

Minister for Public Transport Minister for Roads

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Ms Marnie Williams
Chief Executive Officer
Taxi Services Commission
Level 23
80 Collins Street
MELBOURNE VIC 3000

Dear Ms Williams

STATEMENT OF EXPECTATIONS FOR THE TAXI SERVICES COMMISSION

I am pleased to provide you with this Statement of Expectations (SOE) for the Taxi Services Commission (the TSC). This SOE applies for the period 2014-15 and 2015-16, or until otherwise amended.

Improving the administration and enforcement of regulation

As Minister for Public Transport, I am responsible for administering the *Transport Integration Act 2010*, *Transport (Compliance and Miscellaneous) Act 1983* (TCMA) and taxi and hire car regulations made under the TCMA. This SOE should be read within the context of the objectives, functions and powers set out in these statutes and regulations.

This SOE sets out my expectations of the TSC's role in improving efficiency and effectiveness of the administration and enforcement of its statutory responsibilities, including the Government's red tape reduction program.

Implementation of the Government's response to the Taxi Industry Inquiry will continue to have a profound effect on the TSC. The SOE outlines governance and performance objectives to guide changes on how the TSC conducts its business.

Improvements and targets

Based on consultation with my Department and the TSC, I have identified six key performance areas:

- benchmarking the performance of TSC as a regulator including by building greater linkages with comparable regulators such as VicRoads and WorkSafe. I have asked my Department to assist the TSC in this exercise
- modernising measurement and monitoring processes to provide critical information about regulatory outcomes including through the use of technology in the field to support rigorous data collection and transmission

- embedding a risk-based approach to compliance and enforcement including by using data trends and comparative analysis to deliver the greatest return on investment from inspections through to systemic risks and safety responses
- providing greater transparency to the industry and wider public about TSC's approach to constructive compliance including through publication of a Monitoring, Enforcement and Compliance Policy
- streamlining administrative processes for industry to reduce red tape including payment options; and
- working collaboratively with my Department as it continues the regulatory reform process including by providing timely information and responses to proposals.

In developing actions to achieve these objectives, the TSC is expected to consult with business, other areas of government and the broader community as appropriate.

Reporting

Reporting on your progress should be part of annual financial reporting to avoid duplication. As part of annual reporting, the TSC is expected to report on:

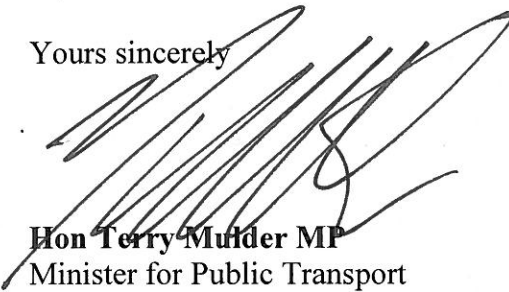
- current baseline levels for performance; and
- actions undertaken to reach the six objectives.

I also expect that progress will be incorporated into the TSC's Corporate Plan, and this SOE be published on the TSC's website.

I expect that within three months of receipt of this letter, the TSC will respond by outlining how it intends to achieve the six objectives set down in this SOE. This response should include details of the specific actions that will be undertaken by the TSC to meet the six objectives.

The TSC has a critical role to play in one of the Government's key areas of reform. I look forward to seeing the TSC deliver these regulatory improvements and to seeing the practical benefits for the industry and the community.

Yours sincerely



Hon Terry Mulder MP
Minister for Public Transport
Minister for Roads

19/2014