

DISABILITY DISCRIMINATION ACT REFERENCE GROUP MEETING: DATE: THURSDAY 15 SEPTEMBER 2011

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
<p><b>Community Group Representatives Present:</b> Stella Haralampou, John Mayo, Brendan Horne, Geoff Trappett, Francis Vicary, Nagadeva Higgins.</p> <p><b>Industry Representatives Present:</b> Marty Ord, John Tighe, Bill Parker.</p> <p><b>Minister’s Office Present:</b> Jacqueline Argent, Senior Advisor to the Minister.</p> <p><b>TMR Representatives Present:</b> Rose Kent (Chair), Janine Girvan, Amanda Gibbons, Kelly Amour, Greg Smith, Dionne Harman, Megan Fellowes.</p> <p><b>Apologies:</b> Blair Davies</p>		
1	Welcome and apologies	<p>Rose Kent opened the meeting at 2.10pm and welcomed members. Rose welcomed Dionne Harman and Megan Fellowes from the Taxis, Standards and Regulation Branch to the meeting to discuss Training for Wheelchair Accessible Taxi drivers. All present at the meeting introduced themselves. Rose advised the group that the Minister hoped to attend at some time during the course of the meeting. Rose noted the apologies for the meeting.</p>
2	Confirmation of minutes from previous meeting and action review	<p>Rose Kent advised the reference group that Blair Davies had some additional amendments to the minutes which were included in the meeting papers. Brendan Horne requested a change to the June 2011 minutes under Agenda Item 4 – Presentations - Carer’s Queensland. Members agreed with the changes and agreed that the amended minutes were a true and accurate record.</p> <p><b>ACTION: Amanda Gibbons to send amended minutes to reference group members.</b></p> <p><b><u>Actions from 2 June 2011</u></b></p> <p><u>Action 1</u> - Amanda Gibbons to amend minutes to reflect Blair Davies amendments and redistribute to reference group members. <b>ACTION COMPLETE</b></p> <p><u>Action 2</u> – John Mayo was unable to present the survey at today’s meeting. John hopes to present to members at the December 2011 meeting. <b>ONGOING</b></p> <p><u>Action 3</u> – Rose advised the revised brief is currently with the Deputy Director-General before progressing to the Minister for noting and will be discussed under agenda item 3. <b>ONGOING</b></p> <p><u>Action 4</u> – Minister Anastacia Palaszczuk and Minister Pitt were invited to attend the September 2011 meeting. Rose advised that Minister Pitt MP was unable to attend the meeting today due to a prior meeting in his electorate. <b>ACTION</b></p>

DISABILITY DISCRIMINATION ACT REFERENCE GROUP MEETING: DATE: THURSDAY 15 SEPTEMBER 2011

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
		<p><b>COMPLETE</b></p> <p><u>Action 5</u> – Meeting to be held in the Graham Hartley Boardroom, Floor 13, Capital Hill Building. <b>ACTION COMPLETE</b></p> <p><u>Action 6</u> – Rose Kent emailed reference group members on 3 June 2011 advising a lift fee should not be charged to interstate passengers. A letter has been developed to send to Taxi Subsidy Scheme members when they are issued with interstate vouchers. <b>ACTION COMPLETE</b></p> <p><u>Action 7</u> – John Tighe advised that he investigated the wheelchair accessible taxi response times between 2:30 pm – 4:30 pm. John advised that in June, July, August and September the average dispatch time was between 7 minutes to 1 minute from booking time. John advised that this is when the driver has accepted the job. The other data John investigated was the time from when the driver accepts the job to when the driver starts the meter. Response times were between 4 and 15 minutes with an average response time of 11 minutes.</p> <p>Francis Vicary commented that if it was always 15 minutes she wouldn't be raising the issue. Brendon Horne asked if prior bookings were also included. John Tighe confirmed that prior bookings are recorded in the data. Francis Vicary commented that she didn't realise that it was only Black and White data. Marty Ord asked if John Tighe checked on the number of jobs booked at that time but John had not. Bill Parker advised Francis Vicary that she can contact Marty Ord at any time to find out this information. Bill Parker advised that they put a lot of pressure on their taxi operators to fulfil their minimum service level requirements and Bill can assure Francis that Yellow Cabs is meeting these requirements.</p> <p><b>ACTION COMPLETE</b></p>
3	Single Wheelchair Accessible Taxis	<p><b>Single Wheelchair Accessible Taxis</b></p> <p>Due to the Minister not being able to attend the meeting today, it was decided by the reference group that no further discussion was required until the Minister had reviewed the brief and was present at the meeting. This issue may be put on the agenda for the next meeting.</p> <p><b>ACTION: Amanda Gibbons to add Single Wheelchair Accessible Taxis to next meeting agenda.</b></p>
4	Training for Wheelchair Accessible	<p><b>Implementation of wheelchair accessible taxi driver training requirements</b></p> <p>Dionne Harman provided some background on the implementation of taxi driver training in Queensland to date with a</p>

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
	Taxi Drivers	<p>view to posing some questions to the group to gain feedback about how wheelchair accessible taxi driver training should be implemented.</p> <p>Specifically, Dionne advised the group that:-</p> <ul style="list-style-type: none"> <li>- In April 2010, all Ministers' responsible for transport across Australia endorsed a minimum national taxi driver training framework and agreed that all jurisdictions would implement the training component for all metropolitan taxi drivers.</li> <li>- The training component of the framework consists of 8 nationally endorsed competency units, which are also referred to as the 'Taxi Driver Skill Set'.</li> <li>- In January 2011, the department implemented the requirement that all new taxi driver applicants intending to drive in the 10 major contracted taxi service areas are required to undertake 7 of the 8 nationally accredited taxi driver training competency units.</li> <li>- In 'other areas' (those areas outside of the 10 major contracted taxi service areas) training arrangements have not changed and potential taxi drivers in those areas continue to undertake the departmentally approved training program.</li> <li>- The eighth nationally endorsed competency unit, 'Provide Wheelchair Accessible Taxi Services for Passengers with Disabilities' is still required to be implemented in Queensland.</li> <li>- Importantly, national agreement for this particular competency unit was a little different to the seven others. The seven competency units must be undertaken by all metropolitan taxi driver applicants across Australia. However, it was agreed that jurisdictions would implement the eighth competency unit in accordance with their own state based regulations, but that any driver of a wheelchair accessible taxi in a metropolitan area must be required to undertake this unit as a minimum requirement.</li> <li>- It is useful to note that throughout the state there are 631 Wheelchair Accessible Taxis (approximately 19% of the entire fleet). Of these 631, there are approx 532 located in major contracted taxi service areas. The remaining 99 Wheelchair Accessible taxis are located in other areas.</li> <li>- Since the introduction of the new training requirements in January, it would appear that the majority of registered training organisations delivering this training have elected to deliver the eighth competency unit to all new drivers</li> </ul>

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
		<p>even though this is not a departmental requirement.</p> <p>The questions posed to the group and the feedback received is briefly covered below:-</p> <ul style="list-style-type: none"> <li>• <b>Should the eighth competency unit be a requirement for all WAT drivers in Queensland or only drivers in major contracted taxi service areas</b> – <i>WAT training requirements should be for all WAT drivers, however, alternate delivery methods could be considered for regional/remote areas with a view to ensuring a consistent customer service outcome. A staged approach should also be used.</i></li> <li>• <b>Should existing WAT drivers be required to undertake the eighth competency unit</b> – <i>This was considered to be appropriate, potentially by way of an assessment of competency by an RTO.</i></li> <li>• <b>Should there be a transitional period for existing WAT drivers to comply with the new WAT training requirements (eg. 6 months or 12 months)</b> – <i>Marty Ord and John Tighe agreed that 12 months would be sufficient time to complete the training. Francis Vicary indicated that she believed a longer transitional period, such as 2 years, may be more achievable than 12 months.</i></li> </ul>
5	Work Plan	<p><b>Work Plan</b></p> <p><u>Single Wheelchair Accessible Taxis</u></p> <p>Rose Kent explained the additional information that was included in the work plan in regard to the analysis of single WATs in the fleet. John Mayo asked why certain areas would be exempt and Rose confirmed that an exempt area means that there is no meter required in the taxi.</p> <p><b>Action: Janine Girvan to advise members where the 38 single WATs are located.</b></p> <p><u>WAT Driver Incentives</u></p> <p>Rose Kent advised that a new project officer commenced in the Taxis, Standards and Regulation Branch yesterday to progress this project.</p> <p><u>WAT Quota</u></p> <p>Rose Kent advised that the project is in very early stages of development. Rose advised work had been undertaken on</p>

DISABILITY DISCRIMINATION ACT REFERENCE GROUP MEETING: DATE: THURSDAY 15 SEPTEMBER 2011

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
		<p>this project previously (about 2 years ago) but it stalled. The quota will be calculated for each taxi service area.</p> <p>John Mayo commented that he believes making the responsibility on the driver and operator rather than the taxi booking company is a good idea.</p> <p><u>Wheelchair Accessible Taxi Driver Training</u></p> <p>See agenda item 4.</p> <p><u>Carriage of Wheelchairs and Scooters</u></p> <p>Kelly Amour advised that her work unit has recently conducted a number of focus groups to progress the Certainty of travel work with industry, users and representatives of users and retailers. The information in the education material is currently being reshaped and yet to be approved by the Minister. The material will cover the requirements under the Transport Standards, provide information to help users make informed decisions when selecting and using mobility devices as well as information about registration requirements and the road rules.</p> <p>Bill Parker advised that people in wheelchairs are not aware of the Transport Standards, therefore Yellow Cabs makes a decision to accept them into their vehicles because they want these passengers to have a good service.</p> <p>Francis advised that information sharing is critical to suppliers, customers and public transport users.</p> <p>Rose asked if Kelly could set up a separate forum with disability sector group members.</p> <p>Jacque Argent advised that this is something that Queensland Health should also be involved in and there are already mechanisms in place to engage this agency</p> <p><b>ACTION: Kelly Amour to set up a meeting with the DDA disability sector reference group members.</b></p>
6	General Business	<p><u>Taxi Subsidy Scheme Abuse</u></p> <p>John Mayo believes that since the introduction of the Taxi Subsidy Scheme smartcard, abuse of the scheme must have almost reduced to 0%.</p> <p>Rose explained that there are always issues that need to be addressed on an ongoing basis. Any savings made are redirected back into the scheme to accommodate growth and increased costs. Rose advised that the department was</p>

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
		<p>required to write to the Under Treasurer every 6 months to advise on the scheme in terms of growth, increases in costs, controls in place, and current and expected financial position.</p> <p><u>DTMR Taxi Licence Review Model</u></p> <p>Geoff Trappett advised that Greg Smith requested some information from him while he was completing the Brisbane Taxi Service Area review. Geoff advised that he provided Greg with some information in regards to booked jobs. Geoff explained that he didn't realise that a large number of Cerebral Palsy League bookings are private bookings and he was not sure whether these private bookings were recorded through the booking company. Bill Parker responded by advising that all private bookings should be recorded through the booking company.</p> <p><u>Passenger Assistance Fee</u></p> <p>Rose Kent also advised that once the passenger assistance fee is introduced it will only be provided to jobs booked through the taxi booking company dispatch system. Bill explained that if a private booking is made and the driver advises the taxi booking company dispatch, that job will be dispatched back to that driver.</p> <p><u>Taxi Job Refusal Policy</u></p> <p>Brendan asked about the taxi job refusal policy information. Marty advised that job refusal information is sent to the department on a regular basis. Rose advised that the department is currently investigating whether legislative amendments are required.</p> <p><u>Waiting time for Taxi Subsidy Scheme Members</u></p> <p>John Tighe explained that Lisa Cullen advised that the department does not pay drivers for waiting. John sought advice if there is a cut off for the waiting time. Rose advised the department is paying for a reasonable amount of time, not for a passenger who does their weekly shopping or wants the driver to wait while they attend a doctor's appointment.</p> <p><u>Taxi Subsidy Scheme Awareness</u></p> <p>John Mayo believes that more information needs to be sent out to members. Rose advised that members receive a brochure about the scheme each time they renew their membership.</p> <p><b>ACTION: Reference Group members to consider other ways the department could provide TSS members and</b></p>

DISABILITY DISCRIMINATION ACT REFERENCE GROUP MEETING: **DATE: THURSDAY 15 SEPTEMBER 2011**

**RECORD OF MEETING**

FLOOR 13, CAPITAL HILL BUILDING, 85 GEORGE STREET, BRISBANE 2:00 PM – 4:00 PM

AGENDA ITEM NO	TOPIC	DISCUSSION
		<b>drivers information about the Taxi Subsidy Scheme.</b> <b>ACTION: Amanda Gibbons to send an electronic copy of the DDA work plan to John Tighe.</b>
7	Close	Rose Kent closed the meeting at 4:10 pm. Amanda advised the next meeting is scheduled for 1 December 2011.