




Speech By
Joan Pease

MEMBER FOR LYTTON

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TRANSPORT AND OTHER LEGISLATION (PERSONALISED TRANSPORT REFORM) AMENDMENT BILL

 **Ms PEASE** (Lytton—ALP) (5.25 pm): I rise to speak in support of the Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017. I am sure everyone in this room would agree with me that technology is changing the way in which we live our lives and go about our business. From nanny cams to driverless cars, technology is considered to be a disruptor to the traditional way and sometimes causes angst within the various sectors of the community that it impacts upon.

I recall very clearly—and this is obviously showing my age—how retail outlets were concerned when the internet was introduced and online shopping started. Everyone thought that the sky was going to fall in. However, the retail industry has survived and every industry that is associated with online shopping is marching on quite nicely. The industry responded by changing and meeting the needs and expectations of shoppers and now works alongside online and retail outlets. Bayside locals can stroll down Florence Street, Edith Street or Bay Terrace and window shop. They can pop in to DBS Menswear, Got-a-Go or any of the other wonderful little gems in Wynnum.

The personalised transport industry is now faced with the technological disruptor of rideshare operators. For many years the taxi industry, which is significantly regulated, has had a significant share of the personalised transport market, providing valuable and important services to the community. I know that local bayside cab drivers regularly go above and beyond for their clients, and I thank them for that.

With the arrival into Queensland of rideshare apps, like many other jurisdictions around the world the Palaszczuk government has responded to the new technology to ensure the industry is fair and well regulated and that customers are safe, while ensuring that the views of all involved—taxi owners and operators, rideshare operators, limousine owners and drivers and, of course, customers—are considered. The popularity and growth of rideshare apps has been rapid, with many consumers embracing the new technology.

The Palaszczuk government responded with *Queensland's personalised transport horizon: five year strategic plan for personalised transport services 2016-2021* to introduce stage 1 reforms that were delivered late last year. On 9 March 2017 the government released the *Queensland's personalised transport horizon: stage two implementation*. The four key aims of the new regulatory framework are to strengthen standards for the whole personalised transport industry, encourage competition and provide customers with greater choice and flexibility, drive innovation and improved customer standards through reduced red tape, and ensure accountability and clearly defined obligations across the industry.

This bill was introduced into the House on 21 March 2017 and was referred to the Public Works and Utilities Committee for consideration. The committee invited stakeholders and subscribers to lodge written submissions. Further, the Department of Transport and Main Roads was requested to provide written advice on the bill. The committee received 328 submissions, as well as written advice in answer

to questions on notice from DTMR. We also held a public briefing with representatives from DTMR and a public hearing with representatives from a number of invited stakeholder groups. I would like to thank those who lodged a submission and also the stakeholders who attended the public hearings. I would also like to thank the department for their clear briefings.

I know that the committee has done significant work on this important issue. I have only recently joined this committee. I have been impressed by my colleagues' passion and commitment, working towards a good outcome for all members of the sector. I know that it has not been the easiest task for my colleagues from both sides of the House.

I acknowledge the work done by committee members: the chair, Mr Shane King MP, the member for Kallangur; Mr Chris Whiting, the member for Murrumbidgee; Mr Rob Molhoek, the member for Southport; Mr Matt McEachan, the member for Redlands; and Mr Jason Costigan, the member for Whitsunday. The secretariat provided their usual professional support—thank you. I note that the member for Kallangur has spoken about the largely bipartisan approach to the bill. Therefore, it was very disappointing to read the statement of reservation by the deputy chair which was another example of what seems to be opposition for opposition sake.

This bill, as I discussed early, introduces a new licensing framework for booked hire services and taxi services, driver authorisation and vehicle requirements, booking entity authorisation, security, chain of responsibility including fatigue management, working conditions, penalties and sanctions and complaint mechanisms. During the committee process, as I indicated earlier, we listened to various stakeholders and reviewed the submissions lodged. We considered the information presented to us and as such the committee made 16 recommendations to the minister for consideration. Importantly, recommendation 1, that the bill be passed, was agreed to unanimously. The majority of the remaining recommendations were also accepted unanimously.

Currently in Queensland there are two types of licences for limousine services: limousine service licences for services which provide limousine services in a specific area of Queensland; and special purpose limousine service licences for services which offer a tourist service or services for weddings and student events such as formals. At the public hearing we heard from the department that the special purpose limousine is different in that the type of vehicles that are used under a special purpose limousine licence are more vintage or classic type cars that perform limited work in terms of their hours of operation. They are afforded the same privileges as limousines in terms of having special plates and they can also access the transit lanes and also serve alcohol et cetera.

I am particularly pleased that the government listened to the concerns of the limousine industry and will retain limousine licences, including special purpose limousine licences. Whilst no new limousine or special purpose limousine licences will be issued, existing licences will be preserved and holders of those licenses will be able to continue to provide the same service they have prior to the reforms.

The services that limousines can provide will actually be increased by the bill. For example, limousines will no longer be limited to trips with prearranged fares or preagreed fares. Limousines will also continue to enjoy other privileges that will not be available to booked hire licence holders. They will retain their L-plates, their ability to use special purpose lanes and serve alcohol and the right to advertise as a limousine. Restrictive vehicle requirements will be removed for limousines, but vehicles are still required to have a wheel base of at least 2.8 metres or to be at least 30 years of age. Vehicles currently attached to a limousine or special purpose limousine licence will automatically be approved to operate.

Further, implementation of personalised transport reform is occurring in stages. Stage 1 involved reforms to legalised ride-booking services from 5 September 2016 and eased the regulatory burden on the taxi and limousine industries by removing almost 80 requirements.

Stage 2 involves comprehensive reform through this bill and regulations to establish a new framework for personalised transport services, including a new booked hire service licence and booking entity authority and a new industry chain of responsibility. Phased implementation of stage 2 reforms is proposed to ensure an orderly transition to the new framework. While some provisions can commence in June 2017, most aspects of the new framework will commence in the second half of this year to allow industry participants time to adjust their business systems and processes and government system changes to be completed.

Finally, stage 3 will involve continuous monitoring, review and evaluation of the new framework. This review stage is critical to ensuring the framework operates as intended. Where any unintended consequences or new issues are identified appropriate action will be taken to address these issues to ensure that the reforms are fit for purpose and align with policy objectives.

As well as monitoring all reforms on an ongoing basis, stage 3 formal review will also be undertaken focussing on particular aspects of the reform. For example, the appropriateness of fees for a personalised transport industry will be reviewed 12 months post implementation. The effectiveness of reforms relating to vehicle security cameras, compulsory third-party insurance and driver working conditions will also be reviewed 18 months from commencement as recommended by our committee.

Further engagement with the personalised transport industry and other stakeholders will be undertaken in developing and implementing the reforms, including the requirements relating to driver fatigue management and an industry standard on driver working conditions. During implementation the government will also explore opportunities to reduce the regulatory burden on the industry, whilst ensuring services remain safe and parties are held accountable. This includes options to automate processes to ensure a more streamlined customer experience and reduce cost.

Finally, effective enforcement is critical to successful implementation. Compliance resources will be focused on ensuring public safety, protection of the rank-and-hail market and regulatory compliance by all industry participants. As such, DTMR compliance resources will be significantly enhanced, with an additional 16 front-line compliance officers—with 14 of these officers primarily dedicated to on-road enforcement and the remaining two dedicated to specialist investigations and enforcement activities related to compliance within the new chain of responsibility. These new resources will be funded primarily by revenue from the fee for the booked hire service licence and the booking entity authorisation. I commend the Transport and Other Legislation (Personalised Transport Reform) Amendment Bill 2017 to the House.