

Appendices

Appendix 1 – Legislation administered by the department

The Department of Transport and Main Roads administers a range of Acts for transport-related purposes listed below:

Minister for Transport and Main Roads

- *Air Navigation Act 1937*
- *Century Zinc Project Act 1997 (sections 5(2) to (7), 11, 12 and 13)*
- *Civil Aviation (Carriers' Liability) Act 1964*
- *Cross River Rail Delivery Authority Act 2016*
- *Gold Coast Waterways Authority Act 2012*
- *Heavy Vehicle National Law Act 2012*
- *Maritime Safety Queensland Act 2002*
- *Photo Identification Card Act 2008*
- *Queensland Rail Transit Authority Act 2013*
- *Rail Safety National Law (Queensland) Act 2017*
- *State Transport Act 1938*
- *State Transport (People Movers) Act 1989*
- *Sustainable Ports Development Act 2015*
- *Thiess Peabody Mitsui Coal Pty Ltd Agreements Act 1965**
- *Tow Truck Act 1973*
- *Transport Infrastructure Act 1994*
- *Transport Operations (Marine Pollution) Act 1995*
- *Transport Operations (Marine Safety) Act 1994*
- *Transport Operations (Marine Safety – Domestic Commercial Vessel National Law Application) Act 2016*
- *Transport Operations (Passenger Transport) Act 1994*
- *Transport Operations (Road Use Management) Act 1995*
- *Transport Planning and Coordination Act 1994*
- *Transport (South Bank Corporation Area Land) Act 1999*
- *Transport Security (Counter-Terrorism) Act 2008*

*Except to the extent administered by the Treasurer and Minister for Trade and Investment and the Minister for Resources.

Appendix 2 – Associated authorities

TMR works collaboratively with three statutory authorities, four government-owned corporations (GOC) and one publicly owned private (Pty Ltd) company. TMR provides strategic advice to the Minister for the Ports and Gold Coast Waterways Authority.

Statutory authorities

- Gold Coast Waterways Authority
- Queensland Rail
- Cross River Rail Delivery Authority.

Government-owned corporations

- Far North Queensland Ports Corporation Limited (Ports North) *
- Gladstone Ports Corporation (GPC)*
- North Queensland Bulk Ports Corporation (NQBP)*
- Port of Townsville Limited (POTL)*.

*Government-owned corporation with shareholding Ministerial obligations.

Publicly-owned private company

- Transmax Pty Ltd**

**Director-General of the Department of Transport and Main Roads is the company's sole shareholder.

Gold Coast Waterways Authority

The Gold Coast Waterways Authority was established to strategically plan for, facilitate and manage the development and use of the Gold Coast waterways. The authority manages the waterways south of the Logan River to the New South Wales border. The Gold Coast Waterways Authority operates in accordance with the *Gold Coast Waterways Authority Act 2012*.



For more information

<https://www.gcwa.qld.gov.au/about/our-publications>

Queensland Rail

Queensland Rail is a statutory authority and operates in accordance with the *Queensland Rail Transit Authority Act 2013*. It is responsible for the operation of passenger rail services and ensuring that supporting rail infrastructure remains safe, reliable and at a fit-for-purpose standard.

The Rail Transport Service Contract between TMR and Queensland Rail governs the funding arrangements for new rail infrastructure, maintenance of the existing rail network and the provision of both South East Queensland and regional long-distance passenger rail services.



For more information

<https://www.queenslandrail.com.au/aboutus/governance/annualreports>

Transmax

Transmax Pty Ltd is an unlisted Australian company incorporated in 2002. Transmax is wholly owned by TMR and is governed by a board that includes independent directors.



For more information

<https://www.transmax.com.au/who-we-are/media>

Cross River Rail Delivery Authority

The Cross River Rail Delivery Authority was created to plan, carry out, promote and coordinate activities to facilitate economic development, and development for community purposes, in a cross river rail priority development area, and to facilitate the efficient delivery of the cross river rail project and transport-related projects. The *Cross River Rail Delivery Authority Act 2016* has been administered by TMR's Director-General since 12 November 2020 as Chair of the Cross River Rail Delivery Board.



For more information

<https://crossriverrail.qld.gov.au>

Shareholding ministers

The listed ports are GOCs governed under the *Government Owned Corporations Act 1993*. Each GOC must fulfil its obligations and keep the shareholding minister(s) reasonably informed of the operations, financial performance, financial position, and governance of the company and its subsidiaries. The companies must report in a timely manner on all issues likely to have a significant financial or operating impact. Each must also develop a Corporate Plan, Statement of Corporate Intent and table an annual performance report each year which are available on their website.

Appendix 3 – Performance statements 2021–22

Service area: Transport System Investment Planning and Programming

Service area objective

To provide policy, planning and investment frameworks to deliver an integrated transport network accessible to everyone.

Service standards	Notes	2021–22 Target / Estimate	2021–22 Actual
<i>Effectiveness measures</i>			
Road system condition (the percentage of urban and rural state-controlled roads with condition better than the specified benchmark):			
Urban		97–99%	98.66%
Rural		95–97%	96.46%
Road ride quality – Traffic weighted roughness (percentage of the network in very poor/poor condition)		11.0–12.0%	10.74%
<i>Efficiency measure</i>			
Administrative cost to plan, develop and manage the Queensland Transport and Roads Investment Program (QTRIP) as a percentage of the overall value of the program	1	1.0%	0.26%

Notes:

1 The favourable variance between the 2021–22 Actual and 2021–22 Target / Estimate was achieved by managing QTRIP administration costs through efficiencies and savings.

Service area: Transport Infrastructure Management and Delivery

Service area objective

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

Service standards	Notes	2021–22 Target / Estimate	2021–22 Actual
Service: Transport Infrastructure Management			
<i>Effectiveness measures</i>			
South East Queensland road network efficiency – Average travel time (minutes) per 10km:			
AM peak		9.5 mins	9.2 mins
Off peak		9.2 mins	9.1 mins
PM peak		10.0 mins	10.1 mins
South East Queensland road network reliability – Percentage of the road network with reliable travel times:			
AM peak		86%	84%
Off peak		90%	89%
PM peak		79%	76%
South East Queensland road network productivity – Percentage of the road network with good productivity:			
AM peak		75%	75%
Off peak		75%	75%
PM peak		71%	70%
South East Queensland arterial intersection performance – Percentage of intersections congested less than 20 minutes per hour:			
AM peak		87%	89%
Off peak		91%	91%
PM peak		81%	83%
<i>Efficiency measure</i>			
Administration/staff costs of operating and delivering the department's Road Operations Program as a percentage of the total value of the Road Operations Program (including operations, maintenance, and projects)	1	12.5%	14.4%
Service: Transport Infrastructure Delivery			
<i>Effectiveness measure</i>			
Number of fatal crashes on state-controlled roads per 100 million vehicle kilometres travelled where the road condition was likely to be a contributing factor		0.05	0.08
<i>Efficiency measure</i>			
Administration costs of managing and delivering the QTRIP as a percentage of the current financial year QTRIP allocation	2	<5.1%	2.6%

Notes:

- 1 This service standard will be discontinued for the 2022–23 Service Delivery Statements and will be replaced by 'Average cost per 100 vehicle kilometres travelled to operate state-controlled roads' which is a more suitable measure of efficiency for the Service 'Transport Infrastructure Management'.
- 2 The favourable variance between the 2021–22 Actual and 2021–22 Target / Estimate was due to relatively stable administrative costs being maintained.

Service area: Transport Safety and Regulation

Service area objective

To enhance the safety of the transport system through quality regulation, road and maritime safety programs.

Service standards	Notes	2021–22 Target / Estimate	2021–22 Actual
<i>Effectiveness measures</i>			
Fatalities per 100,000 population on state-controlled roads	1	2.60	3.27
Road fatalities per 100,000 population	1	4.30	5.57
Hospitalised road casualties per 100,000 population	1	110	150.09
Marine fatalities per 100,000 registered vessels regulated in Queensland	2	6.06	4.74
Percentage of vessel movements without serious incidents:			
Pilotage areas		100%	100%
ReefVTS area		100%	100%
<i>Efficiency measure</i>			
Direct operational cost of Vessel Traffic Services per monitored vessel movement		\$620	\$604

Notes:

- 1 The variance between the 2021–22 Actual and 2021–22 Target / Estimate was based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes.
- 2 The variance between the 2021–22 Actual and 2021–22 Target / Estimate reflects decreased marine fatalities during a period where recreational vessel registration increased significantly.

Service area: Customer Experience

Service area objective

To understand evolving customer needs and expectations, to improve customer experiences and reduce complaints.

Service standards	Notes	2021–22 Target / Estimate	2021–22 Actual
<i>Effectiveness measures</i>			
Overall customer satisfaction with transactional services (on a scale of 1 to 10)		8.0	8.4
Customer experience ratings of passenger transport service by type (on a scale of 1 to 5):			
South East Queensland bus		≥ 3.5	4.2
South East Queensland rail		≥ 3.5	4.1
South East Queensland ferry		≥ 3.5	4.4
South East Queensland tram		≥ 3.5	4.2
Regional urban bus		≥ 3.5	4.3
Customer service complaints in South East Queensland per 10,000 trips		< 3.0	2.2
<i>Efficiency measures</i>			
Average unit cost per transaction in a Customer Service Centre	1	\$21.14	\$22.24
Average cost per customer enquiry – Translink Contact Centre	2	\$5.97	\$6.71

Notes:

- 1 The variance between the 2021–22 Actual and 2021–22 Target / Estimate was due to an Enterprise Bargaining Agreement / CPI increase of 2.5 per cent.
- 2 The variance between the 2021–22 Actual and 2021–22 Target / Estimate was due to lower than forecast call volume received during the period.

Service area: Passenger Transport Services

Service area objective

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

Service standards	Notes	2021–22 Target / Estimate	2021–22 Actual
<i>Effectiveness measures</i>			
Patronage on government contracted services (millions):			
South East Queensland:	1	154.76	113.42
Bus		98.89	72.70
Rail		43.08	31.23
Tram		8.01	6.34
Ferry		4.78	3.15
Rest of Queensland:		11.51	10.61
Regional air		0.13	0.12
Long distance bus		0.06	0.06
Regional urban bus		9.20	8.18
Traveltrain		0.22	0.24
Regional ferry		1.90	2.01
Average on-time running performance in peak times – Citytrain		95.0%	94.73%
Scheduled services delivered – Citytrain		99.5%	99.64%
<i>Efficiency measure</i>			
Cost per passenger trip to administer statewide government contracted passenger transport services	2	\$18.33	\$25.13

Notes:

- 1 Patronage on government contracted services across South East Queensland was 41.3 million trips below the 2021–22 Target / Estimate as public transport usage was significantly impacted by COVID-19 restrictions, as well as severe flooding in early 2022.
- 2 The variance between the 2021–22 Actual and 2021–22 Target / Estimate was due to lower patronage on the back of continued COVID-19 impacts, flooding in South East Queensland in early 2022 and travel behaviour changes.

Service area: (RoadTek) Transport Infrastructure Construction and Maintenance

Service area objective

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

Service standards	Notes	2021–22	2021–22
		Target / Estimate	Actual
<i>Effectiveness measures</i>			
Lost Time Injury Frequency Rate	1	<12.1	18.7
Customers' and stakeholders' value of RoadTek (on a scale of 1 to 5)		>4	4.47
<i>Efficiency measures</i>			
Long term debt / equity		10.1%	10.2%
Long term debt / total assets		7.5%	7.4%
Return on equity		9.1%	12.7%
Return on revenue (after tax)		2.5%	2.8%
Profit margin (earnings before income tax / user charges)		3.5%	4.0%

Notes:

¹ This service standard will be discontinued for the 2022–23 Service Delivery Statements as it is considered to be a workforce measure rather than a measure of effectiveness on the outcome of the services delivered by RoadTek as required by the Queensland Government Performance Management Framework Policy. It will not be replaced by a new measure as an effectiveness measure already exists.

Appendix 4 – Camera Detected Offence Program

Table 12: Camera Detected Offence Program (CDOP) financial overview for 2021–22

Revenue	\$'000
Department of Transport and Main Roads	112,397
Queensland Treasury	162,135
Total Revenue	274,532
Administrative/operational costs	
Department of Transport and Main Roads - operating	20,311
Department of Transport and Main Roads - equity	5832
Queensland Police Service - operating (including road safety enforcement initiatives)	42,231
Queensland Police Service - equity	934
Queensland Treasury	16,366
Total administrative/operational costs	85,674
Expenditure from remaining revenue	
Road safety education and awareness	
Department of Transport and Main Roads - operating	19,377
Department of Transport and Main Roads - equity	2159
Queensland Fire and Emergency Services	1068
Road accident injury rehabilitation programs	
Queensland Health - to support the purchase of blood products used in the treatment of victims of road trauma	4500
Improvements to the safety of state-controlled roads	
Department of Transport and Main Roads - operating	1240
Department of Transport and Main Roads - equity	172,250
Total Expenditure from remaining funds	200,594
Total Expenditure 2021–22	286,268
Total Revenue less Total Expenditure	-11,736

Note. Total 2021–22 expenditure on CDOP related activities can include funding from prior year and expenditure brought forward.

Community attitudes

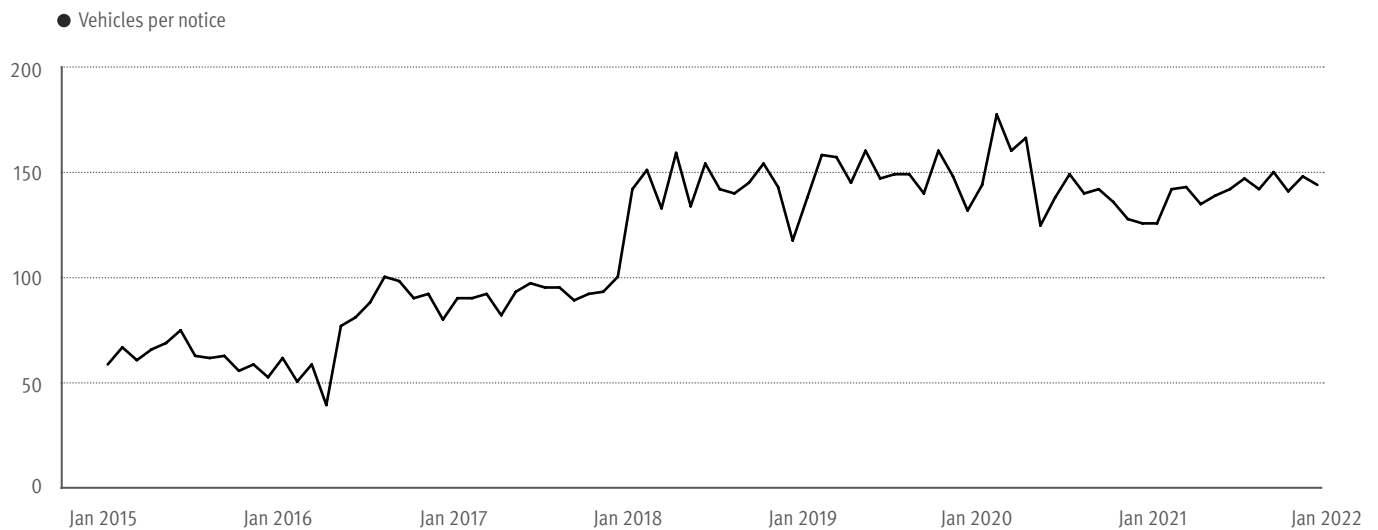
The following results were drawn from recent research* indicating that the community generally regards speeding to be a dangerous and unacceptable behaviour. With regards to low-level speeding, the community has paradoxical attitudes, such that they understand the risks associated with the behaviour, but many still report engaging in the behaviour themselves.

- 75 per cent agreed with the statement ‘Speeding is unsafe in most circumstances’.
- 47 per cent agreed with the statement ‘Low-level speeding is a major contributor to crashes’.
- 83 per cent agreed with the statement ‘The faster you drive, the more severe the crash’.
- 80 per cent agreed with the statement ‘If I drive 10 km/h over the speed limit, I have a greater risk of being in a crash, than if I was driving at the speed limit’.
- 33 per cent were classified as compliant with speed limits, while 46 per cent were classified as low-level speeders**.

* Each year, Transport and Main Roads commissions a study investigating road safety attitudes and behaviours, which is conducted by an independent market research company. The 2021 survey asked transport-related questions of a sample of 901 Queensland motorists.

** Respondents were classified as “low-level speeders” if they reported travelling at 1-10 km/h for more than 10 per cent of the time they were driving, but never reported travelling more than 20 km/h over the limit.

Figure 5: Mobile speed cameras – Vehicles monitored per notice issued



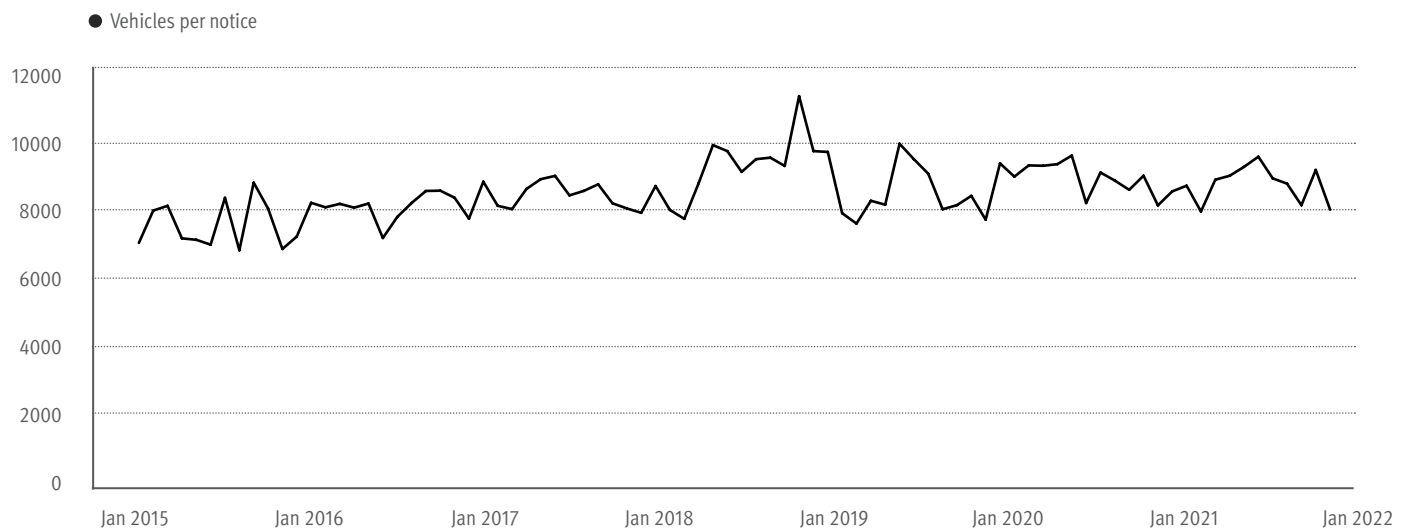
Note: Prior to 2018 data reported included all mobile speed camera notices including overt, covert and portable camera units. For 2018 onwards, data displays overt and covert cameras only.

Table 13: Number of mobile speed camera infringements per penalty bracket for 2021

Penalty bracket	< 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	> 40 km/h	Total
Number of mobile speed camera infringements	459,755	103,499	14,196	2142	878	580,470
Percentage	79.20%	17.83%	2.45%	0.37%	0.15%	

Data source: Transport and Main Roads Data Analysis Team

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

Figure 6: Red light cameras – Vehicles monitored per notice issued

Data source: Queensland Police Service

Note: This graph does not include red light camera notices issued by combined red light/speed cameras. See Figure 8.

Figure 7: Fixed speed cameras – Vehicles monitored per notice issued

Data source: Queensland Police Service

Note: This graph does not include fixed speed camera notices issued by combined red light/speed cameras. See Figure 8.

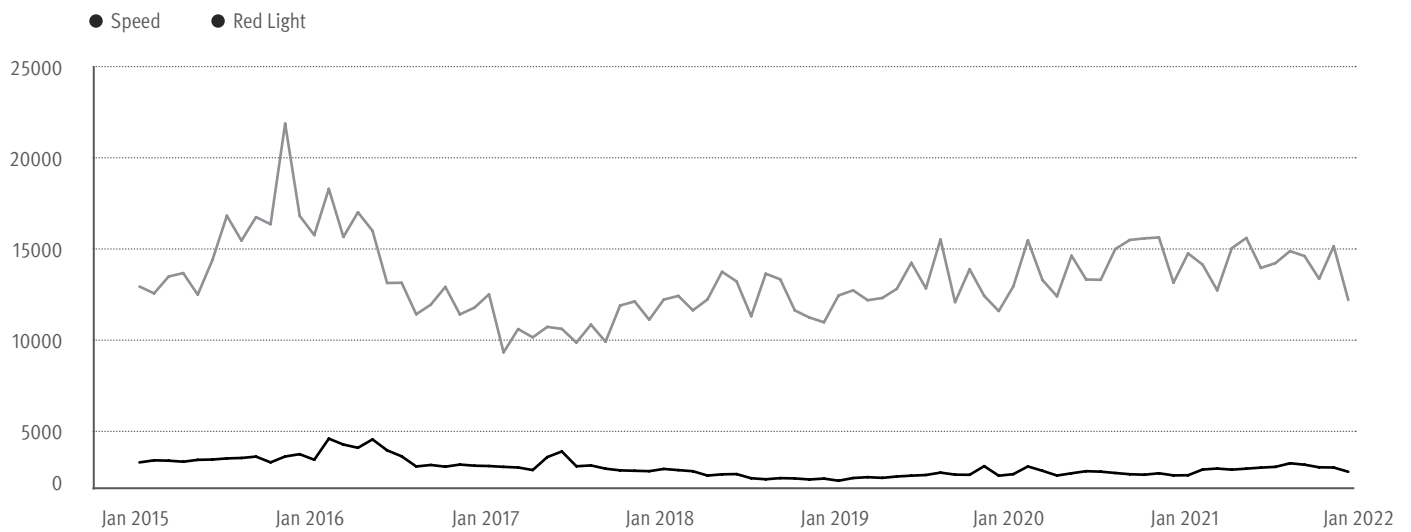
Table 14: Number of fixed speed camera infringements per penalty bracket for 2021

Penalty bracket	Less than 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	More than 40 km/h	Total
Number of fixed speed camera infringements	165,403	34,229	4,681	858	512	205,683
Percentage	80.42%	16.64%	2.28%	0.42%	0.25%	

Data source: Queensland Police Service

Notes: Penalty bracket is vehicle exceeding the speed limit by this amount. This data reflects all fixed speed camera notices including those detected by combined red light/speed cameras.

Figure 8: Combined red light/speed cameras – Vehicles monitored per notice issued



Data source: Queensland Police Service

Notes: * Combined red light/speed cameras were introduced on 2 August 2011.

Between 2 August 2011 and 31 December 2013, data was captured from two combined red light/speed cameras.

Table 15: Number of point-to-point speed camera* infringements per penalty bracket for 2021**

Penalty bracket	Less than 13 km/h	13–20 km/h	21–30 km/h	31–40 km/h	More than 40 km/h	Total
Number of point-to-point speed camera infringements	3045	2246	353	54	26	5724
Percentage	53.20%	39.24%	6.17%	0.94%	0.45%	

Data source: Queensland Police Service

Notes: *A point-to-point (or average) speed camera system uses a number of cameras over a length of road to measure a vehicle’s average speed. The system uses the time it takes for a vehicle to travel between the two points to calculate the average speed of the vehicle: $Speed = Distance \div Time$.

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

Appendix 5 – Transport Operator Payments

Table 16: Passenger transport operator payments: South East Queensland

Payments are for the period of 1 July 2021 to 30 June 2022 and are GST exclusive.

Operator	2021–22 Amount \$	Operator	2021–22 Amount \$
Bus		Citytrain	
Brisbane Bus Lines Pty Ltd ACN 009 739 593	163,816	Queensland Rail Limited ACN 132 181 090	1,520,126,018
Brisbane City Council (Transport for Brisbane) ABN 72 002 765 795	341,403,039	Rail replacement bus services	
Bus Queensland Pty Ltd ACN 010 516 757 t/a Park Ridge Transit	16,753,934	CAV Queensland Pty Ltd ACN 115 410 725	2,130,261
Bus Queensland (Lockyer Valley) Pty Ltd ACN 140 535 888	1,696,431	S & S Webster Investments Pty Ltd ACN 004 804 497 t/a Kangaroo Bus Lines	4,053,475
CDC South East Queensland Pty Ltd ACN 085 000 693 formerly known as Buslink Sunshine Coast Pty Ltd ACN 085 000 693	15,372,299	Brisbane Bus Lines Pty Ltd ACN 009 739 593	4,979,513
Caboolture Bus Lines Pty Ltd ACN 010 974 599	13,543,775	GK & JM Thompson Pty Ltd ACN 064 465 176 t/a Thompson Bus Services	4,577,361
Reginald Graham Clark & Yvonne Hazel Clark t/a Clarks Bus Service ABN 26 755 113 656	34,645,364	Yellow Cabs Australia Pty Ltd ACN 620 658 871	14,138
GK & JM Thompson Pty Ltd ACN 064 465 176 t/a Thompson Bus Services	10,445,746	Black & White Cabs Pty Ltd ACN 054 497 353	9653
Hornibrook Bus Lines Pty Ltd ACN 010 013 224	21,505,689	Suncoast Cabs Ltd ACN 010 183 892	1754
Mt Gravatt Bus Service Pty Ltd ACN 010 232 827 atf The L G Cole Family Trust	5,413,788	Mt Gravatt Coach & Travel Pty Ltd ACN 052 452 025	41,648
S & S Webster Investments Pty Ltd ACN 004 804 497 t/a Kangaroo Bus Lines	18,097,185	Transdev Queensland ACN 087 046 044	4425
Southern Cross Transit (QLD) Pty Ltd ACN 097 130 615 atf the G. Oliveri Family Trust (QLD)	141,535	Hornibrook Bus Lines ACN 010 013 224	6374
Surfside Buslines Pty Ltd ACN 010 957 552	103,329,579	Surfside Buslines ACN 010 957 552	19,312
Transdev Queensland Pty Ltd ACN 087 046 044	29,862,523	Brisbane City Council (Transport for Brisbane) ABN 72 002 765 795	2,704,757
Transit Australia Pty Limited ACN 065 794 943 t/a Sunshine Coast Sunbus	40,646,293		\$18,542,671
Westside Bus Co Pty Ltd ACN 083 497 312 atf Westside Unit Trust	27,699,971	Light rail	
Cavbus Pty Ltd ACN 096 924 677	570,412	Goldlink Pty Ltd ACN 147 815 441	62,397,559
	\$681,291,380	Keolis Downer Pty Ltd ACN 165 343 680	4017
			\$62,401,576
Ferry		On demand transport	
Brisbane City Council (Transport for Brisbane) ABN 72 002 765 795	22,287,533	Surfside Buslines Pty Ltd ACN 010 957 552	562,339
Amity Trader Pty Ltd ACN 38 951 090 375 atf the trustee for the Scorpio Trust t/a Coochiemudlo Island Ferry Service	289,296	Yellow Cabs (Australia) Pty. Ltd. ACN 620 658 871	925,101
Kellstar Pty Ltd ACN 073 449 439 t/a Stradbroke Flyer	1,067,877		\$1,487,440
Stradbroke Ferries Pty Ltd ACN 009 725 713	1,003,045	Flexilink taxi service	
Bits Assets Pty Ltd ACN 54 108 661 945	8,993,923	Yellow Cabs (Australia) Pty. Ltd. ACN 620 658 871	90,596
	\$33,641,674		
		Total payments	\$2,317,581,355

Table 17: Passenger transport operator payments: Rest of Queensland

Payments are for the period of 1 July 2021 to 30 June 2022 and are GST exclusive.

Operator	2021–22 Amount \$	Operator	2021–22 Amount \$
Regional urban bus		Ferry	
Jewelboost Pty Ltd ACN 55 163 460 081 atf The Porter Family Trust t/a Chillagoe Observatory & Eco-Lodge	7350	Sea-Cat Charters Pty Ltd ACN 73 010 551 925 t/a Peddells Thursday Island Tours	272,263
Bowen Transit Pty Ltd ACN 105 749 602	175,585	Sealink Queensland Pty Ltd ACN 148 811 170	2,682,240
CDC Gladstone Pty Ltd ACN 612 803 406	2,091,088		\$2,954,504
Campsie Bus Co Pty Ltd ACN 000 953 328 t/a Whitsunday Transit	1,649,081	Long distance rail	
Cavglass Pty Ltd ACN 124 444 711 t/a Glasshouse Country Coaches	629,488	NSW Trains ACN 325 560 455 (XPT Contract Price)	2,823,556
Complete Golf Coaching Pty Ltd ACN 101 380 116 t/a Kerry's Bus Service	3055	Cairns Kuranda Steam Limited Partnership ACN 997 390 112 (Savannahlander)	1,778,256
CDC SOUTH EAST QUEENSLAND PTY LTD ACN 085 000 693 t/a Youngs Bus Service	2,970,631	Queensland Rail Limited ACN 132 181 090	492,901,016
Duffy's City Buses Pty Ltd ACN 053 761 023 atf The Duffy Trust	1,963,231		\$497,502,828
Fultonlawn Pty Ltd ACN 010 489 068 atf NHPriebbenow Family Trust t/a Wide Bay Transit	4,365,730	Regional air	
GJ & LE Christensen ABN 50 204 765 641 t/a Christensens Bus and Coach	528,347	Qantas Airways Ltd ACN 009 661 901	2,899,409
CD & JM Haidley ABN 90 759 103 183 t/a Haidley's Panoramic Coaches & Motors	218,877	Regional Express Holdings Limited ACN 099 547 270	4,362,454
Hubbards Coaches Pty Ltd ACN 076 988 120 atf Hubbard Family Trust	4443	Regional Express Pty Ltd ACN 101 325 642	5,707,118
L.G. Stewart Family Co. Pty Ltd ACN 009 971 617 atf LG Stewart Family Trust	212,189	Skytrans Pty Ltd ACN 100 751 139	880,996
Mackay Transit Coaches Pty Ltd ACN 050 416 227	4,594,467	Hinterland Aviation Pty Ltd ACN 010 617 893	157,455
Polleys Coaches Pty Ltd ACN 134 694 992	760,474		\$14,007,431
Stradbroke Island Buses Pty Ltd ACN 151 219 420	768,732	Long distance bus	
Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	8,431,491	Bowen Transit Pty Ltd ACN 105 749 602	67,561
Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	264,994	Greyhound Australia Pty Ltd ACN 104 326 383	1,905,031
Transit Australia Pty Ltd ACN 065 794 943 t/a Marlin Coast Sunbus	17,850,415	Mackay Transit Coaches Pty Ltd ACN 050 416 227	481,282
Transit Australia Pty Ltd ACN 065 794 943 t/a Capricorn Sunbus	3,413,785	North Burnett Regional Council ABN 23 439 388 197	445,251
Transit Australia Pty Ltd ACN 065 794 943 t/a Townsville Sunbus	14,591,231	Toowoomba Transit Pty Ltd ACN 135 249 062 t/a Bus Queensland Toowoomba	3,124,108
	\$65,494,683	Murrays Australia Pty Limited ACN 65 008 468 666 t/a Murrays Coaches	351,915
		Trans North Pty Ltd ACN 074 538 159 t/a Trans North Bus and Coach Service	538,209
			\$6,913,357
		Regional railbus	
		TD & GR Eckel Pty Ltd ACN 074 098 114	173,420
		Outback Aussie Tours Pty Ltd ACN 010 813 313	99,656
			\$273,075
		Total payments	\$587,145,878

Appendix 6 – Queensland Government bodies (statutory bodies and other entities)

Public Transport Fares Advisory Panel

Act or instrument	Terms of Reference
Functions	The purpose of the Panel is to provide independent expert advice to the Queensland Government on changes it may propose to public transport fares, products, and ticketing in the future.
Achievements	The Panel met once during 2021–22 to consider and provide advice on fare policy proposals.
Financial reporting	Transactions for the Public Transport Fares Advisory Panel are accounted for as part of the Department of Transport and Main Roads Financial Statements process.

Remuneration

Position	Name	Meetings/session attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	TMR payments
Chair	Paul Low	1	\$390 daily	N/A	\$390
Member	Matthew Burke	1	\$300 daily	N/A	\$0
Member	Julie Castle	1	\$300 daily	N/A	\$300
Member	Blaise Itabelo	1	\$300 daily	N/A	\$300
Member	Gail Ker	1	\$300 daily	N/A	\$300
Member	Adrienne Ward	1	\$300 daily	N/A	\$300
No. scheduled meetings/sessions	1				
Total TMR payments	\$1,590				

Appendix 7 – Glossary

Term	Definition
3PCM	The 3PCM solution provides TMR with the capability to manage the Transport Infrastructure Portfolio, through integration of the portfolio, program, project and contract management processes. The solution manages Queensland Transport Infrastructure Program (QTRIP) activity and also delivers the QTRIP development and publications requirements.
App / Application	An application (application software) is a set of computer programs designed to permit the user to perform a group of coordinated functions, tasks or activities.
Australian Roads Research Board	Provides research, consulting and information services to the road and transport industry.
Black Spot Program	Black spots are locations where high-severity crashes occur. The Australian Government-funded Black Spot Program targets known crash sites through cost-effective, high-benefit engineering works to reduce accidents on Australian roads.
Busway	A dedicated roadway that separates buses from general traffic.
Camera Detected Offence Program (CDOP)	A joint partnership between TMR and QPS, the CDOP comprises revenue collected from mobile speed cameras, fixed speed cameras, red light cameras, combined red light/speed cameras and point-to-point speed camera systems and trailer mounted speed cameras. CDOP revenue is used as a partial source of funding for the Safer Roads Sooner Program and a number of other safety-related state-funded special initiatives.
Cross River Rail Delivery Authority	Established under the <i>Cross River Rail Delivery Authority Act 2016</i> , the Cross River Rail Delivery Authority lead the development, procurement and delivery of the Cross River Rail project.
Cycling infrastructure	Facilities such as on-road and off-road cycling networks, and end-of-trip facilities to promote increased use of cycling through safe direct and connected routes and increased transport choices.
Disability Discrimination Act	The federal <i>Disability Discrimination Act 1992</i> (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.
Disaster Recovery Funding Arrangements	A joint Commonwealth/state government funding initiative providing financial assistance and infrastructure restoration to help communities recover from the effects of disasters. The DRFA apply to disaster events that occurred on or after 1 November 2018.
Diverging Diamond Interchange design	Diverging Diamond Interchange design allows right-turning traffic and through traffic to move through the interchange simultaneously reducing delays and improving safety.
Engagement	Measures the amount of interest in a social media post. It is determined by the number of people a post reaches who then like, comment, share or click on the post.
Facebook	Facebook is an online social networking service where users can post comments, share photographs and post links to news or other interesting content on the web, chat live, and watch short-form video.
European Train Control System	European Train Control System is an automatic train protection system.
Flashing School Zone Signs	Consists of a standard school zone sign that incorporates a flashing red circle and twin alternate flashing yellow lights mounted above the 'school zone' plate.
Full-time equivalent	Calculated by the number of hours worked in a period divided by the full-time hours prescribed by the award or industrial instrument for the person's position.
go card	Translink's smartcard (a thin, compact card about the size of a credit card) which stores up to \$250 of electronic credit.
Impressions	Measures the amount of time a social media page's content is displayed.
Insitu	A stabilisation technique involving mixing of cementitious additives or foamed bitumen and lime using a stabiliser with the existing pavement material, which is then compacted with dedicated rollers.
Intelligent Transport System (ITS)	Intelligent Transport Systems describe technology applied to transport and infrastructure to transfer information between systems for improved safety, productivity and environmental performance.
LinkedIn	LinkedIn is an online social networking service designed specifically for the business community and as an online platform for connecting with other professionals.
Local Government Association of Queensland (LGAQ)	The Local Government Association of Queensland is the peak body for local government in Queensland. It is a not-for-profit association set up solely to serve the state's 77 councils and their individual needs
Maritime Safety Queensland (MSQ)	A branch of TMR responsible for: improving maritime safety for shipping and small craft through regulation and education; minimising vessel-sourced waste and responding to marine pollution; providing essential maritime services such as aids to navigation and Vessel Traffic Services; and encouraging and supporting innovation in the Queensland maritime industry.
National Land Transport Network	The National Land Transport Network is a network of nationally important road and rail infrastructure links and their intermodal connections as identified by the Australian Government.

Term	Definition
New Generation Rollingstock project	The NGR project involves the delivery of 75 six-car trains and the construction of a new purpose-built maintenance centre to maintain the new trains for the next 30 years.
Northern Australia Roads Program	Australian Government program delivering upgrades to high priority roads in northern Australia essential to the movement of people and freight to support the north's economic development.
OneTMR	A Department of Transport and Main Roads-wide culture and way of operating.
Outback Way Upgrade Program	The Outback Way provides a route from Laverton, Western Australia to Winton, Queensland. The Queensland section of this road link is 599 kilometres. The program of works is made up of Australian Government, Queensland Government and local government funding commitments. The funding is directed towards both the Outback Way and other road priorities identified by the Outback Regional Roads and Transport Group.
Park 'n' ride	A dedicated car park located at bus and train stations for customers to park their car and then catch public transport to their destination.
QLDTraffic	QLDTraffic is the official source of traffic and travel information from the Queensland Government. It includes a website, 13 19 40 phone service, social media and the QLDTraffic smartphone app, enabling motorists and commuters to check traffic conditions and plan their journeys before they go.
Queensland Government Open Data	A Queensland Government searchable portal that allows visitors to view datasets on a range of government activities and responsibilities.
Queensland Train Manufacturing Program	The Queensland Train Manufacturing Program was established to meet the increasing demand for rail transport in South East Queensland over the next 10 years.
Queensland Transport and Roads Investment Program (QTRIP)	An annually published program of works TMR plans to deliver over the next four-year period.
Rail infrastructure	All physical rail-related assets, including tracks, trains (often referred to as rollingstock), stations and associated infrastructure.
Regional Roads and Transport Group (RRTG)	The primary decision-making bodies of the Roads and Transport Alliance. RRTGs regionally prioritise investments in their communities' transport infrastructure. Each RRTG comprises representatives from TMR, and local governments.
Roads and Transport Alliance	A cooperative governance arrangement between TMR, the Local Government Association of Queensland (LGAQ) and local governments to invest in and regionally manage the Queensland transport network.
Roads Australia	A not-for-profit, non-political industry association with membership drawn from the Australian road sector.
Road corridor	The road corridor comprises the space alongside, under and over the travelled way.
Road infrastructure	All physical road-related assets, including roads and pavements, bus and cycling facilities, tunnels, complex bridges, rest areas, signage, landscaping, animal crossings under and over roads, noise barriers, traffic signals and lighting.
RoadTek	A commercial business within TMR, RoadTek is a major provider of transport infrastructure solutions throughout Queensland.
Roadworks	Planning, designing, building, maintaining, replacing, operating or upgrading any part of the road network, state strategic roads, regional roads and district roads (but not local roads).
Rollingstock	Rail locomotives and wagons.
Safer Roads Sooner	The Queensland Government's targeted program to improve the road safety performance of state-controlled and national road networks. It is funded by revenue from camera-detected offences and delivers projects to address the road toll and reduce the number of people who sustain serious injuries in road crashes.
Service Delivery Statements	Budgeted financial and non-financial information for the Budget year. In addition to financial statements, the SDS includes TMR's achievements, highlights for the forthcoming year and performance statements.
Stakeholder	Anyone or any group who either influences or is affected by our business.
State Infrastructure Plan	Outlines the Queensland Government's strategic direction for the planning, investment, and delivery of infrastructure in Queensland.
State-controlled roads	Roads controlled and managed by the Queensland Government. They include the AusLink national road network, state strategic roads, regional roads, and district roads (but not local roads).
Strategic plan	A high-level document used to communicate departmental vision, purpose and objectives to provide a foundation for operational delivery.
Translink	Translink is the brand name for passenger transport services in Queensland, including Translink buses, trains, ferries and trams.
Transport System Planning Program	Aimed at funding transport planning, modelling and investment proposal activities for all modes of transport across all regions of Queensland. The program plans an integrated transport system that promotes the right investment at the right time and drives better transport outcomes for Queensland.
Twitter	Twitter is an online social networking service that enables users to send and read short 140-character messages called 'tweets'.
Wide centre line treatments	Painting two white lines one metre apart in the centre of the road to provide greater separation for opposing traffic.
Yammer	A private social network used within organisations for internal communication and collaboration.

Appendix 8 – Acronyms

Acronym	Definition
ANZSOG	Australia and New Zealand School of Government
ARA	Australasian Railway Association
ARC	Audit and Risk Committee
ARTC	Australian Road Track Corporation
BoM	Bureau of Meteorology
BVRT	Brisbane Valley Rail Trail
CA	Chief Auditor
CAV	Cooperative and Automated Vehicle
CAVI	Cooperative and Automated Vehicle Initiative
CBD	Central business district
CCC	Crime and Corruption Commission
CCTV	Closed-Circuit Television Cameras
CDOP	Camera Detected Offence Program
CE	Chief Engineer
CFO	Chief Financial Officer
CIO	Chief Information Officer
COO	Chief Operations Officer
CPCO	Chief People and Culture Officer
CSIA	Customer Service Institute of Australia
Cth	Commonwealth
CYRP	Cape York Region Package
DC	Digital Capability
DCN	Daily Cargo News
DDG	Deputy Director-General
DFV	Domestic and Family Violence
DG	Director-General
ED	Executive Director
EGM	Executive General Manager
ELT	Executive Leadership Team
EMPA	Executive Master of Public Administration
ESO	Electrical Safety Officer
ETCS	European Train Control System
FBT	Fringe Benefits Tax
FTE	Full-time equivalent
GM	General Manager
GOC	Government owned corporations
GPC	Gladstone Ports Corporation
GST	Goods and services tax
HR	Human Resources
ICSS	International Customer Service Standard 2020-2025
ICT	Information and Communication Technology
ICVP	Ipswich Connected Vehicle Pilot

Acronym	Definition
IEN	Indigenous Employee Network
IP Act	<i>Information Privacy Act 2009</i>
ISC	Information and Systems Committee
ISMS	Information Security Management System
IT	Information Technology
ITS	Intelligent Transport Systems
LED	Light emitting diode
LFS	Local Fare Scheme
M1	Pacific Motorway
MaaS	Mobility as a Service
MATE	Motivating Action Through Empowerment
MET	Maritime Enforcement Team
MSQ	Maritime Safety Queensland
NQBP	North Queensland Bulk Ports Corporation
NGR	New Generation Rollingstock
NTER	National Tax Equivalents Regime
ODEF	One Day Equipment Familiarisation
OIR	Office of Industrial Relations
ONRSR	Office of the National Rail Safety Regulator
PCN	Principal Cycle Network
PCYC	Police-Citizens Youth Welfare Association
PD	Program Director
POTL	Port of Townsville Limited
PPI	Policy, Planning and Investment Division
PPMP	Positive Performance Management Program
PTAANZ	Public Transport Association Australia New Zealand
PWC	Personal watercraft
QAO	Queensland Audit Office
QBIC	Queensland Bus Industry Council
QDMA	Queensland Disaster Management Arrangements
QESH	Queensland Electric Super Highway
QR	Queensland Rail
QRS	Queensland Regulated Ship
QTMP	Queensland Train Manufacturing Program
QTRIP	Queensland Transport and Roads Investment Program
QUT	Queensland University of Technology
RACQ	Royal Automotive Club of Queensland
ReefVTS	Great Barrier Reef and Torres Strait Vessel Traffic Services
Rex	Regional Express Airlines
ROSI	Roads of Strategic Importance
RPA	Robotics Process Automation
RRTG	Regional Roads and Transport Group

Acronym	Definition
RTI Act	<i>Right to Information Act 2009</i>
RTPs	Regional Transport Plans
SAP	System, application and products
SDS	Service Delivery Statements
SEQ	South East Queensland
SES	Senior Executive Service
SES/SO	Senior Executive Service/Senior Officer
SMS	Short Message Service
SO	Senior Officer
STAS	School Transport Assistance Scheme
STEM	Science, technology, engineering and mathematics
STIP	School Transport Infrastructure Program
TDx	Transport Data Exchange
TIDS	Transport Infrastructure Development Scheme
TIPPS	Transport, Information, Policy and Procedures System
TMR	Department of Transport and Main Roads
TPaC	Transport People and Capability Board
TSafe	TMR Safety Board
TSS	Taxi Subsidy Scheme
UQ	The University of Queensland
V1	Veloway 1
vWiM	Virtual Weigh-in-Motion
WAT	Wheelchair Accessible Taxis
WfQ	Working for Queensland
ZEV	Zero Emission Vehicle

Appendix 9 – Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7 003
Accessibility	Table of contents	ARRs – section 9.1 005
	Glossary	ARRs – section 9.1 215–216
	Public availability	ARRs – section 9.2 004
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 004
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4 002
Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5 002	
General information	Introductory Information	ARRs – section 10 004, 022–023
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1 010–011, 014–019
	Agency objectives and performance indicators	ARRs – section 11.2 013
	Agency service areas and service standards	ARRs – section 11.3 013
Financial performance	Summary of financial performance	ARRs – section 12.1 142
Governance – management and structure	Organisational structure	ARRs – section 13.1 127
	Executive management	ARRs – section 13.2 127–131
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3 202, 214
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 138
	Human Rights	Human Rights Act 2019 ARRs – section 13.5 138–139
	Queensland public service values	ARRs – section 13.6 121
Governance – risk management and accountability	Risk management	ARRs – section 14.1 140
	Audit committee	ARRs – section 14.2 132
	Internal audit	ARRs – section 14.3 137
	External scrutiny	ARRs – section 14.4 137–140
	Information systems and recordkeeping	ARRs – section 14.5 029
	Information Security attestation	ARRs – section 14.6 133, 135
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1 115
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2 115

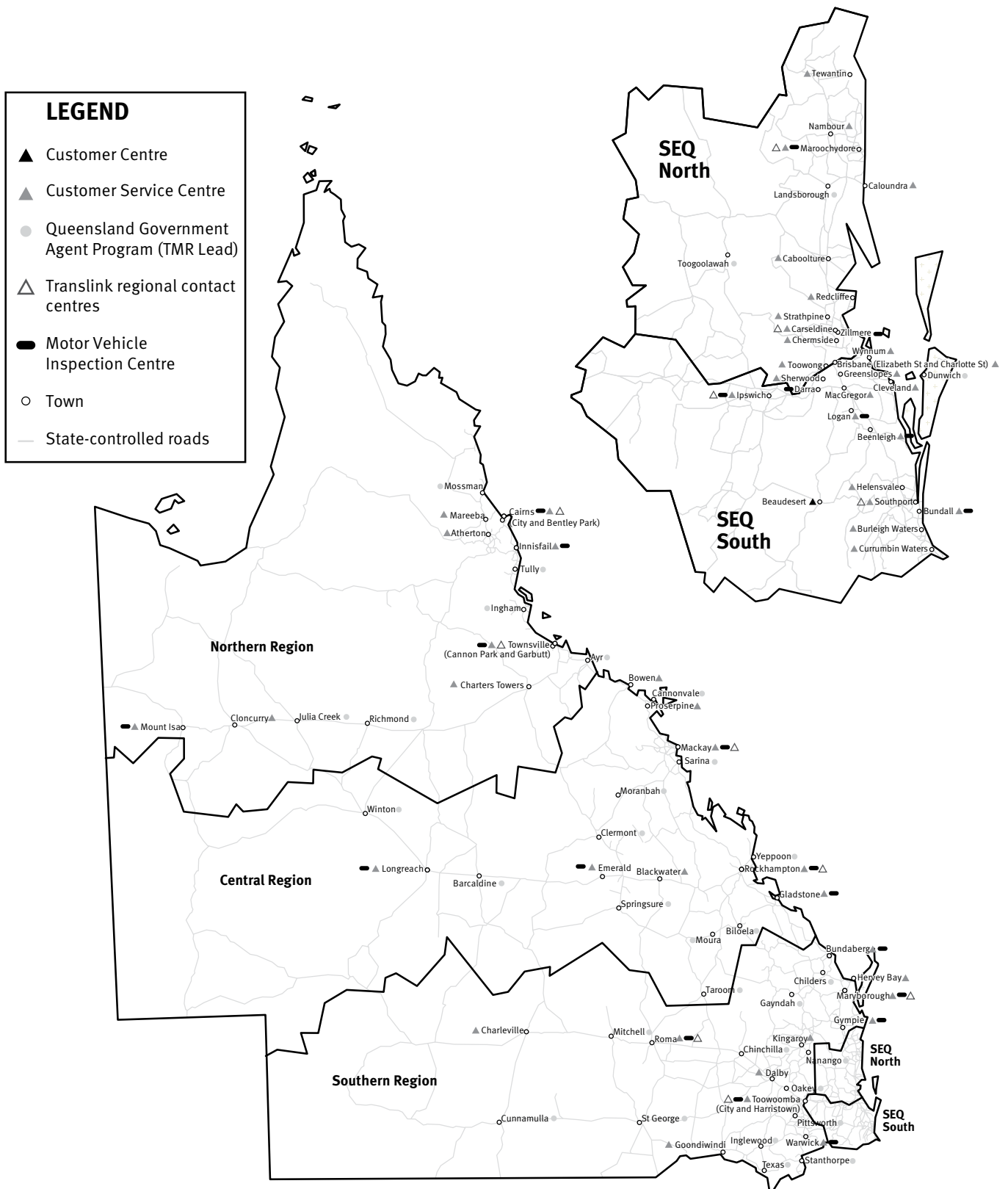
Summary of requirement	Basis for requirement	Annual report reference	
Open Data	Statement advising publication of information	ARRs – section 16	004
	Consultancies	ARRs – section 31.1	https://data.qld.gov.au
	Overseas travel	ARRs – section 31.2	https://data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 31.3	https://data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	193
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	194

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Appendix 10 – Where to find us



TMR's principal place of business is 61 Mary Street, Brisbane, Queensland 4000.

Addresses for the department's statewide network of Customer Service Centres are listed over the following pages. TMR has a range of services customers can complete online including:

- pay your fine
- renew your registration
- change your customer address
- book a practical driving test.

Customers can view a complete list of services we offer online at <https://www.tmr.qld.gov.au/About-us/Contact-us> or telephone 13 23 80*.

**Local call charge in Australia. Higher rates apply from mobile phones and payphones. Check with your service provider for call costs. For international callers, please phone +61 7 3834 2011.*

Customer Service Centres

Suburb/town	Address
Atherton	6 Robert Street, Atherton QLD 4883
Beenleigh	31 Logan River Road, Beenleigh QLD 4207
Blackwater	8 Blain Street, Blackwater QLD 4717
Bowen	6 Herbert Street, Bowen QLD 4805
Brisbane (City)	229 Elizabeth Street, Brisbane QLD 4000
Brisbane (Charlotte Street)	Queensland Government Service Centre, 33 Charlotte Street, Brisbane QLD 4000
Bundaberg	9 Production Street, West Bundaberg QLD 4670
Bundall	30 Upton Street, Bundall QLD 4217
Burleigh Waters	Shop 1, Burleigh Home Space, 1 Santa Maria Court, Burleigh Waters QLD 4220
Caboolture	Cnr Aerodrome Road and Piper Street, Caboolture QLD 4510
Cairns (Bentley Park)	Shop 18, Bentley Village Shopping Centre, 96 McLaughlin Road, Bentley Park QLD 4869
Cairns (Kenny Street)	82-86 Kenny Street, Portsmith, Cairns QLD 4870
Caloundra	54 Canberra Terrace, Caloundra QLD 4551
Carseldine	532 Beams Road, Carseldine QLD 4034
Charleville	Hood Street, Charleville QLD 4470
Charters Towers	11-15 Church Street, Charters Towers QLD 4820
Chermside	766 Gympie Road, Chermside QLD 4032
Cleveland	Ross Court Centre, Cnr Bloomfield Street and Ross Court, Cleveland QLD 4163
Cloncurry	16-22 Ramsay Street, Cloncurry QLD 4824
Currumbin Waters	Unit 3, 109 Currumbin Creek Road, Currumbin Waters QLD 4223
Dalby	20 Cunningham Street, Dalby QLD 4405
Emerald	83 Esmond Street, Emerald QLD 4720

Suburb/town	Address
Gladstone	2 Paterson Street, Gladstone QLD 4680
Goondiwindi	6 Brisbane Street, Goondiwindi QLD 4390
Greenslopes	Greenslopes Shopping Mall, 700 Logan Road (Cnr Plimsoll Street), Greenslopes QLD 4120
Gympie	Floor 1, 50 River Road, Gympie QLD 4570
Helensvale	Helensvale Plaza Shopping Centre, 12 Sir John Overall Drive, Helensvale QLD 4212
Hervey Bay	50-54 Main Street, Pialba QLD 4655
Innisfail	12-14 Clifford Road, Innisfail QLD 4860
Ipswich	2 Colvin Street, North Ipswich QLD 4305
Kingaroy	Artie Kerr Building, 130 Kingaroy Street, Kingaroy QLD 4610
Logan City	43-45 Jacaranda Avenue, Logan Central QLD 4114
Longreach	14 Wonga Street, Longreach QLD 4730
Macgregor	Kessels Court, 567 Kessels Road, Macgregor QLD 4109
Mackay	Cnr Endeavour Street and Industrial Street, Mackay QLD 4740
Mareeba	147 Walsh Street, Mareeba QLD 4880
Maroochydore	6 Kelly Court (off Kayleigh Drive), Maroochydore QLD 4558
Maryborough	Bright Street, Maryborough QLD 4650
Mount Isa	Shop 1, 29 Simpson Street, Mount Isa QLD 4825
Nambour	Cnr Stanley Street and Coronation Avenue, Nambour QLD 4560
Proserpine	17 Main Street, Proserpine, QLD 4800
Redcliffe (Kippa Ring)	Cnr Beach Street and Bingle Street, Kippa Ring QLD 4021
Rockhampton	31 Knight Street, North Rockhampton QLD 4701
Roma	56-58 Gregory Street, Roma QLD 4455
Sherwood	14 Primrose Street, Sherwood QLD 4075
Southport	265 Nerang Street, Southport QLD 4215
Strathpine	43 Bells Pocket Road, Strathpine QLD 4500
Tewantin	8 Sidoni Street, Tewantin QLD 4565
Toowong	15 Lissner Street, Toowong QLD 4066
Townsville (Cannon Park)	Shop 14, 31-57 High Range Drive, Thuringowa QLD 4817
Toowoomba (Harristown)	Cnr Yaldwyn Street and Warwick Street, Toowoomba QLD 4350
Toowoomba	Cnr Clopton and Phillip Street, Toowoomba Qld 4350
Townsville (Garbutt)	21-35 Leyland Street, Garbutt QLD 4814
Warwick	51 Victoria Street, Warwick QLD 4370
Wynnum	139 Tingal Road, Wynnum QLD 4178
Zillmere**	69 Pineapple Street, Zillmere QLD 4034

Notes:

**** Limited services available due to size and location of centre office.**

TMR has three mobile customer service centre units operating across Queensland to deliver services to regional and remote areas.

TMR's Indigenous Driver Licensing Unit (based in Cairns, Bentley Park office) also delivers a range of licensing services to remote areas.

Queensland Government Agency Program

Suburb/town	Address
Ayr QGAP	Ayr Magistrates Court, 163 Queen Street, Ayr QLD 4807
Barcaldine QGAP	65 Ash Street, Barcaldine QLD (temporary)
Beaudesert Customer Centre**	Tenancy 2, 1 Telemon Street, Beaudesert QLD 4285
Biloela QGAP	60 Kariboe Street, Biloela QLD 4715
Cannonvale QGAP	Shops 5-7, 11 Island Drive, Cannonvale QLD 4802
Childers QGAP	Childers Magistrates Court, 67 Churchill Street, Childers QLD 4660
Chinchilla QGAP	Chinchilla Magistrates Court, Heeney Street, Chinchilla QLD 4413
Clermont QGAP	Clermont Magistrates Court, 44 Daintree Street, Clermont QLD 4721
Cunnamulla QGAP	Cunnamulla Magistrates Court, 5 Stockyard Street, Cunnamulla QLD 4490
Gayndah QGAP	Gayndah Magistrates Court, 20 Capper Street, Gayndah QLD 4625
Ingham QGAP	Ingham Magistrates Court, 35 Palm Terrace, Ingham QLD 4850
Inglewood QGAP	25 Albert Street, Inglewood QLD 4387
Julia Creek QGAP	Julia Creek Magistrates Court, 14 Burke Street, Julia Creek QLD 4823
Landsborough QGAP	Landsborough Magistrates Court, 12 Caloundra Street, Landsborough QLD 4550
Mitchell QGAP	Mitchell Magistrates Court, Cnr Mary and Dublin Streets, Mitchell QLD 4465
Moranbah QGAP	Moranbah Magistrates Court, 21 Griffin Street, Moranbah QLD 4744
Mossman QGAP	Mossman Magistrates Court, 27 Front Street, Mossman QLD 4873
Moura QGAP	Marshall and Shirley Streets, Moura QLD 4718
Nanango QGAP	Nanango Magistrates Court, 30 Henry Street, Nanango QLD 4615
North Stradbroke Island QGAP	5 Ballow Street, Dunwich QLD 4183
Oakey QGAP	Oakey Magistrates Court, 73 Campbell Street, Oakey QLD 4401
Pittsworth QGAP	Pittsworth Magistrates Court, 77 Yandilla Street, Pittsworth QLD 4356
Richmond QGAP	Richmond Magistrates Court, 53 Goldring Street, Richmond QLD 4822

Suburb/town	Address
Sarina QGAP	Sarina Magistrates Court, 52-54 Broad Street, Sarina QLD 4737
Springsure QGAP	Springsure Magistrates Court, 45 Eclipse Street, Springsure QLD 4722
St George QGAP	St George Magistrates Court, The Terrace, St George QLD 4487
Stanthorpe QGAP	51 Marsh Street, Stanthorpe QLD 4380
Taroom QGAP	Taroom Magistrates Court, 33 Yaldwyn Street, Taroom QLD 4420
Texas QGAP	32 Cadell Street, Texas QLD 4385
Toogoolawah QGAP	Toogoolawah Magistrates Court, Hopkins Place, Gardner Street North, Toogoolawah QLD 4313
Tully QGAP	Tully Magistrates Court, 46 Bryant Street, Tully QLD 4854
Winton QGAP	Winton Magistrates Court, 59 Vindex Street, Winton QLD 4735
Yeppoon QGAP	21-23 Normanby Street, Yeppoon QLD 4703

****Department of Communities, Housing and Digital Economy are currently the lead agency for this site.**

Key regional maritime offices

Suburb/town	Address
Brisbane	Pinkenba Marine Operations Base, MacArthur Avenue East, Pinkenba QLD 4008
Cairns	Floor 1, Portsmith Marine Operations, 100-106 Tingira Street, Portsmith QLD 4870
Gladstone	Floor 7, 21 Yarroon Street, Gladstone QLD 4680
Mackay	Floor 3, Mackay Government Office Building, 44 Nelson Street, Mackay QLD 4740
Townsville	60 Ross Street, Townsville QLD 4810

A full list of MSQ offices can be found here

<https://www.msq.qld.gov.au/About-us/How-to-contact-us/Regions>

Translink regional contact centres

Suburb/town	Address
Cairns	Floor 4, 15 Lake Street, Cairns QLD 4870
Carseldine	Building B, Floor 3, 532 Beams Road, Carseldine QLD 4034
Ipswich	2 Colvin Street, North Ipswich QLD 4305
Mackay	Floor 3, 44 Nelson Street, Mackay QLD 4740
Maroochydore	Building 1, 131 Sugar Road, Maroochydore QLD 4558
Maryborough	Bright Street, Maryborough QLD 4650
Rockhampton	31 Knight Street, North Rockhampton QLD 4701
Roma	56 Gregory Street, Roma QLD 4455
Southport	Floor 8, 12 Marine Parade, Southport QLD 4215
Toowoomba	1-5 Philip Street (corner Clopton Street), Toowoomba QLD 4350
Townsville	Floor 5, Townsville Government Office Building, 445 Flinders Street, Townsville QLD 4810

Traffic management centres

Office	Contact
Brisbane Metropolitan Transport Management Centre	Phone: (07) 3292 6000 Post: GPO Box 1434, Brisbane QLD 4001
Statewide Traffic Management Centre, Nerang	Phone: (07) 5561 3800
Maroochydore Traffic Management Centre	Phone: (07) 5313 8737
Townsville Traffic Management Centre	Phone: (07) 4421 8807
Cairns Traffic Management Centre	Phone: (07) 4045 7244
Toowoomba Traffic Management Centre	Phone: (07) 4639 0700

Transport and traffic information

Office	Contact
Public transport	Phone: 13 12 30 Web: www.translink.com.au
Traffic information	Phone: 13 19 40 Web: qldtraffic.qld.gov.au

Motor vehicle inspection centres (MVIC)

Suburb	Address
South East Queensland South	Darra MVIC, Argyle Parade, Darra 4077 Ipswich MVIC, 2 Colvin Street, North Ipswich 4305 Bundall MVIC, 30 Upton Street, Bundall 4217 Beenleigh MVIC, 31 Logan River Road, Beenleigh 4207 Logan MVIC, 43-45 Jacaranda Avenue, Logan Central 4114
South East Queensland North	Maroochydore MVIC, 5 Kelly Court, Maroochydore QLD 4558 Zillmere MVIC, 69 Pineapple Street, Zillmere QLD 4034
Southern	Bundaberg MVIC, 14 Production Street, Bundaberg QLD 4670 Maryborough MVIC, Bright Street, Maryborough QLD 4650 Warwick MVIC, 1 Parker Street, Warwick QLD 4370 Roma MVIC, 44 Tiffin Street, Roma QLD 4455 Toowoomba (Harristown) MVIC, Cnr Yaldwyn and Warwick Streets, Toowoomba QLD 4350 Gympie MVIC, 17 Oak Street, Gympie QLD 4570
Central	Emerald MVIC, 20 Batts Street, Emerald QLD 4720 Mackay MVIC, Corner Endeavour and Industrial Streets, Mackay QLD 4740 Longreach MVIC, 14 Wonga Street, Longreach QLD 4730 Gladstone MVIC, 2 Paterson Street, Gladstone QLD 4680 Rockhampton MVIC, 31 Knight Street, North Rockhampton QLD 4701
Northern	Cairns MVIC, 82-86 Kenny Street, Portsmith 4870 Townsville MVIC, 21-35 Leyland Street, Garbutt QLD 4814 Mount Isa MVIC, 17 Enterprise Road, Mount Isa QLD 4825 Innisfail MVIC, 12-14 Clifford Road, Innisfail QLD 4860

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