

Dear Committee Members,

Uber has recently entered the Australian Market, claiming to provide better services than our already established Queensland Taxi Services. The truth is, this company has disadvantaged the taxi industry, causing a significant threat to our taxi drivers and the safety of our community at hand.

Firstly, Queensland taxi drivers undergo a number of appropriate security and criminal checks prior to obtaining a license. This includes an accredited RTO training course which may take up to 2 weeks to complete. As far as the taxi industry is concerned, Uber is known to accepting drivers onto their systems with a much more flexible approach, without undergoing the appropriate checks and training. In Queensland, not only is this compulsory but drivers undergo these checks every 6 months by TMR. This is particularly concerning for our Queensland community if they are entering the cars and accepting transport by drivers who may be unsafe or may cause a threat to passengers. This is something that needs to be thoroughly considered by Parliament as our Queensland taxi drivers have been providing safe services to our passengers for decades, unlike Uber who have now entered the market on an extremely concerning basis.

Another important note that needs to be considered is the fact that Uber services cannot provide for the whole of the community. Queensland currently has 20% of vehicles that are wheel chair accessible whilst Uber has none. Uber are therefore already in breach of the Queensland Anti-Discrimination Act and the Federal Disability Discrimination Act. The taxi industry invests significant amounts of money in relation to this and despite the high cost of providing these services, the Queensland industry has developed one of the best services to provide for those who are disadvantaged in our community. Uber ignores societal responsibilities in relation to these sorts of issues and it is most likely that over time, the ability of the Queensland taxi industry to continue to provide a high standard of wheel chair accessible services will diminish considerably.

I also wish to highlight the injustice for Queensland taxi drivers who have to pay for a taxi license issued by the Queensland Transport Department whilst Uber drivers are operating their services without this requirement. Uber drivers avoid the overhead expenses of purchasing a taxi license while the drivers who are operating taxis in accordance with the law are suffering the expenses involved in running a legal taxi service. Not only are Uber drivers putting the

safety of our community at risk but they are also undermining our law in regards to operating legal taxi services within Queensland.

Lastly, and also of a significant concern towards the safety of our community, is the fact that Uber's vehicles are not fully insured to the same extent as our Queensland taxi services. Uber claims their vehicles are fully insured however their vehicles only have (private) class 1 CTP insurance, costing approximately \$700.00 per annum whilst Queensland taxis are required to have 3 CTP, costing approximately \$6,500.00 per annum. Our Queensland taxis have comprehensive insurance while, in many cases, Uber does not require their taxis to have public liability insurance. This is another significant issue, proving Uber's lack of standards and no consideration to our Queensland consumer's rights and protection.

The Government needs to acknowledge the serious threats that Uber is posing to our Queensland taxi service and to the members of our community. This service has no right to intrude and disrupt the Australian market in regards to our taxi industry. The Queensland taxi service has spent years providing a stable and structured safe service to our community and to have a foreign company such as Uber diminish our protocols within the industry, breaches Australia's underlying social principles in considering the best interests of our economy and our people. Uber has no right to threaten the Queensland community on a number of levels, which requires the Government to provide a stricter approach to force this industry out of our country.

Kind Regards,

Sarah Bouhamdan