



Speech by

Hon. Rachel Nolan

MEMBER FOR IPSWICH

Hansard Thursday, 4 June 2009

MINISTERIAL STATEMENT

Taxi Hotline

Hon. RG NOLAN (Ipswich—ALP) (Minister for Transport) (10.13 am): The Bligh government is committed to a fair Queensland as we head Toward Q2. We want to support a safe and caring community and we need the services in place to make this happen. Queensland's taxi industry has come under intense scrutiny during the past few weeks. Maintaining high service standards for all modes of passenger transport is a priority for this government. To help inform me about the state of the taxi industry in Queensland I asked the Department of Transport and Main Roads to establish a taxi hotline and invite members of the public, as well as taxi drivers and owners, to provide feedback on the industry.

The hotline started on 11 May and so far 144 calls have been logged. The types of concerns received by the hotline have been broad ranging. The main themes emerging are that people are concerned about a drop in standards, a lack of local knowledge and general inexperience of some taxi drivers. The Bligh government is all about listening and responding to the concerns of passengers, drivers and owners to ensure a better service for all Queenslanders. This new hotline is just one of a number of ways in which this government is keeping up to date and informed on these and other issues for the industry.

During the coming month the Department of Transport and Main Roads will write to every taxi driver in the state in an effort to get them more involved in developing and improving standards for the industry. The findings and feedback gathered will then be used by the department when considering a range of reforms for the taxi industry. I would like to assure members of the House that this government will be taking whatever action is necessary to ensure that Queenslanders and visitors to our state can be confident of a high level of service and safety when catching a taxi in Queensland. We want services in place to ensure a fair Queensland as we head Toward Q2.