

Question on Notice

No. 1241

Asked on 28 October 2022

MR J KRAUSE ASKED MINISTER FOR TRANSPORT AND MAIN ROADS (HON M BAILEY)—

QUESTION:

With reference to unlicensed booked hire vehicles—

Will the Minister advise for the 2021–22 financial year (a) the number of complaints received from members of the public, (b) the number vehicles detected by the department that have not been the subject of a complaint from a member of the public and (c) the number of fines issued?

ANSWER:

I thank the Member for Scenic Rim for the question.

In the 2021–22 financial year (FY), the Department of Transport and Main Roads (TMR) received 288 complaints in relation to the operation of advertising for unlicensed booked hire vehicles, of which, 248 were substantiated and action taken. TMR identified a further 43 vehicles for further investigation and 29 were substantiated and action taken.

These complaints related to advertising for unlicensed booked hire services, namely rideshare services. They do not include complaints made in relation to taxi services, and no complaints were received in relation to journeys that had been taken in an unlicensed vehicle.

TMR takes a graduated approach to responding to non-compliance with booked hire licensing requirements. For the first occurrence, the operator is sent a warning letter that details the legislative requirements and invites them to contact TMR to discuss further TMR conducts targeted future activity in relation to such operators and the majority take appropriate action to comply with requirements.

In the 2021–22 FY, warning letters were issued in relation to complaints received, or where TMR proactively identified concerns, relating to advertising unlicensed booked hire vehicles.

As a result, in the majority of cases operators either removed advertisements relating to illegal operations, or became compliant with legislation, or no further complaints were received from customers. One penalty infringement notice was issued for providing a booked hire service not using a booked hire vehicle, taxi or limousine.