



Minister for Transport and Main Roads

Our ref: PET 32827

Your ref: A445260

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12 JUN 2019

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Laurie

I refer to petition number 3110-19, lodged with the Legislative Assembly by Mr Stephen Bennett MP, Member for Burnett on 14 May 2019 about staffing at the Childers Courthouse.

The Department of Transport and Main Roads (TMR) partnered with the Department of Justice and Attorney-General (DJAG) to improve customer services at 28 regional communities, by expanding services offered at courthouse customer outlets.

Queensland Government Agency Program (QGAP) offices are designed from a whole-of-government perspective, to provide access to services and information to rural and remote communities throughout Queensland. The range of government services available in a QGAP office will vary depending on legislative requirements and community demand.

Individual QGAP offices provide a broad cross-section of local, state and federal government services, including information and referral services to general enquiries, processing transactions, promoting services in local communities and stocking publication material.

The Childers QGAP transitioned to TMR in December 2017 from DJAG. I am advised on transition, one full-time and one part-time employee transferred to TMR – from DJAG.

Following the transition, some of the more complex DJAG work was removed from Childers QGAP and sent to centralised DJAG court houses. This created further capacity to deliver new services, such as driver licensing.

Childers QGAP was closed for two weeks over the Christmas period which is in line with the supporting Magistrate Court closures. Due to this closure, there was an influx of customers which subsequently increased customer wait times when the Childers QGAP reopened in January 2019.

A review of the workload at the Childers QGAP is currently being undertaken by TMR to ensure the appropriate level of resourcing is provided to meet customer expectations.

Until the review is complete, TMR has increased levels at the Childers QGAP to ensure it meets service demand.

I trust this information is of assistance to petitioners.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MARK BAILEY', with a long, sweeping underline that extends to the right and then curves downwards.

MARK BAILEY MP
Minister for Transport and Main Roads