



New taxi driver grant

In February 2022, the Minister of Infrastructure and Transport announced a grant of \$60 000 to fund up to 100 new taxi drivers. The announcement was in response to reports from the taxi industry about a driver shortage.

Some taxi operators and networks have already used the grant to assist new drivers into the industry.

The Department of State Growth has reviewed the grant and has made the remaining grant funds available in a third round which opened on 1 December 2022.

As part of the review, the process to apply for and acquit the grant has been streamlined to make it easier for eligible participants to access funds.

Taxi operators and networks can find information on how to apply for the payments at [New Taxi Drivers' Program 2022 - Round 3 - Department of State Growth \(smartygrants.com.au\)](#).

For more information contact operator.accreditation@stategrowth.tas.gov.au

Taxi fare increase

After consultation with the Taxi Industry the Transport Commission ordered taxi fares to be increased by five percent of the distance rate

effective from 1 November 2022.

FAREWAYplus (Cabcharge) taximeters were automatically updated over the air. These meters do not need to be tested.

If your taxi uses any of the following taxi meters, to take advantage of the fare increase it will need to be reprogrammed by an Authorised Taximeter Adjuster:

- Schmidt Model G4
- Martin
- Novax

A list of approved taxi meter adjusters is at [Taximeter adjusters - approved taxi equipment – Transport Services](#)

If you need new taxi fare labels, ask your network or email

operator.accreditation@stategrowth.tas.gov.au

2022-2023 Hobart Cruise Ship Season

The cruise ship season is well underway with 69 cruise ships scheduled to be docked at the Port of Hobart between 25 October 2022 and 4 April 2023.

Tas Ports have made available parking areas which are set aside as a taxi rank and a drop-off-

pick up area for private passenger vehicles including ride-source vehicles.

To find out the cruise ship schedule, you can visit the Tas Ports website.

Lawful operation of taxis – taxi areas

A taxi licence number plate shows the taxi area to which the licence relates. A vehicle is only allowed to be used as a taxi if it has a licence number plate affixed to it.

A taxi driver is only allowed to stand for hire on a rank that is in that taxi area and is not allowed to take a hiring that starts and finishes completely outside that taxi area.

The Transport Safety Investigation Unit investigates reports of taxis operating in contravention of the law. Penalties apply for offences.

A map of taxi areas can be found online [here](#).

Dealing with complaints

Accredited operators must have procedures to ensure that appropriate action is taken if they become aware of any alleged offences or breaches of legislation. These are 'reportable incidents' and include criminal offences or breaches of legislation.

Accreditation Standard 3.5 in the [Accreditation Manual](#) sets out the requirements for Reportable Incident Management.

Form 3.4 in the [templates](#) provides a sample policy.

A complaints management system to address complaints made by customers about the service provided by drivers and/or other employees of the service is not mandatory, but is Best Practice.

The Department of State Growth will not deal with customer service complaints such as a rude driver, late taxi or no assistance given with luggage. Instead, it recommends that these issues are sorted out with the taxi operator or network.

State Growth provides information about making a complaint at: [Making a complaint – Transport Services](#)

Driver conduct

Taxi services are an essential transport option for the community.

Passengers and other industry participants expect that taxi services are delivered to a high standard and in a manner which does not bring the industry into disrepute.

Drivers have a key role in building and maintaining a professional industry image. As well as ensuring the taxi is safe, driving safely and obeying the road rules, drivers should also be courteous and polite to passengers, other road users and taxi drivers.

Operators should strive to ensure their drivers have practical ability, integrity and professionalism and can deal with all types of people and situations.

Providing a high standard of customer service has a direct and meaningful impact on a taxi business.

Wheelchair-accessible taxi (WAT) services

WAT services provide a vital link to the community for those people living with disability or requiring the use a wheelchair.

Currently there are around 1600 Transport Access Scheme (TAS) members with a WAT endorsed taxi smart card in Tasmania.

Regulations Team

Contact us by e-mail at

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

To support the provision of WAT services and offset the higher set-up cost of a WAT -

- WAT licences are free and are still available (the moratorium on licence release only applies to Owner Operator Taxi Licences)
- there is no restriction on how many WAT licences the Transport Commission can issue
- The Commission pays a trip subsidy each time a WAT endorsed TAS member is transported

WATs can also operate as normal taxis.

Recent legislative changes mean that the Commission may approve a vehicle for use as a WAT if it is not more than 7 years old and meets all other criteria required under [Schedule 1](#) of the [Taxi and Hire Vehicle Industries Act 2008](#).

Like normal taxis, WATs can be used until they are 12 years old.

Currently there is demand for WAT services in various taxi areas.

If you would like to discuss the requirements to become a WAT operator, call Tania Shilcock (Senior Regulations and Concessions Officer) on 6166 3303 or email the Regulations Team at operator.accreditation@stategrowth.tas.gov.au

On-Demand Passenger Transport Services legislative changes

On 1 December 2022, new legislation came into effect. Over the next few weeks, the Regulations Team will provide information about the changes and what they mean for accredited operators.