

DRIVING LICENCE TESTS — WAITING TIMES

Question without Notice 800 — Answer Advice

HON SIMON O'BRIEN (South Metropolitan — Minister for Finance) [5.02 pm]: I have an answer to Hon Ken Travers' question without notice 800, which I seek leave to have incorporated into *Hansard*.

Leave granted.

The following material was incorporated —

- (1) The Member would be interested to know that according to information made public by the previous failed Labor Government, as at August 2007 the average waiting time for a person seeking a driving test was 10 weeks. At present the average time is 3.8 weeks.
- (2) Welshpool, Kelmscott and Morley, however, the patterns are inconsistent during the year.
- (3) Welshpool, four to five weeks.
- (4) The Member would agree that under the previous Labor Government, poor service was provided in this area, particularly in relation to waiting for practical driving tests and even getting through to the department on the phone. The Liberal-National Government cares about the community and about providing good service so there has been a concerted push under this government to make improvements in these areas.

Since coming to Government, a raft of reforms have been implemented to provide better services to the community, the most effective of which in relation to practical driver assessments includes amended operating hours to better coincide with times that leaner drivers want and are able to sit tests. For example, unlike under the previous Labor Government, assessments are now carried out on weekends, after school hours and additional assessment hours in place during school holidays. These customer-focussed initiatives have resulted in improvements in practical driver assessment times as well as in general customer service times. For example, in relation to customer service times, in July 2008 under the previous Labor Government only 8% of incoming calls were answered at the department's contact centre within 60 seconds. Under the Liberal-National Government, with its focus on better service for the community, March 2011, 82 per cent of calls were answered and around that level is now being consistently achieved. This is the best result achieved at the centre in 7 to 10 years.
