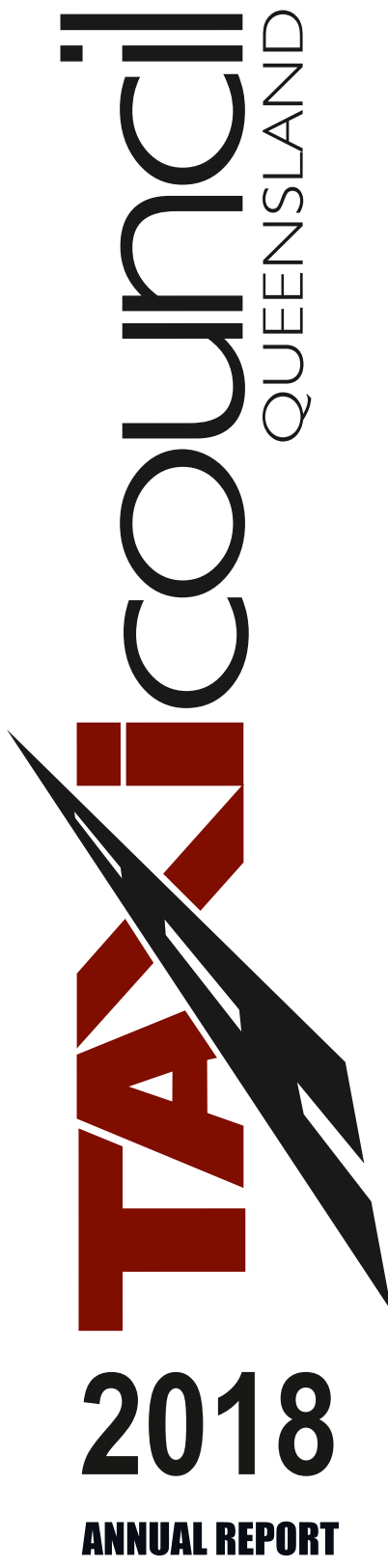


# ANNUAL REPORT





## **VISION**

To be the unified voice of the taxi industry in Queensland, with the necessary direction, resources and political and community profile to lead the industry proactively on issues of strategic importance to Taxi Council Queensland.

## **MISSION**

Taxi Council Queensland exists to expand the total market for taxi services by:

- securing a beneficial legislative framework;
- building a positive community profile and awareness of the taxi industry; and
- improving the responsiveness of the industry to market demands and changes for the well-being of all taxi industry participants in Queensland.

## **VALUES**

### ***Professionalism***

To act in a manner that enhances the reputation of the taxi industry in Queensland at all times.

### ***Integrity***

To honestly and consistently act in the best interest of taxi patrons and providers.

### ***Proactivity***

To provide leadership to members on strategic issues impacting across the taxi industry in Queensland.

### ***Accountability***

To be accountable to members on the performance of the Council and its officers against agreed benchmarks.

### ***Team Work***

To work co-operatively in the interest of the taxi industry in Queensland while encouraging mutual concern and respect for each other.

**TAXI COUNCIL OF QUEENSLAND**  
ABN 94 004 988 707

*p:* PO Box 290, Stones Corner QLD  
4120  
*t:* 07 3434 2100  
*f:* 07 3394 4395  
*e:* [admin@tcq.org.au](mailto:admin@tcq.org.au)  
*w:* [www.tcq.org.au](http://www.tcq.org.au)

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## **NOTICE OF ANNUAL GENERAL MEETING**

Members are advised that the 2018 Annual General Meeting (AGM) of the Taxi Council of Queensland Incorporated (TCQ) will be held as follows -

*Time:* 4.00 pm to 5.00 pm

*Date:* Wednesday 12 September 2018

*Place:* Oaks Oasis Resort, 2 Landsborough Parade, Caloundra, QLD

TCQ Corporate Members are requested to circulate this notice of the AGM to their members no later than 28 August 2018.

The Agenda for the AGM will be as follows:

1. Confirmation of the minutes of the last Annual General Meeting
2. Annual Report 2017-2018
3. Election of the Councillors
4. Election of Office Bearers (President, Senior Vice President, Junior Vice President / Secretary / Treasurer)
5. Appointment of the Auditor
6. Notices of motion
7. General Business

The AGM will be held in conjunction with TCQ's Annual State Conference (the Conference). Members are advised that the Conference will be held as follows -

*Dates:* 10-13 September 2018

*Place:* Oaks Oasis Resort, 2 Landsborough Parade, Caloundra, QLD

All TCQ members are welcome to attend the AGM. If attending, please [click here](#) to access the AGM registration page.

If you have any issues with the online registration, please contact the TCQ office on (07) 3434 2100.

Blair Davies  
CEO  
Taxi Council of Queensland

30 July 2018

## **NOMINATIONS FOR POSITIONS OF COUNCILLOR FOR 2018/19**

<b>Region</b>	<b>Nominees</b>
Metropolitan (Y)	Brian Kenny
Metropolitan (Y)	Gary Walter
Metropolitan (Y)	David James
Metropolitan (Y)	Les Dench
Metropolitan (Y)	Bill Parker
Metropolitan (B&W)	Ronnie Woods
Metropolitan (B&W)	Per Dinesen
Metropolitan (B&W)	Michael Christ
Metropolitan (B&W)	Len Martin
Metropolitan (B&W)	Larry Finn
Gold Coast	Kristina McKinnon
Gold Coast	Shane Smith.
Gold Coast	Benjamin Lee
Far North Qld	Layne Gardiner
North Qld	Angela Rheeders
Central Qld	Max McBride
Capricornia	Donna-Maree Donoghue
Wide Bay	Allan Bond
Sunshine Coast	Clark Chappel
South West Qld	Noel Spain

## **NOMINATIONS FOR POSITION OF PRESIDENT FOR 2018/19**

1 Max McBride

## **NOTICES OF MOTION RECEIVED FOR 2018 AGM**

Nil

## TCQ PRESIDENT'S REPORT

The past 12 months has continued to be difficult for most participants in the Queensland Taxi Industry. The Industry continues to suffer from a competitive environment that heavily favours the ride sourcing sector and an enforcement regime that comprises legislation and regulations that are difficult to enforce.

Taxi licence values across the state have continued to remain depressed and the ongoing uncertainty within the finance sector continues to plague the industry and is one reason preventing the building of value back into taxi businesses. Given this situation, Taxi Council Queensland (TCQ) has focused our effort on addressing the competitive disadvantages confronting the industry; addressing the inhibitions in the legislative framework that limits the effectiveness of the enforcement effort; lobbying the government to increase the number of enforcement officers (an effort that has produced a small but welcomed increase); and to conduct a campaign to address the emerging problems associated with replacing wheelchair accessible vehicles as a result of problems with the finance sector.

There are currently two potential legal avenues being investigated that seek damages for the taxi industry resulting from the unfettered entry of ride sourcing into the market. The first seeks damages from Uber for the period it acted illegally and the second seeks damages from the Queensland State Government.

The first is a class action which is being investigated by Maurice Blackburn, a law firm with a history of success in such types of litigation. If a solid basis for a case can be established, then it is Maurice Blackburn's intention to have all costs associated with the litigation covered by a United Kingdom firm, Harbour Litigation Funding who specialises in funding class actions. While it is premature to be discussing the Maurice Blackburn action in detail, there are several points of interest pertaining to this approach. First, Maurice Blackburn are seeking damages from Uber and not the state governments. When this was queried Maurice Blackburn responded that they are not satisfied that a litigation seeking damages from state governments was viable. Second, the Australian Taxi Industry Association (ATIA) and TCQ have offered to provide Maurice Blackburn with the evidence gathered and legal advice received over the last four years. Third, Maurice Blackburn has accepted an invitation from TCQ to provide a presentation to our annual state conference to be held at the Sunshine Coast on 10 - 13 September, 2018.

The second potential litigation is a class action initiated by Mr Bob Katter, Parliamentary Member for the federal seat of Kennedy. Melbourne Solicitor, John Maitland has been engaged to act for licence holders who wish to join this action. The legal team engaged includes a retired judge, two Senior Council and an academic. If a basis at law can be established, the action is intending to seek damages from the Queensland State Government.

TCQ has offered the legal advice received and the evidence gathered over the past four years to assist the Katter legal team, under the condition that the advice remains privileged. Importantly, any future legal action could be disadvantaged if the advice received and evidence gathered by TCQ does not remain confidential. Members can be assured that TCQ will assist any action that seeks to redress the injustices perpetrated on the Queensland taxi industry.

TCQ has received many calls from members seeking advice in regard to joining the Katter action. At this point no one is in a position to advise members one way or the other in regard to either Maurice Blackburn or Katter actions. TCQ has invited John Maitland to also to present at our annual state conference to be held at the Sunshine Coast on 10 - 13 September, 2018. Importantly, if both the

Katter and Maurice Blackburn cases proceed to court then members may choose to join both actions.

The damage done to our industry by the change in the legislative framework is considerable with all sections of the industry having to struggle to remain viable. This being said, it is time for all in the industry to focus our energies on the process of rebuilding value back into our businesses. Those who continuously talk the industry down are doing a great disservice to all in the industry. Licence prices will not begin to recover until confidence returns among investors and within the finance sector. The Queensland taxi industry retains a large majority of patronage in the personalised transport sector; our business models are being adapted to cope with the new paradigm; the “Teflon Coat” that our competitors initially enjoyed has been stripped away; the media no longer blindly provide positive commentary to our competitors and are now printing negative stories; the business model for our competitors drivers is very weak; and the political parties are starting to understand the reality of the sharing economy in terms of its effect of workers, its actual performance verse the rhetoric of providers in the sector and the failure of the sector to deliver societal benefits. While seeking a legal remedy to the situation confronting our industry is important (if a viable basis for an action can be established), the industry must continue to rebuild our businesses and to strive to have governments redress the many inequities that have resulted from the new framework. Legal remedies could potentially take 5 to 10 years to produce an outcome, with no guarantee of justice in the end. The industry must continue to fight in the market to replace the business that has been lost and in the political arena to establish a fair and consistent competitive environment.

Max McBride  
President  
Taxi Council of Queensland

## REGIONAL REPORTS

### Far North Queensland

2017/2018 overall fleet job number continued declining due to falling demand for taxi services and to some extent loss of market share to ride sourcing vehicles. Two new ride sourcing operators entered the Cairns market in the past year. Research by Cairns Taxis indicates the new arrivals have not affected our business, as they are still competing for the same market share. The reason for the fall off in demand appears due to local economic factors, including an unemployment rate well above the Queensland average and a very high percentage of our youth unemployed. Adding to economic uncertainty is the number of vacant retail shops in the Cairns CBD and also some of our larger shopping centres. A positive note for economic growth for Cairns is there are 4 cranes on construction sites in the CBD, with 3 new and refurbished hotels nearing completion, requiring 500 staff.

Driver shortage continues to effect owners and operators, with the number of taxis working at night decreasing. New driver numbers are a concern, due to the higher training standard required to drive a taxi. To encourage new applicants Cairns Taxis reduced driver training fees and also provide a uniform shirt to each new driver. The higher number of ride sourcing drivers attending our training course is encouraging. It is pleasing that they understand their earnings from driving a taxi are greater than ride sourcing using their own vehicle.

The current taxi model that allows drivers to dictate which customers they will service and who they will not is also of major concern for the industry. Taxi Booking Companies have difficulty in providing a consistently high customer service level due to recalcitrant drivers.

Layne Gardiner  
Councillor & Board Member  
Far North Queensland

### Capricornia Region

What a busy 12 months it has been for the regional areas in Capricorn.

Yellow Cabs has now joined forces with 13CABS with the new look already been launched in Brisbane, with the regions following in the near future, we are excited about our new partnership and look forward to what the future has in store for us!

Rockhampton/ Yeppoon – The local economy seems to be improving with a noticeable upward trend in bookings received this year, both Livingstone and Rockhampton Councils have been very active in scheduling regular events to attract people to these regions, these events such as Rockhampton River Fest, Capricorn Food and Wine Festival and The Village Festival in Yeppoon seem to be gaining momentum and are attracting a lot more visitors each year.

Gladstone – Is also seeing an improvement in their economy with the increasing visits from Cruise Ships, this is bringing a welcome boost to local businesses including taxis.

NDIS is well underway in Bundaberg and Rockhampton, we have seen a welcome increase in the return of customers that have previously left taxis to use services of Centacare, Comlink and other disability services. We are also picking up new customers that now have access to transport funding that previously did not! By the time the NDIS becomes fully operational in Capricornia we will have



a 144% increase to what is currently approved so we are looking forward this and its potential benefit for our industry.

Again this year, I am happy to report that we are still not being physically affected by UBER as they have not commenced operations in Capricornia, we have had a couple of ride share business open up but they seem to disappear just as quick.

We have had a couple of sales but in general values are down, leases are still moving. The general consensus among the owners is we just need to get on with the job of providing the best service to the customers and grow our businesses.

Donna-Marie Donnohue  
Councillor  
Capricornia Region

### Wide Bay Region

The financial year just gone has seen mixed outcomes in the Wide Bay area, with signs of improvement in general trade and the closure of services in small rural towns. The major centres of the region, Bundaberg and Hervey Bay continue to grow with strong demand for taxi services. Gympie reports a good business environment and now operate two peak demand vehicles. Maryborough has seen some improvement over the last couple of months. Traditional night time levels are not being realized with most centres reporting just one good night each week.

Taxi services in rural towns continue to struggle with further closure of services in Wondai and Childers. Service in Mundubbera ceased a number of years ago. Tin Can Bay taxi has changed hands with long time operator Louis Rose calling it a day. Kingaroy operators report steady trade with levels being influenced by the strength of rural industries. Long time operators Barry and Linda Hall have been endeavoring to sell for some time, but confidence in the industry from prospective buyers has evaporated following government deregulation.

Monto operator Pam Toms now operates a booked hire service to supplement the single taxi in the town. She says that this is working well.

Booked hire services from all reports are at a very low level in the Wide Bay. Apart from any illegal activity TMR report that there are six booked hire vehicles being operated in Hervey Bay. Hervey Bay Limousines operating four alongside three Limousine licenses and a separate operator with two. It appears that with a reduction in the number of Limousines being operated in the Maryborough Hervey Bay area taxis are receiving the overflow of DVA bookings. This has been a boon, particularly for Maryborough.

Driver acquisition and retention continues to be a problem in most taxi service areas. Licences have been sold in Maryborough and Gympie with none of these reaching pre-deregulation prices.

With Bundaberg now under the 13CABS umbrella and Maryborough in the process of relinquishing local management the trend for closer ties with the large Metro groups is continuing

Allan Bond  
Councillor  
Wide Bay Region

## Sunshine Coast Region

I am pleased to have represented the Sunshine Coast as a TCQ Councillor in 2017/18 and especially contributing to our industry position in a State election year. With resolve & dignity a determined group manned the polling booths supporting the only political preservation policy on offer for our industry.

We lost, they won, and we need to move on. A political resolution still remains to be the only near term relief possibility.

It is difficult to find some light at the end of our industry's darkest tunnel but we must be positive and look to see what others are doing around us and how we may piggy-back off some of the future prosperity and growth projects on the Sunshine Coast.

A few examples of the "gob-smacking" spend around us are:

- SIX-LANE BRUCE HIGHWAY, the State Government expects the first phase to cost \$662.5 million, and the Federal Government has committed \$880 million in the latest budget for upgrades, including between Caloundra and Pine Rivers.
- MAROOCHYDORE CBD, a new "capital city" for the Sunshine Coast is taking shape with a \$430 million Maroochydore CBD delivering commercial, retail, residential, civic, cultural and community use land.
- CONVENTION CENTRE, a "landmark" \$180 million centre could potentially attract thousands of business visitors per event and play host to international sports, concerts and cultural events.
- NORTH COAST LINE RAIL DUPLICATION, the Federal Government has committed \$390 million, 50 per cent of the total cost, and believes the State Government should bring the remainder to the table.
- AIRPORT EXPANSION/INTERNATIONAL AIRPORT, a new (\$600+ million) Sunshine Coast Airport has potential to attract up to two million passengers each year plus opening broader international markets.
- UNDER-SEA INTERNET CABLE, the project has attracted strong bipartisan support from the Federal and State Governments and has the potential value to the Sunshine Coast economy of \$453 million, and \$927 million to Queensland.
- SUNSHINE PLAZA REDEVELOPMENT, the Sunshine Plaza will become the largest retail centre north of Brisbane with 107,000sq m of retail space.
- MOOLOOLAH RIVER INTERCHANGE, the preferred route would cost \$430 million.
- DIVERGING DIAMOND INTERCHANGE, work is under way on an Australian-first engineering solution for the Bruce Highway upgrade between Caloundra Rd and the Sunshine Motorway. The \$812 million project is jointly funded by the Australia and Queensland Governments.

Other concepts worth a mention are: Light Rail Maroochydore to Caloundra, Motorway Upgrade, Nambour Hospital refurbishment, new Mega Water Theme Park, Commercial Sports Hub, Hospital Precinct Retail Centre plus a host of others.

Our industry must become positive; the Sunshine Coast taxi region is performing well under the circumstances with an ongoing focus on customer service. Account customer revenue and job numbers are satisfactory. More marketing of "fixed price jobs" will see this popular product grow.

Driver recruitment is difficult but that's nothing new to our business.

The four pillars of our industry (Owners, Operators, Drivers & Taxi Service Areas) must all remain under this new environment.

We must demand that the provision to cap "Ride Booking" vehicle numbers be implemented ASAP and make it known we support the recommencement of taxi service area reviews allowing local taxi service areas to manage local taxi vehicle growth, not outsiders!

Clark Chappel  
Councillor  
Sunshine Coast Region

### Gold Coast Region

The first four months of the year saw a focus on the Commonwealth Games with a ramp up of services including training and support for staff, drivers and operators. It was highlighted very early on that our business sector was identified as the biggest risk factor and we were determined that Gold Coast Cabs would be ready for this enormous event.

In part due to GOLDOC's marketing focus on keeping as many people away from the Gold Coast as possible, the outcome of the 10 day event for local businesses saw a much quieter period than expected. It goes without saying that many small businesses on the Gold Coast, including the taxi industry were very disappointed as the costs involved to upscale in order to be prepared was significant. The city saw many restaurant and business closures after the games and it could be argued that many closures were a direct result of the costs of being prepared for the Commonwealth Games. Initiatives of Gold Coast Cabs management teams prior to the lead up resulted in the procurement of contracts and requests for extra taxi services over the duration of the games and we were successful in delivering the following -

- GOLDOC Shuttle services contract for Media and Technical Officials;
- Request for assistance/contract for transport to and from Park and Ride services for passengers with accessibility needs;
- Request for assistance from City of Gold Coast for shuttle services in Southern Gold Coast;
- Key events management and road, rank and transport changes.

Our teams received numerous compliments from external stakeholders, including GOLDOC and TMR. Gold Coast Cabs also received an award for our assistance and diligence from Queensland Police Service for their Project Unite Security Initiative.

Competition in the personalized transport continues to ramp up with companies such as DIDI, OLA, TAXIFY, GRAB and GOCATCH adding to the already over supply of UBER vehicles playing in our space on the Gold Coast. We continue to focus on our service deliverables in this highly competitive environment and over the past year have ramped up our PR and Marketing strategies, increasing our social media and community presence and are pleased that we are seeing direct results from these initiatives. Gold Coast Cabs were successful this year in securing the Gold Coast Hospital Foundation Cancer Patient Transport service, assisting them with call centre dispatch and fleet services.

Given the significant competition in this space our key objectives this year are -

- 1 A sustained and continued focus on providing benefits to our passengers /customers;
- 2 Delivering projects and change management so we can compete in our marketplace.

Internally we are in testing phase for our tablet initiatives and our “Tablet Deployment” project continues full steam ahead. We recently were able to get a significant number of “hybrid” deployments where both the old MTI (MTdata) system and tablets are running in the same vehicle. We hope to have our vehicles upgraded to full tablets in the very near months. Based on feedback from MTI, Gold Coast Cabs is the most advanced booking network in Australia and New Zealand in its deployment and configuration of this technology, something we are very proud of. We are presently testing our driver portals, which will provide performance metrics and training for our drivers and we are close to full deployment of this initiative. Gold Coast Cabs continue to look for further initiatives both in technology and service delivery, are proud of the hard work our staff and stakeholders have done, which has resulted in the many achievements we have seen over the past year.

Kris McKinnon  
Councillor  
Gold Coast Region

