



# 2018

## TCQ Queensland Taxi Conference

OAKS OASIS RESORT & HOTEL CALOUNDRA  
10 SEPTEMBER - 13 SEPTEMBER 2018





# Welcome to the 2018 TCQ Queensland Taxi Conference

Dear colleagues,

On behalf of Taxi Council Queensland (TCQ), I am excited to welcome you to the 2018 TCQ Queensland Taxi Conference at the Oaks Oasis Resort and Hotel, Caloundra from Monday 10 September - Thursday 13 September 2018.

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

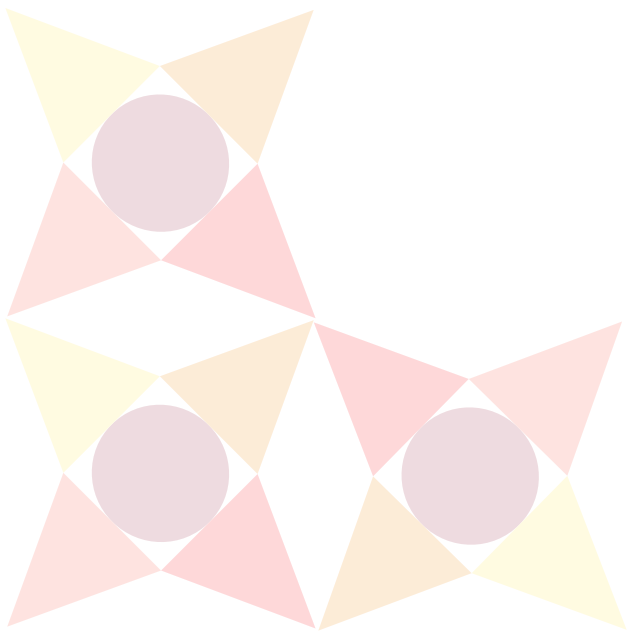
This year is shaping up to be bigger and better in every aspect!

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

I look forward to celebrating the 2018 TCQ Queensland Taxi Conference with you.

Yours sincerely,

Max McBride  
President  
Taxi Council Queensland

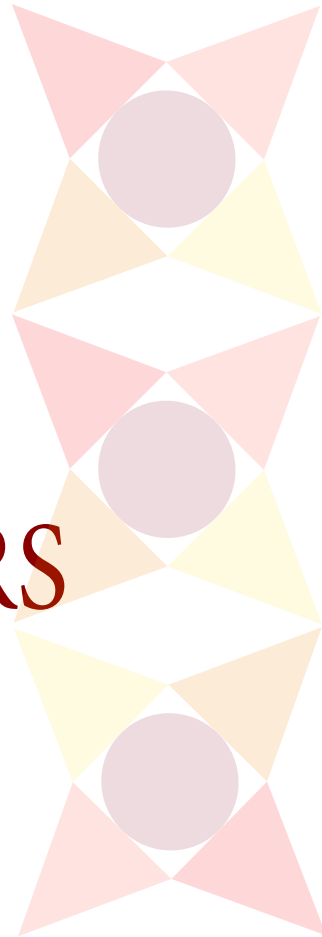


# Table of Contents

President’s Welcome.....	1
Conference Sponsors.....	3
Previous Locations.....	4
Useful Contacts and Information.....	5
Conference Program.....	6
Trade Exhibition Floor Plan.....	9
Trade Exhibitors.....	10
Speakers Profile.....	12

# Thank you

## TO OUR SPONSORS



**CABCHARGE**





## Previous Locations

1965 Brisbane	1978 Gold Coast	1991 Yeppoon	2004 Hamilton Island	2017 Mackay
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	2016 Townsville	

**OVER THE PAST 17 YEARS, TIAIB HAS GROWN THROUGHOUT AUSTRALIA.**



**IT ALL ADDS UP TO THE TIAIB DIFFERENCE.**

**CALL OUR TEAM TODAY TO DISCUSS WHAT WE CAN ADD TO YOUR BUSINESS.**

Throughout Australia, **TAXI OPERATORS** rely on TIAIB to protect their assets while they're on the road.

Our clients benefit from **EXPERIENCED STAFF, CHOICE OF COVERAGE, VARIABLE EXCESSES, AGREED VALUE FOR BASIS OF SETTLEMENT, CHOICE OF REPAIRERS**, and our unique approach to covering taxis through the TIAIB Discretionary Trust.

**p: 1800 333 041 e: [taxis@jlta.com.au](mailto:taxis@jlta.com.au) w: [www.tiaib.com.au](http://www.tiaib.com.au)**



## Useful contacts and information

### Taxi Council Queensland

PO Box 290, Stones Corner, Qld 4120

T: 07 3434 2100 F: 07 3349 4395

E: [admin@tcq.org.au](mailto:admin@tcq.org.au) W: [www.tcq.org.au](http://www.tcq.org.au)

### Conference venue

Oaks Oasis Resort and Hotel Caloundra

2 Landsborough Parade, Caloundra, QLD 4551

T: 07 5491 0333

### Internet

WIFI Password: taxiconf

Available 8:00am - 6:00pm

### 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

September is a beautiful month on the Sunshine Coast with day-time temperatures reaching mid twenties. Nights are cooler with breezes coming off the coast.

\*data as of June 2018

## Conference Venue

### Oaks Oasis Resort and Hotel, Caloundra

A: 2 Landsborough Parade Caloundra QLD 4551

T: (07) 5491 0333



# Conference PROGRAM

\*Please note, program is subject to change.

## PROGRAM

### Monday 10 September

2.00 PM – 5.00 PM Registration

5.00 PM - 6.30 PM Welcome drinks & Canapés

Sponsored By



### Tuesday 11 September

8.30 AM – 5.00 PM Registration

9.00 AM – 9.20 AM Opening  
Tim Dwyer, Deputy Mayor of the Sunshine Coast

9.20 AM - 10.00 AM The future of the electric, autonomous and connected vehicle in Australia  
Sebastien Glaser, Research Professor, CARRS-Q

10.00 AM - 10.30 AM Climate change risks and opportunities for the Queensland economy  
Elizabeth Rose, Director (Climate Change and Sustainability Services), Ernst & Young

10.30 AM - 11.00 AM Morning Tea

Sponsored By



11.00 AM - 11.45 AM Personalised transport reform stage 3 and regulator update  
Suzanne Rose, Executive Director (Service Policy), Department of Transport and Main Roads

11.45 AM - 12.30 PM TCQ's PR - A new team and new strategic direction  
Cassie Dellit, Senior Account Manager, Red Agency

12.30 PM - 2.00 PM Lunch

Sponsored By



2.00 PM - 2.50 PM Trade exhibitor presentations

2.50 PM - 3.30 PM QLD Tourism Growth - The impact that it has on the Taxi industry  
Daniel Gschwind, CEO, Queensland Tourism Industry Council

3.30 PM - 4.00 PM Taxi Driving Safety Research and Future Directions  
Darren Wishart, Principal Professional Leader, ARRB

5.00 PM - 6.30 PM Happy Hour

Sponsored By



# Conference PROGRAM

\*Please note, program is subject to change

## PROGRAM

### Wednesday 12 September

8.30 AM – 5.00 PM	Registration	
9.00 AM – 9.45 AM	Insurance: CTP and more Neil Singleton, Insurance Commissioner, Insurance Commission, Queensland Treasury	
9.45 AM - 10.30 AM	Taxi Bailment Agreements - Traps and pitfalls for the unwary Ella Furlong, Lawyer, Ellem Warren Lawyers	
10.30 AM - 11.00 AM	Morning Tea	
11.00 AM - 11.45 AM	Katter Legal Action: Qld taxi licence owners vs State Government John Maitland, Principal, Maitland Lawyers	
11.45 AM - 12.30 PM	Maurice Blackburn Class Action: Australian taxi licence owners vs Uber Elizabeth O'Shea, Senior Associate, Maurice Blackburn Lawyers	
12.30 PM - 2.00 PM	Lunch	Sponsored By 
2.00 PM - 2.45 PM	The impacts of social media on your business Stephen Thirgood, Managing Director, Curious Minds	
2.45 PM - 3.30 PM	Ask the Presidents - Panel Session Max McBride, President, Taxi Council Queensland Bill Parker, Senior Vice-President, Taxi Council Queensland Noel Spain, Junior Vice-President, Taxi Council Queensland	
3.30 PM - 3.35 PM	Conclusion	
4.00 PM - 5.00 PM	TCQ Annual General Meeting (Open to all TCQ members)	
7.00 PM - 11.00 PM	Gala Dinner	Sponsored By 

### Thursday 12 September

10.00 AM – 16.00 PM	Joint Outing	
---------------------	--------------	--





# AUSTRALIA'S LARGEST BUS AND TAXI ADVERTISING COMPANY



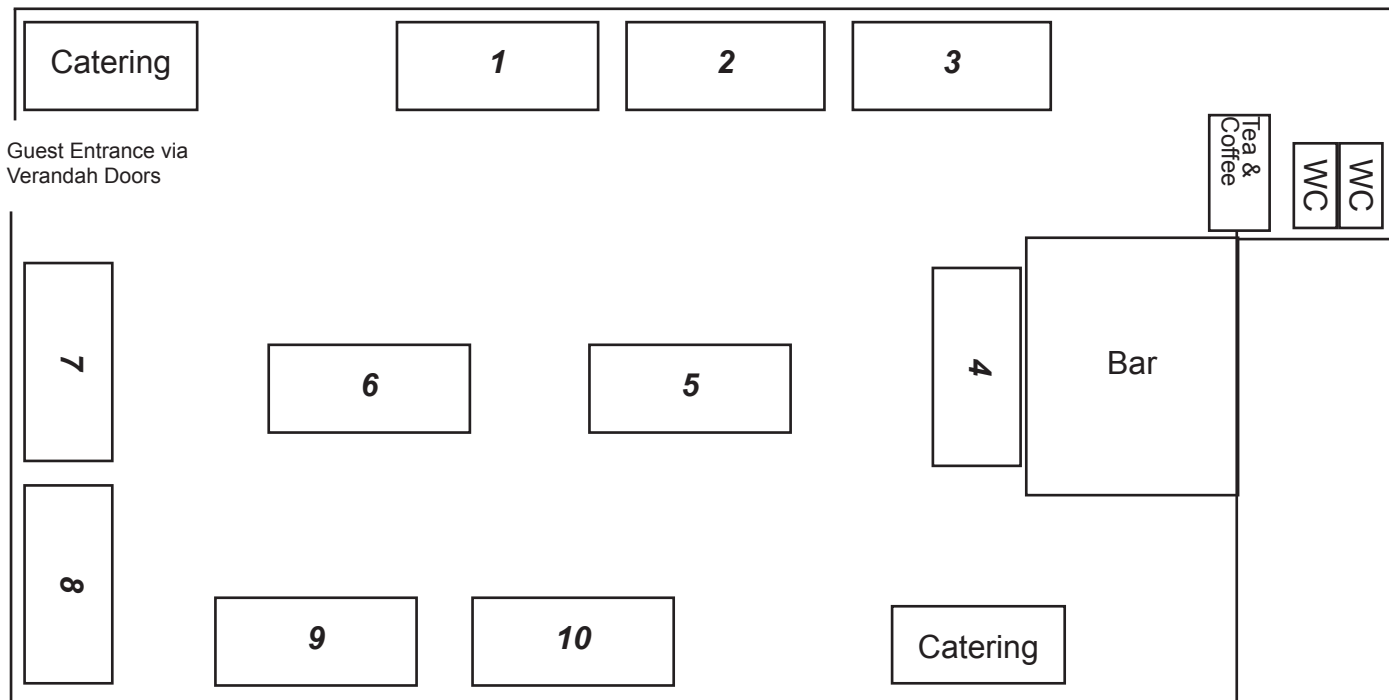
**Generating Great Revenue Results  
for Metro & Regional Qld Taxi Fleets**

## CONTACT

Vaughan Jones – General Manager

● 0412 855 929 ● [vaughan.jones@gotransit.com.au](mailto:vaughan.jones@gotransit.com.au)

# Trade Exhibition FLOORPLAN



**#1.MTI Dispatch**

C Peter Beatty  
P +61 417 647 180  
E [pbeatty@mtidispach.com](mailto:pbeatty@mtidispach.com)  
W [www.mtidispach.com](http://www.mtidispach.com)

**#2. Bridgestone**

C Roger Saliba  
P 0428 554 140  
E [rsaliba@bridgestone.com.au](mailto:rsaliba@bridgestone.com.au)  
W [www.bridgestonetyres.com.au](http://www.bridgestonetyres.com.au)

**#3. SmartMove**

C Bill Cumpston  
P 08 8238 3075  
E [sales@smartmovetaxis.com](mailto:sales@smartmovetaxis.com)  
W [www.smartmovetaxis.com](http://www.smartmovetaxis.com)

**#4. Autocab UK**

C Paul Hughes  
P 02 6653 3888  
E [paul@autocab.com.au](mailto:paul@autocab.com.au)  
W [www.autocab.com.au](http://www.autocab.com.au)

**#5. 13 Cabs**

C Chris Culph  
P 03 9277 3723  
E [chris.culph@13cabs.com.au](mailto:chris.culph@13cabs.com.au)  
W [www.13cabs.com.au](http://www.13cabs.com.au)

**#6. AVA Group**

C David Freeman  
P 0417 032 663  
E [davidf@avagroup.net.au](mailto:davidf@avagroup.net.au)  
W [www.vehicleaccesssolutions.com.au](http://www.vehicleaccesssolutions.com.au)

**#7. Cabcharge**

C Joanna Stahl  
P 02 9332 9222  
E [merchants@cabcharge.com.au](mailto:merchants@cabcharge.com.au)  
W [www.cabcharge.com.au](http://www.cabcharge.com.au)

**#8. Cabcall**

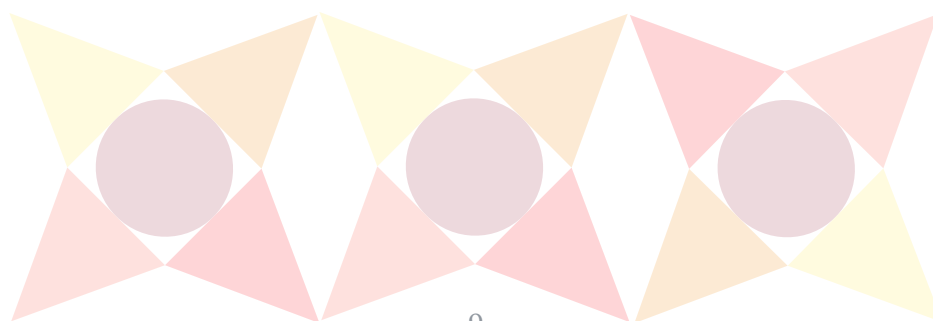
C Graeme Bond  
P 1300 222 225  
E [enquiries@cabcall.com.au](mailto:enquiries@cabcall.com.au)  
W [www.cabcall.com.au](http://www.cabcall.com.au)

**#9. Streamax**

C Brad Warr  
P 1300 822 986  
E [info@streamaxaustralia.com.au](mailto:info@streamaxaustralia.com.au)  
W [www.streamaxaustralia.com.au](http://www.streamaxaustralia.com.au)

**#10. Taxi Comms**

C Guy Bridson  
P 07 3262 8722  
E [gbridson@taxicomms.com.au](mailto:gbridson@taxicomms.com.au)  
W [www.taxicomms.com.au](http://www.taxicomms.com.au)



# 2018 Trade EXHIBITORS



#1. MTI Dispatch

MTI partners 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 transport industry experience, our highly trained and experienced teams have a passion for continually improving and customising MTI's advanced dispatch system to meet the requirements of our customer's globally.



#2. Bridgestone

The Bridgestone brand has a global reputation as the tyre industry market leader, renowned for producing quality products and being at the forefront of technology, innovation and continuous improvement.

Bridgestone Australia Ltd. Group (BSAL) maintains this reputation with a long-held tradition of excellence supported by a commitment to offering the highest quality products and services.



#3. SmartMove

SmartMove is the dispatch and management system of choice for both regional and metropolitan taxi networks. Locally developed and built on a foundation of industry-leading software and customer support, we bring you a system that saves time, money and is flexible enough to adapt to rapidly changing Australian regulatory environments. Just ask our current customers.



#4. Autocab UK

Autocab has grown to become the largest supplier of Booking & Dispatch systems in the world today. Autocab delivers a lightning-fast Booking & Dispatch service with a market leading technology platform.

Our bespoke cloud-based SaaS solutions boast over 25 years of taxi-company-inspired features built into our system ensuring it is the best Booking & Dispatch system on the market helping to power over 1500 companies worldwide. Headquartered in Manchester, with offices in over 10 country's our customers are located across the globe – proudly servicing the Australian taxi industry 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.



#5. 13 Cabs

As Australia's leading personal transport service, 13cabs is committed to helping Queensland taxi businesses expand and streamline their operations and offer customers better ways to book, track and pay for rides. Partner with 13cabs and your business will benefit from: a 24/7 contact centre, access to our apps (for Passengers and Drivers), a fully-maintained job dispatch system, GPS vehicle tracking technology, ongoing tech support and more. To find out more about how 13cabs can help your business contact Chris on 0401 679 780.



# 2018 Trade EXHIBITORS



**Vehicle Access**  
SOLUTIONS

#6. AVA Group

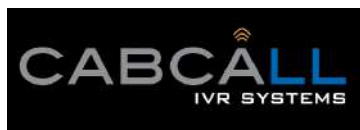
Vehicle Access Solutions, Convert Wheelchair Accessible Vehicles for the Taxi Industry & Aged Care Industries Nationally. We are the most experienced provider of Quality Conversions across the Country in either Single or Dual Wheelchair Floorplans. Come and see us on our Stand at the Conference as we have many NEW things available to the industry. Pricing starts from \$13,695.00 depending on your specification.

## CABCHARGE

#7. Cabcharge Australia Limited

Cabcharge is the leading provider of payment systems for taxis. Working right across the taxi industry at all levels, Cabcharge is proud to be a sponsor of the Queensland Taxi Conference.

At this year's conference, you will be able to view Cabcharge's new look and trial our new Digital Pass which allows customers to use their smartphones for better travel experiences. This innovative technology is all about making it easier for more people to use cabs more often.



#8. Cabcall

Cabcall is a software company for the taxi industry which has been going since 1995.

We have sites in Australia, New Zealand, UK, Ireland, Finland, US and Canada

Some of our products include:

Cabcall IVR - Automated Phone Booking Solution; eCabcall - Internet Booking Solution; 1Cabcall - Kiosk Booking Solution; ROA - Ring / Call on approach; MOA - Message on approach; Cabtxt - Automated SMS booking solution; Checkback - Enquiry on holding work, time bookings, no jobs, meter flashes and wide pickups; Importer - Import bookings, cancellations and update bookings; Admin portal - A web portal to monitor all imported bookings; CRM - Customer relationship management; CRS - Cabs reporting solution.

## Streamax Australia

#9. Streamax Australia

Streamax Australia has been a market leader in the Mobile Digital Video Recording (MDVR) industry in Australia for many years. From independent operators to fleet managers, Streamax Australia can provide equipment ranging from MDVRs, cameras all the way to complete driver fatigue systems plus the support to go along with it.



#10. Taxicomms

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 sources electronic equipment from original equipment manufacturers (OEM) and resells this equipment to its customers. Taxicomms facilitates repair actions on faulty equipment utilizing its repair workshop and/or administering returns to the OEMs. This system ensures maximum availability of the taxis for its customers.

# Speaker PROFILES



Cassie Dellit, Senior Account Manager, Red Agency

Cassie is a dedicated and award-winning PR expert specialising in integrated strategy, consumer, lifestyle and business PR and communications. During her time in the industry Cassie's experience has spanned a range of markets including property, travel, development, consumer, government, hospitality and infrastructure. She has worked with nationally and globally recognisable brands, all with a focus to develop a local media footprint, establish awareness and build consumer trust. Cassie currently manages Taxi Council of Queensland's PR activity and also works with Australian Skin Clinics, Beko, Caravanning Queensland and Discount Drug Stores. She has previously worked with Ray White Commercial, Sirromet Wines, Flight Centre, Shine Lawyers, Daydream Island and Indooroopilly Shopping Centre.



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. In 2018 Curious Minds is running national campaigns on Homelessness, Mental Health & Children's Rights using social media, data collection and stakeholder activation as the basis of success.



Elizabeth Rose, Director (Climate Change and Sustainability Services), Ernst & Young

Elizabeth leads EY's Climate Change and Sustainability practice in Queensland, and specialises in providing advice to Queensland's leading corporates and government entities in relation to sustainability strategy, reporting, compliance and certification. She works with clients across a range of sectors including mining, oil and gas, energy, manufacturing, finance, real estate and agriculture. Elizabeth is currently working with the Queensland government to understand the risks and opportunities for the Queensland economy in transitioning to net zero emissions by 2050, and to map out policy gaps and barriers for key sectors of the economy, including transport.



John Maitland, Principal, John Maitland Lawyers

John Maitland's background is aviation where he was involved in small business in a hostile industry before he went to University as a mature age student and obtained a law degree with honours. For the past twenty years John has practised law. Mainly practising in the fields of administrative, civil and criminal jurisdictions together with some constitutional matters in which John appeared in the High Court in Canberra. John was requested by Mr Bob Katter to look into the plight of the licenced taxi operators in QLD to see if he could help. The induction of Uber has caused great harm to the regulated Taxi industry in QLD and is morally wrong. John's task was to see whether the State of QLD could be found to be legally wrong. After much research and with the help of some very experienced colleagues, John believes that a legal claim by the licenced taxi operators for compensation can be successfully brought against the State of QLD.

# Speaker PROFILES

---



Daniel Gschwind, CEO, Queensland Tourism Industry Council

Daniel Gschwind is the CEO for QTIC – Queensland's peak tourism industry body with more than 3000 regional members. Daniel represents QTIC on various committees and advisory boards including the Tourism Research Advisory Board, University of Queensland Industry Advisory Board, the Griffith Institute for Tourism Advisory Board, the Bond University Regional Advisory Board, the GBRMPA Tourism Reef Advisory Committee (TRAC) and the Reef and Rainforest Research Centre (RRRC). He is a member of Jobs Queensland and is the deputy chair of the Australian Tourism Industry Council (ATIC) and is chair of Australian Tourism Awards. Daniel holds an honours degree in economics from the University of Queensland and has worked as a senior economist with Queensland Treasury. He is a Vice Patron of Surf Life Saving Queensland, and an Ambassador for the Queensland Museum Foundation, the Queensland Plan, and the World Tourism Forum. Daniel is also on the Inspiring Australia – Queensland program reference group.

---



Sebastien Glaser, Research Professor, CARRS-Q

Sebastien Glaser is Professor in Intelligent Transportation System at CARRS-Q, where he focuses on a safe and sustainable development/ deployment of Automated Driving System in interaction with others road users. He has obtained his PhD in Automatic and Control in 2004 and worked as a researcher in the development of Connected and Automated Vehicles (CAV). He was involved in several European Union initiatives and in the French National Research Agency (ANR) initiative on AV development, test and evaluation. He also led the technological roadmap task force in France for the AV. Since 2009, he has worked across academic and industrial sectors and held senior researcher positions. He led the French ABV project, gathering 8 academic and industrial partners, to develop a CAV solution at low speed. He has been the deputy director and director of LIVIC from 2012-2015 and project leader of VEDECOM between 2015-2017, developing the Autonomous Vehicle prototypes.

---



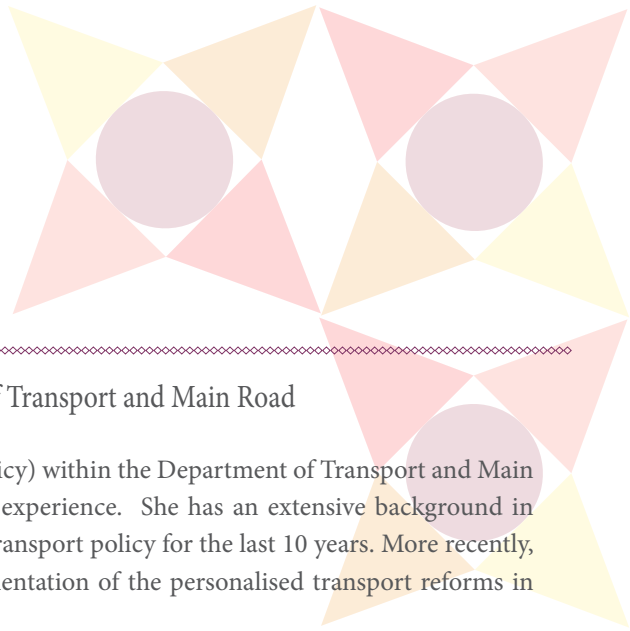
Darren Wishart, Principal Professional Leader, ARRB

Dr Darren Wishart is a Principal Professional Leader in Transport Safety with Australian Road Research Board (ARRB) working primarily in improving work related road safety and motorcycle safety. He has over 15 years' experience in road safety research and has a particular focus on transferring research knowledge into practical industry application. Dr Wishart is a registered psychologist and is an accomplished public speaker and workshop facilitator delivering numerous seminars, workshops and public speaking engagements on work related road safety and motorcycle safety both nationally and internationally. Dr Wishart is responsible for the development and delivery of the highly successful work and organisational driving safety behaviour and attitude change program. He has also worked extensively in Indonesia delivering local solutions and developing a public transport Safety Management System.

---



# Speaker PROFILES



Suzanne Rose, Executive Director, Department of Transport and Main Road

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



Ella Furlong, Lawyer, Ellem Warren Lawyers

Ella is a Lawyer at Ellem Warren Lawyers, experienced in a wide range of commercial transactions. Ella's areas of practice include commercial litigation and dispute resolution, insolvency, employment and workplace relations, business advisory and corporate restructuring, and intellectual property advisory. Ella holds a Bachelor of Laws (Hons) and International Relations from Bond University and has previously worked in the public international law sector, including at the International Criminal Tribunal for the Former Yugoslavia (located in the Hague, Netherlands) and on an ARC Discovery Project relevant to crimes against humanity in the Asia Pacific. Ella is passionate about building strong client relationships, approaching problems with a positive, solutions-oriented outlook, and assisting clients to adopt a prevention-based approach now, focusing on risk mitigation, compliance and preparedness, to avoid cumbersome and complex disputes later.



Elizabeth O'Shea, Senior Associate, Maurice Blackburn

Elizabeth O'Shea is a Senior Associate in Maurice Blackburn's class actions practice in Melbourne. Lizzie has been a lawyer for a decade and has local and international experience in a wide array of court jurisdictions. Lizzie recently completed her Masters in Law at Columbia University in New York, receiving a scholarship to focus on human rights and corporate accountability. Her international experiences have cemented Lizzie's passion for righting injustices and ensuring corporations are held to account for breaches of the law.



Neil Singleton, Insurance Commissioner, Insurance Commission, Queensland Treasury

Neil Singleton has over 30 years extensive insurance experience across a broad range of management and executive positions in insurance, corporate and regulatory roles, including personal injury and long-tail insurance and Scheme management. Neil has been the Insurance Commissioner with the Motor Accident Insurance Commission for the past seven years.

# 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.

For more information  
Visit the Cabcharge booth  
or our website  
[merchants-cabcharge.com.au](http://merchants-cabcharge.com.au)



CABCHARGE