

## Public Works and Utilities Committee

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**From:** [REDACTED]  
**Sent:** Wednesday, 5 April 2017 10:18 AM  
**To:** Public Works and Utilities Committee  
**Cc:** 'Sharon Lee'  
**Subject:** submitted to you

### Public Works and Utilities Committee

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#### QUEENSLAND PARLIAMENTARY SERVICE

email to: [PWUC@parliament.qld.gov.au](mailto:PWUC@parliament.qld.gov.au)

Dear Committee Members,

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

My husband & I have operated a lease of the Glasshouse Mountains Taxi service area in the Sunshine Coast hinterland since 2009.

We started with just three drivers and one full time taxi. Over time we have built up the business justifying a second taxi. We had a staff of five drivers to help run this 365/24 /7 public transport service.

In 2010 we received an Award for Best Country Operated Taxi Award from the Taxi Council of Queensland. In 2014 we received the regional Queensland Carers Award and in 2016 an Appreciation Carers Certificate. The first time any Taxi Company has ever been nominated by Carers Queensland.

Since the end of 2015 we have found it extremely difficult to find drivers. At present we have no weekend drivers. With the new Rideshare companies starting up, it has hurt us that we can find no drivers. We have no night clubs and no airports or large shopping areas. We have one hotel that stays open till 2am, which runs courtesy buses. We have watched vans and cars come and go from the hotel, customers telling us about the cheaper rates offered. Until they get stung in peak times. Or that they cannot get uber out here late at night.

Our precious time to be grandparents to our five grand kids has depleted considerably. Our eldest grandson turning ten this year has cystic fibrosis, this upsets us so much. As we have no time to spend with them. Our daughters are constantly worrying about our health. At this stage we both work every day, passing ships I think they call it. The stress of bickering can get us both down. The income has depleted slowly over the shifts. But our community wouldn't function without a taxi service, which we provide over our health and family. We like most areas have special needs customers which travel with us unsupervised, as we have come to know them so well. Partners of DVA patients don't need to travel with us as they know; we know their partners and can be on hand for anything they need.

We are currently in meetings with the owner of this contract Suncoast Cabs to see what our options are. We have even considered leaving the industry. Being out here for so long we have been to high school graduations, and attended funerals of our customers. We have been invited to birthday parties. We have been embraced by the community and have had so much pleasure in our work. But we cannot keep going like this. At some stage we have to say that family and work should work together. If this doesn't change we will have to consider family first. We will never get back what we lose by not being a part of our daughters and grand children's lives.

We are very hard working Australians and simply request a "fair go", a real level playing field for taxi small business not what is being proposed. We support the Taxi Council position on this matter.

Yours faithfully,

Sharon and Stephen Lee ..... Glasshouse Mountains Taxi Service.