

**Submission
No 18**

INQUIRY INTO NSW TAXI INDUSTRY

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Inquiry into the New South Wales Taxi Industry.

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From:
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To:
The Director
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Submission to the Inquiry into the NSW Taxi Industry

Thank you for providing me with the opportunity to make this submission to the Inquiry into the NSW Taxi Industry.

As a wheelchair user of 53 years and a supporter and advocate of other people with disabilities in the Coffs Harbour region I feel I can speak to this inquiry.

People with disability from the Coffs Harbour area were involved with a pilot study into the use of a plastic swipe card instead of the voucher system. After talking to the users of this plastic swipe card system it was evident the ease of use for even people with severe disability i.e. quadriplegia. Another very useful by product of the system was the difficulty of fraud thereby allowing the budget to be better used for supporting people with disability. It is a great disappointment that this system has still not been implemented. As an aside, this system would have helped a person that had their vouchers destroyed in the floods in 2009 and had to get to a Dr (as demanded by TTSS staff) because the previous application was over 5yrs old. This was a point registered at the Coffs Coast flood recovery round table meeting, the lack of support of government departments in a time of need. The total lack of help from the TTSS office was overwhelming for someone who has just had a flood damaging their house and car. I feel better training for staff would be a good start but more importantly a better system like the plastic swipe card.

Again, thank you for providing the opportunity to make a submission to the NSW Taxi Industry and I trust that the above-mentioned issues will be given serious consideration and I anticipate a positive outcome.

Yours sincerely,

Raymond Munro