Dear Sir/Madam,

Please find attached my submission in regards to this inquiry.

Thank You

Paul Hickey
One option worth considering is how Telstra handled its desire to get closer to the people. Generally they are seen as a very large centralised monolith were no-one takes responsibility for local issues. Calling them involves long times on hold, speaking to a different person on each call, and generally leaves the user flat and wondering why they bothered. We don’t seem to see much action. The organisation is too big and unresponsive to small users. To some extent Vicroads is a bit like this.

Telstra set up a lot of regional managers who put their name out there, were often on the radio or print media answering questions, telling us what was happening and generally representing the company. Local users were asked to call the local office if they had a problem. Major problems in the district were always discussed in the media, allowing greater transparency and understanding from the community. They were taking ownership and making access easier and more rewarding to the local community. They were taking ownership and making access easier and more rewarding to the local community. We do not want an anonymous secretive authority that we cannot be easily contacted quickly and effectively. The local Telstra office could not resolve everything, but they did make good progress and communicated as much as they could to the community.

Although we have a local Vicroads office, they are not regularly represented in the media, they do not actively encourage feedback on problem areas (A website link or 1800 number does not count) and do not seem to take ownership when things go wrong. It would be good to see or hear from a wise worldly local Vicroads person who could answer questions, make representations to senior management, and get things done to some extent at a local level. This would allow locals to feel heard. There is an avalanche of negative comments at the moment, but Vicroads generally remain silent. We want to hear from them. We want to hear from the Roads Minister. What is happening, what are they doing, what are the priorities in my area. When will works start. We want some-one to take ownership. This is lacking in many levels of government and big business now.

Splitting Vicroads into urban and country may help. I guess the outcome I would like to see, however it was configured, was for an organisation that takes ownership of problems, communicates regularly and positively to the community on radio and print, and makes road users feel listened to.

Thanks for your time.