

Mr David John Frick
310 Cross Road
Clarence Park
South Australia 5034

21 August 2007

Allen Consulting Group
Level 12, 210 George Street
Sydney NSW 2000

To Whom It May Concern:

To Whom It May Concern,

The following opinion is directed at the Australian Taxi Industry and too the State Governments and Territory Government responsible for the provision of Taxi Services in the separate states and territories. At this time; any State or Territory which claims to have met an acceptable standard or complied with the required standard, whereby the standard refers to the delivery of taxis to people that require wheel chair access. In my opinion, being either miss led or negligent in their auditing process whereby the statistical information provided is in my opinion fraudulent in its representation.

At this time I do not believe the survey/inquire will not delve deep enough into the issue; specifically the issue is not just about getting a taxi on time, response times being any indication of service standard is a farce. Especially when, in my opinion the time that a person wants to book an accessible taxi may/can and is in my opinion manipulated by the booking contractor from time to time to ensure compliance requirements. In my opinion the Government is unable to audit this process and the consumers, the majority of, are not going to make waves for fear of retribution.

Sociologists, Phycologists and Mathematicians would be far more capable of auditing the problems faced by consumers of wheel chair accessible taxis. A study into the Taxi Industry Management by members of those academic communities would provide the government with the answers why wheel chair access is such a problem.

However, as to the many questions pertaining to the delivery of wheel chair accessible taxis and whether or not compliance has been achieved or service improved whilst referring to the South Australian Taxi Industry. As the first private owner operator of an accessible taxi in South Australia and the operator that has over the past fifteen years provided a taxi to more wheel chair users than any other operator of a wheel chair accessible taxi in South Australia I would have to say "NO". In fact, it is my opinion the Industry has travelled backwards by virtue of the fact that the opinion of the, in my opinion "Pseudo representatives of the South Australian Taxi Industry" is more important than resolving the issue.

Unfortunately, until such time that the DDA is taken seriously and the so-called Unjustifiable Hardship clause in the DDA ceases to being used as the escape clause by lawyers who may or may not have previously been employed by such industries as the Tobacco Industry to allow other industries to avoid their responsibilities is scrutinised appropriately nothing will change. Until such time that One third of all taxis are accessible to members of the public that require wheel chair access, the standard will remain forth class.]

Whilst the Taxi Industry is my main focus, and where my experience and knowledge cometh I will supply the following statement towards true compliance.

At this time, the Australian Taxi Industry has expressed the opinion that the Taxi Industry would face "Unjustifiable Hardship" if forced to become or maintain services for members of the public that require wheel chair access. Unfortunately, the concept of "unjustifiable hardship" is unsustainable and fallible. Whilst any intelligent person willing to look a little deeper at the issue will agree At this time I am unwilling to provide why this is a fact. At any time the Human Rights Commissioner wishes to be provided the factual evidence of how over one third; of at least the South Australian Taxi Industry could become voluntarily accessible to members of the public who require wheel chair access without any additional cost to both the Taxi Industry or the South Australian Government I would be willing to provide the answer.

Respectfully yours,

Mr David J Frick

Phone 0403 699 938