

# FIRST CLASS TAXIS PTY LTD

## SUBMISSION

### PUBLIC WORKS & UTILITIES COMMITTEE (PUC)

#### *Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017*



LOT 20 PACIFIC HIGHWAY BURLEIGH HEADS QLD 4220

We thank the Public Works and Utilities Committee (PUC) for the opportunity to submit a response to the proposed legislative changes announced by the Transport Minister regarding the ***Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017***.

This submission is on behalf of the Gold Coast Cabs taxi operator First Class Taxis and the 75 taxi licences we manage and lease on behalf of the individual licence owners and over 400 individual taxi drivers that make up our fleet.

This submission will outline major flaws in several areas of the proposed legislation and provide evidence to substantiate these flaws. This submission will also outline and make recommendations to ensure the proposed legislation is robust, compliant, cost effective and most of all provides a safe and secure transport structure for the public. The proposed legislation needs to be absolutely correct to ensure the immediate and long term viability of the taxi industry, as well as sustainable at all levels within the taxi industry.

The 2010-2015 Taxi Strategic Plan had a guiding principle that ensured the taxi industry will be financially viable on a commercial basis.

*"The taxi system functions without government subsidy but for the TSS (which is a user subsidy not an operational subsidy) and a small government contribution to the cost of secure taxi ranks. The commercial viability of the taxi system is fundamental to the system's financial sustainability.*

*... the taxi system will be productive, efficient and sustainable*

*Taxi Bailment agreements are central to the financial structure of the taxi system.*

*Concerns about the working hours and conditions, remuneration levels and so on under a proportion of Bailment agreements have lead to the Ombudsman undertaking an investigation into the situation. The Ombudsman's report has some significant implications in terms of the ongoing commercial viability of the taxi system".*

We remind the Committee that central to the accountability and sustainability of the taxi industry is the maintenance of the Taxi Bailment Agreements.

This submission has been broken down into key points that need to be addressed in the proposed legislation. We have provided clear and irrefutable evidence of;

- 1) Limitations of the Uber Terms and Conditions.
- 2) Underage Uber rider accounts.
- 3) The illegal transport and targeting of minors (under 18 years old).
- 4) Uber disclaimer and limitation of liability.
- 5) Illegal ranks and First in, First out ranks created by Uber.
- 6) Illegal ranking and touting by Uber drivers (even since the increased fines regime).
- 7) Illegal illuminated Uber signage, dome and hail lights.
- 8) Uber drivers accepting and promoting CASH for trips.
- 9) Uber drivers willingly accepting the wrong customers (non account holders).
- 10) Compulsory Third Party (CTP), Motor Accident Insurance Commission (MAIC) and Public Liability Insurance.
- 11) Fatigue and the Ride share driver.
- 12) Ride share Immigration and Student Visa Working Entitlements.

We would like to remind the Public Works and Utilities Committee (PUC) that included in the list of Objectives of the **Transport Operations (Passenger Transport) Act 2004** are;

**Provides a high level of accountability.**

**Promote the personal safety of persons using public passenger transport.**

Based upon the evidence provided we have provided a list of recommendations that will ensure a fully accountable, transparent, safe and secure public passenger transport legislation. We have provided suggestions to reword, insert and omit areas of the proposed legislative Regulation and Act.

- 1) Complete List of Recommendations.
- 2) Transport and Other Legislation (Personalised Transport Reform) Amendment Regulation 2017 Part 3 Amendment of Transport Operations (Passenger Transport) Regulation 2005.
- 3) Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017 Part 2 Amendment to Transport Operations (Passenger Transport) Act 1994

As previously indicated we are more than happy to provide any additional information or data that the PUC needs. We are requesting to appear at the Committee hearing on the 20th April to discuss our evidence and explain the rationale behind the recommendations and Regulation and Act suggestions. We fully support the Taxi Council of Queensland (TCQ) submission and the 20 points raised by the TCQ.

Thank you

Shane Smith  
Leonie Smith

## UBER TERMS AND CONDITIONS

The full contents of the Uber Terms and Conditions can be found at;

<https://www.uber.com/en-AU/legal/terms/ae/>

*Uber may amend the Terms related to the Services from time to time. Amendments will be effective upon Uber's posting of such updated Terms at this location or the amended policies or supplemental terms on the applicable Service. Your continued access or use of the Services after such posting*

### 2. The Services

*The Services constitute a technology platform that enables users of Uber's mobile applications or websites provided as part of the Services (each, an "Application") to arrange and schedule transportation and/or logistics services with independent third party providers of such services, including independent third party transportation providers and independent third party logistics providers under agreement with Uber or certain of Uber's affiliates ("Third Party Providers"). Unless otherwise agreed by Uber in a separate written agreement with you, the Services are made available solely for your personal, noncommercial use. YOU ACKNOWLEDGE THAT UBER DOES NOT PROVIDE TRANSPORTATION OR LOGISTICS SERVICES OR FUNCTION AS A TRANSPORTATION CARRIER AND THAT ALL SUCH TRANSPORTATION OR LOGISTICS SERVICES ARE PROVIDED BY INDEPENDENT THIRD PARTY CONTRACTORS WHO ARE NOT EMPLOYED BY UBER OR ANY OF ITS AFFILIATES.*

### 3. Your Use of the Services

#### *User Accounts.*

*In order to use most aspects of the Services, you must register for and maintain an active personal user Services account ("Account"). You must be at least 18 years of age, or the age of legal majority in your jurisdiction (if different than 18), to obtain an Account. Account registration requires you to submit to Uber certain personal information, such as your name, address, mobile phone number and age, as well as at least one valid payment method (either a credit card or accepted payment partner). You agree to maintain accurate, complete, and up-to-date information in your Account. Your failure to maintain accurate, complete, and up-to-date Account information, including having an invalid or expired payment method on file, may result in your inability to access and use the Services or Uber's termination of these Terms with you. You are responsible for all activity that occurs under your Account, and you agree to maintain the security and secrecy of your Account username and password at all times. Unless otherwise permitted by Uber in writing, you may only possess one Account.*

#### *User Requirements and Conduct.*

*The Service is not available for use by persons under the age of 18. You may not authorize third parties to use your Account, and you may not allow persons under the age of 18 to receive transportation or logistics services from Third Party Providers unless they are accompanied by you. You may not assign or otherwise transfer your Account to any other person or entity.*

*5. Disclaimers; Limitation of Liability; Indemnity.*

*DISCLAIMER.*

*THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.*

*IN ADDITION, UBER MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY OR AVAILABILITY OF THE SERVICES OR ANY SERVICES OR GOODS REQUESTED THROUGH THE USE OF THE SERVICES, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. UBER DOES NOT GUARANTEE THE QUALITY, SUITABILITY, SAFETY OR ABILITY OF THIRD PARTY PROVIDERS. YOU AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY SERVICE OR GOOD REQUESTED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW.*

*LIMITATION OF LIABILITY.*

*UBER SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, PERSONAL INJURY OR PROPERTY DAMAGE RELATED TO, IN CONNECTION WITH, OR OTHERWISE RESULTING FROM ANY USE OF THE SERVICES, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES ARISING OUT OF: (i) YOUR USE OF OR RELIANCE ON THE SERVICES OR YOUR INABILITY TO ACCESS OR USE THE SERVICES; OR (ii) ANY TRANSACTION OR RELATIONSHIP BETWEEN YOU AND ANY THIRD PARTY PROVIDER, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR DELAY OR FAILURE IN PERFORMANCE RESULTING FROM CAUSES BEYOND UBER’S REASONABLE CONTROL. YOU ACKNOWLEDGE THAT THIRD PARTY TRANSPORTATION PROVIDERS PROVIDING TRANSPORTATION SERVICES REQUESTED THROUGH SOME REQUEST BRANDS MAY OFFER RIDESHARING OR PEER-TO-PEER TRANSPORTATION SERVICES AND MAY NOT BE PROFESSIONALLY LICENSED OR PERMITTED. IN NO EVENT SHALL UBER’S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION EXCEED FIVE HUNDRED EUROS (€500).*

*UBER’S SERVICES MAY BE USED BY YOU TO REQUEST AND SCHEDULE TRANSPORTATION, GOODS OR LOGISTICS SERVICES WITH THIRD PARTY PROVIDERS, BUT YOU AGREE THAT UBER HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY TRANSPORTATION, GOODS OR LOGISTICS SERVICES PROVIDED TO YOU BY THIRD PARTY PROVIDERS OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS.*

*THE LIMITATIONS AND DISCLAIMER IN THIS SECTION 5 DO NOT PURPORT TO LIMIT LIABILITY OR ALTER YOUR RIGHTS AS A CONSUMER THAT CANNOT BE EXCLUDED UNDER APPLICABLE LAW.*



*Indemnity.*

*You agree to indemnify and hold Uber and its officers, directors, employees and agents harmless from any and all claims, demands, losses, liabilities, and expenses (including attorneys' fees) arising out of or in connection with: (i) your use of the Services or services or goods obtained through your use of the Services; (ii) your breach or violation of any of these Terms; (iii) Uber's use of your User Content; or (iv) your violation of the rights of any third party, including Third Party Providers.*

*6. Governing Law; Arbitration.*

*Except as otherwise set forth in these Terms, these Terms shall be exclusively governed by and construed in accordance with the laws of The Netherlands, excluding its rules on conflicts of laws. The Vienna Convention on the International Sale of Goods of 1980 (CISG) shall not apply. Any dispute, conflict, claim or controversy arising out of or broadly in connection with or relating to the Services or these Terms, including those relating to its validity, its construction or its enforceability (any "Dispute") shall be first mandatorily submitted to mediation proceedings under the International Chamber of Commerce Mediation Rules ("ICC Mediation Rules"). If such Dispute has not been settled within sixty (60) days after a request for mediation has been submitted under such ICC Mediation Rules, such Dispute can be referred to and shall be exclusively and finally resolved by arbitration under the Rules of Arbitration of the International Chamber of Commerce ("ICC Arbitration Rules"). The ICC Rules' Emergency Arbitrator provisions are excluded. The Dispute shall be resolved by one (1) arbitrator to be appointed in accordance with the ICC Rules. The place of both mediation and arbitration shall be Amsterdam, The Netherlands, without prejudice to any rights you may have under Article 18 of the Brussels I bis Regulation (OJ EU 2012 L351/1) and/or Article 6:236n of the Dutch Civil Code. The language of the mediation and/or arbitration shall be English, unless you do not speak English, in which case the mediation and/or arbitration shall be conducted in both English and your native language. The existence and content of the mediation and arbitration proceedings, including documents and briefs submitted by the parties, correspondence from and to the International Chamber of Commerce, correspondence from the mediator, and correspondence, orders and awards issued by the sole arbitrator, shall remain strictly confidential and shall not be disclosed to any third party without the express written consent from the other party unless: (i) the disclosure to the third party is reasonably required in the context of conducting the mediation or arbitration proceedings; and (ii) the third party agrees unconditionally in writing to be bound by the confidentiality obligation stipulated herein.*

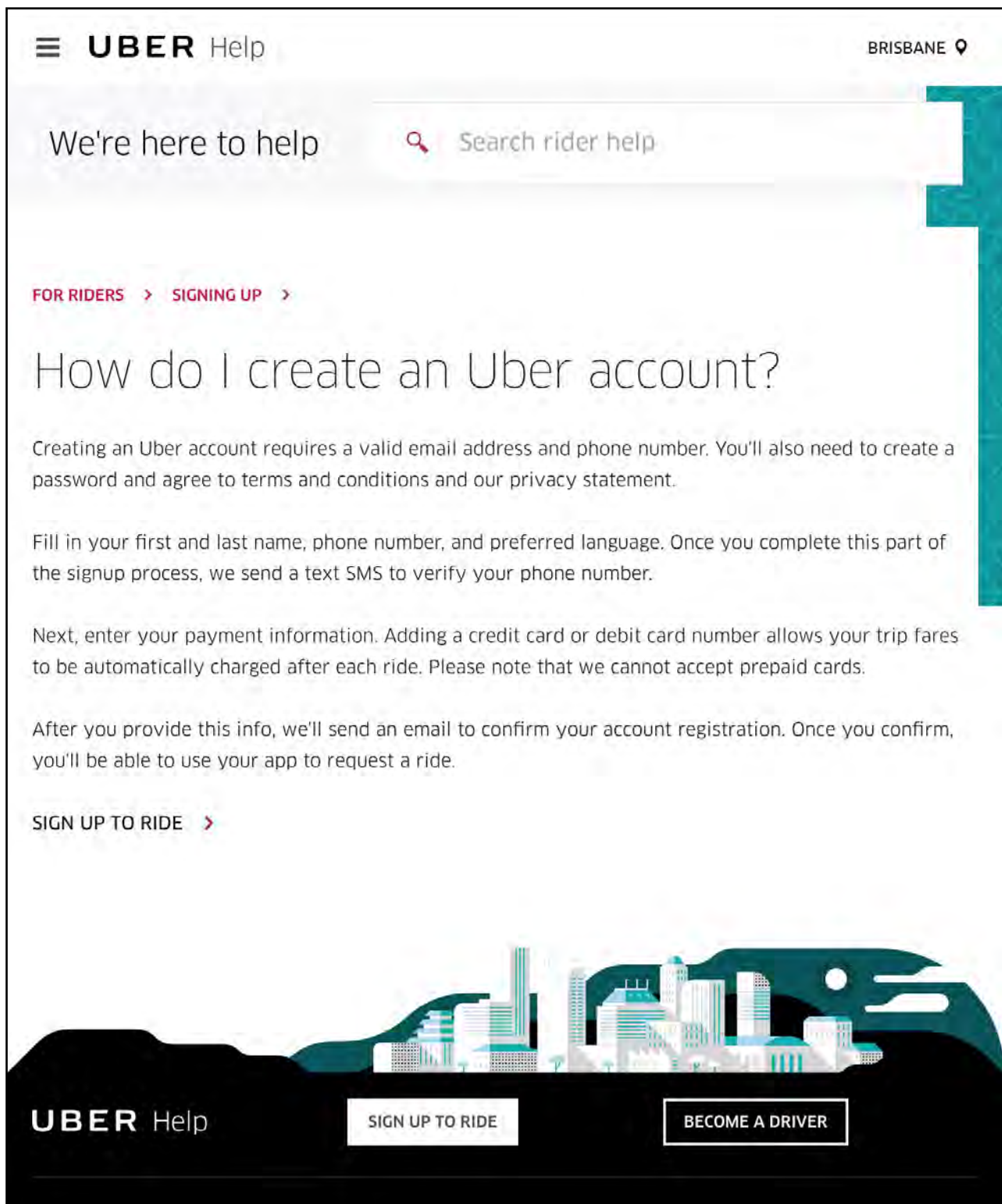
*Notice.*

*Uber may give notice by means of a general notice on the Services, electronic mail to your email address in your Account, or by written communication sent to your address as set forth in your Account. You may give notice to Uber by written communication to Uber's address at Vijzelstraat 68, 1017 HL, Amsterdam, The Netherlands.*

## Driver Deactivation Policy - AUSTRALIA & NEW ZEALAND ONLY

*What leads to deactivation? We may deactivate the account of a driver for activities such as: accepting illegal street hails while using the Uber app; harming the Uber business or brand, like unauthorised use of Uber's trademark or other intellectual property, discouraging riders or drivers from using the Uber platform, or otherwise violating the driver's agreement with Uber; and soliciting payment outside the Uber system.*

## THE UBER RIDER SIGN UP PROCESS



The screenshot shows the Uber Help page for riders in Brisbane. The page title is 'How do I create an Uber account?'. The content explains the sign-up process, which includes providing a valid email address and phone number, creating a password, and agreeing to terms and conditions. It also mentions that a text SMS will be sent to verify the phone number, and a credit card or debit card number will be required for payment. The page includes a search bar, a 'SIGN UP TO RIDE' button, and a 'BECOME A DRIVER' button.

**UBER** Help BRISBANE

We're here to help

[FOR RIDERS](#) > [SIGNING UP](#) >

## How do I create an Uber account?

Creating an Uber account requires a valid email address and phone number. You'll also need to create a password and agree to terms and conditions and our privacy statement.

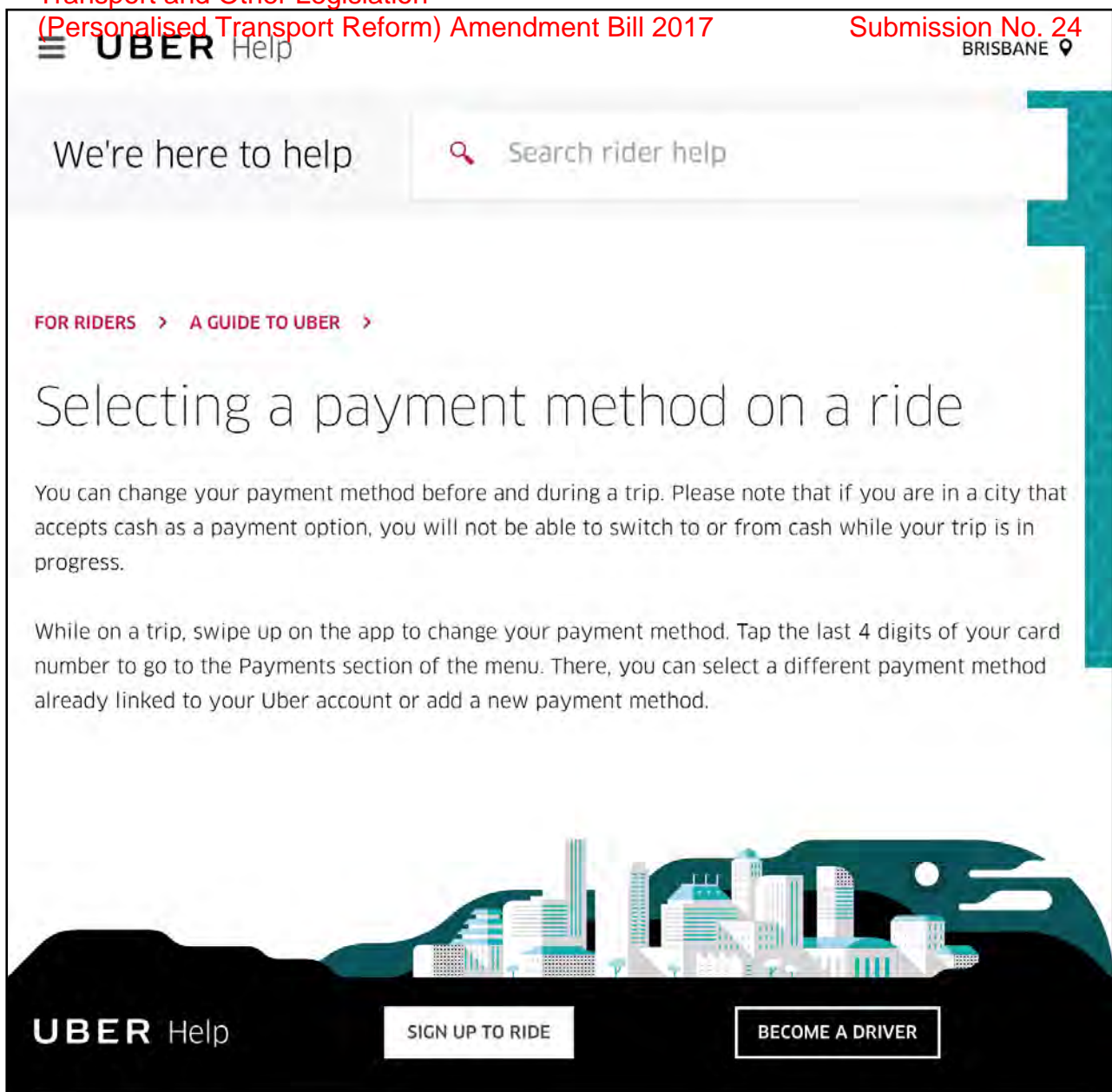
Fill in your first and last name, phone number, and preferred language. Once you complete this part of the signup process, we send a text SMS to verify your phone number.

Next, enter your payment information. Adding a credit card or debit card number allows your trip fares to be automatically charged after each ride. Please note that we cannot accept prepaid cards.

After you provide this info, we'll send an email to confirm your account registration. Once you confirm, you'll be able to use your app to request a ride.

[SIGN UP TO RIDE](#) >

**UBER** Help [SIGN UP TO RIDE](#) [BECOME A DRIVER](#)



In the Uber **Terms and Conditions** it quite clearly shows that Uber does not accept underage (18 years) children onto the Uber Rider platform. It also clearly shows that Uber does not allow anonymous rides where the rider is not the sole account holder. You can only hold one account at a time. Uber also will not allow any cash payments.

The Uber Rider sign up process does not require any age verification and allows debit cards and PayPal. Both of these types of accounts can be activated by minors (under 18 years old). In actual fact all the major banks and PayPal have dedicated and targeted types of debit cards and account types to cater for minors.

Provided the user has a mobile telephone number, email address, valid debit card or PayPal account, or their parents valid credit card then they can become an Uber Rider in less than 30 seconds. This lack of transparency and accountability exposes the under aged and vulnerable to huge risks with their safety and security. It also allows anonymous people to use the account of other Uber Riders and exposes the Uber Driver and the anonymous rider to huge legal risks regarding insurance validity, driver and rider safety and security.



UBER



## SIGN UP TO RIDE

Welcome to Uber, the easiest way to get around at the tap of a button.

Create your account and get moving in minutes.

1

### Account

\* Required

\* EMAIL

name@example.com

\* PASSWORD

At least 8 characters

### Profile

\* NAME

First Name

Last Name

\* MOBILE NUMBER

+61



0123456789

\* LANGUAGE

English



### Payment

\* CREDIT CARD NUMBER

1234 5678 9012 3456



\* CVV

123

\* EXPIRATION DATE

month



year



\* POSTAL CODE

94103

[ADD A PROMO CODE](#)

UBER IS WORKING

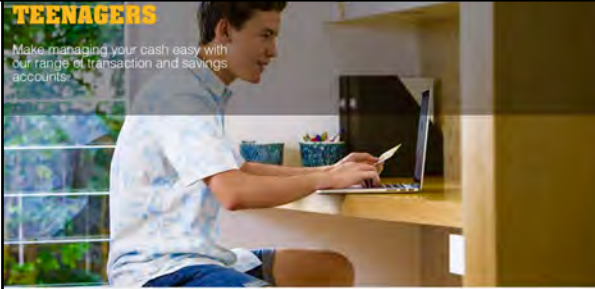
Please fill out all required (\*) fields.

By clicking "Create Account", you agree to Uber's  
[Terms and Conditions](#) and [Privacy Policy](#).

Whilst credit cards are not issued in Australia to minors (under 18 years old) debit cards are issued to minors. All of the major banks and credit unions offer debit cards for minors.

Debit Mastercard® | Westpac  
<https://www.westpac.com.au> › transaction

[About this result](#) • [Feedback](#)



# TEENAGERS

Make managing your cash easy with our range of transaction and savings accounts.

## Our range of products for teens

### Accessing your money

Our Everyday transaction accounts make it easy for you to access your money. Both come with:

- \$0 monthly account fees while you're under 21
- The option of a Debit MasterCard® to pay for things with your own money – online, over the phone, in-store and overseas
- Access to the CommBank app plus over 4,000 ATMs and 1,000 branches
- Zero monthly account fees for full-time students.

Under 14 years? You'll need to ask your parent or guardian for permission to open the transaction account for you.


### Everyday Account Smart Access

This account provides flexible, easy access to your money with unlimited free transactions\* at CommBank and Bankwest ATMs, EFTPOS and NetBank, plus access to basic phone banking.

Learn more >

Open now >

[illegible]



[Personal](#)
[Business](#)
[About us](#)
[Small Business](#)
[? ? ?](#)
[Apply](#)

## BENEFITS AND FEATURES

### Easy access to your own money

- You'll be able to use your card wherever Visa is accepted, including online and overseas
- Withdraw money from your everyday banking account at ATMs or at a branch, and make purchases in person, online or over the phone

### Quick and secure shopping

- Pay for small purchases under \$100 quickly and securely with [Visa payWave](#). Simply tap your card against the contactless reader to complete your purchase
- [Tap and Pay](#) with your Android phone using NAB Pay

### Affordable and convenient


- Your NAB Visa Debit card will come with a NAB Classic Banking account or NAB Retirement Account – and you'll pay no monthly account fees
- No ATM withdrawal fees at over 3,000 NAB ATMs and rediATMs across Australia
- Access to great deals with Visa Entertainment. See the [Visa website](#) for more details


### Protection for purchases

- Enjoy complimentary [Purchase Protection Insurance \(PDF, 262KB\)](#) for 3 months. You're covered in case your purchase is lost, stolen or damaged (conditions apply).
- Protection against loss from fraud with [Visa Zero Liability](#), [NAB Defence](#) and [Verified by Visa](#).

## GET YOUR CARD

- Get your card online (you need to be 18 or over and have an existing NAB everyday banking account)
- If you want to get your card online and you don't have a NAB everyday banking account, you can get a card as part of the application form for [NAB Classic Banking](#)
- Call us on 13 13 12 from 8am - 8pm Mon-Fri, or 9am - 6pm on weekends (AEST/AEDT)
- Visit your nearest NAB branch
- If you're aged 16 or 17, your parent or guardian needs to be a joint account holder


[Menu](#)



[Log In](#)

# A faster, safer way to pay.

We take the risk and hassle out of paying online. Skip the long forms and stay protected, no matter where you shop.

1


See How It Works

[Sign Up for Free](#)

Own a business? Discover how you could get paid with PayPal.


[Learn More](#)

## How PayPal works.




1 Sign up for free

Then link your bank accounts and cards.




2 Choose PayPal at checkout

Log in with your email address and password.



3 Confirm the payment

Choose your preferred bank account or card and shipping address.



4 We'll pay the seller

They'll then fulfil your order. We'll email you a payment confirmation.

So in effect every minor who holds a debit card or Paypal account can open up an Uber Rider account by submitting a valid email address and a valid mobile phone number. PayPal in fact until recently had a specialised section completely set up for students called PayPal Student. This allowed minors who had linked accounts with PayPal to purchase goods with a debit card or approved bank account.

## How It Works

1

Parents and students join PayPal for free.

All you need is an email address and a password.  
**Existing accounts just log in.**

2

Send money to universities all around the world.

Parents easily link a bank account, credit card or debit card to transfer money.

3

Use it everywhere PayPal is accepted.

Send money and make purchases quickly and easily on millions of sites globally.

Join PayPal

## PayPal is a faster, easier way to send money.

Why PayPal? Simple. Because when students need money, they need it fast—and parents need to know that their money's going to get where it needs to go securely. So whether you're a parent or a student, across town or across the globe, PayPal makes sending and receiving money easier than ever before.

### Parents

**Send money at the speed of need.**  
You don't have to be there with them, to be there for them. Make sure your student is never without the essentials.

**Not just faster. Secure.**  
Send money for food, books or other essentials without giving out your full credit card or bank account numbers.

**Pay the way you want.**  
Linking multiple accounts—like your bank account, credit cards or debit card—makes it simple to choose how you want to send money.

### Students

**Need money? Ask your parents to use PayPal.**  
The money goes right into your PayPal account, or you can sign up for one for free. Plus, they'll thank you for not making them get up and write a check.

**Get what you need quickly.**  
You shouldn't have to wait for food, books or supplies. Ask in an instant and get what you need just as fast.

**No matter where you are, there we are.**  
Whether you're studying across town, across the country or even abroad, PayPal keeps you close to home.



## How can I get a PayPal Prepaid MasterCard®?

You can order your card online with no purchase fee to get the card score, OR you can purchase a temporary card from a [retail location](#). If you've ordered your card online, look for it in the mail within 7-10 business days from the order date.

Once you receive your card, activate it, [load funds](#) and start shopping.

You can add money to the PayPal Prepaid card through:

1. **Direct Deposit:** Direct deposit is the easy and no-cost way to add all or part of your pay check or government payment to a PayPal Prepaid Card. You must enroll in direct deposit in order for your Card Account to receive these electronic deposits.
2. **PayPal instant transfers:** PayPal instant transfers are the easy, no-cost way to transfer funds instantly from your PayPal Account to your PayPal Prepaid MasterCard Account.
3. **NetSpend Reload Network:** Our reload network is nationwide. There are more than 130,000 convenient locations where you can add money to your card account (reload fee may apply). It's easy to find the locations nearest to you:
  - When you enroll in our real-time alerts service, just text your ZIP code to 22622 and we'll immediately respond with the nearest location (text messages are subject to fees charged by your carrier).
  - Visit [www.PayPal.com/prepaid](http://www.PayPal.com/prepaid) and use our [RELOAD CENTER LOCATOR](#). There is no fee to use this online locator service.
4. **Tax Refunds:** Tell the Internal Revenue Service, and your state and local tax authority to electronically deposit your refund to your PayPal Prepaid Card account. Shorten the waiting time even more by e-filing your tax returns.

**Important:** When you activate your card online, you're asked to log in with your PayPal credentials. At that time, your PayPal Prepaid MasterCard is automatically added to your [Wallet](#) as an additional payment method.

Remember that with your new PayPal Prepaid MasterCard, you can eat, drink and shop everywhere Debit MasterCard is accepted.

The proposed legislation must ensure that it covers the reality that foreign entity's (this includes both booking services and financial institutions) are not bound by the Australian legal system or banking regulator. These transactions occur in foreign countries to directly circumvent the safety and legal provisions that are mandatory for Australian entities to abide by.

Whilst the sign up verification process clearly allows illegal accounts to be established there is also clear evidence that when Uber drivers arrive to pick up those with illegal accounts (minors or the incorrect rider) the Uber drivers simply ignore this and continue the journey and accept the fare.

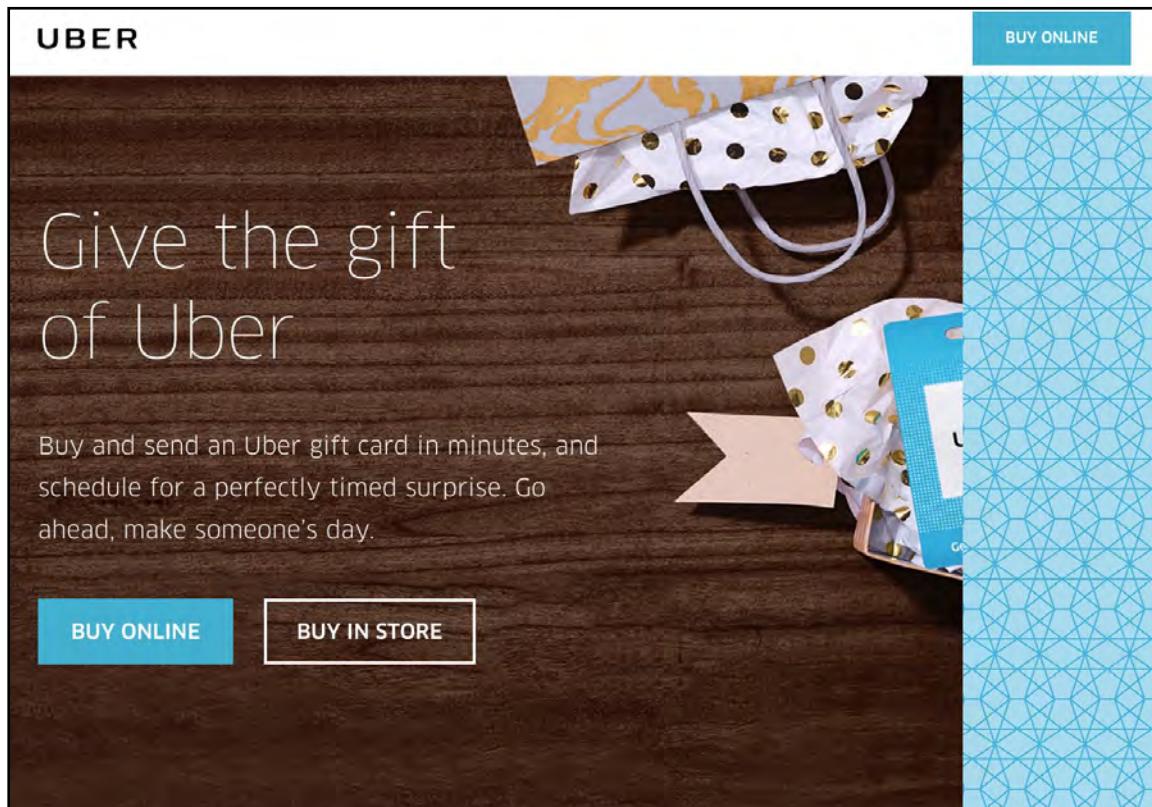
Legislation must be enacted that removes this ability to not provide a safe and secure journey. The only way to do this is to ensure 3 minimum standards.

- 1) The vehicle is fitted with the same level of security cameras as taxi services.
- 2) The vehicle has a fitted GPS tracker that can not be switched off.
- 3) A level of Australian business insurance that is standard for all other Australian small businesses in public liability insurance with the policy attached to the driver or operator of the vehicle.



## UBER GIFT CARDS

Uber also has a brand based Uber Gift Cards. These are specifically targeted at children, minors and parents so their children are never left without credit for a trip. These gift cards can be purchased online or in store. They operate exactly the same as other gift cards. When they need to be used you simply rub the covered rear section to reveal the code and then enter that card code into the Uber Ride App in the payment method box and the credit is applied to your account.



UBER

BUY ONLINE

# Give the gift of Uber





Buy and send an Uber gift card in minutes, and schedule for a perfectly timed surprise. Go ahead, make someone's day.

BUY ONLINE


BUY IN STORE

Available in stores nationwide

Purchase a gift card with a value starting at \$15 today at these major retailers and more.



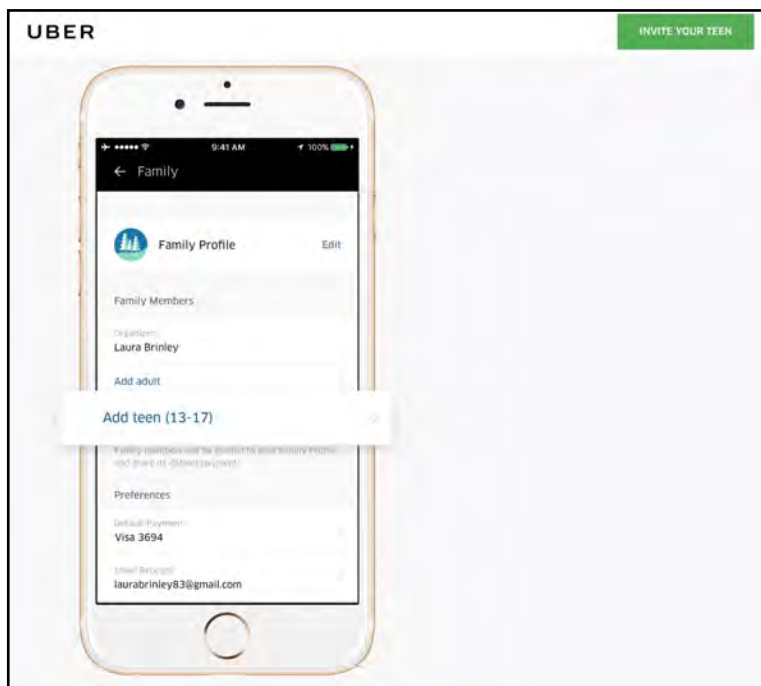
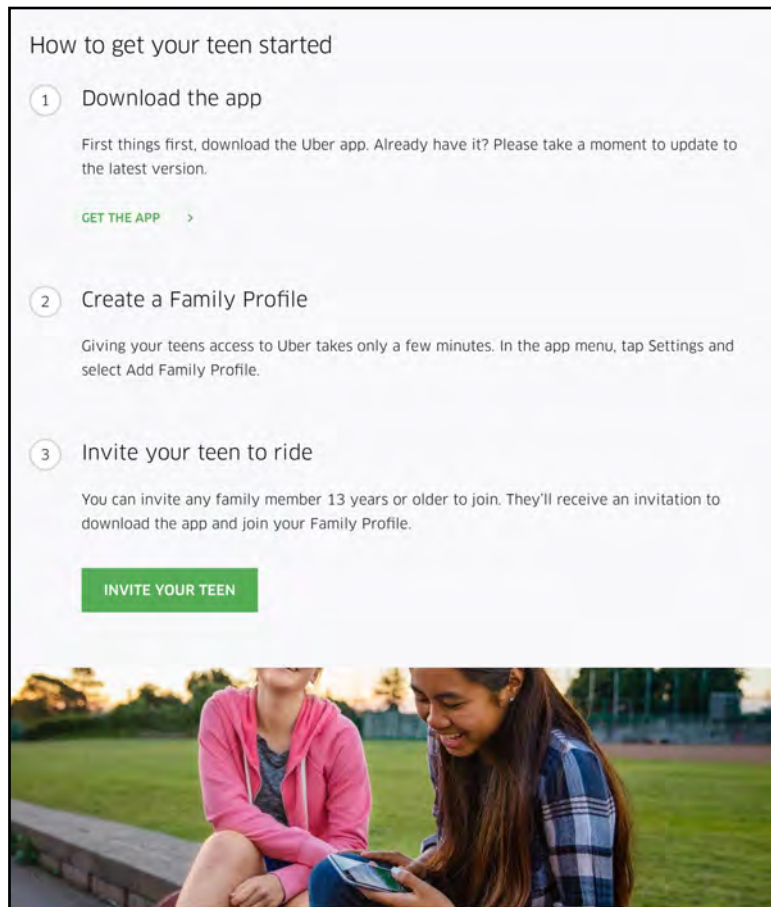
FIND A STORE



## UBER TEEN (13-18 YEARS OLD)

On the 23rd March 2017 Uber launched a new program called Teen Uber. It's specifically targeted at allowing parents to book, pay and then track their teenagers during the Uber ride and for up to 30 minutes after the Uber trip has ended.

This deliberate entry into the underaged transport market needs to be addressed in this current legislation to ensure safety and security for the minors using this service and the driver. For this reason alone all personalised transport service providers need to have the same minimum levels of security cameras and GPS tracking requirements.





## AUSTRALIAN MINORS (UNDER 18 YEARS OLD) USING UBER

Parents in Australia have already started to use the Uber service for transport children some extremely young to school, social and sporting events. This is evident by various posts on social media groups by Uber drivers claiming they have and continue to transport children knowing it is against **UBER TERMS & CONDITIONS**. At the same time parents are booking and paying for these rides knowing it is illegal and against Uber policy also.



**Hana Anah**

9 March at 3:41 pm · Facebook Groups for Android

Just to reignite carrying minors debate...Had two minors say they have their own Uber account and Uber don't ask for their age. Is this true? Never been a rider. Bit double standard and off if true.



1

16 comments

### Comments

Done



**Daniel Thone**

It does it in the form of asking for a debit card or PayPal account which they believe kids don't have

9 March at 3:58 pm · Like · Reply



**Hana Anah**

Except they do.

9 March at 4:15 pm · Like · 1 · Reply



Write a reply...



**Dean Waldron**

Not theirs. Correct me if I'm wrong but don't you need to be 18 to get a debit card?

You also have to be 18 for a paypal account.

9 March at 4:19 pm · Edited · Like · Reply



**Daniel Thone**

Correct, you can get a debit card if you have an open bank account, which most kids have but PayPal not to sure about

9 March at 4:21 pm · Like · Reply



Write a reply...



**Janette Crossan**

You can get a debit card under 18 . Bank of Queensland have been doing it for over 10 years.

9 March at 5:28 pm · Like · 1 · Reply



**Janette Crossan**

Pay pal account as well. They just link their bank account details and away they go.

9 March at 5:29 pm · Like · 1 · Reply



**Janette Crossan**

Of course they still have to give the debit card details as well.

9 March at 5:30 pm · Like · Reply



**Hana Anah**

Ok well Uber doesn't police their policy in any way shape or form. Just makes drivers police it to their detriment.

9 March at 5:33 pm · Like · 1 · Reply



**Lea Tigercat**

My kids got debit cards when they were 15 for their part time work as their pay was deposited into their accounts and that was 13 years ago..also once they hit 16 centrelink deposited their student allowances into their accounts

9 March at 7:14 pm · Like · 1 · Reply



**Jessica Melville**

I asked two under 18s, they said they put their birthdays into the app when they signed up. 🤔

9 March at 7:15 pm · Like · Reply



**Jessica Melville**

Also I don't think you have to use your own credit card. So I don't know about that theory. Work credit card, partners card etc. are pretty standard so don't think Uber uses that as an age of customer. 🤔

9 March at 7:16 pm · Like · Reply



**Kate Wilson**

My daughter is 16 and uses uber all the time. I was never aware she wasn't supposed to. She uses her own account and has her own debit card. They told me when I signed up to drive as long as kids were old enough to be out of a car seat it would be ok.

9 March at 7:22 pm · Like · 3 · Reply



**Janette Crossan**

My sons had debit cards, Bpay, EBay etc at about 16 years old. He's 25 now.

9 March at 8:36 pm · Like · Reply



**Kate Wilson**

Yeh 16 is the age for a debit card

9 March at 9:37 pm · Like · 1 · Reply



**Markus Forest**

It is listed in the conditions agreement that they must be over 18 years. I think you need to tick a box that you accept the agreement.

9 March at 10:36 pm · Like · Reply



**Craig Harwood**

My 15 year old has a debit card no problem.

10 March at 5:35 pm · Like · Reply

## UBER RIDERS ARE ANNONYMOUS AND ARE TRANSPORTED

There are countless times where the person Uber drivers are transporting are in fact not the Uber account holder. This means the rider is anonymous to the driver. This includes multiple times where the rider is an underage student or child. The Uber drivers still transport these anonymous people and minors knowing it is against **UBER TERMS & CONDITIONS**.



**Shane Smith**

Wednesday at 3:10 pm

I just had a rider who was not the person who booked using the rider app. It was her friend and the friend paid for it using her credit card. Has this happened to anyone else and is it common. Thanks.



6

43 comments



**Clinton Toll**

Very common, partners and so on!!! Legality not sure!!!

Wednesday at 3:11 pm · Unlike · 5 · Reply



**Michael Ah You**

Should not happen legally the account holder should be in the car

Wednesday at 3:17 pm · Like · 1 · Reply



**Belinda Mostert**

It's against Uber's tou

Wednesday at 3:19 pm · Like · 1 · Reply



**Clinton Toll**

Maybe true but how do u stop it ???

Wednesday at 3:21 pm · Like · Reply



**Belinda Mostert**

By not accepting them. We can be deactivated and it also leaves you wide open to fare adjustments by the account holder saying you never picked them up.

Wednesday at 3:22 pm · Like · Reply



**Clinton Toll**

Yeah true. It u travel 10 minutes, then another uber has to pick them up, cause u know they will, and then u r back to 1 trip a hr that's all

Wednesday at 3:24 pm · Like · Reply



**Belinda Mostert**

It's your business and up to you how to run it.

Wednesday at 3:24 pm · Unlike · 1 · Reply



**Steve Tonks**

Happens all the time

Wednesday at 3:20 pm · Unlike · 2 · Reply



**Pratik Shah**

Common

Wednesday at 3:23 pm · Unlike · 2 · Reply



**Abdullhakeem Mouktar Abukar**

Every now and then

Wednesday at 3:34 pm · Unlike · 1 · Reply



**Andy Knighton**

Yep many times. Quite common it seems.

Wednesday at 3:34 pm · Unlike · 1 · Reply



**Mike Healy**

Happens a lot. If they can quote the booking riders name I'm happy to do it

Wednesday at 3:37 pm · Unlike · 2 · Reply



**Gurmail Jorge Bassi**

Happens all the time

Wednesday at 3:45 pm · Unlike · 1 · Reply



**Sean Goldsworthy**

Happens lots ! No dramas

Wednesday at 3:45 pm · Unlike · 1 · Reply



**Lorna Harman**

Happens alot i usually ring the customer to verify that they want me to take the passanger ..... it has happened that the persons account which is being used does not want you to take the passanger this has happened .... so told the rider he wasnt to happy ... girlfriend kicked him out s... See More

Wednesday at 4:59 pm · Unlike · 3 · Reply



**Graham Glendinning**

Several times. Since we dont see a photo of booking patron you arent liable. Ive had it happen 4 or 5 times now in last 2 weeks, as i do late night early mkrning alot.

Wednesday at 5:10 pm · Unlike · 1 · Reply



**Tui A Vaimoso**

What can we do...commonly the order comes Susan and the guy got into your car and said it's his wife ordered it for him...what can we do????

Wednesday at 5:55 pm · Edited · Like · 1 · Reply



**Clinton Toll**

Exactly

Wednesday at 5:57 pm · Like · 1 · Reply



Write a reply...





Stuart Dunn  
Chill out - someone's registered their card, take the fare and keep on driving

Thursday at 4:18 am · Like · 1 · Reply



Tui A Vaimoso  
Just take their money and run...lol

Thursday at 4:52 am · Like · Reply



Paul R Collins  
<https://youtu.be/-WCFUGCOLLU>



Take The Money And Run - The Steve Mi...  
youtube.com  
Hooh hooh hooh! Lyrics: This heres a stor...

Thursday at 5:55 am · Like · Reply



Write a reply...



Paul Fry  
heaps...

Thursday at 6:13 am · Like · Reply



Tim House  
Mums and dads book for kids all the time, not Gona give 15 yo own account

Thursday at 6:27 am · Like · Reply



Naida Tarasinski  
Yes several times before you say anything ask them who is your friend name

Thursday at 7:19 am · Like · Reply



Paul Hollingdale  
Happens a lot and whats wrong g with it...?

Thursday at 8:14 am · Like · Reply



Stuart Dunn  
20 mins · Brisbane

So this afternoon at 2:29 arrived at 14 Brown Street, Windsor to pick up Jack. Jack turns out to be a 14 year old boy, he was with 4 of his friends around the same age and expecting a ride with me. I explained that I can't take them as they don't have a parent or guardian with them and they all say they catch ubers all the time in fact as recent as last night for one of the females. Come on drivers do the right thing PLEASE. Thankfully at this stage I am getting the Uber XL, \$6.48 cancellation fee.



24 comments



Matt Vasyli · UBER DRIVERS BRISBANE

21 mins · 🇦🇺

Happy to say at 12.40am this morning I politely declined a rider and then constructively educated the lady who (once I accepted the ping) promptly called me to say "hi my 14yr old step son Connor needs a lift home" then proceeded to say it was to the Ipswich area.

The ping I got was at Albion Maccas. Once I declined verbally I explained the Uber policy for unaccompanied minors (under 18) travelling on an Uber trip, unless she travelled with him, I wasn't taking him. I was verbally abused and was told that he has been taken dozens of times before including that night.



Gregory Purdue · UBER DRIVERS BRISBANE

Yesterday at 10:16 am · Ipswich, QLD · 🇦🇺

Oh well it happened this morning got a ping went to the church in booval had pickup a 16 yr old boy he has his own account I said good morning where are we going only 12 kms away I said ok no problem let's go. Got him home his dad and mum were there thanking me. Felt very good is nice people in this world



14



Paul Arnison

Yesterday at 4:10 am

Hi I'm looking for an uber driver with an 9 seater car or bus to do trips 4 times a week from Nudgee college pick up 2.45pm and to meakin park Logan leaving 5.45pm latest taking boys to and from soccer training, it will be for term time going continuously till end of year to start immediately if anyone is interested please message me and I'll call you, Or 2 cars fitting 4 boys in each ?  
Cheers Paul



2

2 comments

## UBER USED FOR CHILDRENS SCHOOL RUNS, SPORTS AND SOCIAL.

There is mounting evidence that Australian parents whilst being time poor are using Uber for their children's school drop offs as well as transport to and from sporting and social events. Whilst strictly against **UBER TERMS & CONDITIONS** parents are booking and paying for the service and Uber drivers are completing the journeys knowing it's against their **UBER DRIVERS SERVICE AGREEMENT**.

**Springfield Lakes mum turns to Uber for school run as ride-share service gains traction in Ipswich region**

Rebecca Danslow, Quest Newspapers

September 24, 2015 11:00am

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

*"One such parent, [REDACTED], says she and her husband turned to Uber to take their son to ballet classes five days a week, allowing the entire family to have more freedom and flexibility".*

<http://www.mamamia.com.au/uber-school-pick-up/>

***Parents use Uber to chauffeur their kids to school, activities***

***ALEKS DEVIC, Herald Sun***

***March 9, 2017 12:00am***

***Some teens are even using their parents phones to book rides for outings with friends and parti. Drivers have told the Herald Sun they are now copping the wrath of some parents and even teenagers once they get denied a ride.***

***In a bid to rig the system, parents and teenagers are now playing Uber Lotto to try and get a different driver, happy to bend the rules.***

***Another driver said how he refused to take a group of teens but only minutes later a driver agreed to take the ride.***

***“They spat the dummy and abused me. But there are those drivers who want money and will do it,” he said.***

***<http://www.heraldsun.com.au/news/national/parents-use-uber-to-chauffeur-their-kids-to-school-activities/news-story/6e3c02ff43fedab41fae310628f73a0d>***

It is clear that Uber is used by minors some of which have a valid and active Uber account. Other times the travel is booked and paid for by adults or other account holders. All these activities are illegal and contravene **UBER TERMS & CONDITIONS**. It is evident that the proposed legislation did not consider this activity. It is clear that Uber will target minors in Australia as is rolls out Uber Teen around the world.

The current legislation offers no safety and security measures against these common booking and payment scenarios. It also does not ensure the anonymity issue when different account holders pay for transport of non Uber account holders. It is very clear Uber drivers will contravene their own legal obligations and driver terms and conditions.

Uber are actively rolling out booking and payment options encouraging family and friends to book and pay for others, so the rider is not always the person who owns or is paying the account.



## TRANSPORT OPERATIONS (PASSENGER TRASPORT) ACT 1994


The Transport Operations (Passenger Transport) Act 1994 has a list that specifies the Objectives of the Act. The relevant ones which relate to minors and anonymous riders are;

Objectives of the Act.

3 B. (iv) Provides a high level of accountability.

C. Promote the personal safety of persons using public passenger transport.

Therefore the proposed legislation must ensure a minimum safety level for the public. The only way to ensure that minors and annonymous riders are provided with safety and a high level of accountability is to legislate for minimum security camera standards and public liability insurance.

**Kerston de Jong** ► **UBER DRIVERS**  
**BRISBANE**

17 mins · Sunshine Coast, QLD · 

Hey All,  
So a friend of mine caught an uber the other night on the Gold Coast, as they arrived to the destination the Uber driver (YES the driver!!!) as her if she wanted to make some extra money by having intercourse with him! Like WTF!!!! Poor thing is scared to catch another one and also scared for her safety as the driver dropped her HOME!!

Over this incident will UBER remove this person from the platform?

I've suggested that she also reports to police and see if they can get the driver authorisation REVOKED!

Thoughts all?

Edit: Uber Driver was Male

**Recommendation: All booked hire service licence vehicles be fitted with an approved security camera system with the same minimum standards.**

**Recommendation: All booked hire service licence vehicles be fitted with a fixed GPS tracker with driver duress alarm.**



## **UBER TERMS & CONDITIONS ABSOLVE ALL LEGAL RESPONSIBILITY**

### **DISCLAIMER**

UBER DOES NOT GUARANTEE THE QUALITY, SUITABILITY, SAFETY OR ABILITY OF THIRD PARTY PROVIDERS. YOU AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY SERVICE OR GOOD REQUESTED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW.

### **LIMITATION OF LIABILITY.**

UBER SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, PERSONAL INJURY OR PROPERTY DAMAGE RELATED TO, IN CONNECTION WITH, OR OTHERWISE RESULTING FROM ANY USE OF THE SERVICES, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES ARISING OUT OF: (i) YOUR USE OF OR RELIANCE ON THE SERVICES OR YOUR INABILITY TO ACCESS OR USE THE SERVICES; OR (ii) ANY TRANSACTION OR RELATIONSHIP BETWEEN YOU AND ANY THIRD PARTY PROVIDER, EVEN IF UBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UBER SHALL NOT BE LIABLE FOR DELAY OR FAILURE IN PERFORMANCE RESULTING FROM CAUSES BEYOND UBER'S REASONABLE CONTROL. YOU ACKNOWLEDGE THAT THIRD PARTY TRANSPORTATION PROVIDERS PROVIDING TRANSPORTATION SERVICES REQUESTED THROUGH SOME REQUEST BRANDS MAY OFFER RIDESHARING OR PEER-TO-PEER TRANSPORTATION SERVICES AND MAY NOT BE PROFESSIONALLY LICENSED OR PERMITTED. IN NO EVENT SHALL UBER'S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION EXCEED FIVE HUNDRED EUROS (€500).

UBER'S SERVICES MAY BE USED BY YOU TO REQUEST AND SCHEDULE TRANSPORTATION, GOODS OR LOGISTICS SERVICES WITH THIRD PARTY PROVIDERS, BUT YOU AGREE THAT UBER HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY TRANSPORTATION, GOODS OR LOGISTICS SERVICES PROVIDED TO YOU BY THIRD PARTY PROVIDERS OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS.

THE LIMITATIONS AND DISCLAIMER IN THIS SECTION 5 DO NOT PURPORT TO LIMIT LIABILITY OR ALTER YOUR RIGHTS AS A CONSUMER THAT CANNOT BE EXCLUDED UNDER APPLICABLE LAW.

**Recommendation: All booked hire service licence holders maintain public liability insurance at an amount determined by the chief executive.**

**Recommendation: All booked hire service licence holders provide a valid public liability insurance coverage prior to being issued with a booked hire service licence.**



## UBER ZONES, PICK UP AND DROP OFF ZONES, RANK AND HAIL

The current and proposed legislation is designed to protect Rank and Hail exclusively for the taxi industry. Evidence produced to earlier Queensland Parliamentary Committees as well as evidence produced by DTMR Compliance Officers clearly shows that ride sourcing providers (Uber) and their drivers are actively circumventing this legislation. They do this by establishing Uber zones with the same ranking and dispatch procedures as taxi ranks and taxi dispatches. Uber renamed it First In First Out (FIFO) ranks which operate the same as taxi ranks. This is all done whilst at the same time Uber drivers are sitting and accepting jobs from taxi ranks and from street hails. This continues to occur even though the financial penalties have increased dramatically in recent legislation.

### RANKING


Taxi Rank by definition **(also called taxi rank, cab stand, taxi stand, cab rank, or hack stand) is a queue area on a street or on private property where taxicabs line up to wait for passengers.** Source Wikipedia.

### UBER ZONES AND FIRST IN FIRST OUT RANKS (FIFO)

Uber already possesses and uses technology that allows Uber drivers to rank both in private and public areas. Uber have simply renamed their rank procedures as Uber Zones or as a FIFO (First In, First Out) ranks at airports. The operating principle is exactly the same as a taxi rank. Their Uber Zone or FIFO area is designated geographically and any Uber driver logged on within that area is on their rank. The Uber driver that arrived the first is designated number 1 and so on, when the first rider requests a job, the Uber driver that has been waiting the longest get that job. The job is dispatched to the Uber driver that has waited the longest not the nearest to the customer.

**Normal Uber dispatch rules designate that the nearest vacant Uber driver to the customer will be dispatched the job, not in Uber zones or FIFO ranks though.**

**How does uberX work?**



- Registered and verified riders can request a ride through the Uber smartphone app
- Once logged into Uber, riders can request the nearest uberX partner

135-03070 DLog.pdf - Page Number: 10 of 128

UBER

BRISBANE

CATEGORIES

First in First out Airport Queues

August 17, 2015 | Posted by Mike


f

tw

in

g+

FIRST-IN FIRST-OUT AIRPORT QUEUES



**The Basics:**

Requests at the airport are assigned to partners based on who has been waiting the longest, rather than who is closest

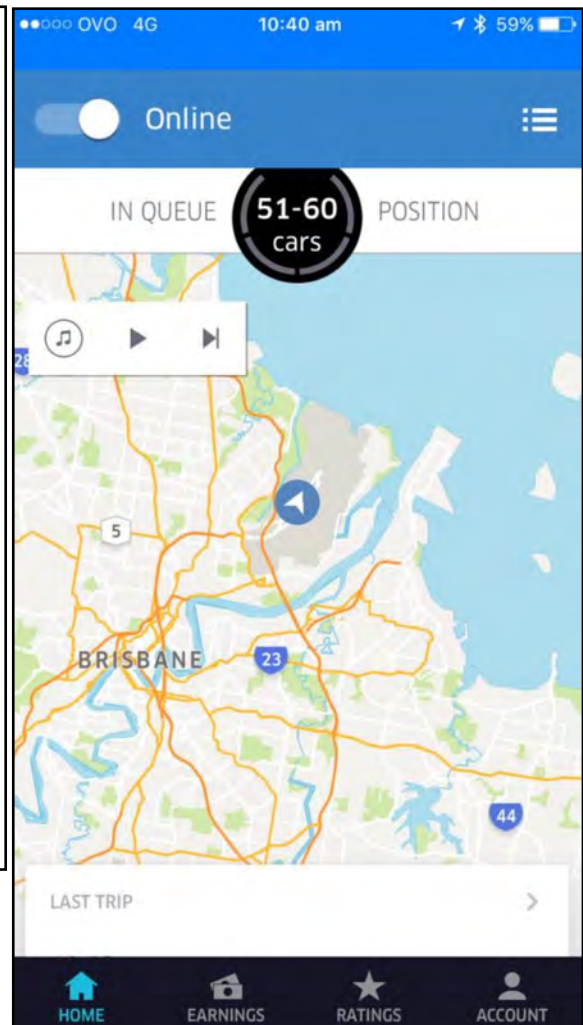
This means that once you enter the airport area and are Online, then you are in the queue

This applies to all riders and partners within the airport area

## BRISBANE AIRPORT (BNE) WAITING AREA



The Purple area above shows the waiting area for the Brisbane Airport  
(This area is similar, but slightly different to the area you will see in the Partner app)



Source <http://www.tmr.qld.gov.au/-/media/aboutus/rti/disclog/15/rti13503070Part1.pdf?la=en>



## FREQUENTLY ASKED QUESTIONS

**Q:** Why the change?

**A:** As Uber has grown, there are more and more cars waiting at the airport pickup area. This causes congestion for other vehicles, consumes fuel that you are paying for and can put you in an awkward position with the Airport Security personnel. We can avoid all of this by letting you wait in a comfortable location where you can stretch your legs, get a cup of coffee or something to eat and use the bathroom

**Q:** How do I know if I'm in the Airport queue?

**A:** If you're Online and within the marked area on the maps above, then you are in the queue

**Q:** How do I know how long I will be waiting for a rider request?

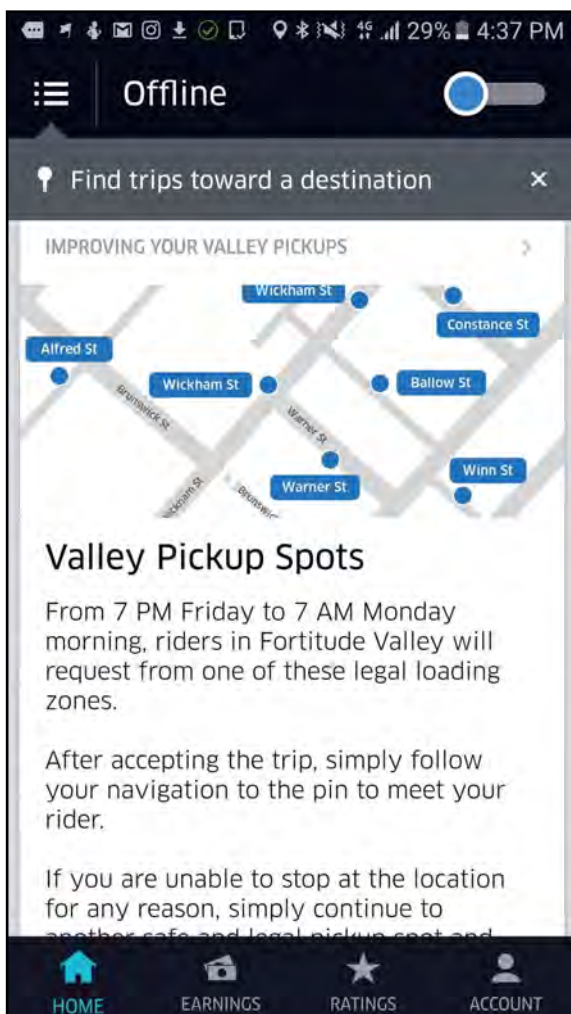
**A:** In coming months we hope to have a system to let you know how many cars are in front of you in the queue and an estimated time until you are at the front of the queue. Until then, you can use the Uber rider app to see how many other Uber cars are around the airport area. If you see many cars as you move the pin around the airport area, it may be better to leave the airport and find a busier area of the city

**Q:** Can I lose my place in the queue?

**A:** You will go to the back of the queue if you:

- Leave the Airport waiting area
- Reject a rider request (you won't be affected if the rider cancels)
- End a trip in any way EXCEPT if the rider cancels

Source <https://newsroom.uber.com/australia/first-in-first-out-airport-queues/>



The answer to question three above also shows that Uber has in their App the ability for Uber drivers to see what their number in the rank is as well as expected wait time till they are number 1 in the queue. These statistics are presently available under the taxi dispatch system. Uber are essentially building a taxi ranking and dispatch system inside their App.

Uber have also started to designate areas where Uber drivers pick up their customers. There areas are in public areas and have been designated pick up zones.

Uber can geographically locate them anywhere, in any street, public place or in a private area.

The ability to create these FIFO ranking areas and the pick up zones means that technically then can establish a rank for waiting, pick up or drop offs anywhere they want.

The adjacent Uber screen shot clearly shows Uber have established ranks and pick up zones for their drivers in Brisbane's Fortitude Valley.

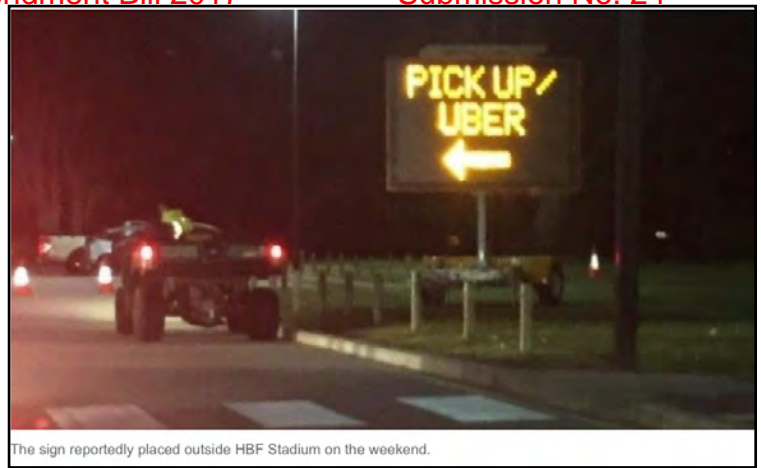
## WELCOME TO THE GOLD COAST

### REQUEST UBERX

Request and meet your driver at the  
passenger pick-up zone.

Your driver will be en route from a  
waiting zone.

CONTACT YOUR DRIVER TO COORDINATE PICKUP



Whilst all Taxi Ranks fall under local council guidelines the State Government has no jurisdiction over taxi rank placement or signage.

Local councils could in the future determine to create Uber Ranks if they desire.



Private property owners including major hotel chains, airports, sporting clubs and casinos may at their discretion create Uber Ranks on their private property.

At recent council elections Uber actively engaged with candidates questioning their stance on making amendments to local council policies to ensure uber pick up and drop off areas could be created for Uber.

☒☒☒☒☒

Gold Coast City Council Candidate Survey  
Thank you for your participation in this survey - The team at Uber Queensland

\*Required

Name \*

Email \*

Ward \*

Political Party \*

☒☒☒☒☒

Remember to vote in the  
Sunshine City Council Elections  
on Saturday 19th March

Click Here to see if your  
candidate supports ridesharing

Authorised by Sam Bool  
Unit 17c, 455 Brunswick Street Fortitude Valley, 4006

QLD

NEEDS UBER

Local MP for Burleigh, Michael Hart,  
does not support ridesharing.

TAP HERE TO TELL HIM YOU DO

Will you support amendments to the Council Parking Policy to recognise the differences between Ridesharing and other forms of transport?

- ☐ Yes
- ☐ No

Will you support amendments to the Council Parking and infrastructure policies to ensure adequate short-term loading zone and pick and drop off areas can be used for ridesharing in the Gold Coast City Council area?

- ☐ Yes
- ☐ No



Uber have been actively encouraging their drivers and riders to lobby local city councillors, state and federal politicians. The below extract is from the Gold Coast City Council Mayor Tom Tate's office. As you can clearly see whilst it has been clearly legislated that taxi ranks are the only ranking, pick up and drop off zones legislated, councils and elected officials are completely ignoring this state legislature. Councils are actively creating illegal zones.



Nanny Janny shared a link.

12 January · Gold Coast

Below is the response I received from the Mayors office

Dear Ms Webb

Mayor Tom Tate has asked me to respond to your email of 23 December regarding designated passenger zones on Gold Coast.

Your passionate support of Uber is noted. So are your recommendations to create new drop-off and pick-up zones. In fact, Council is in the process of increasing the number of ride-sharing pick-up points around the city.

An example is at Nobby's Beach where the success of restaurants in the precinct has sharply increased the demand for parking spaces despite the general lack of available space in the area. We are trialling this for an Uber-style pick-up point.

Changes so far may seem limited but bear in mind the radical innovation that Uber represents. It takes time to respond. Still, we are acting to make the experience you envisage become a reality.  
Kind regards,

Wayne Moran  
Chief of Staff  
Office of the Mayor Tom Tate

T: 07 5581 5283  
P: PO Box 5042 Gold Coast Mail Centre Qld 9729  
A: 135 Bundall Road Bundall Qld 4217  
W: cityofgoldcoast.com.au

City of Gold Coast

Council of the City of Gold Coast - confidential



Renae Bevan

Tom says - I've asked to put this on the City Transport managers 'list' but he's fully committed in bridge rebuilding, pot holes and other things from the weekend weather event so it will be a while before he gets around to it. ...stay patient! 🍌

Yesterday at 8:06 pm · Like · Reply

Gold Coast Mayor Tom Tate has already instructed his city Transport Managers to roll out Uber drop off and pick up zones. In actual fact they already have one illegally set up in Nobby's Beach.

Mr Tate's Transport Managers have already been contacted by the Dept. Transport and Main Roads with clear instructions that Uber are not allowed to have ranks or drop off and pick up zones.

As of last week the Gold Coast City Council and Mr Tate are still planning to roll out Uber Zones.



Wayne Whitelaw ► UBER DRIVERS BRISBANE

2 hrs · Brisbane, QLD, Australia · 🌐

Ok fellow Uber drivers, I have set a meeting up with councilwoman Fiona King at Chermide regional office next week to put across some ideas for drop off and pick up zones in the CBD and other locations and as a first stop prior to setting up a meeting with the Lord Mayor of Brisbane. I feel the whole taxi and rideshare industry is a complete mess and I want to actually do something about it.

If you my fellow Uber drivers have any concerns that you would like addressing please msg me or comment. Please don't bother commenting if you are just out to have a winging moment or sarcastic comment.

My aim is to work with council to benefit us the Uber drivers of Brisbane. My aim to start off with is clear rideshare pickup zones in the CBD, Shared taxi ranks with the last two bays of every taxi rank in the CBD strictly pick up and drop off with a maximum of two mins.

New clear signage for everyone of the bays.

I will also ask that BCC TO print a card map of all drop off and pickup zones in the CBD to be distributed to all drivers and new drivers in the ride share industry.

I will be informing or reminding the BBC that Uber drivers make up a large share of the transportation of Brisbane now and that the state now benefits from this.

Uber and the BCC will ultimately listen if we as a group work together.

Once again leave the negativity out and let's just work together.

👍 15

14 comments



Wayne Whitelaw shared a Page to the group: UBER DRIVERS BRISBANE.

21 mins · 🌐

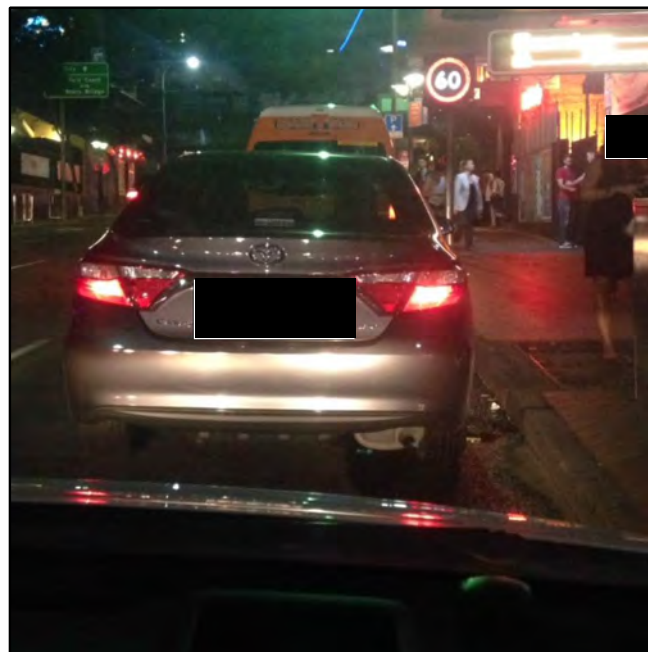
A little update: yesterday I had a meeting with Councilwomen Fiona King with regards to the pickup and drop off in the CBD. I was informed that this was a state issue. However she said that only some of the roads are controlled by council in the CBD. The main focus I set out in this meeting was safety issues for our drivers and our passengers, fines & flexibility with council and Ride Share in general. The Councillor will be meeting with the deputy mayor today and discuss this further with him.

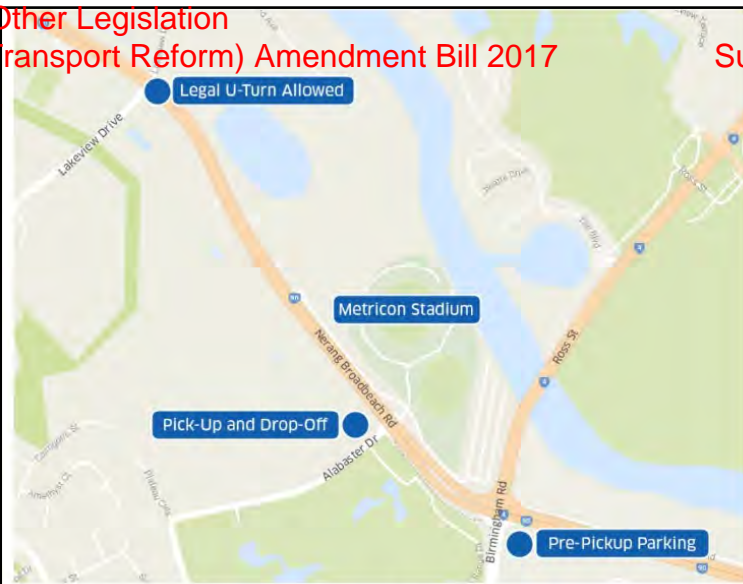
I will receive further written information from her this week. I will also be setting up a meeting with Dr Anthony Lynham | STATE MEMBER FOR STAFFORD as my next stepping zone to meet with the Lord Mayor. I also informed council of petition regarding pickup and drop off zones in Brisbane CBD and Valley. I ask that all Ride share Drivers sign and share the petition, please pass it on to your friends and family. WE NEED YOU!!! The more our plight receives attention the faster the government will act. Stay tuned for further information.

facebook.com/rideshareqld



The taxi industry was promised exclusive rank and hail. Below is recent evidence since the increased fines legislation was introduced, it shows the continual lack of DTMR Compliance and total disregard by Uber drivers for the current legislation.





### Metricon Pick-Up & Drop-Off

We have partnered with Metricon Stadium to introduce a designated UberZONE where you can complete Pick-Ups & Drop Offs for the games this Saturday.

Please note there is no Drop Off or Pick Up area on the Stadium side of Nerang-Broadbeach Road

#### Expected Busy Times

12:00 PM - 1:00PM : Rides to Metricon  
2:30PM - 4:00PM : Rides from Metricon

5:00PM - 6:30 PM : Rides to Metricon  
8:30 - 10:00PM : Rides from Metricon

**GO LIONS!**



**Recommendation: All forms of ranking and dispatching zones be prohibited for all forms of booked hire services unless by a taxi service.**

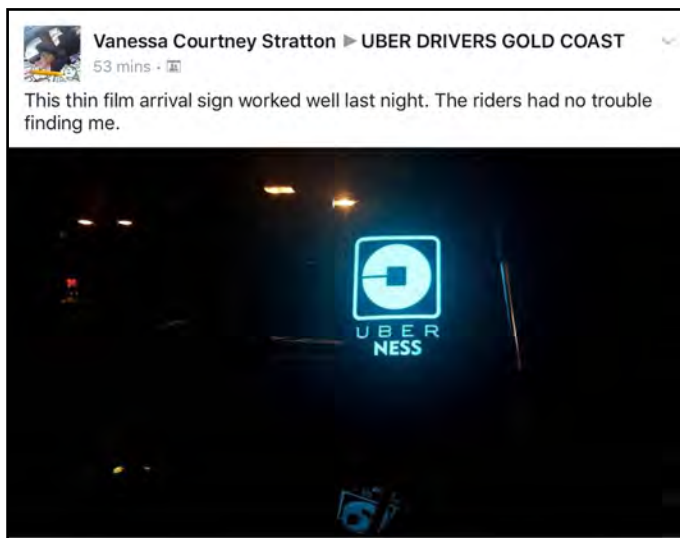
**Recommendation: Only a taxi service vehicle plies or stands for hire by members of the public in a public or private place.**

**Recommendation: Only a taxi service can have signage, advertising or personnel that supports the vehicle plying or standing for hire by members of the public in a public or private place.**



## ILLEGAL ILLUMINATED SIGNAGE, DOME AND HAIL LIGHTS

Uber drivers have actively been using illegal illuminated signage to promote their presence in public waiting areas. Uber drivers have also used dome lights and rooftop lights. This is directly mimicking those unique identifications used by taxis to distinguish them from other forms of transport.



**Recommendation: Booked hire service identification signage must NOT be illuminated.**

**Recommendation: Booked hire identification signage must NOT be attached to the top of the window or on the inside of the roof or roof exterior.**

**Recommendation: Booked hire service identification signage must NOT be a dome or hail light affixed to the roof exterior.**



## HAILING (ILLEGAL TOUTING)

The action of hailing a taxi cab by a customer is to visually or verbally connect with the taxi driver signalling your intention to hire the drivers cab. The other end of the spectrum is toutting, whereby a driver openly engages in enticing the customer into the vehicle for a fare.

***touting is an offence “in a public place, to solicit persons to hire vehicles to carry them as passengers”.***

Again even after the increased fines Uber drivers have been caught openly accepting hails and toutting for work. They are blatant and TMR Compliances failure to enforce the legislation meaning Uber drivers are actively engaging in this illegal activity.




The above picture shows an Uber driver openly sitting on a taxi rank at a Brisbane hotel whilst toutting for customers. The second picture shows an Uber driver openly driving into a taxi rank in front of a taxi waiting on a Brisbane city taxi rank.

**Recommendation: Fines for booked hire service licences that illegal tout and accept hails be increased.**

**Recommendation: After a third or later offence for illegal toutting or accepting hails the drivers authority is cancelled.**

## UBER DRIVERS ACCEPTING "CASH" FOR TRIPS

Whilst in direct contravention to the **Uber Driver Services Agreement** it is clear and apparent that Uber drivers do in fact accept and at times encourage customers to pay with cash. This actively mean that they are not accountable, traceable and legal with the appropriate insurance coverages whilst operating cash trips. It also means the legislation does not enforce a system of compete compliance that offers safety and transparency to the customer or the driver.

 **Paul R Collins** ▶ **UBER DRIVERS BRISBANE**  
27 mins · 📍

On my last three rips, I have asked riders about 'cash' jobs and if drivers are offering them.

To my alarm, all three stated that more and more drivers are asking if they rider wants to cancel the booked ride and do it a 'cash' job. Two of the three were given a business card and told if they wanted to do a cash job, just call. While I still have problem with this, it is in doubt as response to the low fares that drivers have to endure.


My concerns are as such...


1. The ethics, or lack thereof of converting an actual booked trip to a 'cash' job. This is unethical in my option and also against the uber rules. It is no argument to say that because you feel uber are unethical that gives you the right to be.
2. I think that most, the vast majority of drivers, have zero idea about insurance and public liability coverage on these 'cash' job. I do cash jobs for family and friends and I have my own PL insurance to cover such trips.

**Deb Hoffman** do you have any general advice for PL insurance for these cash jobs?

👍 Like    💬 Comment

Be the first person to like this.

 **Kerston de Jong**  
I have friends that I do cash jobs for, but I was doing this long before UBER came about.

 **Dean Waldron** ▶ **UBER DRIVERS GOLD COAST**  
6 mins · 📍

Anyone in broady want a cashy or at least a respectable on app rider?

👍 Like    💬 Comment

 **Amy Jayceon** ▶ **Uber Customers Brisbane**  
42 mins · 📍

Anyone in robina gold coast??  
Or someone who wants to earn \$80 cash?

 **Marie Malandris** ▶ **UBER DRIVERS GOLD COAST**  
Yesterday at 11:51 pm · Gold Coast, QLD · 📍

Benowa to Ormeau  
Can anyone do it? Cashy


👍 Like    💬 Comment

Be the first person to like this.

 **Ayaz Ahmad Khan**  
This is me working 43 hours only, taking 2 days off and 2 handsome cashies as well. And those who say hours don't matter, they do a lot.




Tuesday at 12:29 PM · Like · 📌 1 · Reply

 **Susan Murray**  
Thursday at 3:35 am

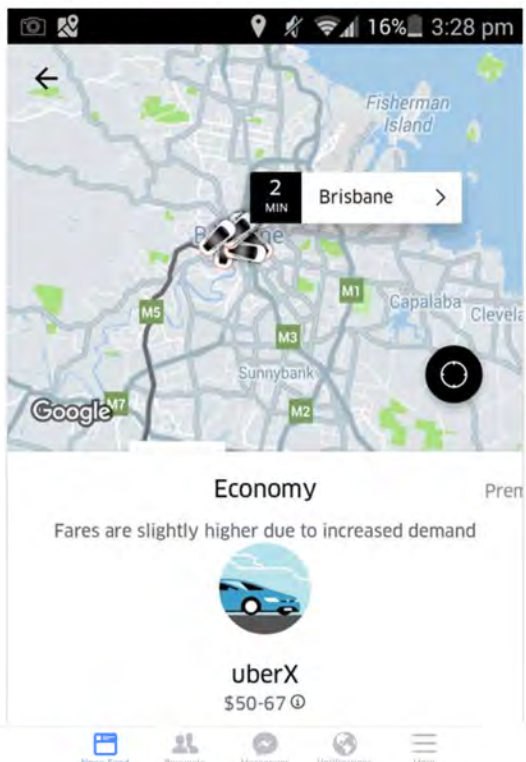
Job;  
Worongary to Southport  
Cash  
ASAP (20mins)  
Can someone help plz

👍 Like    💬 Comment

8 comments


 **Tanvir Izaan** ▶ **UBER DRIVERS BRISBANE**  
Just now · 📍

Did few cash jobs on the weekend since now pay by cash option is available, can escape from the killer GST 😊



## UBER DRIVERS KNOWINGLY ACCEPTING WRONG CUSTOMERS

There are countless occurrences where the Uber driver actively takes the wrong person and also takes riders that have not requested the trip or who are paying for the trip. There are trips where the account holders are not even in the Uber vehicle.



### Trip fare adjustment


Edward Haas, we're reaching out to let you know that the fare for one of your trips has been adjusted.

Trip date: [2016-11-05 15:35:18](#)


Original fare: \$10.30

New fare: \$0.00

Reason: Wrong Rider Picked Up. This fare was adjusted following a report that the wrong rider was picked up. As a result, we are not able to process this fare. In the future, please confirm your rider's identity before starting a trip.

**Kain Michael E.** 46 min

Hi, I had a fare reduction last week but don't know what trip or why can you please tell me what trip


**Thea** 6 min

Thanks for getting in touch, Kain Michael.

We've reviewed your account. It appears that you picked up a different rider than the person who requested the trip on March 31st 2017 10:57am AEDT.

Mistakes like this do happen from time to time. To avoid confusion, we suggest drivers confirm a rider's name before starting the trip. Try asking, "May I have your name?"

If you have any other questions about best practices, please feel free to reach out.

**Kain Michael E.** 3 sec

This wasn't the wrong rider I have picked him up once before so I remember him, how do I dispute this. His is a joke that you don't contact the driver first

The fact Uber drivers are knowingly transporting a rider who is not the account holder means they are not covered by their insurance policy. It means the driver and rider are exposed to huge legal and financial ramifications if an incident or accident occurs.

The safety statement made by Uber that the "**driver will know the rider and the rider will know the driver at all times**" is completely false. This lack of accountability and transparency means a significantly reduced level of safety and security for the rider and the driver.

**Recommendation: All booked hire service licence vehicles be fitted with an approved security camera system with the same minimum standards.**

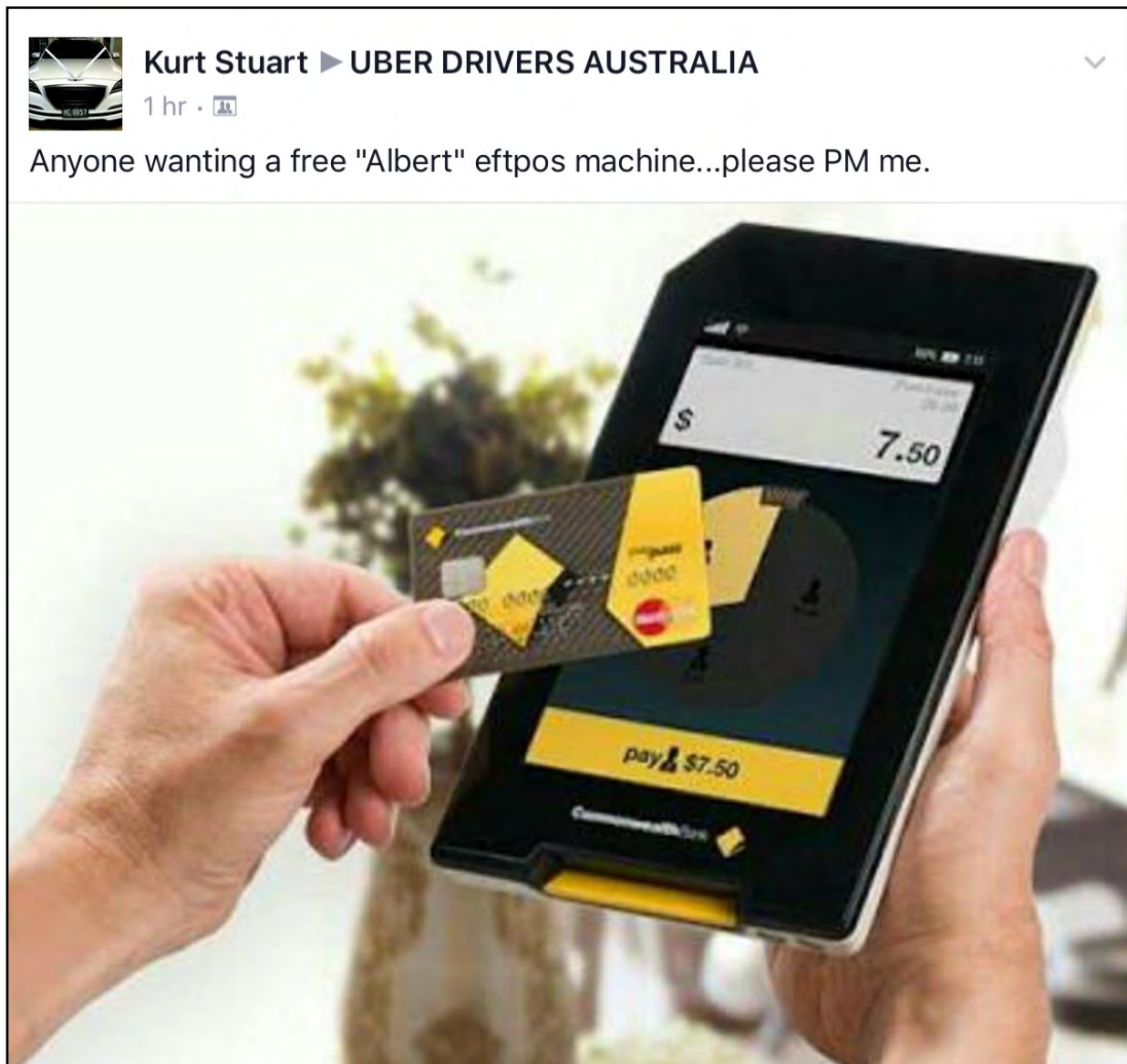
**Recommendation: All booked hire service licence vehicles be fitted with a fixed GPS tracker with a driver duress alarm.**

**Recommendation: All booked hire service licence holders maintain public liability insurance at an amount determined by the chief executive.**



## UBER DRIVERS PERSONAL EFTPOS DEVICES

Uber drivers are actively using and promoting their own EFTPOS terminals. This allows the driver to offer the customer a cheaper transport option whilst still allowing the rider to pay with credit card. As such they are circumventing the Uber payment system. When this occurs the rider is not covered by the **Uber Terms & Conditions**. It also means any safety measures in this proposed legislation is completely null and void.



**Recommendation: All booked hire service licence vehicles be fitted with an approved security camera system with the same minimum standards.**

**Recommendation: All booked hire service licence vehicles be fitted with a fixed GPS tracker with driver duress alarm.**



## Compulsory Third Party (CTP), Motor Accident Insurance Commission (MAIC) and Public Liability Insurance

There are numerous levels of insurance provided in Queensland to motor vehicle drivers that provide coverage for the public, property, business and income.

### MOTOR ACCIDENT INSURANCE COMMISSION (MAIC)

The Motor Accident Insurance Commission (MAIC) is the regulatory authority responsible for the ongoing management of the Compulsory Third Party (CTP) scheme in Queensland.

Established under the Motor Accident Insurance Act 1994, MAIC commenced operations on 1 September 1994 as a statutory body. The Chief Executive of the Commission is the Insurance Commissioner who, in this capacity, is also the Nominal Defendant.

MAIC is responsible for regulating and improving Queensland's Compulsory Third Party (CTP) insurance scheme and managing the Motor Accident Insurance and Nominal Defendant funds.

#### What is CTP insurance?

CTP insurance indemnifies vehicle owners and drivers who are legally liable for personal injury to any other party in the event of a motor vehicle accident. Your CTP insurance will cover you for personal injury caused by, through or in connection with the use of the insured vehicle in incidents to which the *Motor Accident Insurance Act 1994* applies. It will cover you for claims made against you by other road users such as drivers, passengers, pedestrians, cyclists, motorcyclists and pillion passengers.

#### What does third party mean?

There are three parties to CTP. The first party is the owner/driver of the vehicle 'at fault'. The second party is the CTP insurer of the vehicle 'at fault'. The third party is the injured person.

#### Who can claim CTP compensation?

Any person injured in a motor vehicle accident in Queensland due to the fault (total or partial) of the driver, owner or another person insured by the at-fault vehicle's CTP insurer.

See [Who can make a claim](#) for more information.

#### Does CTP insurance cover damage to property or other vehicles?

No. CTP insurance only covers personal injury resulting from a motor vehicle accident.

What if no one else was at fault?

There may be times when an injured person cannot claim compensation, for example if:

- the injured person was totally at fault, or
- no-one was at fault.

If you are unable to claim compensation you will need to rely on sick leave, Centrelink benefits, Medicare and the public health system unless you have other insurance policies such as income protection or private health insurance.

Fatal injuries

You can make a CTP claim for loss or expenses:

- if you are a relative or dependent of a person who was fatally injured, and
- the motor vehicle crash was wholly or partly the fault of some other person.

## WHAT HAPPENS WHEN THERE IS NO ONE "AT FAULT"

The issue of appropriate coverage is extremely important when there is no one "at fault".

This means the Queensland CTP scheme and coverage is not liable for any financial payout or compensation to the family members of the deceased. As such the deceased family members will lodge a compensation claim with the Queensland businesses public liability insurer.

Everyone in business protects their business by having appropriate public liability insurance coverage. The Australian Taxation Office (ATO) has determined and recently won in the Federal Court a ruling that ride share drivers are small businesses and as such are required to have an Australian Business Number (ABN) and submit quarterly BAS and GST. ***Justice John Griffiths found the words in the legislation "should be given their ordinary, everyday meanings and not a trade or specialised meaning".***

This means ride share drivers are small businesses and must submit quarterly Business Activity Statements (BAS) and quarterly Goods and Services Taxation (GST).

**Recommendation: All booked hire service licence holders maintain public liability insurance at an amount determined by the chief executive.**

**Recommendation: All booked hire service licence holders provide a valid public liability insurance coverage prior to being issued with a booked hire service licence.**

## PUBLIC LIABILITY INSURANCE

### What is Public Liability Insurance?

As a business owner you are accountable to third parties that come into contact with your business (customers, employees, suppliers, etc.). If damage or an accident occurs while you're providing a service, a third party can sue your business, which can result in costly legal fees as well as the obligation to pay for the damage or injury you may have caused.

These costs are often devastating for businesses, which is why Public Liability Insurance exists to help protect you in the event of an incident.

### What Protection will a CGU Public Liability policy provide?

CGU's public liability insurance protects your business against claims resulting from accidents or injuries that occur as result of your business activities, as well as accidental damage to property owned or controlled by someone else.

If you work with clients or customers, in public spaces, visit spaces owned or controlled by others, have visitors to your premises, or manufacture products; Public Liability Insurance is your best defence against potentially costly personal injury or property damage claims.

<https://www.cgu.com.au/insurance/business/products/public-liability>

The above is an example of the protection provided by a CGU Public Liability Insurance Policy.

So if there is no **"at fault"** for the accident or incident that has occurred then MAIC and the CTP insurer have no legal responsibility to pay out any compensation.

For this reason Queensland small businesses including taxi owners and operators have Public Liability Insurance. As Uber and other ride share drivers are small businesses operating in Queensland then they should be required to have an appropriate level of Public Liability Insurance.

An accident has already occurred in Toowoomba whereby the Uber driver accidentally ran over and killed a sleeping male in his own drive way. The Uber driver was not charged by the police and as such was no longer **"at fault"** for the death. This means that MAIC and the CTP policy he carried is not liable for compensation for the dead man. Under this circumstance Public Liability Insurance would step in and the family of the dead man would pursue a public liability claim through the Uber drivers public liability insurer.

## Toowoomba man 'sleeping in driveway' killed by wife's Uber

By Gail Burke

Updated 3 Dec 2016, 2:29am

*"A man has been hit and killed by an Uber that was bringing his wife home after a night out in Toowoomba, west of Brisbane.*

*Police said it appeared the man, in his 40s, had fallen asleep on the driveway before the accident, just after midnight.*

*Paramedics attended the scene but could not revive him.*

*Senior Sergeant Jamie Deacon told Seven News the driver was unable to see him because of the camber of the driveway.*

*"Tragically when they've entered the driveway they haven't been able to see him because of the slope ... and he has been run over," Sergeant Deacon said."*

<http://www.abc.net.au/news/2016-12-03/uber-runs-over-husband-in-toowoomba-driveway-queensland-police/8089642>

As a minimum, all uberX ridesharing driver-partners are also required to have a current policy of compulsory third party (CTP) and third party property insurance.

But we don't stop there - we want to ensure that riders, as well as members of the community, are protected. That's why all Uber ridesharing driver-partners in Australia are also protected by at least AUD\$20,000,000 contingent coverage for bodily injury to third parties, as well as property damage to road users outside the uberX vehicle. That coverage is provided by CGU Insurance Limited (AFSL 238291). CGU is a division of Insurance Australia Group (IAG) and has a 160 year history.

This means that if, in the unlikely event of an accident, a ridesharing driver-partner's CTP insurance or third party property insurance is exhausted or does not apply for some reason, passengers, pedestrians, other drivers, and the community at large can rest assured knowing that ridesharing partners remain covered by a robust first-class Australian insurance policy. Note, a claim excess does apply and there is no insurance cover for riders' personal property.

It's worth mentioning that, in cities where we operate UberBLACK, UberLUX and uberTAXI, those rides are provided by commercially licensed and insured ridesharing partners, and as such are covered by the commercial insurance policies of the individual partnering transportation providers.

**Recommendation: All booked hire service licence holders maintain public liability insurance at an amount determined by the chief executive.**

**Recommendation: All booked hire service licence holders provide a valid public liability insurance coverage prior to being issued with a booked hire service licence.**





## RIDE SHARE FATIGUE

Data supplied by Uber suggests their drivers average logged in hours are 20 hours per week. At the Brisbane Innovation Paper Open Forum Mr Dan Manchester, President of the Ride share Drivers Association of Australia (RSDAA) confirmed many Uber drivers are driving 90-100 hours per week on the Uber platform.

When Uber introduced a price reduction in February 2016 it meant Uber drivers required driving more to earn the same income.

***"RSDAA president Dan Manchester said when fares were cut last month, Uber gave its drivers less than 24 hours' notice.***

***"It's creating an unsafe situation for drivers, because drivers who rely on Uber as their full source of income...they're finding themselves having to drive more and more to make enough money," Mr Manchester said".***

Source <http://www.sunshinecoastdaily.com.au/news/drivers-do-u-turn-on-uber/2979686/>

On the Gold Coast Uber drivers are driving 7 days a week. Well in excess of the Uber promoted 20 hours per week.

***Gold Coast father-of-three Craig O'Keefe, 46, said he had been forced to work seven days a week to earn enough to support his family.***

Source <http://www.goldcoastbulletin.com.au/news/traffic-reports/gc-ber-drivers-could-leave-the-rideshare-operator-in-droves-if-it-does-not-take-action/news-story/9c65a652c28c8867c8cf722328a73b46>

In the United Kingdom Uber actively encouraged drivers to be logged in up to 65 hours per week.

***Uber, the controversial min-cab service, has changed a page on its UK website which encouraged its drivers to work 65-hour weeks amid growing concern about "excessive and unsafe" hours driven on the service.***

***Until last week, the entry page for new recruits on the company's British site promised drivers that Uber could "turn your car into a money machine," with earnings averaging £3360 a month.***

***This was "based on average net payments of partner-drivers in London who have driven 55-65 hours [per week] in November 2015.***

The Transport for London (TfL) conducted research into accident rates and number of casualties.

***Transport for London figures show there has been a 44 per cent rise in the number of casualties involving taxis or private hire vehicles in the capital since Uber launched its main service in London, UberX, in July 2013.***

***The number of casualties in the year to June 30 2013 was 530. In the year to June 30 2015, it was 691, a 30 per cent increase. By September 30 2015, the latest available figure, there had been 763 casualties in the preceding 12 months, a 44 per cent rise. Most involved only minor injury.***

***By September 2015, the taxi and private hire vehicle casualty rate was 102 per cent above the 2005-9 average, according to TfL.***

***The TfL figures are not broken down between private hire vehicles and black taxis and nor do they identify individual private hire companies.***

***However, the number of black cabs has not changed substantially since 2009 and the major change in the London market over that time has been a sharp growth in the number of private hire vehicles, mainly due to Uber.***

***The growth in accidents over the 2005-9 baseline has been even faster than the growth in the number of private hire vehicles, suggesting that as well as more vehicles they are being driven less safely.***

Source <http://www.telegraph.co.uk/news/2016/04/30/fears-overexcessive-and-unsafe-65-hour-weeks-for-uber-cabdrivers/>



## RSDU – RideShare Drivers United | AUS & USA



Uber Drivers in Melbourne demand the following minimum rates to make driving at base rates viable:

**Base Fare:** \$2.50

**Per KM:** \$1.45

**Per minute:** \$0.45

**Minimum Fare:** \$9.00

2. There must be a limit to the number of hours a driver can work per day, which can not exceed 12 hours. There have been numerous reports about drivers falling asleep at the wheel after driving 14+ hour shifts, just to make ends meet and take home minimum pay. Absence of such a limit on current Uber platform is a safety issue and a liability.



**Paul R Collins ► UBER DRIVERS BRISBANE**

1 hr •

**Brisbane Uber Drivers List Of Demands**

1. Fair pay. Base rates must be consulted with drivers before any major changes to the price are being made. Rates must allow for proper car maintenance, petrol, depreciation, services and odd major repairs while leaving drivers with at least minimum wage.

It is RSDU's view that current base rates should be immediately increased and be brought in line with Sydney rates. Some flexibility in rates must also be allowed to compensate for wide petrol price fluctuations.

Uber Drivers in Brisbane demand the following minimum rates to make driving at base rates viable:

Base Fare: \$2.20

Per KM: \$1.45

Per minute: \$0.45

Minimum Fare: \$8.00

Cancellation Fee: \$8.00

2. There must be a limit to the number of hours a driver can work per day, which can not exceed 12 hours. There have been numerous reports about drivers falling asleep at the wheel after driving 14+ hour shifts, just to make ends meet and take home minimum pay. Absence of such a limit on current Uber platform is a safety issue and a liability.

We now have the Rideshare Drivers United (RSDU) and the Brisbane Uber Drivers advocating for a minimum price base price rise and a limit on the hours that Uber drivers can be logged into the Uber platform. These representative groups for the Uber drivers acknowledge that the incentives and pressure put on to the Uber drivers by Uber create huge financial issues and fatigue issues create increased accident and incident risks.

Uber actively encourage drivers to be active on their platform by guaranteeing minimum hourly rates if the driver is logged in during set hours and accepting a minimum of 90% of trips.

In evidence supplied to previous Queensland Parliamentary Committee by Uber their data indicates that 85-90% of their drivers actually drive as a second job. This poses significant fatigue related issues, as fatigue is a cumulative issue.

## FATIGUE AND RISKS ASSOCIATED

It is clearly evident that Uber drivers are actively driving more than the **"20 hours per week"** Uber are quoting. Uber are actively encouraging their drivers to drive more than their quoted **"20 hours per week"** average. As evident by studies conducted overseas where Uber and ride share have been established for longer, Uber drivers are exceeding 20 hours per week and encouraged to exceed 20 hours per week. The results are increased accident and casualties caused by Uber and ride share drivers.

The National Sleep Foundation based in Washington D.C has done extensive studies on the risks and increased risk of vehicle accidents due to sleep patterns and shift work.

These studies identified that:

Being awake for 18 hours is equal to a blood alcohol concentration (BAC) of 0.08%.

Working more than 60 hours a week (increases your risk by 40%)

Working more than one job and your main job involves shift work increases your risk.

Driving through the night, mid afternoon or when you would normally be asleep increases your risk.

<http://drowsydriving.org/about/detection-and-prevention/>

***Mr Bool from Uber stated that "Of the 38,000 drivers Australia wide, about 85-90% do Uber in addition to something else".***

<http://www.thechronicle.com.au/news/uber-has-landed-ride-share-service-hits-toowoomba/3037170/>

According to the Centre for Accident Research and Road Safety Queensland (CARRS-Q)

A driver is 4 times more likely to have a fatal fatigue crash if they are driving between 10pm and dawn.

Nearly 30% of all fatal fatigue crashes occur during public and school holiday periods.

[https://www.police.qld.gov.au/EventsandAlerts/campaigns/Documents/fatigue\\_fs.pdf](https://www.police.qld.gov.au/EventsandAlerts/campaigns/Documents/fatigue_fs.pdf)

The driving characteristics and environment of taxi driving involves odd hours, darkness, fatigue, intoxicated passengers at peak events with the associated issues this includes intoxicated pedestrians.

Uber drivers are now entering and competing in this same operating environment.

In submitted Uber data they quote over 85-90% of their drivers use a Uber as a secondary job. This means this secondary driving job poses extra issues of fatigue and sleepdeprivation on the drivers. A person awake for 18 hours exhibits a fatigue level equivalent to a Blood Alcohol Concentration (BAC) of 0.08.

# \$5,000 Gross Fares Guaranteed in Your First Month

September 8, 2015 | Posted by Alex



## HOW DOES THIS WORK?

During your first month of driving we will guarantee that you will make \$5,000 in gross fares by driving 42 guaranteed hours per week in a combination that sums to at least \$1,250 (see below).



NEWSROOM



August 18, 2015 | Posted by Alex



## WHAT IS A 40 HOUR WEEK WORTH?

As earnings continue to rise each week as we get closer to Summer, we wanted to share some numbers on how much you can earn from working a minimum of 40 hours a week.

The figures below are based on Driver Partners who drive at least 40 hours last week.



Mel Ta ► UBER DRIVERS AUSTRALIA

2 mins · 📷

With simple tools, you can make more \$\$\$\$

Just a pillow and blanket, you literally double your earnings !

Uber is right, lower fares means more work !

33 hrs, 24  
mins  
TIME ONLINE

62  
COMPLETED TRIPS

68hr 26min  
TIME ONLINE

150  
COMPLETED TRIPS



	MON	TUE	WED	THU	FRI	SAT	SUN
4am	\$30	\$30	\$30	\$30	\$30		
	\$30	\$30	\$30	\$30	\$30		
6am	\$30	\$30	\$30	\$30	\$30		
	\$30	\$30	\$30	\$30	\$30		
8am	\$30	\$30	\$30	\$30	\$30		
10am							
12pm						\$40	
						\$40	\$30
2pm						\$40	\$30
							\$30
4pm							\$30
					\$30		\$30
6pm					\$30	\$30	\$30
					\$30	\$30	\$30
8pm					\$30	\$30	\$30
					\$30	\$30	\$30
10pm				\$30	\$30	\$50	\$30
				\$30	\$30	\$50	\$30
12am				\$30	\$30	\$50	\$30
				\$30	\$30	\$40	
2am					\$30	\$40	
					\$30	\$40	
4am					\$30	\$30	
						\$30	

## GUARANTEED \$2,000 PER WEEK! HERE'S HOW:


Brisbane is Busy... Really busy! We're not just going to tell you how much you *could* earn, we'll **GUARANTEE** it!

### HOW MUCH!?

**Guaranteed \$50/hr** minimum hourly average fares across 3 **Very Busy hours** on Saturday night. Plus 6 more hours at \$40/hr on Saturday. These are the best hours to be online the entire week! **Guaranteed \$30/hr** minimum hourly average fares across **59 Busy hours** of the week

## Ride Share Fleet Operators

Another element that needs to be considered is that several ride share operators are hiring out vehicles for a set fee for a set period of time eg. 12 hours, 24 hours or weekly. This means the vehicle can be with multiple drivers over a period of time. This business model is identical to what taxi operators do now. So in effect these ride share operators are not paying a CTP Premium associated with their vehicles being on the road potentially for 24 hours a day and the risks this poses.



### Rideshare Rentals Australia

Rideshare Rentals give everyday people the great opportunity to drive rideshare, with zero hassle and no strings attached. As you might know, rideshare companies have strict requirements of vehicles that can be used under their ever growing platforms, these requirements make it difficult for most people as they do not have access to vehicles or their own vehicles do not meet these standards.

Rideshare Rentals Australia provide an affordable solution that can get you earning great money and working your own hours whilst driving rideshare. This is possible as we have a range of brand new fully maintained vehicles that meet the strict specifications of rideshare that can be leased at low costs, maintenance free, but best of all its ALL tax deductible.

Rideshare is a great way to make money as it is a friendly environment that provides flexible hours with no shifts or required hours, essentially being your own boss. ANYONE can do it! Please feel free to contact us if you want to know more about this great opportunity.

### Our History

Established in 2014 Rideshare Rentals Australia came about after the high demand for drivers required for Rideshare services were needed. One of the major issues that potential drivers were running into, was not having a vehicle that meets the strict requirements for Rideshare Services. We started with only 2 cars and now have a fleet giving everybody the opportunity to enjoy their work, earn money and increase availability. We provide safe, well maintained vehicles for drivers and passengers to enjoy a five star service.

### **CAR FOR UBER DRIVERS**

**OPTION 1 (RENT TO OWN)**

- \$200 PER WEEK
- 3 YEARS TERM
- CAR WILL BE YOURS AFTER 3 YEARS
- UNLIMITED KILOMETERS
- WE WILL PAY REGISTRATION UNTIL 3 YEARS TERM EXPIRED



**OPTION 2 (RENT ONLY)**

- \$200 PER WEEK
- WEEKLY BASIS
- UNLIMITED KILOMETERS
- WE WILL PAY REGISTRATION



**CAR OPTIONS:**

- TOYOTA CAMRY 2011-2013
- HOLDEN CRUZE 2012-2014
- NISSAN PULSAR 2012-2014
- HYUNDAI I45 2011-2013



**CONTACT US**

RAM SINGH  
MBL: 0061 456 651 313  
PH: 1800 898 199 AUSTRALIAN TOLL FREE  
PHONE LOCAL: 0061 7 3266 8246  
MBL: 0061 424 682 460  
EMAIL: PREETRAM86@GMAIL.COM



vodafone AU 4G 02:09 26%

< Search

Sunny Khanna > PSAA - PAKISTANI STUDENTS ASSOCIATION OF AUSTRALIA

Just now

car for uber

\$280

Melbourne, Australia

Car available to rent for uber.



Good condition car for rent.

Starts from 280\$ per week depends on the car.

All the cars are on lpg and already registered on uber.

You don't have to pay anything extra insurance and maintenance covered in this price.

For further enquiry please feel free to call on 0423459234



Uber submitted to the New South Wales Point to Point Transport Review that:

***Insurance***

***Taxis and ridesharing are distinct models with distinct risk profiles. These distinctions must be reflected in appropriate insurance regulations.***

***The relative risk profile of ridesharing is essentially comparable to the risks applicable to passenger vehicles for strictly personal use. Ridesharing:***

- ***deploys underutilised personal assets, and***
- ***offers a flexible and supplementary, rather than primary, source of income meaning that vehicles will generally engage in ridesharing only when they are not otherwise deployed for personal or occupational use.***

***Ridesharing is ancillary to the primary application of the vehicle.***

*Source Regulating Ridesharing Building a sustainable, safe and equitable market for point-to-point transport in New South Wales*

The above evidence clearly indicates that this is not the case. Uber drivers and Uber fleet operators are actually using hired third party cars based on shifts. Driving for Uber as a full time job often enticed by Uber to do 42 hours a week. These cars are not personalised assets. These vehicles are NOT ***"under-utilised personal assets"***.

These issue all contribute to a risk factor. That risk must be priced into a CTP Premium.

To ensure the risk is appropriated and TMR Compliance are able to determine a drivers CTP class we believe the CTP classes need to be adjusted to reflect the change in risk ride share driving now presents.

**Recommendation: To ensure full compliance with CTP classes all personalised transport vehicles be required to have dedicated number plates (akin to "T" plates), rather than easily removable stickers. Plates to be provided only when evidence of appropriate CTP, public liability insurance and certificate of inspection (COI) are provided.**

**Recommendation: That all booked hire services (booking service, operator and driver) maintain a record, implement and monitor driver fatigue and limit driver hours to comply with relevant state and federal legislation.**



## INSURERS "CONFLICT OF INTEREST" ISSUES

It is clearly evident that the RACQ and other major insurance companies have a "conflict of interest" in this matter. They are both advising on policy recommendations but also doing business case evaluations to launching their own ride sourcing product. This is evident in the statement by Mr Michael Roth RACQ Executive Manager.

***RACQ executive manager Michael Roth said it would be a gross oversight for the state's largest motoring group, which has 1.6 million members, not to investigate the business opportunities presented by becoming a provider once ride-sharing was legal.***

***"This is something that RACQ could do in the future," he said.***

***Mr Roth said Uber was a big multinational company and it was important for consumers that the market was not dominated by one player.***

***"We hope there will eventually be strong competition."***

***An Uber spokesman said the company always welcomed competition because it helped keep it at the top of its game.***

***"Ultimately it delivers more choice and better outcomes for consumers," he said.***

<http://www.couriermail.com.au/news/queensland/uber-queensland-new-ridesharing-service-as-taxi-market-opens-up/news-story/12f874a9137abf48f8aa9f8dd4612601>

### **RACQ faces app rivalry**

NATIONAL roadside help provider RACQ is not concerned about a new Uber-like player on the Gold Coast.

App Got-U launched on the Gold Coast this week after a three-month trial in Sydney, Melbourne and Brisbane.

Got-U, in partnership with the network of Allianz Global Assistance, is offering a pay-as-you-go service to motorists

without an annual fee. More than 14,000 nationally have downloaded the Got-U app, which allow users to make Uber-like requests for tows or mechanical help.

A spokesman for RACQ said it was not concerned.


"The way we tackle our competition is to make sure we are still the best-value provider," he said.

We request that the Committee bear this "conflict of interest" when they consider any submission by any Queensland insurer.



## Ride share Immigration and Student Visa Work Obligations

In September 2015 Mr Scott Notley advised the Taxi and Limousine Industry that all key stakeholders (driver and operator) had to ensure they abided by the Federal Governments immigration requirements involving work periods for drivers on student visas.

 Home > Businesses, Agents and Trade Professionals

### Legal workers - a guide for employers

Australian employers could face infringements or civil penalties if they allow illegal work regardless of whether they knew someone was an illegal worker. We expect employers to take reasonable steps to make sure they are not employing, referring or contracting illegal workers.

This guide sets out a range of steps employers can take to make sure they are complying with their obligations.

We are focussed on responding to those employers that wilfully take part in illegal work, not penalising employers who act in good faith.

We expect employers to check that all non-citizens working for them are allowed to work. This includes:

- paid and unpaid work
- if they are sourced directly or via a contractor, labour hire or referral company
- alternative arrangements that are common in the construction, taxi, hospitality, cleaning and sex industries.

<https://www.border.gov.au/Busi/Empl/Empl/employing-legal-workers/legal-workers-a-guide-for-employers>

 Work conditions for student visa holders

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

This places a federal legal requirement on the person or entity that allows the student to engage in an income earning work environment. This must be raised by the DTMR with all ride share entity's and ensure they comply with the same legal requirements as the taxi and limousine industry to ensure students do not work more than their maximum allowed hours per fortnight.

**Recommendation: TMR inform all booked hire service providers (booking service, operator and driver) of their legal requirement to determine if drivers are on student visas and then limit drivers to their maximum workable hours.**



## Transport and Other Legislation (Personalised Transport Reform) Amendment Regulation 2017

### Part 3 Amendment of Transport Operations (Passenger Transport) Regulation 2005

#### Division 1 General Provisions

#### 14 Replacement of s 117C (Booked hire service signs)

*omit, insert –*

#### 117C Booked hire service signs

(2) A person must not drive a motor vehicle to provide a booked hire service unless a booked hire service identification sign that complies with subsection (3) is –

(a) displayed-

(1) on the bottom left hand side of the front and rear windscreens of the vehicle; and

(2) in a place that does not obstruct the view of the road or traffic from the front driver's seat; and

(b) clearly visible from a distance at least 20m in front of and behind the vehicle.

(3) A booked hire service identification sign must-

(a) be a square of at least 146mm by 146mm; and

(b) be retroreflective; and

(c) comply with any other requirements for a sign approved by the chief executive.

**(d) not be illuminated or lit; and**

**(e) must not be a dome light or hail light; and**

**(f) must not be placed above the windscreen height or on the roof.**

(4) In this section-

***Booked hire service identification sign***, for a booked hire service, is a sign that an authorised booking entity for the service has advised the chief executive in writing is the entity's booked hire service identification sign.

This definition needs to be reworded to remove the inability for the chief executive to refuse an authorised booked entity's identification sign. The reworded paragraph should read.

***Booked hire service identification sign***, for a booked hire service, is a sign that has been approved by the chief executive that the booked hire service has advised the chief executive in writing is the entity's booked hire identification sign.

#### 117F Application for booked hire service licence

1. A person may apply to the chief executive for a booked hire service licence.
2. The application must-
  - a. Be in the approved form; and
  - b. Include the details of the motor vehicle to be stated on the licence; and
  - c. Be accompanied by the fee stated in schedule 9; and
  - d. **Include the Australian Business Number (ABN) of the applicant; and**
  - e. **Include the Public Liability Insurance Policy Number of the applicant.**

**The application form for the booked hire service licence must require and provide space for the applicant to submit their Australian Business Number (ABN) and their Public Liability Policy Number.**

#### Part 7B Vehicle security camera systems

##### 117Q Definitions for part

**Authorised purpose**, for a security recording, means-

- a. Examining a complaint about the vehicle, or an event that happened in or about the vehicle carried out by-
  1. The operator of a booked hire service or taxi service provided using the vehicle or, if the operator is a corporation, an executive officer of the corporation; or
  2. An employee of the operator of the service, acting under the direct and immediate supervision of the operator or the executive officer; or

*Examples of matters that may be the subject of a complaint-*

- *Fare evasion*
- *Lost property*
- *Disorderly conduct*
- *Offensive behaviour*
- *Theft or lost property*
- *Physical assault not causing injury*
- **Vehicle damaged**
- **Vehicle accident or incident**

The ability to have security recordings for vehicle damage, accidents and incidents means insurance liability and claims can be processed correctly and more efficiently which will dramatically reduce operator expense and premiums.

## 117V Obligations on operators of service

This section needs to be amended to include all taxi service vehicles and all booked hire service vehicles.

1. **The operator of a taxi service and all booked hire services must ensure the vehicle is fitted with an approved security camera system.**

## Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017

### Part 2 Amendment of Transport Operations (Passenger Transport) Act 1994

#### Part 2 Taxi services and booked hire services

##### Division 1 Providing services

##### 69 What is a taxi service

1. A **taxi service** is a public passenger service for a journey that starts in Queensland-
  - a. Provided by the hire of-
    1. A motor vehicle that has not more than 12 seating positions, including the drivers position; and
    2. A person to drive the vehicle; and
  - b. Under which the vehicle plies or stands for hire by members of the public in a public place.

This section needs to be amended to reflect the full exclusivity that a taxi service has for rank or hail.

- b. **under which the vehicle plies or stands for hire by members of the public in a public or private place.**
2. For the chapter, the circumstances in which a vehicle plies or stands for hire by members of the public in a public place include the circumstances in which the vehicle and its driver are made available for hire on-the-spot by members of the public, including for example, by-
  - a. The vehicle standing at a taxi rank or other place where members of the public might reasonably expect taxis to be available for on-the-spot; or
  - b. The vehicle having a sign, marking, light or other thing on it that might reasonably indicate to members of the public it is a taxi or another vehicle available for hire on-the-spot.
  - c. **Only a taxi service is permitted to have signage, advertising, marketing or personnel that supports the vehicle plying or standing for hire by members of the public in a public or private place.**



This insert (c) will ensure that signage, advertising, marketing or personnel can not be used by booked hire services or booked hire booking entity or booking services to direct, manoeuvre or guide the public to areas where non taxi services are plying or standing.

3. For this section (1) it does not matter where the journey ends or if the journey involves leaving and re-entering Queensland.
4. In this section-

**hire on-the-spot**, in relation to a vehicle and its driver, means arranging, in person, the hire of the vehicle and its driver for a journey to start-

- a. Immediately or shortly after the vehicle and driver are hired; and
- b. At a place or in the vicinity of the place where the vehicle and its driver are hired.

#### Subdivision 2 Local Nominee

##### 91ZC Application of subdivision

This subdivision applies if an authorised booking entity is a foreign person, **corporation or entity**.

This needs to be inserted to provide full coverage of all legal operating eventualities.

##### 91ZD Requirement for local nominee

1. The authorised booking entity must appoint 1 person to be its local nominee.
2. The appointed person must be-
  - a. An individual who usually lives in Australia; or
  - b. A corporation incorporated in Australia.

**This needs to be amended to ensure the local nominee can be held legally liable via the Australian legal system. Simply having an individual that usually lives in Australia does not provide enough assurance that they can be pursued via the legal system if an offence against the Act has occurred. This nominee must also be available to be held liable against Federal and other State Acts if an offence occurs.**

**The wording needs to be amended to:**

(2) The appointed person must be-

**(a) an individual that is a resident of Australia or Australian resident for tax purposes.**

## **FULL LIST OF RECOMMENDATIONS**

**Recommendation: All forms of ranking and dispatching zones be prohibited for all forms of booked hire services unless by a taxi service.**

**Recommendation: Only a taxi service vehicle plies or stands for hire by members of the public in a public or private place.**

**Recommendation: Only a taxi service can have signage, advertising or personnel that supports the vehicle plying or standing for hire by members of the public in a public or private place.**

**Recommendation: Booked hire service identification signage must NOT be illuminated.**

**Recommendation: Booked hire identification signage must NOT be attached to the top of the window or on the inside of the roof or roof exterior.**

**Recommendation: Booked hire service identification signage must NOT be a dome or hail light affixed to the roof exterior.**

**Recommendation: Fines for booked hire service licences that illegal tout and accept hails be increased.**

**Recommendation: After a third or later offence for illegal touting or accepting hails the drivers authority is cancelled.**

**Recommendation: All booked hire service licence vehicles be fitted with an approved security camera system with the same minimum standards.**

**Recommendation: All booked hire service licence vehicles be fitted with a fixed GPS tracker with a driver duress alarm.**

**Recommendation: All booked hire service licence holders maintain public liability insurance at an amount determined by the chief executive.**

**Recommendation: All booked hire service licence holders provide a valid public liability insurance coverage prior to being issued with a booked hire service licence.**

**Recommendation: To ensure full compliance with CTP classes all personalised transport vehicles be required to have dedicated number plates (akin to "T" plates), rather than easily removable stickers. Plates to be provided only when evidence of appropriate CTP, public liability insurance and certificate of inspection (COI) are provided.**

**Recommendation: That all booked hire services (booking service, operator and driver) maintain a record, implement and monitor driver fatigue and limit driver hours to comply with relevant state and federal legislation.**

**Recommendation: TMR inform all booked hire service providers (booking service, operator and driver) of their legal requirement to determine if drivers are on student visas and then limit drivers to their maximum workable hours.**

By implementing these recommendations and inserting and rewording the Regulation and Act it will ensure the public have a financially viable public transport system that is accountable and provides an extremely high level of safety and security for the travelling public and the driver.