

# OPT Review Final Guiding Principles

## Accessible

An agile and personalised integrated transport system will supply service demand 24/7.

Everyone will have access to a form of personalised transport, including regional areas.

## Accountable

The personalised transport industry will operate within an effective and responsive regulatory framework. The regulatory burden will be less, and there will be greater value for customers.

The industry will be held accountable for the services provided, including environmental impacts.

## Customer focused

Queensland's personalised transport industry will be shaped by the expectations of customers and the public benefit for Queensland.

## Innovative

The personalised transport industry will have the freedom and flexibility to take advantage of innovation and opportunities, including benefits from emerging technologies.

## Safe

The personalised transport industry and government will be dedicated to driver, vehicle, customer, and public safety.

## How we got here

The Queensland community's expectations of personalised transport services have changed.

There has also been technological developments and new businesses entering the market that continue to challenge the existing regulatory framework in Queensland.

On 7 October 2015, the Queensland Government announced an independent review of the industry.

The OPT Review Taskforce has been asked to comprehensively consider the industry and the issues it currently faces and may face in the future. The taskforce is in the process of reviewing how the industry is operating, its current regulatory framework and requirements, and consumer issues. The taskforce will also consider the impact of regulatory changes on the operators of personalised transport services. It will then present recommendations to the Queensland Government in August 2016.

Through meetings, submissions and a public survey, we identified a number of values that were shared across stakeholder groups. These values were grouped into five principles.

To ensure the principles accurately reflect the viewpoints of key stakeholders, a draft version was released for feedback in December 2015. Feedback was reviewed and some suggestions have been incorporated into this final version of the guiding principles.

Our response to the feedback we received is available in a summary report on the OPT Review website.

We feel confident in the final guiding principles and will use them throughout the review, checking back to ensure the direction we're headed aligns with what is most important to Queensland.

## Next steps

### Discussion paper: Innovation

In February 2016, a discussion paper about innovation and what it means for industry and the community will be released and available on the OPT Review website.

Face-to-face and online discussion forums will be held following the release of this paper.

### Consultation paper (Green Paper): Draft reform options

In May 2016, a consultation paper outlining the proposed reform options will be released.

This paper will be supported by a state-wide consultation program.

To inform the development of the Consultation Paper, initial submissions must be received by 6pm on 3 April 2016.

### Decision paper (White Paper): Final reform options and recommendations

In August 2016, a final report and recommendations will be delivered to the Queensland Government for consideration.

## How to be involved

Public consultation events, including surveys, quick polls and face-to-face sessions, will take place in the first half of 2016.

There will be opportunities to provide comments and submissions in response to ideas and recommendations presented in the Discussion and Consultation papers.

General feedback is welcome via email [info.optreview@qld.gov.au](mailto:info.optreview@qld.gov.au) at any time.

For up-to-date information about consultation opportunities and to engage with the taskforce online, register on the OPT Review website [optreviewqld.com.au](http://optreviewqld.com.au).



**OPPORTUNITIES FOR PERSONALISED TRANSPORT**