



**Hon Rachel Nolan MP**  
Member for Ipswich



**Queensland  
Government**

Our ref: MC48114

**Minister for Transport**

Your ref: Petitions

12 APR 2010

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
Brisbane Qld 4000

Dear Mr Laurie *Neil*

I refer to a petition number 1396-10 lodged with the Legislative Assembly by Mr Peter Wellington MP, Member for Nicklin on 11 March 2010 about taxi companies' treatment of drivers.

The *Transport Operations (Passenger Transport) Act 1994* establishes a regulatory regime that requires taxis to be at the disposal of a taxi booking service when not otherwise hired (unless exempted) and holds taxi booking companies accountable for their performance, by way of a regime of taxi administration service contracts.

The terms and conditions of a Taxi Service Licence require operators to cooperate with the holder of a contract to provide taxi services (taxi booking company) and to comply with all reasonable requests made by the holder of the contract to provide taxi services. Bailment Agreements are the basis of the business relationship between taxi operators and taxi drivers and oblige the driver to also comply with the terms and conditions of the Taxi Service Licence.

The Department of Transport and Main Roads is working with key industry stakeholders in preparing a taxi strategic plan that will set out a vision and action plan for taxi services over the next five years. For taxi industry stakeholders, this plan spells out the future direction for the taxi system, with a clear set of objectives and initiatives for the industry to plan against and to respond to and outlines how this is to be done on a sustainable basis. For the department, this plan will inform taxi policy development and guide decision making into the future.

The development of this strategic plan has been the subject of significant consultation with industry stakeholders and is the responsibility of the Taxi Industry Advisory Committee to implement. Further industry consultation and the opportunity for public comment will commence in the next few months.

The Taxi Strategic Plan will complement reforms that have already been announced to improve industry and driver standards, including the introduction of a minimum age for taxi drivers, increased compliance activity and the introduction of the Taxi Hotline.

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You may also be aware that the Queensland Workplace Rights Ombudsman is currently conducting an investigation into the taxi industry responding to concerns about the working hours and conditions, remuneration levels and so on of taxi drivers. The Ombudsman's report is due to be delivered to the Honourable Cameron Dick MP, Attorney-General and Minister for Industrial Relations in mid-2010.

I am confident that the Queensland Workplace Rights Ombudsman will assist in identifying measures which seek to improve the work related conditions of drivers. Further, the development of the Taxi Strategic Plan will provide for a taxi system that is more responsive, flexible and efficient in meeting the demands of the travelling public in Queensland. I therefore encourage taxi industry stakeholders to participate in both the Ombudsman's investigation and the department's development of the Taxi Strategic Plan.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to be 'R. Nolan', with a long horizontal stroke extending to the right.

**RACHEL NOLAN MP**  
**Minister for Transport**