

TAXIS — DISPATCH SERVICES

1372. Hon ADELE FARINA to the parliamentary secretary representing the Minister for Transport:

I refer to taxi dispatch services.

- (1) Section 29(1)(e) of the Taxi Act 1994 refers the right of the director general of the Department for Transport to impose conditions on the provider of a taxi dispatch service in relation to complaints resolution. Have any such regulations been made?
- (2) Section 47ZF(1)(x) of the Transport Co-ordination Act 1966 allows for the making of regulations for the registration of radio facilities and the imposition of conditions on such registration. Have any such regulations been made?
- (3) If no to (1) and/or (2), why not?
- (4) What avenues for complaint resolution are available to an individual taxidriver engaged in a dispute with a dispatch service or radio facility?

Hon JIM CHOWN replied:

I thank the honourable member for some notice of this question.

- (1) Yes. Conditions regarding complaint resolution are included in the taxi dispatch service conditions of registration.
- (2) No.
- (3) The need to make regulations for the registration of radio facilities and the requirement to impose conditions on the registration of radio facilities have not arisen previously.
- (4) Dispute resolution is between the driver and dispatch service, and would come under the contract between the two parties.