



On-Demand Passenger Transport Services legislation changes

In the March issue of the Taxi Newsletter, we told you about new 'on-demand' legislation which came into effect recently.

Information will be included in the next few issues about the changes and what they mean for taxi operators.

You can find all issues of the Taxi Newsletter online here

https://www.transport.tas.gov.au/public_transport/industry_and_operator_information/taxi_newsletters

Fact sheets for taxi operators are also available at https://www.transport.tas.gov.au/public_transport/industry_and_operator_information/taxi_hire_vehicles_and_ride_sourcing/taxi More fact sheets will be available over the next few weeks.

Duty to notify the Transport Commission of incidents

Accredited taxi operators now need to notify the Transport Commission of

- an accident, incident or finding in relation to their service, and

- tell the Commission what steps they have taken to prevent a recurrence of such an accident or incident.

What types of accidents, incidents or findings do I need to notify?

Accidents or incidents – if, while your taxi was being used for your service:

- it ceased to function due to a failure to comply with vehicle standards
- an incident occurred that resulted in an injury to a person that required treatment by an ambulance officer or in the injured person being treated in hospital
- the taxi couldn't complete the service due to:
 - an incident that resulted in the taxi being damaged
 - a mechanical or other fault
- an incident that resulted in:
 - a complaint being made to police containing allegations of assault, indecency or indecent assault
 - the driver of the taxi being charged with a serious offence or being made subject to a disqualification from driving
 - a complaint by a person accompanied by an assistance animal who has been denied the service for any reason

Findings - if while your taxi was being used for your service:

- it was unregistered
- it was in breach of a vehicle standard
- a defect notice or formal warning was issued
- the driver of the taxi did not hold a valid licence or ancillary certificate

Who do I need to notify?

Provide the following information to

operator.accreditation@stategrowth.tas.gov.au

- name of accredited operator
- incident type
- time and location
- details of the driver and passenger(s)
- description of the incident
- any steps taken to prevent a recurrence of the accident / incident

What do I need to do now?

- review your system or procedure for notifying the Commission of certain events and update to include the new reporting requirement
- make sure all relevant personnel, including drivers, are aware of the new procedure and their responsibility to report accidents, incidents or findings in relation to your taxi service

If you have any questions about the new notification requirements, email the Regulations Team at

operator.accreditation@stategrowth.tas.gov.au

Duties of taxi drivers – taxi zones

Taxi drivers have legal duties which include how they use taxi zones (ranks).

Taxi drivers:

must:

- stand their taxi in the foremost vacant space in the rank
- unless there are reasonable ground to refuse:
 - accept a hiring while their taxi is in the rank even if they are not the foremost taxi
 - if a wheelchair-accessible taxi (WAT), accept a hiring even if the passenger doesn't have a wheelchair

must not:

- leave a taxi unattended on a rank without reasonable grounds for doing so
- prevent another taxi from leaving a rank
- tell a person that they need to hire the taxi at the front of the rank

may:

refuse to accept a hiring if they have reasonable grounds for believing that:

- the person:
 - would not be able to pay for the hiring
 - represents a real or potential threat to the driver's physical safety or the safe operation of the taxi
- the taxi is unable to safely transport a proposed passenger or item

Transport Safety Investigation Officers have recently investigated complaints that passengers were refused a hiring by a taxi driver who was in a taxi zone (rank).

Where it is found that a driver did not comply with their legal duty and committed an offence, the driver may be fined.

As an accredited taxi operator, it is important that you ensure your drivers are aware of their duties.

If you need further information or advice, email the Regulations Team at

operator.accreditation@stategrowth.tas.gov.au

Seeking feedback on the proposed *Taxi and Hire Vehicle Industries Regulations 2023*

The Tasmanian Government is committed to providing opportunities for community involvement in the development of Government policy and we are seeking your input on the proposed *Taxi and Hire Vehicle Industries Regulations 2023*.

You can find information about the proposed *Taxi and Hire Vehicle Industries Regulations 2023* and how you can have your say at the following website:

[Have your say on the New Taxi and Hire Vehicle Industries Regulations 2023](#)

Submissions and questions should be directed to taxireview@stategrowth.tas.gov.au

All written submissions on the Regulatory Impact Statement relating to the Taxi and Hire Vehicle Industries Regulations 2023 must be received by 5.00 pm on 16 May 2023

Launceston Cornwall Square Transit Centre closure

The Cornwall Square Transit Centre in Launceston has closed.

Bus services for Devonport, Hobart, Mole Creek and St Helens are now operating from Charles Street at William Street, 200m from Cornwall Square.

This closure of the Cornwall Square Transit centre does not affect Metro, Manions', Tassielink or Redline (Kinetic) operating from the Launceston interchange in St John Street and Brisbane Street.

For more information go to

www.transport.tas.gov.au/publictransport

Disability parking permits in taxis

Australian Disability Parking Permits (ADPP) are issued to support people with severe mobility disabilities to access parking close to their destination.

If your passenger wants you to wait for them in a disability parking place they can display their ADPP in your taxi until they return. This is legal and appropriate, and is one of the benefits of holding an ADPP.

If you or anyone has questions about the appropriate use of ADPPs you can email passenger.transport@stategrowth.tas.gov.au

New taxi driver grant

Funds remain available in the third round of the New Taxi Drivers' grant program for accredited taxi operators to help new taxi drivers into the industry.

The grant is intended to remain open until 30 June 2023 but may close earlier if the funds have been fully committed.

Only taxi operators and networks are eligible for the grant.

Information on how to apply for the grant is at [New Taxi Drivers' Program 2022 - Round 3 - Department of State Growth \(smartygrants.com.au\)](#).

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

Regulations Team

Contact us by e-mail at operator.accreditation@stategrowth.tas.gov.au