

2024

ATIA International Taxi Conference



Conference Handbook



6 - 9 August 2024

**Pullman Cairns International,
Cairns, Queensland**







ATIA International Tax Conference 6 - 9 August 2023

Pullman Cairns International,
Cairns, Queensland

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President's Welcome



Max McBride
President ATIA

After a very successful conference held last year in Hobart, it is my honour to welcome delegates to Cairns in beautiful North Queensland, for the 2024 ATIA national tax conference.

I trust that attendees will use this once-a-year opportunity to catch up with colleagues from interstate, rekindling friendships and business liaisons, whilst taking the opportunity to enjoy the delights offered by Cairns and experiencing the breath-taking natural beauty of far North Queensland. From waterfalls to crystal clear mountain streams; to the tropical rainforests with its abundant fauna and flora; to the countless beautiful sandy beaches; to the splendour of the greatest natural wonder on planet earth, our Great Barrier Reef, you will find that the Cairns region has it all.

The theme of this year's conference is "innovate ... innovate ... innovate" and the business program features a wide range of expert presenters to lead discussions and stimulate discourse on the many opportunities and issues of significant concern currently confronting our great industry.

This year's exceptional exhibitor line-up features many of the latest innovative technologies and I encourage delegates to take the time to investigate the potential that these products and services have to improve the industry's productivity and to differentiate our services from those of our competition.

Finally, this year's social program is exceptional and will complement the business program and encourage greater engagement between all attendees.

I look forward to catching up with you all over the course of the conference and trust you all will have a wonderful and rewarding time.



General Information

DRESS CODE

All conference attendees are expected to wear neat business attire. However, for social outings, casual attire is acceptable and encouraged.

A more formal dress code is expected for the Gala Dinner on Thursday night.

MOBILE PHONES

Please ensure all mobile phones are turned to silent whilst attending business sessions and during the Gala Dinner.

LOCATION

The Pullman Cairns International offers you a perfect combination of comfort and convenience located in the heart of the city. This unique hotel reflects the spirit of Far North Queensland and exudes the grandure of the city's rich past.

NAME TAGS

Delegates, partners, sponsors and exhibitors are required to wear their name tags to all conference sessions and social functions.

The name tag is your 'entry ticket' to attend business sessions, social sessions, meals and events. They can be collected from the registration desk.

WEATHER IN CAIRNS

During the winter months, Cairns is at its most pleasant. The weather is usually dry with clear skies and calm winds, meaning almost any activity is perfect.

A light jacket is recommended for the evenings, and when out and about.

- Average Low for August: 17°C
- Average High for August: 26°C
- Sunrise: 6.30am
- Sunset: 6.10pm

Past Conferences

October 1971	Canberra	March 1985	Sydney	May 2004	Sydney
October 1972	Perth	October 1985	Launceston	May 2005	Gold Coast
September 1974	Hobart	March 1986	Gold Coast	April 2006	Perth
October 1975	Singapore	October 1986	Perth	March 2007	Adelaide
September 1976	Adelaide	March 1987	Melbourne	April 2008	Canberra
March 1977	Sydney	May 1988	Brisbane	May 2009	Cairns
September 1977	Townsville	March 1989	Canberra	June 2010	Darwin
March 1978	Melbourne	March 1990	Alice Springs	May 2011	Hobart
September 1978	Queenstown	March 1991	Hobart	April 2012	Gold Coast
February 1979	Gold Coast	March 1992	Perth	April 2013	Adelaide
September 1979	Hong Kong	March 1993	Adelaide	April 2014	Perth
March 1980	Canberra	May 1994	Cairns	April 2015	Melbourne
September 1980	Hobart	April 1995	Sydney	April 2016	Gold Coast
March 1981	Canberra	April 1996	Melbourne	April 2017	Hobart
September 1981	Perth	March 1997	Canberra	May 2018	Gold Coast
March 1982	Adelaide	May 1998	Gold Coast	May 2019	Gold Coast
September 1982	Sydney	March 1999	Perth	May 2020	Cancelled
February 1983	Melbourne	March 2000	Adelaide	August 2021	Cancelled
September 1983	Sydney	March 2001	Hobart	August 2022	Gold Coast
April 1984	Hobart	May 2002	Townsville	August 2023	Hobart
October 1984	Melbourne	March 2003	Melbourne	August 2024	Cairns

2024 Sponsors

Platinum Sponsors

CABCHARGE

Cabcharge

C Nicole Anderson

P +61 417 844 350

E nicole.anderson@cabcharge.com.au

Cabcharge is a leader in payment solutions committed to supporting the growth of taxi industry.

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Cabcharge customers are catching taxis, not rideshare! The more people using Cabcharge products, the more work for your business!



MTI Dispatch

C Darren Borg

P +61 400 107 807

E dborg@mtidispatch.com

MTI partners with transport providers globally, providing dispatch systems with a proven capacity to enhance the performance and efficiency of their business.

A market leader with years of industry experience, our highly trained teams have a passion for innovation and continue to develop and enhance MTI's advanced dispatch solution to meet the changing requirements of our customers.

Silver Sponsors



Pigott Stinson Lawyers

C Leonie Kyriacou
P +61 412 270 962
E l.kyriacou@pigott.com.au

Pigott Stinson has been proudly serving the taxi industry for over 50 years. We provide expert advice to taxi networks across Australia and can assist you with:

- regulatory matters
- work health and safety matters including prosecution
- cooperatives law
- companies law
- issues arising from contracts of bailment
- commercial agreement
- competition law issues
- anti-discrimination law



TIAIB

C Jody Pennell
P 1800 333 041
E taxis@marsh.com

TIAIB has been servicing the taxi industry for over 21 years. Throughout Australia, taxi operators rely on TIAIB to help protect their assets while they're on road.

Bronze Sponsors



NSW Country Taxi Operator Association

C Nick Abraham
P +61 (0)2 8339 4644
E nick@nswtaxi.org.au

With over 1,300 Taxis operating in Country and Regional NSW, Taxis are in many cases the Public Transport Network for many Country towns. The Taxi Business' are run and operated by local people, meaning that the money flows within the local communities which they operate in, supporting the local economy. A recent IPART report found that Taxis in Regional NSW are far stronger than Rideshare Services.

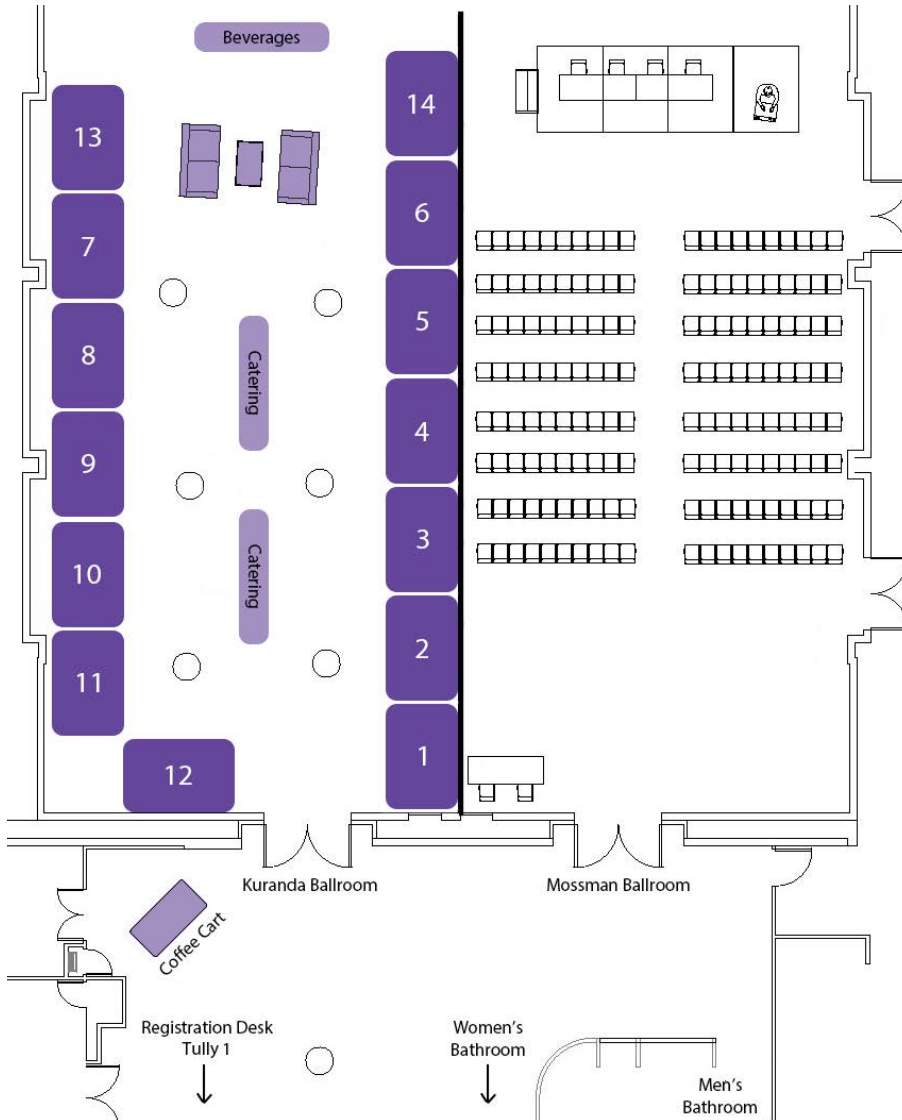


Cairns Taxis

C Lorna Epps
P +61 407 123 200
E lornaepps@cairnstaxis.com.au

Cairns Taxis Limited (formerly known as Black and White (Quick Service) Taxis Ltd) was established in 1966 through the merger of two local firms, Blue and White Taxis and Black and White Taxis, to create a fleet of 21 cars. Over the years, Cairns Taxis has continued to grow to become a leader in the taxi industry. The company currently operates a fleet of 137 taxis in Cairns and 3 taxis in Gordonvale that provide 24/7 service to the Cairns and Gordonvale communities. Cairns Taxis is committed to innovation, continually striving for improvement and efficiency through the introduction of new and updated technology.

Exhibitor Floor Plan



Trade Exhibitors

#1. Taxi Butler

#4. Australian Taxation Office

#7. Fleet

#10. NSW Country Taxi Call Centre

#13. Autocab

#2. Flip

#5. 13cabs

#8. Cabcharge

#11. Smartmove

#14. Cab Treasure

#3. Cabsure

#6. Azpired

#9. MTI Dispatch

#12. Rydo

Exhibitor Contact Information

Trade Booth Directory

#1. Taxi Butler

C Slavina Paleva
P +61 (0)3 8362 4006
E slavina@taxibutler.com



#3. Cabsure

C Thanh Nguyen
P +61 (0)2 9020 2525
E insurance@cabsure.com.au



#5. 13cabs

C Greg Hardeman
P +61 428 132 227
E join@13cabs.com.au



#7. Fleet

C Lee Furlong
P +61 409 617 111
E lfurlong@fleet.com.au



#9. MTI Dispatch

C Darren Borg
P +61 400 107 807
E dborg@mtidispatch.com



#11. Smartmove

C Adam Thornley
P +61 (0)8 8238 3075
P +61 421 108 353
E adam.thornley@smartmovesystems.com



#13. Autocab

C Peter Humphreys
P +61 (0)7 4048 8315
E peter@cairnstaxis.com.au



#2. Flip

C Will van der Linde
P +14 3 4989 3210
E will@flipcx.com



#4. Australian Taxation Office

W <https://www.ato.gov.au/SERR>
E sharingeconomyreporting@ato.gov.au



Australian Government
Australian Taxation Office

#6. Azpired

C Joel Jesper "JJ" Alino
P +18 7 7648 5970
E jj@azpired.com



#8. Cabcharge

C Nicole Anderson
P +61 417 844 350
E nicole.anderson@cabcharge.com.au



#10. NSW Country Taxi Call Centre

C Rosa Thurtell
P +61 401 483 931
E manager@nswctcc.com.au



#12. Rydo

C Miny Mikhael
P +61 425 220 040
E miny@rydo.com.au



#14. Cab Treasure

C Noman Ali
P +61 484 848 823
E noman.ali@cabtreasure.com.au





Conference Program

Tuesday 6 August **CONFERENCE OPENING**

9:00am - 4:00pm Registration Desk Open
Tully 1

11.30am Trade Exhibition Open
Kuranda Ballroom & Foyer

4:00pm - 6:00pm **WELCOME FUNCTION**
Kuranda Ballroom

Free evening for delegates and partners to dine and explore Cairns at their leisure

BUSINESS PROGRAM

Tuesday 6 August

9:00am - 4:00pm **Registration Desk Open**
Tully 1

11.30am **Trade Exhibition Open**
Kuranda Ballroom & Foyer

1:30pm - 4:00pm **PLENARY SESSION #1**
Mossman Ballroom

Official Conference Opening

Hon Michael Healy MP, Minister for Tourism and Sport, Queensland

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)

Presentations

Technology Products & Services Showcase

Conference Sponsors & Trade Exhibitors

4:00pm - 6:00pm **Welcome Function**
Kuranda Ballroom

Free evening for delegates and partners to dine and explore Cairns at their leisure



Wednesday 7 August BUSINESS PROGRAM

8:30am - 5:00pm **Registration Desk Open**
Tully 1

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 Group

Presentation

Accidents, Repairers, and Insurers - what can taxi operators do to reduce insurance costs?
Brent Jaenke, Head of Placement - Affinity, Marsh Pty Ltd

10:30am - 11:00am **Morning Tea**
Kuranda Ballroom

SPONSOR



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

SPONSOR



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, CEO and Company Secretary, Cairns Taxis Limited

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

SPONSOR



Free evening for delegates and partners to dine and explore Cairns at their leisure

SOCIAL PROGRAM

Wednesday 7 August

8:30am - 5:00pm Registration Desk Open
Tully 1

9:30am Meet in the lobby of the Pullman Cairns International

Cairns Art Gallery Tour (includes High Tea)

9:30am - 2.30pm

Explore one of Australia's leading public galleries recognised for the excellence of its programs and collections relating to the unique heritage and living culture of North Queensland. Partners will then take a stroll to The Chambers for a delicious three tier High Tea made in-house by a talented team of chefs. Being an historical building, The Chambers has gone through extensive restorations to expose the history of the former 1920's bank.

The tour begins and ends with a brief walk from the Pullman Cairns International.

Dress code: Casual, bring a jacket and comfortable shoes

2:30pm Depart The Chambers to return to the Pullman Cairns International

4:00pm - 5:00pm Happy Hour
Kuranda Ballroom



Free evening for delegates and partners to dine and explore Cairns at their leisure



8:30am - 5:00pm	Registration Desk Open <i>Tully 1</i>	
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 <i>Chris Bennetts PSM, Partner, EY</i>	
	Presentation Landside transportation access at airports – balancing efficiency, commercial advantage and equity <i>John Mayo, Chief Advisor – Government, Spinal Life Australia</i>	
10:30am - 11:00am	Morning Tea <i>Kuranda Ballroom</i>	SPONSOR 
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 <i>Vice President Ingrid Asbury, Fair Work Commission</i>	
	Panel Session Regulators' intervention options when things go wrong - overcharging, trip refusal, driver misbehaviour <i>Anthony Wing, Point to Point Transport Commissioner, New South Wales</i> <i>Christopher (Kit) McDonald, A/Executive Director (Policy and Regional Operations), Department of Transport and Main Roads, Queensland</i>	
12:30pm - 1:45pm	Lunch <i>Kuranda Ballroom</i>	
1:45pm	Trade Exhibition Close <i>Kuranda Ballroom & Foyer</i>	
1:45pm - 4:00pm	PLENARY SESSION #7	
Mossman Ballroom	Presentation Delivering a high quality and reliable service to a valued customer <i>Jonathan Levy, Director, Health Approvals and Payments, RAP and Transport (HART), Client Access and Rehabilitation (CARB), Department of Veterans' Affairs</i>	
	Presentation Fatigue management for taxi and ride-share drivers – a critical safety issue for everyone <i>Professor Narelle Haworth AM, CARRS-Q, Queensland University of Technology</i>	
	Presentation What are the learnings from the taxi industry reforms in NSW? <i>Nick Abraham, CEO, NSW Taxi Council</i>	
	2024 Conference Review & Presentations 2025 Conference Preview Conference Close	
7:00pm - 11:00pm	Finale Gala Dinner <i>Mossman Ballroom & Kuranda Ballroom</i> <i>Dress Code: Semi Formal / Formal</i>	SPONSOR  CABCHARGE



SOCIAL PROGRAM

Thursday 8 August

8:30am - 5:00pm	Registration Desk Open <i>Tully 1</i>
9:30am	Meet in the lobby of the Pullman Cairns International to board the coach
Cairns Botanic Gardens Excursion (includes Lunch)	
<i>Discover more about the plants and animals of the area with a guided tour of the Cairns Botanic Gardens. A tropical paradise, renowned as one of the best exhibitions of tropical plants in Australia. Partners will be directed back to the Botanic Gardens Restaurant and Café for a world class lunch in the lush surrounds of the gardens. It's so tranquil, you'll forget you're only five minutes from the city centre.</i>	
10:00am - 2:30pm	<i>The excursion departs and returns by coach to the Pullman Cairns International</i>
Dress code: Casual, bring a jacket and comfortable shoes	
2:30pm	Depart Botanic Gardens Cafe to return to the Pullman Cairns International
3:20pm - 4:00pm	PLENARY SESSION #7
<i>Mossman Ballroom</i>	2024 Conference Review & Presentations 2025 Conference Preview Conference Close
7:00pm - 11:00pm	Finale Gala Dinner <i>Mossman Ballroom & Kuranda Ballroom</i> <i>Dress Code: Semi Formal / Formal</i>

SPONSOR 
CABCHARGE

OPTIONAL COMBINED OUTING*

** Please note: this outing must be pre-booked*

Friday 9 August

8.30am	Meet in the lobby of the Pullman Cairns International to board the coach
9.00am	Depart from the Pullman Cairns International

Rainforestation Tour (including 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.

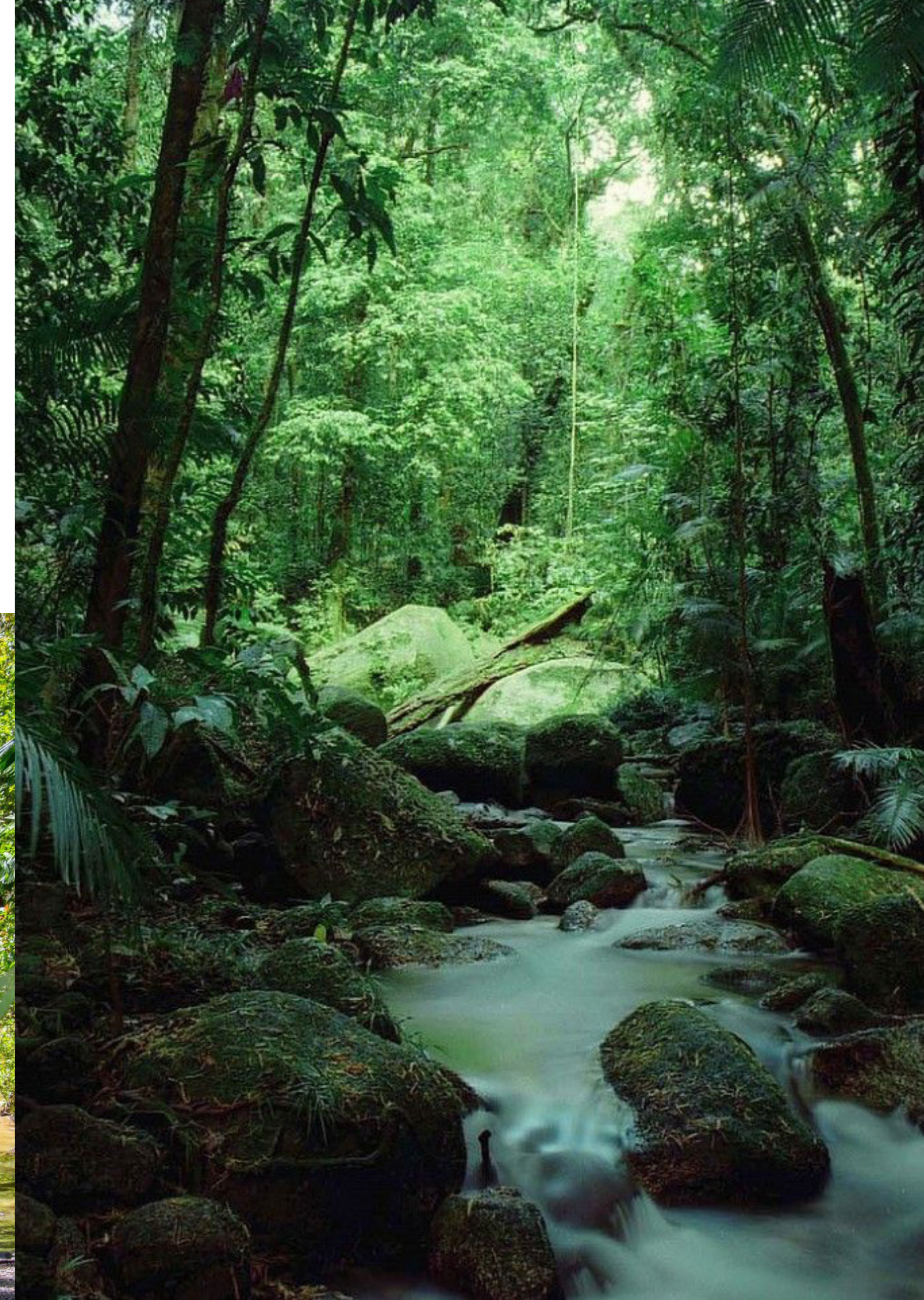
9.00am - 3:00pm

The combined delegates and partners outing departs and returns by coach to the Pullman Cairns International.

What to bring: Camera, sunscreen, hat, and sensible shoes.

3:00pm	Arrive back at the Pullman Cairns International
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✉ info@rydo.com.au

Speaker Profiles



Nick Abraham

Chief Executive Officer, NSW Taxi Council

Nick has been involved with the NSW Taxi Industry for over 16 years, since he commenced as a Taxi Driver back in 2007. He has been working with the NSW Taxi Council for over 8 years. In his role as the Chief Executive Officer, Nick is focused on building strong relationships with key stakeholders whilst advocating for positive outcomes for the Taxi Industry. Nick's engagement includes Government, Regulatory, as well as Stakeholders, both within our Industry as well as Suppliers and Partners of the NSW Taxi Industry.

Nick has a passion for supporting and advocating on behalf of some of the more vulnerable members of our Community. Nick is the Chair of the Disability Reference Group. This passion was realised at the time Nick operated his own Wheelchair Accessible Taxi business for over 5 years.



Ingrid Asbury

Vice President, Fair Work Commission

Ms Ingrid Asbury is a Vice President of the Fair Work Commission (FWC). Prior to her appointment as Vice President, Ms Asbury was a Deputy President of the Commission from 2013 and is currently Chairperson of the Northern Territory Police Arbitral Tribunal. Ms Asbury was appointed Commissioner of the Queensland Industrial Relations Commission (QIRC) in 2000 and has been a Member of the Fair Work Commission and its predecessors since 2001. Prior to her appointment to the QIRC, Ms Asbury was the National Industry Group Manager for the Australian Industry Group.



Chris Bennetts PSM

Partner, EY

Chris is a partner in EY transportation and government practice. He has extensive experience in public transit ticketing, customer experience design, and technology & innovation. Prior to EY, Chris was the Chief Technology and Innovation Officer at Transport for NSW, responsible for a broad portfolio including the Opal program, Connected and Autonomous Vehicles, the Open Data portal, digital customer experiences and the Future Transport Technology strategy and roadmap.



Michael Cavey

Chief Operating Officer, Silver Top Taxis

With 30 years in the technology sector, in Australia and several global roles, Michael joined the Silver Top team at the start of 2018 as CTO, with a focus on driving innovation and transforming the business use of technology. Moving into the COO role in late 2018 Michael's focus has been to optimise operations, improve customer services, safety and quality and to continue to utilise technology to improve efficiencies and quality across the business, in support of our growing customer base.



Steve Cratchley

Senior Manager, Strategic Partnerships, Group Strategy and Transformation, Suncorp Group

Steve is a specialist on advanced automotive technologies and has been investigating these for many years. He is particularly well connected worldwide in this space with those working with these technologies. Steve was recently on an industry delegation to London, Stockholm, Berlin and Munich meeting with regulators and innovators around transport automation with insights from this trip part of his presentation. Steve has worked in many fields at Suncorp across Strategy, Innovation and Underwriting roles and has served as either Chair or Deputy Chair of ADVI's SRG since ADVI's inception until conclusion in 2022. Steve recently moved into a new role that's focused on emerging data and technology partnerships whilst still working across advanced vehicle technology for the Suncorp Group.



Blair Davies

CEO, Australian Taxi Industry Association

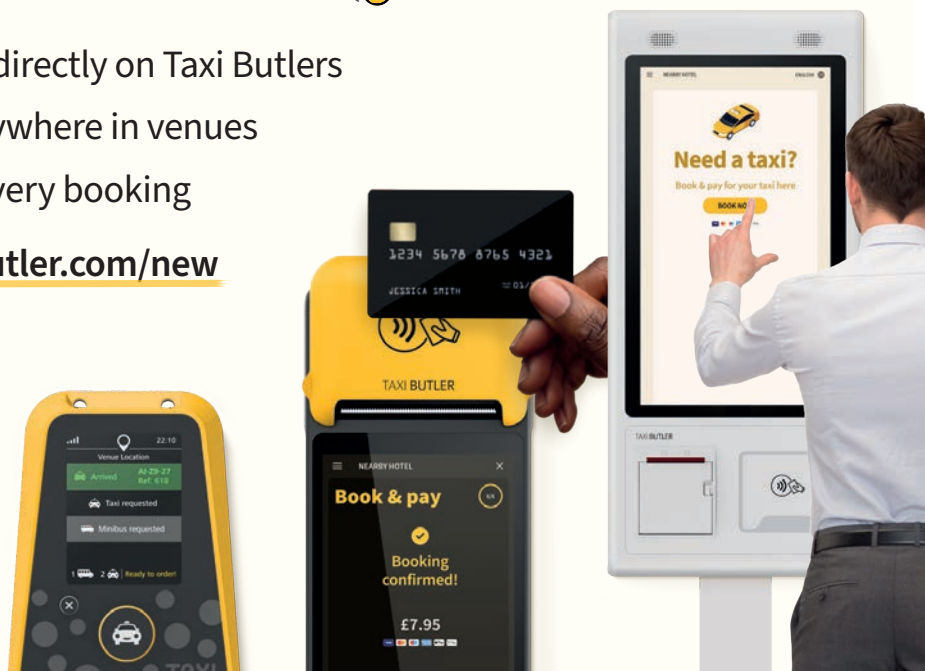
Blair Davies is the CEO of the ATIA - the taxi services industry's national peak body. He is also CEO of the Taxi Council of Queensland (TCQ) and an International Vice President of the US based The Transportation Alliance (TTA). Blair originally joined the taxi industry as CEO of TCQ in 2002, before taking on the role of ATIA CEO shortly after. In 2011-2012, he took a sabbatical from taxis as the Queensland Government's inaugural Business Commissioner.

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**Bob Epps**

CEO and Company Secretary, Cairns Taxis Limited

Bob Epps is an innovative professional with over 20 years of senior and executive management expertise in diverse environments including risk management, compliance, facility and asset management, emergency management, and fraud awareness. He has demonstrated initiative, creativity, and success throughout his career. Bob is highly skilled in all facets of Risk Management, including identifying emerging risks, credit risk, operational risk, conducting risk assessments and workshops, risk mitigation, business systems, and continuity planning. He has a proven track record of influencing senior leaders to take action to mitigate and control business threats and improve business processes and outputs. Bob is a military veteran with 16 years of service in the British Army, Royal Military Police. He has been deployed in West Germany, Central America, Cyprus, Belgium, and Northern Ireland for over five years. Bob joined Cairns Taxis Limited in June of last year as the CEO and Company Secretary, having recently relocated to Cairns. His aim is to drive efficiency across the business, future-proof revenue streams, and implement innovations. Bob holds a BSc in Risk and Security Management and is a Certified Compliance Professional of the Australian Compliance Institute, a board member of TCQ and the Cairns Chamber of Commerce.

PIGOTTSTINSON

LAWYERS SINCE 1863

Pigott Stinson proudly serves the taxi industry across Australia by providing expert advice to taxi networks on all industrial, commercial, regulatory, WHS and litigation matters.

CONTACT

Pigott Stinson Taxis and Transport Practice Group
02 8251 7777 – www.pigott.com.au



Geoff Ferris

Chairman, NSW Taxi Council

Geoff has been in the taxi industry since 2006 when his company Regional Taxilines Pty Limited, operated 10 taxis' and the network in the regional NSW city of Griffith. Regional Taxilines Pty Limited also operated 6 taxis in another regional NSW town of Dubbo.

Geoff currently holds the following taxi industry roles:

- Chairman Taxis NSW
- President NSW Country Taxi Operators Association (CTOA)
- President NSW Western Region (CTOA)

Apart from the Taxi Industry, Geoff is also extensively involved, and plays a key role in the NSW Bus Industry, with his current role being the Director Picton Buslines. As well as Consultant to several significant bus operations across NSW, and previously managed the complete bus operations for the Sydney Olympic Games, in 2000.



Daniel Fleming

Partner, Pigott Stinson Lawyers

Daniel Fleming is a partner at Pigott Stinson, and practices in all areas of civil litigation, including contract claims, property disputes, shareholder disputes and insolvency. Daniel's litigation practice has included extensive involvement acting for the taxi industry, including:

- advising taxi networks on compliance with competition laws under the Competition and Consumer Act 2010 (Cth);
- appearing on behalf of the NSW TIA in proceedings against the Transport Workers' Union in the NSW Industrial Relations Commission; and
- advising taxi networks with respect to disciplinary procedures against taxi drivers.



Professor Narelle Haworth AM

CARRS-Q, Queensland University of Technology

Professor Narelle Haworth AM from the Centre for Accident Research and Road Safety-Queensland has over 30 years of experience in road safety. She has researched fatigue in car and truck and train drivers and in motorcycle riders. Her experience includes test track studies, simulator experiments, identifying fatigue-related crashes, policy development and appearing as an expert witness.



Hon Michael Healy MP

Minister for Tourism and Sport

Michael was born in Sydney where he started his career in the retail sector before moving into commercial/industrial real estate. After gaining his qualification in Sales and Marketing, Michael relocated to Far North Queensland where he worked for several tourism operators selling the region and Australia to the world. In 2017 Michael successfully won the seat of Cairns in the State Election which he retained in the 2020. In 2023 Michael was appointed the Minister for Tourism and Sport.



Brent Jaenke

Head of Placement - Affinity, Marsh Pty Ltd

From some of Australia's most recognisable sporting and retail brands, to major events including the 2018 Gold Coast Commonwealth Games and 2023 FIFA Women's World Cup, Brent manages some of the most complex group insurance programs in the country. Brent and the team at Marsh have managed TIAIB, a taxi specific risk and insurance business, for more than 20 years. With leading insight into how insurers view and price risk, paired with accident and claims data spanning more than a decade, Brent

and TIAIB are best placed to educate the industry on how it can manage and reduce a key operational expense.



Leonie Kyriacou

Partner, Pigott Stinson Lawyers

Leonie Kyriacou is a partner at Pigott Stinson and has worked for the taxi industry for two decades. Her experience includes:

- advising networks across Australia on industrial relations, WHS, business and competition law and the new regulatory environment;
- appearing before the NSW Parliamentary Committee on Transport and Infrastructure, to provide expert evidence on the taxi industry;
- acting as legal advisor in negotiations with government regarding new Point to Point legislation; and
- representing industry bodies before the Fair Work Commission, in the Federal Court and the Federal Circuit Court.



Jonathan Levy

Director, Health Approvals and Payments, RAP and Transport, DVA

Jonathan Levy has worked alongside the taxi industry, for over 20 years, in varying roles within the Department of Veterans Affairs (DVA) to provide transport assistance to the veteran community to attend their medical treatment.

He now administers the service delivery component of the Booked Car with Driver (BCWD) scheme for DVA on a National basis.



John Mayo

Chief Advisor - Government, Spinal Life Australia

John is a public transport subject matter expert and a member of the National Accessible Transport Taskforce modernising the Disability Standards Accessible Public Transport. A long time advocate for people with disability and for taxi services, the latter including initiation of a policy for carriage of scooters with equal safety criteria for customers and drivers – and securing \$4.8M government funding for Wheelchair Accessible Taxi licenses in regional Queensland where no service existed.



Max McBride

President, Australian Taxi Industry Association

Max is currently the President of the Australian Taxi Industry Association (ATIA) and the Taxi Council of Queensland (TCQ). He has held the former position since 2017, and the latter since 2002. Max's experience in this industry however goes back over 43 years to 1981 when he started driving cabs in Sydney, whilst studying. From there he moved back to his hometown of Mackay where he has been involved in all facets of the business, from running Mackay Taxi Holdings Ltd, a taxi booking company for 23 years, to operating a

fleet of taxis, to driving taxis, including wheelchair accessible taxis. Max currently owns taxi licences in Mackay and Yeppoon, and continues to operate and drive taxis in both centres. In addition to his industry roles as President of ATIA and TCQ, he is also a board member for the Taxi Industry (Australia) Insurance Brokers. In November 2023 Max returned to the Board of Mackay Taxi Holdings Ltd and is currently active in developing strategies to advance the provision of taxi services in Mackay and Whitsunday areas.



Christopher (Kit) McDonald

A/Executive Director (Policy and Regional Operations), Department of Transport and Main Roads, Queensland

Christopher (Kit) McDonald is the acting Executive Director (Policy and Regional Operations) within the Queensland Department of Transport and Main Roads. Kit has worked in various roles across the UK and Queensland public sector for 19 years and has been responsible for personalised transport policy for the past 5 years.



Warren Quirke

Executive Director, Small Passenger Service Association (NZ)

Warren has been involved with the New Zealand Taxi Industry for 25 years. Warren was appointed to the role as Executive Director of the Small Passenger Service Association (formally the NZ Taxi Federation) in late 2021. The organisation has been through a number of significant changes over the last 2 years and Warren now has a team of like minded value based people with shared goals.





Sally Todd

Assistant Secretary, Land Transport Policy Branch, Department of Infrastructure, Transport, Regional Development, Communications and the Arts

Sally is the Assistant Secretary of the Land Transport Policy branch within the Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts. Sally oversees heavy vehicle, rail and freight policy and has responsibility for key initiatives including: reform of the Disability Standards for Accessible Public Transport to increase the accessibility of all public transport modes; and reforms to the Heavy Vehicle National Law to deliver better safety and productivity outcomes for the heavy vehicle sector. Sally has over eighteen years' experience in the Australian Public Service with significant experience in transport policy including establishing the Office of Future Transport Technology, overseeing the Infrastructure and Transport Minister Meeting, leading foundational work on Heavy Vehicle Road Reform, and establishing the National Freight Data Hub.



Robert van Heiningen

Managing Director, Alert Group (NZ)

Robert's involvement in the NZ Taxi Industry spans over 30 years, serving on numerous Taxi industry Boards and Transport Advisory Committees. Robert continues to focus on ensuring the best interests of the industry are heard, particularly around driver safety, relentlessly lobbying National Government, for change.



Colin Wells

Manager, Taxis Associated of Bendigo Co-operative Limited

Colin has 10 Years in our Industry and has a 40 year sales back ground. He has a diverse sales history being involved in competitive sales in both the Car and Finance Industries. With a strong customer focus rather than a price focus he was ideally placed to help manage the deregulation transition.



Anthony Wing

Point to Point Transport Commissioner, New South Wales

Anthony Wing is the Point to Point Transport Commissioner – the regulator for taxis and hire vehicles (including rideshare) in NSW. As Commissioner, Anthony is responsible for administering and enforcing point to point transport laws to improve safety and contribute to the creation of a more adaptive, innovative and competitive market for the whole industry. His focus is on promoting a culture of accountability for safety across the industry. The Commissioner is supported by the Point to Point Transport Commission, which ensures industry is complying with their safety obligations and wider requirements of the Act and Regulation through safety auditing, advisory visits, education campaigns, on-road compliance and investigations.

Cairns Attractions

Cairns Aquarium

Get up close to the species and eco systems of Tropical North Queensland! Discover animal presentations, habitat talks, a marine touch pool and daily shark and ray feeds. General admission is \$58 for adults, \$46 for concessions, \$33 for children aged 3 to 14 and free for infants under 2. Open daily, 9.30am-3.30pm with last admission at 2.30pm.
reservations@cairnsaquarium.com.au
(07) 4044 7300



Australian Armour and Artillery Museum

Dedicated to the collection, preservation, restoration and display of Armoured Vehicles and Artillery from the 1800's to the present day. The collection includes armoured vehicles and artillery from both world wars, and currently consists of over 220 pieces. General admission is \$30 for adults, \$22 for concessions, \$18 for children aged 5 to 16. Open 7 days, 9.30am-4.30pm.
info@ausarmour.com
(07) 4038 1665

Wine and Dine

Salt House

Salt House is an iconic waterfront spot. Distinguished by its sweeping views over the ocean, marina and mountains, it's the perfect destination to enjoy and embrace Cairns. They continually support and seek out local growers and producers to hero on our menu and highlight the incredible produce that Tropical Queensland has to offer.



Ochre Restaurant

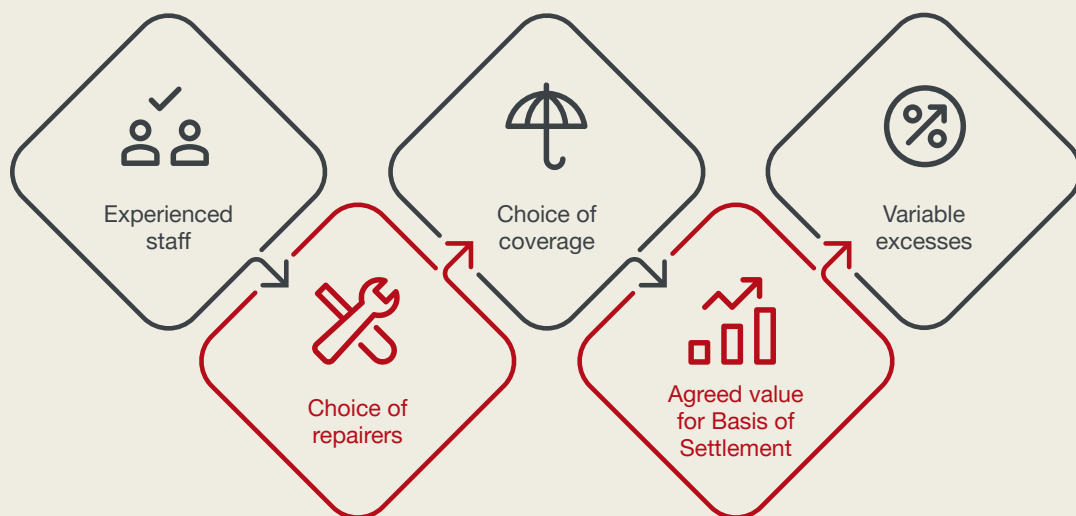
Ochre aims to source the freshest seasonal ingredients, produced in Tropical North Queensland. Their food reflects the natural abundance of the region. The rich volcanic soils, tropical environment and sparkling clean ocean produce the most incredible range of goods from lush tropical dairy and meats to exotic produce such as vanilla, pepper and tropical fruit.



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