

# Advice for Minister for Transport and Main Roads

**Subject: SOUTH BRISBANE EO - On behalf of** Not Relevant  
**about illegal taxi operators and CTP insurance** Not Relevant

Document ID: EE6582

- The Queensland Government has introduced vital reforms for the personalised transport industry that promote greater choice for customers, while ensuring safety, accessibility, affordability and accountability for everyone.
- Under the new framework all personalised transport vehicles (including taxis, limousines and ride-share vehicles) must be licenced, all drivers must hold a driver authorisation and all pre-booked journeys must be arranged by an authorised booking entity.

### Illegal Operators

- The advertising and operation of “illegal” operators was an area of the legislation which was strengthened in the revised framework.
- Section 141A of the *Transport Operations (Passenger Transport) Regulation 2005* states only licenced taxis and limousines can use the words “taxi”, “taxi-cab”, “cab” or similar expression or “limousine”, “limo” or similar expression.
- The Queensland Government has legislated the above provision to ensure the community receives appropriate services provided by authorised providers using appropriately licenced vehicles.
- Not Relevant complaint about an “illegal” operator advertising taxi services on the Gumtree website was not received by the Personalised Transport Policy area and may have been directed to a TransLink or Department of Transport and Main Roads (TMR) operational or compliance area for consideration.
- TMR investigates the type of illegal advertising complaints raised by Not Relevant If NR Not Relevant can provide information about to whom he made the complaint and provided associated details, the department would be happy to follow this up. It is noted that the gumtree advertisement listed in Not Relevant enquiry appears to have been removed from the website.

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Suzanne Rose	Peter Milward	Matthew Longland	
Service Policy	Passenger Transport Integration	TransLink Division	Director-General
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Date: 10/08/018	Date: 10/08/2018	Date: 13/8/2018	Date: 13/8/2018

*CTP Insurance*

- Compulsory Third Party (CTP) insurance is not regulated by TMR. The independent body, the Motor Accident Insurance Commission (MAIC) determines compulsory third party rates.
- The class of insurance for taxis and ride booking vehicles is different and this affects the premium payable. Premium levels are based on the vehicle's purpose and use and the claims history for the specific class, and may vary over time should the frequency and claims size for the class change.
- The Queensland Government has committed to reviewing CTP arrangements in the personalised transport industry as part of Stage 3 of the reforms, which is about evaluating and review of the reforms introduced over the last couple of years.

*Also for noting*

TransLink Division have checked the CustomerLink system and cannot locate any record of Not Relevant making contact with our Customer Service team about this matter.