

Minister for Infrastructure
Minister for Local Government

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Dr Shane Broad MP
Member for Braddon
Parliament House, Hobart TAS 7000

6 MAY 2025

c\ - Laura.Ross@parliament.tas.gov.au

Dear Dr Broad

On 10 April 2025 you asked the following Constituency Question of me in the House.

I have had a number of constituents in Braddon whose cars have been damaged due to hitting potholes on the Bass Highway. When they applied for compensation, the road contractor simply denied responsibility without explanation. For example, Stornoway has written to my constituent Darcy:

"We have undertaken an investigation in relation to your claim, and after a review of information provided by you and the records of asset inspections and maintenance activities, we respectfully decline your claim."

How is it that road maintenance contractors can simply deny responsibility for car damage due to hitting potholes without explanation or recourse?

The terms under which a claim can be accepted are determined through the contract negotiation process, and I can understand your constituents' frustration in receiving a response with no explanation of the reasons the claim was declined.

I have instructed the Department of State Growth to ensure our contractors provide a more fulsome response to motorists claiming damage to their vehicles due to alleged road surface deficiencies – especially in instances of claims being declined. I expect this will also provide guidance on rights to appeal decisions.

Thank you for raising this matter with me, and I hope this information is of assistance in responding to your constituents.

Yours sincerely

Hon Kerry Vincent MLC
Minister for Infrastructure