

Profile Request

Priority:	Routine	Referring Site:	
Department: *	Transport and Main Roads	Accountable Area: *	Unassigned
Contact Confirmation Number:	CM202109271519311537		

Document Details

Document Type:	Website Enquiry	Sub Document Type: *	For reply direct
Subject:	Complaint	Category:	
Notes:		Third Party Details Consent Given:	No
Service/Request Type:			

Address block details (on the outgoing letter)

Author Type:	Member of the public	Organisation:	
Author Name:	Removed	Preferred Method of Contact:	By email
Title:	Removed	Phone Number:	Removed
First Name:		Email Address:	
Last Name:			
Address:			
Postcode:			

Details

Has Enquirer Previously Raised Issue with Dept?:	no
Feedback:	<p>On the 19/09/2021 at Removed I was heading south on the A1 by motorcycle. I was following a car prior to and as we entered the roundabout at the intersection of A1, Sarina Beach Road and Breen Street. Because I was following another vehicle I did not observe the diesel/oil slick which was approximately 1m wide and extended from the northern entrance of the roundabout and continued through the roundabout, on the inside lane, and out the southern exit continuing for 20-30m.</p> <p>As I turned in to pass through the roundabout there was no grip and my bike low-sided causing damage to both bike and I.</p> <p>There were no warning signs or alerts regards the damaged road and is the nature of my complaint.</p> <p>I called and notified Dept Transport regards the hazard when I got home around 4pm that afternoon.</p>
Requested Outcome:	Repairs to my bike and compensation for injuries sustained and leave from work
Complaint Reviewed:	
Requested by:	QTMR Agent
Date requested:	27/09/2021 03:21:47 PM

Helen M Newman

From: Leanne Farley
Sent: Tuesday, 28 September 2021 12:34 PM
To: MackayCommunications
Subject: Vehicle Damage Claim / Personal Injury Claim Removed CCT - 4168 Link to claims forms

Hi Comms Team,

I assume you will send response as it was a web enquiry?? See my standard response below.

Good Afternoon,

Thank you for your recent enquiry regarding a potential vehicle damage claim and personal injury claim. Below is a link to the department's website to make a claim for vehicle or property damage. If you wish to make a claim for personal injury (as stated in the Property Damage Claims Guide attached), you will need to seek independent legal advice as soon as possible.

- <http://www.qld.gov.au/transport/conditions/report/claim/index.html>
- Select 'Notice of Incident and Claim Form – property damage (F5110)'
- For information on how to claim select 'F5110 – Property Damage Claim Guide CFD.pdf'
- For claim form select 'F5110_CFD.pdf'
- **It would be of great assistance if you could please provide either 2 quotes or a tax invoice (if you have had the damage fixed) and any photos of the damage.**

Once you have completed your claim, forward all relevant documents to:

Email: mackay.office@tmr.qld.gov.au

Post: Attention: Damage Claims
Department of Transport and Main Roads
PO Box 62
Mackay Qld 4740

It is important to emphasise at this point in time that the Department of Transport and Main Roads (TMR) makes no admission of negligence; however, your complaint is taken seriously and TMR will investigate the matter and advise you of the outcome as soon as possible.

By signing the statutory declaration included in the Damage Claim Form you understand that the department may forward this Notice of Incident and Claim - Property Damage form and any other related information in respect of the claim to a relevant third party.

Kind regards

Claims Officer

(Mackay/Whitsunday District) | Central Queensland Region

Program Delivery and Operations | Infrastructure Management and Delivery Division | Department of Transport and Main Roads

Floor 2 | 44 Nelson Street | Mackay Qld 4740

PO Box 62 | Mackay Qld 4740

(07) 4951 8555

mackay.office@tmr.qld.gov.au

www.tmr.qld.gov.au

Helen M Newman

From: Priyanga Z Senanayaka
Sent: Tuesday, 28 September 2021 3:15 PM
To: MackayCommunications
Cc: Leanne Farley
Subject: FW: Customer Web Enquiry 10H_Bruce Highway - South
Attachments: Annotation 2021-09-15 134408.png; 20210915_132147.jpg; 20210915_132239.jpg; 20210915_132248.jpg; 20210915_132256.jpg; damage claim.pdf; 20210928_143341.jpg; 20210928_143336.jpg; 20210928_143915.jpg; 20210928_143900.jpg

Hi Claire

See below email trails for CCT 4168.

Maintenance contractor has taken necessary steps within the response time in RMPC manual to remove the oil spillage occurred on Wednesday the 15/09/2021 at the Bruce Highway/Sarina Beach road roundabout due to truck rollover. They have removed the all the hazard before the 19/09/2021 which is the in the customers enquiry.

No evidence to suggest to that a breach of duty of care.

please respond to this customer with rejection letter due to insufficient information to suggest that the damage resulting from the breach of the duty of care.

Regards

Priyanga Senanayaka

Engineer (Civil) | Mackay/Whitsunday District | Central Queensland Region

Program Delivery and Operations | Infrastructure Management & Delivery Division | Department of Transport & Main Roads

Floor 2 | Mackay Government Office Building | 44 Nelson Street, Mackay Qld 4740

PO Box 62 | Mackay Qld 4740

P: (07) 49518556 | M:

E: Priyanga.z.senanayaka@tmr.qld.gov.au

W: www.tmr.qld.gov.au

From: @mackay.qld.gov.au>
Sent: Tuesday, 28 September 2021 2:54 PM
To: Priyanga Z Senanayaka <Priyanga.Z.Senanayaka@tmr.qld.gov.au>
Cc: @mackay.qld.gov.au>;
@mackay.qld.gov.au>; @mackay.qld.gov.au>;
deneta.@mackay.qld.gov.au; Governance enquiry <Governance.enquiry@mackay.qld.gov.au>
Subject: Customer Web Enquiry 10H_Bruce Highway - South

Priyanga, please see advice from our Supervisor at the Sarina Depot with regards to the road surface and alleged oil slick!

Regards

Removed | Maintenance Superintendent (Rural) - Civil Operations | Mackay Regional Council
Phone: 07 49619 846 | Fax: 07 4944 2438 | Removed@mackay.qld.gov.au | mackay.qld.gov.au

From: Removed <Removed@mackay.qld.gov.au>
Sent: Tuesday, 28 September 2021 2:13 PM
To: Removed <Removed@mackay.qld.gov.au>; Removed <Removed@mackay.qld.gov.au>
Cc: Removed <Removed@mackay.qld.gov.au>; Removed <Removed@mackay.qld.gov.au>;
Removed <Removed@mackay.qld.gov.au>; Removed <Removed@mackay.qld.gov.au>
Subject: RE: Customer Web Enquiry

Hi Removed
The Truck Roll Over occurred on Wednesday the 15/09/2021 and the incident happen on the Sunday the 19/09/2021.
We cleaned up the oil spill on Wednesday 15/09/2021 and went back on Thursday 16/09/2021 and checked again on Friday the 17/09/2021.
We then borrowed the gurney and water pod off of Bevin and clean the K&C and traffic island with Truck wash and pressure washed it.
Please see photos of the original spill.

Regards,

Removed
Supervisor Roads & Drainage Southern - Civil Operations | Mackay Regional Council
| Mobile: NR | Removed@mackay.qld.gov.au

CHEERS TO 15 YEARS OF "SWEET" MEMORIES

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Savina
SUGAR SHED

Mackay Regional Council respectfully acknowledges the Traditional Custodians of the land, the Yuwi People, and we pay our respects to Elders past and present, and to the young emerging leaders. We also extend our acknowledgment to all Aboriginal members of the Birri Gubba Nation.

From: Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>
 Sent: Tuesday, 28 September 2021 1:38 PM
 To: Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>
 Cc: Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>; Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>;
 (Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>; Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>;
Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au)>
 Subject: FW: Customer Web Enquiry

Removed can you please start the process. Re: Check of pathways etc.

Removed can you please check your records.

Regards

Removed | Maintenance Superintendent (Rural) - Civil Operations | Mackay Regional Council
 Phone: 07 49619 846 | Fax: 07 4944 2438 | Removed [@mackay.qld.gov.au](mailto: @mackay.qld.gov.au) | mackay.qld.gov.au

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From: Priyanga Z Senanayaka <Priyanga.Z.Senanayaka@tmr.qld.gov.au>
Sent: Tuesday, 28 September 2021 1:34 PM
To: Removed @mackay.qld.gov.au>
Cc: Removed @mackay.qld.gov.au>
Subject: Customer Web Enquiry

Hi Removed

Refer attached website enquiry received from the customer regarding roadside hazard at Bruce Highway/Sarina Beach road roundabout on 19/092021 around 10am.

It seems this customer has a intension submit a claim for the injuries.

Would you able look at any records for oil spillage removal on this day?

regards

Priyanga Senanayaka
Engineer (Civil) | Mackay/Whitsunday District | Central Queensland Region
Program Delivery and Operations | Infrastructure Management & Delivery Division | Department of Transport & Main Roads

Floor 2 | Mackay Government Office Building | 44 Nelson Street, Mackay Qld 4740
PO Box 62 | Mackay Qld 4740
P: (07) 49518556 | M: NR
E: Priyanga.z.senanayaka@tmr.qld.gov.au
W: www.tmr.qld.gov.au

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It is your responsibility to ensure that this email does not contain and is not affected by computer viruses, defects or interference by third parties or replication problems (including incompatibility with your computer system).

Opinions contained in this email do not necessarily reflect the opinions of the Department of Transport and Main Roads, or endorsed organisations utilising the same infrastructure.

Disclaimer

This email and any attachments may contain confidential or privileged information. You must not use or disclose this information, other than for the purposes for which it was supplied. The privilege or confidentiality attached to this email and attachments is not waived by reason of mistaken delivery to you. If for whatever reason this email is received by other than the intended recipient, you are requested to notify the sender promptly by telephone, email or facsimile and destroy and delete all copies of the original message.

Any personal information collected by Mackay Regional Council will be for lawful purposes directly related to the functions of Council. Mackay Regional Council will take all reasonable precautions to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld) and will protect the personal information it holds from misuse, unauthorised access and modification.

Personal information will only be disclosed to a third party with your written authorisation or as required by law.



Profile Request

Priority:	Routine	Referring Site:
Department: *	Transport and Main Roads	Accountable Area: * Unassigned
Contact Confirmation Number:	CM202109271519311537	

Document Details			
Document Type:	Website Enquiry	Sub Document Type: *	For reply direct
Subject:	Complaint	Category:	
Notes:		Third Party Details Consent Given:	No
Service/Request Type:			

Address block details (on the outgoing letter)			
Author Type:	Member of the public	Organisation:	
Author Name:	Removed	Preferred Method of Contact:	By email
Title:		Phone Number:	Removed
First Name:		Email Address:	
Last Name:			
Address:			
Postcode:			

Details	
Has Enquirer Previously Raised Issue with Dept?:	no
Feedback:	<p>On the 19/09/2021 Removed I was heading south on the A1 by motorcycle. I was following a car prior to and as we entered the roundabout at the intersection of A1, Sarina Beach Road and Breen Street. Because I was following another vehicle I did not observe the diesel/oil slick which was approximately 1m wide and extended from the northern entrance of the roundabout and continued through the roundabout, on the inside lane, and out the southern exit continuing for 20-30m.</p> <p>As I turned in to pass through the roundabout there was no grip and my bike low-sided causing damage to both bike and I. There were no warning signs or alerts regards the damaged road and is the nature of my complaint. I called and notified Dept Transport regards the hazard when I got home around 4pm that afternoon.</p>
Requested Outcome:	Repairs to my bike and compensation for injuries sustained and leave from work
Complaint Reviewed:	
Requested by:	QTMR Agent
Date requested:	27/09/2021 03:21:47 PM















Released under RTI - DTMR





Send	From	Janelle.M.Chapman@tmr.qld.gov.au
	To	
	Cc	
Subject		CCT Enquiry ID 57 John Smith - TMR Email Enquiry Response

Our reference: CCT Enquiry ID 57 / John Smith

Dear {stakeholder name}

Thank you for contacting the Department of Transport and Main Roads (TMR) about {enter subject}.

{add body of email here}

If you require further information please call {title, first name and surname}, {position} in {location}, on {telephone number}.
{Mr/Mrs/Ms surname} will be pleased to assist.

Yours sincerely

{signature block}

Released under RTI - DTMR



Subject line: [CCT {Enquiry ID Number}CQ 4168](#) – TMR Email Enquiry Response

Body

Our Reference: [CCT {add Enquiry ID number}CQ 4168](#) / {stakeholder name} Removed

Dear Removed

Thank you for contacting the Department of Transport and Main Roads (TMR) about ~~{enter subject}~~ [alleged damage to your vehicle following an incident on the Bruce Highway at the intersection with Sarina Coast Road.](#)

~~{add body of email here}~~ [TMR have conducted an investigation and have confirmed with our maintenance contractor that a spill occurred on this intersection on Wednesday 15 September 2021 after a truck rollover incident. This spill was cleaned the same day, in line with the Routine Maintenance Guidelines set out by TMR.](#)

[To ensure that the hazard had been completely cleared, the maintenance crew attended the location again on Thursday 16 and Friday 17 September 2021 and found no residual spill.](#)

[As the incident that resulted in damage to your vehicle occurred on Sunday 19 September 2021, there is insufficient information to suggest that this spill contributed to road conditions on that day.](#)

[There is a rigorous process that is followed by TMR to ensure that all vehicle damage claims are assessed equally on merit.](#)

[While it is unfortunate that damage occurred to your vehicle, in most instances, TMR does not provide compensation for property damages.](#)

[However, if you wish to proceed with a claim for compensation, please complete the attached paperwork, see below link to the department's website for vehicle or property damage. If you wish to make a claim for personal injury \(as stated in the Property Damage Claims Guide\), you will need to seek independent legal advice as soon as possible.](#)

- <http://www.qld.gov.au/transport/conditions/report/claim/index.html>
- [Select 'Notice of Incident and Claim Form – property damage \(F5110\)'](#)
- [For information on how to claim select 'F5110 – Property Damage Claim Guide CFD.pdf'](#)
- [For claim form select 'F5110_CFD.pdf'](#)
- [Please provide either 2 quotes or a tax invoice \(if you have had the damage fixed\) and any photos of the damage.](#)

[TMR will thoroughly investigate the incident to and determine liabilities and will advise you of the outcome. If the claim is rejected, the reasons will be outlined.](#)

[If you require further information, please call {title first name and surname}, {position} in {location}, on {telephone number}. {Mr/Mrs/Ms Surname} will be pleased to assist. I trust this information is of assistance.](#)

Yours sincerely

Email Format

MackayCommunications

From: MackayCommunications
Sent: Wednesday, 13 October 2021 8:10 AM
To: Removed
Subject: CQ 4168 – TMR Email Enquiry Response

Our Reference: CQ 4168, Removed

Dear Removed

Thank you for contacting the Department of Transport and Main Roads (TMR) about alleged damage to your vehicle following an incident on the Bruce Highway at the intersection with Sarina Coast Road.

TMR have conducted an investigation and have confirmed with our maintenance contractor that a spill occurred on this intersection on Wednesday 15 September 2021 after a truck rollover incident. This spill was cleaned the same day, in line with the Routine Maintenance Guidelines set out by TMR.

To ensure the hazard had been completely cleared, the maintenance crew attended the location again on Thursday 16 and Friday 17 September 2021 and found no residual spill.

As the incident that resulted in damage to your vehicle occurred on Sunday 19 September 2021, there is insufficient information to suggest that this spill contributed to road conditions on that day.

There is a rigorous process that is followed by TMR to ensure that all vehicle damage claims are assessed equally on merit.

While it is unfortunate that damage occurred to your vehicle, in most instances, TMR does not provide compensation for property damages.

However, if you wish to proceed with a claim for compensation, please see below link to the department's website for vehicle or property damage. If you wish to make a claim for personal injury (as stated in the Property Damage Claims Guide), you will need to seek independent legal advice as soon as possible.

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- Select 'Notice of Incident and Claim Form – property damage (F5110)'
- For information on how to claim select 'F5110 – Property Damage Claim Guide CFD.pdf'
- For claim form select 'F5110_CFD.pdf'
- Please provide either 2 quotes or a tax invoice (if you have had the damage fixed) and any photos of the damage.

TMR will thoroughly investigate the incident to determine liabilities and will advise you of the outcome. If the claim is rejected, the reasons will be outlined.

I trust this information is of assistance.

Yours sincerely

Claire Pawar

Communications Officer (Mackay/Whitsunday District) | Central Queensland Region

Program Delivery & Operations Branch | Infrastructure Management & Delivery Division | Department of Transport and Main Roads

Floor 2 | Mackay Government Office Building 44 Nelson Street | Mackay Qld 4740
PO Box 62 | Mackay Qld 4740
P: (07) 4951 8555
E: mackay.office@tmr.qld.gov.au
W: www.tmr.qld.gov.au

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Enquiry Control Form (Instruction: Edit in Word)

CQR Correspondence and Commitments Tool Template

Step 1 - Facilitator Team - Register Incoming Request (Instruction: Drag and Drop your email or DMS item)

 WE89925 Remove
pdf

[28.09.21 CMP – Incoming correspondence](#)

 Re_CQ 4168 – TMR
Email Enquiry Respc

[14.10.21 CMP – Response from customer](#)


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Field Code Changed


Field Code Changed

Step 2 - Facilitator Team - Create a Workflow (To complete this step you can open the link and then Create a Workflow)

Step 3 - Content Providers - Provide Input (Ensure all commitments are captured on the Item Registration Form)


 CCT Action Taken
Template.docx


 Action Taken
Template.docx

 Email Enquiry
Response Template.d

[28.09.21 CMP – PZS please advise if/when TMR was informed of this hazard and what actions \(if any\) were taken. Thanks, Claire](#)

28/09/2021-PZS – Leanne, it seems this customer is going to claim for his injuries, if so, can you send him claim forms? Meanwhile, I will check with MRC about hazard this customer has referred in the web enquiry.

 Vehicle Damage
Claim

 FW_ Customer Web
Enquiry 10H_Bruce I

LZF 28/9/2021 – Suggested reponse

[CMP 11.10.21 – Response drafted, progressed for peer review.](#)

[14.10.21 CMP – Priyanga, please see response from customer and advise if there are any cameras in the area. Thanks, Claire](#)

15/10/2021-PZS

- There is a camera close to Arzac street, Sarina. However, images availability will depend on camera orientation at the time of incident

Field Code Changed

Field Code Changed

Field Code Changed

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Step 4 - CSMT - Edit Content Providers Response

[EJRix 12/10/2021 – peer reviewed. Amended to include standard wording as provided by LZP. Progressed to PDA for DD approval.](#)

Step 5 - Approvers - Provide Comments (Confirm all commitments have been captured on the Item Registration Form)

[13/10/2021 – Approved - PDA](#)

Step 6 - Reviewer - Provide Comments

Step 7 - Final Correspondence – (Confirm all commitments have been captured on the Item Registration Form)



CQ 4168 – TMR
Email Enquiry Respc

[13.10.21 CMP – Email response sent. Uploaded to Doctrack](#)

Field Code Changed