

2015

24 AUG - 29 AUG

CAIRNS

PULLMAN INTERNATIONAL
HOTEL

TAXI COUNCIL QUEENSLAND ANNUAL CONFERENCE

PROGRAM & HANDBOOK

TAXIcouncil
QUEENSLAND

2015

2015



Welcome to the Taxi Council Queensland 51st Annual Conference

Dear colleagues,

On behalf of Taxi Council Queensland ("TCQ"), I am excited to invite you to the 51st TCQ Annual Conference at the Cairns Pullman International Hotel, Monday 24 – Saturday 29 August, 2015.

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

The theme of the conference is a "Fare go for all!" with much of the focus being on the impact of illegal ride-hailing as well as the 2015-2020 Queensland Taxi Strategic Plan set by the Queensland Government.

This year is shaping up to be bigger and better in every aspect! Your full registration will be your ticket to the whole party!

Make sure you don't miss this great event and all the surprises along the way.

I look forward to celebrating 51 years of TCQ conferences with you.

Yours sincerely

Max McBride

President

Taxi Council Queensland



Venue

Pullman Cairns International Hotel
17 Abbott Street, Cairns QLD 4870
Tel: (07) 4031 1300

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1965 Brisbane	1978 Gold Coast	1991 Yeppoon	2004 Hamilton Island
1966 Brisbane	1979 Mackay	1992 Townsville	2005 Cairns
1967 Brisbane	1980 Rockhampton	1993 Airlie Beach	2006 Toowoomba
1968 Brisbane	1981 Townsville	1994 Brisbane	2007 Gladstone
1969 Rockhampton	1982 Brisbane	1995 Mount Isa	2008 Sunshine Coast
1970 Gold Coast	1983 Gladstone	1996 Sunshine Coast	2009 Hervey Bay
1971 Townsville	1984 Sunshine Coast	1997 Cairns	2010 Gold Coast
1972 Ipswich	1985 Cairns	1998 Hervey Bay	2011 Townsville
1973 Bundaberg	1986 Maryborough	1999 Rockhampton	2012 Daydream Island
1974 Toowoomba	1987 Toowoomba	2000 Surfers Paradise	2013 Sunshine Coast
1975 Cairns	1988 Mackay	2001 Cairns	2014 Brisbane
1976 Redcliffe	1989 Bundaberg	2002 Mooloolaba	
1977 Mount Isa	1990 Gold Coast	2003 Yeppoon	

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Conference Program

*Please note, program is subject to change.

PROGRAM

Monday 24 August

8.00 AM – 5.00 PM	Social Day
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Tuesday 25 August

8.00 AM – 5.00 PM	Social Day
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Wednesday 26 August

10.00 AM – 6.00 PM	Registration
10.00 AM – 11.00 AM	Morning Tea
11.00 AM – 1.00 PM	Master Class #1 Ian Heathwood, Principal, McKays Solicitors
1.00 PM – 2.30 PM	Lunch in Industry Exhibition
2.30 PM – 4.30 PM	Master Class #2 - Strategy update – media campaign – illegal taxis Lyll Mercer, Principal, Mercer PR
6.00 PM – 8.00PM	Welcome drinks and canapés

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Thursday 27 August

8.00 AM – 10.00 AM	Registration
9.30 AM - 9.40 AM	Opening Speech Bob Manning, Mayor, Cairns Regional Council
9.40 AM – 10.15 AM	Keynote Presentation Max O'Halloran, Councillor, Cairns Regional Council
10.15 AM – 11.00 AM	Looking at uber through the eyes of a journalist Ben Dobson, PR Consultant, Mercer PR
11.00 AM – 11.30 AM	Morning tea in Industry Exhibition

Conference Program



*Please note, program is subject to change

PROGRAM

Thursday 27 August (continued)

11.30 AM – 12.15 PM	CEO update Benjamin Wash, CPA, CEO, Taxi Council Qld Roy Wakelin-King, AM, CEO, Taxi Council NSW Georgia Nicholls, Senior Advisor, Victorian Taxi Association Johan Revalk, CEO, Taxi Council SA Blair Davies, CEO, Australian Taxi Industry Association
12.15 PM – 1.00 PM	CEO panel session
1.00 PM – 2.30 PM	Lunch in Industry Exhibition
2.30 PM – 3.15 PM	DTMR update Keith Boyer, Director, Department of Transport and Main Roads
3.15 PM – 4.00 PM	DTMR panel session
4.00 PM – 5.00 PM	Happy hour in Industry Exhibition

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Friday 28 August

8.30 AM – 8.45 AM	Trade Exhibitor Session #1. Amind (Exhibitor Session Room)
8.45 AM – 9.00 AM	Trade Exhibitor Session #2. 13CABS (Exhibitor Session Room)
9.00 AM – 9.15 AM	Trade Exhibitor Session #3. MTData (Exhibitor Session Room)
9.15 AM – 9.30 AM	Trade Exhibitor Session #4. VerifEye Technologies (Exhibitor Session Room)
9.30 AM – 11.00 AM	TCQ Annual General Meeting Member only session

2015

Conference Program

PROGRAM

Friday 28 August (continued)

11.00 AM – 11.30 AM

Morning tea in Industry Exhibition

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11.30 AM – 12.15 PM

Update on app feedback project
Prof. Simon Washington, Professor & ASTRA Chair, QLD University of Technology (QUT)

12.15 PM – 1.00 PM

Insurance update
Campbell Fuller, General Manager, Insurance Council of Australia

1.00 PM – 2.30 PM

Lunch in Industry Exhibition

2.30 PM – 3.10 PM

Taxi security camera then and now
Owen Neochi, General Manager, VerifEye Technologies

3.10 PM – 4.00 PM

Regulating the peer economy: a ridesharing case study
Dr. Nicolas Suzor, Senior Lecturer, QLD University of Technology (QUT)

4.00 PM – 5.00 PM

Happy hour in Industry Exhibition

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7.00 PM – 11.00 PM

Gala Dinner

Guest Speaker:
Mr Robert (Robbie) Katter, Member for Mt Isa

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Saturday 29 August

8.00 AM – 5.00 PM

Social Day



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Useful contacts and information

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T: 07 3434 2100 F: 07 3349 4395
E: info@tcq.org.au W: www.tcq.org.au

Conference venue
Pullman Cairns International Hotel
17 Abbott Street, Cairns QLD 4870
T: 07 4031 1300

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

Name tags
Member 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.

Special diets
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 foods 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 codes
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 black tie, which includes evening dresses for the ladies and suit and tie for the gentlemen.

Climate
One of the most popular times to visit Cairns is in winter (June - August). This is the peak tourist season. Clear skies and comfortable temperatures are perfect for exploring the region.

Temperature	Aug
Mean maximum temperature (°C)	26.6
Mean minimum temperature (°C)	17.4



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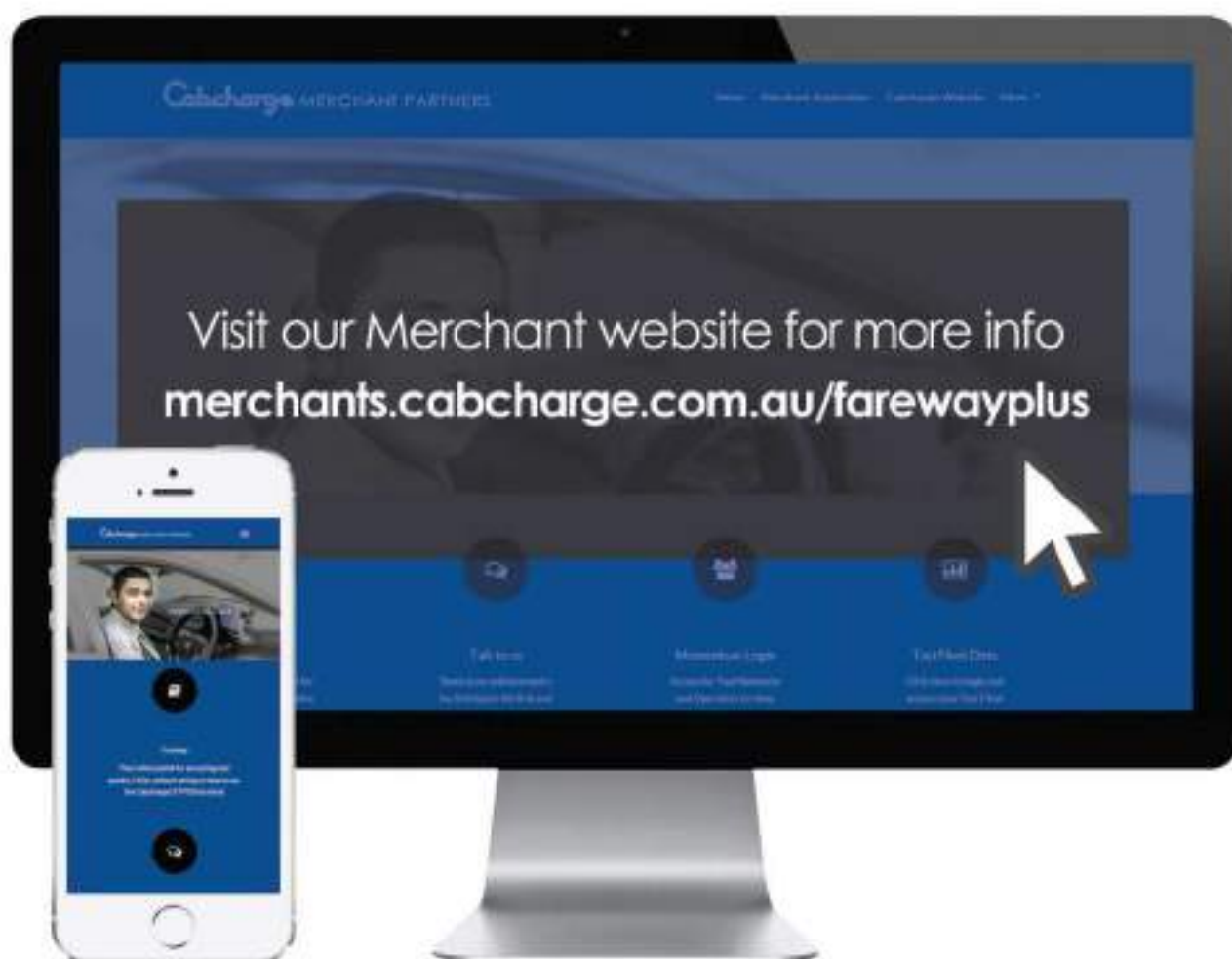
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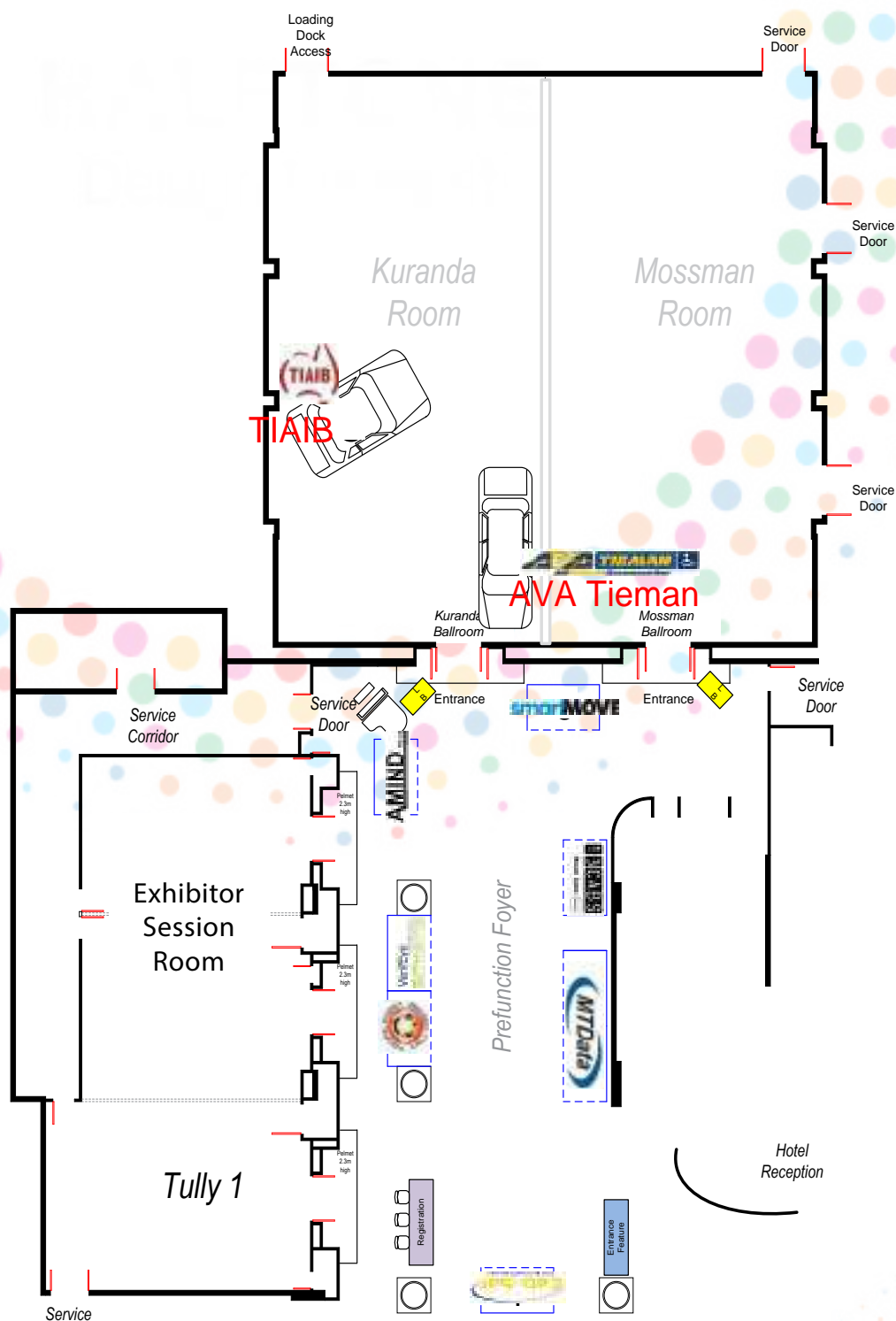
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Trade Exhibition Floorplan



Trade Exhibitors

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Trade Exhibitor Session

Fri 28 August (Exhibitor Session Room)

8.30 AM – 8.45 AM	Trade Exhibitor Session #1. Amind
8.45 AM – 9.00 AM	Trade Exhibitor Session #2. 13CABS
9.00 AM – 9.15 AM	Trade Exhibitor Session #3. MTDData
9.15 AM – 9.30 AM	Trade Exhibitor Session #4. VeriEye

EXHIBITORS

Cab-Sat International

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2015

Conference Speakers



Robert (Robbie) Katter, Member for Mt Isa

Member for Mount Isa, Rob Katter, was born and raised in North Queensland and has a strong empathy for rural and regional communities. Rob has lived and worked in the North West since 2001 where he owned and operated his own business in Mount Isa. He worked in the property valuation industry for 16 years, following studies at university, after a two year stint working in the mines. Rob served on the Mount Isa City Council

as councillor for four years before being elected State Member for Mount Isa. A keen sports enthusiast, Rob is still involved in local sports and enjoyed playing high level rugby league in his younger days. He has also been involved with local theatre, performing in local events when his schedule allows. He is a great believer in the individual's right to prosper and believes the government should preserve that right.



Keith Boyer, Director, Department of Transport and Main Roads

Mr Keith Boyer is the Director (Taxi and Limousine Services) within TransLink Division in the Department of Transport and Main Roads. Mr Boyer brings extensive experience across a wide spectrum of public transport services to the role having led teams in managing and regulating Aviation, Regional and Urban Bus and Ferry services for TransLink Division. For the past 18 months he has led the departmental policy and

regulation unit for of taxi and limousine services and has worked with the TCQ and industry to refine and improve communication and collaboration to focus on delivering the best possible customer outcomes. Keith has focused his professional and private endeavours over 20 years to improving front line services provided to communities small and large across Queensland.



Blair Davies, CEO, Australian Taxi Industry Association (ATIA)

Mr Davies is CEO of the ATIA, the national peak body representing the interests of taxi licence owners, operators, drivers and dispatch networks in Australia. He is also an international Vice President of the US-based Taxicab Limousine and Paratransit Association (TLPA) – the major trade association representing the

private sector, for-hire ground transportation providers in North America. Mr Davies originally joined the taxi industry in 2002 as CEO of the Taxi Council Queensland, a position he held until 2011, when he was recruited by the Queensland Government to spearhead its efforts to cut red tape as Queensland's first Business Commissioner.



Ben Dobson, PR Consultant, Mercer PR

Ben Dobson has been a media professional in Brisbane for 25 years. After finishing journalism at the University of Queensland, Ben started at Radio 4BC where he worked as a reporter and acted as producer to the Greg Carey and Rod Henshaw programs. In 1997, Ben crossed to television and worked at QTQ 9 in Brisbane as a sports

reporter and presenter and covered an extensive range of events here and overseas. In 2014, Ben joined BTQ 7 in their newsroom and wrote and produced stories for the nightly news. In May this year, Ben joined Mercer PR as a consultant. As well as general PR he is also coordinating the company's media training program.

Conference Speakers



Campbell Fuller, General Manager Communications & Media Relations, Insurance Council of Australia

Campbell has more than two decades of experience as a journalist and communications consultant and is responsible for the Insurance Council's Communications directorate. A former newspaper journalist and editor, Campbell joined the Insurance Council in October 2011 from a multinational

public relations firm, where he specialised in corporate communications, reputation management, thought leadership and crisis management for professional services firms, ASX-listed companies and financial services businesses.



Ian Heathwood, Principal, McKays Solicitors

Mr Heathwood is a founding partner and Principal at McKays Solicitors. He has worked in the legal sector for more than 26 years and, in this time, has developed strong working relationships with business owners and many industry associations and representative bodies. His experience and

expertise includes legal structuring including succession planning for businesses and individuals, corporate governance and employment issues. Mr Heathwood is the external legal advisor to a number of industry bodies.



Bob Manning, Mayor of Cairns, Cairns Regional Council

A prominent Cairns businessman, Bob Manning became mayor of Cairns in 2012 as the leader of the Unity 2012 team. Bob has a wealth of experience in senior management roles in Australia and overseas. A graduate of the University of Southern Queensland he has a Business Studies degree with a major in accounting. He

has received a number of major awards marking his business and community work. They include the Medal of the Order of Australia (OAM) for service to the Cairns community through the development and promotion of the tourism maritime and aviation industries. He was awarded the Australia Day 2002 City of Cairns Citizen of Year.



Lyll Mercer, Principal, Mercer PR

Lyll Mercer is Principal of Mercer PR, a boutique public and media relations consultancy with clients across the corporate, political, non-profit, sporting and legal fields. Starting his media career as a journalist, Mr Mercer

moved to corporate consultancy and now specialises in media strategy, issues and reputation management and crisis PR. Mr Mercer deals nationally and internationally.

2015

Conference Speakers



Georgia Nicholls, Senior Advisor - Government relations and communications, Victorian Taxi Association

Georgia is a senior adviser at the Victorian Taxi Association focusing on industry government relations and managing both internal and external communications. The VTA represents taxi networks, operators and licence holders throughout Victoria and has been proudly doing so for over 50 years. Since joining the VTA over 2

years ago the Victorian taxi industry has faced immense change and Georgia has ensured that members and industry participants remain well informed about regulatory, political and policy changes impacting their businesses. Georgia was formerly a policy adviser in various areas of public policy in State Government.



Owen Neochi, General Manager, VerifEye Technologies

Mr Neochi is the General Manager of VerifEye Technologies, a global leader in taxi security cameras. Since joining the organisation in 2011 as Engineering Manager, he has overseen the major camera program rollouts in Victoria and Western Australia as well as the introduction of several new product developments into

the market. In addition to a Bachelor of Engineering and a Bachelor of Applied Science from Queensland University of Technology, Mr Neochi brings more than 20 years of experience in technical management and engineering across a range of commercial and industrial fields.



Max O'Halloran, Councillor, Cairns Regional Council

Mr Max O'Halloran is a former Australian rules footballer who played with Footscray and Carlton in the Victorian Football League (VFL). In 2012, Mr O'Halloran announced his intention to run for Division Seven of the Cairns Regional Council, as a part of "Unity 2012", a team of candidates led by Mr Bob Manning.

Division 7 includes areas of Cairns North, Edge Hill, Manoora, Manunda, Parramatta Park and Whitfield. Mr O'Halloran is also the Chairman of Community Services Committee.



Johan Revalk, CEO, Taxi Council SA

Mr Revalk is CEO of the Taxi Council of South Australia. Johan has more than 20 years of senior management and legal experience in both the public and private sectors. As a former long-serving public servant, he has worked cooperatively,

ethically and in a non-partisan manner with Ministers and their advisers from different political parties. His law degree will help in reviewing legislation and regulations.



Conference Speakers



Dr. Nicolas Suzor, Senior Lecturer, QLD University of Technology (QUT)

Dr Nicolas Suzor researches the regulation of networked society. He is a Senior Lecturer in the Law School at Queensland University of Technology in Brisbane, Australia, and a Chief Investigator of QUT's Digital Media Research Centre, where he leads a program of research on the regulation

and governance of the internet and social media. His research examines the peer economy, the governance of social networks, digital copyright, and knowledge commons. Nic teaches intellectual property, internet law, and jurisprudence in the law school's undergraduate and postgraduate programs.



Roy Wakelin-King AM, CEO, Taxi Council NSW

Mr Wakelin-King's first introduction to the New South Wales taxi industry was in 2003 as the Director of the Transport Operations Division, now called Transport for NSW. Since that time he served as the Deputy Director General of the Office of Public Works and Services and the Chief Executive Officer of the

World Youth Day Co-ordination Authority, which co-ordinated a wide range of services to the highly successful World Youth Day in Sydney in 2008. More recently, his roles have included Chief Executive Officer of the Redfern- Waterloo Authority and Managing Director of Australian Technology Park.



Benjamin Wash CPA, CEO, Taxi Council Queensland

Mr Wash has more than 20 years' experience in finance and management and is currently CEO of the Taxi Council of Queensland. He has a passion for advocacy and enjoys working in the not-for-profit space on behalf of members. His previous roles include CFO of Master Electricians Australia and senior positions with

the QBSA, The Australian Energy Market Commission and Strathfield Council. Mr Wash has been a Certified Practising Accountant since 2005, has a Bachelor of Commerce and an MBA from James Cook University as well as a Graduate Certificate in Governance and Public Affairs from the University of Queensland.



Prof. Simon Washington, Professor & ASTRA Chair, QLD University of Technology (QUT)

Professor Washington holds the Endowed Transport and Main Roads Chair at QUT. He is recognised internationally for his contributions in the fields of behavioural econometrics applied in the areas of transport safety and risk analysis, urban planning, evaluation and travel behaviour. As an Associate Editor and an editorial board member, he has

worked on a number of leading international transport journals and has authored or co-authored more than 100 peer-reviewed journal articles and conference proceedings. Prior to joining QUT, he has worked with a variety of industry partners including the American Automobile Association, RACQ, Departments of Transport.

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