

## Day 1: Tuesday 6 August 2024

- 9.00am - 4.00pm      **Registration Desk Open**
- 11.30am - 6.30pm    **Trade Exhibition Open** (*Kuranda Ballroom & Foyer*)
- 1.30pm - 4.00pm      **Plenary Session #1** (*Mossman Ballroom*)
- Official Conference Opening**  
*Hon Michael Healy, Minister for Tourism and Sport (Qld)*
- Welcome and Conference Overview**  
*Blair Davies, CEO, Australian Taxi Industry Association*
- Q&A Panel: *New ways to get more people, in more taxis, more often***  
*Max McBride, President, Australian Taxi Industry Association*  
*Michael Cavey, Chief Operating Officer, Silver Top Taxis*  
*Geoff Ferris, Chairman, NSW Taxi Council*  
*Robert van Heiningen, Managing Director, Alert Group (NZ)*
- Presentation(s): *Technology Products & Services Showcase***  
*Conference Sponsors & Trade Exhibitors*
- 4.00pm - 6.00pm      **Welcome Function** (*Kuranda Ballroom*)
- Free evening for delegates & partners to dine and explore Cairns at their leisure.*

## Day 2: Wednesday 7 August 2024

- 8.30am - 5.00pm      **Registration Desk Open**
- 8.30am - 5.00pm      **Trade Exhibition Open** (*Kuranda Ballroom & Foyer*)
- 9.00am - 10.30am    **Plenary Session #2** (*Mossman Ballroom*)
- Presentation: *Robotaxis – are you prepared and ready for the revolution?***  
*Steve Cratchley, Senior Manager, Strategic Partnerships – Group Strategy and Transformation, Suncorp*
- Presentation: *Accidents, Repairers, and Insurers – what can taxi operators do to reduce their insurance costs?***  
*Brent Jaenke, Head of Placement – Affinity, Marsh Advantage Insurance)*
- 10.30am - 11.00am    **Morning Tea** (*Kuranda Ballroom*)
- 11.00am - 12.30pm   **Plenary Session #3** (*Mossman Ballroom*)
- Presentation: *The Disability Standards for Accessible Public Transport are changing - what it means for taxi and rideshare services***  
*Sally Todd, Assistant Secretary, Land Transport Policy Branch, Department of Infrastructure, Transport, Regional Development, Communications and the Arts*
- Presentation: *Evolutions in the IR landscape – employees, employee-like workers, contractors, and independent contractors***  
*Leonie Kyriacou, Partner, Pigott Stinson Lawyers*
- 12.30pm - 2.00pm    **Lunch** (*Kuranda Ballroom*)

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## Day 2: Wednesday 7 August 2024 (cont'd)

- 2.00pm – 4.00pm      **Plenary Session #4 (Mossman Ballroom)**
- Presentation: *The Taxis v Uber class action – getting Uber to blink?***  
*Daniel Fleming, Partner, Pigott Stinson Lawyers*
- Presentation: *Implementing a Code of Practice to improve the quality of NZ's on-demand transport services***  
*Warren Quirke, Executive Director, Small Passenger Service Association (NZ)*
- Presentation: *Going green and saving money with EVs***  
*Bob Epps, General Manager, Cairns Taxis*
- Presentation: *Building value in taxi networks based on customer service***  
*Colin Wells, Manager, Taxis Associated of Bendigo Co-operative Limited*
- 4.00pm - 5.00pm      **Happy Hour (Kuranda Ballroom)**
- Free evening for delegates & partners to dine and explore Cairns at their leisure.*

## Day 3: Thursday 8 August 2024

- 8.30am - 5.00pm      **Registration Desk Open**
- 8.30am – 1.45pm      **Trade Exhibition Open (Kuranda Ballroom & Foyer)**
- 9.00am – 10.30am    **Plenary Session #5 (Mossman Ballroom)**
- Presentation: *Mobility as a Service (MaaS) and other innovations challenging transport operators to think beyond what they have simply done in the past***  
*Chris Bennetts PSM, Partner, EY*
- Presentation: *Landside transportation access at airports – balancing efficiency, commercial advantage and equity***  
*John Mayo, Chief Advisor – Government, Spinal Life Australia*
- 10.30am – 11.00am    **Morning Tea (Kuranda Ballroom)**
- 11.00am – 12.30pm    **Plenary Session #6 (Mossman Ballroom)**
- Presentation: *Employee-like workers, road transport contractors, regulated businesses and the new role of the Fair Work Commission***  
*Vice President Ingrid Asbury, Fair Work Commission*
- Panel Session: *Regulators' intervention options when things go wrong - overcharging, trip refusal, driver misbehaviour***  
*Anthony Wing, Point to Point Transport Commissioner, New South Wales*  
*Christopher McDonald, A/Executive Director (Policy and Regional Operations), Department of Transport and Main Roads, Queensland*
- 12.30pm – 1.45pm    **Lunch (Kuranda Ballroom)**
- 1.45pm                **Trade Exhibition Close (Kuranda Ballroom)**

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## Day 3: Thursday 8 August 2024 (cont'd)

- 1.45pm – 4.00pm      **Plenary Session #7 (Mossman Ballroom)**
- Presentation: *Delivering a high quality and reliable service to a valued customer***  
*Jonathan Levy, Director, Health Approvals and Payments, RAP and Transport (HART), Client Access and Rehabilitation (CARB), Depart of Veterans' Affairs*
- Presentation: *Fatigue management for taxi and ride-share drivers – a critical safety issue for everyone***  
*Professor Narelle Haworth AM, CARRS-Q, Queensland University of Technology*
- Presentation: *What are the learnings from the taxi industry reforms in NSW?***  
*Nick Abraham, CEO, NSW Taxi Council*
- 2024 Conference Review & Presentations**
- 2025 Conference Preview**
- 4.00pm                      **Conference Close**
- 7.00pm - 11.00pm      **Finale Gala Dinner (Mossman Ballroom & Kuranda Ballroom)**

## Day 4: Friday 9 August 2024 (Optional Combined Delegates & Partners Outing)

- 9.00am – 3.00pm      **Rainforestation' Tour (incl lunch)**
- Delegates and partners are invited on a unique experience located just north-west of Cairns. Explore the wonders of Rainforestation Nature Park, including a tour of the rainforest on the famous Army Ducks, access to the Koala and wildlife park, Indigenous Australian 'Dreamtime' performances and demonstrations, as well as a buffet lunch.*
- What to Bring:** *Camera, sunscreen, hat, and sensible shoes.*
- The combined delegates and partners outing departs and returns by coach to the Pullman Cairns International.
- Dress code:** Casual

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