**Instructions:**

**This survey should take you approximately 30 minutes. Grab a cuppa!**

* **Remember to turn on autosave or save frequently to avoid losing your responses.**
* **Before submitting your responses, we recommend you read those chapters of the Discussion Paper that describe the changes that are relevant to you.**
* **If you are not sure which changes are relevant to you, read the Plain English version of the Discussion Paper to find out.**
* **The contents page of the Discussion Paper may help you navigate to the relevant section of the document.**
* **All questions are optional. There are some mandatory questions on the last two pages. Email your responses to** **Regulatorysettings@tmr.qld.gov.au****.**

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**You can hide and unhide Chapters that are not relevant to you by clicking on the arrow next to the Chapter title. **

#### Survey questions - Discussion Paper on Legislation changes to support *Creating Better Connections for Queenslanders*

#### What changes are being considered?

We have proposed some changes to help ensure passenger transport services are safer and more responsive to community needs. You can just read those chapters in the Discussion Paper that are relevant to you. At the start of each chapter, we have outlined who we think will be most impacted by the changes in that chapter. This optional survey questions form asks the same questions that appear in each chapter.

|  |
| --- |
| **Chapter 1: Re-classifying services to make the laws easier to understand**  |
| Describes options to simplify the way passenger transport services are classified (as either personalised transport services or Operator Accreditation services) so the laws are clearer and fairer  |
| **Chapter 2: Simplifying Operator Accreditation**  |
| Describes options to simplify Operator Accreditation categories and training requirements  |
| **Chapter 3: New safety laws**  |
| Describes a proposal to introduce a consistent safety duty and safety management plan requirement for providers of road-based public passenger services  |
| **Chapter 4: Simplifying equipment requirements for four-wheel drive tourism**  |
| Describes options to simplify equipment requirements for operators of four-wheel drive tourism services  |
| **Chapter 5: Safety laws when transporting children to and from school**  |
| Describes options to simply rules for scheduled services transporting children to and from school  |
| **Chapter 6: Clearer rules for shared flexible services**  |
| Describes options to modernise and clarify the rules that restrict the operation of shared flexible services  |
| **Chapter 7: Simplifying and updating the rules for market entry restrictions**  |
| Describes ideas to simplify and future-proof how market entry restrictions are administered  |

#### Chapter 1: Re-classifying services to make the laws easier to understand

1. Do you think we have identified the right issues (ambiguity, duplication, and inequity) with the way that services are currently classified?

[ ] Yes [ ] No

What else do we need to know?

1. What are the impacts due to the way we currently classify services?
2. Do you support the options presented for re-classifying services by defining personalised transport services as:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly oppose** | **Oppose** | **Neutral** | **Support** | **Strongly support** |
| **Option A: Exclusive hire** |[ ] [x] [ ] [ ] [ ]
| **Option B: Demand responsive services (passenger determines origin or destination and time of travel)** |[ ] [ ] [ ] [ ] [ ]
| **Option C: No regular route (services do not operate on a regular route at regular intervals)** |[ ] [ ] [ ] [ ] [ ]
| **Option D1: Services in smaller capacity vehicles – nine (9) seats or fewer**  |[ ] [ ] [ ] [ ] [ ]
| **D2: Services in smaller capacity vehicles – twelve (12) seats or fewer** |[ ] [ ] [ ] [ ] [ ]

1. Are there any other options for classifying services that we have not considered?
2. For the services you provide in small vehicles (12 seats or fewer):

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Not sure** |
| 1. **Do you provide exclusive hire services?**
 |[ ] [ ] [ ]
| 1. **Do you provide services where the customer determines the origin or destination and time of travel?**
 |[ ] [ ] [ ]
| 1. **Do you provide services that do not operate on a regular route at regular intervals?**
 |[ ] [ ] [ ]
| 1. **Do you provide services that are available to the public?**
 |[ ] [ ] [ ]
| 1. **Do you carry school children?**
 |[ ] [ ] [ ]
| 1. **Do you provide a school service (taking children between their home and school)?**
 |[ ] [ ] [ ]
| 1. **Do passengers pre-book their services?**
 |[ ] [ ] [ ]
| 1. **Do you accept cash?**
 |[ ] [ ] [ ]

1. Are you willing to participate in follow up discussions regarding the application of these requirements?

[ ] Yes. If yes, please provide your email address:

We will only use your email to contact you about this survey.

[ ] No

1. Is there anything else you want to tell us?

#### Chapter 2: Simplifying Operator Accreditation

1. Will the simplification and reduction of Operator Accreditation categories be beneficial to you?

[ ] Yes [ ] No

Why? Is there anything else we should know?

1. Do you think we have the right naming and grouping of the three (3) proposed Operator Accreditation categories?

[ ] Yes [ ] No

Why? Is there anything else we should know?

1. Are the current training requirements a burden on your industry?

[ ] Yes [ ] No

Why? Is there anything else we should know?

1. Are you willing to participate in any follow-up discussions regarding all the options outlined in this chapter?

[ ] Yes. If yes, please provide your email address:

We will only use your email to contact you about the survey.

[ ] No

#### Chapter 3: New safety laws

1. Do you think we have identified why new safety laws may be required?

[ ] Yes

[ ] No. If no, what else do we need to know?

1. Do you support the proposed changes to passenger transport legislation to:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly oppose** | **Oppose** | **Neutral** | **Support** | **Strongly support** |
| **introduce a safety duty for providers of all road-based public passenger services?** |[ ] [ ] [ ] [ ] [ ]
| **require a safety management plan for operators of all road-based public passenger services and booking services for personalised transport services?**  |[ ] [ ] [ ] [ ] [ ]

1. Do you think:

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| 1. **the right people have responsibility for the safety duty and safety management plan?**
 |[ ] [ ]
| 1. **it is fair that drivers have a duty to take reasonable care rather than the requirement on other duty holders to ensure safety?**
 |[ ] [ ]
| 1. **the matters to be considered in the safety management plan (hazards, risks, actions to be taken and the person responsible) are appropriate for both small and large operators alike?**
 |[ ] [ ]
| 1. **it is appropriate to have to review your safety management plan at least once a year?**
 |[ ] [ ]
| 1. **it is reasonable for providers of services that are currently exempt from the requirement to have an authorisation to have to comply with the safety duty and safety management plan?**
 |[ ] [ ]

1. What impact would a safety duty and safety management plan have on you? If there will be costs or savings, can you estimate how big they could be? Do the estimates provided accurately reflect the likely costs?
2. Are the impacts on your business from a safety duty and safety management plan over and above those you currently experience as a result of complying with the WHS Act and/or Heavy Vehicle National Law?

[ ] Yes [ ] No [ ] Not applicable

1. Is there anything else we should know?

#### Chapter 4: Simplifying equipment requirements for four-wheel drive tourism

1. Does this discussion paper accurately identify and describe the issues affecting the safety of four-wheel drive tourism? If not, what else do we need to know?
2. Do you support the option to remove the equipment requirements from:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly agree** |
| **passenger transport legislation**  |[ ] [ ] [ ] [ ] [ ]
|  **passenger transport legislation and replace them with a safety duty**  |[ ] [ ] [ ] [ ] [ ]

1. Tell us about the impact on your business of the option to remove the equipment requirements from passenger transport legislation.
2. Tell us about the impact on your business of the option to remove the equipment requirements from passenger transport legislation and replace them with a safety duty.

#### Chapter 5: Safety laws when transporting children to and from school

1. Do you support:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly agree** |
| **requiring Operator Accreditation (OA) and Driver Authorisation (DA) for all school scheduled services?**  | ☐ | ☐ | ☐ | ☐ | ☐ |
| **requiring exempt school scheduled services to comply with a safety duty?** | ☐ | ☐ | ☐ | ☐ | ☐ |

1. If your organisation provides a service that transports children between school and their home (or other pick-up/drop-off point in the community) on schooldays, and does not have Operator Accreditation and Driver Authorisation:

(a) describe your service, including how safety risks are managed

(b) describe the impact the requirement to hold Operator Accreditation and Driver Authorisation would have on your service and organisation.

1. Do you think the community and courtesy services that are currently exempt from the requirement to hold Operator Accreditation and Driver Authorisation should continue to be exempt?

#### Chapter 6: Clearer rules for shared flexible services

1. Do you think we have identified the right issues and impacts for shared flexible services? If not, what else do we need to know?
2. Do you support these options?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly agree** |
| **Option 1: The nature of the route (fixed or flexible) determines whether market entry restrictions apply** |[ ] [ ] [ ] [ ] [ ]
| **Option 2A: Nine-set threshold for market entry restrictions** |[ ] [ ] [ ] [ ] [ ]
| **Option 2B: 12-seat threshold for market entry restrictions** |[ ] [ ] [ ] [ ] [ ]

1. What impact (both positive and negative) could the options have? If you are planning to expand or offer new services, how would the options affect these plans?

#### Chapter 7: Simplifying and updating rules about market entry restrictions

1. Do declared service contract areas create any other issues that impact the operation of your service that the Department of Transport and Main Roads (TMR) have not identified?
2. Do you support:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Unsure** |
| 1. **updates to the phrasing and publishing for all declared service contract areas?**
 |[ ] [ ] [ ]
| 1. **the introduction of a broad declared service contract area in South East Queensland?**
 |[ ] [ ] [ ]
| 1. **amendments to the population criteria that allow TMR to introduce declared service contract areas?**
 |[ ] [ ] [ ]

1. What are the impacts (both positive and negative) that these options will have on your service?

#### Demographic questions - tell us about you and your service

#### Some of these questions are Mandatory.

#### Your responses will help us understand potential impacts for you or your business.

Who are you responding on behalf of:

[ ] Individual

[ ] Company or organisation (optional - provide name)

[ ] Peak or representative body (optional - provide name)

[ ] Other (please specify)

Are you a (note: able to choose multiple):

[ ] Booking entity

[ ] Customer (including parents of customers)

[ ] Driver

[ ] Licence Holder (Taxi Service Licence, Limousine Licence, Booked Hire Service Licence)

[ ] Looking to provide a public passenger transport service in the future?

[ ] Operator

[ ] Service contract holder

[ ] Other (please specify)

Do you currently have:

Driver Authorisation

[ ] Yes [ ] No [ ] Not applicable

Optional - Tell us what driver authorisation type: (BHTX, General, Restricted, Don't know)

Operator Accreditation

[ ] Yes [ ] No [ ] Not applicable

Optional - If Yes, please list all you Operator Accreditation category:

A personalised transport licence, select which ones from the following list:

[ ] Taxi Service Licence

[ ] Limousine Licence

[ ] Booked Hire Service Licence

Booking Entity Authorisation

[ ] Yes [ ] No [ ] Not applicable

 A service contract with the Department of Transport and Main Roads

[ ] Yes [ ] No [ ] Not applicable

Optional - If yes, tell us what type, if known: (for example, Prescribed School Service Contract)

**The following questions are optional**

Fleet and company/organisation:

Can you tell us the number of vehicles in your fleet (specify the number):

Does your fleet consist of (tick all that apply)

* 1. [ ] vehicles that have up to and including 9 seats (including the driver’s seat)
	2. [ ] vehicles that have 10 to 12 seats (including the driver’s seat)
	3. [ ] vehicles that have more than 12 seats (including the driver’s seat)

Do you consider your organisation to be:

[ ] Small

[ ] Medium

[ ] Large

Do you provide services:

[ ] On a regular route

[ ] Where the customer determines the origin or destination and route

[ ] Other – please specify.

 Are your customers (able to choose multiple):

[ ] the general public

[ ] school students

[ ] targeted groups (for example, people with disability, residents of an aged or respite care facility, customers of your business, children enrolled in a childcare centre) – please specify

[ ] Other – please specify:

Where do you provide services?

[ ] South East Queensland

[ ] Regional Queensland (please specify)

[ ] Other: (for example, another state)

Are your services (able to choose multiple):

[ ] Funded by the Department of Transport and Main Roads

[ ] Funded by another part of government (State, Federal or Local)

[ ] Funded by a charity

[ ] Fully commercial (without funding)

[ ] Other – please specify: