

Taxi Newsletter



Welcome to the August 2016 edition of the Taxi Newsletter.

Registration to Work with Vulnerable People (WWVP)

Since **1 May 2016** anyone with an ancillary certificate to drive a public passenger vehicle must also hold a Registration to Work with Vulnerable People (WWVP). Operators must ensure that drivers have:

- a current driver licence; and
- a current ancillary certificate; and
- WWVP registration.

For further information about WWVP registration visit the Department of Justice (http://www.justice.tas.gov.au/working_with_children) or call 1300 135 513.

Go to: <http://www.transport.tas.gov.au/passenger/operators> to check if a driver has a current ancillary certificate. (Scroll down to Ancillary Certificates and click on 'Current Ancillary Certificates for Public Passenger Vehicles'.) This page is updated fortnightly.

Ridesourcing

The Tasmanian Government has made a commitment to embrace the sharing economy in Tasmania including ridesourcing services.

Minor amendment legislation is currently before the Parliament to give effect to this commitment.

The amendment legislation will be followed by a review of passenger transport legislation. The taxi industry and other relevant stakeholders will be consulted throughout the review.

Assistance animals

Recently it has been well publicised throughout the State that some drivers have been refusing to transport members of the public with their assistance animals.

Drivers must be aware of their obligations surrounding these passengers. The [Taxi Industry Regulations 2008](#) require drivers to transport an assistance animal of a person with disability. A driver who refuses to do so can be fined \$400 (or more if the matter goes to court).

A passenger who is refused service because of their disability may also make a complaint to the Anti-Discrimination Commissioner, who has powers to investigate this type of complaint and make orders.

Assistance animals include Guide Dogs, Hearing Dogs and other assistance dogs.

Complaint process

State Growth has produced a web resource (<http://www.transport.tas.gov.au/passenger/taxi/using-taxis-in-tasmania>) to provide advice to the public about using taxis in Tasmania which includes information about making complaints.

Most of the complaints relating to taxis (especially those relating to customer service) should be dealt with by the responsible operator, or the relevant taxi company or network.

Serious offences and crimes should be reported to Tasmania Police immediately. Breaches of the taxi legislation or serious licencing / accreditation offences (such as operating without accreditation or without a licence) will be investigated by the Department.

Responsible operators and taxi networks should have procedures in place to handle those passenger complaints that are not referred to the Department or Tasmania Police.

Sometimes customers do refer complaints to the Department. Where a number of similar complaints about an individual or business arise over time, this could lead to questions as to whether the person is a 'fit and proper' person to drive a taxi or hold operator accreditation. If this happens, a driver could have their ancillary certificate suspended or cancelled or an operator may have their accreditation subjected to probation, suspended, or cancelled.

Concerns about the roadworthiness of vehicles can be directed to the Registrar of Motor Vehicles, Department of State Growth: Post: GPO Box 536, Hobart TAS 7001
Phone: 1300 135 513
Email: info@stategrowth.tas.gov.au

If the Registrar of Motor Vehicles receives a complaint regarding the roadworthiness of a vehicle, the Registrar has the power to require the vehicle to be inspected at an Authorised Inspection Station.

If you wish to make a complaint, you must provide your name, address and date of birth, the registration number of vehicle, type of defect, and the date and place you saw the vehicle. Your details will be kept confidential.

Owner-operator taxi licences for sale

Owner-operator taxi licences not issued through the 2015 tender are now available for sale from the Transport Commission. The price of the licences is the Reserve Price for the relevant taxi area. (See Schedule 3 of the [Taxi and Hire Vehicle Industries Act 2008](#).)

Owner-operator taxi licences are available in all Tasmanian taxi areas with the exception of Devonport and Ulverstone.

Intending applicants are advised to undertake appropriate due diligence with regard to any prospective licence purchase. In particular, you should be aware that the Tasmanian Government is making arrangements that will facilitate ridesourcing services to operate in Tasmania.

To obtain an information package and application form, contact:

Tania Shilcock

Ph: 6166 3303

Email: tania.shilcock@stategrowth.tas.gov.au

New taxi security camera

The Verifeye – Taxicam Mark 5 as supplied by Verifeye Aust Pty Ltd is approved for use in taxis, effective from 9 December 2015. A list of approved camera systems is available on the State Growth website at:

<http://www.transport.tas.gov.au/passenger/operators>.

National Disability Insurance Scheme

In July 2013 Tasmania commenced a trial of the National Disability Insurance Scheme (NDIS).

The NDIS is a new way to help people with disability to get the supports they need to live an ordinary life. During the NDIS trial, over 1000 eligible Tasmanians have become participants in the NDIS. The Tasmanian Government has signed an agreement with the Australian Government to expand the NDIS to include other eligible Tasmanians from 1 July 2016.

Under the NDIS, the National Disability Insurance Agency (NDIA) is responsible for providing funding to people with disability to access the reasonable and necessary supports they need to take part in everyday activities.

When a Tasmanian with Transport Access Scheme membership becomes a NDIS participant, they will access transport assistance through their NDIS plan. This means that their TAS taxi smartcard will be cancelled. They can continue to use taxis and WAT taxis, however, they will not receive a TAS taxi subsidy.

Accredited Operators – Audits and National Police Certificate (NPC)

If you're an accredited operator, a condition of your accreditation is that you provide your external audit and NPC to the Commission by the required dates. These dates are printed on your current accreditation certificate. The audit ensures that you have the systems in place to meet the safety standards. These systems, when in place, help protect your drivers and passengers. A list of approved auditors with contact details is on State Growth's website <http://www.transport.tas.gov.au/passenger/operators>.

It is important that an acceptable NPC is provided. You can get an application form for a NPC from a Service Tasmania shop or police station or download a form from the Tasmania Police website at: <http://www.police.tas.gov.au/services-online/police-history-record-checks/>. More information about obtaining a NPC is in Section 4 of the Operator Accreditation Guide Categories A and B found at: <http://www.transport.tas.gov.au/passenger/operators>. NPCs or certificates obtained from an internet-based facility or website (other than as downloaded from the Tasmania Police website) will not be accepted.

Contact Details for the Tasmanian Taxi Council

At the request of the Tasmanian Taxi Council contact details of the office holders are provided for the information of industry members.



Tasmanian Taxi Council

If you wish to discuss the industry or the Council further please contact:

President Mr. Roger Burdon (South) 0418 125 768 or via email roger.burdon@13cabs.com.au

Secretary Mr. Tony Dilger (North) 0417 036 090 or via email manager@taxicombined.com.au

From the Regulations and Concessions Team

You may have been in touch with the Alan or Michelle from the Accreditation Team. We are now the Regulations and Concessions unit, which is part of Passenger Transport. Joining this team, is Anne-Maree Mills (as manager) and Tania Shilcock.

For operator accreditation or taxi licence enquiries contact Alan, Michelle or Tania:

Email: operator.accreditation@stategrowth.tas.gov.au

Phone: 6166 3269