



21 October 2015

Infrastructure, Planning and Natural Resources Committee.

Dear Sir/Madam,

I have been driving a taxi for nearly 3 years with Suncoast Cabs on the Sunshine Coast. To start this process off I paid a considerable sum of money to get a health check from my GP; then more money for a Queensland Police Check, more money for a Queensland Transport Driver Authorisation and finally more money for a 5-day training course. This whole process takes around a month of time and today costs the best part of \$1 000.

The outcome is a taxi driver who has been comprehensively vetted and well-trained. They are given shifts in a Taxi and their performance is closely monitored for driver professionalism, customer service financial reliability. Performance issues are addressed by a manager or customer concerns are lodged to the Query Operator (call centre supervisor). Further feedback mechanisms in place include using a web page to receive lost property and an Enquiry form at the head office of the company.

The committee should keep in mind that there are at least 10 000 full or part-time taxi drivers in Queensland paying 10 % GST on their earnings. This is money going back into government that assists with road and associated infrastructure that taxis use on a 24 x 7 basis. Currently, there is no GST paid by Uber drivers – a substantial loss of revenue when budgets are under pressure.

The bill proposed by Bob Katter attempts to address the lack of punitive measures by those operators who would bypass the Transport Act with its built-in safety features for passengers and drivers alike. It has my full support and I urge you to implement this amendment to actively discourage those operators would behave outside the law without sufficient consequence.

Yours truly,

Ross Opperman