1. The towing industry in Queensland is regulated by the *Tow Truck Act 1973* and *Tow Truck Regulation 2009,* however removing vehicles from private property, such a car parks, is not covered by the regulatory framework.
2. In response to the growing community concerns regarding the removal of vehicles from private property the Queensland Government commissioned an independent investigation. The independent investigation, conducted by Mr Michael Forde, made 22 recommendations to reform the towing industry regarding the removal of vehicles from private property, and raised a further eight matters for consideration.
3. The Queensland Government accepted all of the investigation’s recommendations to address issues identified in the towing industry, and is proposing key reforms including:
* requiring private property towing to be performed by accredited drivers using licensed tow trucks
* increasing the penalties for operating a tow truck without a licence or accreditation
* setting maximum fees of $250 for vehicles towed from private property, $150 if the vehicle is released onsite after being loaded onto the tow truck and $25 per day for storing towed vehicles
* imposing conduct requirements on tow truck operators and drivers to ensure fair, reasonable and professional towing practices
* restricting the disclosure of information about private property towing to protect motorists’ privacy
* developing guidelines for minimum signage requirements
* enhancing monitoring and enforcement activities to maximise compliance with the licensing and accreditation requirements
* improving motorists, private property owners and towing operators’ awareness of their rights and obligations regarding private property parking and towing.
1. The matters for further consideration have also been accepted by the Queensland Government.
2. Cabinet endorsed the adoption of the 22 recommendations and the eight matters for further consideration made by the *Independent Investigation into the Towing Industry: Removal of Vehicles from Private Property Report August 2017*, and approved the Government’s response to the report.
3. *Attachments*
* [Independent Investigation into the Towing Industry: Removal of Vehicles from Private Property Report August 2017](Attachments/Report.pdf)
* [Government Response](Attachments/Response.pdf)