



Individual InfoForm Report

Reference Number: REF2817437

Customer

Customer Name		Demographic Details	
Is Anonymous	False	Age	N/A
Salutation		Gender	Not Specified
First Name	Samuel	Financial Hardship	No
Last Name	Marks	Youth	No
Contact Numbers		Older Australian	No
Business Phone	0262536923	English Language Skills	No
Home Phone		Indigenous	No
Mobile Phone	0431426013	Remote Community	No
Address Details		Disability	No
Address Type	Primary	Serious or Chronic Illness	No
Address Line 1	Minter Ellison Building	Other Temporary Circumstances	No
Address Line 2	25 National Circuit	Special Requirements	
Address Line 3		Interpreter Call	No
Suburb	Forrest	TTY	No
Postcode	2603	Contact Record	
State	ACT		
Country	Australia		
Email Address			
Email Address	samuel.marks@truck.net.au		

Report Details

Contact Date	12/11/2019	Contact Reason	Enquiry
Contact Mode	Letter	Phone Source Line	
Description	MBUSC 13/11/2019 - Letter received 12/11/2019 see activities for details.		
	Contact from Australian Trucking Association Ltd - ACCC cc'd into correspondence with Minister Frydenberg		
Reported By		On Behalf of Organisation	Australian Trucking Association Ltd
Desired Outcome			

External Identifiers

Reference Number	REF2817437	CRM 2011 Ticket Number	
TrackIT ID			

Activities

Type	Subject	Status	Owner	Actual Start
Letter	D19/177297 - Complaint - Unconscionable Conduct - Container Stevedoring Infrastructure Fees - Australian Trucking Association - R 12 November 2019	Sent	Lucas Edmunds	13/11/2019
Task	REF2817437 - Complex corro task	Completed	Marcus Buschel	
Task	No Response Provided	Completed	Marcus Buschel	22/11/2019

Clock



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Start Date and Time	End Date and Time	Duration
12/11/2019 12:00:00 AM	22/11/2019 3:09:32 PM	8.00

Classification

Categories

Level 1 Regulation (RAD)
 Level 2 Water
 Level 3

Types of Claim

Organic	No	Animal Welfare	No
Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Fair Trade	No	Health	No

Issue

Carbon Issue		Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	No

Mode of Communication

Door to Door	No	Telemarketing	No
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Advertising

Internet	No	Radio	No
Television	No	Press	No

Conducts

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
General	General - No CCA Issue	Act: CCA Div: 3 Part: General	Other	

Trader Details

Primary Trader: Qube Holdings Pty Ltd
 Trader ANZSIC Code: 4810-Water Freight Transport
 Primary Trader Business Contact Name :

Trader Details (if Different from Primary)

Trader Website
 Trader Email Address
 Trader Phone
 Trader Address Line 1
 Trader Address Line 2
 Trader Address Line 3



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Trader Address Suburb
 Trader Address State
 Trader Address Post Code

Other Traders

Action

Advice LEDMU advised by MBUSC to assign to complex corro 13/11/2019.

MBUSC 22/11/2019 - Discussed with David Cranston in Ports, no response required- letter is addressed to Treasurer and is essentially calling for regulation of the sector (a matter for government) NRP

Assignment

Owner	No Response Required	Yes
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Resolution Dates

First Resolved On	22/11/2019	Last Resolved On	22/11/2019
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InfoForm Action

Report Status	Closed	Report Status Reason	Intelligence
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Referred To External Party:

Escalated To	Escalated By
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Action Date	22/11/2019
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Comments	Due date 3/12/19 - industry association contact
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Confidentiality & TRIM Documents

Ministerial	No	TRIM Response Doc
TRIM Contact Doc		

Product Safety

Action Taken

Complained	No	Returned	No
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Asked Refund	No	Returned Purchase	No
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Action Taken Other

Contacted Supplier	Consent to disclose
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Outcome of contact with supplier

PS Other action taken

Product Details

Brand	Date of Purchase
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Type	Batch Name / Number
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Manufacturer

Name

Model

Description

Product Category

Regulated Product	No
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How was product obtained

Other



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Why Reporting

Problem Report

Believe Banned	No	Almost Accident	No
Injured	No	Injury Required Hospital Treat.	No

Injury Details

Product Safety Injury/Incident details

PS Injured	Injury Severity
Treatment from a medical professional	Near Miss/Almost Accident
Require hospital stay	Type of incident nearly occurred

Provide details

Scam Watch

Scammer Contact Date	Will You Share Your Story:
Scam Contact Mode	N/A
Scam Contact Website	On Behalf of Business
Scam Contact Website Other	No
How Paid (Payment Type)	Business Age
How Paid (Other)	Business Size

Loss Type

Is a Loss Suffered?	No	Commercial Information Loss	No
Personal Info Loss	No	Banking Details Loss	No
Amount Lost			

Small Business

Business Name	Industry
Business Age	Business Size
Description of Loss	

Relationship

As Competitor	No	As Supplier	No
Related As Franchisee	No	As Customer	No
As Other	No		
As Other Description			

Refusal

Is Refusal	No	Refusal Other	No
Refusal to Supply?	No	Refusal Date	
Refusal Type		Alternative Available	No
Reason Sought	No		
Referred Elsewhere	No		
Reason Description			
Referral Outcome			

Franchise

Name

Location



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Date Disclosure		Franchise Legal Received	No
Date Entered		Franchise Legal Waiver	No
Mediation	No	Mediation Date	
Mediation Result			
Negotiation	No	Negotiation Date	
Negotiation Result			
Franchise Other	No		
Franchise Other Details			
Franchise Other Outcome			
Anti-Competitive & Unconscionable Conduct			
Is Anticompetitive	No		
Product			
Description			
Unconscionable Conduct			
Is Unconscionable	No		
Unconscionable Event			
Documents	No	Unconscionable Influence Used	No
Report Lodged With Other Agency			
Lodged With Other?	No		
Description			
Result			
Audit			
Created By		Created On	13/11/2019
Modified By		Modified On	22/11/2019