Potholes – Financial Compensation

Dr BROAD question to MINISTER for INFRASTRUCTURE

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 the information provided by you and the records of asset inspections and maintenance activities, we respectfully decline your claim.

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