2019 TCQ Queensland TAXI Conference 26 - 28 August Hilton Cairns



Welcome to the 2019 TCQ Queensland Taxi Conference



Dear colleagues,

On behalf of the Taxi Council of Queensland (TCQ), I am excited to welcome you to Far North Queensland and to this year's 2019 TCQ Queensland Taxi Conference held at the Hil ton Cairns from Monday 26 August - Wednesday 28 August 2019.

The TCQ Queensland Taxi Conference is a premier event not to be missed for the Queensland taxi industry.

This year's business program is one not to be missed, fea-

turing a wide range of expert speakers to lead discussions on matters of interest. A fun social program has been organised to keep everyone satisfied throughout the three days we spend together.

I look forward to meeting you all at the 2019 TCQ Queensland Taxi Conference and I hope everyone enjoys this year's conference.

Yours sincerely,

Max McBride President Taxi Council of Queensland



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Thank you to our sponsors

CABCHARGE

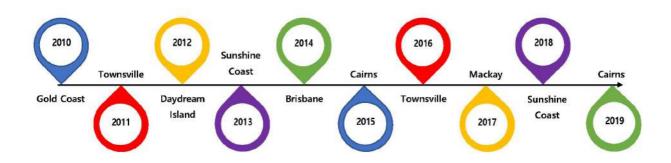








Conferences in the last decade





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General Info

Taxí Council of Queensland

 PO Box 290, Stones Corner, Qld 4120

 T: 07 3434 2100
 F: 07 3349 4395

 E: admin@tcq.org.au
 W: www.tcq.org.au

Conference Venue

Hilton Cairns 34 Esplanade Cairns City, Queensland, 4870

Internet

Connect to: Hilton Honours Meeting Password: TAXI2019

Mobile Phones

As a courtesy to fellow delegates and speakers, please ensure mobile phones are switched to silent during conference sessions.

Name Tags

Delegates, partners, sponsors and exhibitors are required to wear their name tags to every conference session and function they are attending. The name tag will be provided to you at registration. Your name tag is your authorisation to attend the sessions and functions.

<u>Special Diets</u>

Delegates who have advised special dietary requirements should identify themselves to the serving staff at functions. Please note, we cannot guarantee 100 per cent nut-free food as some ingredients from external suppliers may contain traces of nuts.

If you have not advised us of your requirements, please see the registration staff as soon as possible. Special meals cannot be guaranteed for delegates who have not pre-booked at least 72 hours prior to a meal.

Dress Code

Smart casual attire is appropriate for the conference sessions and Welcome Drinks and canapés. A jacket may be required for the air conditioned conference sessions.

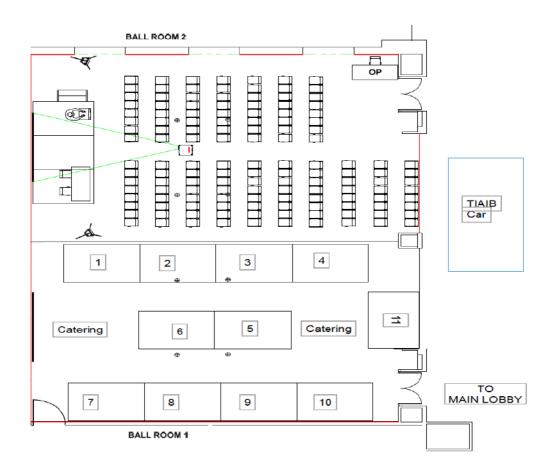
The Gala Dinner is business casual, which includes cocktail dresses for the ladies and business wear for the men.

<u>Clímate</u>

August temperatures are mild to warm in Cairns. Day time temperatures are in the mid twenties with evening temperatures around 17C.



Exhibitor Floor Plan



#1. Vehicle Access Solutions	#2. Toyota	#3. 13 Cabs
#4. MTI Dispatch	#5. RedRoute	#6. Taxi Butler
#7. Cabcharge	#8. Autocab	#9. Taxicomms
#10. Smartmove		#11. Streamax

Trade Exhibitor Details







#1. Vehicle Access Solutions C David Freeman P +61 417 032 663 E davidf@avagroup.net.au

#4. MTI Dispatch C Brian Noonan P +61 409 064 840 E bnoonan@mtidispatch.com

#7. Cabcharge C Benoit Davi P +61 466 947 553 E benoit.davi@cabcharge.com.au

#10. Smartmove C Bill Cumpston P +61 8 8238 3075 E bill.cumpston@smartmovetaxis. com **#2. Toyota Australia** C Peter Walker P +61 417 623 958 E peter.walker@toyota.com.au

#5. RedRoute C Slavina Paleva P +61 28 52 02 125 E slavina@redroute.com

#8. Autocab C Paul Hughes P 02 6653 3888 E paul@autocab.com.au **#3. 13 Cabs** C Alf Intelisano P +61 418 717 305 E alf.intelisano@13cabs.com.au

#6. Taxi Butler C Mayank Khanna P +61 3 8362 4006 E mayank@taxibutler.com

#9. Taxicomms C Guy Bridson P +61 49 095 8419 E gbridson@taxicomms.com.au

#11. Streamax C Brad Warr P +61 42 184 6311 E brad@streamaxaustralia.com.au





#1.Vehicle Access Solutions

Vehicle Access Solutions modifies Vehicles for Wheelchair Accessibility. We have been Modifying Wheelchair Accessible Taxis since 1993 as part of Tieman, AVA-Tieman & now Vehicle Access Solutions. We are known for our Quality, Customer Service, and Compliance to regulations. Vehicle Access Solutions will build you a quality Conversion that will last with complete Certified Products. Our preferred products of install are the Evolution Series, or Braun Lifters with Q-Straint Wheelchair & Occupants Restraint Systems.



#2. Toyota Australia

Since its foundation in 1937, globally, Toyota has strived continuously to contribute to the sustainable development of society and the planet through its business operations. It's a principle that we have continued since Toyota Australia started in 1963 and has helped to cement our position as Australia's leading automotive company. Motor vehicles greatly expand the freedom of mobility, however, we recognise that they can also have an effect on our society and the environment. With this in mind, we listen carefully to our stakeholders as we pursue a business that works towards harmony with people, society, and the global environment. We are continuously innovating to develop vehicles that meet the needs of the market both now and into the future. Our research focuses on vehicles powered by a range of alternative fuels and vehicles with the potential for automated driving. Meanwhile we continue to work towards vehicles that are safe for everyone, and that maintain the standards of durability and reliability that people expect from the Toyota brand.



#3.13 Cabs

Australia's leading personal transport company 13cabs is committed to getting people where they need to go, everytime, everywhere. True to its time-honoured promise of 'We'll get you there', 13cabs is backed by a fleet of over 10,000 vehicles nationally and booking infrastructure that includes a booking app for Passengers, Taxi Butlers located at hotels and venues throughout Australia and Australian-based Contact Centres operating 24/7.



Reliable, stable and committed to the taxi industry, MTI continues to support and partner with transport providers globally, providing dispatch systems with a proven capacity to enhance the performance and efficiency of their business, whilst maintaining a strong partnership philosophy. A market leader with years of extensive and reliable transport industry experience, our highly trained and knowledgeable teams have a passion for continually improving and customising MTI's advanced dispatch system to meet the requirements of our customers globally.



RedRoute - Automate Your Call Center

RedRoute's AI call takers are able to handle all the calls your taxi business receives. Leveraging revolutionary artificial intelligence, RedRoute offers a human-like voice experience to your customers. RedRoute adapts to your business processes, reaching unprecedented automation rates and saving your business thousands of dollars a month.



#6. Taxi Butler

Taxi Butler - Taxi Booking Device

Taxi Butler builds and develops unique, one-click taxi booking devices for taxi companies, apps and fleets. Over 750 taxi fleets have placed Taxi Butlers in hotels, bars, and restaurants to increase direct bookings from venues, become more competitive in their local market and to improve their automation rates.

Free trial

Taxi Butler is offering a 30-day free trial. Sign up now and enjoy the ride ahead! Contact

You can write to Taxi Butler at sales@taxibutler.com, call us on +61 3 8362 4006



#7. Cabcharge

Cabcharge is a leader in payment solutions committed to supporting the taxi industry. At Cabcharge, we make it our mission to promote and increase the use of Cabcharge products all over Australia, which supports your taxi business. Cabcharge customers are catching taxis, not rideshare! The more people using Cabcharge products, the more work for your taxis!

Trade Exhibitors

autocab

<u>#8. Autocab</u>

AUTOCAB has grown to become the largest supplier of Booking & Dispatch Systems in the world today delivering a lightning-fast service with a market leading technology platform. Boasting over 25 years of taxi-company-inspired features built into our system, we help to power over 1,500 companies worldwide, and have been proudly servicing the Australian market since 2004, from our base in NSW. In addition to our flagship products Ghost & Driver Companion, we have since broadened our range of services to include White Label Apps, Analytics, Phantom Phone System, Payment Solutions as well as a range of online and social media solutions for Taxi Companies, Hire Car Companies, Limousine and Ground Transportation Companies of all sizes.



<u>#9. Taxicomms</u>

Taxicomms is a specialist vehicle ancillary installation and service centre based in Albion Queensland. Taxicomms specializes in supplying, fitting and servicing electronics equipment fitted to taxis. Our facilities include a drive through service facility, electronic repair workshop, radio base station infrastructure and an installation workshop. Taxicomms is the approved supplier of TaxicamHD Mobile CCTV camera systems, which is approved in QLD and all of the major Australian states.



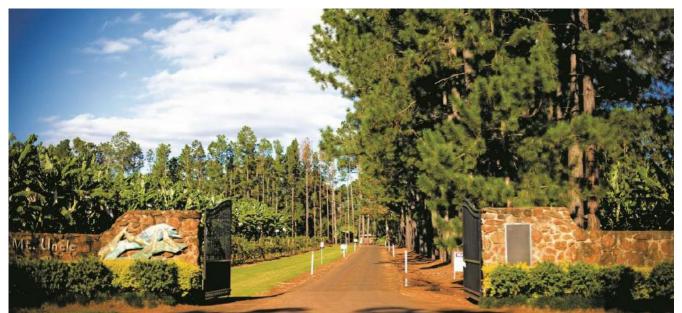
#10. Smartmove

SmartMove is the most popular taxi dispatch and management system in Australia. It is tailored to conditions in Australia and New Zealand and adapts to the ever-changing regulatory requirements. This includes the mandatory reporting required for various state levies and the Quarterly and Annual MSL Reports for QLD DTMR. With SmartMove we've got you covered. You have full control of your fleet and access to our unrivalled 24/7 Australian based support. With more and more fleets upgrading to SmartMove, it is no surprise we are the dispatch system of choice for taxi networks in Australia and New Zealand. But, don't take our word for it, ask our customers why they chose SmartMove.



<u>#11. Streamax</u>

Streamax Australia is a supplier of mobile digital video recorders and driver and vehicle safety solutions. We are the market leader on the global stage and prioritise quality, innovation and customer satisfaction with all our products. We also offer finance solutions on our products if required.



Combined Outing Monday 26 August

9:20am

9:30am - 3:30pm

Meet at the Hotel Lobby of Hilton Cairns to board bus for Atherton Tablelands Excursion.

Delegates and partners are invited to a tour of the Atherton Tablelands area.

The day will commence with a stop at Kuranda lookout, where you get to soak up the beautiful scenery. From there we will head to the Coffee Works at Mareeba where you can grab a coffee for the road or indulge in their fine chocolate selections. Next stop is the Rocky Creek War Memorial Park at Atherton Tablelands. Rocky Creek was the largest military hospital in the southern hemisphere, this is a great place to learn a bit more about Australian history. The last stop for the day is Mt Uncle Distillery for lunch before making our way back to the hotel and enjoying the Welcome Function.

2:00pm - 5:00pm	Registration Desk Open (Event Foyer, Hilton Cairns)	
6:00pm - 8:00pm	Welcome Function (Ballroom 1, Hilton Cairns)	

Conference Program Conference Opening

Monday 26 August

9:30am - 3:30pm	Combined Outing
2:00pm - 5:00pm	Registration Desk Open (Event Foyer, Hilton Cairns)
6:00pm - 8:00pm	Welcome Function (Ballroom 1, Hilton Cairns) SPONSOR

Management Dashboard

Ø

Review Year to Year Performance Statistics

- Manage Driver Ratings and Feedback
 - Gain Valuable Insights About Your Business
- Monitor Your Active Trips In Real Time

Key Insights

Source of Bookings Service Delivery Times Trip Counts By Driver and Vehicle Driver Accept & Reject Rates Driver Reliability Indicators Vehicle Trip Completion Rankings Customer Ratings By Driver



To learn more about our dispatch solutions or to book a demo, visit mtidispatch.com or call +61 3 8526 4800

BUSINESS PROGRAM

Tuesday 27 August

8:30am - 4:00pm	Registration Desk Open (Events Foyer, Hilton Cairns)
9:00am - 10:30am	OPENING SESSION
	Official Opening Max McBride, President, TCQ
	Presentation TMR - Distracted Driver Project <i>Nicole Downing, Director (Road and Rail Safety, Policy and Research) Department</i> <i>of Transport and Main Roads</i>
	<u>Presentation</u> Technology Products & Services Showcase <i>Conference Trade Exhibitors</i>
10:30am - 11:00am	MORNING TEA
11:00am - 12:30pm	MORNING SESSION
	Presentation Wheelchair Accessible Taxi Grant Program and an update on Stage 3 of the Personalised Transport Reforms <i>Suzanne Rose, Executive Director (Service Policy), Department of Transport and Main Roads</i>
	Q&A TMR Compliance Brett Bennett, Transport Inspector, Department of Transport and Main Roads Paul Smith, Transport Inspector, Department of Transport and Main Roads
12:30pm - 2:00pm	LUNCH SPONSOR BRISBANE
2:00pm - 4:00pm	AFTERNOON SESSION
	<u>Presentation</u> Technology Products & Services Showcase <i>Conference Trade Exhibitors</i>
	<u>Presentation</u> Update on Class Actions <i>Robert Bakker, Principal, rb Lawyers</i>
	Presentation Customer experience at International & Domestic Airports in QLD – where taxis feature in this space. <i>Tracey Groves, Chief Commercial Officer - Retail, Transport & Property, Cairns</i> <i>Airport</i>
	Presentation The misinformation of coral bleaching of the Great Barrier Reef and the effect that has on businesses in the area. Daniel McCarthy, Charter Boat Operator
4:00pm - 5:30pm	Happy Hour - Meet and Greet SPONSOR Cains TAXIS

SOCIAL PROGRAM Tuesday 27 August

8:30am - 4:00pm	Registration Desk Open (Events Foyer, Hilton Cairns)	
9:20am	Meet in the Hotel Lobby of the Hilton Cairns to board taxi	SPONSOR TAXIS
	Under the Sea in tropical North Queensland	
9:30am - 2:00pm	Join us for a day Under the Sea where we will head to Cairns Aquarium and see what they have to offer. This is the only aquarium in the world which is dedicated to the habitats and species found in tropical North Queensland. The aquarium will connect you with the natural beauties of The Great Barrier Reef, The Wet Tropics, The Gulf Savannah and Cape York, mak- ing this an unforgettable experience. Once you've worked up an appetite, enjoy lunch at Dundee's restaurant before either heading back to the hotel or wandering around town for a little longer. Dress code: Casual, bring a light jacket or cardigan	







8:30am - 4:00pm	Registration Desk Open (Events Foyer, Hilton Cairns)	
9:00am - 10:30am	Annual General Meeting (Ballroom 2, Hilton Cairns)	
10:30am - 11:00am	MORNING TEA SPONSOK TIAIB	
11:00am - 12:30pm	MORNING SESSION	
	Presentation Compulsory Third Party Insurance Neil Singleton, Insurance Commiss Queensland Treasury	
	<u>Presentation</u> Queensland economy <i>Trent Twomey, Chair, Advance Cair</i>	rns
12:30pm - 2:00pm	LUNCH	
2:00PM - 4:00PM	AFTERNOON SESSION	
	Presentation Minister Coralee O'Rourke, Ministe for Disability Services and Seniors	r for Communities and Minister
	Presentation Electric vehicle charging in Queensland: Where are we now? What does the future hold? <i>Chris Hewitt, Tritium, Head of Sales Australia/New Zealand</i> Presentation Leading not following - Niche markets and financially viable solutions for congested roads and in a congested market. <i>Rachel Smith, Transport Planner</i>	
4:00pm	CONCLUSION	
7:00pm - 11:00pm	Gala Dinner Ballroom 1 & 2, Hilton Cairns Dress Code: Business Smart	SPONSOR CABCHARGE

SOCIAL PROGRAM

Wednesday 28 August

8:30am - 4:00pm	Registration Desk Open (Events Foyer, Hilton Cairns)	
9:00am - 10:30am	Annual General Meeting (Ballroom 2, Hilton Cairns)	
10:20am	Meet in the Hotel Lobby of the Hilton Cairns to board taxi SPONSOR	
	Discover more of Cairns	
10:30am - 3:00pm	On the last day in Cairns we will be heading to the beautiful Cairns Art Gallery. Have a walk through the Gallery and enjoy the latest exhibition on display. Lunch will be served at Perrot- ta's Café which is part of the Gallery and serves a number of delicious meals. To walk off lunch, a small stroll to the Muse- um will be in order. Cairns Museums has some great stories to share about living in the tropics. It showcases the Cairns His- torical Society's amazing collection of objects, photographs and archival records. After the Museum a stroll through town at your own leisure can take place or you can head back to the hotel to get ready for the Gala Dinner.	
	Gala Dinner SPONSOR	
7:00pm - 11:00pm	Ballroom 1 & 2, Hilton Cairns Dress Code: Business Smart	
AT A A A		





Nicole Downing

Director (Road and Rail Safety, Policy and Research) Department of Transport and Main Roads

Nicole Downing has been the Director of Road and Rail Safety in the Land Transport Safety and Regulation Branch at the Department of Transport and Main Roads in Queensland since 2016. Bringing with her a depth of experience in developing and progressing strategic policy reform across a number of sectors, including the justice system.

She is passionate about achieving safety outcomes for communities through the development and implementation of strategic government policy, and in TMR, Nicole leads teams of multi-disciplinary specialists to develop evidence-based and targeted strategies to effectively respond to road safety challenges in Queensland. Nicole is highly skilled in Policy and Program Development and Implementation, Program Evaluation, Legislation, Community Engagement and Public Governance.



Suzanne Rose

Executive Director (Service Policy), Department of Transport and Main Roads

Suzanne Rose is the Executive Director (Service Policy) within the Queensland Department of Transport and Main Roads. Suzanne has 30 years public sector experience. She has an extensive background in public policy leadership, specialising in passenger transport policy for the last 10+ years, and lead the development and implementation of the personalised transport reforms in Queensland.



<u>Brett Bennett</u>

Transport Inspector, Department of Transport and Main Roads

My name is Brett Bennett and I have been with the Department of Transport and main roads for 10 years as a Transport Inspector. Over the past 10 years I have been involved in all aspects of Transport Compliance, on road Heavy Vehicle enforcement and compliance, investigations, dangerous goods and explosives inspections, tow truck compliance, Heavy vehicle machinery Programmed Inspections. Passenger transport, auditing, compliance and investigations. Light vehicle, trailer, caravan and special purpose vehicle compliance.



Robert Bakker

Principal, rb Lawyers

In December 1997, Robert opened his own law practice. One of his first clients was the legendary and sadly late Vince Sciacca who introduced Robert to the Queensland Taxi Industry. Robert was the first Solicitor to offer accident recovery services for the taxi industry and the first to actively recover downtime from third parties. He also set the Precedent in the Courts for the correct calculation of downtime.

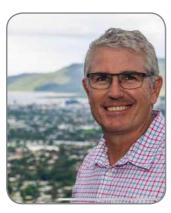
Robert remains passionately committed to pursuing and protecting the rights of all those connected with this great industry.



Tracey Groves

Chief Commercial Officer – Retail, Transport and Property, Cairns Airport

Tracey Groves leads the Commercial team at North Queensland Airports (Cairns and Mackay). Tracey has 30 years' experience in commerce across a diverse range of sectors, including senior positions with Coles Myer, Crown Casino and multinational energy companies. Tracey holds a Masters of Business Administration and is a Graduate of Australian Institute of Company Directors.



Daniel McCarthy

Charter Boat Operator

Daniel McCarthy has work on and around the Great Barrier Reef for the most of his 34 years in Cairns.

Daniel has been involved in every one of our marine industry's including state and federal government surveillance and enforcement. Daniel has sat on numerous committees and spent much of his 'spare time' in the political arena fighting for sensible outcomes and against misguided government decisions. Daniel passion and commitment was instrumental in overturning the mass lock our zones in the coral sea and replacing the zoning with a much more balanced outcome for all concerned including the environmental. Daniels politicians expertise secured the support of the entire senate crossbench to get legislation changes through the parliament.



Neil Singleton

Insurance Commissioner, Insurance Commission, Queensland Treasury

Neil Singleton has over 30 years insurance experience across a broad range of management and executive positions in insurance, corporate and regulatory roles. Neil has been the Insurance Commissioner with the Motor Accident Insurance Commission for the past eight years.

Trent Twomey



Secretary World Pharmacy Council, Senior National Vice President & Queensland President, The Pharmacy Guild of Australia

Trent and his wife are both pharmacists and own a small group of pharmacies in Northern Queensland. Trent has been involved with the Pharmacy Guild of Australia for over ten years and was part of the negotiating team for the Sixth Community Pharmacy Agreement. Trent is Chairman of Advance Cairns, the peak economic development and advocacy organisation for Tropical North Queensland and the Chairman of the Northern Australia Alliance. He is an Adjunct Professor at James Cook University, a Council Member of the Queensland Futures Institute, and a trustee for the Committee for Economic Development of Australia. Trent is a Fellow of the Australian College of Pharmacy, the Australian Institute of Company Directors and the Australian Institute of Managers and Leaders.



Chris Hewitt

Tritium, Head of Sales Australia/New Zealand

Chris joined Tritium in January 2018 and since then has been helping industry stakeholders on their path to zero emission mobility. In the last 12 months Chris, along with his clients, have grown the amount of DC Fast Chargers in Australia by over 60%. Tritium, is an Australian owned and Australian Manufacturer of DC fast charging stations selling into 30 countries around the world.



Rachel Smith Transport Planner

Rachel has 20 years of transport planning and advisory experience and expertise. She's the Owner Director of Rachel Smith Pty Ltd, an independent consultancy. She's the Author of Decongestion and Underspent and is writing a new book on transport, waste, financial and consumer Behaviour Change. She has 2 TEDx talks, was part of the BMW Guggenheim Lab and has spoken about transport planning in the UKs House of Lords.

Dispatch System Overview

Web & Enterprise Booking Entry Screens Flexible Multi Fleet Configurations Phone & Tablet in Vehicle Applications Automated Cashiering Integrations Passenger Booking App Integrated Payment System Management Dashboards SMS & Email Notifications Api Support for 3rd Parties IVR Integrations Private Label Cards





To learn more about our dispatch solutions or to book a demo, visit mtidispatch.com or call +61 3 8526 4800

Cairns Attractions

Skyrail Rainforest Cableway

20 minutes from the Hilton Cairns you'll find the Skyrail Rainforest Cableway. Enjoy this 2.5 hour skyrail experience. Allow 20 minutes at each station to enjoy a Ranger guided boardwalk tour and visit the Rainforest Interpretation Centre, lookouts and historical precinct. Enhance your experience and unlock the secrets of the ancient rainforest at the new Rainforest Discovery Zone at Red Peak, put the story of the rainforest in your hands with the Skyrail Interpretive App and Audio Guide and experience the beautiful Barron Falls and Gorge like never before from the Edge Lookout.





Cairns Botanic Gardens

It's virtually impossible to arrive in the tropics and not notice the lushness and diversity of our plant life. For one of the best exhibitions of tropical plants in Australia head straight to the Cairns Botanic Gardens for a FREE (and relaxing) day out. The Botanic Gardens is nestled up against the Mt Whitfield Range and has a brand new conservatory with carnivorous plants and butterflies that hover past, which is guaranteed to keep your kids entertained. For some views of Cairns, the Northern Beaches and out to the Great Barrier Reef you can head up the nearby Red Arrow track.

The Botanic Gardens are 10 minutes by car from the Hilton Cairns.

Rusty's Market

Central location to peruse what's locally grown (and made) around the region. Operating every weekend (Friday, Saturday and Sunday), you'll find fresh coconut milk and cane juice, Vietnamese coffee, legendary samosa's plus a huge range of tropical fruit and produce available. Be warned though, its difficult to wander around the stalls without parting with a few of your \$\$\$.



Wine and Dine in Cairns

C'est Bon Cairns

As Cairns' only truly French restaurant, we consider your visit an indulgent journey of the senses. We pride ourselves on being delightfully, authentically, classically French, yet always affordable and fitting in with smart casual tropical dining.

casual tropical dining. It's the perfect marriage of French sophistication and down-to-earth local charm. With all the trappings of our training in traditional French cuisine, we also acknowledge the splendor and abundance of fresh local produce, blending the two to bring you a true taste of France – North Queensland style.





Waterbar & Grill

Succulent meat, big flavours, exceptional service and a superb Cairns waterfront location. It's no wonder Waterbar & Grill is the locals' choice for lunch and dinner. The best place to enjoy prime beef is in a prime location and that's just what Waterbar & Grill delivers. An inviting décor, vibrant music and enthusiastic staff add to the buzz where hearty, value-for-money food and great views of the Cairns Marlin Marina take centre stage.

Píato Medíterranean

Elie Sopas, Restauranteur and Host is back and he is bringing the joy of casual Mediterranean dining to The Pier in Cairns. Piato has already claimed the prize as 2nd best restaurant in Far North Queensland, as voted by the Australian Culinary Federation. If you're one that believes that there is more to life than a pinch of salt and wishes to savour the flavours of truly superior home cuisine, then Welcome to the Piato Experience!





Bayleaf Balínese Restaurant

At bayleaf balinese restaurant, we will entice you with most of the culinary secrets from the island of gods. The basic mix of spices used in all balinese dishes is called bumbu. In bali, rice is the main staple of each meal and contrary to western cuisine, meat, fish or vegetable becomes a side dish. For you to enjoy a taste of bali, we recommend ordering several main dishes, which we will serve in the center of the table, just as you would do in your home or for a good sampler, definitely try the balinese rijsttafel. Make sure you keep some room for delicious Balinese dessert best enjoyed with Bali Kopi, coffee from highlands of Bali.

CABCHARGE DIGITAL PASS

We're investing in technology that gets more jobs for you!

The Cabcharge Digital Pass lets passengers pay by tapping their smartphone on your Cabcharge PIN pad.

OUR COMMITMENT

Attracting more passengers so you can make more money.

