

## Question on Notice

No. 802

Asked on Wednesday, 25 May 2011

**MR WELLINGTON** asked the Minister for Transport and Multicultural Affairs (MS PALASZCZUK) —

QUESTION:

With reference to new taxi drivers—

Will the government undertake an independent and unannounced audit to make sure that new taxi drivers, and especially overseas born drivers, comply with the new eligibility requirements to drive taxis?

ANSWER:

I thank the Member for Nicklin for the question.

Compliance activities are undertaken on a regular basis through the Taxi Compliance Unit within the Department of Transport and Main Roads to encourage and ensure industry compliance, including drivers, with all relevant standards and regulatory provisions.

The Taxi Compliance Unit was established in 2010 to undertake regular compliance activities to ensure operators and drivers comply with legislative requirements. These efforts have been doubled with the provision of additional compliance officers.

The Taxi Hotline and customer surveys are key tools used to monitor and gauge customer satisfaction with regard to taxi services.

The new eligibility requirements and other reforms to improve driver standards within the Queensland taxi industry are outlined in the *Queensland Taxi Strategic Plan 2010 – 2015*, which is available from the Department of Transport and Main Roads' website at [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au).