



On-Demand Framework

Update

The Department of State Growth recognises the taxi industry continues to experience challenging conditions because of the on-going closure of borders due to COVID-19.

To help the taxi industry during this time, two changes to the On-Demand Framework have been brought forward.

- Registered operators of taxis will no longer need to present their taxi for roadworthiness inspections every six months. From 1 October 2021, taxis will need to be presented for a roadworthiness inspection once every year. The Department of State Growth will write to registered operators of taxis about when their taxi is to be next inspected.
- Registered operators of taxis will still need to meet their obligations under Accreditation Standard 2.4 by presenting their taxi for a full safety inspection every six months or 10,000kms, whichever comes first. These inspections must be carried out either by a qualified mechanic, or a person who has been assessed by a Registered Training Organisation as having the skills necessary to undertake these inspections.

- Owners and operators of taxi and luxury hire car licences no longer need to pay the annual fee for taxi and luxury hire car licences. State Growth is progressing work on the introduction of a new accreditation fee and will provide further information in coming months.

If you have any questions, email the On-Demand Implementation Project Team at taxireview@stategrowth.tas.gov.au

Check in TAS App

Public Health Direction

All taxis vehicles are required to have a QR code for the Check in TAS App displayed as part of helping to keep on top of COVID.

The response to this Public Health Direction has been outstanding, and Passenger Transport would like to thank all taxi operators for continuing to help keep Tasmania COVID safe.

Security camera systems

Driver and passenger safety should always be our number one priority. An essential part of your safety systems is the security camera system in

your taxis. It is important that these systems are well maintained to work effectively.

Operators

As an operator it is your responsibility to ensure that the camera system in your taxis is installed and always fully operational. Check your systems and make sure to get your camera systems inspected on time.

Drivers

Your drivers must complete pre-departure inspection checklists before the commencement of a shift. Remind your drivers that security cameras must be included in this check to ensure that the system is fully functional and not out of date when taxis are on road.

Information for drivers

Leaving taxis unattended at taxi ranks

Leaving a taxi unattended on a taxi rank without a reasonable excuse is an offence. Poor driver behaviour is unfair to other drivers doing the right thing.

Drivers may be fined for breaching the regulations and Operators may be investigated to determine whether their driver training systems are sufficiently robust.

Not for Hire Signs

Drivers must display the 'Not for Hire Sign' when a taxi is not being used as a taxi and parked on a public street.

Without the signage the driver could be deemed to be plying for hire which is an offence.

Taxi fare receipt

Taxi fare receipts have changed recently for all taxi travel.

Receipts now show the words "CAP" and "USED".

These have been added in preparation for changes to taxi fare subsidies for NDIS participants.

For now, there is no number next to "CAP" because the capped limit for NDIS participants has not commenced. There may be a number next to the word "USED" when the passenger holds a Taxi Smartcard. This number is the amount of taxi fare subsidy used by the passenger on all taxi trips this year.

You can let your drivers know that the cap has not commenced for NDIS participants. The taxi industry and NDIS participants who hold Taxi Smartcards will be informed before the cap begins.

Interstate vouchers

Make sure drivers are applying the correct subsidy amount for interstate vouchers. The correct subsidy claim amount can be found on the individual voucher, this amount may differ for each State.

Message from the Transport Safety Investigation Unit

As COVID is still a part of everyday life, please remind your drivers when dealing with TSIU officers, to comply with instructions to keep both drivers and officers COVID safe.

Reducing the Risk of COVID-19

We would like to remind operators and drivers of their part in helping reduce the risk and spread of the COVID-19 virus.

Where possible, drivers should ask passengers to:

- Sit in the back seat of the vehicle.
- Handle their own luggage.
- Use contactless payments if possible. Where cash payment is required, drivers and passengers should wash their hands with soap and water for at least 20 seconds or use alcohol-based hand sanitiser afterwards.
- Avoid handshakes or any other close physical contact.

Drivers should also try to avoid physical contact and maintain more than 1.5 metres distance from other drivers when not in their vehicles.

Drivers on airport property must wear a mask.

To keep up to date with the latest information and advice go to coronavirus.tas.gov.au.

Regulations and Concessions

Unit

Contact us by e-mail at

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