

**From:** [Paula Fragoudakis](#)  
**To:** [Public Works and Utilities Committee](#)  
**Cc:** [REDACTED]  
**Subject:** Submission to the Transport and Other Legislation (personalised Transport Reform) Amendment Bill 2017  
**Date:** Monday, 10 April 2017 3:10:49 PM  
**Attachments:** [pastedGraphic.png](#)

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Committee Secretary

Public Works and Utilities Committee

Parliament House

George Street  
Brisbane Qld 4000

Research Director  
Transportation and Utilities Committee Parliament House  
George Street  
BRISBANE QLD 4000

10/04/2017

Dear Sir/Madam

**RE: SUBMISSION TO THE *TRANSPORT AND OTHER LEGISLATION (PERSONALISED TRANSPORT REFORM) AMENDMENT BILL 2017***

Please accept this submission to the Parliamentary Committee investigating the *Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017* and *Transport and Other Legislation (Personalised Transport Reform) Amendment Regulation 2017* tabled in Queensland Parliament on 21 March 2017.

This submission hopefully will give the committee an understanding of our precarious position which has been caused by Governments and what we see as requirements to help the personalised industry to grow and to be safe for all users. We are of the belief that the Bill and the Regulations in its current form will not deliver a sustainable and safe personalised transport service industry in Queensland.

To start this submission I would like to remind you that the regulated system that we have today is a creation of Government over a long number of years. This regulated system was what gave the Taxi industry assurance for owners, operators and drivers. It gave assurance to the public of Queensland there would be safety and have a personalised transport service to cover them 24/7. It also gave assurance that a Taxi licence would have value and earn a decent income. However when Governments become blind sighted, those same Governments that created the Taxi industry as it is, can destroy a good working system to one that will forever requiring fixing. That is why it is important to establish an independent Personalised Transport Commission with legislative amendment, policing/enforcement regulatory and police development capacity.

My husband and I entered into the taxi industry several years ago. We did this not casually but working hard around the clock. To repay our loans I worked six days a week and my husband worked at least two jobs everyday of the week. We raised two wonderful children and we can proudly say at no time did we ask for government benefits or not pay our dues or cheat on our taxes (GST or Income Tax). We have just retired as self funded retirees and were very proud of our accomplishments - the only problem now is that if there is no viability or sustainability for the taxi industry we will no longer be self funded but dependant for the first time of our lives on government welfare.

Our daughter and son-in-law have three year old twin girls and a seven month old baby girl. Our son-in-law is a professional cabinet maker by trade, however because of the economical downturn in the cabinet industry, he decided to go into the taxi industry. They mortgaged everything to buy into a taxi licence. We also put up a taxi licence as mortgage. Because of the uncertainty in the taxi industry, the

banks are saying that the loan they have taken for the taxi licence is unsecured and repayments are now over \$5000 per month. Their home has now being sold so that the bank did not foreclose on the loan; currently my husband and I now have our daughter's family of five and our son living with us. That makes it eight persons living in a three bedroom house with one bathroom.

My husband and my income from the lease of taxi licences has dropped by almost three quarters. We are having trouble living on this and no longer can we help our children with their financial predicament except for having them live with us for however long it takes.

The courts have concluded that ride share is providing a taxi service and we believe as such that it is now up to the government to regulate their service and at the same time ensuring a level playing field. This does not mean lowering our standards at the detriment to the taxi industry and the public but to regulate ride share at a higher standard by enforcing:

- Security Camera requirements must establish a minimum standard, be constant 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)
- Commercial-grade, anti-tamper GPS units must be fixed to all personalised transport vehicles and be remotely accessible to authorised parties.
- All personalised transport vehicles to have emergency systems in place to support driver safety
- All personalised transport vehicles be required to have dedicated number plates (akin to "T" plates), rather than an easily removable stickers. Plates to be provided only when evidence of appropriate CTP, public liability and certificate of inspection are provided.
- 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.
- 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.
- In the absence of vehicle age restrictions, establish clear vehicle quality and usage rate standards and hold operators accountable.
- All drivers must have an ABN and be registered for GST before receiving a Drivers Authorisation.
- Clearly define what constitutes "hail" and "touting"
- Fully integrate taxis into the GoCard public transport network in the short-term
- Expressly prohibit the establishment and operation of Booked Hire Service pick up/ and drop of zones, on public and private land, which represent pseudo taxi ranks.

We also implore the committee not to use these changes to devalue the taxi licence any further by changing it from a perpetual exclusive licence to a perpetual non-exclusive licence. Small business is hurting and we can not survive if we are not taken seriously.

The Taxi council is our advocate and as such I have attached their list of Requirements. We wholeheartedly support this list and I have mentioned a number of them above.

The public require this so that there is not a debacle similar to that of the insulation saga that was created by little or no regulations. Young people lost their lives; this industry should never put the safety of both the public and the drivers at risk. When unsuspecting individuals sign up for a ride share service they do not go into the small print, because they believe as Government has allowed the ride share into our State then it is up to them to protect the people of Queensland. This also goes for the drivers of ride share. They are ignorant of the pitfalls of driving as a transport service. The Government has a duty of care because they have allowed this to progress as it has; we need proper legislation and regulations not to diminish the Taxi industry by tricky legislation but to serve the public with safety and proper service.

Thank you for allowing my husband and I to submit the above and we hope we have given you an insight of our hardship and and what we believe should be introduced.

Yours sincerely

Paula and Tony Fragoudakis

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