery timeframes and consultation as it becomes available.

Photos



Above: Palmwoods Station Platform with temporary platform extension on scaffolding



Above: Eudlo Station with temporary platform extension on scaffolding

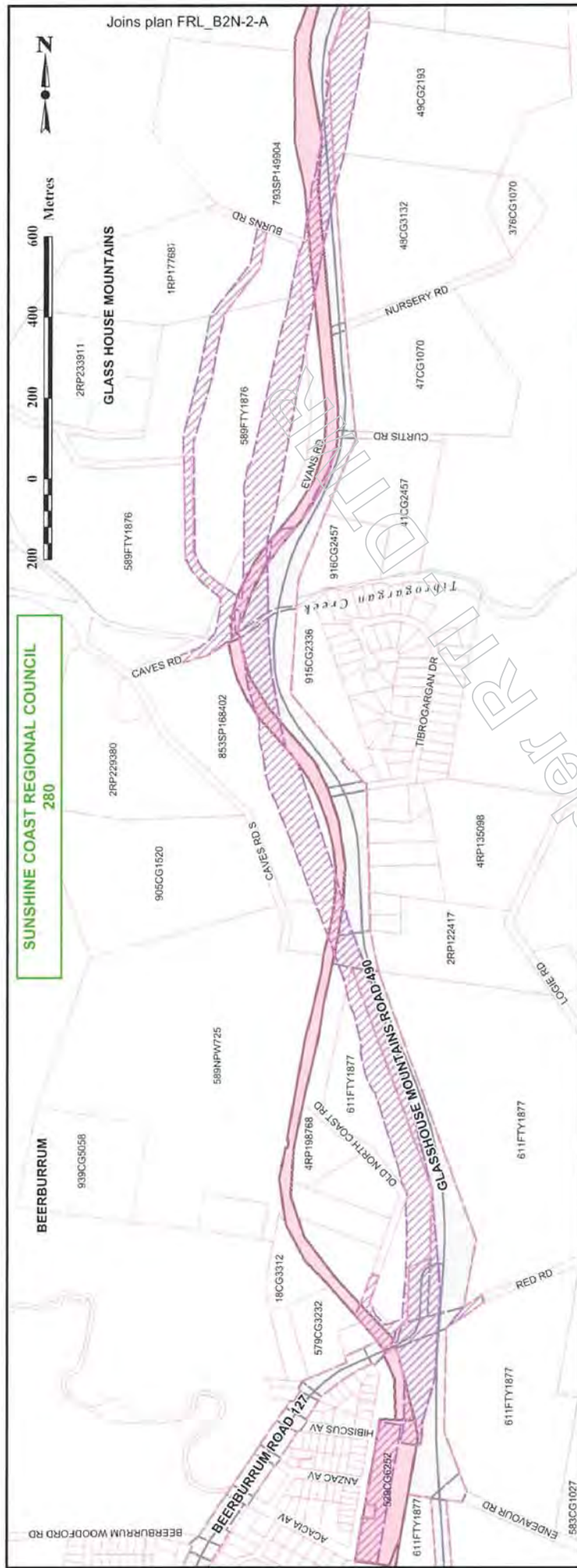
**Minister Comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

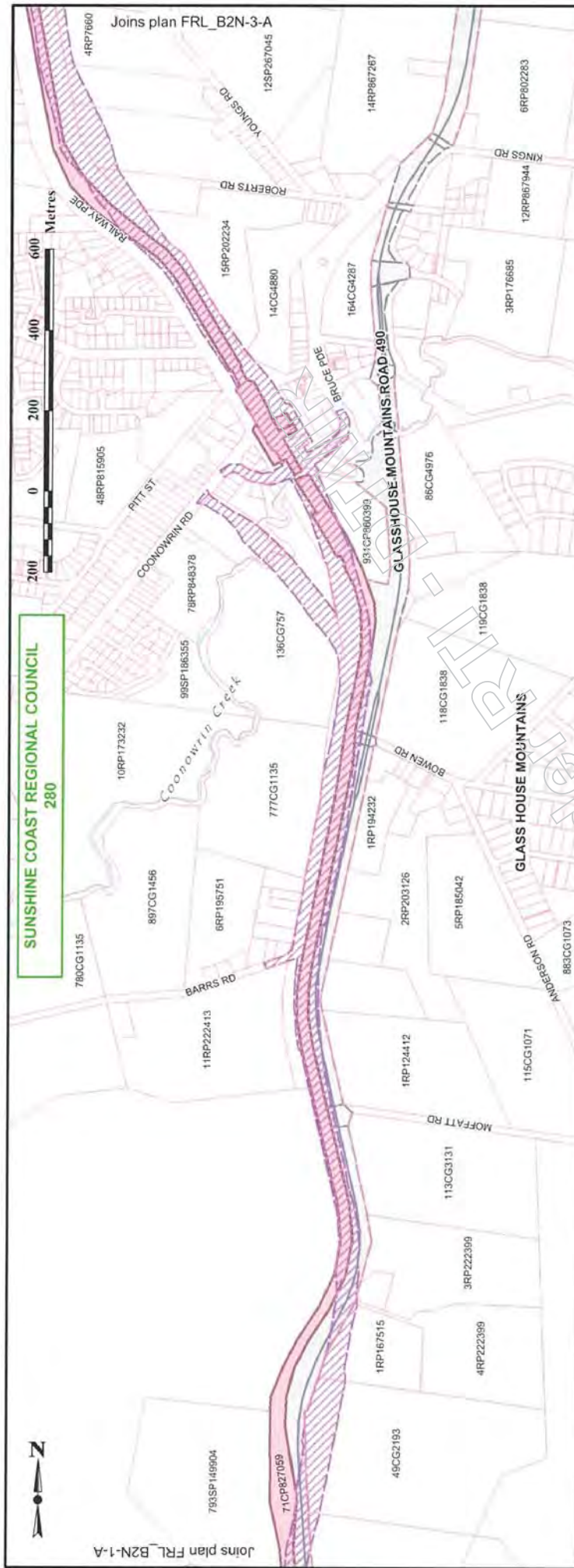






**Note:** 1. Refer DPM. The worst positional accuracy in Queensland is currently  $\pm 1.85$  metres (November 2015).

[illegible]

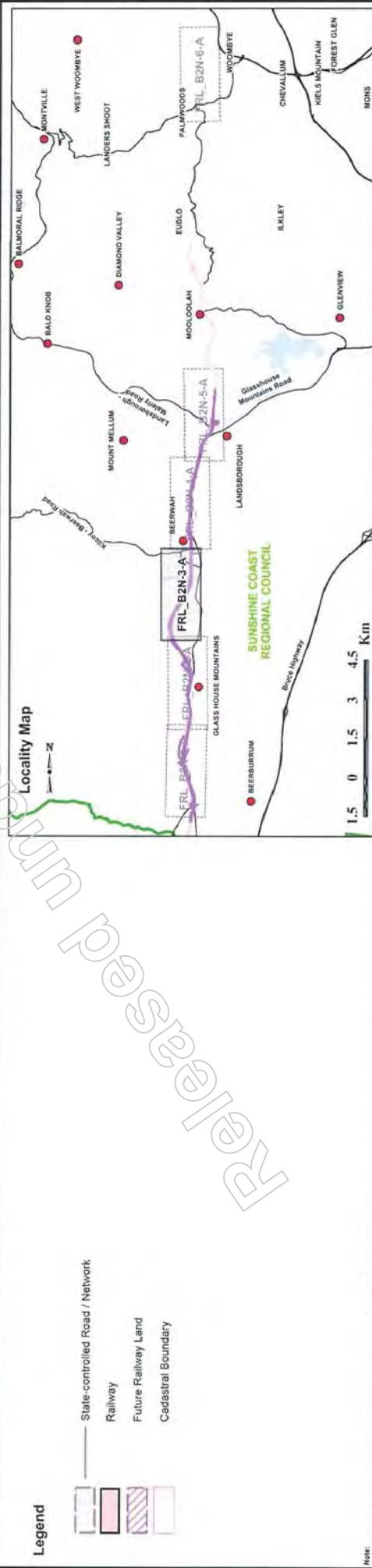




**Note:**  
1 Refer DNRM. The worst positional accuracy in Queensland is currently +1.65 metres (November 2015).

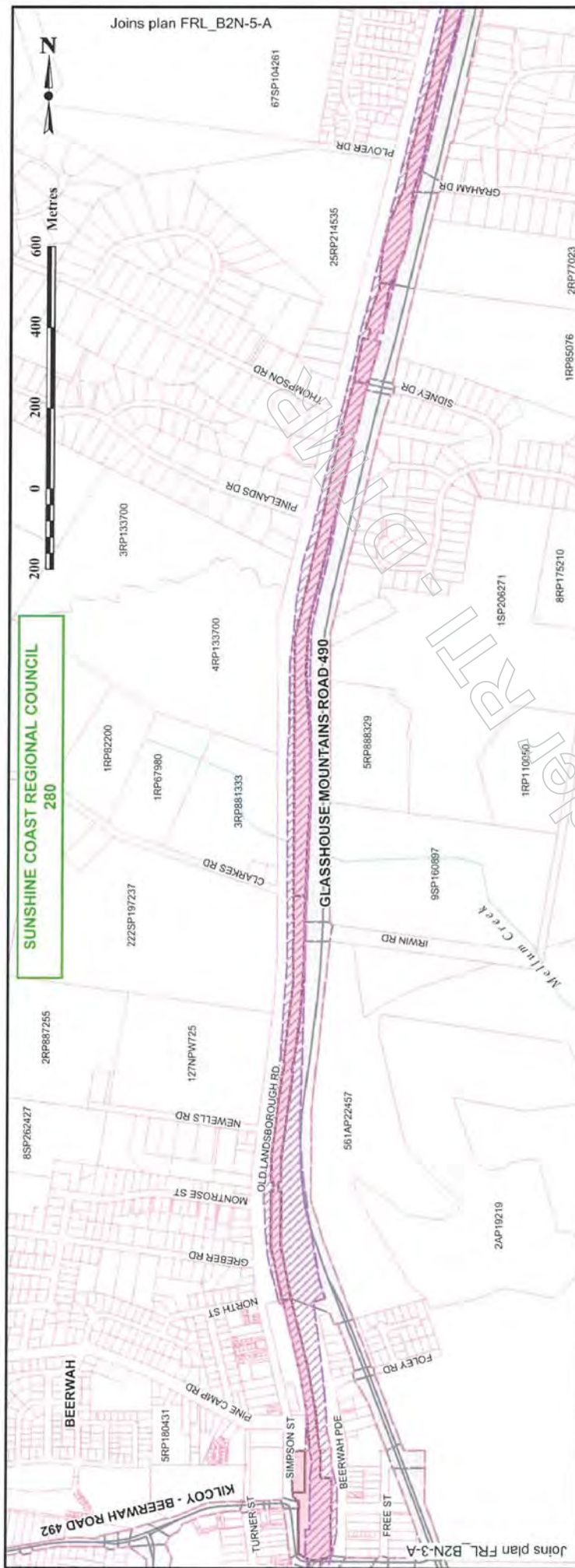
| Office Use Only - Not Part of Formal Declaration Plan |             |         |               |      |                      |      |                      |      |                          | Local Government/s: SUNSHINE COAST REGIONAL COUNCIL                |                  | <br>Queensland Government<br>Transport and Main Roads |  |
|---|-------------|---------|---------------|------|----------------------|------|----------------------|------|--------------------------|--|------------------|--|--|
| Region/Head Office Records                            |             |         |               |      |                      |      |                      |      |                          | Future Railway Name:<br>BEERBURRUM TO NAMBOUR RAIL UPGRADE PROJECT |                  |  |  |
| Hard Copy   | Digital PDF | Version | Notification  |      |                      |      | Gazetted             |      | Declaration Lengths (km) |  | Resumption Plans | Approved<br>  | Future Railway Declaration Plan No.<br>FRL_B2N-2-A |
|   |             |         | LG No.<br>280 | Date | by Regional Director | Date | by Regional Director | Date | New                      | Old  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
| File  |             |         |               |      |                      |      |                      |      |                          |  |                  | Job No.  | Drawing No.  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |
|   |             |         |               |      |                      |      |                      |      |                          |  |                  |  |  |



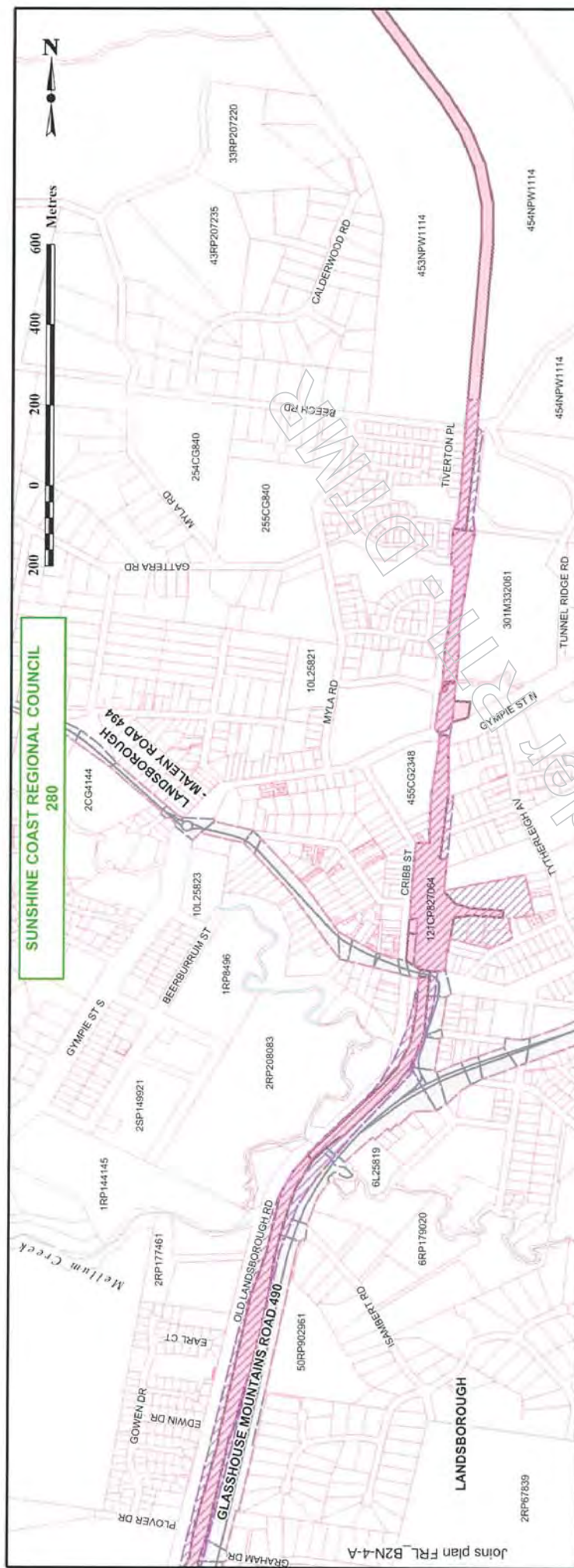


|   |             |         |        |                      |      |                      |          |             |      |
|---|-------------|---------|--------|----------------------|------|----------------------|----------|-------------|------|
| Office Use Only - Not Part of Formal Declaration Plan |             |         |        |                      |      |                      |          |             |      |
| Region/Head Office Records                            |             |         |        | Notification         |      |                      | Gazetted |             |      |
| Hard Copy   | Digital PDF | Version | LG No. | Local Government     |      | Queensland Rail (QR) |          | by Minister | Date |
|   |             |         |        | by Regional Director | Date | by Regional Director | Date     |             |      |
|   |             |         | 280    |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |
|   |             |         |        |                      |      |                      |          |             |      |



[illegible][illegible]

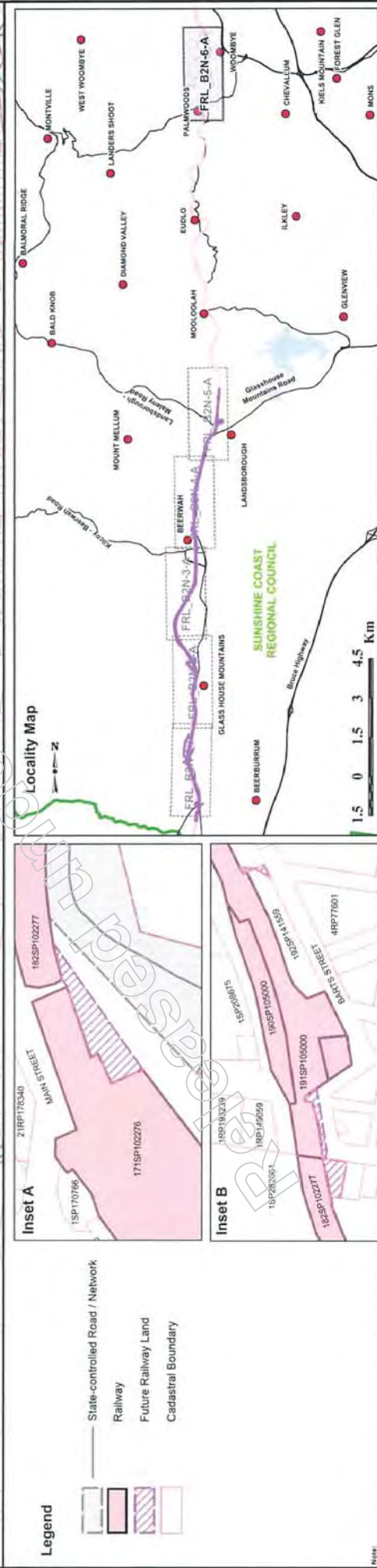
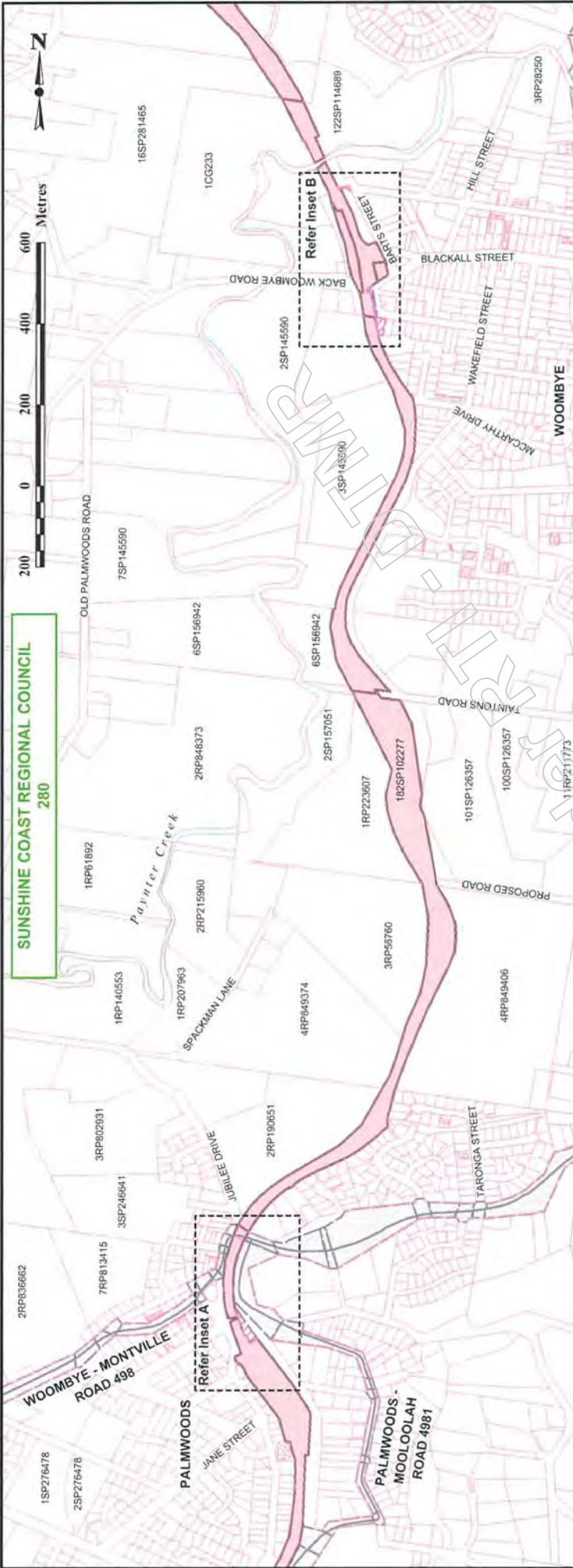




**Notes:**  
1. Refer DORM. The world positional accuracy in Queensland is currently  $\pm 0.85$  metres (November 2015).

[illegible]





**Region/Head Office Records**

| Hard Copy | Digital PDF | Version | LG No. | Local Government     | Queensland Rail (QR) | Gazetted    | Declaration Lengths (km) | Future Railway Name                        | Local Government/s              |
|-----------|-------------|---------|--------|----------------------|----------------------|-------------|--------------------------|--|---------------------------------|
|           |             | 280     |        | by Regional Director | by Regional Director | by Minister | New                      | BEERBURRUM TO NAMBOUR RAIL UPGRADE PROJECT | SUNSHINE COAST REGIONAL COUNCIL |
|           |             |         |        | Date                 | Date                 | Date        | Old                      | Resumption Plans                           | Approved                        |
|           |             |         |        |                      |                      |             |                          | Length                                     | General Manager (TSP)           |

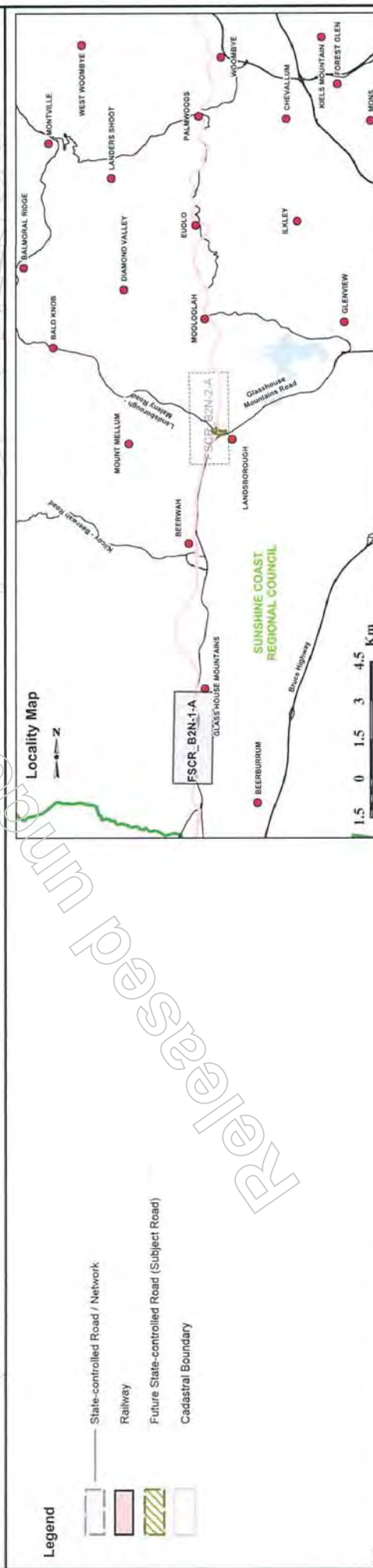
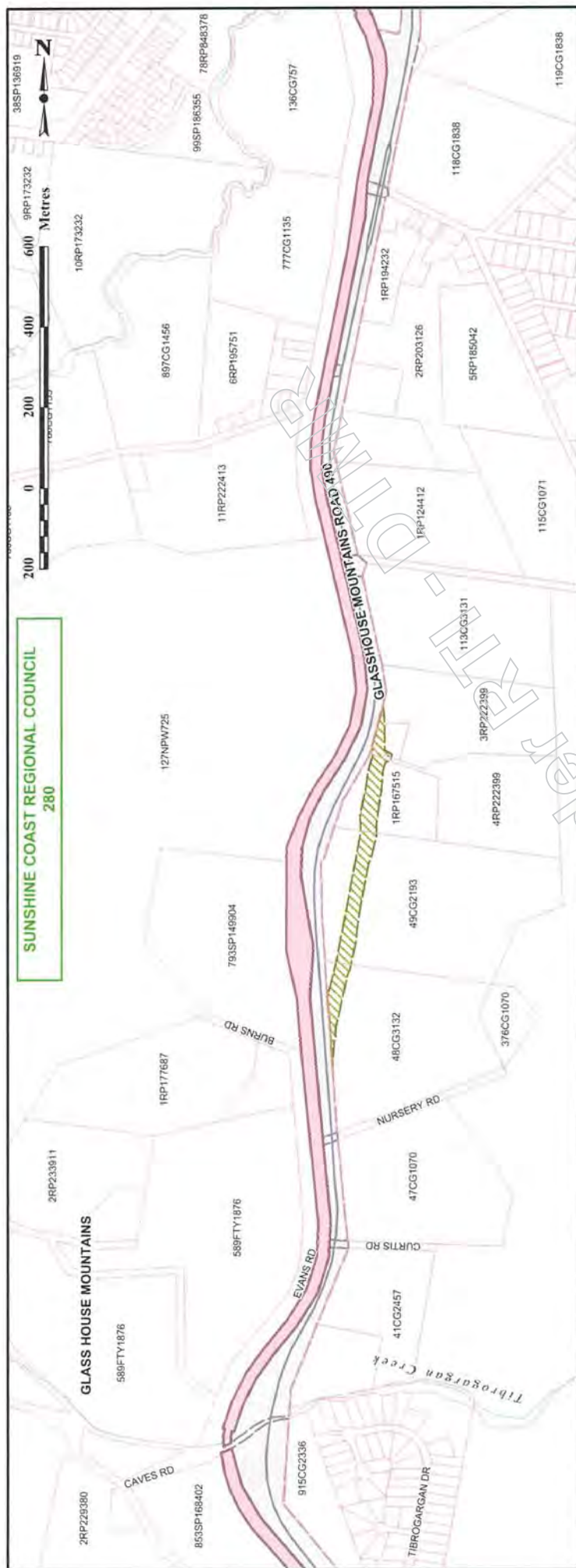
**Office Use Only - Not Part of Formal Declaration Plan**

| Job No. | Future Railway Declaration Plan No. | Date       |
|---------|-------------------------------------|------------|
|         | FRL_BZN-6-A                         | 04/10/2017 |

**Queensland Government**  
Transport and Main Roads

Plan 6 of 6



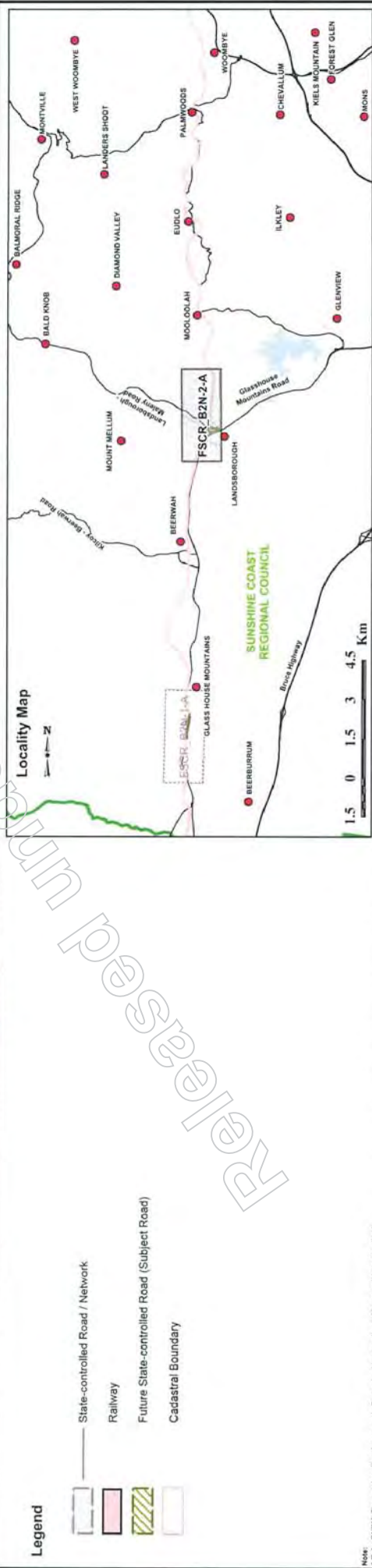
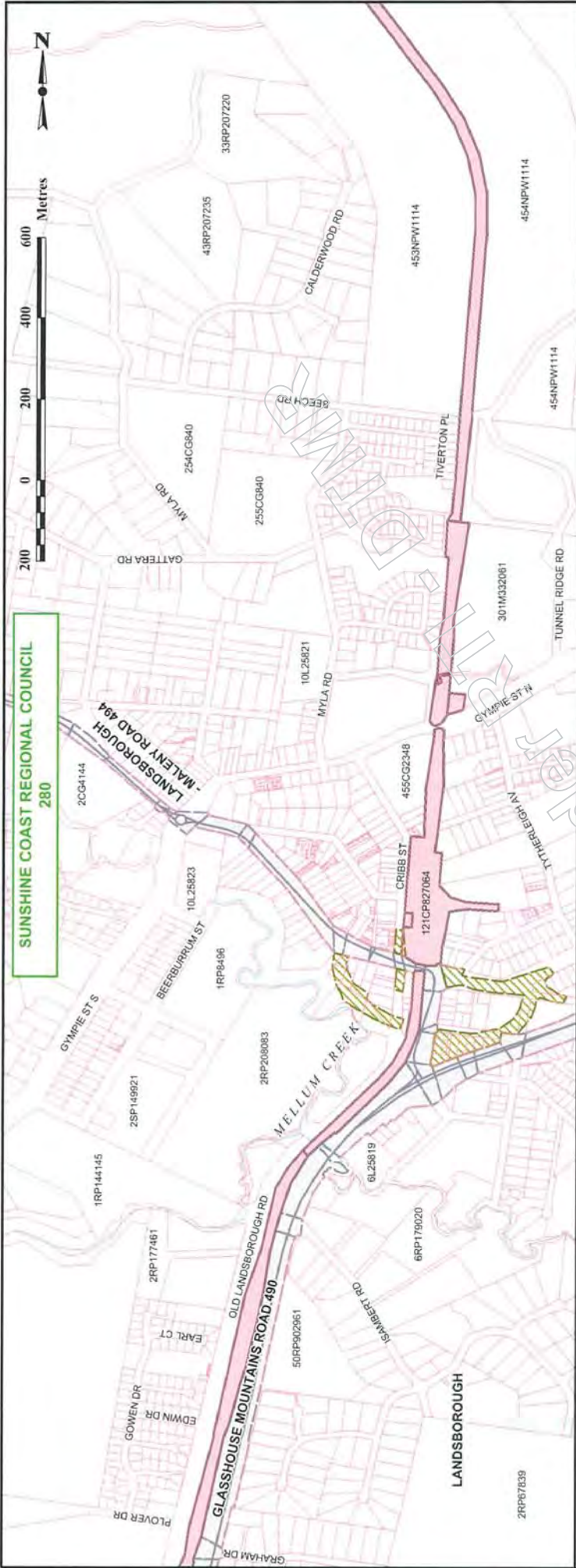


**Note:** The word positional accuracy in Queensland is currently  $\pm 1.65$  metres (November 2015).

crossed road through a State reserve, State forest, vacant State land or pastoral holdings is 30m each side of the centre line of the trafficked route. The location of a road becomes available, the Minister, by gazette notice, may declare the location of the road is amended by dissection stated in the notice.

[illegible]





|                            |             |   |            |                      |      |                      |      |                          |      |   |     |   |              |
|----------------------------|-------------|---|------------|----------------------|------|----------------------|------|--------------------------|------|---|-----|---|--------------|
| Region/Head Office Records |             | Office Use Only - Not Part of Formal Declaration Plan |            | Notification         |      | Gazetted             |      | Declaration Lengths (km) |      | Local Government: SUNSHINE COAST REGIONAL COUNCIL |     | Queensland Government Transport and Main Roads                                |              |
| Hard Copy                  | Digital PDF | Version   | LG No. 280 | by Regional Director | Date | by Regional Director | Date | by Minister              | Date | New   | Old | Future State-controlled Road Name: BEERBURRUM TO NAMBOUR RAIL UPGRADE PROJECT |              |
|                            |             |   |            |                      |      |                      |      |                          |      |   |     | Resumption Plans  |              |
|                            |             |   |            |                      |      |                      |      |                          |      |   |     | Length  |              |
| File                       |             | Project 2017/170621                                   |            |                      |      |                      |      |                          |      | Approved  |     | Job No.   | FSCR_B2N-2-A |
|                            |             |   |            |                      |      |                      |      |                          |      | Regional Director (North Coast) TSP               |     | Drawing No.   |              |
|                            |             |   |            |                      |      |                      |      |                          |      |   |     | Date: 04/10/2017  |              |
|                            |             |   |            |                      |      |                      |      |                          |      |   |     | Plan 2 of 2   |              |



**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN20628**

**To:** Minister for Transport and Main Roads

|  |  |
|--|--|
| <b>SUBJECT:</b><br>Targeted Road Safety Program Annual Nomination and Development Round – Confirmation of the Chair of the Safer Roads Sooner Advisory Committee | <b>Urgent</b><br>Safer Roads Sooner Advisory Committee Chair required to progress safety program for your approval |
|--|--|

**Summary**

- The Safer Roads Sooner Advisory Committee (SRSAC) was originally scheduled for 11 December 2017, but was postponed due to the ongoing caretaker period.
- Mr Chris Whiting MP, Member for Bancroft, was the Chair of the SRSAC in the previous government.
- Approval is required for Mr Whiting to continue in his role as Chair of the SRSAC or for you to appoint an alternative chair of the SRSAC.
- The timely approval of the SRSAC Chair will enable the department to reschedule the SRSAC, and progress the draft Safer Roads Sooner (SRS) program of safety initiatives for your approval.

**Recommendations**

- That you approve Mr Whiting to continue in his role as chair of the SRSAC or that you approve the appointment of a new Chair to the SRSAC.

**Financial Implications**

- Nil.

**Background**

- The role of the SRSAC is to provide input into the strategic development of the Safer Roads Sooner (SRS) program, and clear advice in relation to SRS processes in allocating funding as well as reviewing and making recommendations on the list of prioritised projects that have been assessed by the SRS Technical Committee.
- Mr Chris Whiting MP, Member for Bancroft, was the Chair of the SRSAC under the previous term of government.
- The SRSAC was scheduled to meet on 11 December 2017 to endorse the Safer Roads Sooner program, but the meeting was postponed due to the ongoing caretaker period.
- The Black Spot Consultative Committee did proceed as scheduled on 11 December 2017 and its recommendations are currently with the Australian Government for approval.

|   |  |  |   |
|---|--|--|---|
| <b>Action Officer:</b><br>Ann-Maree Knox<br>Executive Director (Safer Roads Infrastructure) | <b>Endorsed by:</b><br>Dennis Walsh<br>General Manager (Land Transport Safety) | <b>Endorsed by: DDG</b><br>Geoff Magoffin<br>A/Deputy Director-General (Customer Service, Safety & Regulation) | <b>Endorsed by: DG</b><br>Mike Stapleton<br><br>A/Director-General |
|---|--|--|---|

Tel: 3066 2301  
Date: 2/1/2018

Tel: 3066 2301  
Date: 4 January 2018

Tel: 3066 7222  
Date: 4 January 2018

Tel: 3066 7316  
Date: 8.1.2018



### Key Issues

- The recommended 2018–19 to 2020–21 SRS program has an approximate value of \$30.4 million, and addresses over 40 road safety projects across Queensland.
- Endorsement of the program by the SRSAC and from yourself is required as soon as possible to allow TMR's regions to program the works, ensuring a timely delivery of the identified road safety initiatives.

### Financial Implications

- Nil.

### Consultation with Stakeholders

- Mr Whiting's office has confirmed his availability to chair the SRSAC if he is required to continue in this role.
- Members of the SRSAC include representatives from the Local Government Association Queensland, Royal Automobile Association of Queensland, Bicycle Queensland, Queensland Police Service, Queensland Trucking Association and the Queensland University of Technology (CARRS-Q).
- These organisations were advised of the postponement of the SRSAC. To date, participating organisation have not raised any issues or concerns.

### Employment

- There are no employment impacts associated with this matter.

### Election Commitments

- This matter does not relate to an election commitment.

### Summary of Actions

- That you approve Mr Whiting to continue in his role as chair of the SRSAC or that you approve the appointment of a new Chair to the SRSAC.

**Minister's comments:**

Approved / Not Approved

Minister's signature.....

Date 23 / 1 / 18

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN20634**

To: Minister for Transport and Main Roads

|   |               |
|---|---------------|
| <b>SUBJECT:</b><br>The relocation of the Sunshine Coast RoadTek Depot | <b>Urgent</b> |
|---|---------------|

**Summary**

- The Department of Transport and Main Roads (TMR) RoadTek Sunshine Coast Civil Depot (RSCCD) is required to be relocated as a result of the Bruce Highway Upgrade Project (BHUP), Caloundra Road to Sunshine Motorway.
- Several accommodation options were considered with the most advantageous being the construction of a new purpose-built facility in close proximity to the existing site. This site will house staff impacted by the BHUP as well as Sunshine Coast Electrical staff moving from privately leased accommodation.
- TMR has acquired land for the proposed new RSCCD and design is underway.

**Recommendations**

- That you note the RSCCD building cost is estimated at Part Exempt million.
- That you note an Executive Council Minute seeking your approval will be progressed to your office in mid-January for consideration by the Governor in Council on 1 February 2018.

**Financial Implications**

- Land at Sunshine Coast Industrial Estate (SCIE) was acquired on 16 June 2017 from the then Department of State Development (DSD) for \$2.65 million (excluding GST).
- Current estimates have the building cost totalling Part Exempt million (excluding GST) including land, building and pavements/car parking.
  - The funding of the construction is being met by the BHUP in the order of Part Exempt million as the relocation is necessary due to the existing depot being located on land required by this project. TMR is providing a Part Exempt million funding contribution from internal budget.
  - The relocation project has been reviewed by TMR's Chief Finance Officer (CFO) to confirm the sufficiency of budget allocation.
- The Queensland Treasury's Project Commencement Approval policy states Governor in Council approval is required to commence a project when the total value of the project is valued over \$10 million (including GST).

|   |  |   |   |
|---|--|---|---|
| <b>Action Officer:</b><br>Chris Lunson<br>Executive Director<br>(RoadTek South)<br><br>Tel: 3066 5309<br>Date: 3 January 2018 | <b>Endorsed by:</b><br>Chris Pearson<br>A/General Manager<br>(RoadTek)<br><br>Tel: 3066 5432<br>Date: 3 January 2017 | <b>Endorsed by: DDG</b><br>Julie Mitchell<br>A/Deputy Director-General<br>(Infrastructure Management<br>& Delivery)<br><br>Tel: 3066 7118<br>Date: 3 January 2018 | <b>Endorsed by: DG</b><br>Neil Scales<br>Director-General<br><br>Tel: 3066 7316<br>Date: 5/1/18 |
|---|--|---|---|



## Background

- TMR's RSCCD is required to be relocated as a result of the BHUP, Caloundra Road to Sunshine Motorway.
- Several accommodation options were considered with the most advantageous being the construction of a new purpose built facility in close proximity to the existing site. This site will house staff impacted by the BHUP as well as Sunshine Coast Electrical staff moving from privately leased accommodation.
- TMR has acquired land for the proposed new RSCCD and design is underway.
- Timeline of events:
  - 1 July 2015 – BHUP Caloundra Road Interchange to Sunshine Coast Motorway Upgrade stage 1, 2 and 3 basis of estimate report
  - 17 March 2016 – BHUP (CRI-SSMW) project proposal report
  - 24 August 2016 – a reference to the National Land Transport Variation Instrument No. QPT35126
  - 26 August 2016 – North Coast District officially advises RoadTek that RoadTek are required to vacate the depot located at Jowarra Park, Sunshine Coast by 1 July 2017
  - 9 September 2016 – review of available options, RoadTek determine the best option for a future depot is the purchase of government owned land at SCIE. RoadTek seeks support from TMR Property to assist in the purchase of proposed land
  - 11 November 2016 – RoadTek engage the Department of Housing and Public Works (DHPW) to manage the design and construction of the new depot
  - 18 April 2017 – Ministerial approval advice to client for the temporary depot
  - 14 June 2017 – General Manager (RoadTek) approval of land purchase forwarded to General Manager (Economic Development Queensland)
  - 16 June 2017 - TMR transacts purchase of land from the then DSD for new depot
  - 30 June 2017 – RoadTek vacates premises at Jowarra Park, Sunshine Coast and moves to premises based at Burnside on an interim lease basis
  - 14 September 2017 – RoadTek Business Case proceed to construction
  - 19 October 2017 – Director-General (TMR) approves the relocation of the Sunshine Coast RoadTek depot.

## Key Issues

- An interim depot arrangement is housing the civil crews and mechanical team at Nambour during the build phase of the new facility.
- The incorporation of the Electrical Unit currently based in leased premises at Kunda Park will result in savings through reduced lease overheads, administrative and resource management costs.



- The procurement strategy for the construction of the new depot was to utilise the expertise of Building Asset Services in DHPW. This strategy has enabled access/usage of whole-of-Government procurement arrangements for architects, designers, quantity surveyors and building contractors.

### Financial Implications

- The final build cost of the depot is under negotiation with a number of options available. The initial estimated total build cost of the new RSCCD is Part Exempt million (excluding GST) and will be confirmed once detailed design is complete.
- The facility will be owned by TMR and leased to RoadTek at commercial rates as per National Competition Policy competitive neutrality guidelines.

### Consultation with Stakeholders

- TMR's North Coast Region is aware and supportive of the relocation.
- The then DSD negotiated with TMR on the purchase of suitable land.
- There have been no discussions/representations with local, state and federal government political representatives.
- TMR's CFO and Facilities Branch have been consulted and support the proposal.
- The former Federal Minister for Infrastructure and Transport, the Honourable Darren Chester MP, has previously approved the related expense of relocating/modifying the existing TMR RoadTek depot.

### Employment

- The depot build phase of the project is anticipated to generate local construction employment.

### Election Commitments

- The RSCCD relocation project does not relate to any election commitments.

### Summary of Actions

- That you note the RSCCD building cost is estimated at Part Exempt million.
- That you approve the associated Executive Council Minute that will be progressed to your office in Mid-January for Governor in Council consideration on 1 February 2018. The Executive Council Minute will include numerous other Project Commencement Approvals in line with the Executive Council Handbook.

### Minister's Comments:

Approved \ Not Approved

Minister's signature.....

Date 24 / 1 / 18

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20635**

**To:** Minister for Transport and Main Roads

|  |                             |
|--|-----------------------------|
| <b>SUBJECT:</b><br>CO-LAB Youth Road Safety Challenge – creative campaign on challenging the acceptance of road trauma as part of everyday life. | <b>DATE:</b> 9 January 2018 |
| <b>Director-General's Comments:</b>  |                             |

**Summary**

- The third Co-Lab Youth Road Safety Challenge was completed in October 2017 and tasked participants with developing a campaign idea that challenged the acceptance of road trauma as part of everyday life.
- Two winning concepts were recommended by the judges. The concept [redacted] Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government
- The Department of Transport and Main Roads (TMR) and BCM Partnerships will work with the two teams to progress these two ideas as social media campaigns.

**Recommendations**

- That you note the judges voted two ideas [redacted] as the two finalists from CO-LAB 2017. [redacted] Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government
- That you note the recommendation to develop both ideas as social media campaigns for launch in 2018.

| Endorsed by:                                | Endorsed by GM  | Endorsed by DDG  | Endorsed by: DG   |
|---|---|--|---|
| Joanna Robinson<br>Executive Director (RRS) | Dennis Walsh<br>General Manager (Land Transport Safety) | Geoff Magoffin<br>A/Deputy Director-General (Customer Services, Safety & Regulation) | Mike Stapleton<br>Acting Director-General<br><i>M Stapleton</i> |
| Tel: 3066 2652                              | Tel: 3066 8543  | Tel: 3066 7222   | Tel: 3066 7316  |
| Date: 2 January 2018                        | Date: 3 January 2018                                    | Date: 5 January 2018   | Date: 10.1.2018   |



## Financial Implications

- Each member of the winning teams will receive \$1500 and practical support to develop and implement their idea with TMR's support. The winners - [redacted]

Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government

- The Motor Accident Insurance Commission (MAIC) has provided funding of \$500 000 for Co-Lab including recruiting participants, travel, incentives, staging the event, prize money and development of the idea and the accompanying campaign. Funds to pay for the placement of advertising (a maximum of \$150 000) will be provided through the Join the Drive budget if required, which is funded through the Camera Detected Offence Program.

Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government

## Background

- Following the success of previous Co-Lab events and this year's social media campaign, 'Chin Up', the third Co-Lab event was designed to challenge the acceptance of road trauma as part of everyday life.
- CO-LAB 2017 was held on 3–4 October with 76 participants from throughout the state.
- The judging panel was chaired by TMR, with representatives from RACQ, the Department of Premier and Cabinet and BCM Partnership's creative team.
- The creative presentations were of a very high standard and three finalists were short-listed including a 'People's Choice' award presented at the end of the event.

## Issues and suggested approach

- The judges unanimously agreed that two ideas should be developed into separate online campaigns due to the high standard of both concepts, and that both groups should both be awarded first prize for their campaign concepts (a summary of the shortlisted finalists can be seen in **Attachment 1**).
- The panel found these ideas to be clear, practical and achievable, which would have good reach across the target audience and the people who influence them. They both align well with the objectives of Join the Drive to Save Lives, and best practice research about effective ways to drive attitudinal and behaviour change. Both ideas were considered creative and original.
- In addition, the 'Let's make zero great' concept specifically aligns with the 'Safer Roads, Safer Queensland: Queensland's Road Safety Strategy 2015-2021' and the vision to achieve zero road deaths and serious injuries on Queensland roads.
- TMR will support the development of both of these campaigns as part of the Join the Drive to Save Lives (JTD) strategy.

Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government

- A media release has been prepared to announce the winners.

### **Financial Implications**

- MAIC has provided funding of \$500 000 toward the Co-Lab event and resulting campaign in 2016–17.
- The second online campaign in 2018–19 would be funded from the CDOP.

### **Consultation with Stakeholders**

- Key stakeholders such as RACQ were part of the judging panel, and consultation has also been undertaken QPS regarding the event. Further consultation will be undertaken once both campaigns are in development.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment. The CO-LAB Youth Road Safety Challenge was one of several initiatives announced following the *Safer Roads, Safer Queensland* forum held in April 2015.



**Attachment 1**

**CO-LAB 3 – Youth Road Safety Challenge on acceptability of road trauma**

**Summary of three shortlisted finalists**

Part Refuse Sch.4 Part 4 s.4(1)(a) Opinion/advice/recommendation for deliberative processes of government

Released under R



# Advice for Minister for Transport and Main Roads

## Subject: Burke Developmental Road call point signs

Document ID: MBN20639

- The following advice is in response to a meeting on Monday 18 December 2017, between Mr Neil Scales, Director-General, Department of Transport and Main Roads (TMR), Mr Bill Lansbury, Acting Deputy Director-General (Infrastructure Management and Delivery), Mr Tim Shipstone, Senior Policy Advisor and Councillor Greg Campbell, Mayor, Cloncurry Shire Council, regarding a number of narrow bridges and the impact of the increased number of heavy vehicles as a result of the MMG Dugald River mine haulage on the Burke Developmental Road (BDR).
- As an outcome, TMR committed to installing 'call point' signs at appropriate locations on the approaches to the structures.
- A call point is a location on a road where heavy vehicle operators are to advise other heavy vehicles in the area, via UHF radio, that they are approaching a point where conflict may occur.

### Location

- The three structures on the BDR are below, as shown in **Attachment 1**:
  - Butchers Creek at Ch 4.05 km to Ch 4.11 km
  - Tommy Creek at Ch 19.85 km to Ch 19.88 km
  - Corella River at Ch 35.12 km to Ch 35.23 km.

### Signage

- Six signs will be installed for each structure, as shown in **Attachment 2**:
  - Two 'call points ahead' - north and south bound
  - Two 'call point location' - north and south bound
  - Two 'end call points' - north and south bound.

### Timing

- TMR has commenced procurement, with expected delivery of the signs in four to six weeks.
- The signs will be installed by late March 2018, weather permitting.

| Action Officer/Approved by:            | Endorsed by GM                                      | Endorsed by DDG  | Endorsed by DG   |
|--|---|--|--|
| Stephen Malloes                        | Sanjay Ram  | Julie Mitchell   | Mike Stapleton   |
| A/Regional Director (North Queensland) | A/General Manager (Program Delivery and Operations) | A/Deputy Director-General (Infrastructure Management and Delivery) | Acting Director-General<br> |
| Tel: 4421 8743                         | Tel: 3066 5498                                      | Tel: 3066 7118   | Tel: 3066 7316   |
| Date: 4 January 2018                   | Date: 5 January 2018                                | Date: 9 January 2018   | Date: 11.1.2018  |

**Minister Comments**

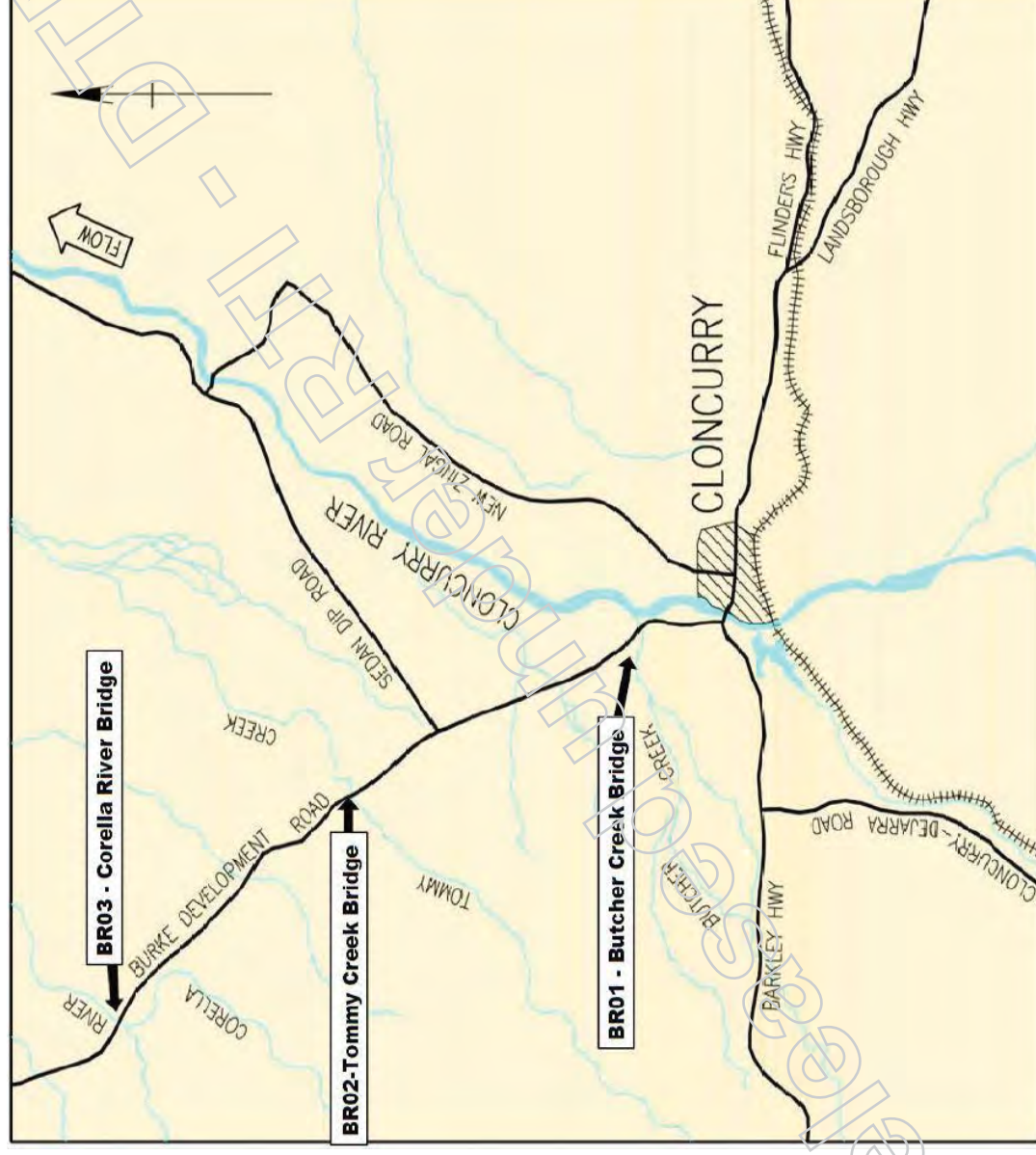
**Noted / Not Noted**

**Minister's signature**.....

**Date** 24 / 1 / 18

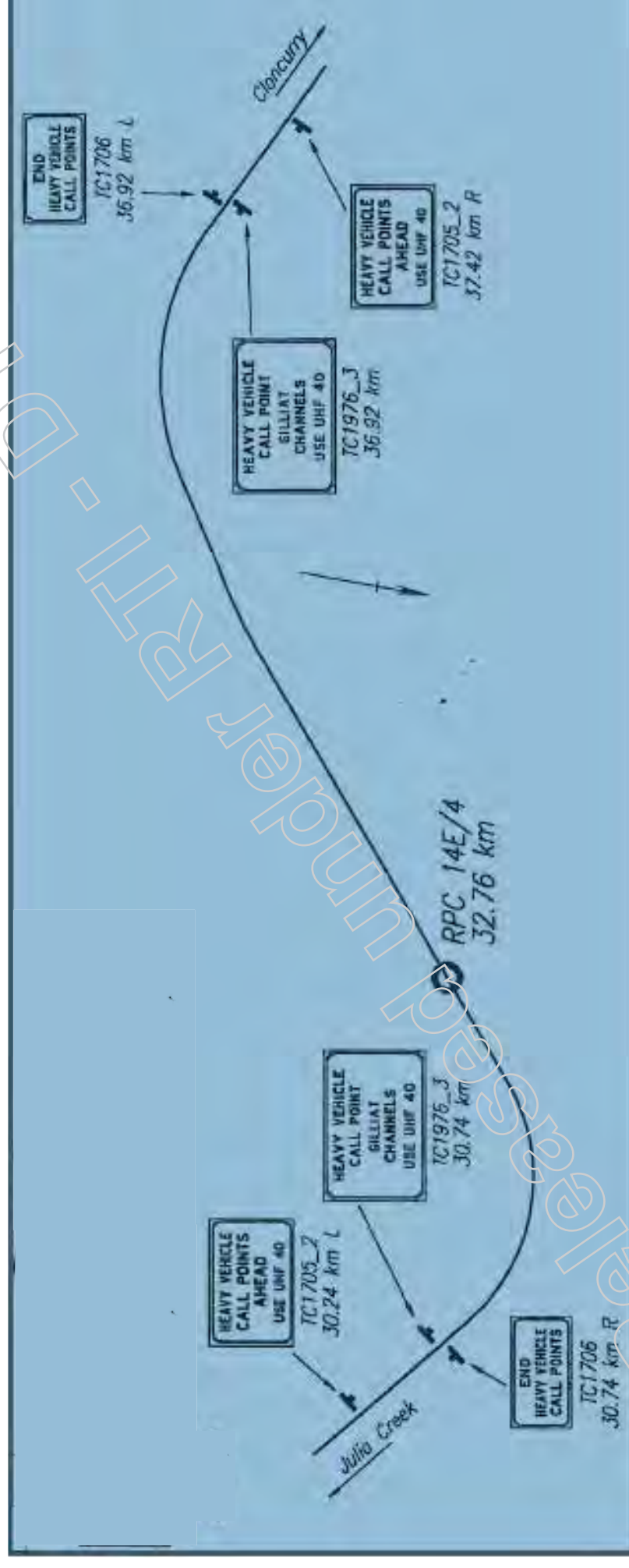


## MBN20639 Attachment 1: Map of location



## MBN20639 Attachment 2: Example call point signage

The example shown here is for the Gilliat Channels on the Flinders Highway.





|   | New Sign Code | Description on Sign        |
|---|---------------|----------------------------|
| <b>BUTCHERS CREEK BRIDGE AT 4.05 KM TO 4.11 KM</b>  |               |                            |
| 1   | TC1705_2      | Wording - "BUTCHERS CREEK" |
| 2   | TC1976_3      | Standard wording           |
| 3   | TC1706        | Standard wording           |
| 4   | TC1706        | Standard wording           |
| 5   | TC1976_3      | Wording - "BUTCHERS CREEK" |
| 6   | TC1705_2      | Standard wording           |
| <b>TOMMY CREEK BRIDGE AT 19.85 KM TO 19.88 KM</b>   |               |                            |
| 7   | TC1705_2      | Wording - "TOMMY CREEK"    |
| 8   | TC1976_3      | Standard wording           |
| 9   | TC1706        | Standard wording           |
| 10  | TC1706        | Standard wording           |
| 11  | TC1976_3      | Wording - "TOMMY CREEK"    |
| 12  | TC1705_2      | Standard wording           |
| <b>CORELLA RIVER BRIDGE AT 35.12 KM TO 35.23 KM</b> |               |                            |
| 13  | TC1705_2      | Wording - "CORELLA RIVER " |
| 14  | TC1976_3      | Standard wording           |
| 15  | TC1706        | Standard wording           |
| 16  | TC1706        | Standard wording           |
| 17  | TC1976_3      | Wording - "CORELLA RIVER"  |
| 18  | TC1705_2      | Standard wording           |

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20645**

**To:** Minister for Transport and Main Roads

|   |   |
|---|---|
| <b>SUBJECT:</b><br>Gold Coast 2018 Commonwealth Games Journey<br>Planner Launch | <b>Urgent</b><br>go-live planned for<br>5 February 2018 |
|---|---|

**Summary**

- The Gold Coast 2018 Commonwealth Games (GC2018) Journey Planner (GJP), is a key deliverable for the GC2018 Travel Demand Management (TDM) program, and will assist spectators and workforce to understand their travel options in the lead up to and during GC2018.
- The GJP is delivered by the Department of Transport and Main Roads (TMR) in collaboration with the Gold Coast 2018 Commonwealth Games Corporation (GOLDOC).
- The GJP is set to go live to the public on 5 February 2018.

**Background**

- The GJP is a key deliverable of the GC2018 transport program and will assist spectators and workforce to understand their travel options during GC2018.
- The GJP has gone through several months of development, TMR quality assurance and performance testing. Final testing is underway before the GJP goes live on 5 February 2018.

**Issues and Suggested Approach**

- Six million additional journeys are expected to take place on the Queensland transport network, before and during the Games. The GJP will provide comprehensive information on travel options during GC2018 and enable spectators and workforce to plan their trips ahead of time (**See attachment 1**).
- The GJP is an isolated, stand-alone project and system, separate from the existing TransLink Journey Planner.
- The GJP is branded as a GOLDOC product to support a cohesive customer experience, however, the project is delivered in partnership with TMR.
- The GJP will be accessible through the GC2018 Official App and the GC2018 website at [www.gc2018.com/transport](http://www.gc2018.com/transport).
- The GC2018 website will allow users to access the GJP through the navigation menu or through a widget. This will allow users to click on an option to plan a journey to an event, a celebration zone, or any other location.

|   |  |  |  |
|---|--|--|--|
| <b>Action Officer:</b><br>Graeme Krisanski<br>Executive Director<br>(Commonwealth Games)<br><br>Tel: (07) 3066 1571<br>Date: 04/01/2018 | <b>Endorsed by:</b><br>Warren McReight<br>A/Regional Director<br>(South Coast Region)<br><br>Tel: (07) 5563 6522<br>Date: 04/01/2018 | <b>Endorsed by: DDG</b><br>Matthew Longland<br>Deputy Director-General<br>(TransLink)<br><br>Tel: (07) 3066 7320<br>Date: 04/01/2018 | <b>Endorsed by: DG</b><br>Mike Stapleton<br>A/Director-General<br><br>Tel: 3066 7316<br>Date: 8/01/2018 |
|---|--|--|--|



- The GJP will also link to an online booking system for spectators to book Park 'n' Ride (PnR) sites to help facilitate a seamless end-to-end journey for spectators. Users will be able to review their full journey on the GJP and then click through to the PnR booking system.
- Secure Parking has signed as the PnR operator for GC2018 and will provide the online booking system for PnR sites through the GJP.
- The GJP is intended to go live to the public on 5 February 2018 to coincide with the launch of the GC2018 official application and ticketing mail out.
- The GJP has adhered to all Queensland Government Chief Information Office requirements, and assurance standards to date.

#### **Financial Implications**

- The GJP has been funded through the existing TMR GC2018 budget allocation and through the Public Domain Improvement Program which was provided by the Office of Commonwealth Games.
- The forecast cost to complete the GJP is \$1,038,500.

#### **Consultation with Stakeholders**

- The GC2018 TDM program is delivered in partnership with City of Gold Coast and GOLDOC.
- The GJP is delivered in collaboration with GOLDOC.
- Internally, stakeholders from TransLink and TMR Information Technology Branch have been involved in key decisions on the GJP and have been part of the project's two levels of governance: the project board and the technical advisory group.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- The Queensland Government is committed to the successful delivery of GC2018.

#### **Minister's comments**

Noted / Not Noted

Minister's signature.....

Date 24 / 1 / 18

# Gold Coast 2018 Commonwealth Games (GC2018) - GC2018 Journey Planner (GJP)

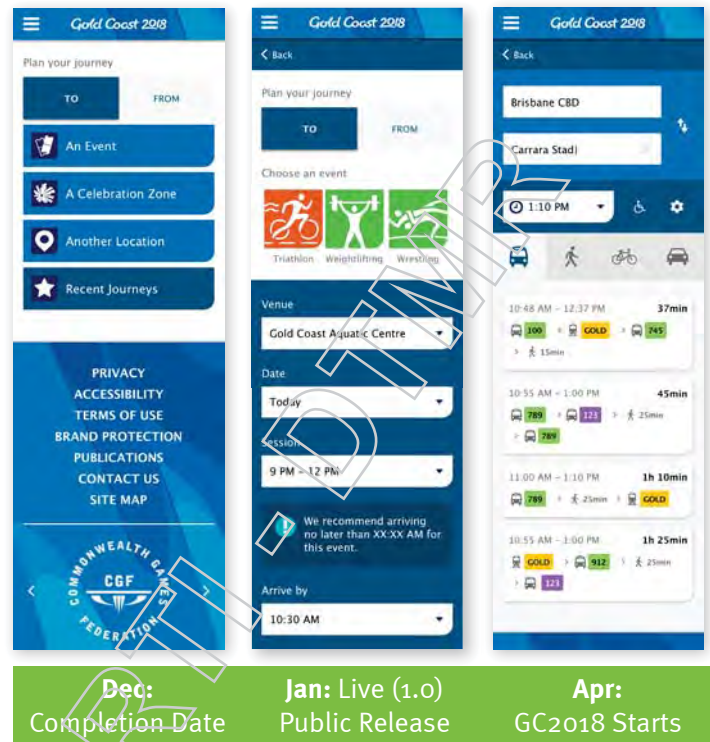
TMR is responsible for planning and delivering the transport operations for GC2018 in partnership with the Gold Coast 2018 Commonwealth Games.

During the Commonwealth Games it is imperative that existing and new public transport users have a positive experience using the integrated transport system.

Travellers will require a travel information solution at Games time that suits the needs of all users. One of these initiatives is a **GC2018 Journey Planner (GJP)**, leveraging off the functionality of the existing journey planners of TMR and best practice products.

## What is the GJP?

The GJP will provide tailored, Games-specific travel information that supports network efficiency for those travelling to events, Festival 2018 and other locations at Games time.



## GJP Fast Facts



The **GC2018-branded Games Journey Planner** is housed on the **GC2018 app** and **gc2018.com** to provide a **consistent and cohesive user experience**



Contains **Games-specific journey planning information** including:

- Games shuttles
- Games venue locations
- Games Park 'n' Ride locations
- Rerouting based on forecast traffic and road closures
- Real-time traffic
- Redirecting based on bus temporary stop closures
- Last-mile routes



**Preferred routes functionality** based on forecast public transport demand



**Multi-modal journey planning** including public transport, cycle, walk and park 'n' ride



**Accessibility filters:** Assisted and unassisted wheelchair access friendly journey results filtering



Sits **separate to the TransLink Journey Planner** infrastructure, **eliminating the risk of technical or demand issues** during Games time

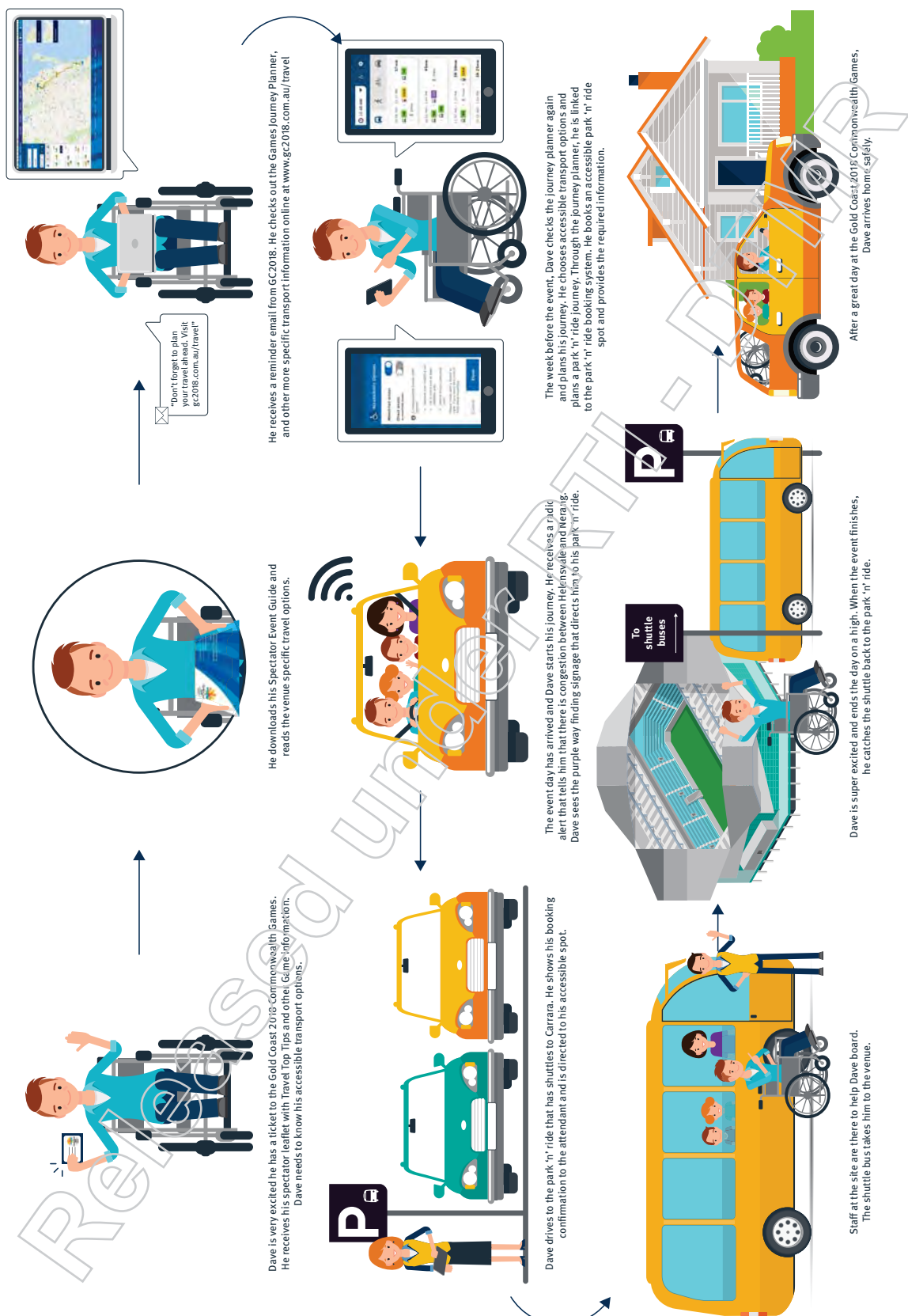
## GJP legacy

- Change travel behaviour during the Games
- Introduce non-public transport users to public transport network and concept of Journey Planners
- The development of alternative technologies and approaches for journey planner which may be used by TMR in the future
- Legacy benefits may extend to the existing TransLink Journey Planner application, but also provide a model which can be used for future events in Queensland

For project details, contact: Moya Dippenaar (Project Advisor), Gorjan Ivanovski (Product Manager) or Cobi Murphy (Program Manager)



## SCENARIO: ACCESSIBLE SPECTATOR JOURNEY



GET SET  
FOR THE  
GAMES

4-15 April 2018

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20647**

**To:** Minister for Transport and Main Roads

|  |               |
|--|---------------|
| <b>SUBJECT:</b><br><b>Meeting details:</b> Ministerial meeting with Mr Ted O'Brien MP and Faster Rail Consortium to discuss proposal for fast rail to connect the regions of Moreton and Sunshine Coast with Brisbane<br><br><b>Date/time:</b> Wednesday 24 January 2018, 10–10.30am<br><br><b>Attendees:</b><br>Ms Emily Brogan, Policy Advisor<br>Mr Joshua Hannan, General Manager (Transport Strategy and Planning)<br>Mr Ted O'Brien MP, Federal Member for Fairfax | <b>Urgent</b> |
| <b>A/Minister's comments:</b>  |               |

**Summary**

- The purpose of this brief is to provide background into current rail planning that has been undertaken for the Sunshine Coast by the Department of Transport and Main Roads (TMR).

**Details of the Meeting**

- You are meeting with the Federal Member for Fairfax, Mr Ted O'Brien MP, and members of the Faster Rail Consortium to discuss a proposal for fast rail to connect the Moreton Bay and Sunshine Coast regions with Brisbane.
- The meeting will take place at 10am on Wednesday 24 January 2018, in your board room, level 35, 1 William Street.
- The departmental representative to attend the meeting with you is Mr Joshua Hannan, General Manager (Transport Strategy and Planning). Mr Hannan can be contacted on NR [redacted].
- The primary purpose of the meeting is to discuss the 'North Coast Connect' submission made to the Commonwealth Government's Faster Rail Programme.

**Endorsed by:**

Dan Johnson  
A/Executive Director  
(Transport Planning  
Projects)  
Tel: 3066 1653  
Date: 12 January 2018

**Endorsed by:**

Randall Fletcher  
A/General Manager  
(Transport Strategy and  
Planning)  
Tel: 3066 1400  
Date: 15 January 2018

**Endorsed by:**

Sally Noonan  
Deputy Director-General  
(Policy, Planning and  
Investment)  
Tel: 3066 7464  
Date: 16 January 2018

**Endorsed by:**

Mike Stapleton  
A/Director-General  
*M Stapleton*  
Tel: 3066 7316  
Date: 17 Jan 2018



## Background

- The Australian Government has allocated \$20 million to the Faster Rail Programme in 2017–18 to develop business cases for projects which would deliver faster rail connections.
- A private sector consortium consisting of SMEC, KPMG, Stockland and Urbis have submitted a proposal entitled 'North Coast Connect' under the Commonwealth Government's Faster Rail Programme. This submission proposes fast rail to connect the regions of Moreton Bay and the Sunshine Coast with Brisbane.
- 'North Coast Connect' is the only proposal from Queensland that was down-selected for consideration by the Commonwealth.

## Issues and Suggested Approach

- TMR has not yet had an opportunity to review the 'North Coast Connect' proposal and as such is unaware of how it aligns with endorsed planning for the rail network.
- If any proposal for a very fast train between Brisbane, Sunshine Coast and Moreton Bay is developed, it would need to complement the existing South East Queensland (SEQ) rail network and endorsed planning.
- Queensland's current passenger rail priority is the Cross River Rail Project which will unlock the capacity constraints of the SEQ network.
- The Queensland Government is also committed to the progressive priority upgrade of the Sunshine Coast public transport network.
- A number of options are currently being investigated to support this commitment, including the following.

### *Beerburum to Nambour Rail Upgrade Project*

- The Beerburum to Nambour Rail Upgrade Project investigated the duplication of the North Coast Line between Beerburum and Landsborough, with upgrades to the existing infrastructure between Landsborough and Nambour.
- Building Queensland, in partnership with TMR, completed the Detailed Business Case for the Beerburum to Nambour Rail Upgrade Project in December 2016.
- The Queensland Government approved the business case in August 2017 and has now submitted the project to Infrastructure Australia for assessment and the Australian Department of Infrastructure and Regional Development and Cities for consideration.

### *Caboolture to Maroochydore Corridor Study*

- The Caboolture to Maroochydore Corridor Study (CAMCOS) proposed a passenger rail service branching off the North Coast Line (NCL) at Beerwah and extending through Caloundra to Maroochydore.
- The proposed rail line will provide a public transport spine for the Sunshine Coast and link the coastal urban area to Brisbane.
- The proposed CAMCOS corridor was subsequently protected to ensure that it can be delivered when required.
- TMR completed planning for the Beerwah to Caloundra South section of the CAMCOS in late-2015. This project was undertaken to review the current protected rail corridor and ensure the most efficient and effective alignment is maintained to support this rapidly growing area of South East Queensland into the future.

- The existing CAMCOS corridor, protected under the provisions of the *Planning Act 2016* has been amended to reflect the changes in alignment through the Caloundra South Priority Development Area.

- Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- The timeframe for construction and commissioning of rail infrastructure in the Beerwah to Caloundra South corridor is currently unknown. This will be dependent on a number of factors including delivery timeframes for the Beerburum to Nambour Rail Upgrade project, and future state infrastructure priorities.

#### **Financial Implications**

- There are no financial implications.

#### **Consultation with Stakeholders**

- Sunshine Coast Regional Council continue to publically endorse the upgrade of the NCL as a high priority project to benefit the transport outcomes and economic needs of the Sunshine Coast.
- As part of the Beerburum to Nambour Rail Upgrade Project, public consultation was undertaken between June and October 2016. The feedback from these sessions was incorporated into the business case.
- Consultation was undertaken with Stockland and Sunshine Coast Council during the planning of the Beerwah to Caloundra South section of CAMCOS.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not related to an election commitment.



**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20648**

To: Minister for Transport and Main Roads

|   |               |
|---|---------------|
| <b>SUBJECT:</b><br><b>Meeting details:</b> Meeting with the newly appointed Chief Executive Officer (CEO) of the Queensland Transport and Logistics Council (QTLIC)<br><br><b>Date/time:</b> 23 January 2018, 1.30–2pm at Level 35, 1 William Street, Brisbane<br><br><b>Attendees:</b><br>Mr Charles Burke CEO QTLIC<br>Mr Joshua Hannan, General Manager (Transport Strategy and Planning)<br>Mr Steven Patch, Policy Advisor | <b>Urgent</b> |
| <b>Minister's comments:</b>   |               |

**Summary**

- Mr Charles Burke was recently appointed as the new Chief Executive Officer (CEO) of the Queensland Transport and Logistics Council (QTLIC) following the resignation of Dr Rebecca Michael.
- Mr Burke commenced his role on 11 December 2017.
- Mr Burke was previously the CEO of AgForce for almost five years.
- The Department of Transport and Main Roads (TMR) approved a further three years funding for the QTLIC in August 2017.

**Details of the Meeting**

- You are hosting a meeting with Mr Burke.
- The meeting will take place at 1.30–2pm on 23 January 2018 at Level 35, 1 William Street, Brisbane.
- The departmental representative attending the meeting with you is Mr Joshua Hannan, General Manager (Transport Strategy and Planning).

**Endorsed by:**

Robyn Heap  
A/Executive Director  
(Governance, Freight and Partnerships)  
Tel: 3066 1538

Date: 11 January 2018

**Endorsed by:**

Randall Fletcher  
A/General Manager  
(Transport Strategy and Planning)  
Tel: 3066 1400

Date: 12 January 2018

**Endorsed by:**

Sally Noonan  
Deputy Director-General  
(Policy, Planning and Investment)  
Tel: 3066 7464

Date: 15 January 2018

**Endorsed by:**

Mike Stapleton  
A/Director-General  
*M Stapleton*  
Tel: 3066 7316

Date: 16.1.2018

- The primary purpose of the meeting is for the new CEO to discuss where the QTLC can provide a positive contribution to industry and TMR.

## Background

- QTLC was formed to support the Queensland Government's agenda to improve outcomes for the freight sector through the provision of transport and logistic industry perspectives and advice that is independent of interests driven by industry funding.
- QTLC is a cooperative industry and government advisory body which provides advice to industry and government stakeholders on the development, planning, regulation and operation of freight and logistics transport, infrastructure and services in Queensland.
- Recent QTLC achievements include the following.
  - *Research and development of the report The Value and Feasibility of Extending High Productivity Vehicle Access on the Toowoomba to Port of Brisbane Corridor.* This will inform the policy development for high-productivity vehicle access for the new Toowoomba Second Range Crossing.
  - Research and development of a report into regional freight subsidies and identified at-risk communities. This work has informed TMR policy directions for regional transport services contracts.
  - The Freight App was developed in partnership with the then Department of State Development (DSD) and TMR. The Freight App will be used for the Gold Coast 2018 Commonwealth Games (GC2018) to assist the freight industry, in particular, fast moving consumer goods on specific road closures, after hours delivery access and alternative loading docks.
  - Consultation with key rail freight stakeholders between May and August 2016 in conjunction with TMR, to confirm key issues and provide input into various projects on the North Coast Line.
  - Delivering the Bromelton Regional Transport Forum on 28 March 2017, in partnership with Scenic Rim Regional Council. The forum was well attended with over 150 industry and government representatives coming together to hear speakers discuss:
    - development of the Bromelton transport and logistics hub
    - SCT Logistics' intermodal freight facility
    - access and infrastructure connections to Bromelton
    - planning and infrastructure to improve supply chain efficiency and drive demand in the region
    - innovative logistics and freight transport opportunities.
  - Providing guidance and support to DSD and the Gold Coast City Council in developing freight specific strategies and plans for the GC2018.
- QTLC has a proven history of focussing on delivering value for money, particularly since Commonwealth co-funding was withdrawn in 2015.
- Two board members and Chair of the QTLC conducted the recruitment process for the new CEO. No TMR officer was involved in the recruitment and appointment of Mr Burke.

## Issues and Suggested Approach

- Congratulate the new CEO on his recent appointment.
- Acknowledge the previous work QTLC has done for TMR and industry.



- Discuss the current membership drive for the QTLC.
- Discuss the future program of work for the QTLC.

**Financial Implications**

- The QTLC funding amount is to be \$230,000 (including GST) per annum until June 2021.

**Consultation with Stakeholders**

- No consultation was undertaken.

**Employment**

- There are no employment impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

Released under RTI - DTMR





## Details of the Meeting

- The meeting will take place from 11–11.20am on Tuesday 23 January 2018, in the Board Room, Level 35, 1 William Street.
- Mr David Jackson, TMR's Chief Economist and General Manager (Strategic Policy), will attend as the departmental representative. Mr Tim Shipstone, Ministerial Senior Policy Advisor, will also attend.

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

## Background

- Mr Roth is the former Head of Public Policy at RACQ, Queensland's largest mutual organisation representing the state's motorists.
- TMR manages general traffic congestion in Queensland through a range of activities across its road infrastructure and transport portfolio.
- TMR has commenced development of a Journey Reliability and Congestion Blueprint to provide an internally-focused, strategic and multi-modal approach towards improving journey reliability and addressing excessive congestion in South East Queensland (SEQ).

## Issues and Suggested Approach

- It is anticipated that Mr Roth will seek some commitment from you to further

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

## TravelSmart

- TravelSmart initiatives first began in Queensland in 1996 and have been delivered in various forms since this time.
- In 2008, the Queensland Government approved \$120 million for a suite of initiatives to address traffic congestion in SEQ. This included \$32.77 million over four years (2008–12) to deliver the TravelSmart travel behaviour change program.
- The TravelSmart program aimed to reduce vehicle kilometres travelled (VKT) and increase sustainable transport mode share by encouraging people to drive less in favour of other transport options such as walking, cycling, catching public transport and carpooling.
- The TravelSmart program was delivered via three projects:
  - TravelSmart Communities - delivered on the Sunshine Coast, the Gold Coast and in Brisbane South, with a budget of \$22.5 million
  - TravelSmart Workplaces - delivered in 13 workplaces and two local precincts to promote sustainable travel to and from work, with a budget of \$5.2 million. The project delivered a small reduction in private VKT
  - TravelSmart Schools - delivered to 140 schools across Queensland from 2010–12, with a budget of \$4.9 million.
- The TravelSmart program generated mixed public transport patronage growth, with better success achieved in the targeted catchment areas than in widespread approaches. Considering the cost and resourcing requirements of the large scale program delivered between 2008 and 2012, TMR does not have plans to revive TravelSmart.

- Further travel behaviour change work occurred through the Healthy Active School Travel Program (HAST), funded by Queensland Health, from 2012 to 30 June 2015. HAST achieved health objectives for increasing physical activity. However, it did not achieve TMR's transport objectives relating to congestion and public transport patronage.
- In 2016–17 TMR reviewed its previous travel behaviour change work. It was recommended that a targeted approach, tied to infrastructure and service delivery improvements, is the most effective way to bring about actual travel behaviour change, beyond simply increasing awareness of options. TMR has developed a Method for Area Prioritisation model to aid decision making on areas that may be effective for targeted travel behaviour change projects.
- A travel behaviour change project was trialled on a bus line in East Brisbane in late 2016, which resulted in limited behaviour change.
- There is currently a local area marketing campaign being trialled in North Lakes, which will be analysed to determine the effects of targeted local awareness raising activity and its potential for application in other areas.

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

#### **Financial Implications**

- There are no financial implications.

#### **Consultation with Stakeholders**

- No consultation was undertaken.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.



**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN20654**

To: Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br>TransLink Division Open Data for October 2017 | <b>Non Urgent</b> |
|--|-------------------|

**Summary**

- TransLink Division Open Data is a monthly snapshot (based on completed weeks in that month) of the South East Queensland (SEQ) public transport network's performance. Attached is the TransLink Division Open Data October 2017 (**Attachment 1**) and summary (**Attachment 2**).

**Recommendations**

- That you approve the release of TransLink Division Open Data for October 2017.
- That you note the October 2017 patronage figures, go card information and customer satisfaction data included in the latest Open Data, and that this information will be published online.

**Background**

- Passenger trips for October 2017 were 17.44 million, compared with 17.45 million for the same period in 2016. This is a decrease of 7148 trips or 0.04 per cent and can be attributed to rain events during the month. It should be noted that November Open Data shows an increase in patronage of 414,000 trips compared to 2016.
- In October 2017, 1260 TransLink bus, train and ferry customers from across SEQ completed the customer satisfaction survey. Key Performance Indicator (KPI) results for the month are summarised in **Attachment 2**.

**Key Issues**

- Customer satisfaction with TransLink bus, train and ferry services in SEQ overall remained stable at 72 (out of 100) – one point lower than last month, which is not a statistically significant decrease.
- Customer satisfaction with bus services continues to be stable and strong, with overall satisfaction index tracking at a high and stable 72 (out of 100). The KPI for bus services which remains the focus for improvement is reliability & frequency which is tracking at 66 (out of 100), the only KPI to record a significant (2 point) decrease in October. The school term starting again on 3 October 2017 may have impacted on this KPI. There was also a general increase in bus complaints in the month of October (7.2 per cent increase from September to October). Most of the complaints were around service reliability, staff behaviour and services running late.

|                        |                         |                         |                        |
|------------------------|-------------------------|-------------------------|------------------------|
| <b>Action Officer:</b> | <b>Endorsed by:</b>     | <b>Endorsed by: DDG</b> | <b>Endorsed by: DG</b> |
| Wietske Smith          | Neville Silvester       | Matthew Longland        | Mike Stapleton         |
| ED Customer Solutions  | Finance and Performance | DDG TransLink Division  | A/Director-General     |
| Tel: 3338 4110         | Tel: 3338 4159          | Tel: 3066 7320          | Tel: 3066 7316         |
| Date: 15 January 2018  | Date: 15 January 2018   | Date: 16 January 2018   | Date:                  |

- October is the third consecutive month where there has been a fall in patronage. The fall in patronage in August and September was expected due to the industrial action on Brisbane City Council bus services, and the small decrease of 7148 trips or 0.04 per cent patronage in October can be attributed to rain events during the month. While this consecutive fall in patronage may gain notice, it should be noted that customer satisfaction with public transport services in SEQ continued to be stable and strong over these three months. It should also be noted that November Open Data shows an increase in patronage trips compared to 2016, of 414,000.

#### **Financial Implications**

- There are no financial implications.

#### **Consultation with Stakeholders**

- No consultation was undertaken.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Summary of Actions**

- That you approve the release of TransLink Division Open Data for October 2017.
- That you note the October 2017 patronage figures, go card information and customer satisfaction data included in the latest Open Data and that this information will be published online.

#### **Minister's comments:**

Approved / Not Approved

Minister's signature.....

Date 24 / 1 / 18



## TransLink Customer Satisfaction Monthly Snapshot

October 2017

| KPI   | Bus | Train | Ferry | All |
|---|-----|-------|-------|-----|
| <b>Safety &amp; Security</b>  |     |       |       |     |
| Safety at stops, stations and on board vehicles   | 80  | 76    | 86    | 79  |
| <b>Reliability &amp; Frequency</b>  |     |       |       |     |
| Ability to meet departure times, frequency of services and reliability of go card readers   | 66  | 69    | 78    | 68  |
| <b>Comfort</b>  |     |       |       |     |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations  | 75  | 67    | 81    | 72  |
| <b>Ease of Use</b>  |     |       |       |     |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 80  | 78    | 83    | 79  |
| <b>Ease of using go card sub-index</b>  |     |       |       |     |
| Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.                | 80  | 78    | 81    | 79  |
| <b>Proximity</b>  |     |       |       |     |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets                                     | 75  | 71    | 77    | 73  |
| <b>Efficiency</b>   |     |       |       |     |
| Door-to-door travel time, connections with other services and avoidance of congestion   | 70  | 71    | 78    | 71  |
| <b>Information</b>  |     |       |       |     |
| Ability to understand on board and at-station information, timetables, maps and journey planning information                            | 69  | 70    | 79    | 70  |
| <b>Accessibility</b>  |     |       |       |     |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators                   | 79  | 77    | 87    | 79  |
| <b>Staff</b>  |     |       |       |     |
| Knowledge, conduct, presentation and helpfulness of staff   | 80  | 80    | 88    | 81  |
| <b>Affordability</b>  |     |       |       |     |
| Cost of tickets and benefits of not having to pay for parking   | 62  | 55    | 61    | 59  |
| <b>Overall Service</b>  |     |       |       |     |
| A combination of all reported categories  | 72  | 70    | 81    | 72  |

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

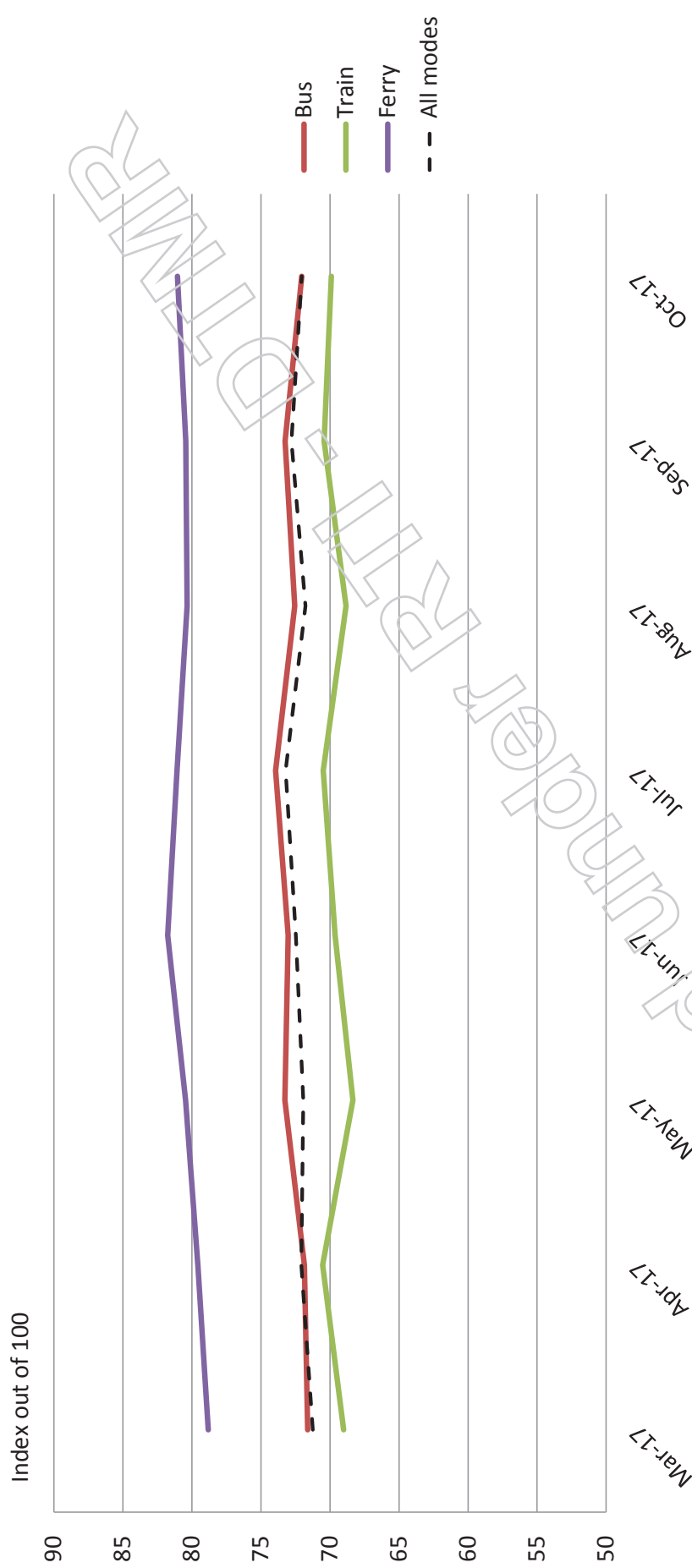
Green figures indicate a statistically significant **increase** in the period

## TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

| Week ending       | Passenger trips | Customer complaints (go card) per 10,000 trips | Customer complaints (other than go card) per 10,000 trips | go card Adjustments per 10,000 go card trips | Fixed fares as a percentage of all go card trips |
|-------------------|-----------------|--|---|--|--|
| 6 November 2016   | 3,482,169       | 0.08   | 1.85  | 13.55  | 1.76%  |
| 13 November 2016  | 3,570,325       | 0.18   | 2.24  | 12.82  | 1.68%  |
| 20 November 2016  | 3,577,398       | 0.04   | 2.14  | 12.41  | 1.72%  |
| 27 November 2016  | 3,447,116       | 0.06   | 2.31  | 12.87  | 1.79%  |
| 4 December 2016   | 3,238,824       | 0.09   | 2.34  | 12.73  | 1.81%  |
| 11 December 2016  | 3,106,880       | 0.11   | 2.09  | 69.74  | 1.94%  |
| 18 December 2016  | 3,007,461       | 0.21   | 4.38  | 140.26                                       | 1.94%  |
| 25 December 2016  | 2,582,453       | 0.19   | 2.84  | 20.91  | 1.89%  |
| 1 January 2017    | 1,694,915       | 0.08   | 1.40  | 20.68  | 2.51%  |
| 8 January 2017    | 2,122,744       | 0.18   | 2.40  | 99.86  | 2.05%  |
| 15 January 2017   | 2,716,822       | 0.19   | 2.96  | 15.41  | 1.93%  |
| 22 January 2017   | 2,849,420       | 0.07   | 2.43  | 41.81  | 1.89%  |
| 29 January 2017   | 2,840,134       | 0.18   | 2.78  | 15.53  | 2.18%  |
| 5 February 2017   | 3,440,488       | 0.21   | 3.94  | 14.46  | 2.05%  |
| 12 February 2017  | 3,485,610       | 0.18   | 2.95  | 13.19  | 1.95%  |
| 19 February 2017  | 3,576,711       | 0.16   | 2.90  | 15.81  | 1.99%  |
| 26 February 2017  | 3,771,549       | 0.20   | 2.45  | 12.46  | 1.84%  |
| 5 March 2017      | 4,088,428       | 0.22   | 2.95  | 12.20  | 1.75%  |
| 12 March 2017     | 4,082,085       | 0.21   | 2.22  | 11.71  | 1.74%  |
| 19 March 2017     | 3,998,761       | 0.18   | 2.34  | 12.57  | 1.70%  |
| 26 March 2017     | 3,853,332       | 0.21   | 2.97  | 13.84  | 1.72%  |
| 2 April 2017      | 3,258,348       | 0.30   | 3.26  | 14.05  | 2.08%  |
| 9 April 2017      | 3,435,786       | 0.20   | 2.68  | 81.04  | 1.76%  |
| 16 April 2017     | 2,882,274       | 0.23   | 2.29  | 26.90  | 1.72%  |
| 23 April 2017     | 3,148,001       | 0.16   | 2.27  | 16.27  | 1.74%  |
| 30 April 2017     | 3,331,207       | 0.22   | 2.60  | 13.12  | 1.65%  |
| 7 May 2017        | 3,339,579       | 0.14   | 2.02  | 31.37  | 1.62%  |
| 14 May 2017       | 3,773,239       | 0.13   | 2.23  | 12.72  | 1.54%  |
| 21 May 2017       | 3,729,184       | 0.19   | 2.51  | 11.83  | 1.62%  |
| 28 May 2017       | 3,727,677       | 0.08   | 2.00  | 12.76  | 1.64%  |
| 4 June 2017       | 3,709,967       | 0.21   | 2.74  | 12.91  | 1.69%  |
| 11 June 2017      | 3,488,338       | 0.28   | 3.28  | 17.05  | 1.65%  |
| 18 June 2017      | 3,437,936       | 0.22   | 2.91  | 15.24  | 1.64%  |
| 25 June 2017      | 3,383,728       | 0.17   | 2.35  | 14.08  | 1.64%  |
| 2 July 2017       | 3,025,053       | 0.28   | 2.82  | 53.52  | 1.79%  |
| 9 July 2017       | 3,062,038       | 0.21   | 2.28  | 63.94  | 1.74%  |
| 16 July 2017      | 3,613,725       | 0.27   | 2.60  | 21.53  | 1.74%  |
| 23 July 2017      | 3,594,800       | 0.23   | 2.63  | 20.85  | 1.77%  |
| 30 July 2017      | 3,661,506       | 0.24   | 2.46  | 18.89  | 1.94%  |
| 6 August 2017     | 3,719,655       | 0.13   | 2.21  | 16.16  | 1.85%  |
| 13 August 2017    | 3,484,969       | 0.22   | 3.01  | 19.83  | 2.27%  |
| 20 August 2017    | 3,496,397       | 0.12   | 2.19  | 19.34  | 1.92%  |
| 27 August 2017    | 3,664,414       | 0.08   | 1.55  | 19.77  | 1.83%  |
| 3 September 2017  | 3,369,095       | 0.05   | 1.70  | 18.96  | 2.04%  |
| 10 September 2017 | 3,770,546       | 0.07   | 1.83  | 19.56  | 1.68%  |
| 17 September 2017 | 3,698,634       | 0.05   | 1.93  | 17.51  | 1.63%  |
| 24 September 2017 | 3,275,373       | 0.06   | 2.07  | 18.27  | 1.61%  |
| 1 October 2017    | 3,160,882       | 0.07   | 2.00  | 15.87  | 1.78%  |
| 8 October 2017    | 3,287,859       | 0.06   | 1.91  | 14.79  | 1.75%  |
| 15 October 2017   | 3,710,374       | 0.07   | 1.81  | 12.38  | 1.64%  |
| 22 October 2017   | 3,575,069       | 0.08   | 1.73  | 11.81  | 1.64%  |
| 29 October 2017   | 3,709,094       | 0.08   | 1.70  | 12.36  | 1.66%  |



Overall satisfaction – A combination of all reported categories

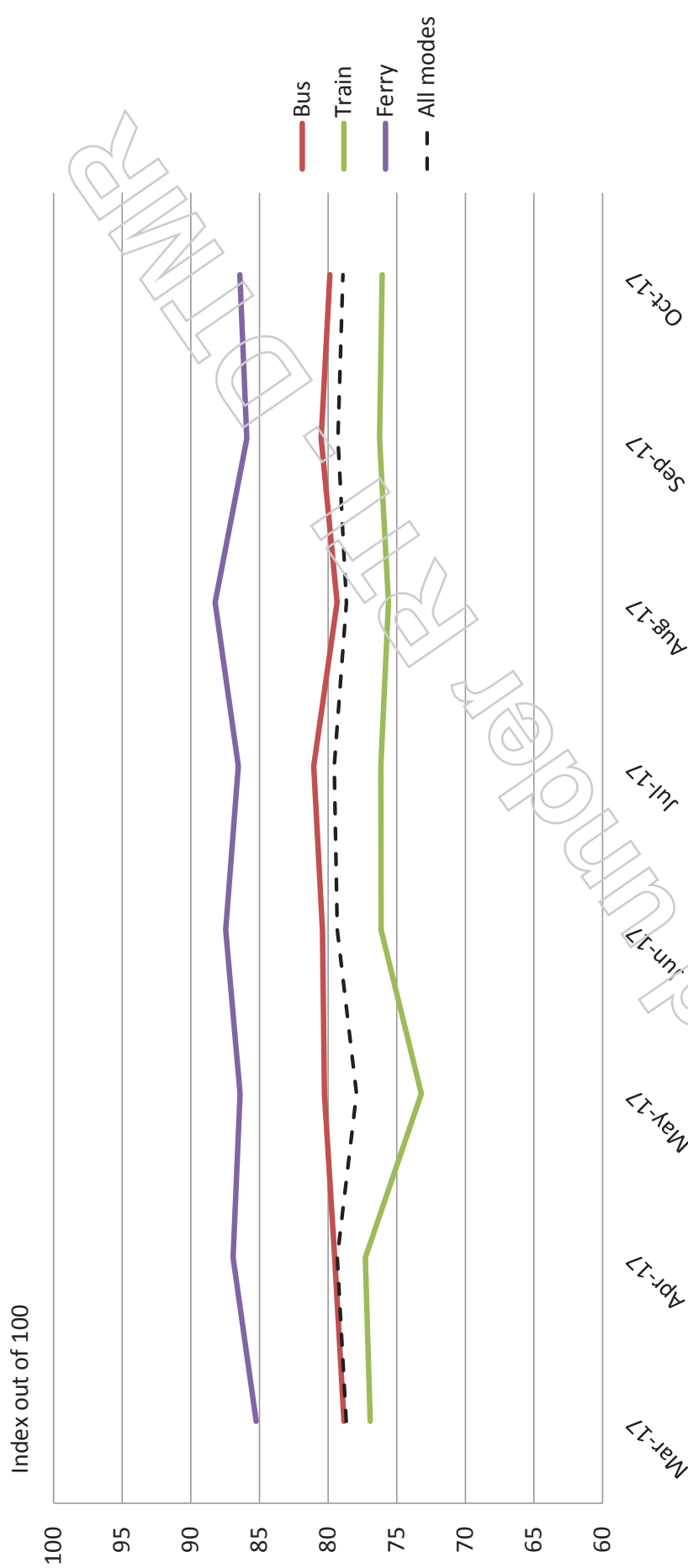


|           | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 72     | 72     | 73     | 73     | 74     | 73     | 73     | 72     |
| Train     | 69     | 71     | 68     | 70     | 70     | 69     | 70     | 70     |
| Ferry     | 79     | 80     | 80     | 82     | 81     | 80     | 80     | 81     |
| All Modes | 71     | 72     | 72     | 72     | 73     | 72     | 73     | 72     |

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period

Safety and Security – Safety at stops, stations and on board vehicles

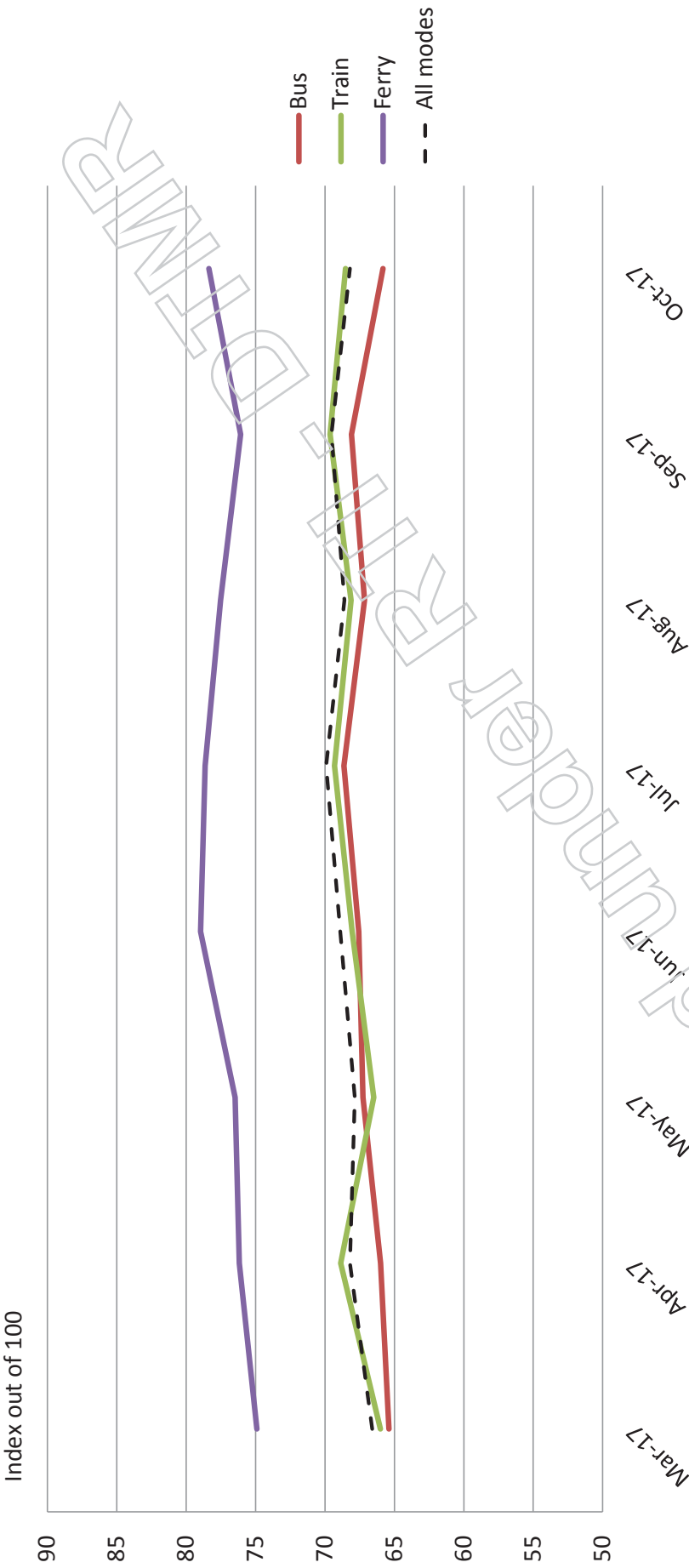


Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period



Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

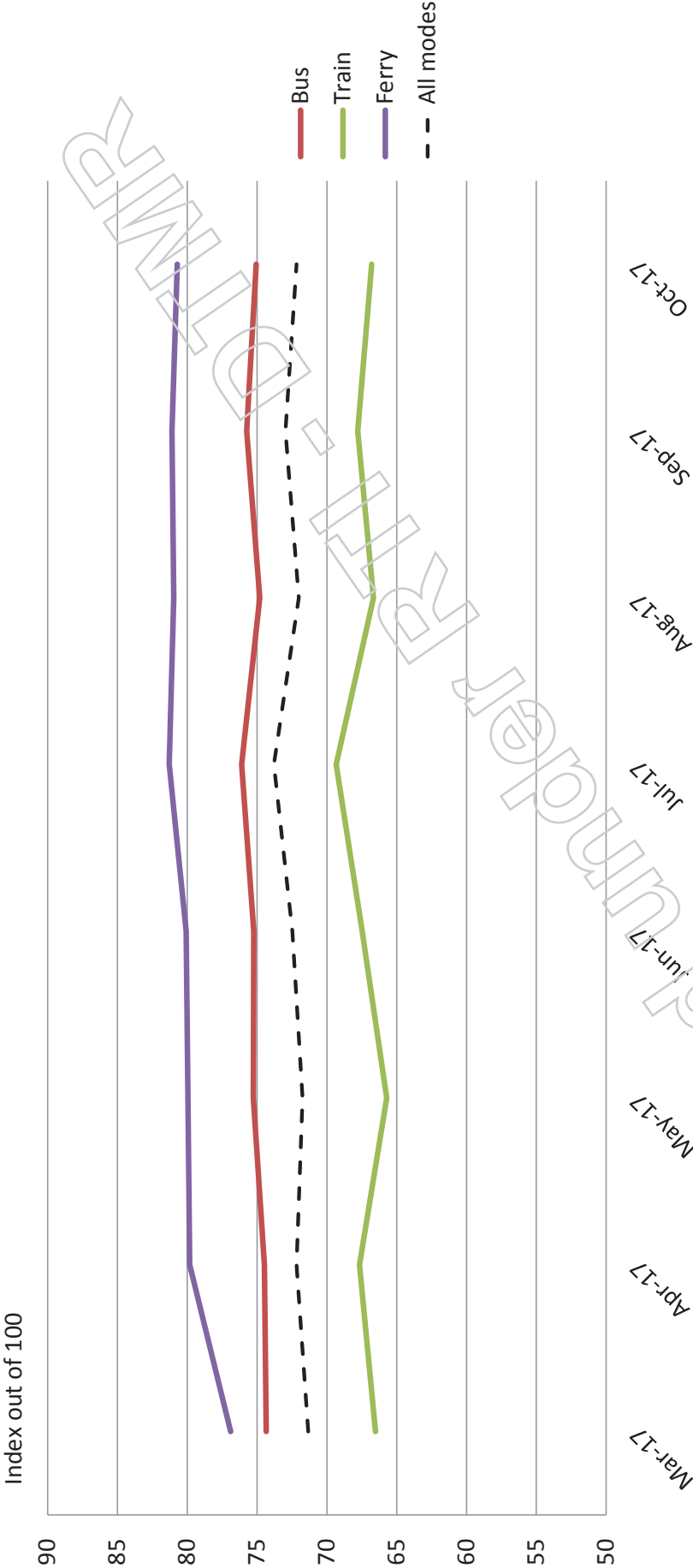


|           | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 65     | 66     | 67     | 68     | 69     | 67     | 68     | 66     |
| Train     | 66     | 69     | 66     | 68     | 69     | 68     | 70     | 69     |
| Ferry     | 75     | 76     | 76     | 79     | 79     | 78     | 76     | 78     |
| All Modes | 67     | 68     | 68     | 69     | 70     | 69     | 70     | 68     |

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period

Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

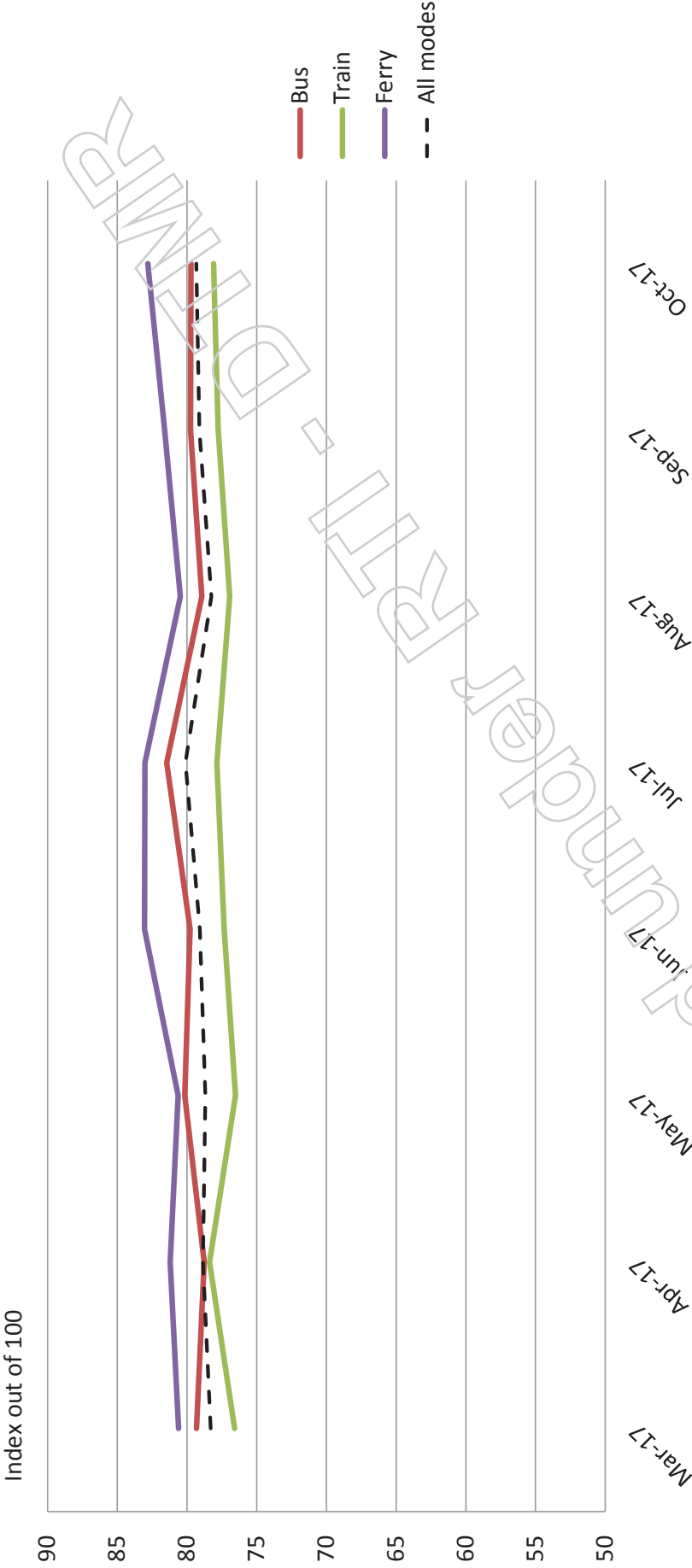


Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period



Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

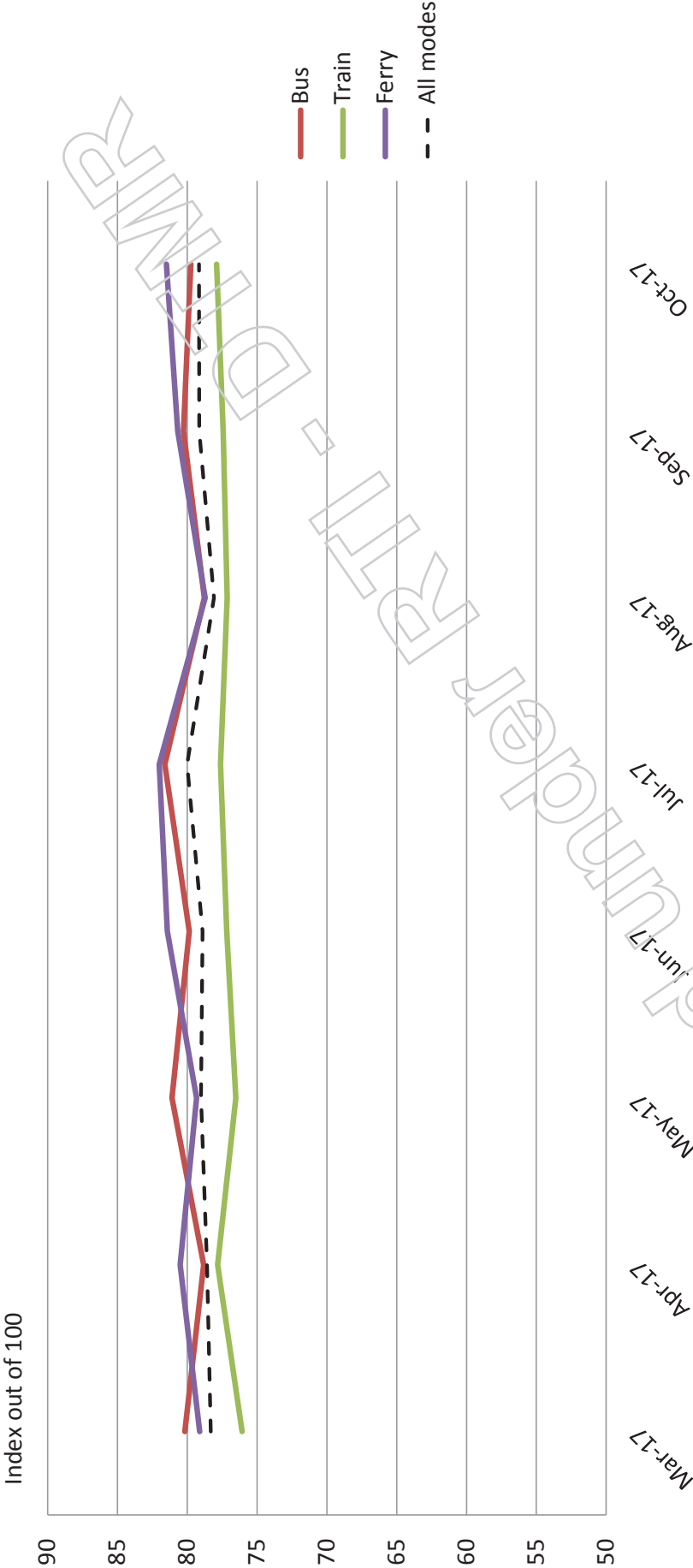


|           | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 79     | 79     | 80     | 80     | 81     | 79     | 80     | 80     |
| Train     | 77     | 78     | 77     | 77     | 78     | 77     | 78     | 78     |
| Ferry     | 81     | 81     | 81     | 83     | 83     | 80     | 82     | 83     |
| All Modes | 78     | 79     | 79     | 79     | 80     | 78     | 79     | 79     |

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period

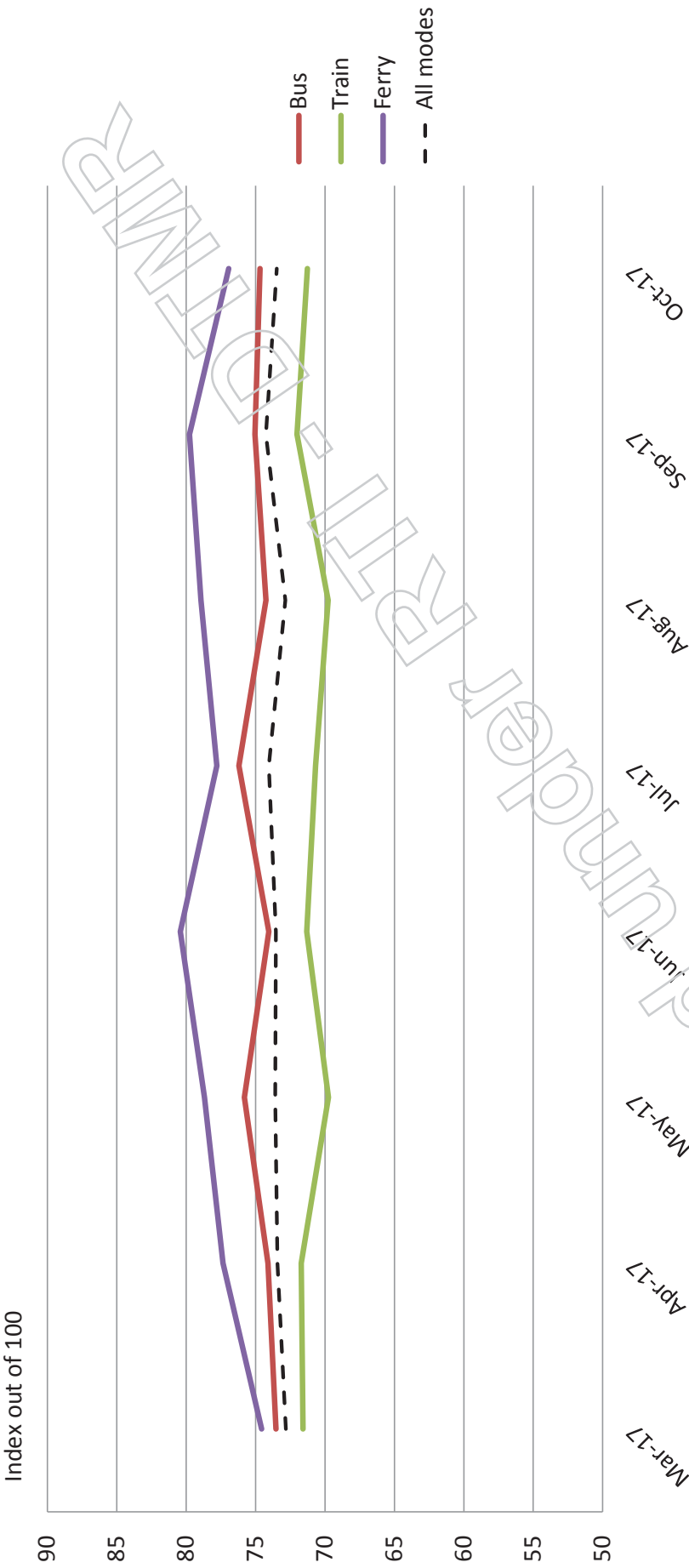
Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.



Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period

Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets



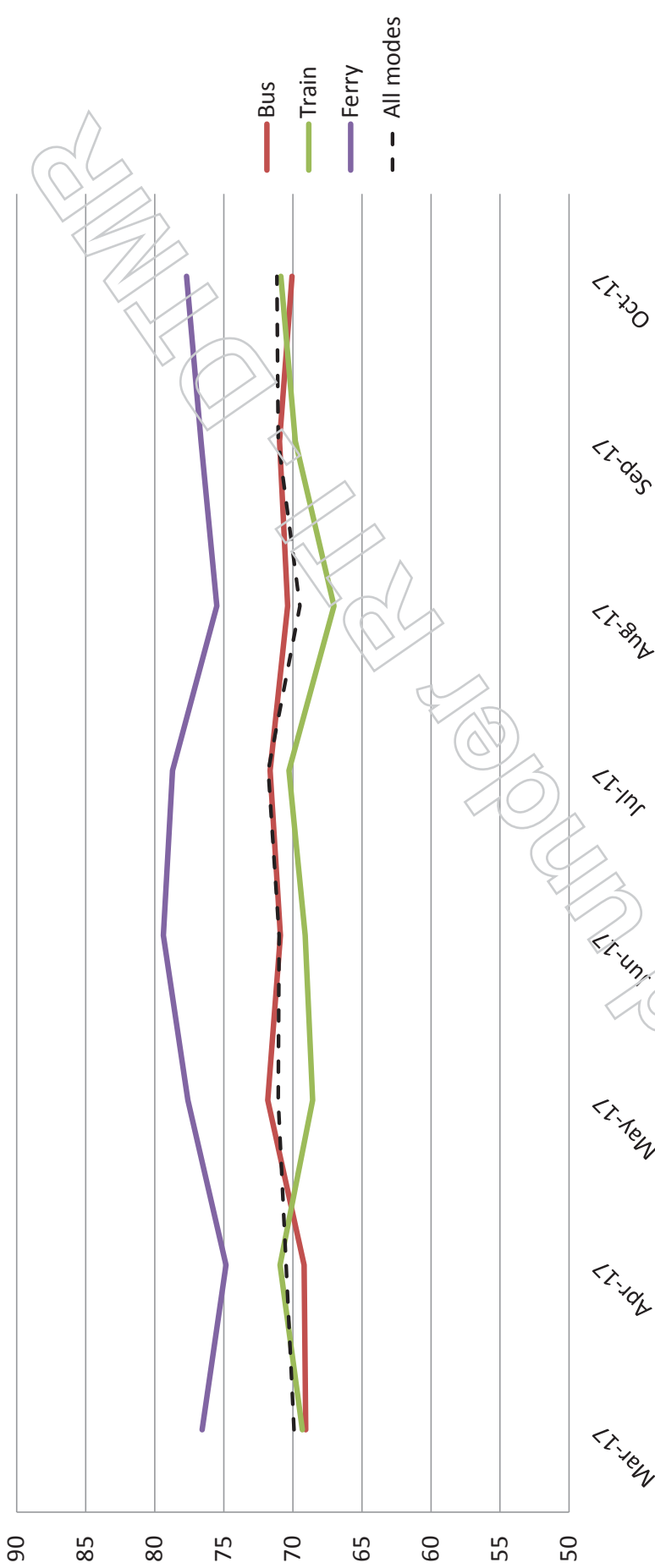
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period



Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

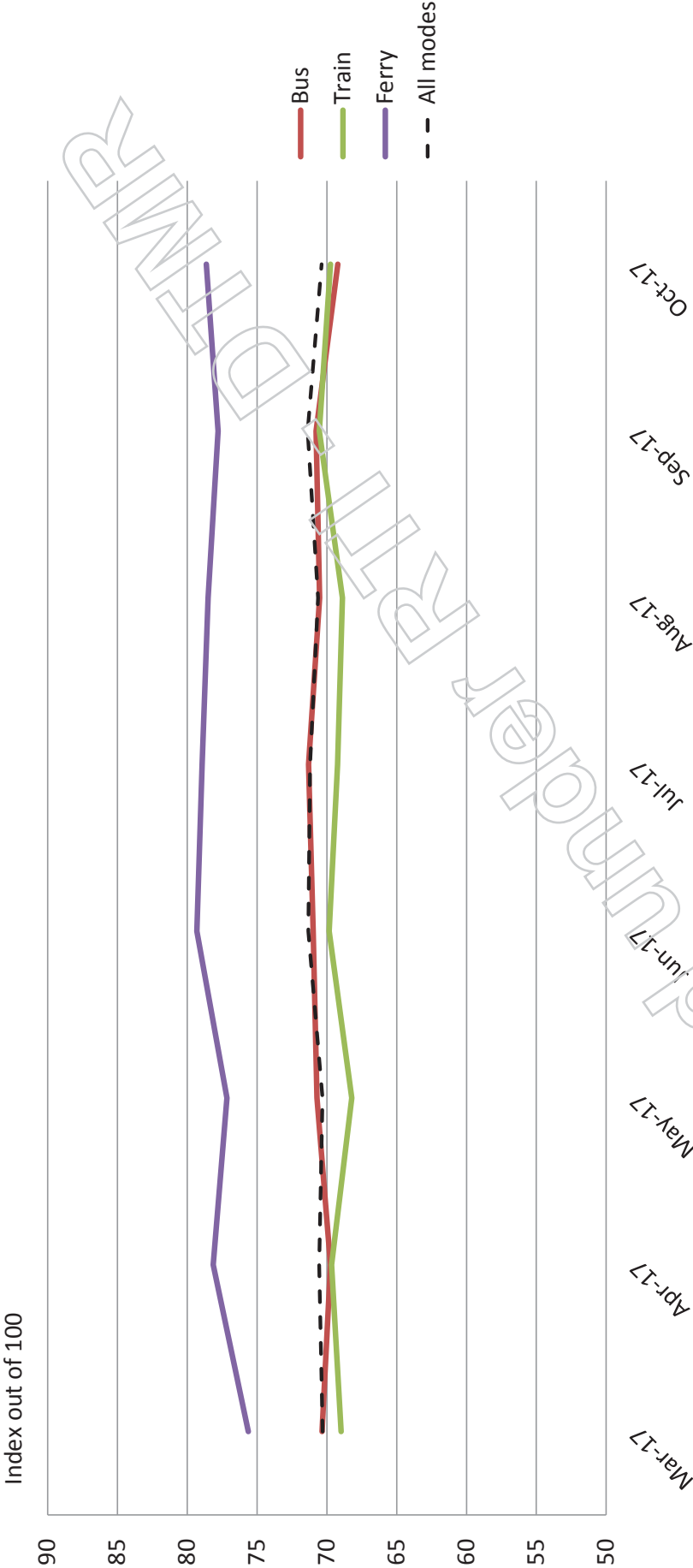
Index out of 100



Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period

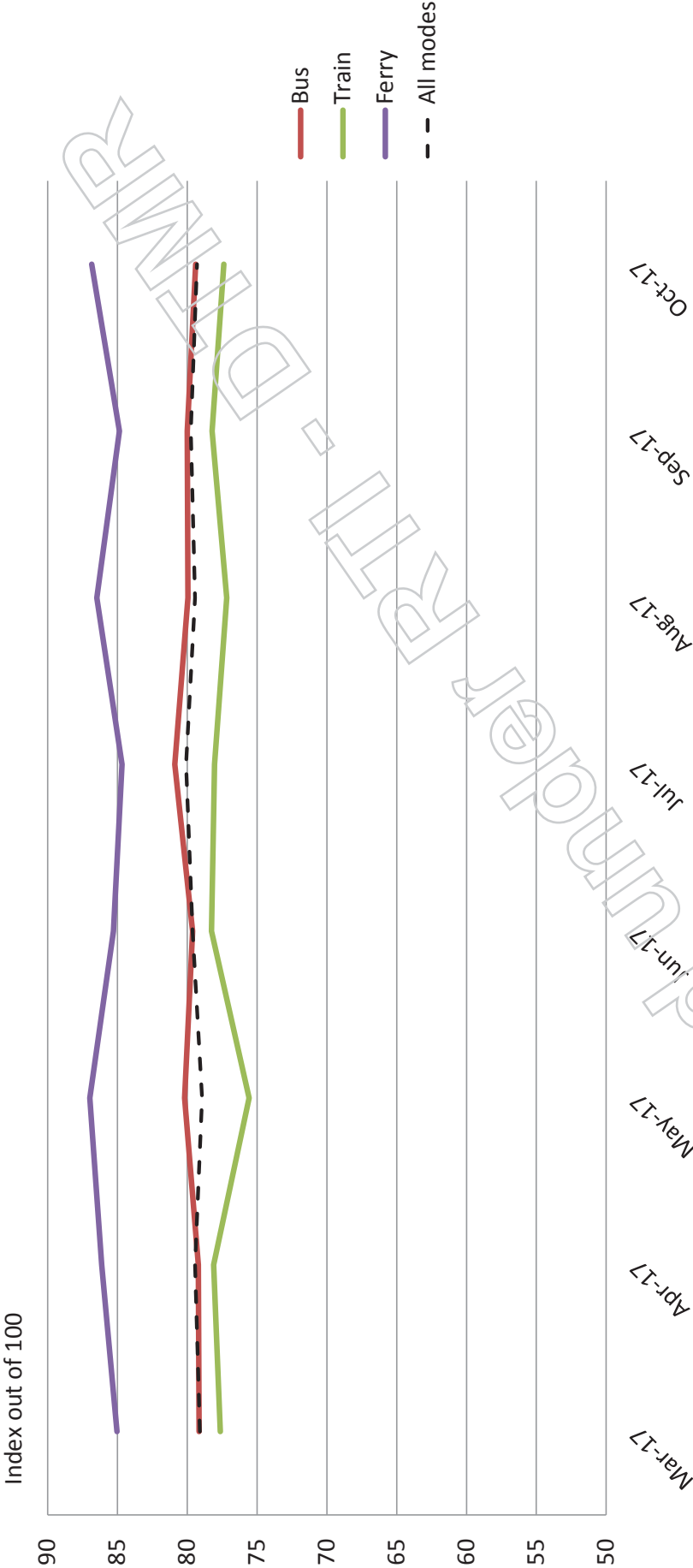
Information – Ability to understand on board and at-station information, timetables, maps and journey planning information



Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period

Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators



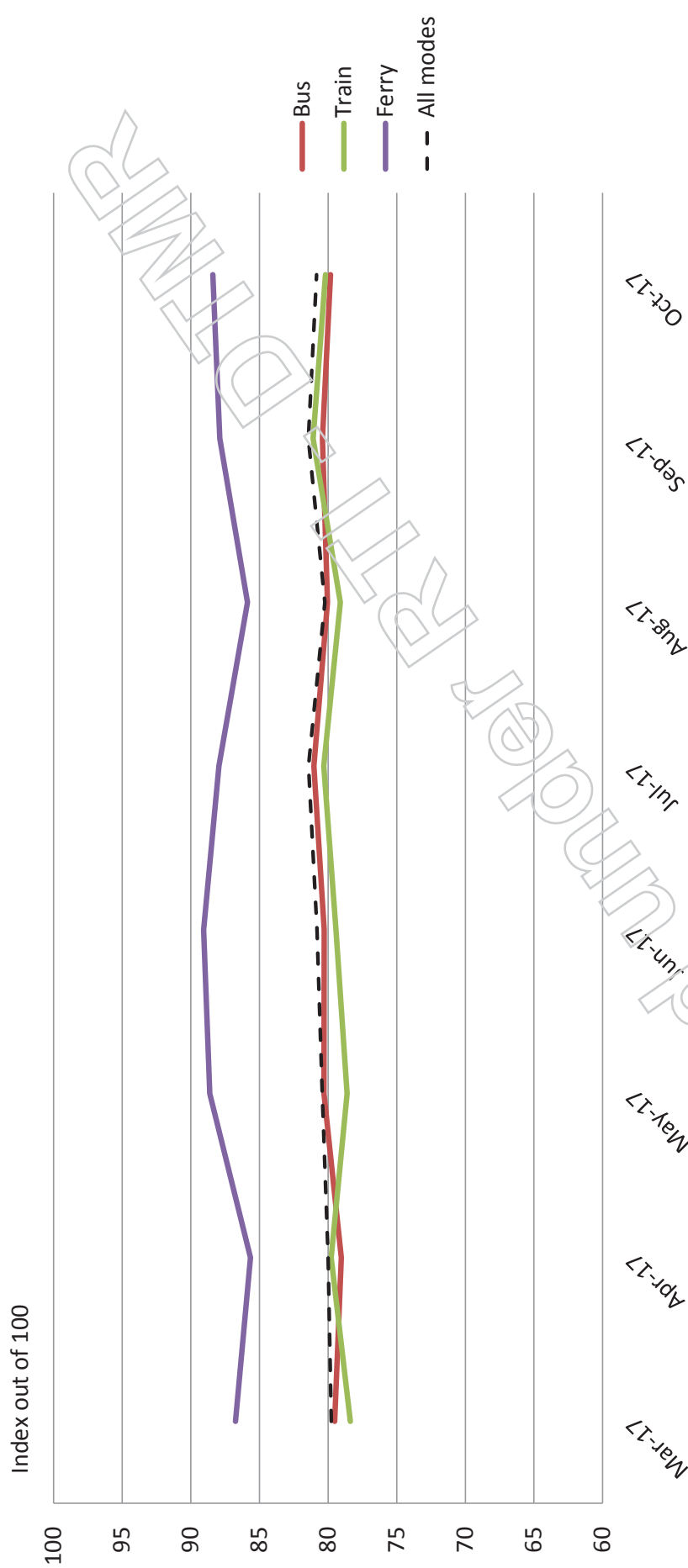
|           | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 79     | 79     | 80     | 80     | 81     | 80     | 80     | 79     |
| Train     | 78     | 78     | 76     | 78     | 78     | 77     | 78     | 77     |
| Ferry     | 85     | 86     | 87     | 85     | 85     | 86     | 85     | 87     |
| All Modes | 79     | 79     | 79     | 80     | 80     | 79     | 80     | 79     |

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant decrease in the period  
Green figures indicate a statistically significant increase in the period



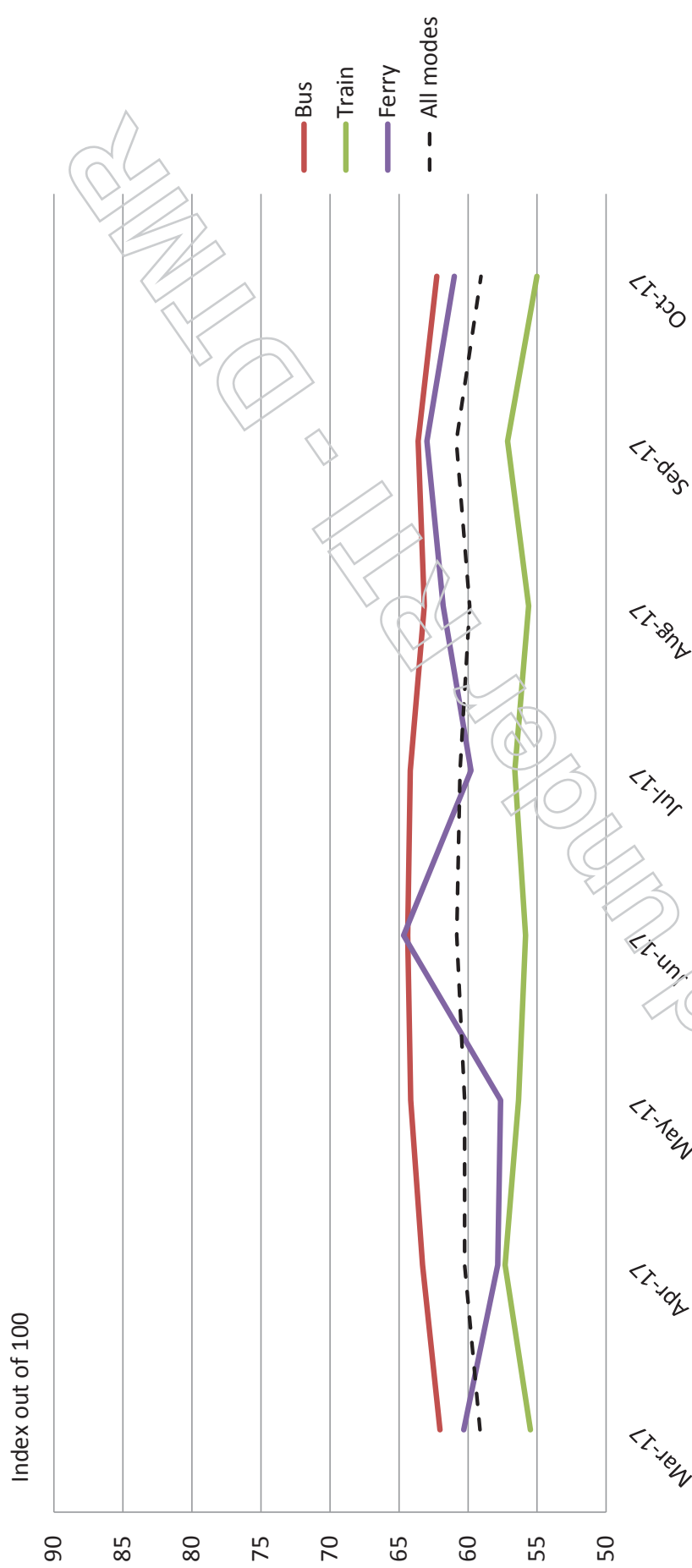
Staff – Knowledge, conduct, presentation and helpfulness of staff



Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period

Affordability – Cost of tickets and benefits of not having to pay for parking



Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
Green figures indicate a statistically significant **increase** in the period

# Open Data Summary October 2017

## Patronage

- Passenger trips for October 2017 were 17.44 million, compared with 17.45 million for the same period last year. This is a decrease of 7148 trips or 0.04 per cent and can be attributed to rain events during the month.

## go card data - summary and key factors

- Weekly complaint volumes during October 2017 were steady with no major rise or fall. Volumes were slightly down, however this is attributable to change in the processes related to the new customer link system.
- Overall adjustments were substantially lower than the weekly results from the last three months. This was due to a technical solution to the one-two-free issue that was being experienced by pensioners and seniors from June/July 2017 (previously highlighted in past open data summaries).

| Week | Week Ending | Weekly Patronage | Customer Complaints on Ticketing | Customer Complaints on Ticketing per 10,000 Trips | Customer Service Complaints other than Go Card | Customer Service Complaints other than Go Card per 10,000 Trips | Go Card Trips | Adjustments | Go Card Adjustments per 10,000 Go Card trips | % Fixed Fares |
|------|-------------|------------------|----------------------------------|---|--|---|---------------|-------------|--|---------------|
| 40   | 1/10/2017   | 3,160,882        | 22                               | 0.070   | 633  | 2.003   | 2,799,152     | 4441        | 15.87  | 1.78%         |
| 41   | 8/10/2017   | 3,287,859        | 18                               | 0.055   | 625  | 1.910   | 2,837,684     | 4196        | 14.79  | 1.75%         |
| 42   | 15/10/2017  | 3,710,374        | 25                               | 0.067   | 672  | 1.811   | 3,214,588     | 3981        | 12.38  | 1.64%         |
| 43   | 22/10/2017  | 3,575,069        | 28                               | 0.078   | 617  | 1.726   | 3,114,808     | 3680        | 11.81  | 1.64%         |
| 44   | 29/10/2017  | 3,709,094        | 29                               | 0.078   | 630  | 1.699   | 3,207,439     | 3965        | 12.36  | 1.66%         |

## Customer satisfaction results

- In October 2017, 1260 TransLink bus, train and ferry customers from across South East Queensland (SEQ) completed the customer satisfaction survey.
- Customer satisfaction with TransLink bus, train and ferry services in SEQ overall remained stable at 72 (out of 100) – one point lower than last month which is not a statistically significant decrease.
- KPI results for the month are summarised in the table below.

| KPIs                    | SEQ Bus | Train | Ferry | All SEQ PT |
|-------------------------|---------|-------|-------|------------|
| Safety & Security       | 80      | 76    | 86    | 79         |
| Reliability & Frequency | 66      | 69    | 78    | 68         |
| Comfort                 | 75      | 67    | 81    | 72         |
| Ease of Use             | 80      | 78    | 83    | 79         |
| Proximity               | 75      | 71    | 77    | 73         |
| Efficiency              | 70      | 71    | 78    | 71         |
| Information             | 69      | 70    | 79    | 70         |
| Accessibility           | 79      | 77    | 87    | 79         |
| Staff                   | 80      | 80    | 88    | 81         |
| Affordability           | 62      | 55    | 61    | 59         |
| Overall Satisfaction    | 72      | 70    | 81    | 72         |

### Legend:

Red = significant decrease from last month  
 Green = significant increase from last month  
 Amber shading = Focus for improvement



## SEQ modal results in detail

### Train

- Customer satisfaction with train services remained stable at 70 (out of 100), and stable results across KPIs.
  - Four KPIs track at best practice levels (Safety and Security, Ease of Use, Accessibility, Staff).
  - Comfort (at 67 out of 100), Reliability & Frequency (69) and Affordability (55) remain focus areas.

### SEQ Bus

- Customer satisfaction with bus services continues to be stable and strong:
  - overall satisfaction index is tracking at a high and stable 72 (out of 100)
  - six KPIs are tracking at 'best practice' levels (with indices of 75 and above).
- The KPI which remains the focus for improvement is Reliability & Frequency which is tracking at 66 (out of 100), the only KPI to record a significant (2 point) decrease in October. School term starting again in October may have impacted on this KPI. School holidays were between 18 September and 3 October. There was also a general increase in bus complaints in the month of October (7.2 per cent increase from September to October). Most of the complaints were around service reliability, staff behaviour and services running late.
- Affordability (62 out of 100) and Information (69) also currently sit below 70.

### SEQ Ferry

- Satisfaction with ferry services in SEQ continues to remain very stable and high:
  - The overall satisfaction index is stable at 81 (out of 100). Nine of the ten KPIs are tracking at 'best practice' levels.
  - At 61 out of 100, Affordability is the only ferry KPI tracking below 70.

### SEQ regional results

- Overall satisfaction remained stable in all regions. At KPI level, satisfaction with Information decreased to 65 in the Western region, and customers in the Northern region saw decreases in satisfaction with Reliability and Frequency (69), Ease of use (79), and Information (70) following increases in these three KPIs in September.

### Analysis and overall media interest

- October is the third consecutive month where there has been a fall in patronage. The fall in patronage in August and September was expected due to the industrial action on Brisbane City Council bus services and the small decrease of 7148 trips or 0.04 per cent patronage in October can be attributed to rain events during the month. While this consecutive fall in patronage may gain notice, it should be noted that customer satisfaction with public transport services in SEQ continued to be stable and strong over these three months. It should also be noted that November Open Data shows an increase in patronage trips compared to last year of 414,000.

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20660**

**To:** Minister for Transport and Main Roads

|   |                      |
|---|----------------------|
| <p><b>SUBJECT:</b></p> <p><b>Meeting details:</b> Meeting to introduce Ms Sue Johnson, Group General Manager (Queensland) Transurban Queensland.</p> <p><b>Date/time:</b> Thursday 1 February 2018, 4.30–5pm at 1 William Street, Brisbane.</p> <p><b>Attendees:</b><br/>Mr Wesley Ballantine, outgoing Group General Manager (Queensland), Transurban Queensland<br/>Ms Sue Johnson, incoming Group General Manager (Queensland) Transurban Queensland<br/>Ms Sally Noonan, Deputy Director-General (Policy, Planning and Investment)</p> <p><b>Minister's comments:</b></p> | <p><b>Urgent</b></p> |
|---|----------------------|

**Summary**

- You are meeting with Mr Wesley Ballantine and Ms Sue Johnson, the outgoing and incoming Group General Managers Queensland, Transurban Queensland (TQ).
- The primary purpose of the meeting is to introduce Ms Johnson.

**Details of the Meeting**

- You are meeting with:
  - Mr Ballantine, outgoing Group General Manager (Queensland) TQ.
  - Ms Johnson, incoming Group General Manager (Queensland) TQ.
- The meeting will take place at 3:15pm on Thursday 1 February 2018, at 1 William Street, Brisbane.
- The primary purpose of the meeting is to introduce Ms Johnson.

**Endorsed by:**

Robyn Heap  
A/Executive Director  
(Governance, Freight and Partnerships)  
Tel: 3066 1538  
Date: 19 January 2018

**Endorsed by:**

Joshua Hannan  
General Manager  
(Transport Strategy and Planning)  
Tel: 3066 1400  
Date: 19 January 2018

**Endorsed by:**

Amanda Yeates  
A/Deputy Director-General  
(Policy, Planning and Investment)  
Tel: 3066 7464  
Date: 23 January 2018

**Endorsed by:**

Neil Scales  
Director-General  
*N Scales*  
Tel: 3066 7316  
Date: *23/1/18*

- The departmental representative to attend the meeting with you is Ms Sally Noonan, Deputy Director-General (Policy, Planning and Investment), contact numbers 3066 7464 or .

### Background

- On 21 December 2017, Mr Ballantine wrote to inform you he was stepping down as Group General Manager.
- Mr Ballantine has requested a meeting with you to introduce his successor Ms Johnson.
- Prior to this position, Ms Johnson was the Group General Manager, Customer Operations and Human Resources in TQ's head office in Melbourne.

### Issues that may be raised by TQ

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

### *Gateway North Maintenance Contract*

- TQ has put forward a proposal to maintain the northern section of the Gateway Motorway from the end of the franchised area at Nudgee through to the Gateway Motorway/Bruce Highway merge.
- TQ are currently upgrading part of this section of the Gateway Motorway (Gateway Upgrade North) under a separate contract with the State. This contract allows TQ to make a proposal to maintain the upgraded motorway once the works are complete.
- The State is under no obligation to agree to the proposal.
- The proposal is being considered by the Department of Transport and Main Roads (TMR).

### Matters you may wish to raise with TQ

#### *GLiDe*

- TQ transitioned the tolling operation of Queensland toll roads to the TQ national tolling system 'GLiDe' in December 2017.
- Initial indications from TQ are the transition has gone ahead with minimal disruption to tolling services and toll road customers.
- The first customer service reports to include results from the GLiDe system are expected in late-April 2018.

#### *Customer Service Initiatives*

- In March 2016, TQ proposed a number of initiatives to improve the customer experience on its toll roads.



### *Logan Enhancement Project Update*

- In late-2016, government provided approval for the Logan Motorway Enhancement Project, a \$512 million market led proposal to upgrade elements of the Logan and Gateway Extension Motorways and adjacent roads.
- The project scope involves:
  - ramps along the Logan Motorway between Mount Lindesay Highway and the Gateway Extension
  - upgrades to the Logan Motorway eastbound ramps at Wembley Road and to the Mount Lindesay Highway at the interchanges with the Logan Motorway
  - new south-facing ramps on Compton Road
  - widening of the Gateway Extension to six lanes south of Compton Road through to the Logan Motorway.
- The project will be funded through changes to the tolling arrangements for heavy vehicles on the Logan and Gateway Motorways and through the addition of a toll point on the new ramps at Compton Road.
- Works are currently underway and TQ estimates the upgrades will be completed in 2019.

### *Tolling Customer Ombudsman (TCO) referrals*

- The TCO provides an independent dispute resolution mechanism for toll road operators in Australia.
- The TCO's most recent public report on toll road complaints shows more than half of all toll road customer complaints to the TCO in Australia relate to go via **(Table 1)**:

Table 1: Toll road customer complaints to the TCO, September 2016 to February 2017

| <b>Toll Road Operator</b> | <b>Sep-16</b> | <b>Oct-16</b> | <b>Nov-16</b> | <b>Dec-16</b> | <b>Jan-17</b> | <b>Feb-17</b> | <b>TOTAL</b> | <b>%</b>   |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|------------|
| CityLink                  | 17            | 15            | 14            | 11            | 11            | 21            | 89           | 16%        |
| EastLink                  | 7             | 8             | 7             | 3             | 10            | 15            | 50           | 9%         |
| E-way                     | 0             | 4             | 2             | 1             | 4             | 1             | 12           | 2%         |
| <b>Go Via</b>             | <b>51</b>     | <b>45</b>     | <b>48</b>     | <b>42</b>     | <b>40</b>     | <b>55</b>     | <b>281</b>   | <b>51%</b> |
| M5 south-west M/way       | 2             | 1             | 2             | 1             | 2             | 1             | 9            | 2%         |
| Roam                      | 12            | 9             | 5             | 13            | 10            | 12            | 61           | 11%        |
| Roam Express              | 10            | 9             | 13            | 2             | 5             | 10            | 49           | 9%         |

- While TQ has taken significant steps to improve its customer service, the level of go via complaints made to the TCO are relatively high compared to other Australian toll road operators.
- You may wish to express your concern to the TCO about such a high level of go via complaints and ask TQ for an explanation and their plans to address this.

Part Refuse Sch.4 Part 4 s.4(1)(b) Consultation/deliberation for deliberative processes of government

#### **Financial Implications**

- There are no financial implications.

#### **Consultation with Stakeholders**

- No consultation was undertaken.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.



**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20661**

To: Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br>National Ship-Sourced Marine Pollution Response<br>Exercise – Torres Strait | <b>Non-Urgent</b> |
|--|-------------------|

**Summary**

- Under the National Plan for Maritime Environmental Emergencies, the Australian Maritime Safety Authority (AMSA) conducts an annual exercise to test the national response capability for a maritime environmental emergency. In 2018, the national ship-sourced marine pollution response exercise will be held in Queensland.
- The Department of Transport and Main Roads (TMR) and AMSA will host the exercise in August and September 2018, which will be based on a maritime incident in the Torres Strait.
- The exercise will be multi-agency and multi-jurisdictional requiring early engagement and ongoing consultation with Torres Strait Island Councils and communities, as well as a number of relevant State and Federal Government departments.

**Background**

- The Queensland Government, acting through Maritime Safety Queensland (MSQ), a branch of TMR, is responsible for dealing with ship-sourced pollution that impacts, or is likely to impact, Queensland coastal waters and the waters of the Great Barrier Reef Marine Park and the Torres Strait.
- Queensland is a party to Australia's National Plan for Maritime Environmental Emergencies (National Plan); a cooperative agreement between the Federal and State/Territory governments for the management of ship-sourced pollution and other maritime emergencies.
- The arrangements for mitigating the effects of ship-sourced pollution on Queensland's marine and coastal environment are described in the Queensland Coastal Contingency Action Plan (QCCAP) (**Attachment 1**).
  - QCCAP is recognised as a hazard-specific plan under the Queensland Disaster Management Arrangements.
- AMSA, as managers of the National Plan, annually exercises the national response capability in conjunction with the host State/Territory.
  - In 2018, the national exercise will be conducted in Queensland.

| Action Officer:   | Endorsed by:                              | Endorsed by:                                       | Endorsed by: DDG                     | Endorsed by: DG    |
|---|---|--|--------------------------------------|--------------------|
| Nerissa Bartlett  | Paul Brandenburg                          | Patrick Quirk                                      | Geoff Magoffin                       | Mike Stapleton     |
| Principal Manager<br>(Environment &<br>Incident Response) | Executive Director<br>(Maritime Services) | General Manager<br>(Maritime Safety<br>Queensland) | A/Deputy Director-<br>General (CSSR) | A/Director-General |
| Tel: 3066 3534  | Tel: 3066 3924                            | Tel: 3066 3977                                     | Tel: 3066 7222                       | Tel: 3066 7316     |
| Date: 10/1/2018   | Date: 10/1/2018                           | Date: 12/01/2018                                   | Date: 15/01/2018                     | Date: 15/1/2018    |



## Issues and Suggested Approach

- The 2018 national marine pollution exercise will be delivered in two phases aimed at testing the operational and strategic management of a response under the National Plan, QCCAP and Queensland's disaster management arrangements for a significant oil spill in the Torres Strait. The two phases are:
  - a two day strategic desktop exercise at TMR's Incident Control Centre on the ground floor of 61 Mary St, Brisbane on 1–2 August 2018
  - a two day operational (field) exercise in Cairns and the Torres Strait during the week 17–21 September 2018.
- A key factor will be the early engagement and ongoing consultation with Torres Strait Island Councils and communities, as well as a range of relevant state and federal government agencies.
  - TMR will write to these entities shortly, advising them of the exercise and seeking their support and participation.
- While the development and coordination of the exercise will be outsourced to contractors, there will be a large commitment from TMR officers during the planning phase and then for the actual exercise.

## Financial Implications

- AMSA and TMR will both contribute funds for the development and delivery of the exercise.
- Initial planning has only just commenced, and expected costs have not yet been confirmed.
- Each organisation will be responsible for meeting their officers' travel costs associated with attending the exercise.

## Consultation with Stakeholders

- The exercise will be multi-agency and multi-jurisdictional including, but not limited to, the following organisations:
  - Queensland Police Service
  - Queensland Fire and Emergency Services
  - Inspector-General Emergency Management
  - Department of Environment and Science
  - Department of Communities, Disability Services and Seniors
  - Queensland Health
  - Department of Local Government, Racing and Multicultural Affairs
  - Torres Strait Regional Authority
  - Torres Strait Island Regional Council
  - Torres Shire Council
  - Great Barrier Reef Marine Park Authority
  - Ports North
  - Australian Maritime Safety Authority.

### Employment

- Both TMR and AMSA will engage contractors to develop and coordinate the exercise and exercise reports.

### Election Commitments

- This matter does not relate to an election commitment. However, it meets the Government's objective for the community of 'protecting the environment'

**Minister's comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

# Queensland Coastal Contingency Action Plan

2017

Maritime Safety Queensland

Released under RTI - DTMR



# Creative Commons information

© State of Queensland (Department of Transport and Main Roads) 2017



<http://creativecommons.org/licences/by/4.0/>

This work is licensed under a Creative Commons Attribution 4.0 Licence. You are free to copy, communicate and adapt the work, as long as you attribute the authors.

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this publication. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if its recognised as the owner of the copyright and this material remains unaltered.



The Queensland Government is committed to providing accessible services to Queenslanders of all cultural and linguistic backgrounds. If you have difficulty understanding this publication and need a translator, please call the Translating and Interpreting Service (TIS National) on 13 14 50 and ask them to telephone the Queensland Department of Transport and Main Roads on 13 74 62.

Disclaimer: While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

# Forward

The Queensland Government, acting through Maritime Safety Queensland (MSQ), a branch of the Department of Transport and Main Roads, is responsible for dealing with ship-sourced pollution that impacts, or is likely to impact, Queensland coastal waters and the waters of the Great Barrier Reef Marine Park and Torres Strait. The arrangements for dealing with maritime casualties and mitigating the effects of ship-sourced pollution on Queensland's marine and coastal environment are described in this document: the Queensland Coastal Contingency Action Plan (QCCAP).

QCCAP is recognised as a hazard-specific plan under Queensland's disaster management arrangements, and supports Australia's national arrangements for oil and chemical spills under the National Plan for Maritime Environmental Emergencies.

The plan is based on the comprehensive approach to disaster managements incorporating all aspects of the prevention, preparation, response and recovery (PPRR) model as provided in section 4A Guiding Principles of *Queensland's Disaster Management Act 2003*.

This version is a result of a review of previous versions of the plan and addresses recommendations arising from the Cape Upstart oil spill in 2015. It also reflects the changes to the Queensland State Disaster Management Plan. In line with the National Plan, the scope of QCCAP has been extended to include arrangements for dealing with maritime casualties, and adopts the fourth edition of the Australasian Inter-service Incident Management System (AIIMS-4).

I urge you to take the time to read this document and trust that it will prove to be a useful resource in helping to protect Queensland's important marine environment from ship-sourced pollution.

Patrick Quirk

General Manager, Maritime Safety Queensland

## Amendments

Suggested amendments or additions to this document should be forwarded to:

Postal address

General Manager,

Maritime Safety Queensland

GPO Box 2595

Brisbane Qld 4001

Printed versions of this document may not be up to date. The latest version of this document can be downloaded the Maritime Safety Queensland website at ([www.msq.qld.gov.au](http://www.msq.qld.gov.au)).

# Contents

|           |  |           |
|-----------|--|-----------|
| <b>1.</b> | <b>Background</b>                                    | <b>1</b>  |
| 1.1       | Aim  | 1         |
| 1.2       | Scope  | 1         |
| 1.3       | Purpose  | 1         |
| 1.4       | QCCAP structure                                      | 1         |
| 1.5       | Areas of risk  | 2         |
| 1.5.1     | Queensland coast                                     | 2         |
| 1.5.2     | Queensland ports                                     | 2         |
| 1.5.4     | Spill volumes  | 3         |
| <b>2.</b> | <b>Governance and Management</b>                     | <b>4</b>  |
| 2.1       | International conventions                            | 4         |
| 2.2       | Legislation  | 4         |
| 2.3       | National Plan for Maritime Environmental Emergencies | 4         |
| 2.4       | Jurisdictional authority                             | 5         |
| 2.5       | Control agency                                       | 5         |
| 2.5.1     | Maritime casualty incidents                          | 5         |
| 2.6       | Queensland's disaster management arrangements        | 6         |
| 2.7       | Stakeholders   | 7         |
| <b>3.</b> | <b>Prevention</b>                                    | <b>12</b> |
| 3.1       | Maritime Safety Queensland's presence                | 12        |
| 3.2       | Port State Control                                   | 12        |
| 3.3       | Compulsory pilotage                                  | 12        |
| 3.4       | REEFVTS  | 13        |
| 3.5       | Port VTS   | 13        |
| 3.6       | Aids to Navigation                                   | 13        |
| 3.7       | Navigation charts                                    | 13        |
| 3.8       | Ships' documents                                     | 13        |
| <b>5.</b> | <b>Preparation</b>                                   | <b>15</b> |
| 5.1       | First-strike response deeds                          | 15        |
| 5.2       | Memorandums of Understanding                         | 15        |
| 5.3       | Stakeholder awareness                                | 15        |
| 5.4       | Training   | 16        |
| 5.5       | Exercising   | 16        |
| 5.6       | Response Personnel                                   | 17        |
| 5.7       | National Response Team                               | 17        |
| 5.8       | Charter and use of vessels                           | 18        |
| 5.9       | Charter and use of aircraft                          | 18        |
| 5.10      | Oil Spill Equipment                                  | 18        |
| 5.11      | Aerial dispersant spraying arrangements              | 20        |
| 5.12      | Waste disposal arrangements                          | 20        |
| <b>6.</b> | <b>Response</b>                                      | <b>21</b> |
| 6.1       | Incident Classification                              | 21        |
| 6.1.1     | Coordination Arrangements                            | 26        |



|           |   |           |
|-----------|---|-----------|
| 6.2       | Incident response process                             | 28        |
| 6.3       | Incident reports                                      | 28        |
| 6.4       | Stakeholder notification                              | 29        |
| 6.5       | SICC and ICC Activation                               | 29        |
| 6.5.1     | State Incident Control Centre                         | 30        |
| 6.5.2     | Incident Control Centre                               | 31        |
| 6.5.3     | Australasian Inter-Service Incident Management System | 31        |
| 6.6       | Forward Operations Bases                              | 32        |
| 6.7       | Situational awareness                                 | 32        |
| 6.8       | Strategic approach                                    | 32        |
| 6.8.1     | Strategic Assessment                                  | 32        |
| 6.8.2     | Incident Management Strategy                          | 32        |
| 6.8.3     | Protection priorities                                 | 33        |
| 6.9       | Response activation                                   | 33        |
| 6.9.1     | Resource allocation                                   | 34        |
| 6.10      | Response planning                                     | 34        |
| 6.10.1    | Incident Action Plans                                 | 35        |
| 6.10.2    | Response planning support tools                       | 35        |
| 6.10.3    | Response planning considerations                      | 36        |
| 6.12      | Response options                                      | 37        |
| 6.12.1    | Use of dispersants or other agents                    | 37        |
| 6.12.2    | Wildlife response                                     | 38        |
| 6.12.3    | Disposal of oil and chemical pollutants               | 38        |
| 6.12.4    | Chemical response                                     | 38        |
| 6.12.5    | Personnel management                                  | 38        |
| 6.14      | Expenditure   | 40        |
| 6.15      | Communication   | 40        |
| 6.15.1    | POLREPs   | 40        |
| 6.15.2    | Situation Report (SITREP)                             | 40        |
| 6.16      | Public information                                    | 42        |
| 6.17      | Record management                                     | 42        |
| 6.18      | Investigation and sampling                            | 43        |
| 6.19      | Place of refuge                                       | 43        |
| 6.20      | Salvage and towage                                    | 43        |
| 6.21      | Emergency Towage Vessels                              | 43        |
| 6.22      | Oil industry engagement                               | 44        |
| 6.23      | Periodic review                                       | 44        |
| 6.24      | Response termination                                  | 44        |
| 6.25      | Demobilisation Plan                                   | 45        |
| 6.26      | Stand down procedures                                 | 45        |
| 6.27      | Debriefing  | 45        |
| 6.28      | Return of equipment                                   | 46        |
| <b>7.</b> | <b>Recovery</b>                                       | <b>47</b> |
| 7.1       | Response/recovery transition                          | 47        |
| 7.2       | Managing Recovery                                     | 47        |
| 7.3       | Post spill monitoring                                 | 47        |
| 7.4       | Cost recovery   | 47        |

|     |                           |           |
|-----|---------------------------|-----------|
| 8.  | <b>Glossary of Terms</b>  | <b>49</b> |
| 9.  | <b>Table of acronyms</b>  | <b>50</b> |
| 10. | <b>List of resources</b>  | <b>52</b> |
| 11. | <b>List of appendices</b> | <b>53</b> |

## Table of Figures

|           |  |    |
|-----------|--|----|
| Figure 1  | QCCAP Structure  | 1  |
| Figure 2  | Queensland's marine pollution response arrangements                        | 6  |
| Figure 3  | Exercise types   | 17 |
| Figure 4  | Marine Pollution Equipment Locations                                       | 19 |
| Figure 5  | Levels of response activation  | 22 |
| Figure 6  | Level 1 Incident Response Command and Control Structure                    | 23 |
| Figure 7  | Level 2 Incident Response Command and Control Structure                    | 23 |
| Figure 8  | Level 3 Incident Response Command and Control Structure -- full activation | 24 |
| Figure 9  | Strategic Coordination Arrangements  | 27 |
| Figure 10 | Operational Coordination Arrangements                                      | 27 |
| Figure 11 | Tactical Coordination Arrangements   | 28 |
| Figure 12 | Incident response process  | 28 |
| Figure 13 | Stakeholder notification   | 29 |
| Figure 14 | SICC Membership  | 30 |
| Figure 15 | AIIMS-4  | 31 |
| Figure 16 | Strategic Assessment   | 32 |
| Figure 17 | Incident Response Planning   | 35 |
| Figure 18 | Communication  | 41 |
| Figure 19 | Cost Recovery  | 48 |

## Table of Tables

|         |   |    |
|---------|---|----|
| Table 1 | Spill volumes                                     | 3  |
| Table 2 | Stakeholder roles and responsibilities            | 7  |
| Table 3 | Guidance for incident classification              | 22 |
| Table 4 | Command and Control Structure – Explanatory Notes | 24 |
| Table 5 | Levels of Activation                              | 34 |
| Table 6 | Strategies for different oil types                | 36 |
| Table 7 | Response options                                  | 37 |

# 1. Background

The Queensland Government, acting through the Department of Transport and Main Roads, is committed to ensuring its emergency management and response procedures and processes are regularly tested and refined.

This plan, the Queensland Coastal Contingency Action Plan (QCCAP), outlines Queensland's prevention, preparation, response and recovery arrangements for a maritime casualty and/or marine pollution incident (oil and/or chemical spill) in Queensland.

## 1.1 Aim

This plan outlines the arrangements for response to maritime environmental emergencies that impact on, or are likely to have an impact on, Queensland coastal waters, waters of the Great Barrier Reef Marine Park (GBRMP) and the Torres Strait region.

## 1.2 Scope

This plan applies to maritime casualties and ship-sourced pollution events that occur within:

- Queensland coastal waters including gazetted port limits
- waters of the GBRMP as defined in section 31 of the *Great Barrier Reef Marine Park Act 1975*
- waters of the Torres Strait Protected Zone as described in the Treaty between Australia and the Independent State of Papua New Guinea concerning Sovereignty and Maritime Boundaries in the area between the two Countries, including the area known as Torres Strait, and Related Matters of 18 December 1978, which entered into force on 15 February 1985.

## 1.3 Purpose

The plan serves two purposes (see Figure 2):

- QCCAP supports Australia's marine pollution response arrangements outlined in the National Plan for Maritime Environmental Emergencies (the National Plan)
- QCCAP is also a hazard specific plan for marine pollution incidents under Queensland's state disaster management arrangements.

## 1.4 QCCAP structure

QCCAP comprises four sections (see Figure 1):

- the main body of QCCAP uses the comprehensive prevention, preparedness, response and recovery model
- a list of key resources, details of the Incident Management System and selected Decision Support tools (Appendices 1-5)
- the Oiled Wildlife Response Plan administered by the Department of Environment and Heritage Protection (DEHP), details the management arrangements for wildlife affected by or likely to be affected by marine pollution (Appendix 5).
- first-strike Response Plans and Area Specific Plans provide contact details and other site specific information for ports and other selected areas (Appendices 9-30).

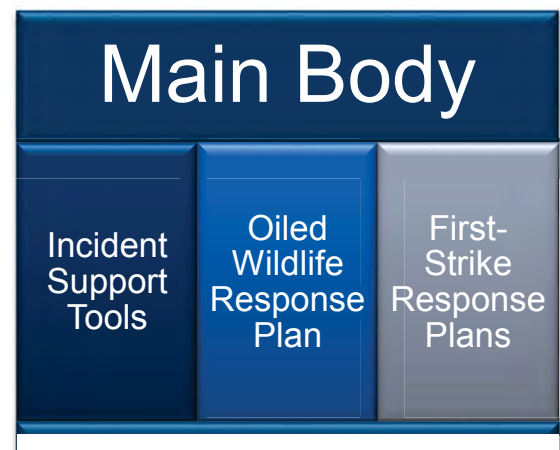


Figure 1 QCCAP Structure



## 1.5 Areas of risk

### 1.5.1 Queensland coast

A risk assessment conducted by the Queensland Government in 2000, in collaboration with the Great Barrier Reef Marine Park Authority (GBRMPA), identified areas with a higher than average risk of a serious marine pollution event. This resulted in the promulgation of the following six Marine Environment High Risk Areas (MEHRAs):

- Torres Strait and the Great North East Channel
- the inner route of the Great Barrier Reef north of Cape Flattery
- the port of Cape Flattery
- the Whitsunday Islands
- Hydrographers Passage off Mackay
- Moreton Bay.

In addition to these higher risk areas, the Queensland Government recognises that all Queensland coastal waters, all waters of the GBRMP, the Torres Strait, and offshore areas should be protected from marine pollution.

The Australian Maritime Safety Authority (AMSA) commissioned the 2011 Report by Det Norske Veritas: Assessment of the Risk of Pollution from Marine Oil Spills in Australian Ports and Waters. The report identified the eastern Queensland coast, particularly from Townsville to Hay Point, had a relatively high oil spill risk, arising mainly from trading ships in ports such as Hay Point, Gladstone and Brisbane. However smaller spills from small commercial vessels and shore-based activities also contributed. The report noted the high risk took account of the high environmental sensitivity of the Great Barrier Reef<sup>1</sup>.

### 1.5.2 Queensland ports

A large range of oils and chemicals<sup>2</sup> are carried by ships within the area covered by QCCAP. In August 2010 the Queensland Government commissioned a risk assessment of ship-sourced oil spills in Queensland ports. The results of this study identified the following:

- The port of Brisbane (high risk) dominates the risk profile due to the high number of ship arrivals, the high number of oil and chemical tankers, the lengthy 43 nautical mile (nm) approach channel and higher sensitivity rating.
- The port of Gladstone (medium risk) shows the greatest increase in risk since the last study (conducted in 2003) mainly due to an increase in ship arrivals.
- The following ports are classified as low risk: Weipa, Cairns, Townsville, Port Alma, Hay Point, Karumba, Mackay, Mourilyan, Thursday Island, Abbot Point, Bundaberg, Cape Flattery (also designated as a MEHRA), Lucinda, Cooktown, Skardon River, Quintell Beach, Maryborough and Burketown.

---

<sup>1</sup> [2011 Report by Det Norske Veritas: Assessment of the Risk of Pollution from Marine Oil Spills in Australian Ports and Waters](#) (pp.33-34)

<sup>2</sup> as defined in Appendixes 1, 2 and 3 of MARPOL, including Heavy Fuel Oil (Bunker C), Heavy, Medium and Light Crude oils, lubricating oils and refined products such as Diesel Fuel and Petrol

### 1.5.4 Spill volumes

The following table indicates typical volumes of oil that could be spilled from oil tankers. In most cases the figures quoted for bunker fuel also apply to bulk carriers and general cargo ships.

**Table 1 Spill volumes**

| <b>Tonnage (dwt)</b> | <b>Slight grounding or collision (m<sup>3</sup>)</b> | <b>Rupture of two or more cargo tanks (m<sup>3</sup>)</b> | <b>Rupture of most bunker oil tanks (m<sup>3</sup>)</b> |
|----------------------|--|---|---|
| 30,000               | 700  | 3,000   | 1,350   |
| 50,000               | 1,100  | 5,000   | 2,300   |
| 70,000               | 3,000  | 12,500  | 5,200   |
| 100,000              | 5,500  | 21,000  | 7,000   |
| 200,000              | 10,500   | 45,000  | 8,300   |
| 240,000              | 15,000   | 60,000  | 12,000  |

## 2. Governance and Management

### 2.1 International conventions

Australia is a signatory to two international conventions that relate to the prevention of, and response to, ship-sourced pollution:

- The *International Convention on Oil Pollution Preparedness, Response and Cooperation* (OPRC) commonly known as OPRC 90, and its associated *Hazardous and Noxious Substances (HNS) Protocol*, is the primary international convention for response to ship-sourced marine pollution
- The *International Convention for the Prevention of Pollution from Ships, 1973* as modified by the *Protocol of 1978*, commonly referred to as MARPOL, is an important international marine environmental convention designed to minimise pollution of the seas and to preserve the marine environment, through the prevention of pollution by oil and other harmful substances from ships.

### 2.2 Legislation

As a signatory to OPRC 90/HNS Protocol, the Australian Government is obliged to prepare for, and respond to, incidents of ship-sourced oil and chemical pollution that impact on, or are likely to impact on, waters of Australia's Exclusive Economic Zone. These obligations are given force through the Commonwealth *Protection of the Sea (Powers of Intervention) Act 1981*, and various State and Northern Territory Government legislation.

Other relevant Commonwealth legislation includes the *Great Barrier Reef Marine Park Act 1975*, which outlines the arrangements for the Great Barrier Reef Region, and empowers the GBRMPA to direct the entry and use of ships in the GBRMP, and to authorise the use of oil spill dispersants within the GBRMP.

Within Queensland's jurisdiction, MARPOL and the OPRC 90/HNS Protocol is given force through the *Transport Operations (Marine Pollution) Act 1995* (TOMPA) and *Regulation 2008* (TOMPR) which aim to protect Queensland's marine and coastal environment from the adverse effects of ship-sourced pollution. Section 93A(2) of the TOMPA appoints the General Manager, Maritime Safety Queensland (MSQ) as the Marine Pollution Controller (MPC) to direct the marine pollution response in Queensland coastal waters. Other relevant Queensland legislation is the *Maritime Safety Queensland Act 2002* which establishes MSQ and empowers it to 'deal with the discharge of ship-sourced pollutants into Queensland Coastal Waters'.

### 2.3 National Plan for Maritime Environmental Emergencies

AMSA manages the National Plan, working with State/Northern Territory governments, the shipping, oil, exploration and chemical industries and emergency services, to maximise Australia's maritime emergency response capability. The National Plan is underpinned by two Inter-Governmental Agreements, both of which have been endorsed by the Queensland government:

- the Inter-Governmental Agreement on the National Plan to Combat Pollution of the Sea by Oil and other Noxious and Hazardous Substances<sup>3</sup>, and
- the Inter-Governmental Agreement on the National Maritime Emergency Response Arrangements<sup>4</sup>.

---

<sup>3</sup> <http://www.amsa.gov.au/forms-and-publications/MOUs/Nat-Plan/index.asp>

<sup>4</sup> <https://www.amsa.gov.au/forms-and-publications/mous/documents/NMERA-IGA.pdf>



## 2.4 Jurisdictional authority

Agencies that have jurisdictional or legislative responsibilities for maritime environmental emergencies are obligated to work closely with the Control Agency to ensure that incident response actions are adequate.

Maritime environmental emergencies have the potential to impact upon the interests of two or more Australian jurisdictions, where both jurisdictions have legitimate administrative and regulatory interests in the incident.

Typically, MSQ is the jurisdictional authority within Queensland waters; however AMSA, the GBRMPA, DEHP may also have administrative and regulatory interests in the incident.

## 2.5 Control agency

The control agency is the agency or company assigned by legislation, administrative arrangements or within the relevant contingency plan, to control response activities to a maritime environmental emergency. The Control Agency will have responsibility for appointing the Incident Controller. This is the equivalent of Responsible Agency or Control Authority under the Australasian Inter-service Incident Management System (AIIMS-4).

- MSQ is the control agency for ship-sourced marine pollution within the scope of QCCAP, including Queensland Coastal Waters, the GBRMP and the Torres Strait, except from those that occur at oil or chemical terminals.
- The relevant oil company or chemical terminal operator is responsible for responding to marine pollution incidents at terminals. The oil industry's response arrangements are described in the Australian Marine Oil Spill Plan (AMOSPlan) and are covered under the mutual aid arrangements of the Australian Marine Oil Spill Centre (AMOSC). The chemical industry's response arrangements are described in the Plastics and Chemicals Industries Association (PACIA) Chemsafe Emergency Management Program arrangements.
- DEHP is responsible for the management of oil spills from land-based sources from non-devolved environmentally relevant activities into Queensland waters. Under a Memorandum of Understanding, MSQ will assist DEHP in managing land-sourced oil spills by providing experienced officers and the necessary infrastructure and resources.
- Local government organisations are responsible for devolved land-based spills or dumping for: non-licensed premises where clean-up costs are less than \$5000, and for ERA/FCL registered premises regardless of clean-up costs. All other land-based spill situations are the responsibility of DEHP. Under Queensland's disaster management arrangements Local Disaster Management Groups can be activated to support marine pollution response operations and/or manage the clean-up of pollutants from impacted shorelines.

### 2.5.1 Maritime casualty incidents

The jurisdictional governments have agreed the following responsibilities in relation to the response to maritime casualty incidents:

- MSQ is responsible for the management of maritime casualties within Queensland coastal and internal waters
- AMSA is responsible for the management of all maritime casualties within the Commonwealth's area of jurisdiction, except in the Great Barrier Reef Marine Park
- Within the Great Barrier Reef Marine Park:
  - the GBRMPA is responsible for the management of maritime casualties that are non SOLAS vessels (that is, vessels less than 500 gross tonnes. Noting its maritime expertise, MSQ will, under agreement with the GBRMPA, manage higher risk maritime casualties with the direct support of GBRMPA, and further support from AMSA, as required.
  - AMSA is responsible for the management of maritime casualties that are SOLAS vessels (that is, greater than 500 gross tonnes) with the direct support of MSQ and the GBRMPA.

## 2.6 Queensland's disaster management arrangements

Queensland's disaster management arrangements are described in the Queensland State Disaster Management Plan. This plan, along with the Emergency Management Assurance Framework implement the guiding principles and objectives of the *Disaster Management Act 2003*. This legislation and its supporting plan applies to an event that causes, or has the potential to cause, serious community disruption that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.

The Act provides a framework in which all levels of government, government owned corporations, non-government organisations, partners and stakeholders can work collaboratively to ensure effective disaster management across the State. The Act makes provision for the establishment of disaster management groups for State, disaster districts and local government areas.

The extent of activation of Queensland's disaster management resources will depend on the circumstances of the incident. Activation of State level arrangements can be initiated by the Chairperson of the QDMC.

Where necessary, the Act provides for the declaration of a disaster situation which enlivens extraordinary powers that may be used by District Disaster Coordinators (DDCs) and declared disaster officers to assist with the management of an event.

The State Disaster Management Plan is supported by various 'hazard specific' plans. QCCAP is Queensland's hazard specific plan for a marine pollution event.

### National marine pollution arrangements

### Queensland disaster management arrangements

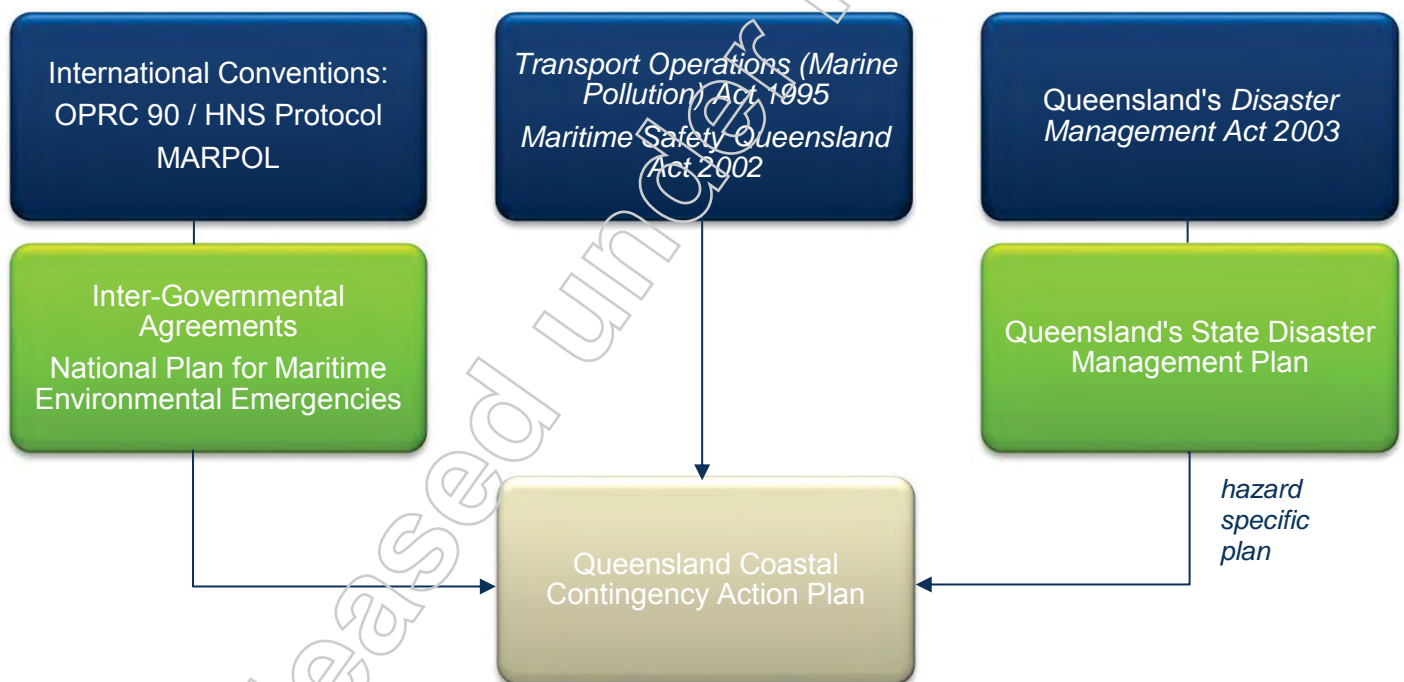


Figure 2 Queensland's marine pollution response arrangements

## 2.7 Stakeholders

The QCCAP key stakeholders and their roles are outlined alphabetically in the table below:

**Table 2 Stakeholder roles and responsibilities**

| Agency/Organisation   | Roles and responsibilities  |
|---|---|
| <b>Australian Marine Oil Spill Centre (AMOSC)</b>                       | <ul style="list-style-type: none"> <li>Operate Australia's major oil spill response equipment industry stockpile on 24-hour stand-by for rapid response</li> <li>Provide training in oil spill response management for oil industry, government and other personnel</li> </ul>  |
| <b>Australian Maritime Safety Authority (AMSA)</b>                      | <ul style="list-style-type: none"> <li>Manage the National Plan</li> <li>Liaison point for national marine pollution issues</li> <li>Coordinate interstate and international support for marine pollution response (e.g. National Response Team)</li> <li>Provide decision support resources (e.g. Oil Spill Trajectory Model, Oil Spill Response Atlas, CHEMMAP)</li> <li>Provide response assets (e.g. National Plan oil spill equipment, fixed wing aerial dispersant capability)</li> <li>Maritime Emergency Response Commander (MERCOT)</li> <li>Provide Casualty Coordinators</li> <li>Provide emergency towage capability</li> </ul>   |
| <b>Bulk Liquids Industry Association (BLIA)</b>                         | <ul style="list-style-type: none"> <li>National association of companies and organisations involved in the movement of bulk liquids between ship and shore</li> </ul>   |
| <b>Department of Aboriginal and Torres Strait Islander Partnerships</b> | <ul style="list-style-type: none"> <li>Share knowledge, information and advice on Indigenous communities, including advice on engagement and identification of disaster management issues affecting those communities.</li> <li>Share knowledge, information and advice on multicultural stakeholders and culturally diverse communities including advice on engagement and identification of disaster management issues affecting those communities.</li> </ul>  |
| <b>Department of Agriculture and Fisheries</b>                          | <ul style="list-style-type: none"> <li>Provide advice relative to fisheries and aquaculture</li> </ul>  |
| <b>Department of Communities, Child Safety and Disability Services</b>  | <ul style="list-style-type: none"> <li>Functional lead agency for the Human and Social Recovery Group</li> <li>Manage and direct offers of volunteering through Volunteering Queensland</li> </ul>  |
| <b>Department of Environment and Heritage Protection (DEHP)</b>         | <ul style="list-style-type: none"> <li>Lead combat agency for oiled wildlife response</li> <li>Custodian of the Oiled Wildlife Plan</li> <li>Provide environmental and scientific support including strategic environmental advice as the Environmental and Scientific Coordinator (ESC) in Queensland coastal waters and the Torres Strait Protected Zone to:               <ul style="list-style-type: none"> <li>MPC</li> <li>IC</li> </ul> </li> <li>Provide assistance and support to GBRMPA's ESC role during maritime environmental emergencies in the GBRMP</li> <li>Provide additional support to maritime environmental emergencies in Queensland coastal waters, the GBRMP and the Torres Strait Protected Zone including waste management advice</li> <li>Jurisdictional authority for land-based oil spills</li> </ul> |
| <b>Department of Infrastructure, Local Government and Planning</b>      | <p>Lead Agency for recovery coordination and monitoring, including developing event-specific recovery plans and reporting to government and the community on recovery progress.</p>   |



| Agency/Organisation   | Roles and responsibilities  |
|---|---|
| <b>Department of National Parks, Sport and Racing (NPSR)</b>                          | <ul style="list-style-type: none"> <li>• Work in partnership with the GBRMPA through the Field Management Unit.</li> <li>• Jurisdictional authority for State Marine Parks</li> <li>• Provide assistance and support to Environmental and Scientific Coordinator (ESC) role in Incident Control Centre for incidents:               <ul style="list-style-type: none"> <li>– GBRMPA's ESC</li> <li>– EHP ESC</li> </ul> </li> <li>• Provide support to marine pollution response including:               <ul style="list-style-type: none"> <li>– shoreline assessment</li> <li>– overseeing shoreline clean-up teams, particularly in national and marine parks</li> <li>– environmental advice in national and marine parks</li> <li>– traditional owner liaison and coordination</li> <li>– stakeholder engagement</li> <li>– provision of assets and resources to assist the response (for example, tier 1 oiled wildlife equipment)</li> <li>– assisting with oiled wildlife retrieval</li> <li>– incident management team personnel for the ICC</li> </ul> </li> </ul>   |
| <b>Department of the Premier and Cabinet</b>  | <ul style="list-style-type: none"> <li>• Functional lead agency for public information</li> <li>• Support and provide advice to the Premier as Chairperson of the Queensland Disaster Management Committee and as leader of the government</li> </ul>   |
| <b>Department of Tourism, Major Events, Small Business and the Commonwealth Games</b> | <ul style="list-style-type: none"> <li>• Advocate / point of contact for tourism industry and tourism-related businesses</li> <li>• Advocate/ point of contact for small business community</li> </ul>  |
| <b>Department of Transport and Main Roads (TMR)</b>                                   | <ul style="list-style-type: none"> <li>• Jurisdictional authority and control agency for marine pollution and maritime casualties in Queensland waters. Control agency for ship-sourced marine pollution in the GBRMP and Torres Strait.</li> <li>• Custodian of OCCAP</li> <li>• General Manager of Maritime Safety Queensland is the state's Marine Pollution Controller.</li> <li>• Relevant Regional Harbour Masters are (generally) the nominated Incident Controllers (ICs)</li> <li>• Provide response assets</li> <li>• Provide public information</li> <li>• Coordinate the provision of personnel to support marine pollution response activities (e.g. MSQ personnel for the State Incident Control Centre (SICC) and operational activities, and RoadTek staff)</li> <li>• Provide Geographic Information System (GIS) support</li> <li>• Provide liaison with disaster management agencies</li> <li>• Provide marine pollution response training to Queensland agencies</li> <li>• Functional Lead Agency for transport systems</li> <li>• Functional Lead Agency of the Roads and Transport Recovery Group</li> <li>• Provide information and advice on the impact of disruptive events on road, rail, aviation and maritime infrastructure as it affects the transport system</li> </ul> |

| Agency/Organisation  | Roles and responsibilities  |
|--|---|
| <b>Great Barrier Reef Marine Park Authority (GBRMPA)</b>     | <ul style="list-style-type: none"> <li>• Jurisdictional authority for GBRMP and marine casualties &lt;500 tonnes within the GBRMP</li> <li>• Provide environmental and scientific support including strategic environmental advice as the ESC for incidents within the GBRMP</li> <li>• Provide assistance and support to DEHP's ESC role during pollution events within the Great Barrier Reef World Heritage Area (GBRWhA) but outside the GBRMP</li> <li>• Provide Incident Management Team personnel for the ICC</li> <li>• Coordinate resources to support a marine pollution response through the Field Management Unit</li> <li>• Provide support to marine pollution response within the GBRMP including: <ul style="list-style-type: none"> <li>– traditional owner liaison</li> <li>– shoreline assessment</li> <li>– GIS support for responses in the GBRMP</li> </ul> </li> </ul> |
| <b>Local Government Association of Queensland (LGAQ)</b>     | <ul style="list-style-type: none"> <li>• Advocate on behalf of local governments at State level</li> <li>• Provide representation and facilitate collaboration with (and between) local government</li> </ul>   |
| <b>Local Governments</b>                                     | <ul style="list-style-type: none"> <li>• Manage LDMGs (chaired by Mayor) and liaise with relevant Regional Harbour Master on marine pollution response arrangements (e.g. First-Strike Response Plans)</li> <li>• Provide resources such as Council staff and State Emergency Service (SES) to support a shoreline clean-up pollution response under the direction of the IC/District Disaster Coordinator (DDC)</li> </ul>   |
| <b>Plastics and Chemicals Industries Association (PACIA)</b> | <ul style="list-style-type: none"> <li>• Represent Australia's chemicals and plastics industries</li> <li>• Provide industry based training and professional development</li> </ul>   |
| <b>Port Authorities and Corporations</b>                     | <ul style="list-style-type: none"> <li>• Prepare for, and implement first-strike oil spill responses in accordance with First Strike Response Deeds</li> </ul>  |

| Agency/Organisation                           | Roles and responsibilities  |
|---|---|
| <b>Queensland Fire and Emergency Services</b> | <ul style="list-style-type: none"> <li>• Functional lead agency for disaster warnings</li> <li>• Establish and maintain arrangements between the state and Commonwealth about matters relating to effective disaster management</li> <li>• Ensure that disaster management and disaster operations in the State are consistent with the State group's strategic policy framework; the State Disaster Management Plan, the disaster management standards and the disaster management guidelines</li> <li>• Ensure that persons performing functions under the <i>Disaster Management Act 2003</i> in relation to disaster operations are appropriately trained</li> <li>• Provide advice and support to the State group and local and district groups in relation to disaster management and disaster operations</li> <li>• Planning and Logistics functions of the SDCC</li> <li>• Provide situational monitoring of events and incidents across the State via the SDCC Watchdesk</li> <li>• Primary agency for fire and chemical / hazmat related incidents</li> <li>• Provide rescue capability for persons trapped in any vehicle, vessel, by height or in confined space</li> <li>• Provide advice, chemical analysis and atmospheric monitoring at chemical / hazmat incidents</li> <li>• Provide impact assessment, and intelligence gathering capabilities</li> </ul> <p><b>Perform the following responsibilities in support of disaster operations:</b></p> <ul style="list-style-type: none"> <li>• Ensure the availability, maintenance and operation of the SDCC which includes the following: <ul style="list-style-type: none"> <li>– The operation of the Intelligence, Logistics, Operations, Planning and Aviation Capabilities</li> <li>– Coordinate emergency supply</li> <li>– Coordinate resupply operations</li> <li>– Coordinate and implement the logistics support framework</li> </ul> </li> <li>• Coordinate, support and manage the deployment of SES resources (as required, in consultation with local government, appoint a suitably experienced and/or qualified officer as SES Coordinator to support the coordination of SES operations)</li> </ul> |
| <b>Queensland Health</b>                      | <ul style="list-style-type: none"> <li>• Functional Lead Agency for health response</li> <li>• Provide a whole-of-health emergency incident management and counter disaster response capability to prevent, respond to, and recover from a State declared emergency or disaster event</li> <li>• Deliver health-related advice and media statements</li> </ul> <p><b>Queensland Ambulance</b></p> <ul style="list-style-type: none"> <li>• Provide, operate and maintain ambulance services</li> <li>• Access, assess, treat and transport sick and/or injured persons</li> <li>• Protect persons from injury or death, during rescue and other related activities</li> <li>• Coordinate all volunteer first aid groups during for major emergencies and disasters</li> </ul>   |



| Agency/Organisation                    | Roles and responsibilities  |
|--|---|
| <b>Queensland Police Service (QPS)</b> | <ul style="list-style-type: none"> <li>• Primary Agency responsible for terrorism response</li> <li>• Provide executive support to the Queensland Disaster Management Committee</li> <li>• Preserve peace and good order</li> <li>• Prevent crime</li> <li>• Management of crime scenes and potential crime scenes</li> <li>• Conduct investigations pursuant to the Coroners Act</li> <li>• Provide for the effective regulation of traffic</li> <li>• Control and coordinate search and rescue operations</li> <li>• Provide security for damaged or evacuated premises</li> <li>• Respond to and investigate traffic, rail and air incidents</li> <li>• Coordinate the review and renewal of the SDMP</li> <li>• Command the SDCC on activation</li> <li>• Command the SDCC capabilities of operations and intelligence on activation</li> <li>• Chair of DDMGs</li> </ul> |
| <b>Public Safety Business Agency</b>   | <ul style="list-style-type: none"> <li>• Provide the State Government owned Aircraft assets to the Disaster Response via the Queensland Government Air Service</li> <li>• Provide support to the SDCC for Logistics, Procurement, Finance, Information Technology and Human Resource management during Disaster Operations</li> <li>• Provide public information support through the SDCC Public Information capability</li> <li>• Provide mapping services to the SDCC during operations to support the SDCC and QDMC decision-making</li> </ul>   |
| <b>Surf Life Saving Queensland</b>     | <ul style="list-style-type: none"> <li>• Queensland's peak beach safety and rescue authority and one of the largest volunteer based community service organisations in Australia</li> <li>• Provides advice on coastal and aquatic rescue management to government (State and local) agencies across the State</li> <li>• Provides a network of support and advice to the QDMC, DDMG and LDMG in relation to disaster and emergency response via volunteer surf life savers, professional lifeguards, and the Westpac Life Saver Helicopter Rescue Service.</li> </ul>  |
| <b>Terminal Operators</b>              | <ul style="list-style-type: none"> <li>• Responsible for responding to marine pollution incidents at terminals.</li> </ul>  |

## 3. Prevention

The Department of Transport and Main Roads is committed to protecting Queensland's marine and coastal environment from the adverse effects of marine pollution. MSQ is responsible for developing strategies to prevent marine pollution and to mitigate its effects by:

- enforcing maritime pollution legislation in a manner that results in a high level of compliance
- developing, maintaining and implementing an appropriate regulatory framework for the safe movement and operation of vessels and ship-sourced pollution prevention in Queensland waters
- promoting a safety culture in recreational, commercial and trading ships operating in Queensland
- providing essential maritime services and waterways management for safe and sustainable access to Queensland waters.

### 3.1 Maritime Safety Queensland's presence

MSQ is Queensland's marine pollution regulator under the *Transport Operations Marine Pollution Act 1995* (TOMPA) and, as such, delivers enforcement services that apply to all commercial and recreational vessels operating within Queensland's jurisdiction. Key activities include:

- informing the boating public on their legislative obligations
- inspecting recreational and commercial ships for compliance with relevant standards and legislative requirements
- investigating suspected breaches of legislation and, where applicable, taking compliance action.
- MSQ also provides public and industry awareness of the dangers of marine pollution on the environment through communication programs.

### 3.2 Port State Control

As part of the Port State Control (PSC) regime administered by AMSA, Marine Surveyors inspect trading ships visiting Australian ports to assess their safety and condition and welfare of seafarers. Ships with identified deficiencies are detained until defects are rectified and it is safe for them to continue on their voyages. This regime exerts a positive influence on the quality of ships visiting Australia.

### 3.3 Compulsory pilotage

There are four Commonwealth-regulated compulsory pilotage areas within the Great Barrier Reef and Torres Strait:

- The Inner Route (from Cape York to Cairns)
- The Great North East Channel
- Hydrographers Passage
- Whitsundays (Whitsunday Passage, Whitsunday Group and Lindeman Group)

In addition, under Queensland legislation all ships 50 metres in length and over proceeding within a Queensland compulsory pilotage area must carry a licensed marine pilot or be under the command of a master who holds a pilotage exemption certificate for the area. Government-owned port corporations are responsible for management of regional pilotage services while MSQ retains responsibility for pilotage services at Brisbane, Southport and Abbott Point.

## 3.4 REEFVTS

The Great Barrier Reef and Torres Strait Vessel Traffic Service (REEFVTS) monitors vessel movements and provides ship traffic information, navigational assistance and maritime safety information to vessels operating in a defined area which includes waters of the Torres Strait and Great Barrier Reef.

REEFVTS uses radar, Automatic Identification System (AIS), Automated Position Reporting via Inmarsat C (APR) and VHF Reporting to compile a traffic image of shipping and provide ship traffic information and other navigational safety-related information to shipping within the REEFVTS waters, to reduce the likelihood of a ship grounding or other incident.

Oil tankers, liquefied gas carriers, chemical tankers, ships within the INF Code and ships 50 metres or greater in overall length are required to report to REEFVTS while operating within the REEFVTS area.

REEFVTS operates 24 hours a day from the REEFVTS centre in Townsville (radio call identity – REEFVTS, radio call sign VZQ 641).

## 3.5 Port VTS

Ships calling at the ports of Brisbane, Gladstone, Hay Point, Mackay, Townsville, Weipa and Cairns are also required to report to Port VTS. This enables MSQ to monitor all shipping movements within VTS areas, advise ships' masters of special requirements about entry to, and use of, particular ports and to inform them of marine pollution prevention and control measures that apply within ports.

## 3.6 Aids to Navigation

MSQ and AMSA maintain a system of marine Aids to Navigation (AtoN) which accurately and reliably indicates the safest navigable waters for mariners. This minimises the risk of marine incidents in Queensland waters.

## 3.7 Navigation charts

The use of adequate and up-to-date nautical charts and publications is critical to safe ship operations and protection of the marine environment. Official nautical charts and publications can be obtained from the Australian Hydrographic Service. AusENC are official vector Australian Electronic Navigational Charts (ENC) providing coverage of Australian and Papua New Guinea waters. They are authorised for use in IMO compliant Electronic Chart Display and Information Systems (ECDIS). The Australian Hydrographic Service also publishes and updates official paper nautical charts providing coverage of the Australia Charting Area.

## 3.8 Ships' documents

Ships operating in Queensland Coastal Waters are required to carry on-board the following documents aimed at preventing marine pollution:

- Shipboard Oil Pollution Emergency Plan (SOPEP)
  - All oil tankers of 150 gross tonnage and above and all ships of 400 gross tonnage and above are required to carry an approved Shipboard Oil Pollution Emergency Plan (SOPEP).
  - This plan is to assist personnel in dealing with an unexpected discharge of oil. The plan's primary purpose is to explain the necessary actions required to stop or minimize the discharge and to mitigate its effects.
- Oil Record Book
  - All ships 150 gross tons or more that carry 400 litres or more of oil in portable tanks and all other ships that are more than 400 gross tons must carry on-board an Oil Record Book. It is mandatory for the masters of these ships to record all transfers or discharges of oil in their ship's oil record book.



- Procedures and Arrangements Manual
  - All ships that are certified to carry noxious liquid substances as defined in the International Bulk Chemical Code are required to retain on-board an approved Procedures and Arrangements Manual.
- Cargo Record Book
  - All trading ships that carry liquid substances in bulk and are proceeding en route on an intrastate voyage are required to carry on-board a certificate or declaration stating that the shipment is properly packaged, labelled and marked and that it is in proper condition for carriage to minimise the hazard to the marine environment.
- Compulsory Insurance
  - All ships 15 metres and over that are operating in Queensland Coastal Waters are required to have adequate insurance to cover costs associated with pollution response, salvage and wreck removal.
- Shipboard Waste Management Plan
  - All ships with an overall length of 35 metres or that are designed to sleep 15 or more persons are required to carry on-board a Waste Management Plan.
- Garbage Placard
  - All ships of 12 metres or more in length are required to display a Garbage Placard showing the various requirements for disposal of ship-sourced garbage.
- Under the *Marine Safety (Domestic Commercial Vessel) National Law Act 2012* all commercial vessels are required to develop, document and implement a Safety Management System to proactively identify and manage risks and develop a safety culture on-board the vessel.

## 5. Preparation

The Department of Transport and Main Roads prepares for ship-sourced marine pollution incidents by ensuring that communities, resources and services are available and capable of responding appropriately. This is done by establishing arrangements and plans, delivering training and education programs, testing procedures and capabilities through exercise programs, and the pre-positioning and maintenance of specialised equipment.

### 5.1 First-strike response deeds

The arrangements for first-strike response to ship-sourced pollution incidents that occur within Queensland ports are defined in Oil Pollution First-Strike Response Deeds between individual port authorities and the Queensland Government acting through Maritime Safety Queensland, a branch of the Department of Transport and Main Roads. Under the terms of the Deeds individual port authorities are responsible for:

- ensuring oil transfer operations are monitored by appropriately qualified personnel
- providing adequately trained personnel and equipment for the first-strike response to oil spills
- storing and maintaining first-strike response equipment within ports.

These responsibilities complement MSQ's related responsibilities which include:

- developing oil spill contingency plans for ports
- training nominated response personnel
- conducting exercises to refine and test response arrangements
- performing regular audits of response capacity within ports.

MSQ and the Gold Coast Waterways Authority have a similar agreement, dated 14 May 2013, for which the Gold Coast Waterways Authority will provide oil pollution first strike responses within the limits of the Gold Coast Waterways as defined in the *Gold Coast Waterways Authority Act 2012*.

### 5.2 Memorandums of Understanding

Queensland's marine pollution response arrangements are supported by the following Memorandums of Understanding:

- a Memorandum of Understanding between MSQ and the Queensland Fire and Emergency Service (QFES) on response to ship-sourced spills of oil and hazardous and noxious substances, dated 13 May 2015.
- a Memorandum of Understanding between Queensland Transport (now the Department of Transport and Main Roads) and the Department of Environment and Resource Management (now the Department of Environment and Heritage Protection) regarding response to land-sourced oil spills impacting on Queensland Coastal Waters dated 7 January 2000.
- a Protocol agreement between Main Roads, Queensland Transport (now the Department of Transport and Main Roads) and the Local Government Association of Queensland (LGAQ) designed to facilitate ongoing cooperation and participation by both levels of government in the planning, construction, maintenance, operation and management of road and transport infrastructure and services.

### 5.3 Stakeholder awareness

A marine pollution incident response requires the coordinated engagement of stakeholders including, but not limited to, local, state and commonwealth governments, port authorities, shipping, industry, traditional owners and the community. Regular stakeholder liaison maintains appropriate levels of stakeholder awareness and response preparedness. Stakeholder awareness is achieved through:

#### *Strategic level*

- the Director-General, Department of Transport and Main Roads, as a member of the SDCG, providing SDCG members with periodic briefings on Queensland's marine pollution response arrangements
- the General Manager, Maritime Safety Queensland periodically liaising with the designated Queensland Police Service (QPS) and if appointed the State Disaster Coordinator (SDC) to discuss Queensland's marine pollution response arrangements
- the General Manager, Maritime Safety Queensland maintaining regular contact with AMSA and GBRMPA to discuss marine pollution incident response preparedness.

#### *Operational level*

- the Department of Transport and Main Roads' Transport Network Security and Resilience section coordinating the department's involvement with the SDCG and arranging with MSQ to provide periodic briefings to the SDCG on Queensland's 'hazard specific' marine pollution response arrangements
- Regional Harbour Masters regularly liaising with relevant DDMGs on disaster management arrangements in support of a marine pollution response, and relevant First-Strike Response Plans

#### *Tactical level*

- the Department of Transport and Main Roads' Transport Network Security and Resilience section, in conjunction with MSQ, periodically briefing LDMGs on Queensland's marine pollution response arrangements and the role of local governments.

## 5.4 Training

Effectively managing a response to a marine pollution incident requires technical proficiency acquired through training and experience.

AMSA and MSQ provide training in marine pollution response techniques across three levels:

- Level 1 – operator level personnel including oil spill equipment operators, shoreline assessors and responders, and finance personnel
- Level 2 – incident management team personnel responsible for planning and implementing response operations, for example, Incident Controllers, their deputies and section heads, Environment and Scientific Coordinators, and hazardous materials specialists.
- Level 3 – senior government and industry personnel responsible for strategic level decision making in the management of marine pollution incidents.

For more information on marine pollution response training contact MSQ's Environment and Incident Response team by email to [pollution.response.training@msq.qld.gov.au](mailto:pollution.response.training@msq.qld.gov.au).

## 5.5 Exercising

Queensland's marine pollution response plans are exercised regularly to:

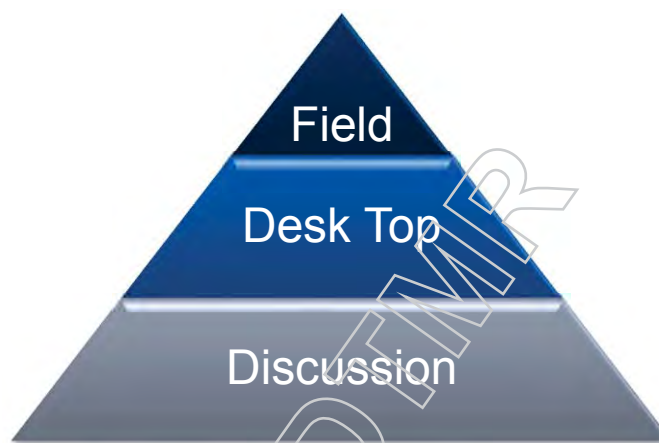
- continually assess the efficacy of the arrangements
- identify opportunities to improve incident response arrangements
- establish and strengthen relationships across relevant response agencies
- ensure stakeholders have a thorough and common understanding of:
  - command, control and coordination arrangements;
  - roles and responsibilities of stakeholder agencies; and



- marine pollution response procedures, issues and considerations.

Exercises can be conducted at three broad levels:

- Field Exercises are the most complex types of exercises. They involve the development and tactical implementation of response plans and the deployment of trained personnel and equipment resources in a field situation.
- Desk Top Exercises involve members of the Incident Management Team and other specialist advisors in the development of incident action plans for various components of the required response.
- Discussion Exercises are scenario based and are designed to raise awareness of the roles and responsibilities of various stakeholders.



**Figure 3** Exercise types

As a minimum:

- MSQ will conduct a high level multi-agency exercise at least annually, to test marine pollution response arrangements involving disaster management support
- MSQ will regularly exercise First-Strike Response Plans and involve relevant port authorities, LDMGs and DDMGs as appropriate
- relevant Queensland agencies (including disaster management response agencies) should participate in national or other marine pollution response exercises as appropriate.

## 5.6 Response Personnel

As outlined in section 2.6, there are a range of stakeholders that participate. A list of marine pollution response management personnel and other key stakeholders may be found at Appendix 1. For privacy reasons Appendix 1 is not available for general publication. Lists of appropriately trained and qualified operational and tactical level personnel are maintained by individual stakeholders.

## 5.7 National Response Team

On activation of the National Plan, the IC or the MPC may, if the size/complexity of the emergency warrants it, submit a request to AMSA for personnel from other states/NT to assist with the incident response, for example to fill positions in the Incident Control Centre or incident response team.

A request should be made initially through the Joint Rescue Coordination Centre, AMSA. This request must be followed by written confirmation within three hours of the verbal request. During extended responses AMSA may appoint an officer to coordinate inter-state deployments and will advise the IC and the MPC accordingly.

The following information is to be provided when making such a request:

- roles or skills required, for example Planning Officer, Aerial Observer
- number of personnel required to fill each role
- preferred start date
- contact name, address, and time of where personnel are to initially report
- brief overview of the work to be undertaken.

Suitable personnel will be selected by AMSA from the National Response Team (NRT) or the National Response Support Team (NRST), unless special circumstances exist.

The maximum release period is 10 days (including travel time) as per the National Response Team Policy, unless both AMSA and the NRT/NRST member's organisation reach a separate agreement. Where an extension on deployment is being sought, the requesting agency is to provide details on how the health and safety of the individual/s is to be managed.

Personnel will remain in the employ of their own agency and all entitlements in relation to their contract of employment remain unchanged.

## 5.8 Charter and use of vessels

Marine pollution response operations often involve the charter of vessels of opportunity for various tasks including monitoring, dispersant application and effectiveness testing, oil spill containment and recovery, and various other tasks such as accommodation or command and control platforms. Any vessel that is chartered must be commercially registered and suitable for its intended purpose.

## 5.9 Charter and use of aircraft

A critical element of efficient and effective response to marine pollution incidents is 'situational awareness' which can be greatly enhanced by the accurate and timely gathering and dissemination of critical incident intelligence. The most effective means of gathering incident intelligence is to deploy qualified and experienced aerial observers, in either fixed or rotary wing aircraft, to overfly the site of an incident, gather information, verify facts and report back to the incident management team.

Aviation assets can be obtained through the Queensland state air desk operated by Queensland Fire and Emergency Services.

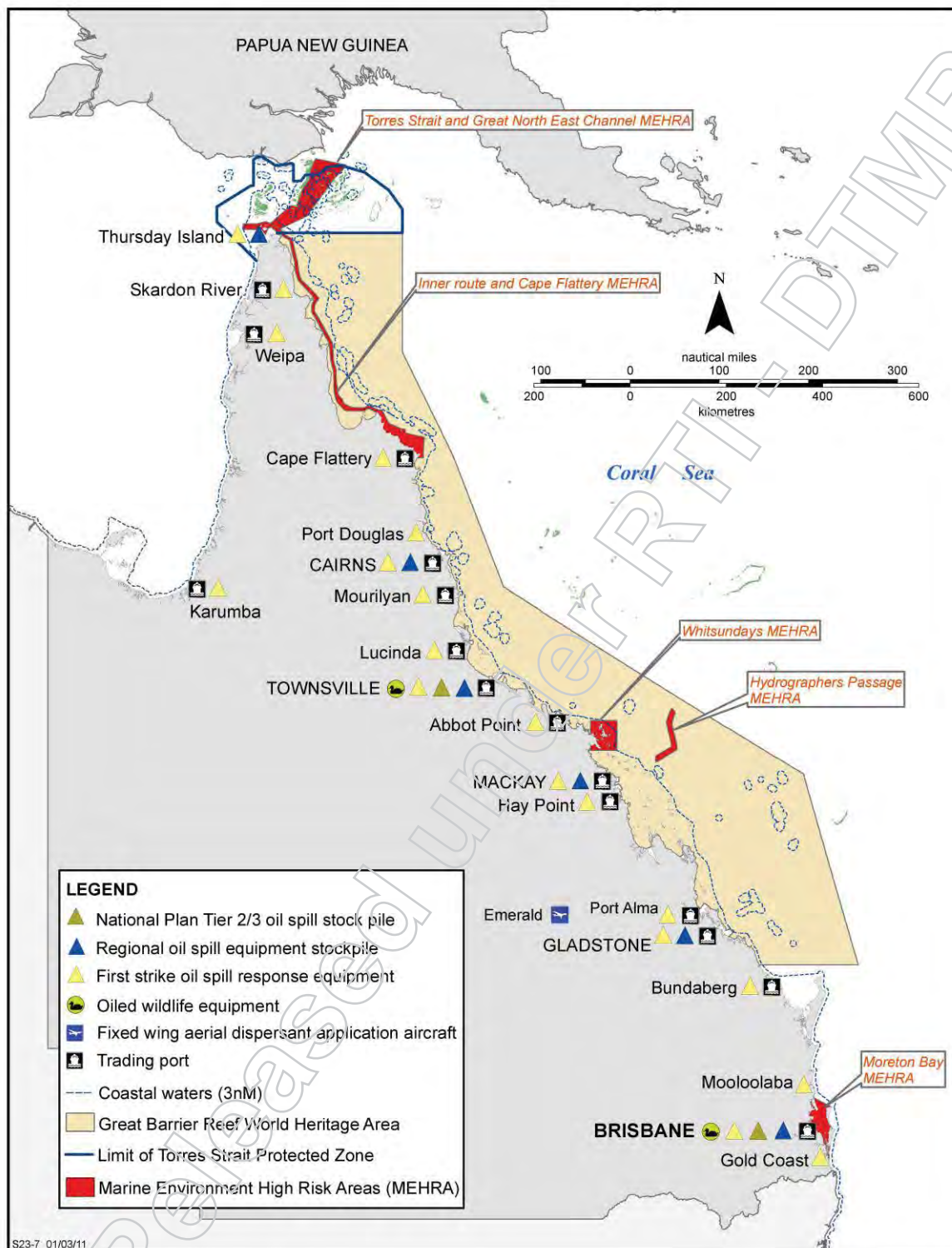
The use of drones to gather intelligence can also be effective especially in locations that are difficult to access by foot.

## 5.10 Oil Spill Equipment

At the local level, all Queensland ports are equipped with a small stockpile of first-strike oil spill response equipment. This equipment is owned by individual port authorities and oil companies and is not generally available for use outside of port limits. In addition, there are stockpiles of first-strike response equipment at the MSQ marine operations base on the Sunshine Coast and the Gold Coast Waterways Authority (GCWA). Minor stocks of equipment, mainly oil absorbents, are also located in Queensland Government owned boat harbours at Manly, Tin Can Bay, Urangan, Rosslyn Bay and Bowen.

Regional stockpiles of oil spill response equipment, owned and maintained by MSQ, are located at six strategic locations along the Queensland Coast including Brisbane (Pinkenba), Gladstone, Mackay, Townsville, Cairns and Thursday Island in Torres Strait (see Appendix 31).

At a national level AMSA owns and maintains two stockpiles of National Plan oil spill response equipment located in Brisbane and Townsville, as well as stockpiles in other States/NT. Access to National Plan equipment is through the Joint Rescue Coordination Centre, AMSA.



**Figure 4 Marine Pollution Equipment Locations**



## 5.11 Aerial dispersant spraying arrangements

AMSA, as manager of the National Plan, has developed and jointly funded with the Australian Institute of Petroleum (AIP), through AMOSC, a Fixed Wing Aerial Dispersant Capability (FWADC) for oil spills in the marine environment. Based on the concept of utilising large agricultural fixed wing aircraft to apply oil spill dispersants, the FWADC is designed to complement dispersant spraying arrangements using helicopters, which are typically confined to close inshore work.

Under the contract arrangements six aircraft are strategically located to provide full coverage of the Australian coastline. The aircraft are located in:

- Ballarat, Victoria
- Adelaide, South Australia
- Ballidu, Western Australia
- Batchelor, Northern Territory
- Emerald, Queensland
- Moree, New South Wales.

Activation of the FWADC is through Joint Rescue Coordination Centre, AMSA. Each aircraft is available to depart within four hours of activation, twenty-four hours per day, seven days per week. AMSA will also activate an Airbase Manager and loading crew to manage the aircraft and loading of dispersant into the aircraft.

## 5.12 Waste disposal arrangements

Typically the waste generated during a response is classified as regulated waste and needs to be managed in accordance with the appropriate environmental regulations. DEHP regulates waste management organisations across Queensland and maintains a list of certified waste disposal operators that could be utilised to support a marine pollution incident response.

## 6. Response

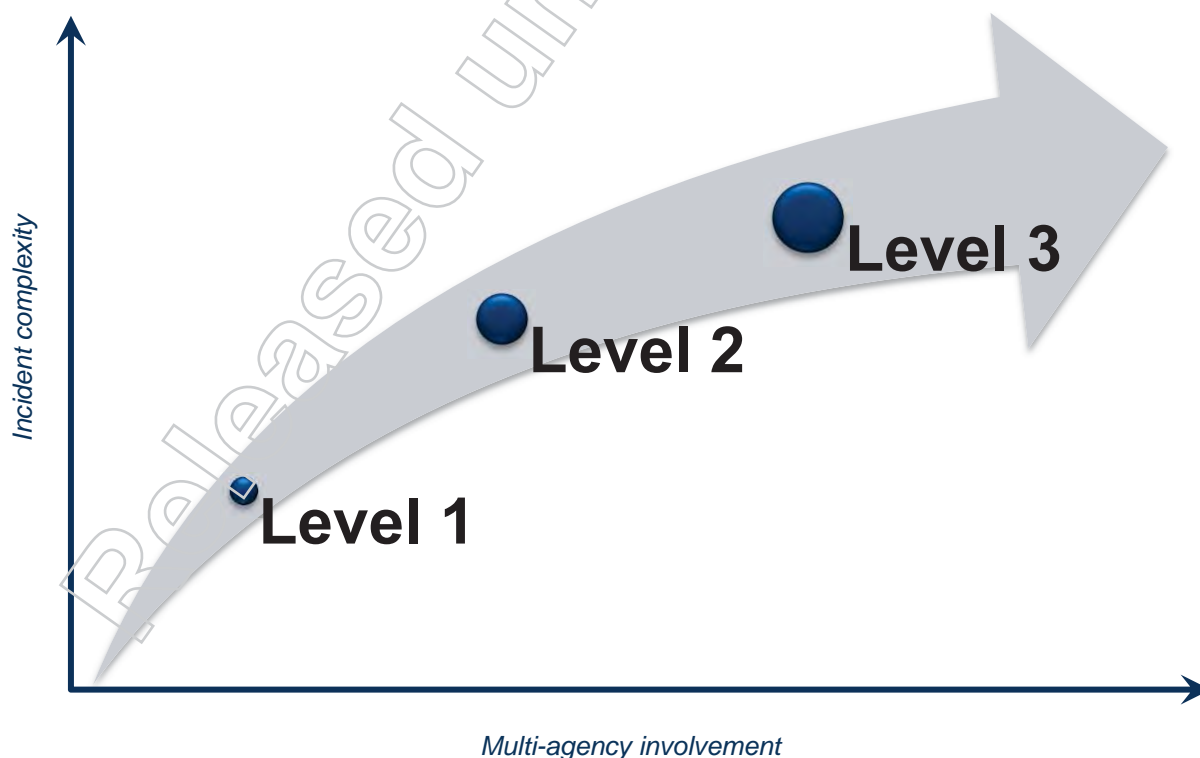
### 6.1 Incident Classification

In line with both the National Plan and AIIMS-4 marine pollution incidents are classified to provide guidance for agency readiness levels, incident notifications, response actions and potential response escalation. The three levels of incidents are as follows:

- **Level 1 incidents** are generally able to be resolved through the application of local or initial resources only
- **Level 2 incidents** may be more complex either in size, duration, resources or risk. They are characterised by the need for:
  - deployment of resources beyond initial response; or
  - sectorisation of the incident; or
  - the establishment of functional sections due to the levels of complexity; or
  - a combination of the above.
- **Level 3 incidents** are characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions.

Consistent with AIIMS, the National Plan employs a scalable approach to incident classification, noting that simple thresholds pose the risk of arbitrary decisions.

Figure 5 provides a non-exhaustive list of the general characteristics of each of the three levels. During a response these characteristics can be used to evaluate and adjust the response accordingly.

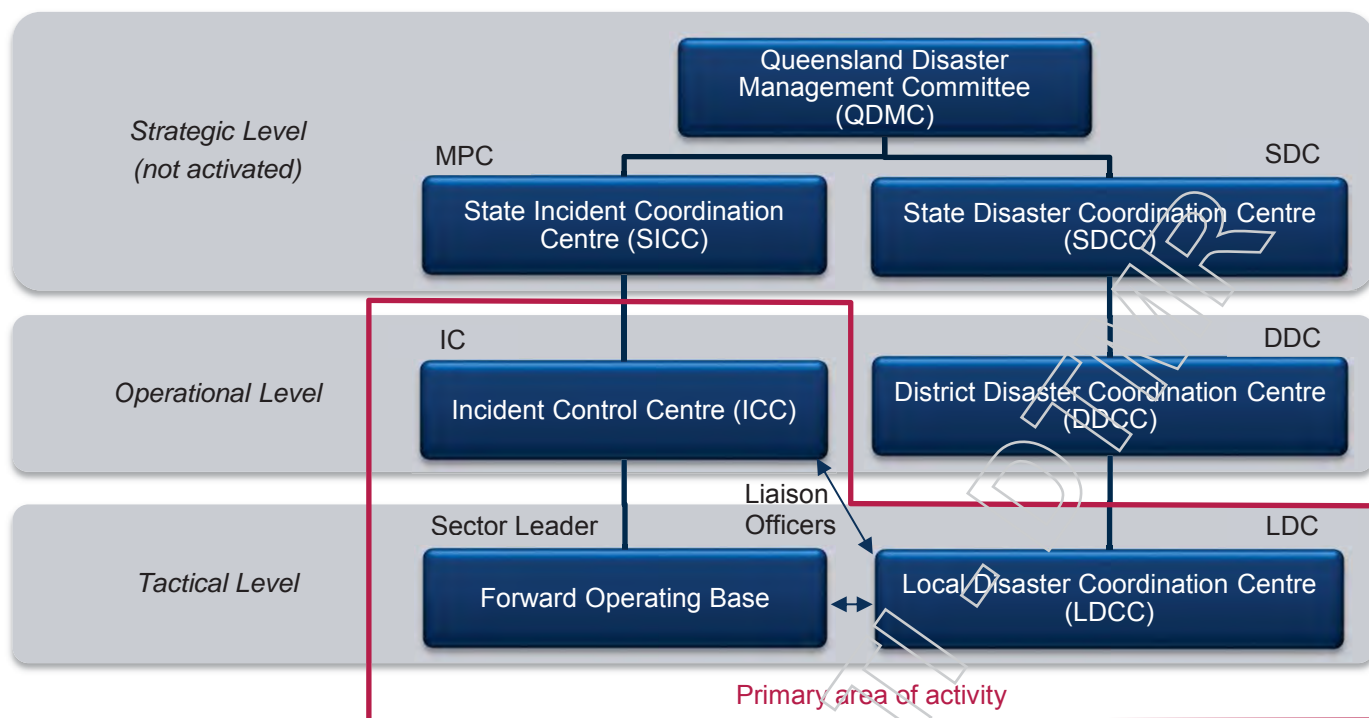


**Figure 5 Levels of response activation**

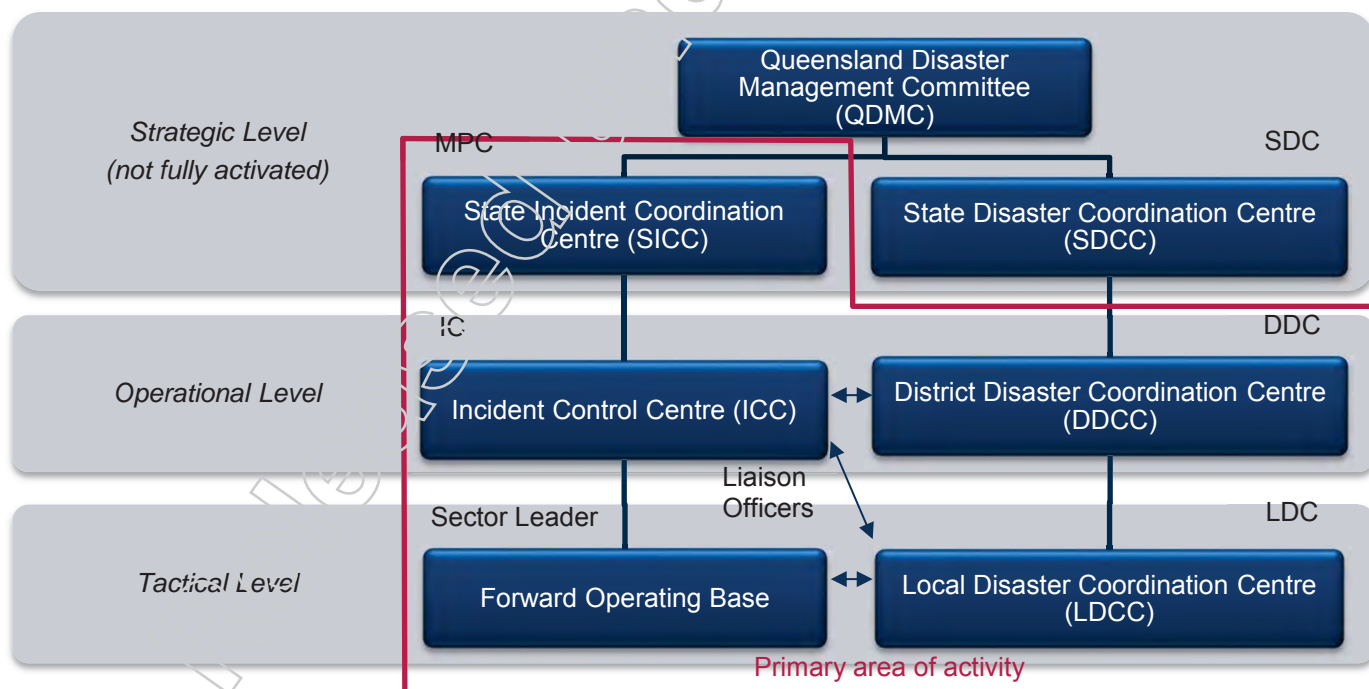
**Table 3 Guidance for incident classification**

| Characteristic                         | Level 1   | Level 2  | Level 3   |
|--|---|--|---|
| <b>MANAGEMENT</b>                      |   |  |   |
| <b>Delegation</b>                      | Incident Controller responsible for all functions                   | Some functions delegated or Sections created                                   | All functions delegated and/or divisions created.                               |
| <b>Boundaries</b>                      | Single jurisdiction   | Multiple jurisdictions   | Across jurisdictional boundaries including international                        |
| <b>Incident Action Plan</b>            | Unwritten   | Outline  | Detailed  |
| <b>Resources</b>                       | Initial responders and local resources from first response agencies | Requires additional resources including neighbouring and intra-state resources | Requires national or international resources                                    |
| <b>TYPE OF INCIDENT</b>                |   |  |   |
| <b>Size</b>                            | Small   | Medium   | Large   |
| <b>Type of Response</b>                | First strike (attack)   | Escalated response   | Campaign response   |
| <b>Duration</b>                        | Single shift  | Multiple shifts<br>Days to weeks   | Extended response<br>Weeks to months  |
| <b>VALUES AT RISK</b>                  |   |  |   |
| <b>Human</b>                           | Potential for serious injuries                                      | Potential for loss of life   | Potential for multiple losses of life   |
| <b>Environment</b>                     | Isolated impacts or with natural recovery expected within weeks     | Significant impacts requiring recovery actions. Remediation likely             | Severe impairment of landscapes. Recovery may take months Remediation required. |
| <b>Wildlife</b>                        | Individual fauna  | Groups of fauna or threatened fauna  | Large numbers of fauna  |
| <b>Economy</b>                         | Disruptions at business level                                       | Potential for business failure   | Significant disruption to a sector  |
| <b>Social</b>                          | Reduced services  | Ongoing reduced services   | Reduced quality of life   |
| <b>Infrastructure</b>                  | Shore-term failures   | Mid-term failures  | Severe impairment of landscapes   |
| <b>Public Affairs (Administration)</b> | Local and regional media coverage                                   | State media coverage   | National and international media coverage                                       |





**Figure 6 Level 1 Incident Response Command and Control Structure**



**Figure 7 Level 2 Incident Response Command and Control Structure**



| Control/Coordination Centres  |  |
|-------------------------------|--|
| <b>LDCC</b>                   | <ul style="list-style-type: none"> <li>Activated to provide local disaster management support to the incident response, as requested by the ICC</li> <li>Allocates resources to FOBs as required</li> <li>Requests support from DDCC as required</li> <li>Led by LDC (Local Council Chief Executive Officers or nominated officer) in collaboration with DDC</li> <li>Staffed by members of LDMG as required</li> <li>May be amalgamated with (subsumed into) DDCC to centralise resources</li> </ul>                  |
| <b>Forward Operating Base</b> | <ul style="list-style-type: none"> <li>Implements operational plans developed by Planning Section in the ICC to undertake tactical operations within a defined geographic boundary (e.g. sector)</li> <li>Provide reports to the Planning Section within the ICC to assist planning</li> <li>Led by Sector Leader who reports to the Operations Manager in the ICC</li> <li>Staffed by personnel from marine pollution response agencies, LDMGs/DDMGs, other agencies as appropriate (for example, RoadTek)</li> </ul> |

| Roles/Positions |   |
|-----------------|---|
| <b>QDMC</b>     | <ul style="list-style-type: none"> <li>Chaired by the Premier of Queensland, or nominee</li> <li>The Committee's purpose is to provide clear and unambiguous senior strategic leadership in relation to disaster management across all four phases in Queensland.</li> <li>The Committee facilitates communication between the Premier and relevant Ministers and Directors-General before, during and following disasters.</li> <li>The functions of the QDMC are prescribed in the Act (s18). These are: <ul style="list-style-type: none"> <li>(a) to develop a strategic policy framework for disaster management for the State;</li> <li>(b) to ensure effective disaster management is developed and implemented for the State;</li> <li>(c) to ensure arrangements between the State and the Commonwealth about matters relating to effective disaster management are established and maintained;</li> <li>(d) to identify resources, in and outside the State, that may be used for disaster operations;</li> <li>(e) to provide reports and make recommendations that the State group considers appropriate about matters relating to disaster management and disaster operations;</li> <li>(f) to prepare, under section 49, the State disaster management plan;</li> <li>(g) to coordinate State and Commonwealth assistance for disaster management and disaster operations;</li> <li>(h) to perform other functions given to the group under this or another Act;</li> <li>(i) to perform a function incidental to a function mentioned in paragraphs (a) to (h).</li> </ul> </li> </ul> |
| <b>SDC</b>      | <ul style="list-style-type: none"> <li>Appointed by the Chairperson of the QDMC under s.21B of the <i>Disaster Management Act 2003</i>.</li> <li>By default the SDC will be a Deputy Commissioner of Police.</li> <li>When appointed, the SDC will: <ul style="list-style-type: none"> <li>– coordinate disaster response operations for the QDMC</li> <li>– report regularly to the QDMC about disaster response operations</li> <li>– ensure, as far as reasonably practicable, that any strategic decisions of the QDMC about disaster response operations are implemented</li> <li>– provide strategic advice on disaster response operations to DDCs.</li> </ul> </li> <li>Liaise with the Marine Pollution Controller</li> </ul>  |
| <b>MPC</b>      | <ul style="list-style-type: none"> <li>General Manager of Maritime Safety Queensland, appointed under Section 93A of TOMPA to direct and coordinate the state response to all marine pollution incidents</li> <li>Provides strategic direction to the incident response and to the IC/ ICC</li> <li>Is supported by the SICC</li> <li>Liaises with the SDC or nominated Senior QPS Officer/SDCC on strategic level disaster management support issues and requirements.</li> </ul>  |
| <b>IC</b>       | <ul style="list-style-type: none"> <li>Relevant Regional Harbour Master or nominated person</li> </ul>  |



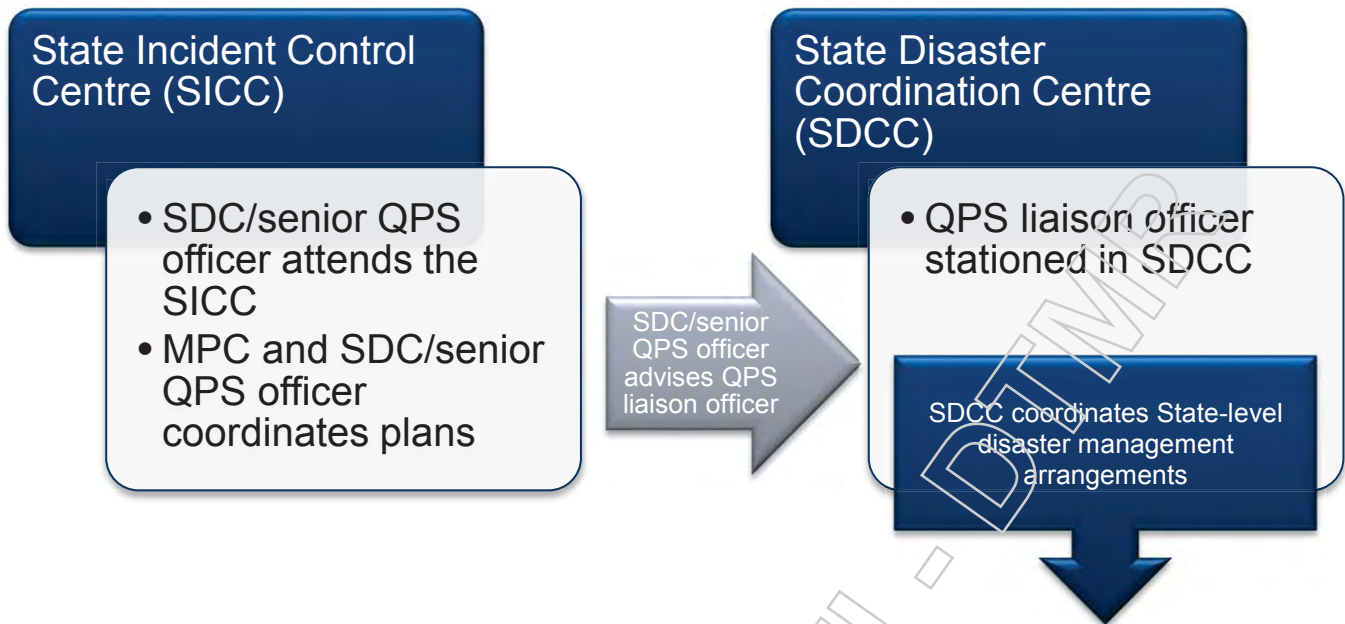
| Roles/Positions         |  |
|-------------------------|--|
|                         | <ul style="list-style-type: none"> <li>Manages all operational aspects of the incident response including managing the marine casualty, ships owner liaison etc.</li> <li>Leads the IMT and is supported by the ICC</li> <li>Liaises with the DDC to coordinate operational level disaster management support to the incident response</li> <li>Liaises with the LDC to task LDMG resources</li> </ul>   |
| <b>DDC</b>              | <ul style="list-style-type: none"> <li>Liaises with IC to identify and coordinate disaster management support requirements</li> <li>Leads the DDMG and provides support to the LDC/LDCC</li> <li>Liaises with nominated Senior QPS Officer on disaster management support issues</li> </ul>  |
| <b>LDC</b>              | <ul style="list-style-type: none"> <li>Leads the LDMG and assigns resources as requested by the IC to support incident response operations</li> <li>Liaises with the DDC to source additional resources as required</li> <li>Addresses issues local level and advises DDC and IC</li> </ul>  |
| <b>Sector Leader</b>    | <ul style="list-style-type: none"> <li>Supervises all Forward Operations Base operations</li> <li>Implements plans developed by the Planning Section of the ICC</li> <li>Reports to the Operations Manager in the ICC</li> </ul>   |
| <b>Liaison Officers</b> | <ul style="list-style-type: none"> <li>Appointed to control/coordination centres to link disaster management and marine pollution response</li> <li>Disaster management representative appointed to ICC (and SICC if appropriate) to advise on disaster management issues and to interpret requests going to SDCC/DDC/LDC</li> <li>Pollution spill representative appointed to DDMG (and SDCC and LDMG if appropriate) to advise on pollution response issues and to interpret requests going to SICC/ICC</li> </ul> |

## 6.1.1 Coordination Arrangements

### *Strategic level coordination*

Subject to the level of incident, strategic level coordination is achieved by:

- the Queensland Police Service (QPS) and if appointed, the State Disaster Coordinator (SDC) officer responsible for disaster management coordination:
  - attending the SICC and participating in strategic direction setting and decision making
  - providing strategic coordination of disaster management resources, through liaison with the SDCC, to support the marine pollution incident response.
- the Marine Pollution Controller (MPC), Queensland Police Service (QPS) and if appointed, the State Disaster Coordinator (SDC) collaborating and communicating regularly to address:
  - strategic disaster management support issues to assist marine pollution response efforts
  - whole-of-event issues to assist the MPC to develop whole-of-event strategies and plans, as required
  - strategic disaster management support requirements, which are relayed to the SDC/senior QPS liaison officer appointed to the SDCC.

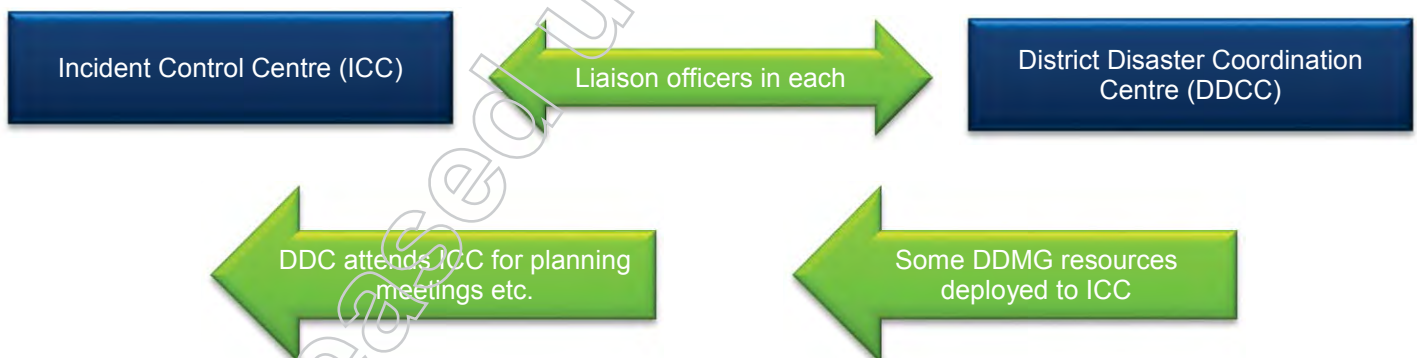


**Figure 9 Strategic Coordination Arrangements**

#### *Operational level coordination*

Operational level coordination is achieved by:

- a senior QPS liaison officer appointed to the ICC and a senior TMR liaison officer appointed to the DDCC to provide advice and ensure effective ICC/DDCC coordination and cooperation
- the DDC attending the ICC for critical meetings and the IC and DDC collaborating and communicating regularly to ensure effective coordination of disaster management support to the marine pollution response
- personnel performing specific functions in accordance with the AIIMS-4 structure.



**Figure 10 Operational Coordination Arrangements**

#### *Tactical level coordination*

Tactical level coordination is achieved by:

- local resources including local government, SES and state government personnel assigned to geographic sectors, under the direction of the relevant Sector Leader in charge of the relevant Forward Operations Base, to implement plans developed by the ICC. Resource allocations are coordinated through the DDCC (DDC) in consultation with the ICC (IC).



**Figure 11 Tactical Coordination Arrangements**

## 6.2 Incident response process

The response to a marine pollution incident will usually involve a number of agencies and be based on a standard approach, tailored to suit the situation and associated circumstances. The generic incident response process is outlined in Figure 12 below, noting that the process is not linear, for example, many activities may commence concurrently and situational awareness is regularly updated.



**Figure 12 Incident response process**

## 6.3 Incident reports

The MPC is responsible for the overall management of a marine pollution incident. The MPC may be notified of a marine pollution incident or potential marine pollution incident through multiple information channels (telephone call, Pollution Reports (POLREPs), Issues Alerts) from relevant stakeholders which could include:

- Joint Rescue Coordination Centre, AMSA
- REEFVTS
- Regional Harbour Master or Port staff
- members of the public



- Queensland's Disaster Management system
- other government agencies.

## 6.4 Stakeholder notification

On receipt of an incident report, the MPC/IC will immediately notify stakeholders and, if appropriate, initiate activation of the SICC and IC.

Once notified, stakeholders are expected to forward the notification of the marine pollution incident to their relevant stakeholders, as indicated in Figure 13.



**Figure 13 Stakeholder notification**

**Note:**

Notification to relevant disaster management agencies will be via normal disaster management notification arrangements, initiated by the SDCC.

Notification of relevant local stakeholders will be via the ICC.

Some stakeholders may receive notification from multiple sources.

## 6.5 SICC and ICC Activation

As a general principle:

- Upon notification of a reported marine pollution incident or potential marine pollution incident (Levels 1-3) the relevant Regional Harbour Master will immediately assume the role of Incident Controller (IC) and activate an Incident Control Centre (ICC) as a precautionary measure. The degree of activation may be constrained (where the incident reports indicate a minor incident) until incident details are confirmed, and may be subsequently scaled up or down as required.
- Upon notification of a significant marine pollution incident or potentially significant marine pollution incident (Levels 2-3) the MPC will activate the State Incident Control Centre (SICC) core group. For minor incidents (Level 1), the MPC will maintain a 'watching brief' and will activate the SICC (Core) in the event of an incident escalation.

## 6.5.1 State Incident Control Centre

The SICC is established for the duration of the incident response to provide strategic management of a marine pollution incident response. When activated, the SICC provides administrative, decision-making and communication support to the MPC, and is the focal point for the strategic oversight of the incident response and crisis management.

The SICC is generally located in a designated meeting room within MSQ's offices.

**Membership of the SICC is scalable and will be expanded or contracted to suit the incident level and response phases. In general, the membership comprises a 'core' group which is activated for Level 2 incidents and is 'expanded' for Level 3 (see**

Figure 14).

If for any reason access to the designated SICC location is not possible a SICC can be established at either the MSQ marine operations base at Pinkenba or the State Disaster Coordination Centre at Kedron.

### Core

- MPC (GM, MSQ)
- Principal Advisor (MSQ)
- Strategic environmental adviser (DEHP/GBRMPA scientific adviser)
- Media Adviser (TMR Media Director)
- Administrative support staff (MSQ)

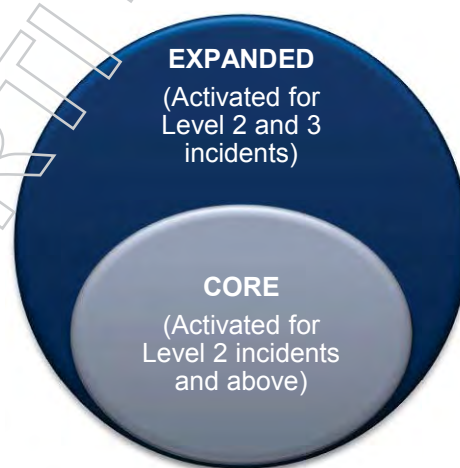


Figure 14 SICC Membership

### Expanded

- TMR liaison: Chief (Transport Network Security and Resilience)
- SDC (if appointed)/ Disaster Management Strategic Coordinator (nominated senior QPS officer)
- AMSA and/or GBRMPA representative
- Legal advisers (TMR)
- Policy advisers (TMR)
- Vessel owner representative (if appropriate)
- Scientific Advisory Panel<sup>5</sup> (if appropriate)
- Chemical environmental adviser (QFES for chemical incidents) if required

<sup>5</sup> Scientific Advisory Panel is a group of independent scientists convened as required, at the instigation of the MPC through liaison with the SDMG, to provide independent scientific advice to assist the incident response and recovery.

## 6.5.2 Incident Control Centre

The ICC is established for the duration of the incident response in a suitable location (normally in a designated room in a relevant MSQ regional office) in close proximity to the incident, if possible. The ICC is led by the IC who is responsible for the management of all aspects of the incident response at the operational level.

## 6.5.3 Australasian Inter-Service Incident Management System

The IC is supported by the Incident Management Team (IMT). The incident management system used for the management of marine pollution events in Australia is consistent with the fourth edition of the Australasian Inter-service Incident Management System (AIIMS-4). The system is designed to be adaptable to the incident. AIIMS-4 lists seven major functions under which it is possible to group the tasks that need to be undertaken during a marine pollution incidents:

- planning - responsible for the preparation and delivery of plans and strategies, and maintaining a resource management system
- intelligence - responsible for the collection of and processing of information; organising and displaying intelligence in a Common Operating Picture
- public information - responsible for obtaining, assembling and preparing incident information in a manner suitable for dissemination to the public and other stakeholders; issuing warnings and alerts; liaising with local communities affected by the incident
- operations - responsible for managing resources allocated to resolve the incident
- investigation – responsible for identifying the investigating the cause of the incident, identifying the polluter, and collecting evidence
- logistics – responsible for obtaining and maintaining human and physical resources, facilities, services and materials
- finance – responsible for maintaining personnel records; and contract management and equipment record keeping

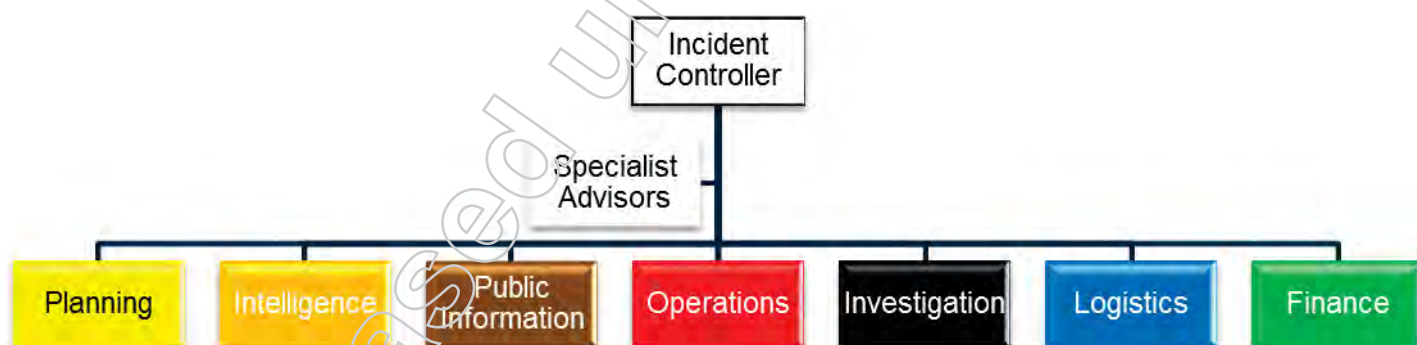


Figure 15 AIIMS-4

The number of staff required to fill positions in the AIIMS-4 structure can be varied according to the size and complexity of the incident. In a major incident, all functional area may be operational with numerous positions within each cell, but in a lesser incident one person may fill a number of positions.

The full AIIMS-4 structure is at Appendix 2.



## 6.6 Forward Operations Bases

Forward Operations Bases (FOBs) are established, as required, by the Operations Officer in the ICC, in consultation with the IC, to implement Incident Action Plans developed by the ICC, within a defined geographic sector. Multiple FOBs can be established, if appropriate, to conduct operations over a wide geographical area. FOBs are led by Sector Leaders who report to the Operations Officer in the ICC. FOBs are tasked by, and resourced through, the ICC and are staffed by relevant personnel from local government (LDMGs), SES, Queensland Government agencies, NRT, etc.

## 6.7 Situational awareness

The ICC (in conjunction with the SICC, if activated) will establish early situational awareness as a priority. This may include a combination of the following:

- receiving reports from:
  - relevant marine agencies, for example AMSA, GBRMPA, harbour masters, REEFVTS
  - relevant disaster management agencies, for example DDCC, local governments, TMR, QPS
  - other key stakeholders, for example vessel master or ship's owner
  - media and members of the public.
- deploying resources to survey the incident site, for example chartering surveillance aircraft or surface vessels, deploying MSQ vessels.

## 6.8 Strategic approach

As a priority, the MPC (in conjunction with the SDC, if appointed) will engage members of the SICC and relevant stakeholders in a strategic assessment of the incident, to identify issues and to develop a strategic approach to the incident response, including the development of incident response objective(s).

A collaborative, multi-agency, team-based approach to developing the strategic approach (particularly in large-scale, complex incidents) will generate commitment and help to identify all issues to be addressed in the incident response.

### 6.8.1 Strategic Assessment

A strategic assessment will include:

- identifying the possible and likely scenarios that may unfold during the incident response
- identifying the impacts, stakeholders and issues associated with the most likely scenarios
- identifying strategic resource requirements of the incident response

Appendix 3 provides a guide to the strategic assessment process.



Figure 16 Strategic Assessment

### 6.8.2 Incident Management Strategy

The information developed in the strategic assessment will inform the development

- of a high level overview of how the marine pollution response will be managed (strategic approach) which is articulated in an Incident Management Strategy document.
- The Incident Management Strategy will provide a common understanding of the:
  - incident context and stakeholders impacted
  - issues, risks and proposed mitigations
  - agreed incident response objectives and priorities
  - agency activation levels
  - high level command, control and coordination arrangements (including liaison arrangements and identification of control, support and supporting agencies)
  - level of disaster management support anticipated.

An Incident Management Strategy template is at Appendix 4.

The Incident Management Strategy should be endorsed by the jurisdictional authority and disseminated to all stakeholders of the marine pollution incident response.

The Incident Management Strategy should be periodically reviewed and updated/re-promulgated, as required, to reflect changes to the incident response context.

### 6.8.3 Protection priorities

The strategic approach should be cognisant of the protection priorities outlined below in priority order:

- (1) preservation of human life, health and safety
- (2) preservation of cultural resources
- (3) preservation of habitat
- (4) protection of threatened flora and fauna
- (5) protection of commercial resources
- (6) protection of amenity resources.

The chosen strategic approach should be guided by the protection priorities, balanced against the probability of success; noting that in some circumstances resources may be best applied to lower priority areas with a high likelihood of success, rather than higher priority areas where there is little or no chance of success.

## 6.9 Response activation

The MPC will formally activate the incident response by advising the Director-General, Department of Transport and Main Roads, the jurisdictional authority and other relevant stakeholders including AMSA, SDCC, DEHP and GBRMPA.

The MPC is responsible for determining the degree of incident response activation and the high level command and control structure to be implemented for the incident response. This may be decided in collaboration with the IC, and SDC (if appointed)/senior QPS nominated officer, and will be informed by the strategic assessment process.

Response agencies will be activated in accordance with the four phase model used in Queensland's disaster management arrangements.

**Table 5 Levels of Activation**

| Level               | Definition   |
|---------------------|--|
| <b>Alert</b>        | A heightened level of vigilance and preparedness due to the possibility of an event in the area of responsibility. Some action may be required and the situation should be monitored by staff capable of assessing and preparing for the potential threat.               |
| <b>Lean forward</b> | An operational state prior to 'stand up' characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on stand-by; prepared but not activated. |
| <b>Stand up</b>     | The operational state following 'Lean Forward' whereby resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.   |
| <b>Stand down</b>   | Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.  |

The SICC will confirm activation arrangements with relevant stakeholders through the promulgation of the Incident Management Strategy document.

Response agencies will mobilise resources to their required activation status as soon as practicable, and report to the SICC when their activation status is achieved.

### 6.9.1 Resource allocation

The MPC, in consultation with the SDC (if appointed)/senior QPS officer, IC and DDC will ensure key roles are filled within the command and control structure.

Early activation and appropriate resourcing of the ICC and DDCC, in particular, (including liaison arrangements) is critical to expedite incident response operations. The ICC will be resourced in accordance with the AIIMS-4 structure at Appendix 2.

Where possible, personnel should be allocated positions within the AIIMS-4 structure, based on their incident management qualifications, skill-sets and experience.

Positions in the ICC's AIIMS-4 structure will be allocated although some positions may remain dormant. For minor incidents, an individual may be assigned multiple positions (for example, the Planning Officer may also be responsible for Intelligence functions.).

## 6.10 Response planning

Planning the incident response is critical to ensure resources are allocated appropriately, activities are coordinated, and responding agencies and personnel have a collective and common understanding of the incident response intent and approach. Planning must be a priority, even when an incident demands immediate action.

Multi-agency engagement in incident response planning is recommended to ensure all aspects of the incident response are appropriately addressed, and stakeholders share a common view of the plan of action.

Incident response planning is undertaken on two broad levels (see Figure 17):

- **Strategic level:** the SICC, in consultation with the jurisdictional authority and other key stakeholders, develops the over-arching strategic approach which is articulated in the Incident Management Strategy document.
- **Operational level:** the ICC develops the strategic approach into a series of Incident Action Plans (IAPs) which detail short-term actions and resource allocations.



### 6.10.1 Incident Action Plans

The Planning Section within the ICC develops IAPs. These can be time-based, for example for next 24 hours; location-based, for example Sector 1; functionally-based, for example oiled wildlife; or a combination of the above depending on the response context.

IAPs will detail:

- specific objectives for the time period
- geographic boundaries to which the IAP applies
- actions to be undertaken, when and by whom
- resource allocations
- sector responsibilities (where applicable).

The IC is responsible for approving the IAPs, and will forward copies to the SICC for information.



Figure 17 Incident Response Planning

### 6.10.2 Response planning support tools

#### *Oil Spill Response Atlas*

The National Plan Oil Spill Response Atlas (OSRA) is a GIS based environmental database for the Australian coastline that identifies marine and foreshore ecosystems and biological resources to assist the determination of protection priorities.

OSRA can be accessed by contacting the Marine Environment Protection Unit, MSQ.

#### *Spill Trajectory Models*

The Oil Spill Trajectory Model (OSTM) is a computer based program designed to help predict the fate and effect of oil spills in the marine environment. It is a valuable tool that may be of assistance to response planners during oil spill incidents.

AMSA manages the provision of the Oil Spill Trajectory Model (OSTM). The model identifies speed and direction of oil movement, weathering and spreading characteristics of the oil under the influence of prevailing currents and weather conditions. This system models water movement in the coastal continental shelf region of Australia based on tides, bathymetry and wind. The movement of spilled oil is then modelled, taking into account the amount and type of oil spilled. On-scene visual observations obtained from aircraft over flights should be used to confirm the accuracy of OSTM predictions. This information should then be entered into the model to update predictions.

During an incident response, initial requests for OSTM are to be processed through the Joint Rescue Coordination Centre, AMSA. Requests for activation of OSTM should be initiated by the ESC in liaison with the IC, and be accompanied by a completed OSTM Proforma that can be sent to AMSA by facsimile or email (OSTM@amsa.gov.au). Predictions from OSTM can be returned by facsimile or supplied in the form of a .dbf file for incorporation into OSRA or other GIS applications.

The Chemical Spill Trajectory Model (CHEMMAP) is a decision support tool used to predict the fate and trajectory of chemicals in the water column and atmosphere. It is designed to model chemical movements in three dimensions based on physical and chemical properties, together with current and wind data. CHEMMAP simulates various chemical components including surface and subsurface dynamics; atmospheric transportation; dissolution, adsorption and

sedimentation, and shoreline fate. In addition, CHEMMAP has a probability component that may be used in contingency planning to predict the most likely fate of chemicals based on historic wind and current data.

CHEMMAP may be used as a decision support tool in:

- marine chemical spill response
- exercises, drills and contingency planning
- spill risk assessment and assessment of probable contaminant concentrations
- environmental and human impact assessment.

Note: CHEMMAP will only track one chemical per output (no chemical mixtures). In addition, CHEMMAP will not model degradation products, and will not model reactions with water, oxygen, acids/bases or other chemical/constituents in the water.

During an incident response, initial requests for spill modelling are to be processed through the Joint Rescue Coordination Centre, AMSA. Requests for activation of the spill modelling should be initiated by the ESC in liaison with the IC, and be accompanied by a Spill Trajectory Modelling Proforma:

The Spill Trajectory Modelling Proforma is available from AMSA's website at:

<https://www.amsa.gov.au/environment/marine-pollution-response/STM/Documents/AMSA95oc.doc>

### 6.10.3 Response planning considerations

The table below outlines recommended strategies for oil spill response based on oil type.

**Table 6 Strategies for different oil types**

| Oil type  | Monitor | Contain recover | Protect resources | Shoreline clean-up | Aid natural dispersion | Apply dispersant |
|---|---------|-----------------|-------------------|--------------------|------------------------|------------------|
| <b>Group 1 Oils</b><br>SG = <0.8<br>Petrol, Kerosene, Naptha                | Yes     | No              | Yes               | No                 | Yes                    | No               |
| <b>Group 2 Oils</b><br>SG = 0.8 – 0.85<br>Diesel Fuel, Gas Oil, Light Crude | Yes     | Yes             | Yes               | Yes                | Yes                    | If viable        |
| <b>Group 3 Oils</b><br>SG = 0.85 – 0.95<br>Lube Oils, Fuel Oil (180 cSt)    | Yes     | Yes             | Yes               | Yes                | Yes                    | If viable        |
| <b>Group 4 Oils</b><br>SG = > 0.95<br>Fuel Oil (380 cSt) Heavy Crude        | Yes     | Yes             | Yes               | Yes                | No                     | No               |

## 6.12 Response options

Table 7 below outlines oil spill response options for oil type and quantity of spill.

**Table 7 Response options**

| Spill types                              | Response options   |
|--|--|
| <b>Group 1 oils</b>                      | SG <0.8 ( Petrol, Kerosene, Naptha)  |
| <b>Uncontained spills &lt; 50 litres</b> | Investigate and monitor – Small spills of non-persistent oils spread, weather and degrade rapidly. There may be a risk of fire and explosion within the first four hours following a spill. Investigate the incident.  |
| <b>Contained spills &lt; 50 litres</b>   | Investigate, aid natural dispersion and monitor – Larger slicks of non-persistent fuels can be dispersed by using fire hoses or prop wash. Take care to avoid the risk of fire and explosion. Investigate the incident.  |
| <b>All spills &gt; 50 litres</b>         | Investigate, secure the area and monitor – The main hazard associated with large spills of Group 1 oils is fire and explosion. The inhalation of toxic or narcotic vapours also poses a significant threat. Monitor the slick and call the fire brigade for assistance if required. Investigate the incident.  |
| <b>Group 2 Oils</b>                      | SG 0.8 – 0.85 (Diesel Fuel, Gas Oil, Hydraulic Oil, Light Crude Oil)   |
| <b>Uncontained spills &lt; 20 litres</b> | Investigate and monitor – Small spills of semi-persistent oils spread rapidly, weather and degrade within seven days. Monitor the slick and aid natural dispersion. Sorbents may also be used to remove oil from the sea surface. Investigate the incident.  |
| <b>Contained spills &lt; 20 litres</b>   | Investigate, recover spill and/or aid natural dispersion – Response teams may use sorbent booms or pads to recover the oil. Any remaining residue should be dispersed with fire hoses or prop wash. Investigate the incident.  |
| <b>All spills &gt; 20 litres</b>         | Investigate, contain and recover the spill and/or aid natural dispersion – Use all available resources to contain and recover the oil. In open sea conditions aid natural dispersion with prop wash or apply chemical dispersants. Investigate the incident.   |
| <b>Group 3 Oils</b>                      | SG 0.85 – 0.95 (Lube Oils, Fuel Oil 180 cSt)   |
| <b>All spills</b>                        | Investigate, contain and recover or apply chemical dispersants – Group 3 oils are slow to break down and can remain in the marine environment for between seven and fourteen days. Use all available resources to either chemically disperse or contain and recover the oil slick. Investigate the incident.   |
| <b>Group 4 Oils</b>                      | Specific Gravity > 0.95 (Heavy Fuel and Crude Oils)  |
| <b>All spills</b>                        | Investigate, contain and recover, effect shoreline clean-up and monitor – All Group 4 oils are extremely persistent in the marine environment and may take many weeks, months or years to break down. Use all available resources to contain and recover the slick and/or clean oiled shorelines. Dispersants may also be effective within the first twelve to twenty-four hours following a spill. Long term monitoring may also be required. Investigate the incident. |

### 6.12.1 Use of dispersants or other agents

Dispersants or other spill control agents used to disperse, solidify, neutralise or control releases of oil and chemicals can be an efficient means of mitigating the effects of ship-sourced pollution on the marine environment. Using chemical countermeasures during pollution response, however, requires careful consideration. The IC, after consulting with the ESC, may authorise the use of chemical dispersants in accordance with the National Plan's Protocol for Obtaining Approval for the Application of Oil Spill Control Agents to Oil at Sea or on Shorelines<sup>6</sup>. This use must be subject to regular review.

<sup>6</sup> <https://www.amsa.gov.au/forms-and-publications/Publications/Protocol-for-OSCA-approval.pdf>



The IC may authorise the use of dispersants outside the scope of the Protocol for Obtaining Approval for the Application of Oil Spill Control Agents to Oil at Sea or on Shorelines, after consulting with relevant environmental or scientific agency representatives.

The application of dispersants within the GBRMP must be approved by an officer prescribed within the *Great Barrier Reef Marine Park Regulations 1983*.

However, in exceptional circumstances the IC may authorise, without consultation, the use of dispersants to reduce any threat to human life from fire or explosion.

Only dispersants that have been approved by AMSA are to be used in Australian waters during spill response operations.

## 6.12.2 Wildlife response

Marine pollution events have the capacity to impact on a range of coastal birds, marine reptiles (including turtles, crocodiles and sea snakes) and marine mammals (including dolphins, dugong and whales). Responses to wildlife may include protective measures to habitats (preventing wildlife being contaminated in the first instance), hazing approaches (deterring wildlife away from contaminated sites), pre-emptive capture techniques (collecting wildlife before they are contaminated) and collecting, cleaning and rehabilitating contaminated wildlife. DEHP are responsible for all wildlife matters during a marine pollution event. DEHP has a system of contingency plans, trained staff and preliminary equipment resourcing to support wildlife response actions. DEHP's primary plan used to guide wildlife response – The State Oiled Wildlife Response Plan is listed in Appendix 5.

## 6.12.3 Disposal of oil and chemical pollutants

Disposal of oily and/or chemical waste will be managed by the Waste Management Unit within the ICC. Waste management plans will be developed in consultation with the ESC and DEHP/QFES as required.

Volumes of pollutant waste can be significant, particularly oily waste. As a guide, indicative oil waste volumes are:

- oil recovered at sea (volume of oil recovered x 5) = waste
- oil recovered from a shoreline (volume of oil recovered x 10) = waste

Noting the complexities associated with pollutant waste disposal, the IC may decide to outsource the disposal of pollutant waste to specialist waste management contractors.

## 6.12.4 Chemical response

The Scientific Unit within the QFES will provide technical advice to the Incident Controller and jurisdictional authority regarding marine chemical spills (under a Memorandum of Understanding). Some equipment used for oil spill response may be applicable to a marine chemical spill response but before it is used advice on any adverse reactions and potential safety concerns should be sought from the QFES Chemical Unit,

## 6.12.5 Personnel management

### *Duration of work*

Personnel involved in the incident response should operate in accordance with their 'home agency' workplace hours of work guidelines.

TMR employees should refer to their workplace hours of work guidelines.

Where guideline limits are exceeded, a risk assessment should be undertaken to identify and manage risks. This should be undertaken in consultation with the WH&S Unit in the ICC.

### *Staff rotation*

To help manage work fatigue, incident responders should be rotated every seven days, with a maximum period of continuous engagement of 10 days.

### *Volunteers*

Depending upon the type of incident there may be a role for volunteers to assist with the cleaning and rehabilitation of oiled wildlife or with the clean-up of oil impacted beaches and foreshores.

People wishing to assist with the clean-up of oiled wildlife may be engaged by DEHP under formal arrangements and will be covered with appropriate insurance cover as of volunteers or non-government employees.

The arrangements for people wishing to assist with the clean-up of oil from beaches and foreshores are similar but will be managed by Volunteering Queensland under direction of the SICC. People wishing to volunteer will be requested to register with Volunteering Queensland where their physical fitness, skill sets, availability and proximity to the spill site will be recorded. If required and available, suitable volunteers will then be assigned to specific areas under the control of volunteer managers (Cert IV Volunteer Program Coordination) provided by local government with task specific inductions and mentoring carried out by oil spill response specialists from TMR or the National Response Team.

#### *Workplace Health and Safety*

The IC, assisted by the Workplace Health and Safety Unit, is responsible for ensuring that appropriate workplace health and safety arrangements are implemented to ensure the health and safety of incident responders.

Management of workplace health and safety arrangements will be commensurate with the incident response and may include a workplace health and safety adviser being assigned to advise the MPC and IC on workplace health and safety issues. Workplace Health and Safety arrangements must be in accordance the Queensland *Work Health and Safety Act 2011*.

#### *Personal protective equipment*

The IC should ensure that all response personnel have appropriate personal protective equipment (PPE) to prevent toxic exposure and other hazards. Examples include:

- full length overalls, either cotton or disposable
- chemical suits or wet weather gear manufactured from PVC or similar materials
- steel capped work boots, gum boots or waders
- leather or PVC oil and chemical resistant gloves
- respiratory protection suitable for use with oil spill dispersants and other chemicals
- sun hat, sun screen and sun glasses
- personal flotation devices
- warm clothing to prevent cold stresses.

## 6.14 Expenditure

Maintaining accurate and appropriate records of expenditure related decisions is an essential aspect of ensuring costs associated with an incident response can be recouped from the polluter. The IC will authorise all expenditure-related activities and acquisitions related to the incident response, and records will be retained by the Finance and Administration Team in the ICC. Finance officers in the ICC and the DDCC should establish and maintain close liaison throughout the incident response, and reconcile all expenditure periodically. The IC should liaise with the Protection and Indemnity (P & I) Club regularly to advise them of current and anticipated expenditure. Each agency is responsible for monitoring and managing costs and submission of claims to the relevant reimbursement agency.

## 6.15 Communication

### 6.15.1 POLREPs

Pollution Reports (POLREPs) are to be raised following a report from the public or from any other source about a confirmed or suspected marine pollution incident. Electronic copies of the standard POLREP (Form 3968) may be downloaded from the MSQ website, Corporate Forms Database or copied from the POLREP form shown at Appendix 6 to this document. POLREPs are to be sent by email to [pollution@msq.qld.gov.au](mailto:pollution@msq.qld.gov.au) at the earliest opportunity.

### 6.15.2 Situation Report (SITREP)

Regular Situation Reports (SITREPs) provide a common 'picture' to assist in incident response planning and reporting. A SITREP schedule (detailing when SITREPs are required) will be decided by SICC and promulgated in the Incident Management Strategy document. SITREPs synthesise information from various levels of the incident response, as shown in Figure 18.

- **Tactical level**

- Tactical level SITREPs will be provided by Sector Leaders (verbal reports, for example, radio or telephone, or emailed dot points to the relevant Unit Coordinator in the Operations Section and passed to the Situation Unit (Planning Section) for compilation.
- Tactical level reports should be succinct to ensure that resources at the tactical level can remain focused on response activities.
- Relevant DDCC supporting activities will be reported through the relevant FOB.

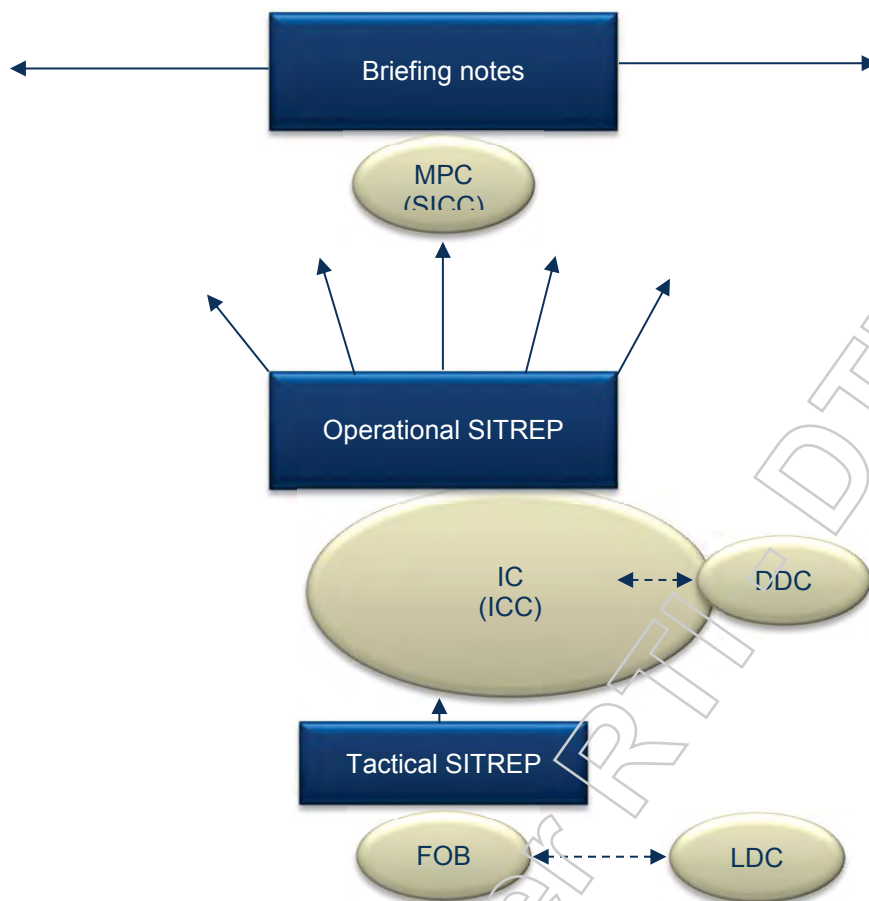
- **Operational level**

- Operational level SITREPs will be developed by the Situation Unit within the Planning Section of the ICC.
- Operational level SITREPs provide a précis of tactical activities and operational issues and intentions.
- The Logistics Officer will liaise with the liaison officer in the DDCC to compile the logistics component of the Operational level SITREP.
- Operational level SITREPs will be in a standardised format consistent with the template at Appendix 7 (available on MSQ website).
- Operational level SITREPs will be distributed broadly (emailed where possible) to incident response stakeholders.

- **Strategic level**

- Strategic level briefing notes will be developed by the SICC, using information from Operational level SITREPs.
- These will be forwarded to specific strategic stakeholders as required, for example, QDMC members.





**Figure 18 Communication**

#### *Teleconferences*

The SICC and ICC (in conjunction with the SDC, if appointed) will develop a teleconference program for designated key stakeholders to share information and discuss issues. Teleconferences will be managed through the Finance and Admin Section in the ICC. Where appropriate, teleconference protocols will be developed to ensure the integrity of teleconferences and to maximise their benefits.

#### *Status Boards*

Status Boards are a visual display of the incident log as it happens in 'real time'. Where possible, the Situation Unit in the ICC should set up and manage Status Boards in the ICC to provide a common 'real time' picture to ICC personnel.

#### *Briefings*

Leaders of control/coordination centres, for example MPC, IC, DDC, Sector Leader, should conduct briefings at the beginning of each shift to advise staff of the situation, progress of the response, relevant objectives and issues, and anticipated activities for the shift. At the tactical level, pre-start briefings should also address safety hazards and safety risk mitigation measures. It is recommended that briefings follow the SMEACS structure as follows:

- Situation
  - Incident details as per the IAP
  - Weather forecasts and any other information considered appropriate
- Mission
  - Expected tasks for the day as outlined in the IAP

- Description of the area of operations for the day
- Execution
  - Overview of how the mission is to be carried out
  - Description of the resources and equipment to be used
- Administration
  - Availability of logistics support available
  - Welfare of personnel (food, drinking water, first aid and decontamination measures)
  - Situation reports, reporting schedules and time sheets
- Command, Control and Communications
  - Identification of key personnel including supervisors and team leaders
  - Overview of the Incident Management Structure
  - Communications plan including phone numbers and radio frequencies and reporting schedules
- Safety
  - Identification of Overview of the site safety assessment including any known hazards
  - Requirement for Workplace Health and Safety Officers for regular tool box safety meetings to discuss safety issues
  - Procedures for reporting of safety incidents

## 6.16 Public information

The effective management of public information is often a critical component of a marine pollution response.

The management of media and the provision of public information will be based on a centralised approach to provide a 'single point of truth'. The SICC will develop a media management strategy tailored to the incident circumstances, and will coordinate media liaison for the incident response.

The resource requirements for the provision and management of public information will depend on the incident size and complexity. Core communication resources will be provided by the Department of Transport and Main Roads, augmented by additional communications resources sourced through state government agencies under the coordination of the QDMC, as required.

As a general principle, the MPC and/or the SDC (if appointed) will be the primary spokesperson for significant incident responses, with the IC being the spokesperson for lesser incidents. Where appropriate, the relevant scientific control agency representative (GBRMPA, DEHP or QFES) will support the MPC in the provision of public information.

The SICC will liaise with media and public information counterparts in relevant local, state and federal government agencies to ensure consistent and accurate public information is communicated in a coordinated way.

ICC will manage on-scene media presence through a forward based TMR media officer and whenever operationally possible IC will provide timely media briefings.

## 6.17 Record management

All Control/Coordination centres will maintain Incident Response Logs to record key decisions, actions and events.

These records will inform post incident debriefs, reviews and evaluations, cost recovery analysis, incident investigations and subsequent inquiries.

The ICC Incident Response Log will be managed and maintained by the Information Section within the ICC.

At the conclusion of the incident response phase, all Incident Response Logs are to be returned to MSQ for retention.

## 6.18 Investigation and sampling

It is MSQ's policy to investigate all 'reportable incidents' as described in Section 67(1) of the TOMPA. Where there is a reasonable chance that a prima facie case can be established, MSQ will, seek advice from Crown Law before launching a prosecution. Investigations may only be carried out by a person who is authorised to do so under Section 72 of the TOMPA.

Other agencies such as AMSA, GBRMPA, DEHP and the Australian Transport Safety Bureau may also have an interest in investigating certain aspects of an incident. The IC is to be made aware of all agencies' requirements in regard to investigating various aspects of the incident and all investigation activity is to be coordinated by the jurisdictional authorities.

### *Investigative sampling*

The investigating officer should take samples of the suspected pollutant from the sea and from all suspect ships in the vicinity of the spill. Sampling must be done carefully and methodically to ensure that the evidence provided by the samples is not compromised for any court action. Guidelines to assist officers take evidentiary samples are included in dedicated oil sampling kits which are located in all MSQ's regional offices.

### *Operational sampling*

Samples of oil and chemicals are also required for operational reasons, like testing the effectiveness of oil spill dispersants or chemical neutralising agents or analysing oils or chemicals to gauge their potential toxic or hazardous effects on the marine environment or on people who are responding to incidents. While the chain of custody for operational sampling is not as critical it is recommended that dedicated oil sampling equipment is used and that applicable guidelines are followed.

## 6.19 Place of refuge

A place of refuge is a place where a ship that is in need of assistance can find favourable conditions enabling it to take action to stabilise its condition, protect human life and reduce the hazards to navigation and to the environment.

Australia has in place a set of detailed guidelines for the assessment of requests from ships masters' for a place of refuge. A copy of the National Maritime Place of Refuge Risk Assessment Guidelines may be found on the AMSA website (see Section 11 List of Resources).

## 6.20 Salvage and towage

Most incidents that involve a damaged or disabled ship are likely to require the services of a salvage contractor. It is also likely that the salvage contractor will become involved in the very early stages of an incident.

The most common type of salvage contract is the Lloyd's Open Form (LOF 2000). The LOF 2000 may also include a Special Compensation Protection & Indemnity Clause (SCOPIC) that allows the salvage contractor to seek compensation from the ship's insurers for action taken to protect the marine environment from pollution.

## 6.21 Emergency Towage Vessels

As part of the National Plan's casualty management system a number of emergency towing vessels are strategically located along the Australian coastline within eleven designated regions. The purpose of the emergency towage vessels is to prevent or minimise the discharge of marine pollution from a shipping incident by assisting ships that are incapacitated and in danger of grounding, sinking or otherwise causing pollution.

The National Plan's emergency towage capability is managed by AMSA and is supported by authorities who manage the risks within their respective jurisdictions. It involves three levels of capability:



- a dedicated emergency towage vessel operating in Far North Queensland and the Torres Strait provided by the vessel *Coral Knight*, based in Cairns
- contracted port towage around the other major Australian ports capable of undertaking open water towage operations
- vessels of opportunity that can be directed or contracted to assist, when required.

The emergency towage vessels can only be activated by AMSA. Requests for activation must be made in accordance with the Guideline for Activation of the Emergency Towage Capability found on the AMSA website.

## 6.22 Oil industry engagement

The oil industry may be called upon to provide resources during a response operation.

A master service contract is in place between the AMOSC and AMSA. This agreement enables AMSA to hire equipment and personnel from AMOSC on behalf of the National Plan. AMOSC's stockpile of oil spill response equipment includes oil spill dispersant and containment, recovery, cleaning, absorbent and communications equipment.

All requests for use of AMOSC resources must be channelled through the IC to AMSA.

## 6.23 Periodic review

Periodic reviews should be undertaken during every incident response to:

- ensure that the assumptions underpinning the strategic approach remain valid
- assess that the chosen strategic approach remains appropriate
- confirm that the strategic approach is being implemented effectively
- verify and quantify the results of the response efforts
- identify emerging issues or trends which need to be addressed in the coming period
- identify opportunities to improve incident response arrangements.

The frequency for periodic reviews will depend on the incident duration. For example:

- for a Level 1 incident response (with a duration of hours or days), it may be appropriate for the IMT to undertake a periodic review of at the end of each shift
- for protracted Level 3 incident responses (with a duration of weeks or months) it may be appropriate for the SICC and the IMT in the ICC to undertake weekly periodic reviews.

## 6.24 Response termination

The jurisdictional authority agency is responsible for terminating and announcing the termination of a marine pollution incident response. This decision will be made in conjunction with the MPC (where the jurisdictional authority and control agency are different entities), SDC (if appointed) and relevant stakeholders, including AMSA, QDMC and the SDC and SRC, if appointed.

Response operations should be terminated when the pollutant has been substantially recovered or addressed to the point that clean-up operations are no longer returning tangible benefit. However wildlife response operations may go beyond clean-up operation time frames – specifically, contaminated wildlife may require extended rehabilitation times that go beyond clean up termination but still form a part of the response and part of the response cost recovery process.

## 6.25 Demobilisation Plan

A Demobilisation Plan describing how and when operations will be scaled down and the arrangements for debriefing of personnel and the cleaning, maintenance and return of response equipment is to be compiled by the Planning Officer in advance of the expected response termination date.

## 6.26 Stand down procedures

On announcement of the response termination, the MPC will formally 'stand down' the SICC and notify the IC to stand down the ICC. Following 'hot debriefs', incident response logs shall be finalised and forwarded to MSQ for safe keeping. Administrative arrangements for deactivation of control centres will be followed.

## 6.27 Debriefing

At the conclusion of the incident response, debriefs should be undertaken as follows:

### *Hot debriefs*

On termination of the incident response and prior to stand down of the Control/Coordination Centres, the MPC, IC and relevant Unit Coordinators and or Sector Leaders should initiate separate hot debriefs with key personnel to capture and record the lessons from their respective areas regarding the incident response.

Relevant disaster management agency representatives should be included in these debriefs. For example, the DDC and key DDCC personnel should be included in the ICC debrief.

Lessons from these hot debriefs should be forwarded to MSQ to inform improvements in incident response operations in future marine pollution response incidents.

### *Incident debrief*

Within one month of the incident response termination, the MPC should initiate a whole-of-incident coordinated debrief for representatives of relevant agencies who contributed to the incident response.

This debrief will focus on all aspects of the response at the strategic, operational and tactical levels, identifying potential improvements to policy and coordination arrangements. This could include:

- notification arrangements
- incident response activation
- situational awareness and the strategic approach
- command, control and coordination
- incident response operations
- suitability of equipment
- health and safety
- communications
- stakeholder management
- disaster management support
- administrative arrangements

The findings from incident debriefs will be recorded to inform improvements in policy and arrangements.

## 6.28 Return of equipment

All equipment used or activated during an incident response shall be recovered to a suitable staging area, cleaned and returned to the relevant owner/custodian as soon as practicable. The owner/custodian shall ensure equipment is serviced in accordance with the planned maintenance schedule and the National Plan Equipment Loan Agreement, and the costs of servicing and cleaning included in claims for reimbursement from the polluter.

Released under RTI - DTMR



## 7. Recovery

### 7.1 Response/recovery transition

Planning for the 'recovery' should commence during the response phase, to ensure a coordinated transition from the 'response' to 'recovery'. Post incident recovery will be led by disaster management organisations, in accordance with the State Disaster Management Plan.

The MPC will liaise with appropriate stakeholders during the incident response, to identify likely incident recovery requirements and arrangements, and to initiate incident recovery planning and transition arrangements.

### 7.2 Managing Recovery

For smaller incidents (Level 1 and 2 responses) the relevant DDMGs, led by the DDC, will plan for and manage the recovery phase in conjunction with appropriate stakeholders. For significant marine pollution incidents (Level 3 and 4 responses) a State Recovery Coordinator may be appointed to oversee the recovery, reporting to the QDMC, supported by the State Recovery Committee.

### 7.3 Post spill monitoring

There are two types of post spill monitoring:

- Type I monitoring can include all studies relating to spill response and can be considered a response activity.
- Type II monitoring includes all other monitoring activities. This will normally be funded by the agency initiating the Type II monitoring.

Generally, only Type I monitoring, undertaken during a spill response, will be funded under the National Plan cost recovery arrangements.

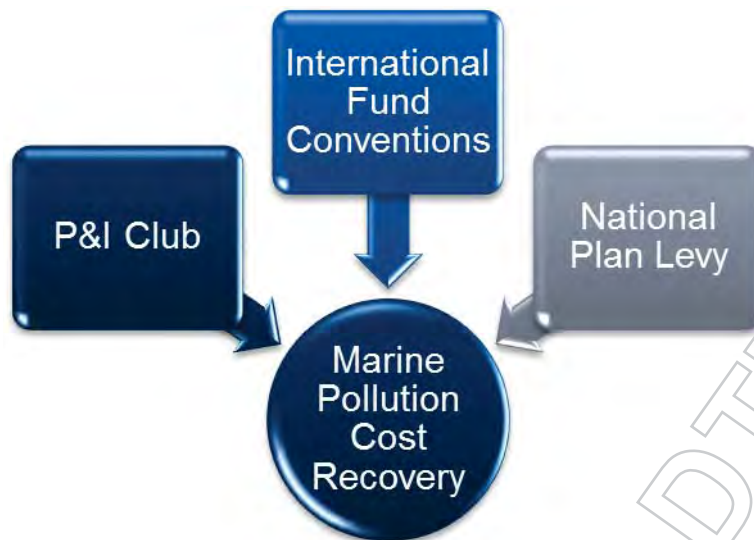
### 7.4 Cost recovery

Response and recovery is funded on the basis of the polluter pays principle. Australia is signatory to three international conventions for recovery of costs associated with the combat and clean up of oil spills from ships:

- *International Convention on Civil Liability for Oil Pollution Damage 1992* (CLC) (for spills originating from oil tankers)
- *International Convention on the Establishment of an International Fund for Compensation for Oil Pollution Damage 1992* (Fund Convention) (for spills originating from oil tankers)
- *International Convention on Civil Liability for Bunker Oil Pollution Damage 2000* (Bunkers Convention). This convention applies only to ships greater than 1000 gross tons.

The *International Convention on Liability and Compensation for Damage in Connection with the Carriage of Hazardous and Noxious Substances by Sea 1996* is not yet in force internationally. However, once in force the same principles will apply for HNS spills as oil spills.

Under the Commonwealth *Protection of the Sea (Civil Liability) Act 1981*, ships of 400 gross tons or more, and less than 1000 gross tons, carrying oil as cargo or bunkers are required to have appropriate insurance in place when entering an Australian port. As such, these ships are covered by general liability regimes operated by Protection and Indemnity Clubs (P&I Clubs).



**Figure 19 Cost Recovery**

The IC must ensure that the relevant P&I Club or insurance company representative is notified as soon as possible following an incident. Likewise, it is in the best interests of all involved for the IC to keep the P&I Club and/or insurance company advised of all response strategies and general operations during an incident.

All reasonable costs (Discharge Expenses) incurred as a result of response to incidents that occur within Queensland coastal waters may be recovered under sections 111 and 122 of the TOMPA. These costs include:

- investigating a discharge of pollutant
- preventing or minimising the effects of a discharge of pollutant
- treating flora and fauna affected by a discharge of pollutant
- rehabilitating or restoring Queensland's marine and coastal environment
- any amount of compensation reasonably paid by the State (section 110 of the TOMPA).

To recover costs associated with response to incidents that occur within the scope of this plan, the Incident Controller should ensure that the Incident Management Team (IMT) keeps detailed financial records and supporting documentation of all operations, as all claims will be assessed to ensure that the costs are reasonable, and that they are supported by satisfactory documentation. Each response agency will initially meet all costs and is responsible for keeping detailed records and supporting documentation. Each response agency is responsible for providing a claim for costs.

All agencies responding to and incurring costs in relation to ship sourced pollution incidents where the polluter is not identified, or costs are not recoverable, may be able to recover their costs from AMSA under the Protection of the Sea Levy. The National Plan's Claims Management Guidelines provides guidance for seeking reimbursement from AMSA.

MSQ will coordinate the recovery of costs from the polluter or AMSA.

## 8. Glossary of Terms

|                                 |  |
|---------------------------------|--|
| <b>Oil</b>                      | Under the <i>International Convention for Prevention of Pollution from Ships</i> (MARPOL 73/78) 'oil' means petroleum in any form and includes crude oil, fuel oil, sludge, oil refuse, and refined products (other than petrochemicals that are subject to the provisions of Appendix 11 of MARPOL 73/78) and also includes the substances listed in Appendix 1 to Appendix 1 of MARPOL 73/78.  |
| <b>Coastal waters</b>           | The coastal waters of the state (as defined in the <i>Acts Interpretation Act 1954</i> , section 36). It includes all waters extending to 3 nautical miles seaward of the Baseline or within 3 nautical miles of islands that are outside of the Baseline but within the area adjacent to the state of Queensland as defined in Schedule 2 of the <i>Petroleum (Submerged Lands) Act 1967</i> . It also includes all waters of the state that are subject to the ebb and flow of the tide. |
| <b>Control agency</b>           | The agency or company assigned by legislation, administrative arrangements or within the relevant contingency plan, to control response activities to a maritime environmental emergency. The Control Agency will have responsibility for appointing the Incident Controller. This is the equivalent of Responsible Agency or Control Authority under AIIMS.   |
| <b>HNS</b>                      | A Hazardous and Noxious Substance (HNS) is a term used to describe a substance other than oil which, if introduced into the marine environment, is likely to create hazards to human health, to harm living resources and marine life, to damage amenities or to interfere with other legitimate uses of the sea. The term also applies to substances that are listed in Chapters 18 and 19 of the International Bulk Chemicals Code.  |
| <b>Jurisdictional Authority</b> | Agencies that have jurisdictional or legislative responsibilities for maritime environmental emergencies are obligated to work closely with the Control Agency to ensure that incident response actions are adequate.  |
| <b>Maritime casualty</b>        | A collision of vessels, stranding or other incident of navigation, or other occurrence on board a vessel or external to it resulting in material damage or imminent threat of material damage to a vessel or cargo.  |
| <b>Ship</b>                     | For the purposes of this contingency plan the term 'ship' has the meaning given by MARPOL 73/78. Under MARPOL 73/78 'ship' means a vessel of any type whatsoever operating in the marine environment and includes hydrofoil boats, air cushion vehicles, submersibles, floating craft and fixed or floating platforms.   |
| <b>Ship-sourced Pollution</b>   | Refers to spills of oil, noxious and hazardous substances and harmful packaged substances as described in the <i>Transport Operations (Marine Pollution) Act 1995</i> and in Appendixes 1, 2 and 3 of the <i>International Convention for the Prevention of Pollution from Ships</i> which is commonly known as MARPOL.  |



## 9. Table of acronyms

|          |  |
|----------|--|
| AIIMS-4  | Australasian Inter-Service Incident Management System, 4 <sup>th</sup> edition   |
| AIP      | Australian Institute of Petroleum  |
| AIS      | Automatic Identification System  |
| AMOSC    | Australian Marine Oil Spill Centre   |
| AMSA     | Australian Maritime Safety Authority   |
| APR      | Automated Position Reporting   |
| AtoN     | Aids to Navigation   |
| BLIA     | Bulk Liquids Industry Association  |
| CHEMMAP  | Chemical Spill Trajectory Model  |
| CLC      | International Convention on Civil Liability for Oil Pollution Damage 1992  |
| DCS      | Department of Community Safety   |
| DDC      | District Disaster Coordinator  |
| DDCC     | District Disaster Coordination Centre  |
| DDMG     | District Disaster Management Group   |
| DEHP     | Department of Environment and Heritage Protection  |
| DPC      | Department of the Premier and Cabinet  |
| DWT      | Dead Weight Tonnage  |
| ESC      | Environmental and Scientific Coordinator   |
| ESRI     | Environmental Systems Research Institute Inc.  |
| FOB      | Forward Operations Base  |
| FWADC    | Fixed Wing Aerial Dispersant Capability  |
| GBRMP    | Great Barrier Reef Marine Park   |
| GBRMPA   | Great Barrier Reef Marine Park Authority   |
| GBRWHA   | Great Barrier Reef World Heritage Area   |
| GIS      | Geographic Information System  |
| GM       | General Manager  |
| GCWA     | Gold Coast Waterways Authority   |
| HNS      | Hazardous and Noxious Substances   |
| IAP      | Incident Action Plan   |
| IC       | Incident Controller  |
| ICC      | Incident Control Centre  |
| IGA      | Inter-governmental Agreement   |
| IMT      | Incident Management Team   |
| INF      | International Code for the Safe Carriage of Packaged Irradiated Nuclear Fuel, Plutonium and High-Level Radioactive Wastes on Board Ships |
| LDC      | Local Disaster Coordinator   |
| LDCC     | Local Disaster Coordination Centre   |
| LDMG     | Local Disaster Management Group  |
| LGAQ     | Local Government Association of Queensland   |
| LO       | Liaison Officer  |
| LOF 2000 | Lloyd's Open Form  |
| MARPOL   | International Convention for the Prevention of Pollution from Ships, 1973  |
| MEHRA    | Marine Environment High Risk Area  |
| MERCOM   | Maritime Emergency Response Commander  |
| MOU      | Memorandum of Understanding  |
| MPC      | Marine Pollution Controller  |
| MSQ      | Maritime Safety Queensland   |
| NRST     | National Response Support Team   |
| NRT      | National Response Team   |

|          |  |
|----------|--|
| OH&S     | Occupational Health and Safety   |
| OPRC 90  | International Convention on Oil Pollution Preparedness, Response and Cooperation 1990      |
| OSRA     | National Plan Oil Spill Response Atlas   |
| OSTM     | Oil Spill Trajectory Model   |
| P&I Club | Protection and Indemnity Club  |
| PACIA    | Plastics and Chemicals Industries Association  |
| POLREP   | Pollution Report   |
| PPE      | Personal Protective Equipment  |
| PSC      | Port State Control   |
| QDMC     | Queensland Disaster Management Committee   |
| QCCAP    | Queensland Coastal Contingency Action Plan   |
| QFES     | Queensland Fire and Emergency Service  |
| QPS      | Queensland Police Service  |
| REEFVTS  | Great Barrier Reef and Torres Strait Vessel Traffic Service                                |
| SCOPIC   | Special Compensation Protection & Indemnity Clause   |
| SDC      | State Disaster Coordinator   |
| SDCC     | State Disaster Coordination Centre   |
| SDCG     | State Disaster Coordination Group  |
| SES      | State Emergency Service  |
| SICC     | State Incident Control Centre  |
| SITREP   | Situation Report   |
| SMEACS   | Situation, Mission, Execution, Administration, Command, Control and Communications, Safety |
| SOPEP    | Shipboard Oil Pollution Emergency Plan   |
| SRC      | State Recovery Coordinator   |
| TMR      | Department of Transport and Main Roads   |
| TOMPA    | <i>Transport Operations (Marine Pollution) Act 1995</i>                                    |
| TOMPR    | <i>Transport Operations (Marine Pollution) Regulation 2008</i>                             |
| VHF      | Very High Frequency  |
| WHS      | Workplace Health and Safety  |

## 10. List of resources

|  |
|--|
| Commonwealth <i>Protection of the Sea (Civil Liability) Act 1981</i><br><a href="https://www.legislation.gov.au/Details/C2013C00342">https://www.legislation.gov.au/Details/C2013C00342</a>  |
| <i>Disaster Management Act 2003</i><br><a href="https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf">https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf</a>   |
| <i>Great Barrier Reef Marine Park Act 1975 and Regulations 1983</i><br><a href="https://www.legislation.gov.au/Details/C2016C00058">https://www.legislation.gov.au/Details/C2016C00058</a><br><a href="https://www.legislation.gov.au/Series/F1996B01950">https://www.legislation.gov.au/Series/F1996B01950</a>  |
| International Convention on Civil Liability for Bunker Oil Pollution Damage 2000<br><a href="http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-Civil-Liability-for-Bunker-Oil-Pollution-Damage-(BUNKER).aspx">http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-Civil-Liability-for-Bunker-Oil-Pollution-Damage-(BUNKER).aspx</a>  |
| International Convention on Civil Liability for Oil Pollution Damage 1992<br><a href="http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-Civil-Liability-for-Oil-Pollution-Damage-(CLC).aspx">http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-Civil-Liability-for-Oil-Pollution-Damage-(CLC).aspx</a>   |
| International Convention on the Establishment of an International Fund for Compensation for Oil Pollution Damage 1992<br><a href="http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-the-Establishment-of-an-International-Fund-for-Compensation-for-Oil-Pollution-Damage-(FUND).aspx">http://www.imo.org/en/About/Conventions/ListOfConventions/Pages/International-Convention-on-the-Establishment-of-an-International-Fund-for-Compensation-for-Oil-Pollution-Damage-(FUND).aspx</a> |
| Lloyd's Open Form 2000 (LOF 2000)<br><a href="http://www.lloyds.com/~media/files/the%20market/tools%20and%20resources/agency/salvage%20arbitration%20branch/agencylof2000.pdf">http://www.lloyds.com/~media/files/the%20market/tools%20and%20resources/agency/salvage%20arbitration%20branch/agencylof2000.pdf</a>   |
| Maritime Safety Queensland<br><a href="http://www.msg.qld.gov.au">www.msg.qld.gov.au</a>   |
| National Maritime Place of Refuge Risk Assessment Guidelines<br><a href="https://www.amsa.gov.au/environment/maritime-casualty-response/place-of-refuge-guidelines/">https://www.amsa.gov.au/environment/maritime-casualty-response/place-of-refuge-guidelines/</a>  |
| Spill Trajectory Model (OSTM and CHEMMAP)<br><a href="https://www.amsa.gov.au/environment/marine-pollution-response/STM/Documents/AMSA95oc.doc">https://www.amsa.gov.au/environment/marine-pollution-response/STM/Documents/AMSA95oc.doc</a>   |
| State Disaster Management Plan<br><a href="http://www.disaster.qld.gov.au/Disaster-Resources/Documents/Queensland-State-Disaster-Management-Plan-2016.pdf">http://www.disaster.qld.gov.au/Disaster-Resources/Documents/Queensland-State-Disaster-Management-Plan-2016.pdf</a>  |
| <i>Transport Operations (Marine Pollution) Act 1995 (TOMPA)</i><br><a href="https://www.legislation.qld.gov.au/view/html/inforce/current/act-1995-002">https://www.legislation.qld.gov.au/view/html/inforce/current/act-1995-002</a>   |
| <i>Transport Operations (Marine Pollution) Regulation 2008 (TOMPR)</i><br><a href="https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2008-0254">https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2008-0254</a>  |
| <i>Work Health and Safety Act 2011</i><br><a href="https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018">https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018</a>  |



# 11. List of appendices

- Appendix 1 – Contact list (not available for public distribution)
- Appendix 2 – Australasian Inter-service Incident Management System (AIIMS-4)
- Appendix 3 – Strategic assessment process
- Appendix 4 – Incident management strategy
- Appendix 5 – Oiled wildlife response plan
- Appendix 6 – POLREP form
- Appendix 7 – SITREP form
- Appendix 8 – First-Strike Response Plan for Abbot Point
- Appendix 9 – First-Strike Response Plan for Brisbane
- Appendix 10 – First-Strike Response Plan for Bundaberg
- Appendix 11 – First-Strike Response Plan for Cairns
- Appendix 12 – First-Strike Response Plan for Cape Flattery
- Appendix 13 – First-Strike Response Plan for Cooktown
- Appendix 14 – First-Strike Response Plan for Gladstone
- Appendix 15 – First-Strike Response Plan for Gold Coast
- Appendix 16 – First-Strike Response Plan for Hay Point
- Appendix 17 – First-Strike Response Plan for Karumba
- Appendix 18 – First-Strike Response Plan for Lucinda
- Appendix 19 – First-Strike Response Plan for Mackay
- Appendix 20 – First-Strike Response Plan for Maryborough
- Appendix 21 – First-Strike Response Plan for Mourilyan
- Appendix 22 – First-Strike Response Plan for Port Douglas
- Appendix 23 – First-Strike Response Plan for Quintell Beach
- Appendix 24 – First-Strike Response Plan for Rockhampton
- Appendix 25 – First-Strike Response Plan for Skardon River
- Appendix 26 – First-Strike Response Plan for Sunshine Coast
- Appendix 27 – First-Strike Response Plan for Thursday Island
- Appendix 28 – First-Strike Response Plan for Torres Strait
- Appendix 29 – First-Strike Response Plan for Townsville
- Appendix 30 – First-Strike Response Plan for Weipa
- Appendix 31 – Maritime Safety Queensland Oil Spill Equipment List

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20664**

To: Minister for Transport and Main Roads

|   |                   |
|---|-------------------|
| <b>SUBJECT:</b><br>Cattle crates and modification works | <b>Non-Urgent</b> |
|---|-------------------|

**Summary**

- Under the Department of Transport and Main Roads' (TMR) Livestock Transport Service Contract (LTSC) with Aurizon, livestock is transported by rail using cattle crates owned by TMR. The fleet of crates came into operation from March 2017.
- Since June 2017, a loading ramp on a cattle crate has unexpectedly released during transit on three occasions (**Attachment 1**). No injuries to people or livestock were reported, however, the crates and trackside infrastructure sustained damage. The most recent incident occurred in September 2017, causing Aurizon to suspend the cattle crates from operation and transport livestock by road until an investigation was completed and a remedial solution was implemented.
- Rail replacement road services remained in place until the end of the 2017 cattle season in November. Aurizon's investigation into the third incident is ongoing.
- TMR is working with Aurizon and crate manufacturer S.C.F Group Pty Ltd (SCF) to identify the root cause of the ramp issue, and to develop a program of works for a permanent solution.
- TMR representatives (Deputy Director-General, TransLink Division and General Manager, Passenger Transport Services) are meeting Aurizon and SCF representatives at SCF's Brisbane depot at Coopers Plains on Tuesday 16 January 2018 to review five potential solutions to the locking mechanism.
- SCF is also investigating a number of interim solutions in the event that a longer-term tranche of work is required to modify the entire cattle crate fleet.
- All parties are working to implement a solution in time for the start of 2018's contracted cattle season, which commences in mid to late February. TMR, in cooperation with Aurizon, will investigate options to provide rail replacement road services if rail services cannot recommence for the start of the 2018 cattle season.

**Background**

- 321 detachable cattle crates were procured by Aurizon on behalf of TMR for use on livestock rail services operated by Aurizon under the LTSC.
- The cattle crates were manufactured in China by SCF and were delivered in 2016 at a cost of approximately \$1.5 million (commercial-in-confidence). These crates came into operation from March 2017.

|   |  |   |  |
|---|--|---|--|
| <b>Action Officer:</b><br>David Lynch<br>Director (Rail Performance)<br><br>Tel: 3338 4200<br>Date: 10 January 2018 | <b>Endorsed by:</b><br>Martin Bradshaw<br>General Manager<br>(Passenger Transport Services)<br>Tel: 3338 4665<br>Date: 10 January 2018 | <b>Endorsed by: DDG</b><br>Matthew Longland<br>Deputy Director-General<br>(TransLink Division)<br>Tel: 3066 7320<br>Date: 12 January 2018 | <b>Endorsed by: DG</b><br>Mike Stapleton<br>A/Director-General<br><br>Tel: 3066 7316<br>Date: 16 Jan 2018 |
|---|--|---|--|



- The cattle crates replaced a cattle train rollingstock fleet, which had reached the end of its operational life and has since been retired. Approximately half of the life-expired rollingstock has been scrapped, with the remaining wagons expected to be released for sale by tender later this year.
- TMR purchased the cattle crates for use by Aurizon under an existing LTSC, however, the crates can be made available to an alternative rail operator to deliver LTSC services in the future, if required.
- The cattle season typically runs on rail from February to November each year, and traditionally reaches peak season mid-year.

## **Issues and suggested approach**

### Cattle crate issues

- Since June 2017, three incidents have occurred whereby a loading ramp on a cattle crate has unexpectedly released during transit. While the crates and trackside infrastructure sustained damage, no injuries to people or livestock were reported in any case.
- One incident occurred at Edens Landing station on the Beenleigh Line in June 2017. Two have occurred at Lakes Creek, Rockhampton in July 2017 and September 2017 at, or near, the unloading facility at the Teys Abattoir (**Attachment 1**).
- Aurizon's and Queensland Rail's investigations into the two earlier incidents in June and July found they were caused by operator error. Subsequently, Aurizon implemented additional administrative controls to improve operation of the crates.
- Investigations into the third and most recent incident on 23 September 2017 are ongoing and causes are yet to be determined.
- As a result of the third incident in September, Aurizon issued a 'safety pause' while the cattle crates were reviewed. In October 2017, Aurizon suspended all rail services until the end of the 2017 cattle season in November.
- All orders were met by rail replacement road services, and producers were charged the existing rail rate. No producer was disadvantaged by the modal substitution.

### Cattle Crate Modifications

- Since the 'safety pause' was implemented in late-September, TMR, Aurizon and SCF have been focused on developing a solution to the loading ramp issue.
- All parties are working to implement a solution as soon as possible, aiming to be ready for the start of 2018's cattle season. If rail services cannot recommence at the start of the 2018 cattle season, TMR, in co-operation with Aurizon, will investigate options to continue meeting orders by rail replacement road services.
- Reinstating the retired rollingstock is not a suitable solution. It would be a complex process that would not be completed in time for the start of the 2018 cattle season, and approximately half of the original wagons have already been sold via tender and scrapped.
- Key industry stakeholders will be consulted about any modifications required to the cattle crates, prior to implementation, and may be involved in testing periods.
- Modifications to the crates involve works to the ramps, top gate latches and the viewing panels:



### *Ramps*

- SCF provided TMR and Aurizon with a demonstration of a proposed modification to the ramp locking mechanism on 5 December 2017 at its Brisbane depot.
- The proposed modification involved the removal of dowels to the vertical and horizontal latches of the ramp (refer to images on page 3 of **Attachment 1**), as well as a change in manual operating process. These changes would remove the ability for the latches to be locked in an open or semi-open position, minimising the risk that an operator would close the ramp when it is in a semi-latched or unlatched state.
- The proposed modification to the vertical latch of the ramp was not acceptable, as it created further operational safety risks, as identified by Aurizon. The modification to the horizontal latch of the ramp was generally accepted by all parties, however, a final agreement cannot be reached until the vertical latch on the ramp is addressed.
- Given this proposed modification was not accepted, alternative solutions were discussed for SCF's consideration and development. Another on-site inspection will occur with TMR and Aurizon this month at SCF's depot to discuss the new proposed modifications.

### *Top gate latches*

- In addition to the ramp latches, Aurizon's and SCF's views on the top gate latch fundamentally differ. Aurizon's view is that the top gate latches have a systemic problem with pins bending and sticking.
- SCF previously modified the top gate latch to address an issue with the latch remaining in an upright position. This modification involved removing a component from the top latch to allow greater movement of the latch in place. SCF has identified that components were not removed from all top gate latches in all crates.
- There is inconclusive evidence, at this stage, to suggest that the entire fleet will need to be replaced or redesigned, however, Aurizon is conducting a further inspection of each component during a standard, end-of-season cleaning process. SCF has recommended the top gate latches are managed or replaced on a case-by-case basis due to this inconclusive evidence.
- In a meeting on 15 December 2017, Aurizon stated that the top gate latches were not a safety critical issue and would not delay the cattle crates from being returned to operational service, once the ramp issues are rectified.

### *Viewing panels*

- As a result of stakeholder consultation conducted during the manufacturing process, industry expressed concerns about the viewing panels on the prototype cattle crates, which resulted in their removal from the final design.
- However, during operation, welfare inspection agents provided feedback that viewing panels are required to be reinstated. TMR is now planning to modify the crates to reintroduce viewing panels, albeit with a slightly different design, as part of the program of modification works.

### Procurement of cattle crates

- The cattle crates were procured by Aurizon in 2016, on behalf of TMR, through a joint procurement exercise, managed by appropriately-qualified and experienced TMR and Aurizon staff who were assisted by an independent expert.



- The successful proponent (for the design and manufacture) of the cattle crates was selected through a tender process, managed by Aurizon. The design included significant consultation with cattle/beef industry stakeholders.
- Aurizon approached various Queensland and Australian-based firms in March 2016 with a design and manufacture Request for Proposal, to which three offers were received. Australian company SCF was named as the preferred supplier, with the other submission not representing value for money.
- The crates were produced by SCF, in partnership with Aurizon, and were manufactured in China.
- TMR inspected the prototypes prior to the crates being used in operation and testing was conducted. Modifications were made where required, in consultation with stakeholders. Aurizon also engaged an independent quality assurance company on behalf of TMR.
- Extensive quality controls were implemented during development of the crates. TMR contracted the services of an independent quality assessor who made regular visits to the factories in China during manufacturing. A TMR engineer visited the facilities twice with Aurizon and SCF representatives during the manufacturing period. Each crate was quality checked and signed off by an Aurizon engineer on arrival in Brisbane.

#### **Financial Implications**

- The priority is to work with Aurizon and SCF to finalise a mutually satisfactory design solution to remedy the cattle crate issues and return them to operational service.
- As TMR has not yet formed a view of the underlying cause of the identified issues, nor of the responsible and liable party, the financial impact to remedy the issues is not yet clear. However, TMR can exercise its rights under current agreements with Aurizon and/or SCF accordingly, at a later stage, if/when required.
- TMR's previous communications with Aurizon and SCF regarding this matter have not constituted a waiver of rights or an acceptance by TMR that the issues do or do not constitute a manufacturing defect.
- SCF was required to provide a bank guarantee as a security for the performance of its obligations (to design, manufacture and deliver the cattle crates) under a Supply Agreement with Aurizon. This Supply Agreement has been transferred to TMR through an executed Novation Agreement, meaning the bank guarantee currently held by Aurizon will transfer to TMR as part of the novation process. This guarantee will allow TMR to recover any costs incurred should SCF fail to comply with its defects rectification obligations under the Supply Agreement.
- Modification of the cattle crates to install viewing panels will be at TMR's cost. At this stage, SCF has not provided TMR with an estimated cost for these works; however, the prototype cattle crate will be modified and will determine a price for the remaining crates.

#### **Consultation with Stakeholders**

- Key stakeholders will be consulted prior to any modifications being made to the cattle crates, including the North Australian Pastoral Company (NAPCO), Oakey Beef Export, Borthwicks, JBS Australia Limited, Teys Cargill Australia, and various cattle handlers in regional Queensland.

#### **Employment**

- There are opportunities for welfare checkers/handlers in regional Queensland to develop new safer operational processes for loading and unloading of cattle, including ensuring the animals visibly in the correct position during the journey.

- However, if the services remain on road there will be limited use for the rail animal welfare checkers during the livestock season at set locations across Queensland.

#### **Election Commitments**

- Government commitment to implement strategies to increase mode share for rail freight on defined strategic rail freight networks (ALP Policy Platform 2017, p82).

|                                  |  |
|----------------------------------|--|
| <b>Minister's comments</b>       |  |
|                                  |  |
| <b>Noted / Not Noted</b>         |  |
| <b>Minister's signature.....</b> |  |
| <b>Date ...../...../.....</b>    |  |

Pages 159 through 171 redacted for the following reasons:  
-----  
Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs



**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20666**

**To:** Minister for Transport and Main Roads

|   |                      |
|---|----------------------|
| <p><b>SUBJECT:</b> Department of Transport and Main Roads (TMR) accessibility reference group meeting</p> <p><b>Meeting details:</b> The TMR Accessibility Reference Group is a regular, multimodal forum to share information about, and discuss opportunities for, improved accessibility of the Queensland passenger transport network.</p> <p><b>Date/time:</b> 10.00am–12.30pm, Wednesday 24 January 2018</p> <p><b>Attendees:</b> Members of the TMR Accessibility Reference Group (refer attached list).</p> | <p><b>Urgent</b></p> |
| <p><b>Minister's comments:</b></p>  |                      |

**Summary**

- The Department of Transport and Main Roads (TMR) Accessibility Reference Group (ARG) was established by the TMR in 2014, with the initial meeting being held on 20 October 2014.
- The purpose of the ARG is to provide a consultative forum for government, industry and disability stakeholders to discuss issues relating to improving the accessibility of the Queensland passenger transport network for customers with disability.
- The ARG may also provide a consultative mechanism for the development of key policy documents and initiatives relating to accessible passenger transport if required.
- You are meeting with members of the TMR ARG on Wednesday 24 January 2018 (see **Attachment 1** for a list of members).

**Action Officer:**  
Suzanne Rose  
Executive Director

**Endorsed by:**  
Peter Milward  
General Manager

**Endorsed by: DDG**  
Matt Longland  
Deputy Director-General  
TransLink Division

**Endorsed by: DG**  
Mike Stapleton  
A/Director-General

Tel: 3338 4209  
Date: 17 January 2018

Tel: 3338 4026  
Date: 19 January 2018

Tel: 3066 7320  
Date: 19 January 2018

Tel: 3066 7316  
Date: 19.1.2018

### Details of the Meeting

- The meeting will take place at the Customer Experience Lab, Ground Floor, Mineral House, 41 George Street from 10.00am to 12.30pm.
- Membership consists of approximately 20 organisations/disability advocates, including peak disability groups, peak industry groups, operators (including Queensland Rail, Transdev (ferry operator) and Keolis Downer (Gold Coast tram operator), Local Government Association of Queensland, Brisbane City Council and departmental staff from TransLink Division.
- The departmental representative who chairs the meeting is Ms Suzanne Rose, Executive Director (Service Policy). Ms Rose can be contacted by telephone on 33384209 or <sup>N/R</sup> [redacted] or by email at Suzanne.Rose@translink.com.au

### Background

- The *Disability Discrimination Act 1992* requires that people with disability be given equal opportunity to participate in, and contribute to, the full range of life activities, including access to the goods, services and facilities provided by government departments and agencies.
- TMR is committed to working with stakeholders to reduce barriers for people with disability, which includes the provision of safe, accessible passenger transport services.
- Therefore, the TMR ARG was established as a regular, multi-modal forum to share information about, and discuss opportunities for, improved accessibility of the Queensland passenger transport network.
- Its introduction was a key action in the *Disability Action Plan - Improving Access to 2017* (the Disability Action Plan) which sets out how TMR will contribute to making Queensland passenger transport more accessible for customers with disability.
- The Terms of Reference for the group are attached for your information (**Attachment 2**)

### Issues and Suggested Approach

- Attending the meeting would provide an excellent opportunity for you to meet the disability stakeholder, industry and government members who share their knowledge and expertise with the department through this forum.
- The main agenda item for the meeting on 24 January 2014 will be public transport planning and accessibility for the Gold Coast 2018 Commonwealth Games.
- It is understood that you will be attending from 11–11:30am and time for you to talk to members will be accommodated within the agenda. A run sheet for the meeting is attached (**Attachment 3**). Some proposed speaking points will also be prepared and forwarded to your office for your consideration prior to the meeting.
- Through media, correspondence and previous meetings of the ARG and other groups, TMR ARG members have expressed concern about their lack of engagement as part of the planning phase of significant projects, such as the New Generation Rollingstock (NGR). It is possible that members may raise these concerns with you at the meeting.
- It should be noted that Queensland Rail host their own ARG at which members have raised their more detailed concerns about this matter. In addition, TMR has held extraordinary meetings with Queensland Rail ARG about this issue.
- It should also be noted that the NGR issues have not been addressed by TMR ARG and the extraordinary meetings have been run by the NGR project team.

### Financial Implications

- There are no financial implications.

**Consultation with Stakeholders**

- No consultation was undertaken.

**Employment**

- There are no employment impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

Released under RTI - DTMR



# TMR Accessibility Reference Group membership at January 2018

## Attachment 1

| Name                         | Organisation   | Title   | Contact |
|------------------------------|--|---|---------|
| Sam Nazemi                   | Endeavour Foundation                                   | Community Liaison Officer   | NR      |
| TBA                          | Guide Dogs Qld   | TBA   |         |
| Paula Herlihen               | Arthritis Qld  | Health Educator   |         |
| Janet Renew<br>Sarah Hartley | Vision Australia                                       | Advocacy Manager  |         |
| John Mayo                    | Spinal Life Australia                                  | General Manager,<br>Community Development<br>Board of Directors   |         |
| John MacPherson              | Queenslanders with Disability Network (QDN)            | Team Leader, Community<br>Engagement and<br>Development   |         |
| Jasmin Bellos                | Deaf Services QLD                                      | Chief Executive Officer   |         |
| Mark Tucker-Evans            | Council of the Aging (COTA) QLD (permanent member TBC) | Chair, Queensland Disability<br>Advisory Council and<br>Chair, South West Regional<br>Disability Advisory Council |         |
| Sharon Boyce                 | Queensland Disability Advisory Council                 | Advocate  |         |
| Geoff Trappett               | Independent member (formerly representing CPL)         | Executive Director/Association<br>Secretary   |         |
| David Tape                   | Queensland Bus Industry Council                        | Chief Executive Officer   |         |
| Lorraine Douglas-<br>Smith   | Queensland School Bus Alliance                         | Chief Executive Officer   |         |
| Blair Davies                 | Taxi Council Queensland                                | Team Leader Disability<br>Access  |         |
| Natalie Billings             | Queensland Rail  |   |         |

## TMR Accessibility Reference Group membership at January 2018

| Name            | Organisation                                     | Title  | Contact |
|-----------------|--|--|---------|
| Nina Sprake     | Brisbane City Council                            | Inclusive Communities Manager                          | NR      |
| Cody Grosert    | Brisbane City Council                            | Transport Planning & Strategy Branch                   |         |
| Mary Torres     | Local Government Association Queensland          | Senior Engineer (Traffic)<br>Ipswich City Council      |         |
| Kieran Bitossi  | Transdev   | Service Delivery Manager (Ferry)                       |         |
| Susie Homan     | Keolis Downer                                    |  |         |
| Suzanne Rose    | TransLink Division, TMR (Chair of TMR ARG)       | Executive Director (Service Policy)                    |         |
| Marcus Dobinson | TransLink Division, TMR (Secretariat of TMR ARG) | Senior Advisor (Policy)                                |         |
| Michelle Lucas  | TransLink Division, TMR                          | Manager (Policy)                                       |         |
| Vincent Doran   | TransLink Division, TMR                          | Executive Director (Service Planning & Infrastructure) |         |
| Craig Payne     | TransLink Division, TMR                          | Senior Advisor (Projects)                              |         |

---

# TMR Accessibility Reference Group

## Terms of Reference

### Background

The *Disability Discrimination Act 1992* requires that people with disability be given equal opportunity to participate in and contribute to the full range of life activities, including access to the goods, services and facilities provided by government departments and agencies.

The Department of Transport and Main Roads (TMR) is committed to reducing barriers for people with disability, which includes the provision of safe, accessible passenger transport services.

In order to facilitate this outcome, TMR takes an advocacy role, promoting awareness of the *Disability Standards for Accessible Public Transport 2002* and the *Disability (Access to Premises-Buildings) Standards 2010* to Queensland providers and operators with the aim of improving the accessibility of the State's passenger transport network in accordance with the relevant standards.

TMR also considers it important to work with stakeholders to improve and promote the accessibility of the Queensland passenger transport network.

Therefore the TMR Accessibility Reference Group is intended to be a regular, multi-modal forum to share information about, and discuss opportunities for, improved accessibility.

Its introduction is a key action in the *Disability Action Plan - Improving Access to 2017* (the Disability Action Plan) which sets out how TMR will contribute to making Queensland passenger transport more accessible for customers with disability.

### Purpose

The purpose of the Reference Group is to provide a consultative forum for government, industry and disability stakeholders to discuss issues relating to improving the accessibility of the Queensland passenger transport network for customers with disability.

The Reference Group may also provide a consultative mechanism for the development of key policy documents and initiatives relating to accessible passenger transport if required.

### Scope

The scope of the Reference Group is to:

- Provide a multi-modal forum that opens communication channels with members on issues relating to improving the accessibility of the passenger transport network in Queensland.



- Share ideas on how to achieve best outcomes for customers with disability using the Queensland passenger transport network.
- Consult on projects/actions identified in the Disability Action Plan as required, as well as other projects which are being undertaken by TMR which contribute to the improved accessibility of the passenger transport network.
- Provide an opportunity for members to share information about new initiatives which are being undertaken or considered by their organisation which are relevant or of interest to the reference group.
- Create awareness of initiatives and obstacles relating to improving the accessibility of the passenger transport network in Queensland.
- Discuss issues arising from the national agenda, where appropriate.
- Provide a consultative, multi-modal forum for gathering input into the development of relevant TMR passenger transport network related accessible transport policy documents and initiatives, if required.

## Membership

Membership comprises a selection of representatives from transport delivery partners, the disability sector and TMR.

- TMR – TransLink Division representatives
- Queensland Rail
- Brisbane City Council
- Keolis Downer
- Queensland Bus Industry Council
- Queensland School Bus Alliance
- Taxi Council Queensland
- Local Government Association Queensland
- Vision Australia
- Guide Dogs Queensland
- Deaf Services Queensland
- Spinal Life Australia
- Cerebral Palsy League
- COTA Queensland
- Queenslanders with Disability Network
- Queensland Disability Advisory Council
- Endeavour Foundation
- Arthritis Queensland
- Transdev

---

Additional TMR officers may be invited to attend meetings to provide advice and assistance where considered relevant.

Members on the reference group are also able to represent the interests of other industry and/or disability sector groups that are not represented on the reference group as required.

## **Terms of Appointment**

Members will be invited to participate in the Reference Group by the Chair. Appointment will be made upon acceptance of this invitation.

Additional members can be appointed to the committee by the Chair, on agreement by committee members.

Membership will be reviewed on an annual basis.

## **Roles and Responsibilities**

The Reference Group is chaired by the Executive Director (Service Policy), TransLink Division (TMR).

The Chair is responsible for approving the agenda and meeting minutes and ensuring the Reference Group functions in accordance with the Terms of Reference.

The Chair will also ensure that meeting outcomes are communicated to members within appropriate timeframes.

Secretariat support and administration for the Reference Group will be undertaken by the Policy Team, TransLink Division (TMR).

The Secretariat will be responsible for organising meeting venues and timings, preparing and issuing agendas, papers and minutes, and any other administrative duties associated with the coordination of the committee.

Members are expected to attend meetings and participate in discussions while respecting other members' opinions.

Members are able to arrange for suitable proxies should they be unable to attend meetings.

Members may be invited to suggest agenda items for meetings. Meeting papers and/or presentations may need to be prepared by members and provided in advance to the Secretariat for all proposed agenda items.

If an agenda item is flagged as being confidential, documentation relating to that agenda item should not be shared or discussed with external parties unless prior approval has been received from the Chair.

## **Conflict of Interest Declaration**

Members are considered to have no Conflict of Interest in the performance of the TMR Accessibility Reference Group, unless they have notified the Chair otherwise.

If a Conflict of Interest or risk of Conflict of Interest arises while participating in the Reference Group, members will immediately give notice of the Conflict of Interest, or the risk of it, in writing to the Chair.

---

## Meeting Schedule

Reference Group meetings will be held quarterly.

The Chair may seek feedback from or distribute information to members on relevant issues out of session as necessary.

## Amendment/Variation

The Terms of Reference must be agreed to by all of the members.

The Terms of Reference shall be reviewed annually. Any amendments or variation to the original Terms of Reference must be discussed by the Reference Group and agreed to by the Chair and the majority of members.



Proposed Run Sheet for Transport and Main Roads Accessibility Reference Group Meeting

Meeting Time: Wednesday 24 January 2018 from 10:00am to 12:30pm

Location: Customer Experience Lab, Ground Floor, Mineral House, 41 George Street

## Meeting Schedule:

| Time              | Activity   |
|-------------------|--|
| 10:00am           | Meeting commencement                               |
| 10:00am – 11:00am | Conduct of meeting                                 |
| 11:00am           | Arrival of Minister for Transport and Main Roads   |
|                   | Introductions with group                           |
|                   | Speech to group – speaking notes to be provided    |
|                   | Discussion with members on issues raised           |
| 11:30am           | Departure of Minister for Transport and Main Roads |
| 11:30am – 12:30pm | Meeting resumes and continues                      |

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20667**

**To:** Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br><b>Meeting details:</b> Minister is meeting with the Taxi Council Queensland (TCQ), Chief Executive Officer (CEO), Mr Blair Davies.<br><br><b>Date/time:</b> Tuesday, 6 February 2018, 1:00pm - 1:30pm<br><br><b>Attendees:</b> Mr Blair Davies, CEO, TCQ,<br>Ms Tam van Alphen – Chief of Staff<br>Mr Steven Patch – Policy Advisor<br>Ms Suzanne Rose – Executive Director (Service Policy), TransLink Division | <b>Non-Urgent</b> |
| <b>Minister's comments:</b>  |                   |

**Summary**

- Mr Blair Davies, CEO from the TCQ requested a meeting with you to discuss the TCQ's agenda for 2018.

**Details of the Meeting**

- You are meeting with Mr Davies, CEO from the TCQ.
- The meeting will take place at 1:00pm on Tuesday, 6 February 2018 at your board room, level 35, 1WS.
- Departmental representatives to attend the meeting with you are Ms Tam van Alphen – Chief of Staff, Mr Steven Patch – Policy Advisor and TransLink Division representative Ms Suzanne Rose – Executive Director (Service Policy).
- The primary purpose of the meeting is to discuss the TCQ's agenda for 2018.

**Background**

*Taxi Council of Queensland*

- TCQ is the recognised peak industry body for Queensland's taxi industry and represents taxi owners, operators and drivers.

|                        |                       |   |                        |
|------------------------|-----------------------|---|------------------------|
| <b>Action Officer:</b> | <b>Endorsed by:</b>   | <b>Endorsed by: DDG</b>                       | <b>Endorsed by: DG</b> |
| Suzanne Rose           | Peter Milward         | Matt Longland                                 | Neil Scales            |
| Executive Director     | General Manager       | Deputy Director-General<br>TransLink Division | Director-General       |
| Tel: 3338 4209         | Tel: 3338 4026        | Tel: 3066 7320                                | Tel: 3066 7316         |
| Date: 23 January 2018  | Date: 23 January 2018 | Date: 24 January 2018                         | Date: 24/1/18          |

- Membership of the TCQ is restricted to taxi licence owners, however, the TCQ takes an active role in representing the interests of all taxi drivers and operators as a whole.
- TCQ has been significantly involved in the development of the personalised transport reforms, including as a member of the Personalised Transport Industry Reference Group (PTIRG) and as a participant in TMR briefings on the personalised transport reforms.

#### *Personalised Transport Reforms*

- During the reform process, the TCQ released a document outlining 20 recommendations they labelled as 'common sense transport approach'.
- While they continue the campaign, it is understood that this list has been significantly reduced and is focused on safety as their main focus for 2018.
- On 1 October 2017, the Queensland Government introduced a new framework to deliver certainty for the personalised transport industry and customers in Queensland.
- The new framework delivers a modern, agile and simplified approach for personalised transport services to promote greater choice for customers while ensuring safety, accessibility, affordability and accountability.
- Some of the key reforms include:
  - practical licensing: While taxi service licences and existing limousine licences and plates are being retained, a new booked hire service licence (BHSL) has been introduced for ride-booking
  - enhanced safety: New requirements include reflective signage on the front and back of ride-booking services, security cameras are mandatory in vehicles that are not pre-booked or take cash or other payment during the journey, and driver fatigue must be managed by booking entities and operators
  - improved accountability: There will be clearer compliance accountabilities for drivers, operators and booking entities, including vehicle maintenance and licensing, and drivers must be affiliated with a booking entity to provide booked hire services
  - standardisation: All personalised transport vehicles require the same annual safety check, namely a certificate of inspection and a new class of Compulsory Third Party insurance, separate to taxis, has been created for ride-booking and limousines.

#### **Issues and Suggested Approach**

- Mr Davies may raise concerns about:
  - the personalised transport industry ombudsman
  - taxi licence values
  - public safety concerns about Uber and recent incidents occurring in Uber vehicles
  - new requirements for the BHSL and Booking Entity Authorisations (BEA)
  - TMR compliance efforts

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration



### *Ombudsman*

- The Queensland Government has committed to establishing an ombudsman to provide complaints monitoring, advisory and referral services to the industry and its customers.
- Legislation concerning the ombudsman will be introduced in 2018.

### *Taxi Licence Values*

- Taxi licence values are not set by the Queensland Government, but are market driven and based on an average sale price.
- Perpetual taxi licences are no longer being issued.
- A framework for issuing new, non-perpetual taxi service licences is being developed.

### *Safety*

- Increased safety measures were introduced on 1 October 2017, including retroreflective signage for ride-booking services, security cameras where the risk profile applies; and fatigue management requirements. The chain of responsibility also means that all persons involved in the personalised transport industry are responsible and accountable for ensuring the safety of passengers, drivers and the public.
- From 1 October 2017, the risk profile for security cameras in personalised transport vehicles applies to limousines and ride-booking vehicles.
- A personalised transport vehicle must have a TMR approved security camera installed and operating if it:
  - operates in a relevant security camera area (i.e. metropolitan areas) (Schedule 3, Transport Operations (Passenger Transport) Regulation 2005)
  - conducts rank and hail work
  - takes cash payments in the vehicle
  - takes EFTPOS or another form of payment in the vehicle.
- The risk profile was devised in the interest of safety, and is based on key risk factors associated with personalised transport services.
- The issue of security cameras in personalised transport vehicles was examined by the Public Works and Utilities Committee in consideration of the Transport and Other Legislation (Passenger Transport Reform) Amendment Bill 2017.
- In accordance with the Committee's recommendations, the Queensland Government has committed to reviewing the risk-based approach to security cameras in personalised transport vehicles within the 18 months following commencement of the amended camera requirements, and will report to the Queensland Parliament on the findings.
- From 1 October 2017, the fatigue management general duty applies to all persons in the chain of responsibility. The general duty involves two key obligations:
  - a person must not drive a motor vehicle while fatigued
  - other people involved in providing a taxi service or booked hire service (a person in the chain of responsibility) must take all reasonable steps to ensure another person does not drive a vehicle to provide the service while fatigued.
- Further legislation concerning fatigue management and data reporting requirements for persons in the chain of responsibility will be introduced in 2018.

### *Booking Entity Authorisation and BHSL*

- From 1 December 2017, a BEA must be held by any entity arranging bookings for booked hire services.
- The BHSL is a new licence that ensures all vehicles providing a booked hire service are suitable and safe.
- From 15 January 2018, fines and sanctions apply to drivers, operators and booking entities if a current BHSL is not held by a driver providing a booked hire service.
- The status of approved BHSLs and BEAs are available on TMR's website at [www.service.transport.qld.gov.au/personalisedtransportregister/public/Welcome.xhtml?dswid=-9351](http://www.service.transport.qld.gov.au/personalisedtransportregister/public/Welcome.xhtml?dswid=-9351).

### *Compliance*

- From 15 January 2018, TMR Compliance is focused on educating the personalised transport industry in all elements of the new framework, and full enforcement of new and existing passenger transport legislative provisions.

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- TransLink Division regularly communicates with TCQ.

### **Employment**

- The introduction of Personalised Transport reforms has already seen the emergence of new personalised transport models, businesses and operators. In particular the growth of the rental car market exclusively hiring to people carrying out booked hire transport services.

### **Election Commitments**

- This matter does not relate to an election commitment.

**Department of Transport and Main Roads**  
**Noting Brief**  
**MCR-18-133**

**To:** Minister for Transport and Main Roads

|  |  |
|--|--|
| <b>SUBJECT:</b><br>Provision of additional PM peak services from Monday 15 January 2018 (final week of Summer timetable) | <b>Urgent</b><br>Increase in PM peak services from next Monday |
|--|--|

**Summary**

- Due to the anticipated increase in passengers in the week commencing Monday 15 January 2018, Queensland Rail is proposing to run an additional four services during PM peak of the Summer Timetable in areas where there is high demand.

**Background**

- Since the introduction of the Summer Timetable on 18 December 2017, Queensland Rail has been closely monitoring services, particularly patronage levels across the network.
- It is anticipated that from Monday 15 January 2018, more people will return to work in the CBD and therefore there will be higher patronage, particularly on peak services.
- This aligns with the experiences with the Summer Timetable that operated across the end of year 2016 and beginning of year 2017.

**Issues and Suggested Approach**

- As more customers return from Christmas leave, there has been a marked increase in patronage on peak services. Many trains departing the CBD stations have been at capacity during PM peak during the week commencing 8 January 2018.
- In particular, Queensland Rail has received complaints through social media channels regarding the overcrowding of trains between 5pm to 5.30pm on the Redcliffe Peninsula, Ferny Grove and Ipswich corridors.
- As a result, TransLink requested that Queensland Rail investigate adding additional services, where possible, to the Summer Timetable for the last week (week beginning 15 January) before the regular timetable resumes on 22 January 2018.
- Queensland Rail's Rail Management Centre (RMC) Operational Planning team has engaged with Train Service Delivery, Rollingstock and TransLink to develop a potential solution to some identified crowding issues.

**Action Officer:**

Tabitha Herde

**Endorsed by EGM:**

Glen Doyle

**Endorsed by EGM**

Natalie Roach

**Endorsed by CEO**

Nick Easy  
CEO

Tel: 3072 1884

Date: 12 January 2018

Date: 12/01/2018

Date: 12/01/2018

Date: 12/01/2018



- The additional services identified are:
  - 5.00pm and 5.15pm service to Kippa-Ring from Roma Street (currently there are services at 4.51pm, 5.06pm and 5.21pm).
  - 5.20pm Ipswich service from Bowen Hills running express (usual stopping pattern) and all stations service from Darra (currently there are services at 4.59pm, 5.14pm and 5.44pm).
  - 5pm Ferny Grove service from Roma Street (currently there are services at 4.37pm, 5.07pm and 5.22pm).
- Train Service Delivery, as the owners of execution and the 8 week model, has made an assessment (see attached), based on block leisure period (BLP) usage in accordance with our data driven approach, to ascertain the ability to do this during a stress period.
- This assessment shows that BLP usage will be within manageable limits with a range between 22-30 percent, which is considered low risk.
- The risk of unplanned leave necessitating train cancellations is low as the sick leave would have to increase to more than 50 drivers. Historical trends indicate this is very unlikely.
- Therefore there is a high level of confidence that Queensland Rail can successfully deliver these additional services.
- However, in the unlikely event that we are unable to meet the daily demand as a result of a greater level of unplanned leave and all contingencies are utilised, consideration would be to cancel these services.
- This will be monitored in the 58 hours prior to each day through to day of operations.
- Operating Assets has committed to the supply of the additional units to support the additional services.
- This is not considered a master roster change or timetable change. Rather it is being delivered through daily train planning, similar to a special events program.
- In addition, Queensland Rail will ensure there is additional senior station staff on late shifts to monitor customer numbers. Social Media have also committed additional resources to respond to customer enquiries/feedback.
- Queensland Rail is proposing to communicate these additional services through the TransLink and Queensland Rail websites, social media channels, and station and onboard communications.

### **Consultation with Stakeholders**

- TransLink has requested the additional services and supports the proposed approach.
- The Citytrain Response Unit has reviewed the additional services and has assured the approach.

**Employment**

- Nil.

**Election Commitments**

- Nil.

**Minister's comments:**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20679**

To: Minister for Transport and Main Roads

|  |                   |
|--|-------------------|
| <b>SUBJECT:</b><br>Results of the increased enforcement of illegal heavy vehicles using the Brisbane Urban Corridor as a through route | <b>Non-Urgent</b> |
|--|-------------------|

**Summary**

- That you note:
  - operation 'Brisbane Urban Corridor (BUC) Stop' was conducted between 30 October 2017 and 10 November 2017. Commencement of the operation was delayed awaiting erection of appropriate signage on the Ipswich Motorway east bound (prior to the exit onto the Logan Motorway) and on the Gateway Motorway south bound (prior to the Mt Gravatt-Capalaba Road exit). The operation was conducted over six shifts between 10.00 pm and 6.00 am
  - during the entire operation, only one vehicle used the BUC as a through-route. In accordance with the approved brief, the driver was issued with a formal warning
  - there has been not further enforcement activity on the BUC since the operation conducted between October and November 2017.

**Background**

- The BUC is an urban arterial road corridor including Mt Gravatt-Capalaba Road, Kessels Road and Granard Road. The BUC forms an important link between the Warrego Highway/Cunningham Highway, Ipswich Motorway and the Gateway Motorway/Bruce Highway.
- The alternate route is via the Logan Motorway/Gateway Extension Motorway, however, this route is longer and tolled.
- Heavy vehicles over 4.5 tonnes are not permitted to use the BUC as a through-route, however, they are allowed to do local drop-offs or pick-ups.
- The local community has raised concerns with freight traffic using the BUC as a through-route.
- On 27 October 2017, you approved the conduct of an On-Road Mobile Compliance Operation to target heavy vehicle drivers illegally using the BUC as a through-route (**Attachment 1** - MBN20565).
- Operation 'BUC Stop' was conducted between 30 October 2017 and 10 November 2017.

|                          |   |                                      |                        |
|--------------------------|---|--------------------------------------|------------------------|
| <b>Action Officer:</b>   | <b>Endorsed by:</b>                             | <b>Endorsed by: DDG</b>              | <b>Endorsed by: DG</b> |
| Clive Lowe               | Kellie Hammond                                  | Geoff Magoffin                       | Mike Stapleton         |
| Regional Director (SEQS) | A/General Manager<br>(Customer Services Branch) | A/Deputy Director-<br>General (CSSR) | A/Director-General     |
| Tel: 3813 8604           | Tel: 3066 5100                                  | Tel: 3066 7222                       | Tel: 3066 7316         |
| Date: 17 January 2018    | Date: 18 January 2018                           | Date: January 2018                   | Date:                  |



### Issues and Suggested Approach

- Teams of transport inspectors were stationed strategically at Salisbury and Wishart to identify if any heavy vehicles travelled the BUC without doing local drop-offs or pick-ups in contravention of section 104 No trucks signs under Transport Operations (Road Use Management-Road Rules) Regulation 2009.
- Compliance does not have any future operations planned.

### Financial Implications

- There were no financial implications

### Consultation with Stakeholders

- Concerns with freight traffic have been raised by local communities since the early 1980s. A major investigation, including significant consultation, was undertaken by the Department of Transport and Main Roads on behalf of the Federal Government in 2001–02.

### Employment

- There are no employment impacts associated with this matter.

### Election Commitments

- This matter does not relate to an election commitment.

### Minister's comments

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN20565**

**To:** Minister for Main Roads, Road Safety and Ports  
Minister for Energy, Biofuels and Water Supply

|  |  |
|--|--|
| <b>SUBJECT:</b><br>Brisbane Urban Corridor (BUC) – On Road Mobile Compliance Operation | <b>Urgent</b><br>Approval required prior to<br>30 October 2017 |
|--|--|

**Summary**

- A compliance operation will be conducted to target heavy vehicle drivers illegally using the BUC as a through-route.

**Recommendations**

- That you note:
  - arrangements are currently being made to have appropriate signage erected on the Ipswich Motorway east bound (prior to the exit onto the Logan Motorway) and on the Gateway Motorway south bound (prior to the Mt Gravatt-Capalaba Road exit)
  - these signs will need to be erected prior to the commencement of any compliance action. The most recent advice is that the signs should be in place sometime during the week commencing 30 October 2017.
- That you approve:
  - an On Road Mobile Compliance Operation be carried out for a period of two weeks as soon as possible after the signs are erected.

**Financial Implications**

- There are no financial implications.

**Background**

- The BUC is an urban arterial road corridor including Mt Gravatt- Capalaba Road, Kessels Road and Granard Road. The BUC forms an important link between the Warrego Highway/Cunningham Highway, Ipswich Motorway and the Gateway Motorway/Bruce Highway.
- The alternate route is via the Logan Motorway/Gateway Extension Motorway, however this is longer and is tolled.
- Heavy vehicles over 4.5 tonnes are not permitted to use the BUC as a through-route, however they are allowed to do local drop-offs or pick-ups.
- The local community has raised concerns with freight traffic using the BUC as a through-route.

**Action Officer:**  
Clive Lowe  
Regional Director (SEQS)  
Tel: 3813 8604  
Date: 27 October 2017

**Endorsed by:**  
Geoff Magoffin  
General Manager  
(Customer Services Branch)  
Tel: 3066 5105  
Date: 27 October 2017

**Endorsed by: DDG**  
Mike Stapleton  
Deputy Director-General  
(CSSR)  
Tel: 3066 7222  
Date: 27 October 2017

**Endorsed by: DG**  
Neil Scales  
Director-General  
Tel: *AG endorsed*  
Date: *via email.*  
*27/10.*

## **Key Issues**

- Department of Transport and Main Roads (TMR) staff determined it would not be feasible to travel from the Ipswich Motorway (prior to exit onto Logan Motorway) to the Gateway Motorway via the BUC without doing local drop-offs or pick-ups in less than 25 minutes.
- During TMR's enforcement activity, compliance staff can use mobile automatic number plate recognition devices to identify the heavy vehicles heading east along the Ipswich Motorway, and again at Wishart immediately prior to joining the Gateway Motorway, and again in the opposite direction.
- Any heavy vehicles completing this journey in less than 25 minutes will be deemed to have breached section 104 No trucks signs under Transport Operations (Road Use Management – Road Rules) Regulation 2009. In the first instance, a warning will be given to the driver with a Penalty Infringement Notice (PIN) issued for any subsequent breach.
- The offence for contravening section 104 No trucks signs under Transport Operations (Road Use Management – Road Rules) Regulation 2009 is a PIN amount of \$126 and three demerit points.
- Arrangements are currently being made to have appropriate signage erected on the Ipswich Motorway east bound (prior to the exit onto the Logan Motorway), and on the Gateway Motorway south bound (prior to the Mt Gravatt-Capalaba Road exit).
- These signs will need to be erected prior to the commencement of any compliance action. The most recent advice is that the signs should be in place sometime during the week commencing 30 October 2017.
- It is proposed to conduct the compliance operation for a period of two weeks as soon as possible after the signs are erected. Weekly reports will be provided as per the attached template (**Attachment 1**).

## **Financial Implications**

- There are no financial implications.

## **Consultation with Stakeholders**

- Concerns with freight traffic have been raised by local communities since the early 1980s. A major investigation, including significant consultation, was undertaken by TMR on behalf of the Federal Government in 2001-2002.

## **Employment**

- There are no employment impacts associated with this matter.

## **Election Commitments**

- This matter does not relate to an election commitment.

## **Summary of Actions**

- That you note:
  - arrangements are currently being made to have appropriate signage erected on the Ipswich Motorway east bound (prior to the exit onto the Logan Motorway) and on the Gateway Motorway south bound (prior to the Mt Gravatt-Capalaba Road exit)



- these signs will need to be erected prior to the commencement of any compliance action. The most recent advice is that the signs should be in place sometime during the week commencing 30 October 2017.
- That you approve:
  - an On Road Mobile Compliance Operation be carried out for a period of two weeks as soon as possible after the signs are erected.

**Minister's Comments:**

Approved \ Not Approved

Minister

Date 27/10/17

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN20685**

To: Minister for Transport and Main Roads

|  |               |
|--|---------------|
| <b>SUBJECT:</b><br>Removal of gender and height from driver licences | <b>Urgent</b> |
|--|---------------|

**Summary**

- Queensland removed gender from the Adult Proof of Age (APA) Card on 18 March 2016. Gender and height were removed from the Queensland Driver Licence and Marine Licence Indicator cards on 1 October 2016.
- The Department of Transport and Main Roads (TMR) confirms that Queensland was the last state to remove gender from their driver licence.
- DocBase, TMR's internal operational policy database, has been updated to clarify the rationale for this policy change. Appropriate messaging has also been circulated to TMR's Customer Service Officer Network in order to appropriately respond to customer enquiries.

**Background**

- Queensland removed gender from the APA card on 18 March 2016 and all other photo identification cards on 1 October 2016 as a result of changes to the Commonwealth *Sex Discrimination Act 1984* (the Act) in 2013.
- The changes to the Act provided protection against discrimination on the basis of sexual orientation, gender identity and intersex status. The changes did not expressly require licence issuing authorities to remove the gender indicator from the face of driver licence cards.
- At the time of these changes, TMR was also reviewing the information it collected from customers to determine what identifiers were required for effective enforcement and identification, and subsequently, which of those identifiers needed to be printed on licences and APA cards for enforcement purposes. Given current technology utilised by TMR (facial recognition), and that these identifiers are self-reported, they are of limited use in relation to verifying identity.
- The removal of gender and height was also made in consideration that no other Australian jurisdiction displays these details on their driver licence. Queensland was the last jurisdiction to remove this information.
- A limited number of complaints were also received from the lesbian, gay, bisexual, transgender and intersex (LGBTI) community relating to the collection of gender information.
- The Deputy Premier and then Minister for Transport, the Honourable Jackie Trad MP was briefed about the proposal to remove gender and height from the Adult Proof of Age Card on 4 May 2015.

**Action Officer:**  
Brigitta Beck  
A/Senior Policy Advisor

Tel: 3066 2506  
Date: 18 January 2018

MBN20685

**Endorsed by:**  
Andrew Mahon  
A/General Manager  
Transport Regulation Branch

Tel: 3066 7512  
Date: January 2018

**Endorsed by: DDG**  
Geoff Magoffin  
A/Deputy Director General  
Customer Services, Safety and  
Regulation  
Tel: 3066 5100  
Date: XX January 2018

**Endorsed by: DG**  
Mike Stapleton  
A/Director-General

Tel: 3066 7222  
Date: 18.1.2018

Page 1 of 3



- The former Minister for Transport and the Commonwealth Games, the Honourable Stirling Hinchliffe MP was briefed about the removal of gender and height from the remaining departmental photo identification cards in April 2016.

### Issues and Suggested Approach

#### Interstate Jurisdictions

- All Australian jurisdictions have confirmed that they do not display gender or height on their driver licence cards. A copy of all interstate licences is included in **Attachment 1**.
- Further information about the removal of the gender indicator by other states and territories is outlined in the table below:

| Jurisdictional Comparison – Gender Indicator on Driver Licence |      |                         |                       |     |      |      |     |
|--|------|-------------------------|-----------------------|-----|------|------|-----|
|  | ACT  | NSW                     | NT                    | SA  | TAS  | VIC  | WA  |
| Is gender displayed?   | X    | X                       | X                     | X   | X    | X    | X   |
| Was it ever displayed?   | ✓    | Unconfirmed             | Unconfirmed           | X   | ✓    | ✓    | X   |
| If yes - when was it removed?                                  | 1996 | No indicator since 2002 | No indicator >30years | N/A | 2008 | 1987 | N/A |
| Is height displayed?   | X    | X                       | X                     | X   | X    | X    | X   |

- Queensland was the last state to remove the gender indicator from the driver licence.

#### Volumes of licences issued with no gender

- Between 1 October 2016 and 31 December 2017, TMR issued 1,775,250 driver licence cards that do not display a gender or height indicator. As at 31 December 2017, there were a total of 3,617,936 driver licences on record. Therefore, almost half (49 per cent) of the current Queensland driver licences in circulation do not display a gender or height indicator.
- Prior to the media article on 12 January 2018, TMR was not aware of any complaints relating to the removal of these indicators from the driver licence card.

#### Identification concerns

- TMR relies on digital images through facial recognition technology and evidence of identity documents to confirm a person's identity on licence application and renewal. Self-reported information such as gender and height is of limited value.
- The Queensland Police Service (QPS) has access to TMR digital images through their Q-Lite tablet devices. Therefore, there is no need for height or gender information to appear on the face of the driver licence.
- TMR is considering removing other personal data such as eye, hair colour and complexion from application forms. This information is not regularly updated and is often only reflective of a point-in-time appearance that is subject to change.



- TMR is also trialling the removal of paper application forms for in person driver licensing and registration transactions with a view to rolling this out across Queensland. The removal of paper application forms is intended to streamline and improve the customer experience.
- As part of this process, TMR is considering what questions are essential to providing the relevant service and removing those data fields such as height, hair colour and complexion that are less important now that we have digital photos and use facial recognition software.
- TMR will brief the Minister for Transport and Main Roads prior to any further changes outlined above.

#### **Financial Implications**

- There was no cost to make these changes in 2016. The removal of gender and height was achieved by requesting the card manufacturer to cease printing that information on the card.

#### **Consultation with Stakeholders**

- Prior to making the change in 2016, consultation was undertaken with QPS, the Australian Transgender Support Association of QLD, the Anti-Discrimination Commission Queensland and the LGBTI Legal Service Inc Queensland who were all supportive of the changes

#### **Employment**

- There were no employment implications associated with this change.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Minister's comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

## New South Wales

**Driver Licence**  
New South Wales, Australia

John CITIZEN  
Card Number 0 000 000 000

260 ELIZABETH ST  
SYDNEY NSW 2000

Licence No. 0123456789  
Licence Class C

John Citizen

Date of Birth 01 JAN 1990  
Expiry Date 01 MAR 2025



## Victoria

**DRIVER LICENCE**  
VICTORIA AUSTRALIA

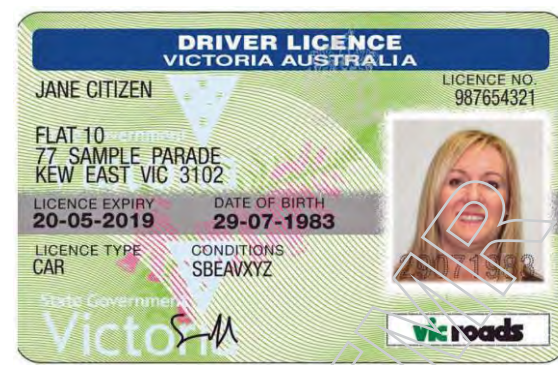
JANE CITIZEN  
Licence No. 987654321

FLAT 10  
77 SAMPLE PARADE  
KEW EAST VIC 3102

LICENCE EXPIRY 20-05-2019  
DATE OF BIRTH 29-07-1983

LICENCE TYPE CAR  
CONDITIONS SBEAVXYZ

State Government Victoria



## Tasmania

**DRIVER LICENCE**  
TASMANIA AUSTRALIA

LICENCE NO. B98765  
CITIZEN Jane

Flat 10, 77 Sample Parade  
HOBART, TAS. 7000

B98765 29 Jul 1983

FULL C EXPIRES 28 SEP 2020

29071983

Jane Citizen

Tasmanian Government



## ACT

**DRIVER LICENCE**  
AUSTRALIAN CAPITAL TERRITORY

CITIZEN Joan  
13 CHALLIS ST  
DICKSON ACT 2602

Date of Birth 30AUG1985  
Licence No. 1234567890  
Licence Class C,R  
Conditions S

30AUG1985 31DEC2020

Joan Citizen



## South Australia

**DRIVER'S LICENCE**  
SOUTH AUSTRALIA

Licence No. W65042  
Date Of Birth 10/04/1960  
Expiry Date 10/04/2014  
Condition C

JANE CITIZEN  
3 THIRD ST  
ADELAIDE 5000

Jane Citizen

ORGAN DONOR

PLEASE CARRY LICENCE WHEN DRIVING



## Western Australia

**DRIVER'S LICENCE**  
WESTERN AUSTRALIA

Department of Transport  
Licence Number 6437772

CITIZEN, JOHN PETER  
20 BROWN STREET  
EAST PERTH WA 6004

EXPIRY DATE 17 Jan 2019  
DATE OF BIRTH 18 Dec 1965  
CLASS C

John Peter Citizen



## Northern Territory

**DRIVER LICENCE**  
NORTHERN TERRITORY OF AUSTRALIA

SAMPLE  
Clinton  
Date of Birth 12/04/1985  
18 Goyder Rd  
Parap NT 0820  
Expiry 20/03/2012  
Classes C MAJOR VEHICLE <4.5T  
Conditions Endorsements

Licence Number 1201553





**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN20690**

To: Minister for Transport and Main Roads

|   |                                      |
|---|--------------------------------------|
| <b>SUBJECT:</b><br>Parliamentary Library request seeking lists of peak bodies and stakeholders associated with the Department of Transport and Main Roads | <b>Non-Urgent</b><br>18 January 2018 |
|---|--------------------------------------|

**Summary**

- On 16 January 2018, the Queensland Parliamentary Library and Research Service (QPLRS) contacted the departmental liaison officers (DLOs) from the Department of Transport and Main Roads (TMR) requesting information on behalf of a Member of the Queensland Legislative Assembly (QLA) (**Attachment 1**).
- The request from QPLRS is seeking a list of peak bodies and stakeholders, including their contact information, associated with TMR.
- In response to this request, the Office of the Director-General has provided three up-to-date stakeholder contact lists that will be provided to QPLRS with your approval. The lists are as follows:
  - TMR Business Stakeholders (**Attachment 2A**)
  - TMR Transport Operators (**Attachment 2B**)
  - Local Council Chief Executive Officers Contact Details (**Attachment 2C**).

**Recommendations**

- That you approve the release of the three TMR stakeholder lists (**Attachments 2A, 2B and 2C**) to QPLRS.

**Key Issues**

- On 16 January 2018, QPLRS contacted the DLOs from TMR requesting information on behalf of a Member of the QLA (**Attachment 1**).
- The request from QPLRS is seeking a list of peak bodies and stakeholders, including their contact information, associated with TMR.
- Due to privacy, QPLRS will not disclose which Member is seeking this information.
- QPLRS officers are entitled to seek additional information to what they hold in their library and archives to be able to respond to members' requests.
- TMR would respond to approximately two requests per year and they are managed as Ministerial Briefing Notes so that the Minister is aware of, and can approve, any release of information to members.

**Financial Implications**

- There are no financial implications.

|  |  |   |   |
|--|--|---|---|
| <b>Action Officer:</b><br>Mary Weaver<br>Director<br>Cabinet and Executive Services<br>Tel: 3066 7044<br>Date: 16 January 2018 | <b>Endorsed by:</b><br>Anita Hansen<br>General Manager<br>(Governance Branch)<br>Corporate<br>Tel: 30667350<br>Date: 17 January 2017 | <b>Endorsed by:</b><br>Don Bletchley<br>A/Deputy Director-General<br>Corporate<br>Tel: 3066 2812<br>Date: 17 January 2017 | <b>Endorsed by: DG</b><br>Mike Stapleton<br>A/Director-General<br><i>M Stapp</i><br>Tel: 3066 7316<br>Date: 19.1.2017 |
|--|--|---|---|



#### **Consultation with Stakeholders**

- The Office of the Director-General was consulted when seeking the appropriate information to provide to QPLRS.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.

**Minister's comments:**

**Approved / Not Approved**

**Minister's signature.....**

**Date ...../...../.....**

Pages 200 through 213 redacted for the following reasons:

-----  
Full Exempt Sch.3(6)(c)(i) Infringe the privileges of Parliament

## Advice for Minister for Transport and Main Roads

### Subject: Signal Passed at Danger (SPAD) 10 January

Document ID: MCR-18-149 / MBN20693

- On Wednesday 10 January at 10:38am, a Queensland Rail passenger train passed a red signal at Bowen Hills and entered the same section of track as an opposing Queensland Rail passenger train.
- This immediately activated an alarm in the network control centre, and the controller acted quickly to issue an emergency radio broadcast to the driver, who came to an immediate stop.

Part Exempt Sch.3(10)(1)(f) Prejudice the effectiveness of a lawful method

- Queensland Rail notified the Australian Transport Safety Bureau (ATSB) of the incident immediately after the event as required. It has commenced an investigation.
- Queensland Rail is cooperating fully with the ATSB investigation.
- The ATSB has published notice of this investigation on its website.
- Safety is Queensland Rail's number one priority and it has a rigorous system in place to reduce SPADs.
- This includes a comprehensive risk reduction strategy and a broad range of safety controls and training. These strategies are informed by thorough investigations of every SPAD to uncover any contributing factors and lessons that can be learned to prevent future incidents.
- Due to an identified worsening of SPAD performance in the 2017/18 financial year, Queensland Rail has recently launched a SPAD Prevention Taskforce. The taskforce has progressed a range of initiatives to launch a revised SPAD Prevention Program.

Action Officer:

Emma Wardill

Government Relations

Team Leader

Tel: NR

Date: 16 January 2018

Endorsed by EGM:

Nick Johnston

General Manager Safety,

Assurance and

Environment

Date: 16 January 2018

Endorsed by DG

Mike Stapleton

A/Director-General

Tel: 3066 7316

*M Stapleton*

Date: 17.1.2018

Endorsed by CEO

Nick Easy

CEO

*Nick Easy*

Date: 16/1/18



The initiatives are supported by in-depth analysis of data and SPAD related information.

| Queensland Rail SPAD Count and Rate by Financial Year |            |            |
|---|------------|------------|
|   | SPAD Count | SPAD Rate* |
| 2010-11   | 46         | 3.13       |
| 2011-12   | 36         | 2.27       |
| 2012-13   | 44         | 2.77       |
| 2013-14   | 49         | 2.82       |
| 2014-15   | 43         | 2.33       |
| 2015-16   | 40         | 2.16       |
| 2016-17   | 35         | 1.93       |
| 2017-18**   | 24         | 2.38       |

\*SPADs per million Train Kilometres 12MTD = (Count of SPADs in previous 12 months/train kilometres travelled in previous 12 months) x one million.

\*\*SPAD performance to the end of December 2017

CC: Neil Scales, Director-General Department of Transport and Main Roads  
Jim Murphy, Under Treasurer, Queensland Treasury

#### Minister Comments

Noted / Not Noted

Minister's signature.....

Date 23 / 1 / 18

## **SIGNAL PASSED AT DANGER (SPAD) – 10 JANUARY 2018**

Safety is Queensland Rail's number one priority and it has a rigorous system in place to reduce SPADs (Signal Passed at Danger), including a comprehensive risk reduction strategy and a broad range of safety controls and training for traincrew.

On Wednesday 10 January, a train driver passed a red signal at Bowen Hills and entered the same section of track as another Queensland Rail train.

This immediately activated an alarm in the network control centre, and the controller acted quickly to issue an emergency radio broadcast to the driver, who came to an immediate stop.

There were no injuries

Part Exempt Sch.3(10)(1)(f) Prejudice the effectiveness of a lawful method

Queensland Rail is taking this incident very seriously and conducting a thorough investigation. It has also reported the incident to the Australian Transport Safety Bureau (ATSB), who will also investigate.

### **BACKGROUND:**

#### **Signal Passed at Danger (SPAD)**

Signal Passed at Danger (SPAD) incidents are an industry-wide issue faced by rail operators all over the world.

In basic terms, this is where a train driver runs a red light on the railway.

Drivers who are involved in SPAD incidents are removed from duty, undergo alcohol and drug testing, debrief and safety investigation, with psychological testing where necessary.

Drivers must pass a competency test and undergo on-track monitoring to check their skills before they return to driving duties.

Queensland Rail has a rigorous system in place to reduce SPADs, which includes a comprehensive risk reduction strategy and a broad range of safety controls and training.

Due to an identified worsening of SPAD performance in the 2017/18 financial year, Queensland Rail has recently launched a SPAD Prevention Taskforce. The taskforce has progressed a range of initiatives to launch a revised SPAD Prevention Program. The initiatives are supported by in-depth analysis of data and SPAD related information.

| Queensland Rail SPAD Count and Rate by Financial Year |            |            |
|---|------------|------------|
|   | SPAD Count | SPAD Rate* |
| 2010-11   | 46         | 3.13       |
| 2011-12   | 36         | 2.27       |
| 2012-13   | 44         | 2.77       |
| 2013-14   | 49         | 2.82       |
| 2014-15   | 43         | 2.33       |
| 2015-16   | 40         | 2.16       |
| 2016-17   | 35         | 1.93       |
| 2017-18**   | 24         | 2.38       |

\*SPADs per million Train Kilometres 12MTD = (Count of SPADs in previous 12 months/train kilometres travelled in previous 12 months) x one million.

\*\*SPAD performance to the end of December 2017

### Bowen Hills SPAD, 10 January

At 10:38am on Wednesday 10 January 2018, the driver of a Queensland Rail passenger train passed a red signal at Bowen Hills.

This immediately activated an alarm in the Rail Management Centre and the controller placed an emergency radio call to the driver, at which point the driver immediately came to a stop.

Part Exempt Sch.3(10)(1)(f) Prejudice the effectiveness of a lawful method

Part Exempt Sch.3(10)(1)(f) Prejudice the effectiveness of a lawful method

As a 'Category A' rail safety occurrence, Queensland Rail notified the Australian Transport Safety Bureau of the incident. They have placed the following text on their web page:

**ATSB web page:** [https://www.atsb.gov.au/publications/investigation\\_reports/2018/rair/ro-2018-002/](https://www.atsb.gov.au/publications/investigation_reports/2018/rair/ro-2018-002/)

*"The ATSB has commenced an investigation into a signal passed at danger (SPAD) rail occurrence that occurred near Bowen Hills station in Brisbane, Queensland on 10 January 2018.*

*Suburban passenger train, designation TP43, exceeded its limit of authority by passing signal ME45 at danger, and continued on as the driver at the controls was unaware of the occurrence. At this point there was an imminent risk of a collision, as train TP43 was travelling directly into the path of suburban train TR50.*

*The train controller, who was alerted to the SPAD by the activation of a systems warning alarm, was able to broadcast an emergency call to the driver of train TP43, who subsequently stopped the train prior to the point of conflict. As part of the investigation, the ATSB will be collecting evidential material to determine the safety factors which contributed to the SPAD occurrence.*



*A final report will be released at the end of the investigation.*

*Should a critical safety issue be identified during the course of the investigation, the ATSB will immediately notify those affected and seek safety action to address the issue.”*

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20696**

**To:** Minister for Transport and Main Roads

|   |  |
|---|--|
| <b>SUBJECT:</b><br><b>Meeting details:</b> Ms Anne Savage, Chief Executive Officer, Bicycle Queensland<br><br><b>Date/time:</b> Thursday 25 January 2018, 2.45–3.15pm<br><br><b>Attendees:</b><br>Ms Anne Savage, Chief Executive Officer, Bicycle Queensland<br>Mr Steven Patch, Policy Advisor<br>Mr Dennis Walsh, General Manager (Land Transport Safety)<br>Mr Adam Rogers, Director (Cycling). | <b>Urgent</b><br>Meeting scheduled for 25 January 2018 |
| <b>Minister's comments:</b>   |  |

**Summary**

- This brief provides background information for your meeting with Ms Anne Savage, Chief Executive Officer (CEO), Bicycle Queensland (BQ) on 25 January 2018.

**Details of the Meeting**

- You are meeting with Ms Savage. No other BQ representatives are nominated to attend the meeting.
- The meeting will take place at 2.45pm on 25 January 2018, in your board room at 1 William Street.
- Departmental representatives to attend the meeting with you are Mr Dennis Walsh, General Manager (Land Transport Safety), telephone N/R and Mr Adam Rogers, Director (Cycling), telephone N/R

**Endorsed by:**  
Daniel Johnson  
A/Executive Director  
(Transport Planning  
Projects)  
Tel: 3066 1653  
Date: 19 January 2018

**Endorsed by:**  
Joshua Hannan  
General Manager  
(Transport Strategy and  
Planning)  
Tel: 3066 1400  
Date: 22 January 2018

**Endorsed by:**  
Amanda Yeates  
A/Deputy Director-General  
(Policy, Planning and  
Investment)  
Tel: 3066 7464  
Date: 23 January 2018

**Endorsed by:**  
Neil Scales  
Director-General  
*N Scales*  
Tel: 3066 7316  
Date: 23/1/18

- The primary purpose of the meeting is for Ms Savage to introduce herself as the newly appointed CEO of BQ. Ms Savage was appointed CEO in December 2017, following the retirement of the former CEO, Mr Ben Wilson.
- Ms Savage has provided three agenda items that she wishes to discuss:
  - funding for a social marketing campaign to promote safe streets
  - a funding agreement between the Queensland Government and BQ to insure bike riders
  - additional funding for priority infrastructure.
- Ms Savage has also written a letter to you dated 17 January 2018 (**Attachment 1**) detailing these issues and raising another about law reform around motorists targeting cyclists.

### **Background**

- BQ is Queensland's peak membership body for everyday cyclists with approximately 18,000 paid members. BQ's mission is to get more people cycling more often across Queensland, and it conducts promotion, advocacy and education activities and provides insurance for members in support of that mission.
- BQ also organises Queensland's largest bicycle events such as the Brisbane to the Gold Coast Cycle Challenge, Cycle Queensland, Peaks Challenge Gold Coast, Great Brisbane Bike Ride (including the Coot-tha Challenge) and Queensland Bike Week.

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs

### **Issues and Suggested Approach**

#### Cyclist safety

- In 2017, there were eight bicyclist fatalities – 3.2 per cent of the Queensland road toll, equal to the previous year and one (or 9.1 per cent) less than the previous five year average.
- During the 12 months up until 30 June 2017, there were 376 hospitalised cyclist casualties reported, which was 5.8 per cent of the total reported.
- Queensland Health data suggests there is under-reporting of crashes involving cyclists.
- Cyclists admitted to Queensland public acute care hospitals during 2009–10 to 2016–17 accounted for 4503 episodes of care (856 involving collision with car, pickup truck or van with an average length of stay of 6.76 days).

#### Social marketing campaign

- BQ is seeking \$5 million funding from the Queensland Government to conduct a community-wide social marketing campaign to promote rider safety. The aim is to drive behaviour change, humanise cyclists and promote safe streets. BQ would lead the program under a service agreement with the Queensland Government.
- No further detail of what BQ is proposing has been provided. The proposed \$5 million campaign would significantly exceed that of any similar existing TMR communications initiatives.

Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs



- The issue of cyclist and motorist interactions on the road has generated considerable media interest in recent weeks, sparked by a letter from Ms Savage to the editor of the *Courier Mail* (**Attachment 2**). Subsequent social media posts and comments highlight the extreme views held by some cyclists and motorists. This is a well-known dynamic in social media with TMR's cycling related posts often generating the highest number of comments and requiring significant moderation of the ensuing conversations.
- An internal TMR workshop was held on 16 January 2018 to discuss how best TMR could respond to the current media issues and enhance communication activities in coming months. A summary of the discussion and outcomes of that workshop are detailed in **Attachment 3**.
- In summary, existing communication strategies employed by TMR include:
  - focusing on promoting sharing the road with vulnerable users as a key message, along with a number of other important road safety themes
  - cyclist specific information is promoted through dedicated web resources, including both the QGov and Join the Drive websites. In addition to clarifying the road rules, these websites house fact sheets, quizzes and animations
  - further promotion occurs through the Road Rules Communication Action Plan. The 2018 Action Plan will focus on clarifying and promoting the most commonly misunderstood road rules, with priority given to providing more information on sharing the road safely with vulnerable road users.
- Future enhancements could include:
  - A refined set of key messages for both motorists and cyclists to be used in social media and other communications
  - increased social media activity with new posts to be developed reflecting the key messages and drawing on successful campaigns from interstate
  - enhanced engagement with industry partners in the heavy vehicle and public transport industries, and TMR leading by example through visible key messaging at road works sites, variable messaging systems, on TMR fleet vehicles and so on.
- In addition, the next Safer Roads, Safer Queensland Ministerial Forum will be held on 28 February 2018. It is proposed that the focus of this forum is on vulnerable road users, including bicycle riders. There is a separate briefing being progressed regarding the forum.

#### Insurance for cyclists

- BQ is seeking \$400,000 per annum from the Queensland Government to support uptake of comprehensive insurance coverage for all cyclists and bike riders in Queensland and enable BQ to supply no-cost insurance for all Queensland children.
- BQ currently provides insurance coverage to all members as part of the membership fee (**Attachment 4**). Insurance is underwritten by V-Insurance and offers coverage for public liability, professional indemnity and personal accident up to \$20 million. It includes coverage for members who are held liable for a negligent act that results in personal injury and property damage (excluding bicycles). BQ membership currently costs \$99 per year for an individual or \$139 per year for a household.



- In relation to accidents between cyclists and motor vehicles, the Queensland Compulsory Third Party (CTP) Insurance scheme provides insurance coverage for personal injuries caused by incidents involving at-fault motor vehicles only. There is currently no provision for providing CTP insurance coverage for bicycles, or other non-motor vehicles. The Queensland CTP scheme is regulated by the Motor Accident Insurance Commission (MAIC), any consideration of expanding the current CTP scheme would need to be referred to MAIC.
- Many home and contents insurance policies include 'legal liability' coverage. Legal liability will often cover the insured party against any accident causing injury to someone else, both in the grounds of the insured property and elsewhere in Australia. This may include while riding a bicycle. Legal liability coverage typically ranges from \$10 million to \$20 million, depending on insurer.
- The BQ proposal for a Queensland Government subsidy for insurance for cyclists requires further detail and investigation before formal advice can be provided. At this time, TMR is not aware of any similar Queensland Government insurance subsidy arrangements for other user groups.

Additional funding for cycling infrastructure

- BQ is seeking additional investment of \$50 million over three years from 2018–19 through TMR's Cycling Infrastructure Program (CIP) to accelerate delivery of the highest priority routes on state and local government-controlled sections of the principal cycle network (PCN).
- Current investment through CIP between 2017–18 and 2020–21 is \$241.5 million. This comprises \$182.5 million Queensland Road and Transport Investment Program (QTRIP) funding, \$45 million for Stage E of the Veloway 1 and \$14 million for rail trails. BQ's request would increase this total to \$291.5 million between now and 2020–21.
- From a funding perspective, TMR directs additional funds to CIP as and when there is an identified need and capacity within overall QTRIP allocations. There is currently no ability to allocate an additional \$50 million to CIP within the current QTRIP. An additional allocation of this size would require an approach to the Cabinet Budget Review Committee.
- BQ suggests that the additional funding could be obtained through private sector value capture and other innovative funding models. No further detail is provided by BQ.
- TMR is currently investigating innovative funding models nationally and internationally as an action in the QCAP (Action 1.6). This work is being supported by Associate Professor Matthew Burke at Griffith University's Cities Research Unit and a final report is expected mid-2018.
- From a delivery perspective, it is probable that the expenditure of an additional \$50 million over three years could be accommodated on a combination of TMR capital works and local government grant projects, but this needs further investigation and verification.



- Importantly, the majority of the PCN is on local government controlled roads and additional allocations to the local government grants program will rely on the ability of local governments to match state funding contributions. Projects also need to meet TMR requirements in terms of network priority, design standards and so on. BQ could consider approaching local governments directly about increasing cycling investment and infrastructure standards at the local government level.

#### Law reform

- BQ is seeking law reform to create specific provisions and penalties under existing legislation to prosecute drivers whose driving endangers or harms cyclists, along with well-defined protocols for enforcement.
- TMR believes that the current penalty regime is sufficient for dealing with motorists who endanger or harm cyclists. There are a range of offences available to police where a motorist endangers a cyclist:
  - failing to leave a one metre/1.5 metre distance when passing a bicycle – three demerit points and \$378 infringement notice. The maximum penalty is \$5046
  - driving without due care and attention (Careless driving) – the current maximum penalty is \$5046 or six months imprisonment. The penalty also includes three demerit points. Amendments are being progressed to significantly increase the maximum penalty where the offence results in death or grievous bodily harm. A minimum licence disqualification period for an offence resulting in death or grievous bodily harm will also be introduced
  - dangerous driving – a person who operates or interferes with the operation of a vehicle dangerously is liable to a maximum penalty of \$25,230 or three years imprisonment. If the offence causes the death or grievous bodily harm of a person then the person commits a crime under the Criminal Code. The maximum penalty for this is 10 years imprisonment and a minimum six month licence disqualification. If they were adversely affected by an intoxicating substance or excessively speeding at the time, the maximum imprisonment term is 14 years. An amendment is being progressed to significantly increase the minimum licence disqualification for a dangerous driving offence that results in death or grievous bodily harm.
- Other criminal offences including threatening violence, assault, manslaughter or murder, depending on the facts and circumstances.

#### Other issues that may arise in discussions

- The Transport Regulation Branch is consulting with BQ about changes to the definition of 'power-assisted bicycles'. The key issues are:
  - a number of businesses on the Gold Coast are hiring illegal electric motorised devices that purport to be power-assisted bicycles. Despite being fitted with pedals, many of these devices are capable of travelling at speeds of up to 40 kilometres per hour, completely under motorised power
  - the Queensland Police Service (QPS) has advised the current definition of power-assisted bicycles makes it difficult to enforce. The proposed amendments are not a change of policy, but simply a clarification of the existing policy that will support QPS enforcement at the roadside in determining whether a device is, or is not, a power-assisted bicycle
  - it is important to support the continued use of legitimate power-assisted bicycles, and for them to be allowed to use the same infrastructure as standard bicycles. If the electric motor is the primary source of power, the device cannot be ridden on roads or paths



- BQ was recently sent an email seeking its views on the proposed changes. TMR is keen to engage with BQ as a key stakeholder.

#### **Financial Implications**

- The funding request from BQ total \$56.2 million over three years:
  - \$5 million for the social marketing campaign
  - \$400,000 per annum (ongoing) to subsidise cyclist insurance
  - \$50 million additional allocation to CIP.

#### **Consultation with Stakeholders**

- No consultation was undertaken.

#### **Employment**

- The proposals, if enacted, would support employment at BQ and on cycling infrastructure projects statewide.

#### **Election Commitments**

- This matter does not directly relate to an election commitment.

Pages 225 through 226 redacted for the following reasons:

-----  
Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs



09 Jan 2018  
Courier Mail, Brisbane

Author: Daniel Knowles • Section: General News • Article Type: News Item  
Classification: Capital City Daily • Audience : 135,007 • Page: 1  
Printed size: 1846.00cm<sup>2</sup> • Market: QLD • Country: Australia • ASR: AUD 32,421  
words: 699 • Item ID: 896420331

isentia.mediaportal

Licensed by Copyright Agency. You may only copy or communicate this work with a licence.



Page 1 of 5

back



Picture: AAP/Steve Pohlner

# GIVE US A BRAKE

DANIEL KNOWLES

QUEENSLAND'S cycling boss has demanded motorists stop "hating on" riders and show some "respect" in a bid to end the bitter war on our roads.

In a blunt message to drivers, Anne Savage, CEO of Bicycle Queensland (pictured) said "terrified" cyclists were too scared to ride on the streets and should be treated as "equals". "When you honk, shout, and hurl profanities, we get hurt," she said. **REPORT P4-5**





back

**BRAKING  
POINT**

**'Drivers, I have a message. Ordinary Queensland bike riders, our mums and dads and kids, are terrified of you'**

# TIME TO END OUR CYCLE OF FEAR

## **EXCLUSIVE DANIEL KNOWLES**

QUEENSLAND'S peak bicycle body has launched an unprecedented broadside at motorists, saying that cyclists are "terrified" of drivers.

The state's roads have become a worsening war zone between cyclists and drivers – claiming lives, destroying families and costing the economy \$150 million a year – Bicycle Queensland chief executive Anne Savage said.

In a blunt message to motorists, Ms Savage said it

was time for drivers to start behaving, after eight cyclists were among the 248 people killed on the roads last year.

As roads fill with commuter traffic after the summer break and Lycra-clad warriors try to pedal off festive excess, Ms Savage said cyclists had a right to be on the streets.

"Drivers, I have a message for you. Ordinary Queensland bike riders – our mums and dads and kids – are terrified of

you," she said.

While Ms Savage admitted cyclists "also have responsibility for their behaviour", she said drivers' attitudes made some too scared to ride.

"When you honk, shout, and hurl profanities, we get hurt," she said.

"We have a right to be on the road, and we ask you to respect that right.

"At least one in five Queenslanders say the main barrier to bike riding is fear of

traffic. All road users were created equal – all of us contribute to the cost of transport infrastructure, as taxpayers.

"Your car rego mostly goes into paying for administration of the registration system, and what remains goes into general revenue, possibly to be used in repairing roads that are damaged by motor vehicle use.

"Between January and December last year, there



09 Jan 2018

Courier Mail, Brisbane

Author: Daniel Knowles • Section: General News • Article Type: News Item  
Classification: Capital City Daily • Audience : 135,007 • Page: 1  
Printed size: 1846.00cm<sup>2</sup> • Market: QLD • Country: Australia • ASR: AUD 32,421  
words: 699 • Item ID: 896420331

 isentia.mediaportal

Licensed by Copyright Agency. You may only copy or communicate this work with a licence.



Page 3 of 5

  
back

were 240 fatalities caused by road crashes in Queensland – eight of these were cyclists and all 240 deaths were tragedies,” Ms Savage said.

“In relation to cycling, serious injury crashes have been increasing by 8 per cent every year, costing the economy about \$150 million annually and leaving hundreds of cyclists severely traumatised by the experience.

“On behalf of Queensland cyclists, I’d like to call for an end to hostilities between bike riders and car drivers on Queensland roads.”

Ms Savage said Bicycle Queensland’s own insurance scheme showed a huge spike in claims in the past three years, mainly for loss of income after accidents on roads where cyclists were forced to share the same space as cars and other vehicles.

She said some drivers were actively targeting cyclists, try-

ing to spook them by shouting out as they went past.

“Spooking an inexperienced bike rider can cause a serious accident,” Ms Savage said.

The RACQ’s Steve Spalding said most drivers did the right thing by cyclists.

“The message is no different to any other road user – we have to coexist on the network,” he said. “If you don’t coexist, you get chaos, aggro on the road.

“Motorist or cyclist, they are a fellow human being. Why would you want to put that person’s safety at risk?”

Queensland Trucking Association chief executive officer Gary Mahon said his members were working hard to avoid injury or harm to

anyone on the road, but cyclists had to take responsibility as well. “They need to abide by the road rules like everyone else,” he said.

Mr Mahon said truck own-

ers were putting in extra cameras to check for cyclists sneaking up the inside of their rigs where they cannot be seen, but urged riders to weigh up the risks of getting too close or cutting inside.

**EDITORIAL P20**



09 Jan 2018  
Courier Mail, Brisbane

Author: Daniel Knowles • Section: General News • Article Type: News Item  
Classification: Capital City Daily • Audience : 135,007 • Page: 1  
Printed size: 1846.00cm<sup>2</sup> • Market: QLD • Country: Australia • ASR: AUD 32,421  
words: 699 • Item ID: 896420331

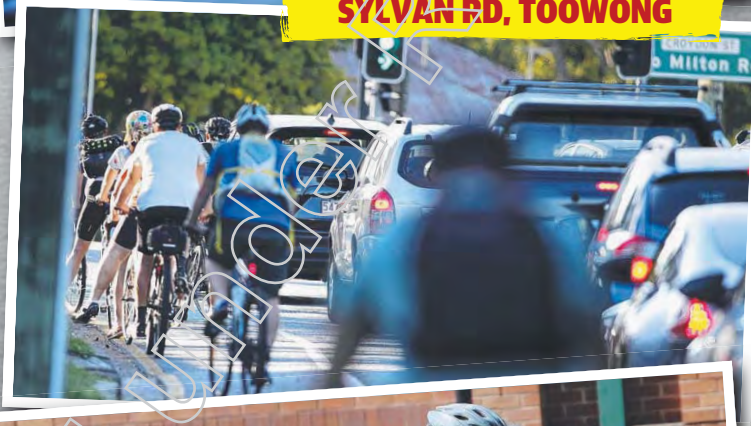
isentia.mediaportal

Licensed by Copyright Agency. You may only copy or communicate this work with a licence.



Page 4 of 5

back







09 Jan 2018

Courier Mail, Brisbane

Author: Daniel Knowles • Section: General News • Article Type: News Item

Classification: Capital City Daily • Audience : 135,007 • Page: 1

Printed size: 1846.00cm<sup>2</sup> • Market: QLD • Country: Australia • ASR: AUD 32,421

words: 699 • Item ID: 896420331

isentia.mediaportal

Licensed by Copyright Agency. You may only copy or communicate this work with a licence.



Page 5 of 5

back

**DRAMATIC NEAR-MISSES, SEE THE VIDEO**  
**PLUS HAVE YOUR SAY**  
**COURIERMAIL.COM.AU**

Your **average car** weighs over **1000kg**, our **average bike** weighs **just 15**. You travel on suburban streets at about 50 km/h, we ride at about 15.

**When you honk, shout, and hurl profanities, we get hurt.** We have **a right** to be on the road, and we ask you to **respect that right ...**

If we **slow down, share** the road, and show each other **some respect**, Queensland families would **not have to endure** the **heartbreaking agony** of a phone call.

**SEE THE FULL LETTER P22**

ENOUGH:  
Bicycle Qld  
CEO Anne  
Savage wants  
a sharing,  
caring feeling  
on the roads.  
Picture:  
AAP/Steve  
Pohlner



## YOUR LETTERS

### Hating on bike riders isn't okay

ON BEHALF of Queensland cyclists, I'd like to call for an end to hostilities between bike riders and car drivers on Queensland roads.

Drivers, I have a message for you. Ordinary Queensland bike riders – our mums and dads and kids – are terrified of you.

At least one in five Queenslanders say the main barrier to bike riding is fear of traffic.

Your average car weighs over 1000 kilograms, our average bike weighs just 15.

You travel on suburban streets at about 50 kilometres an hour, we ride at about 15 kilometres per hour.

When you honk, shout, and hurl profanities, we get hurt. We have a right to be on the road, and we ask you to respect that right.

When I talk to Queenslanders about riding to work or the shops, to get healthy and reduce our environmental footprint, many of them say they would, but for fear of cars and the attitude of some drivers.

Between January and December last year, there were 240 fatalities caused by road crashes in Queensland – eight of these were cyclists and all 240 deaths were tragedies.

In relation to cycling, serious injury crashes have been increasing by eight per cent every year, costing the economy about \$150 million annually and leaving hundreds of cyclists severely traumatised by the experience.

Speed is almost always a factor, although most people

underestimate its significance.

Cyclists also have responsibility for their behaviour on the road – obeying the law and riding safely. There is little doubt that many beginners would benefit from basic safety training.

Indeed, Queensland roads would be much safer to drive on if all of us felt more compelled to demonstrate mutual courtesy.

Just consider, for a moment, the possibility that a shift in paradigm could help to save the lives of our loved ones and end the tragic death toll of road crashes.

Just consider, for a moment, that if we slow down, share the road, and show each other some respect, Queensland families would not have to endure the heartbreaking agony of a phone call from the police informing them their loved one is lying in an Intensive Care Unit on life support, following an accident.

All road users were created equal – all of us contribute to the cost of transport infrastructure, as taxpayers. Your car rego mostly goes into paying for administration of the registration system, and what remains goes into general revenue, possibly to be used in repairing roads that are damaged by motor vehicle use.

Make no mistake – bike riding offers a solution to Queensland's current and future traffic gridlock, offering great hope for our collective health and wellbeing.

In fact, the 2017 National Cycling Participation Survey indicated a resounding majority of Queenslanders want to see stronger investment in bikeways

(67%), and better

connections between bike paths and schools, shops, pools, and parks.

And 59 per cent of Queenslanders also called for more on-road bike lanes.

The evidence is clear, Queenslanders want to get on their bikes.

I beg you, please, to give us some space and show us some love. Hating on bike riders isn't okay.

— Anne Savage,  
CEO, Bicycle Queensland



09 Jan 2018

Townsville Bulletin, Townsville QLD

Section: General News • Article Type: News Item • Classification: Regional  
Audience : 16,484 • Page: 5 • Printed size: 31.00cm<sup>2</sup> • Market: QLD • Country: Australia  
ASR: AUD 188 • words: 63 • Item ID: 896495709

 isentia mediaportal

Licensed by Copyright Agency. You may only copy or communicate this work with a licence.



Page 1 of 1

 back

## Cyclists 'terrified' of vehicles

QUEENSLAND'S peak bicycle body has launched an unprecedented broadside at motorists, saying that cyclists are "terrified" of cars.

The state's roads have become a worsening war zone between cyclists and drivers, Bicycle Queensland chief executive Anne Savage said.

She said it was time for drivers to start behaving after eight cyclists were among the 248 people killed on the roads last year.

Released under RTI - DPMR



## **Workshop Outcomes**

### **Additional / enhanced 'Sharing the road' communication activities**

#### **Summary**

- Feedback and media reporting suggests that bicycle riders and drivers have an antagonistic relationship, which leads to both unsafe road behaviours and community concern.
- The Department of Transport and Main Roads (TMR) has amended and promoted the road rules to support safe interactions between riders and drivers. Awareness of the rules is high, however acceptance from drivers is low.
- TMR intends to consult with key stakeholders to develop an enhanced communication strategy aimed at educating and changing the negative perceptions of each user group. This will be achieved through leveraging existing resources, social media activity and working with road safety partners to promote positive messages.

#### **Background**

- In 2014, road rules were introduced which require motorists to provide cyclists a minimum passing distance of one metre where the speed limit is 60 kilometres per hour or less, or one and a half metres where the speed limit is more than 60 kilometres per hour (minimum passing distance rules).
- To assist drivers in complying with the minimum passing distance rules, amendments were made to allow motorists to cross continuous centre lines (including double lines), straddle lane lines or drive on painted islands when passing cyclists, provided it is safe to do so.
- The changes were designed to help improve interactions between motorists and cyclists on Queensland roads and increase cyclist safety.
- A CARRS-Q evaluation of the rule changes from survey responses obtained in late 2015 found very high awareness of the rules with only 1.5 per cent of bicycle riders and 5.2 per cent of drivers stating they were unaware.
- The same evaluation also identified that there was a lack of support for the minimum passing distance rule from motorists, with approximately 47.5 per cent of drivers surveyed disagreeing with the changes.

#### **Issues and Suggested Approach**

##### Issues

- There has been some emotive media reporting in early 2018 focusing on the interaction between cyclists (as one vulnerable road user group) and drivers.
- Existing social media interactions on both the TMR and Join the Drive (JTD) Facebook pages, as well as interactions with TMR's industry partners, highlight select animosity between select members of the cycling and motorist communities.
- The recent promotion of Bicycle Queensland's (BQ) 'Ride White' campaign was intended to highlight the vulnerability of bicycle riders and encourage courtesy between riders and motorists. However, this message was met with vitriol from many motorists who are opposed to cycling. The key sentiment expressed relates to their frustration at having to share the road with cyclists who do not pay registration.

- Existing communication strategies employed by TMR include:
  - Focusing on promoting sharing the road with vulnerable users as a key message, along with a number of other important road safety themes.
  - Cyclist specific information is promoted through dedicated web resources, including both the QGov and JTD sites. In addition to clarifying the road rules, these websites house fact sheets, quizzes and animations.
  - Further promotion occurs through the Road Rules Communication Action Plan. The 2018 Action Plan will focus on clarifying and promoting the most commonly misunderstood road rules, with priority given to providing more information on sharing the road safely with vulnerable road users.
- An internal workshop was held on 16 January 2018, to explore opportunities of additional and enhanced communication on sharing the road, building on earlier activities from the 'Stay Wider the Rider' program. Representatives from Land transport and Safety (LT&S), TransLink, RoadTek, Corporate Governance (Social Media Unit) and Transport Regulation Branch were in attendance.
- Internal stakeholders agreed that:
  - There is an historic antagonistic relationship between cyclists and motorists and this continues to pose an issue to road safety.
  - The preferred solution to address this animosity was to ensure any additional communications activity is balanced in focus, in that it is seen as not emphasising or favouring the driver or rider over the other.
  - There is value in messaging which demonstrates how both groups can better share the road together, in addition to what actions individuals from the driver or rider groups can specifically do when undertaking that activity.

#### Suggested approach

- TMR has existing 'Stay wider of the rider' resources that were developed to support the introduction of the minimum passing distance rule. These include animations, fact sheets and dedicated websites. An opportunity exists to better promote and build on these resources.
- The Community Road Safety Team in LT&S have provided some Key Messages for social media:
  - Specific messages for 'cyclists' include:
    - Responsible, safe cycling means following the road rules.
    - Reinforce rules that are misunderstood and/or not followed by riders.
  - Specific messages for 'drivers' include:
    - Give cyclists the space they need and remember to check for cyclists.
    - Riders are very vulnerable in a crash. They could be someone you know and love.
    - Observe the minimum passing distance rules, and be aware of cyclists when opening your car door.
  - Messages for 'both parties' include:
    - We all need to respect and understand other road users to stay safe.
    - Motorists and cyclists can share the road safely with each other.
    - Most people are doing the right thing.
    - It is in everyone's interests to follow the rules and stay safe (including cyclists).

- In terms of tactics, the overall suggestion is to increase social media activity on the TMR and JTD social media channels about this issue. There are many posts regularly used on Join the Drive which can be posted once again and expanded upon. Channels would include Facebook, Twitter, Snapchat and Instagram. Priority has recently been given to prioritising Road Rules Action Plan social media around sharing the road.
- TMR's social media channels have demonstrated significant growth with a reach now in excess of 2.75 million on TMR's Facebook page. Facebook presents an ideal opportunity to better educate the community on the rules and rights of all road users.
- New posts can also be developed linking to South Australia's, *Be Safe, Be Seen* cycling road safety campaign from 2013 featuring Ms Anna Meares. TMR website information for riders can also be expanded and updated with links to this material.
- Additional tactics include placement of messaging on our on-road variable message signs, looking for community promotional opportunities (local shows, existing government sponsored events).
- TMR can work smarter by additional engagement with our industry partners to help get the intended message out to the community. Partners identified include BQ, RACQ, Queensland Trucking Association (QTA), Queensland Police Service (QPS) and even potentially Queensland Health.
- RoadTek are supportive of distributing key messaging to its on-road workforce and worksites (distributing simple collateral, such as stickers for vehicles and tool box talks across the workforce etc.), so that TMR can be seen to lead by example. TransLink will distribute key messaging and materials through its contract managers to the wider TransLink network (such as bus and taxi drivers).
- This messaging can be incorporated on existing notices to both internal TMR staff and external customers. We can also explore promotional opportunities at government events, as well as seeking direct event sponsorship of cycling community events.
- While some of these activities have already commenced, it is proposed to develop a more comprehensive sharing the road communication action plan, incorporating the above themes and ensuring as far as possible that TMR leverages off existing resourcing and industry partner relationships.
- LT&S is currently preparing for a Safer Road, Safer Queensland Ministerial Forum to be held on 28 February 2018. It is proposed that the focus of this stakeholder engagement is on Vulnerable Road Users, including bicycle riders. There is a separate briefing being progressed regarding this Forum.

### **Financial Implications**

- Costs will be met from within existing budget allocations.

### **Consultation with Stakeholders**

- It is intended that BQ, RACQ, QTA, QPS, QFleet, TransUrban, local councils and Queensland Health will be engaged in the development of the communication strategy and in regard to actions sought from these organisations to deliver some of the strategies objectives.



# SUMMARY OF INSURANCE FOR BICYCLE QUEENSLAND

## MEMBER INSURANCE PROGRAM 2017/2018



### INTRODUCTION

V-Insurance is the insurance broker for Bicycle Queensland (BQ) and has worked closely with BQ to design this insurance program for members. This insurance cover applies when members are riding their bike on a 24/7 basis, including commuting to work, on a training ride or participating in an organised cycling event (excluding a race), and travel to and from these activities. This brochure is a summary of the cover only. If additional cover is required to this standard cover please contact V Insurance Group for an individual quotation.

### WHO IS INSURED?

This program covers Bicycle Queensland, including all members, temporary members (for events only), accredited coaches, race directors, accredited officials, directors, executives and volunteers of Bicycle Queensland.

### WHAT IS COVERED?

This program incorporates three covers;

- Public Liability
- Professional Indemnity
- Personal Accident

### WHAT IS NOT COVERED?

- Bicycles and associated equipment
- Personal Property

### Public and Products Liability Insurance

#### SCOPE OF COVER

This policy provides protection for insured entities and members that are held liable for a negligent act that results in property damage or bodily injury anywhere in the World. Individual members are covered for any cycling activities 24 hours a day, 7 days a week.

#### LIMIT OF LIABILITY

The cover provided is up to a maximum of \$20,000,000.

#### EXCESS

There is a \$1,000 policy excess payable for bodily injury and or property damage claims.

The payment of the excess is the responsibility of the defending party and will not be paid by Bicycle Queensland unless otherwise agreed.

### Professional Indemnity Insurance

#### SCOPE OF COVER

Provides indemnity to a ride leader or official if they are held liable for an error or incorrect advice which results in injury or property damage to a third party.

#### LIMIT OF LIABILITY

The cover provided is up to a maximum of \$5,000,000.

### EXCESS

There is a \$1,000 policy excess payable for bodily injury and or property damage claims.

### Personal Accident Insurance

#### SCOPE OF COVER

The scope of cover for the BQ personal accident policy is as follows; For registered members, benefits are applicable to injury occurring during any and all bike riding activities 24 hours a day, 7 days a week, unless an Insured Person(s) is competing in a race.

This section provides cover for members aged between 2 and 100 years of age. The policy produces worldwide coverage.

### BENEFITS

The main benefits under the Personal Accident policy are as listed below:

#### 1) DEATH & PERMANENT INJURIES

A lump sum benefit is payable in the event of death or a Permanent Disability. The scale of benefits is defined in the policy. The death benefit for members is \$50,000 and \$75,000 for volunteers (other than anyone under 18 and over 65 years old \$20,000 maximum). The paraplegia and quadriplegia benefit is \$100,000.

#### 2) NON-MEDICARE MEDICAL EXPENSES

This covers insured persons for NON-MEDICARE medical expenses. The policy is for reimbursement only. That is, the member must pay the account and then claim reimbursement under this insurance cover.

Note: Only NON-MEDICARE items are claimable (i.e. the "Medicare gap" is not claimable due to government legislation). The most common "Non-Medicare" expenses include:

- Private Hospital Bed & Theatre Fees
- Ambulance
- Physiotherapy
- Dental
- Chiropractic
- Osteopathy

Medical expenses that are covered by Medicare (i.e. not covered by this sports injury policy) include:

- Doctor's Fees
- Anaesthetist's Fees
- Surgeon's Fees
- X-rays

CONTINUED OVERLEAF ➤



Call 1300 945 547 or +61 2 8599 8660 for 24 hour assistance Fax +61 2 8599 8661

Address Level 28, Angel Place 123 Pitt Street, Sydney NSW 2000

Email [sports@vinsurancegroup.com](mailto:sports@vinsurancegroup.com)

[www.vinsurancegroup.com](http://www.vinsurancegroup.com) | [www.vinsurancegroup.com/bicyclequeensland](http://www.vinsurancegroup.com/bicyclequeensland)



**V-INSURANCE  
GROUP**

CORPORATE AUTHORISED REPRESENTATIVE OF WILLIS

## BENEFIT

Reimbursement up to 85% of Non-Medicare medical costs, to a maximum of \$7,500 per injury.

## EXCESS

\$100 excess applies to each injury. \$Nil excess applies if the member has cover under a Private Health Fund.

## CONDITIONS

- (i) If a member belongs to a private health fund, they must claim from that fund first.
- (ii) Non-Medicare medical costs are only reimbursed by this policy if incurred within 52 weeks from the date of injury.

## 3) LOSS OF INCOME

This benefit provides cover for insured persons who are disabled from an injury relating to events covered and are unable to work.

## BENEFIT

85% of your income up to a maximum of \$800 per week.

## EXCESS

There is no benefit claimable for the first 21 days that you are away from work as a result of injury.

## BENEFIT PERIOD

104 weeks from the date of injury.

## 4) STUDENT HELP WEEKLY BENEFIT

Reimburses 100% of actual costs up to a maximum of \$200 per week for costs actually incurred for tutoring to assist the full time student. This benefit is increased to \$500 per week for volunteers.

## EXCESS

7 days.

## BENEFIT PERIOD

52 weeks from the date of injury.

## OTHER BENEFITS INCLUDED BUT NOT LISTED ABOVE ARE:

- Domestic home help-non income earners
- Parents Inconvenience Benefit
- Rehabilitation Benefit
- Bed Care Benefit
- Funeral Expenses
- Out of Pocket Expenses
- Travel Expenses & Accommodation
- Chauffeur Plan
- Counselling Benefit
- Overseas Medical / Repatriation Expenses
- Broken Bones

Further details relating to the above benefits as well as the policy conditions are contained in the Pen Underwriting Personal Accident Product Disclosure Statement & Policy Wording.

## HOW TO MAKE A CLAIM?

### PERSONAL ACCIDENT

- A claim form will need to be completed and submitted as soon as possible, you can obtain a copy of the claim form from the BQ Insurance webpages;  
[www.vinsurancegroup.com/bicyclequeensland](http://www.vinsurancegroup.com/bicyclequeensland)
- Once you have completed your claim form send to the BQ Personal Accident claims handler, Gallagher Bassett Services, along with all original receipts (unless retained by your health fund). Gallagher Bassett Services will process your claim and arrange payment to you.

### PROFESSIONAL INDEMNITY & PUBLIC AND PRODUCTS LIABILITY

In the event of a liability claim, do not admit liability under any circumstances. Contact V-Insurance Group immediately to notify any incidents on ph: 1300 945 547.

## ENQUIRIES

Should you have any enquiries about this insurance policy or require any assistance please contact the broker V-Insurance Group.

**Ph:** (02) 8599 8660 or local call costs in Australia 1300 945 547

**Fax:** (02) 8599 8661 **e:** [sports@vinsurancegroup.com](mailto:sports@vinsurancegroup.com)

Complete details of the insurance program can be viewed on the weblink [www.vinsurancegroup.com/bicyclequeensland](http://www.vinsurancegroup.com/bicyclequeensland)



## IMPORTANT NOTES

- 1) This summary of cover provides factual information about the Bicycle Queensland Insurance Program.
- 2) This information is only a summary of the cover provided. The policies with full conditions are available by contacting Bicycle Queensland or going to [www.vinsurancegroup.com/bicyclequeensland](http://www.vinsurancegroup.com/bicyclequeensland)
- 3) This insurance program commenced on 31 January 2017 and expires on 31 January 2018.
- 4) V Insurance Group has arranged this insurance program to provide benefits to those registered members of Bicycle Queensland who, through injury or accident, incur financial loss and who would otherwise not have received assistance. The program seeks to provide benefits to those most exposed and to maintain protection at the lowest possible cost to membership. It therefore cannot provide 100% cover or a benefit for every loss that occurs. Federal Government Legislation prevents insurance companies from paying any insurance benefit for a medical service that is covered by Medicare. This legislation also applies to the Medicare gap. In addition to these policies all members are encouraged to take out Private Health and Income Protection Insurance.
- 5) Bicycle Queensland is not and does not represent itself as licensed insurance brokers by endorsing the products outlined in this brochure.
- 6) The insurer for the Public Liability & Professional Indemnity Program is ATC Insurance Solutions Pty Ltd for and on behalf of Certain Underwriter's at Lloyd's of London. The insurer for the Personal Accident Program is Pen Underwriting on behalf of Certain Underwriters at Lloyd's of London

V-Insurance Group Pty Ltd, Corporate Authorised Representative of Willis  
ABN: 67 160 126 509 ARN: 432898 AFSL: 240600



**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20714**

**To:** Minister for Transport and Main Roads

|   |                      |
|---|----------------------|
| <p><b>SUBJECT:</b></p> <p><b>Meeting details:</b> Ministerial meeting with Queensland Bus Industry Council (QBIC) representatives to discuss proposed agenda items.</p> <p><b>Date/time:</b> 2.00pm, Thursday 25 January 2018</p> <p><b>Attendees:</b><br/>         Mr Rolf Mitchell – (QBIC Committee President)<br/>         Mr Graham Davis – (QBIC Chair Commercial Contracts Committee)<br/>         Mr David Tape – (QBIC Executive Director)<br/>         Mr Wayne Patch – (Chairman Bus Industry Confederation of Australia)<br/>         Mr Martin Bradshaw – (General Manager Passenger Transport Services)<br/>         Mr Peter Milward – (General Manager Passenger Transport Integration)</p> | <p><b>Urgent</b></p> |
| <p><b>Minister's comments:</b></p>  |                      |

**Summary**

- You are meeting with representatives from QBIC on 25 January 2018 to discuss issues facing the bus industry.
- Agenda items include:
  - school Code of Conduct
  - catering for growth in School Contract areas
  - carriage of adults policy on Kilometric STAS services
  - Students with Disability (SWD) Contracts and vehicle funding arrangements

**Action Officer:**

Anjuna Singh  
 Executive Director, PT  
 Contracts  
 Tel: (07) 3338 4211  
 Date: 23/01/2018

**Endorsed by:**

Martin Bradshaw  
 General Manager, Passenger  
 Transport Services  
 Tel: (07) 3338 4665  
 Date: 23/01/2018

**Endorsed by: DDG**

Matthew Longland  
 Deputy Director-General  
 TransLink Division  
 Tel: (07) 3066 7320  
 Date: 24/01/2018

**Endorsed by: DG**

Neil Scales  
 Director-General  
 Tel: 3086 7316  
 Date: 24/01/18



- school Contract payments
- qconnect Third Generation (3G) Contract indexation
- qconnect Third Generation (3G) Contract renewal
- two axle bus mass increase
- wage parity for bus drivers (confidential).

#### **Details of the Meeting**

- You are meeting with QBIC representatives Mr Rolf Mitchell, Mr Graham Davis, Mr David Tape and Mr Wayne Patch.
- The meeting will take place at 2.00pm on 25 January 2018 in Minister's boardroom, Level 35, 1WS.
- Part Refuse Sch.4 Part 4 s.7(1)(c) Business/commercial/professional/financial affairs
- The Department of Transport and Main Roads' (TMR) representatives attending the meeting with you are Mr Martin Bradshaw, General Manager Passenger Transport Services, 3338 4665 and Mr Peter Milward, General Manager Passenger Transport Integration, 3338 4026.
- A TransLink/QBIC partnership meeting is also scheduled for 6 February 2018 with the quarterly strategic forum scheduled for 12 February 2018. Both these forums will be used to discuss many of these agenda items.

#### **Agenda Items**

##### School Code of Conduct

##### **Background**

- Code of Conduct for School Students Travelling on Buses (the Code) – the purpose of the Code is to provide guidelines for those involved in the safe travel of school students on buses.
- The Code applies to all primary, middle and secondary school students in Queensland who use buses either to travel to and from school or for other school-related activities, for example, school sports, excursions and camps.
- The effectiveness of the Code depends on successful partnerships between all parties including the school, parents, students, operators and drivers. Ongoing collaboration is critical to reinforce messages about acceptable standards of conduct on the bus.

##### **Issues and Suggested Approach**

- QBIC has raised concerns about the level of disregard from school children with respect to the Code and the difficulties operators face when a child is suspended from a bus service that forms only one part of their overall journey to and from school.
- TMR held a workshop with key QBIC members on 21 August 2017 and agreed that TMR and QBIC would work together in collaboration to develop guiding principles for child safety at bus stops that may provide greater clarity for drivers and operators when dealing with these matters. This work has progressed and TMR intends to organise a meeting with QBIC in early February 2018 to further workshop the guiding principles as agreed.

### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- Consultation with QBIC regarding the Code of Conduct was conducted on 21 August 2017. Further consultation with QBIC is scheduled for early February 2018.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

### Catering for growth in School Contract areas

#### **Background**

- The purpose of the School Bus Upgrade Scheme (SchoolBUS) program is to provide capital funding for the purchase of replacement buses to provide services to students eligible for government support under the School Transport Assistance Scheme (STAS). The funding provided under this program includes some allowance for future growth in the STAS cohort, however, does not extend beyond that.
- Under the Fares-Based Prescribed School Service contract operators are required to provide services to STAS eligible students and does not require provision of services to cash paying passengers. Operators make a commercial decision to carry these and other passengers in the interests of maximising business viability.

#### **Issues and Suggested Approach**

- TMR does not currently provide any funding to operators for growth in services as a result of an increase in passengers paying cash fares due to population growth or other factors.
- The Gold Coast Directorate within TMR received correspondence from Logan Coaches requesting consideration of capital funding to purchase additional buses for school services in the Logan/Beaudesert areas as a result of population growth.
- TMR advised that the current policy does not allow for the provision of funding beyond growth in the STAS cohort and has requested Logan Coaches provide student and school data to inform a detailed analysis. Logan Coaches provided this data in mid-January 2018.
- This data is currently under analysis to determine if Logan Coaches has a case for additional funding for additional buses to service school students in the Logan/Beaudesert area.
- Dependent on findings, TMR may consider amending the SchoolBUS Upgrade Scheme policy to allow for additional funding to be provided in these circumstances. It is noted that this would constitute a significant policy change that would require a decision of government and the provision of additional funding.

#### **Financial Implications**

- Additional funding may be required should the existing policy position change.

#### **Consultation with Stakeholders**

- Logan Coaches has been consulted and has provided data for TransLinks review.

#### **Employment**

- There are no employment impacts associated with this matter.



## **Election Commitments**

- This matter does not relate to an election commitment.

## **Carriage of adult's policy on Kilometric STAS services**

### **Background**

- The STAS policy allows operators to transport fare paying passengers and students who do not qualify for STAS where there is capacity on the kilometre-based contracted service. This has been in place for some time and is also a provision of the prescribed school service contracts. This provides operators with the ability to maximise their business profits to ensure viability.

### **Issues and Suggested Approach**

- QBIC has raised concerns that allowing operators to take non STAS passengers creates branding and reputational damage as the public view these as services only for school children. Currently, school buses are exempt from complying with the Disability Standards for Accessible Public Transport (DSAPT) and QBIC has also raised concerns that because operators are allowed to take fare paying passengers on school buses – the exemption may no longer apply. Additional concerns raised by QBIC on this issue relate to the bus having the incorrect class of Compulsory Third Party Insurance (as it is no longer a school bus) and that because the service may no longer be a school service, the drivers award rate may be impacted.
- TMR is unaware of any complaints from either the public or bus operators regarding this issue and has requested QBIC provide data to support these concerns and determine the extent of this issue across the state. Specifically, TMR has requested data that reflects how often adults are being transported on dedicated school transport services and where those services are operating.
- It should be noted that kilometre-based prescribed school services operate on a contracted route and do not deviate from that route unless authorised by TMR. Adults are able to board these services if there is available capacity and pay a fare however, the route taken cannot be altered to accommodate.

### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- Consultation with QBIC is ongoing.

### **Employment**

- There are no employment impacts associated with this matter.

## **Election Commitments**

- This matter does not relate to an election commitment.

## **Students with Disability (SWD) Contracts and vehicle funding arrangements**

### **Background**

- The National Disability Insurance Scheme (NDIS) will fully transition in Queensland on 30 June 2019. In August 2016 an in-kind agreement was reached between the National Disability Insurance Agency (NDIA) and the Queensland Government that current Students with Disability (SWD) arrangements will continue until 31 December 2019. Existing legislative and contractual frameworks for SWD operators will continue under the in-kind arrangements until 31 December 2019.
- TMR's focus is to continue to advocate for resolution of the transition arrangements beyond 31 December 2019 through Commonwealth working groups and forums.



## Issues and Suggested Approach

- Capital funding for contracted SWD operators has been available to purchase buses through the SchoolBUS since the implementation of the Queensland School Bus Strategy in July 2009. TMR ceased providing bus capital funding to SWD operators through SchoolBUS at the end of the 2015–16 financial year due to the state's financial liability exceeding transition to the NDIS.
- A number of SWD contracts and agreements extend beyond the NDIS transition on 31 December 2019 and QBIC is seeking TMR's position as to whether TMR will honour the payments for the full term of those contracts and agreements.
- The cost to honour those payments is estimated to be [redacted] and has been forecasted as a contingent liability in the STAS budget. This amount represents the total amount owing to operators under their current SchoolBUS agreements and SWD contracts.
- TMR is currently considering options to address this issue. It should be noted that the continuation of funding beyond transition to the NDIS would require a decision of government and additional funding.

## Financial Implications

- It is estimated that transitional payments will cost TMR around [redacted]

## Consultation with Stakeholders

- Consultation with QBIC is ongoing.

## Employment

- There are no employment impacts associated with this matter.

## Election Commitments

- This matter does not relate to an election commitment.

## School Contract payments

## Background

- In September 2017 QBIC and the Queensland School Bus Alliance (QSBA) did raise concerns over the timing of the payment adjustments to the STAS payment rates resulting in an impact to the operator's cash flow.
- The timing of the payment rates is a long standing methodology within the STAS Contracts and has been negotiated and agreed to by both industry associations. Of particular concern is the delay between the Commonwealth Industrial Award changes in late June taking take effect from 1 July each year and the STAS payment rates not being adjusted until October.

## Issues and Suggested Approach

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

## Financial Implications

- Financial implications are yet to be quantified and require further investigation to actually determine the exact implications.

## Consultation with Stakeholders

- TMR continues to work with both QBIC and QSBA.

**Employment**

- There are no employment impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### **Consultation with Stakeholders**

- TransLink have formally discussed this issue with QBIC and qconnect operators several times since late 2011.
- TransLink has raised this issue with Indec several times since 2012 and has repeatedly been assured that the BCI calculation methodology used in the 3G qconnect contracts is appropriate.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

### **Qconnect Third Generation (3G) Contract renewal**

#### **Background**

- Provision of Bus Services in regional Queensland is facilitated through the qconnect Bus Service Contracts
- There are 18 qconnect contract regions and these contracts are currently held by 16 Service Providers.
  - Cairns, Townsville and Rockhampton contracts are held by Transit Australia Group (TAG who also hold SEQ contracts on Sunshine and Gold Coast)
  - Gladstone and Toowoomba service contracts are also held by operators currently engaged in the SEQ Bus Contracts Renewal process.

### **Issues and Suggested Approach**

- Project team representatives are meeting regularly with QBIC representatives to provide updates and keep an open dialogue around issues/concerns from the perspective of Industry Stakeholders.



### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- Stage 1 has commenced with an Industry Briefing session in December 2017.
- A questionnaire has been distributed to all current qconnect Service Providers to collect information regarding current 3G contracts.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

### **Two Axle Bus Mass Increase**

#### **Background**

- In September 2015 Queensland approved two-axle buses to operate up to 18 tonne total mass with a maximum of up to seven tonne on the steer axle and up to 12 tonne on the rear axle. Queensland was subsequently included in the amended Multi-State Class 3 Bus Mass Exemption Notice 2014, which was gazetted on 24 August 2016.

#### **Issues and Suggested Approach**

- The National Heavy Vehicle Regulator is currently consulting with jurisdictions on draft amendments to the Heavy Vehicle (Mass, Dimension and Loading) Regulation to provide for increased mass for two-axle buses under specific conditions, depending on date of manufacture, including anti-lock braking and electronic stability control requirements.

### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- Consultations with stakeholders is underway.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

### **Wage Parity for Bus Drivers (Confidential)**

Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Election Commitments**

- This matter does not relate to an election commitment.

Released under

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20715**

**To:** Minister for Transport and Main Roads

|   |   |
|---|---|
| <b>SUBJECT:</b><br><b>Meeting details:</b> Meeting with Mr David Samuel, General Manager, and Mr Stuart Overell from 13CABS Victoria<br><br><b>Date/time:</b> 11.30am, Tuesday, 23 January 2018<br><b>Attendees:</b> Mr David Samuel (General Manager, 13CABS Victoria), Mr Stuart Overell, Mr Steven Patch (Minister's Office), Mr Matthew Longland (TMR), Ms Suzanne Rose (TMR) | <b>Urgent</b><br>Meeting scheduled for Tuesday, 23 January 2018 |
| <b>Minister's comments:</b>   |   |

**Summary**

- Mr David Samuel (General Manager) and Mr Stuart Overell, from 13CABS Victoria have requested a meeting with you to discuss the personalised transport industry in Queensland.

**Details of the Meeting**

- You are meeting with Mr David Samuel, General Manager, 13CABS Victoria.
- The meeting will take place at 11:30am on Tuesday 23 January 2018 in your board room, level 35, 1WS.
- Representatives to attend the meeting with you are Mr Steven Patch (Policy Advisor), Mr Matthew Longland (Deputy Director-General, TransLink) and Ms Suzanne Rose (Executive Director, Service Policy)
- The primary purpose of the meeting is a meet and greet opportunity with Mr Samuel and to discussed the personalised transport industry in Queensland.

**Action Officer:**

Stephen Robbins  
Director (PTP)  
Tel: 3338 4192  
Date: 23/01/2018

**Endorsed by:**

Suzanne Rose  
ED (Service Policy)  
Tel: 3338 4209  
Date: 23/01/2018

**Endorsed by: DDG**

Matthew Longland  
DDG (TransLink)  
Tel: 3066 7320  
Date: 23/01/2018

**Endorsed by: DG**

Neil Scales  
Director-General  
Tel: 3066 7316  
Date:



## Background

- In mid-2017, Yellow Cabs (Queensland) Pty Ltd (Yellow Cabs) was sold to Cabcharge Australia Limited.
- Yellow Cabs continues to operate in Queensland branded as 'Yellow Cabs' and has a Booking Entity Authorisation (BEA) from the Department of Transport and Main Roads (TMR). Yellow Cabs operate in a number of locations in Queensland, including the Brisbane, Rockhampton, Bundaberg, Warwick and Yeppoon.
- However, Cabcharge is the parent company of both Yellow Cabs and 13CABS, of which Mr Samuel is the General Manager for 13CABS Victorian operations.
- 13CABS asserts that it is the largest provider of point to point transport services in Australia, with operations in New South Wales, Victoria and South Australia.

## Issues and Suggested Approach

- It is likely that Mr Samuel will use the meeting as an opportunity to introduce 13CABS and outline their plans for the future.

### Taxi Subsidy Scheme – Managed Service Contact

- Cabcharge are the holder of the managed service contact to support the efficient operation of the Taxi Subsidy Scheme. The managed service contract supports the processing of subsidy payments to taxi drivers/operators, issuing of Taxi Subsidy Scheme (TSS) membership cards and interface with government IT systems.

### Personalised Transport Reforms

- On 1 October 2017, the Queensland Government introduced a new framework to deliver certainty for the personalised transport industry and customers in Queensland.
- The new framework delivers a modern, agile and simplified approach for personalised transport services to promote greater choice for customers while ensuring safety, accessibility, affordability and accountability.
- Some of the key reforms include:
  - practical licensing: While taxi service licences and existing limousine licences and plates are being retained, a new booked hire service licence has been introduced for ride-booking
  - enhanced safety: New requirements include reflective signage on the front and back of ride-booking services, security cameras are mandatory in vehicles that are not pre-booked or take cash or other payment during the journey, and driver fatigue must be managed by booking entities and operators
  - improved accountability: There will be clearer compliance accountabilities for drivers, operators and booking entities, including vehicle maintenance and licensing, and drivers must be affiliated with a booking entity to provide booked hire services
  - standardisation: All personalised transport vehicles require the same annual safety check, namely a certificate of inspection and a new class of Compulsory Third Party (CTP) insurance, separate to taxis, has been created for ride-booking and limousines.

### Taxi Licence Values

- Taxi licence values are not set by the Queensland Government, but are market driven and based on an average sale price.
- Perpetual taxi licences are no longer being issued.
- A framework for issuing new, non-perpetual taxi service licences is being developed.

### **Financial Implications**

- There are no financial implications.

### **Consultation with Stakeholders**

- Since Cabcharge's acquisition of Yellow Cabs, TMR has continued to maintain a productive working relationship with Yellow Cabs through Mr Bill Parker (General Manager, Yellow Cabs) and has established a working relationship with Mr Fred Lukabyo (Chief Operating Officer, Cabcharge).
- Both Mr Parker and Mr Lukabyo (from mid-2017) have participated in the personalised transport reform process as members of the industry reference group.
- TMR has not met Mr Samuel in the context of the personalised transport reforms.

### **Employment**

- There are no employment impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN20716**

**To:** Minister for Transport and Main Roads

|   |   |
|---|---|
| <p><b>SUBJECT: BEAMS ROAD OVERPASS FEASIBILITY STUDY</b></p> <p><b>Meeting details:</b> You are meeting with Mr Bart Mellish MP, Member for Aspley, to discuss the Beams Road overpass feasibility study and the Northern Transitway</p> <p><b>Date/time:</b> Thursday 25 January 2018, 3.30 - 4.00 pm, 1 William Street - Boardroom 35.42 1WS</p> <p><b>Attendees:</b></p> <ul style="list-style-type: none"> <li>- The Honourable Mark Bailey MP, Minister for Transport and Main Roads</li> <li>- Mr Tim Shipstone, Senior Policy Advisor</li> <li>- Ms Karleigh Auguston, Caucus Liaison Officer</li> <li>- Mr Neil Scales, Director-General, Department of Transport and Main Roads (TMR)</li> <li>- Mr Noel Dwyer, Acting Regional Director (Metropolitan), TMR</li> <li>- Mr Robert Tutticci, Regional Planning Manager (Metropolitan), TMR</li> </ul> | <p><b>Urgent</b><br/> Meeting is scheduled for Thursday 25 January 2018</p> |
| <p><b>Minister's comments:</b></p>  |   |

**Summary**

- The Northern Transitway is the first step in providing a high quality public transport spine along Gympie Road (map provided as **Attachment 1**).

**Action Officer:**

Noel Dwyer  
A/Regional Director  
(Metropolitan)  
Tel: 3066 4299  
Date: 24 January 2018

**Endorsed by:**

Sanjay Ram  
A/General Manager  
(Program Delivery and  
Operations)  
Tel: 3066 5498  
Date: 24 January 2018

**Endorsed by: DDG**

Julie Mitchell  
A/Deputy Director-General  
(Infrastructure Management  
and Delivery)  
Tel: 3066 7118  
Date: approved to  
progress

**Endorsed by: DG**

Neil Scales  
Director-General  
*N Scales*  
Tel: 3066 7316  
Date: *25/1/18*



- A grade separated movement is not recommended at the intersection of Gympie and Beams Roads. The Department of Transport and Main Roads' (TMR) focus is improving Linkfield Road as the key east-west connection in the area.
- It is likely that a grade separated movement at Beams Road will create a need for significant upgrades downstream of the intersection (closer to Brisbane CBD).
- The North West Transport Corridor (NWTC) is the long-term corridor for improving the road and rail network in North Brisbane.

#### Details of the Meeting

- You are meeting with Mr Bart Mellish MP, Member for Aspley.
- The meeting will take place at 3.30 pm on Thursday 25 January 2018 at Boardroom 35.42, 1WS.
- The meeting is aimed at providing a briefing about the Beams Road overpass and the Northern Transitway.
- Ministerial representatives to attend the meeting are Mr Tim Shipstone, Senior Policy Advisor and Ms Karleigh Auguston, Caucus Liaison Officer.
- Departmental representatives to attend the meeting with you are Mr Neil Scales, Director-General (3066 7316), Mr Noel Dwyer, Acting Regional Director (Metropolitan) - <sup>N/R</sup> [redacted], and Mr Robert Tutticci, Regional Planning Manager (Metropolitan) - [redacted].

#### Background

- Gympie Road is a state-controlled six lane arterial road which serves as a key corridor in the north Brisbane road network. Gympie Road experiences congestion during peak hours and throughout the day.
- Linkfield and Strathpine Roads are state-controlled and serve as arterials in the northern Brisbane network. TMR has undertaken planning for the improvement of these corridors to provide for east-west movements across North Brisbane and connectivity to the Gateway Motorway.
- Gympie Arterial Road carries 65,000 vehicles per day and operates below the posted speed limit for 65 per cent of a 24 hour period with extensive queuing along the entire length of the corridor.
- More than 300 buses use Gympie Road daily and they currently experience extensive impacts as a result of congestion on Gympie Road. The Northern Transitway will provide bus priority and support high frequency, high quality on-road bus services that aims to encourage mode shift from passenger vehicles to public transport, assisting in reducing congestion on the corridor and broader network.
- Each intersection on the corridor is currently operating at capacity during the peak periods and close to capacity in the off-peak periods.
- Completed planning with approved business cases include:
  - Gympie Arterial Road/Linkfield Road Interchange Upgrade - three stage delivery. Business case completed in August 2015.
  - Gympie Road Transitway Kedron to Chermside – this will deliver a staged approach of bus prioritisation works toward eventually constructing the Northern Busway extension from Kedron. Business case completed in March 2015.

Note: A Transitway is a facility on an existing road corridor and can include transit lanes and specific bus jump lanes. Comparatively, a busway is dedicated and specific bus infrastructure separated from general traffic.

- Gympie Arterial Road/Strathpine Road Interchange Upgrade (Diverging Diamond Interchange). Business case completed in June 2015.
- A strategic assessment of service requirements was undertaken for the Gympie Road corridor in accordance with Queensland Treasury's Project Assessment Framework.
- The Gympie Arterial Road planning study identified concept level, low cost solutions to improve safety and efficiency at critical intersections and infrastructure along the corridor. The Northern Transitway business case was considered a critical part of this study.

#### Issues and Suggested Approach

- Significant upgrades through grade separated movements at the intersection of Gympie and Beams Roads would serve to improve capacity at this intersection, however significantly increase pressure on downstream intersections.
- It is likely that further grade separated movements would be required downstream to manage the impacts of grade separated movements at Beams Road if delivered.
- Significant investment in infrastructure, such as grade separated movements on Gympie Road, do not align with the long-term strategy for Gympie Road.
- The long-term strategy for Gympie Road is to provide a high-quality public transport spine, with the future NWTC predominately providing for a future rail line and supporting a western bypass of the CBD.
- The Northern Transitway is the first step in providing the high quality public transport spine on Gympie Road.

#### Financial Implications

- No funding has been committed for other works on the Gympie Road Corridor.
- The estimated construction cost of each project is as follows:

- Gympie Arterial Road/Linkfield Road Interchange Upgrade – Part Exempt Sch.3(2)(1)(b)
- Gympie Road Transitway Kedron to Chermide – Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- Gympie Arterial Road/Strathpine Road Interchange Upgrade (Diverging Diamond Interchange) – Part Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

#### Consultation with Stakeholders

- Brisbane City Council has been consulted on the Northern Transitway business case.

#### Employment

- N/A

#### Election Commitments

- A pledge of \$75 million for Northern and Eastern Transitways. Ms Trad said Labor would deliver continuous bus lanes from Kedron to Chermide bus station, improving traffic flow and safety' (Brisbane Times on 16 November 2017 – Attachment 2).







POLITICS QUEENSLAND QUEENSLAND ELECTION

## Labor announces \$75 million for Northern and Eastern Transitways

By Felicity Caldwell

16 November 2017 - 12:29am

26 Brisbane commuters would get a congestion-busting sweetener under a re-elected Palaszczuk government, with \$75 million pledged for Northern and Eastern Transitways.



Deputy Premier and Transport Minister Jackie Trad said the transitways would mean less time on the road and more time at home for tens of thousands of commuters.



Labor has announced \$75 million for the Northern and Eastern transitways.

Photo: Ryan Stuart

"As south-east Queensland continues to grow, Labor is getting more cars off the road and making the trip to and from work safer and easier for bus commuters and motorists," she

said.

With the Northern Busway currently extending to Kedron, buses travelling north of the busway use Gympie Road along with other private vehicles, which increases congestions and clogs roads.

Ms Trad said Labor would deliver continuous bus lanes from Kedron to Chermside bus station, improving traffic flow and safety.

In the east, there would be an extension of the current Eastern Busway to provide Old Cleveland Road with bus priority measures to improve travel times, improve safety and pedestrian connectivity and improved cycle access starting at Cavendish Road and ending at Creek Road.

Ms Trad said more than six million passenger trips were made on the Eastern and Northern busways in the past year.

"For those locals travelling in peak hour traffic, they will see significantly reduced travel times," she said.

Ms Trad criticised the LNP, which this week failed to commit to Cross River Rail in its [election transport policy](#), and said Labor would build the necessary public transport infrastructure.

Former premier Campbell Newman dumped Cross River Rail in favour of the Bus and Train Tunnel in 2013, with the [BaT tunnel then scrapped](#) by the Palaszczuk government in 2015, with a return to Cross River Rail.

"Labor is committed to public transport and this is yet another fantastic congestion-busting project to directly benefit commuters wanting to get home quicker to spend more time with family," Ms Trad said.

Labor Premier Anastacia Palaszczuk spent day 18 of the campaign in Cairns, Proserpine and Bowen, while LNP leader Tim Nicholls was in Cairns and Tully, before driving to Townsville.

The state election will be held on Saturday, November 25.

#### RELATED ARTICLE



#### QUEENSLAND ELECTION

**Cross River Rail missing from LNP's transport plan**



## Get the Morning Edition

Sign up for our daily wrap of the news you need to start your day.

Email address

SIGN UP

By signing up you accept our [privacy policy](#) and [conditions of use](#)

## JOBS BY

### At Home Advisor Appicare...

Apple Inc.  
Brisbane, Brisbane Region


### Business Advisory S

\$60,000 - \$80,00  
Brisbane CBD, Brisb



Everly In Everywhere

## RECOMMENDED

 powered by plista



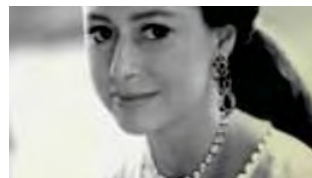
### TECHNOLOGY

'My parents haven't given me a single cent': great-nephew of Australia's second...



### NATIONAL

Parking rage explodes in the pre-Christmas meltdown



### LIFESTYLE

The five best Princess Margaret put-downs



### WORLD

'People were screaming': Amtrak train derailed over road bridge in Washington...



## FROM THE WEB

## ORIGIN ENERGY

**An easier way to compare electricity bills is here**



## AMERICAN EXPRESS

**Boost your business, cash flow & your next holiday**



## JAGUAR

**The Jaguar Unleashed Event is now on**



## TIGER AIRWAYS

**Time spent with friends made easy with Tigerair's low fares**



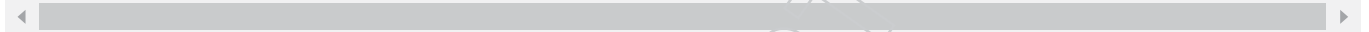
## CSR

**A homemade lunchbox favourite to keep little bellies happy**



## HONG KONG TOURISM

**Peel back the layers of Hong Kong**



## OUR SITES

Brisbane Times

The Age

The Sydney Morning Herald

[The Canberra Times](#)

[WA Today](#)

[The Australian Financial Review](#)

[Domain](#)

[Traveller](#)

[Good Food](#)

[Executive Style](#)

[The Store by Fairfax](#)

[Drive](#)

[Adzuna](#)

[RSVP](#)

[Essential Baby](#)

[Weatherzone](#)

---

## **CLASSIFIEDS**

[Commercial Real Estate](#)

[Oneflare](#)

[Nabo](#)

---

## **BRISBANE TIMES**

[Contact & support](#)

[Advertise with us](#)

[Newsletters](#)

[Accessibility guide](#)

[Sitemap](#)

---

## **FAIRFAX MEDIA**

[Photo sales](#)

[Fairfax syndication](#)

[Fairfax events](#)

[Fairfax careers](#)

[Conditions of use](#)

[Privacy policy](#)

[Website feedback](#)

[Press Council](#)

---

Copyright © 2017

Fairfax

Released under RTI - DTMR