

2016 TAXI COUNCIL QUEENSLAND ANNUAL CONFERENCE

PROGRAM & HANDBOOK

TOWNSVILLE
5 - 10 SEPTEMBER 2016
The Ville Resort, Sir Leslie Thiess Drive, Townsville



Image courtesy of Megan MacKinnon



Welcome to the 2016 Taxi Council Queensland Annual Conference

Dear colleagues,

On behalf of Taxi Council Queensland ("TCQ"), I am excited to invite you to the 52nd TCQ Annual Conference at the Ville Resort in Townsville, Monday 5 – Saturday 10 September 2016.

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

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 52 years of TCQ conferences with you.

Yours sincerely

Max McBride
President
Taxi Council Queensland



Venue

The Ville Resort- Casino

A: Sir Leslie Thiess Drive, Townsville City, QLD 4810

T: (07) 4722 2217



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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	2015 Cairns
1977 Mount Isa	1990 Gold Coast	2003 Yeppoon	

Previous Locations

Useful contacts and information

Taxi Council Queensland
PO Box 290, Stones Corner, Qld 4120
T: 07 3434 2100 F: 07 3349 4395
E: info@tcq.org.au W: www.tcq.org.au

Conference venue
The Ville Resort & Casino
Sir Leslie Thies Drive, Townsville
T: 07 4722 2217

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

Townsville has a tropical savannah climate and very unpredictable rain patterns from year to year. Although close to the tropics, Townsville gets less rain than other areas in the tropics. Winter is dominated by south-east winds and mostly fine weather. Townsville city sits on a coastline that runs east to west, which is different from other tropical towns on the coast that run north to south that get much more rain. Heavy downpours can occur at any time but are usually brief. The winter season mainly consists of warm days and cool nights.

Temperature	Sep
Mean maximum temperature (°C)	27.0
Mean minimum temperature (°C)	18.0

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Conference Program

*Please note, program is subject to change.

PROGRAM

Monday 5 September

8.00 AM – 5.00 PM	Social Day
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Tuesday 6 September

8.00 AM – 5.00 PM	Social Day
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Wednesday 7 September

9.00 AM – 5.00 PM	Registration
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9.30 AM – 10.00 PM	Morning tea in Industry Exhibition
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SPONSORED BY



10.00 AM – 12.00 PM	Master Class #1 - Importance of surveys & focus group Dr Campbell White, Galaxy Reserch
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12.00 PM – 1.30 PM	Lunch
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1.30 PM – 3.30 PM	Master Class #2 - Lobbying and Stakeholder Management John Mickel, Rowland
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6.00 PM – 8.00PM	Welcome drinks and canapés
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Thursday 8 September

9.00 AM – 10.00 AM	Registration
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9.30 AM - 10.15 AM	Soft Opening Steve Price, 4TO FM Townsville
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10.15 AM – 11.00 AM	Conference Opening Robbie Katter, Member for Mt Isa
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11.00 AM – 11.30 AM	Morning tea in Industry Exhibition
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SPONSORED BY



11.30 AM – 12.15 PM	Government Relations Alasdair Jeffrey, Rowland
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12.15 PM – 1.00 PM	Changes to Personalised Transport in Queensland Keith Boyer, Principal Consultant, Scriptus Consulting
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Conference Program

*Please note, program is subject to change

PROGRAM

1.00 PM – 2.30 PM	Lunch	SPONSORED BY	
2.30 PM – 3.15 PM	Social Media Stephen Thirgood, Curious Minds		
3.15 PM – 4.00 PM	Media and PR Lyall Mercer, Mercer PR		
4.00 PM – 5.00 PM	Happy hour in Industry Exhibition	SPONSORED BY	

Friday 9 September

9.30 AM – 10.15 AM	Economic Research & Analysis Mark Wallace, RPS Group		
10.15 AM – 11.00 AM	Taxi Safety Research: A situational analysis and analysis of crash and exposure data in Queensland Taxis Dr Darren Wishart, CARRS-Q		
11.00 AM – 11.30 AM	Morning tea in Industry Exhibition	SPONSORED BY	
11.30 AM – 12.15 PM	It's Oil Good. Re-refining waste oil at Northern Oil Darrell Corbett, Southern Oil Refining Pty Ltd		
12.15 PM – 1.00 PM	ATIA Update Blair Davies, CEO, Australian Taxi Industry Association (ATIA)		
1.00 PM – 2.30 PM	Lunch	SPONSORED BY	
2.30 PM – 3.15 PM	Finding New Opportunities in a Changing Regulatory Environment Keith Boyer, Principal Consultant, Scriptus Consulting		
3.15 PM – 4.00 PM	Facilitated Panel Session TCQ Board		
4.00 PM – 5.00 PM	Happy hour in Lobby Bar	SPONSORED BY	
7.00 PM – 11.00 PM	Gala Dinner	SPONSORED BY	

Saturday 10 September

8.00 AM – 5.00 PM	Social Day		
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Trade Exhibition Floorplan

#7. 13CABS

C Greg Hardeman
P 03 9277 3450
E greg.hardeman@13cab.com.au
W www.13cabs.com.au

#6. VerifEye Technologies

C Guy Bridson
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W www.verifeye.com.au

#5. Pacific Coast Call Centre

C Kadee Williams
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E admin@pacificcoastcallcentres.com.au
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#1. MTData

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#2. AVA- Group

C David Freeman
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W www.avagroup.net.au

#3. SmartMove

C Bill Cumpston
P 08 8238 0300
E bill.cumpston@smartmovetaxis.com
W www.smartmovetaxis.com

Trade Exhibitors



Australian-owned, MTData, are global leaders in smart taxi dispatch systems and booking technology. Their comprehensive range of solutions include; an integrated taximeter, taxi camera system, smartphone booking app, driver screens (MDT or Android App), driver performance platform, IVR system, web booker, and management dashboards and efficiency tools. MTData invites you to visit their booth to learn about their latest solutions and features.



AVA-Group continues its long lasting relationship with the Taxi Industry. Since purchasing Tieman, the Taxi Conversion business has undergone dynamic changes and produces a Quality Product at a Fair Price. Many clients are coming back to us now asking for the Heavy Duty finish, with all of today's finer trimmings. Conversions starting from \$13,695.00 through to \$19,000.00. It really does depend just what you want, and how long you want it to last.



SmartMove has been in the business of taxi dispatch and management for more than a decade and the system of choice for small country and major metropolitan networks. We use reliable satellite and cell phone technology to bring you a system that saves time and money and rapidly adapts to changing regulatory environments, built on a foundation of industry-leading software and customer support.



The world's market leader 'AUTOCAB' has an established international customer base which is growing every day. Autocab currently operates in over thirty countries across the World. Our fundamental aim is to provide a high quality, great value solution that enables and encourages taxi and the transportation industry to grow and expand in today's market. Through research and constant development we utilise innovative ideas from our customers and recent technology to ensure they have the best tools possible to grow. We focus on not only providing them with the "strongest ability to win accounts" and enhance their service to their customers but also the fastest and most efficient system available from any location. "Everything we do at is aimed at making our products the best in the world".



Pacific Coast Call Centre offers exceptional booking and dispatch facilities 24 hours a day 7 days a week to Taxi Networks throughout Australia. Pacific Coast Call Centres operates with state of the art Dispatch system known globally as AUTOCAB. To find out more come and see Kadee at booth 5.



VerifEye Technologies is a private company incorporated in Canada that was formed in 1997, VerifEye has had a presence in Australia since 1999 and a support office here in QLD since 2005. VerifEye is led by a highly focused team that has proven its ability to work effectively in adapting technology to meet customer needs with cost-effective tailored solutions. The TaxiCam platform and corporate strategies around support have been validated through the growth of the TaxiCam fleet with the largest taxi transportation fleets in both Canada, United States and also in all states and territories throughout Australia having fielded over 100 000 systems in 25 countries.



13CABS is the leading taxi booking service in Melbourne with over 3,000 cabs operating throughout Australia including Victoria, NSW, SA and the NT. Service options include: automated taxi cab bookings, door-to-door personal transport, First Choice Drivers, MAXI Taxis, Airport transfers, Mobile Point Pickup, parcel delivery, Silver Service, station wagons, TaxiTracker, transport solutions for businesses and wheelchair accessible taxis.



Welcome to Townsville North Queensland

Townsville North Queensland is a place to roam, explore and uncover an interesting, eclectic collection of destinations and attractions. It boasts reefs and islands, outback and wetlands, rivers and rainforest, history and heritage – all within a short drive of one of Australia's most bustling cities. Townsville North Queensland rewards your curiosity.

With a population approaching 240,000, Townsville North Queensland is a vibrant region. The commercial hub of the region is Townsville which has more than 700 dining outlets, unique retailing, 3,000 hotel rooms, spectacular and diverse events and entertainment and a wide range of attractions and tours. Outside of Townsville, Magnetic Island, Charters Towers, Palm Island, the Burdekin and Hinchinbrook comprise the Townsville North Queensland region.

I'd like to thank Taxi Council Queensland for choosing Townsville North Queensland as the destination for the 2016 conference and we hope you take the time to explore and make the most of our beautiful region.

Bridget Woods

Director Tourism & Events

Townsville Enterprise



Townsville North Queensland has a collection of destinations and attractions to spark everyone's curiosity.

Uncover a tropical paradise on Magnetic Island, see the Southern Hemisphere's largest single drop waterfall in Hinchinbrook or take a step back in time in Charters Towers. Discover some of Australia's best fishing spots in the Burdekin or simply stroll along The Strand to admire the views across to the Great Barrier Reef Marine Park.



Discover more at townsvillenorthqueensland.com.au

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Master of Ceremonies



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.

Masterclass Speakers



Dr Campbell White, Galaxy Research

Dr Campbell White is one of Australia's leading polling experts and has more than twenty years' experience in designing and implementing research projects for industry bodies and organisations ranging from small businesses to large corporations. His career has seen the evolution of market research through the internet age to become more accessible to smaller, member based organisations through lower-cost options and

he has a passionate interest in change in the industry. Recently he designed and reported on a program of research for Taxi Council Queensland including public attitudes to the taxi industry and to issues facing the industry including illegal taxis. Campbell is a graduate of the University of Queensland and has published many research articles in Australia and overseas. He has been a Research Director at Galaxy Research since May 2016.



The Hon. John Mickel, Strategic Advisor, Rowland

John Mickel is a former Speaker of the Legislative Assembly and Minister for multiple portfolios under ALP Governments in Queensland. Prior to being elected, John worked as a senior policy advisor to the Goss Government and to then-Opposition Leader Peter Beattie. At the 1998 state election, he became the Member for Logan, winning the seat vacated by former Premier Wayne Goss on his retirement from parliament. During his time in Parliament, John was Minister in a series of high profile portfolios, including the Aboriginal and Torres Strait Islanders Policy portfolio and, more recently, as Minister for Transport, Trade, Employment and Industrial Relations.

In 2009, after the re-election of the Bligh Labor Government, he was elected Speaker of the Legislative Assembly and won bipartisan respect for his authority

in running the Assembly. In January 2013, John was appointed by the then-Treasurer and

Minister for Trade, the Hon Tim Nicholls MP, to review the role of Trade and Investment Queensland. Upon completion, the report's recommendations were strongly supported by government. The review led to the establishment of Trade and Investment Queensland as a statutory body. John was appointed to the Queensland Rail Board in September 2013 and has maintained an active role in the organisation's strategic direction. He is an Adjunct Professor with the Faculty of Law at the Queensland University of Technology, where he is also a lecturer in political science. John is a regular political commentator on radio and television.

Conference Speakers



Steve Price, 4TO FM

Steve Price, 'Pricey' as he is affectionately known, is the host of the 4TO breakfast show and has been the king of Townsville radio for the last 30 years. The audience love him like he's a member of their extended family. He was voted

one of the Top 10 Townsville icons. He started in radio at 3DB back in the 70s and has the same level of passion and enthusiasm for the industry now as he did when he first started.



Robbie Katter, Member for Mount Isa

Member for Mount Isa, Robbie Katter, was born and raised in North Queensland and has a strong passion and empathy for rural and regional communities. Robbie studied at the Queensland University of Technology, completing a Bachelor of Applied Science (Property Economics). After graduating, Robbie worked in the mines, property valuation and owned his own business. His career in politics started when he was elected to serve as Councillor to Mount Isa City Council in 2008. In 2012, Robbie became the state member for Mount Isa and state leader of Katter's Australian Party (KAP). In 2015, at the most recent state election, he was successful in

retaining his Mount Isa seat. KAP are strong advocates for small business owners and oppose foreign ownership of our assets. Robbie introduced the Transport Legislation (Taxi Services) Amendment Bill 2015, which proposes to increase penalties for those operating a taxi service without a licence. Robbie is a strong believer that we should all be standing up to say small business has a place in Australia. That we are not going to be dictated to by multinationals who come in with their large media campaigns and gimmicks. The KAP's stance against Uber is one of the regional party's many focuses against excessive market power.



Alasdair Jeffrey, Executive Director, Rowland

With more than 20 years' communication experience in Australia and internationally, Alasdair has managed corporate and investor communication programs for a broad range of organisations in diverse markets. Alasdair Jeffrey is a shareholder and Executive Director at Rowland, leading the corporate and public affairs practice. Alasdair is an expert in the field of strategic corporate communication,

and media and reputation management. He specialises in strategic issues management advice with an emphasis on listed companies and financial transactions. His knowledge of capital markets has allowed Alasdair to work on some of the most significant issues and transactions in Australia and internationally.



Keith Boyer, MBA, AFAIM, Principal Consultant, Scriptus Consulting

Keith has 20 years experience across roles in public transport with the Queensland government, and delivering government contracted employment programs in the non profit sector. His senior roles with the Queensland government have focused on passenger transport, the delivery of regulatory and contractual

reform, and the design and delivery of strategic policy initiatives with attention to digital transformation and disruption. Keith is now the principal Consultant for Scriptus Consulting, working with businesses to build strategy, improve performance and to get the most out of interactions with government.

Conference Speakers



Stephen Thirgood, Managing Partner, Curious Minds

Stephen Thirgood is the Managing Partner of Curious Minds. Curious Minds works with a range of clients in complex reputation management environments. Curious Minds adopts a community first engagement approach based on mass activation, truth & evidence sharing. Curious Minds currently works with stakeholders in the transport, mining, gambling & community services sectors. As a social media & tech focused company Curious Minds is in the business

of building media solutions, they are the founders of www.bandviews.com and partner various fundraising NGO's using social media & technology to facilitate change across a range of areas. Historically Stephen has been the GM & Partner of twice awarded SEA agency of the year Vocanic (Social Media 2012, 2013) and party to the successful sale of the business to WPP the worlds largest Media company.



Lyall Mercer, Managing Director, Mercer PR

Lyall Mercer is Managing Director of Mercer PR, a corporate public and media relations consultancy with clients across the business, political, non-profit and legal fields. A former journalist, Lyall specialises in

media strategy, issues and reputation management and crisis communications. Based in Brisbane but operating nationally, Mercer PR has dealt with clients and media on every continent.



Mark Wallace, Regional Technical Director - Economics, RPS Australia Asia Pacific

Mark Wallace is the Regional Technical Director and head of the Economics service line for RPS in Australia Asia Pacific. He is a leading economist, strategic advisory and commentator with over a decade of applied experience in private, public and not-for-profit sectors. His experience covers all Australian States, where he has worked with clients in regional economic

development, health, property, infrastructure and policy sectors to deliver tangible, positive outcomes for client. Mark was the principal author of the Queensland Taxi Council's submission and supporting research to the Varghese Review and has a comprehensive and detailed understanding of the opportunities and challenges facing the Queensland taxi industry into the future.



Dr Darren Wishart, CARRS-Q

Dr Darren Wishart is a senior research Fellow with the Centre for Accident Research and Road Safety Queensland (CARRS-Q) at Queensland University of Technology (QUT). In this role he is involved in a variety of research and consultancies in areas such as motorcycle safety, work related road safety, international road safety and community capacity building. He is the current Queensland Chapter Chair of the Australasian Fleet Management Association, a position he has held for the last decade. He was Chair

of the 2012 & 2014 Occupational Safety in Transport Conference (OSIT) Organising Committee which was a unique conference that brought together industry and academic researchers to improve safety within a variety of occupational transport safety domains. Internationally, over the last 5 years as part of the Australian Federal Government's Indonesia Transport Safety Assistance Package he has delivered a series of road safety workshops and developed a safety management system for public transport bus fleets.



Conference Speakers



Darrell Corbett, JJ Richards / Southern Oil

Darrell is the Strategic Development Manager for JJ Richards & Sons, Australia's largest privately owned waste management organisation. With over 27 years Environmental Service industry experience, Darrell has worked in senior roles for major waste management companies locally, nationally and internationally. He has been involved in the introduction of significant advances in the waste management industry

throughout his career. After returning from the UK in 2011, Darrell joined JJ Richards and Sons as Strategic Development Manager. His current role is to provide Strategic Direction for the development and growth of JJ Richards nationally. Darrell is also currently working with JJ Richards JV partner - Southern Oil to promote and develop re refining of used oil throughout Australia.



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

Blair Davies is the CEO of the Australian Taxi Industry Association (ATIA) – the national peak industry 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 private sector, for-hire ground transportation providers in North America. Blair originally joined the taxi industry in 2002 as CEO

of the state based trade association, the Taxi Council of Queensland (TCQ). He has been a member of the TCQ board (2002-2011) and the ATIA board (2003-2011). He is currently a member of the TLPA board and the TLPA's Executive Committee (since 2006), a graduate member of the Australian Institute of Company Directors (AICD), and a member of the federal government's National Accessible Public Transport Advisory Committee (NAPTAC).

Gala Dinner Speaker



Jenny Hill, Mayor of Townsville

Jenny Hill was born and educated in Melbourne, Victoria and graduated from La Trobe University with a Bachelor of Science in 1981, before moving to Townsville in 1982. Jenny also completed a Masters in Public Health and Tropical Medicine at James Cook University. Previously her employment included mining laboratories, DPI, James Cook University and the Pathology Department of the Townsville Hospital. In 1986 she joined the Army Reserve first serving in the Royal Corps of Australian Electrical and Mechanical

Engineers and then becoming one of the first women in Australia to complete full infantry training. Jenny was first elected to the former Townsville City Council in 1997 and was re-elected in 2004 during which time she became Deputy Mayor. She was again re-elected in 2008, serving as a councillor under former Mayor Les Tyrell and in the 2012 election was elected as the first female Mayor of the City of Townsville. Jenny was re-elected as Mayor of the City of Townsville in the 2016 election.

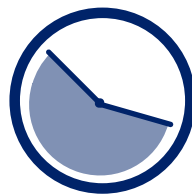
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