

7 April 2017

Email: PWUC@parliament.qld.gov.au
Committee Secretary
Public Works and Utilities Committee
Parliament House
George Street
Brisbane Qld 4000

Dear Sir/Madam,

Re: SUBMISSION TO THE SECOND STAGE OF TRANSPORT AND OTHER LEGISLATION (PERSONALISED
TRANSPORT REFORM) AMENDMENT BILL 2017

Thank you for the opportunity to make this submission via the Parliamentary Committee with regard to stage two of the personalised transport reform program.

Firstly we would like to give some background of our situation. We are owners of a Queensland Taxi Service Licence. We have in the past made submissions to earlier stages of this reform process; made many written approaches to the relevant Government Ministers (both past and present); have had a number of face-to-face meetings with our local Member (Redcliffe) and frankly believe that all of these efforts to voice our concerns, to all parties, have been completely ignored.

We did receive the \$20,000 adjustment payment, which was welcomed, but when gst and income tax is deducted is in reality a payment to us of only \$12,727. In this whole process, we believe it is us - the licence owners who have been dealt the harshest blow. What has happened to us is akin to the Government of the day taking possession of our house but allowing us to live in it rent free for approximately eight months and then kicking us out. That is what this adjustment payment equates to for us as our licence is now virtually worthless.

Stage two of this reform bill is touted as a "*leveling of the playing field*". The playing field can NEVER be leveled until either one of two things happen:-

1. The Government compensates (not adjust) but fairly compensates licence owners OR
2. Make rideshare pay their way in order to operate the same as we had to. A paltry annual licence fee of some \$200 is an absolute joke compared to the \$400,000 we outlaid.

We are hamstrung to an intolerable degree both financially and emotionally from the loss of our capital and the absolute decimation in the reduction in our lease payments (70%) due solely to the Government giving rideshare the go ahead before any measures were put in place to make them pay their way. As licence owners there is no way that we can adjust. We are stuck - paying off an asset that is now virtually worthless.

The Government, both past and present, could not make rideshare adhere to the existing regulations before they were made legal so what makes them think they will adhere to any of these new regulatory obligations. There was not enough Transport staff to police rideshare before they were legalised - and there is no information of how the Government proposes to enforce these new, stage two, regulations.

We feel the measures in stage two of the reform address none of the issues facing licence owners. The very people who invested heavily in the government regulated industry. They in no way level the playing field for us. We believe that the proposed stage two reforms are flawed and refer you to the attached document compiled by Taxi Council Queensland detailing same. We implore the committee to put forward these concerns. For once can you please listen to the people who understand the industry. So much of what has transpired thus far simply beggars belief because those making the decisions on these matters have none or very little understanding of the taxi industry.

We remain hopeful that common sense will one day prevail and those entrusted to govern will admit the total havoc they have thrust upon us and right the wrong. The financial toll is soul destroying but the emotional toll on our family has, at times, become extremely hard to bear.

Yours faithfully,
Darryl and Susan Bain

[Redacted Signature]



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List of Requirements

1. Establish an independent Personalised Transport Commission with legislative amendment, policing/enforcement, regulatory and policy development capacity.
2. Bailment Agreements must be retained, with the minimum work conditions and standards for all personalised transport drivers enshrined in legislation.
3. Security Camera requirements must establish a minimum standard, be consistent and uniform across all personalised transport providers to ensure the safety of all drivers and passengers (regardless of the service chosen) and to meet Queensland Police requirements.
4. Commercial-grade, anti-tamper GPS units must be fixed to all personalised transport vehicles and be remotely accessible to authorised parties.
5. All personalised transport vehicles to have emergency systems in place to support driver safety.
6. The Bill and Regulation must be fully consistent with all other relevant legislation including, but not limited to, disability discrimination and work, health and safety.
7. 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 and certificate of inspection are provided.
8. Immediately define, and establish appropriate and equitable premiums for, the class/classes of Compulsory Third Party insurance for all personalised transport providers to address continued uncertainty.
9. All personalised transport providers must hold public liability insurance to prevent the State Government becoming the default insurer and to minimise potential risks to the community.
10. In the absence of vehicle age restrictions, establish clear vehicle quality and usage rate standards and hold operators accountable.
11. Increase licence fees for Booked Hire Service Drivers and Authorised Entities to help fund expected increases in regulatory and enforcement costs for Government and to better reflect the level of "trust" being placed on licence holders.
12. All drivers must have an ABN and be registered for GST before receiving a Drivers Authorisation.
13. The Government must establish a process for managing the risks of multiple affiliations by drivers in terms of both "chain of responsibility" and fatigue management. This includes drivers operating across both personalised transport and other transport (i.e. truck, bus) sectors.
14. Fully integrate taxis into the GoCard public transport network in the short-term.
15. Clearly define what constitutes a "hail" and "touting".
16. Expressly prohibit the establishment and operation of Booked Hire Service pick up/and drop off zones, on public and private land, which represent pseudo taxi ranks.
17. Establish and maintain a register of drivers that have been disaffiliated or removed from platforms to prevent drivers from simply shifting to a new platform.
18. Establish clear and enforceable requirements for Government access to all data related to the delivery of personalised transport services in Queensland.
19. Expressly identify Police Check requirements in the Bill for all personalised transport drivers as part of Driver Authorization approval.
20. Maintain the capacity of the Minister to enter into Service Contracts at their discretion to ensure the Government has the capacity to respond quickly, and at the lowest cost, to changing or unique circumstances without the need for regulatory or legislative changes.

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