

In Australia, less than half a percent of trips taken on a Transurban road result in an infringement. We do all we can to help people settle their unpaid tolls and prevent matters being referred to infringement. Infringement is a measure of last resort and we make repeated efforts to give customers every chance to avoid that penalty pathway.

In addition, we continue to implement a range of initiatives to enhance our customer support, particularly for vulnerable customers, such as:

- “First time forgiveness” program
- Hardship policy and assistance for people with payment difficulties
- Additional alerts / communications to help customers avoid account suspension and avoid the last resort of infringement by the State

Law Report: Transurban’s contract linked to the West Gate Tunnel Project specifies that Transurban can only send one infringement notice per vehicle every seven days (compared to the current allowance of one per day). When does Transurban plan to implement this change?

As part of the proposed changes, people will have more time to pay overdue tolls and matters won’t be referred to infringement if someone has a hardship application underway with us.

These proposed changes give us more time and flexibility to help people with toll payment difficulties for genuine reasons that may include long-term unemployment, serious illness, experience of family violence or other special circumstances.

We’re already doing more to assist people with payment difficulties to make it easier for them to get help sooner rather than later. This includes up to 10 attempts to contact people through various channels such as phone calls, text messages and email. The work we have done to get in touch with people and the substantial efforts we continue to make has already led to a reduction in matters reaching infringement.

Law Report: How often does Transurban issue infringement notices in Queensland at present and does the toll operator have any plans to vary the current frequency of infringement notices in that state? Would Transurban consider reducing its number of infringement notices to one per month?

Transurban does not issue infringement notices (or fines). Fines are issued by the relevant State authority only if all efforts to recoup outstanding tolls by the relevant tolling retailer have been unsuccessful. This process is called infringement. The State Authority issues the fine and the State collects any payments. We do not profit from this process, and rarely recover our costs once a matter has been referred to infringement.

How an unpaid toll may escalate to the infringement process in Queensland

When a vehicle travels without an arrangement to pay, Transurban will issue a Toll Notice with 14 days to pay the toll and an administration fee. If the Toll Notice goes unpaid, a Notice of Demand for payment of the toll and a higher fee is issued with time to pay extended to 30 days.

Under the legacy arrangements put in place before Transurban Queensland took over Brisbane’s toll road network, a Notice of Demand with an administration fee was issued for each unpaid toll trip. Multiple trips have historically meant multiple fees.

Further to improvements already made to help customers save on fees, late in 2017 Transurban Queensland introduced the aggregation of Notices of Demand to further help customers avoid fees.

Under these changes, all trips made over a three day period are itemised on a single Notice of Demand and a single administration fee charged.