



## Shane Rattenbury MLA

Minister for Climate Change and Sustainability  
Minister for Corrections and Justice Health  
Minister for Justice, Consumer Affairs and Road Safety  
Minister for Mental Health  
Member for Kurrajong

Mr Endre Kovacs

By email: [endrekovacs@yahoo.com.au](mailto:endrekovacs@yahoo.com.au)

Dear Mr Kovacs

Thank you for your correspondence to Mr Andrew Barr MLA dated 20 January 2020 about your investment in the ACT taxi industry. Mr Barr MLA has referred your correspondence to me because this matter falls within my portfolio responsibilities.

The ACT government acknowledges the integral role taxis play in Canberra's public transport system and is committed to the continuation and sustainability of these services.

The ACT Government has taken steps to make government issued standard taxi plate licenses more readily available in recognition of the valuable community service provided by taxis. This creates a lower barrier of entry and supports competition, improving the service experience for consumers.

The on-demand transport industry in the ACT has experienced a dramatic transformation in recent years. Our city is growing, and we need to ensure that quality services are available to meet the needs of our residents and visitors.

Many established industries, including the on-demand transport industry, have experienced significant disruption due to new technologies. I acknowledge that online platforms for on demand rideshare services have dramatically changed the market and that the new means of travel bookings have affected taxi service providers which prompted the need for regulatory reform.

A detailed evaluation of the impacts of the ACT's 2015 taxi reforms was undertaken by government in 2018 to help guide our continued response to the changes and challenges the industry is facing. The evaluation was based on community feedback, detailed surveys from industry participants and economic analysis: the Evaluation Report and other documents relating to the reforms can be accessed at <https://www.yoursay.act.gov.au/on-demand-transport-reform/evaluation>.

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### ACT Legislative Assembly

London Circuit, Canberra ACT 2601, Australia GPO Box 1020, Canberra ACT 2601, Australia  
Phone +61 2 6205 0005 Email [rattenbury@act.gov.au](mailto:rattenbury@act.gov.au)



@shanerattenburymla



ShaneRattenbury



shanerattenbury

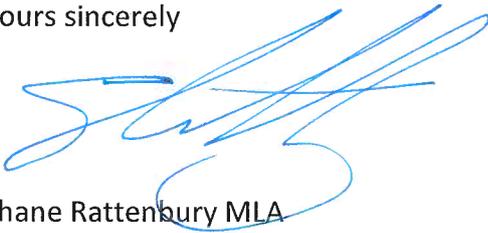


I understand that changes to the industry in recent years have impacted on people's investments and that some taxi plate owners have experienced a change in value and lease income from their investment. As with many types of assets, these investments come with potential risk. It is unfortunate and I am sympathetic to those who have been affected, however, it is not the role of government to regulate solely to try and protect people's personal investments. The responsibility of government is to support the provision of valuable services to the Canberra community and that is why the ACT Government has focussed on industry reforms to improve the quality, supply and long-term viability of on-demand services in our growing region.

I acknowledge the impacts that the taxi reforms have had on people involved in the industry and I encourage you to seek assistance and advice as required. The ACT government has committed to provide professional counselling at the Woden Community Service during this time of industry transition if there is sufficient need in the community. These services can be accessed by calling (02) 6282 2644 between 9am and 5pm weekdays or by email [info@wcs.org.au](mailto:info@wcs.org.au). The ACT Government website [www.assistance.act.gov.au](http://www.assistance.act.gov.au) also has contact details for a range of services.

Thank you for raising your concerns with me.

Yours sincerely



Shane Rattenbury MLA  
Minister for Justice, Consumer Affairs and Road Safety

6 MAR 2020