



Booking Service Providers

If you receive taxi bookings through a website, phone number or app and arrange the acceptance of those bookings on behalf of another taxi operator, then you are a Booking Service Provider (BSP). This is the case even if you outsource the acceptance and management of bookings to a third party.

Established taxi networks are BSPs and need to be accredited. Different safety standards apply to BSPs and require that they have a safety management system.

An accredited BSP may choose to affiliate accredited taxi operators which means that other accredited taxi operators can use their safety systems.

If your BSP offers affiliation, you can talk to them about becoming an affiliated operator by mutual agreement.

Information about BSPs including the relevant safety standards is available at https://www.transport.tas.gov.au/public_transport/taxis_and_ride_sourcing/Booking_Service_Providers

If you think you are a BSP, you should contact the Regulations Team at

operator.accreditation@stategrowth.tas.gov.au

Use of Taxi Subsidy Program

Accredited taxi operators are responsible for managing the safety, security and related risks associated with operating their service.

Passengers who use a taxi service may include members of the Taxi Subsidy Program (TSP) whose taxi travel is subsidised by the Tasmanian Government.

Misuse of the TSP by a driver is a related risk of operating a taxi service and if proven, may result in administrative action by the Transport Commission and/or criminal charges. As such, it is important that you, and any drivers that you engage for your service are informed of their responsibility to transact fares and claim a subsidy payment correctly.

The Transport Commission analyses data to ensure correct use of the TSP and to protect the Tasmanian community from misuse of the program.

If you suspect a driver is misusing the TSP, you should report the matter and any relevant information to the Commission immediately.

You can help your drivers to understand their responsibilities by providing them with information about their legal duties and responsibilities including:

- to use the taximeter on every taxi trip
- to only start the taximeter when the trip begins
- to stop the taximeter at the end of the trip
- not to charge a passenger more than the fare displayed on the taximeter (penalties apply)
- not to keep a passenger's taxi smartcard
- report to the Transport Commission if they believe a taxi smartcard is not being used legitimately

Advertising taxi services

It is an offence for a person to operate or purport to operate a taxi service unless they hold accreditation.

Recently the Commission was made aware of several websites advertising taxi services. While some were managed by legitimate taxi operators, others were advertising a taxi service unlawfully.

Following action by the Regulations Team and Transport Safety and Investigation Officers, the unlawful websites have now been removed.

If you are aware of people advertising a taxi service when they do not hold accreditation and/or a taxi licence, you can provide details to the Regulations Team at operator.accreditation@stategrowth.tas.gov.au

Safe drivers

As an accredited operator, you have a legal safety duty to ensure, so far as is reasonably

practicable, the safety of drivers, other road users and passengers while your taxis are being used to provide your service.

Not only must taxi drivers be correctly licensed and qualified to drive a taxi, they also need to be capable of driving safely.

Things that may affect their ability to drive safely include their health, a range of medical conditions, and some treatments. Fatigue can also impact a person's ability to drive safely.

You need to recognise any risks and take steps to ensure your taxi service is safe.

Taxi drivers also have a legal duty to take reasonable care for their own safety when providing the taxi service and to ensure that their actions (or failure to act) does not adversely affect the safety of other persons.

Concerns about another person's driving can be reported to the Registrar of Motor Vehicles.

Information is at

<https://www.service.tas.gov.au/services/transport/driver-and-rider-licences/report-a-concern-about-someone-elses-driving>

Importance of correct class MAIB premium

The Motor Accidents (Liabilities and Compensation) Act 1973 is the law that relates to the payment of the compulsory third party insurance (MAIB) premium which makes up a portion of a registration payment.

The 'class' and amount of premium depends on the use of the vehicle. The premiums are at https://www.transport.tas.gov.au/fees_forms/registration_fees/accordian/maib_premiums

A vehicle used as a taxi must be registered with class 6 MAIB premium paid.

Accreditation Standard 1.4 Vehicle Registration requires that vehicles must be currently and correctly registered. You must also keep the registration paper for each vehicle used for your taxi service. The class of MAIB premium is recorded on your registration.

If a vehicle is registered with the incorrect class of MAIB premium, it may not be adequately insured if it is involved in a crash which results in injury to a person.

If a vehicle is detected being used to provide a taxi service when it registered with the incorrect class of MAIB premium, a fine may be issued.

Contact details

The Accreditation Standards require that you must have a process for notifying the Transport Commission if any details relating to your service change. It is important that you keep your contact details up to date including phone number(s) and email address. If you need to update your contact details, email

operator.accreditation@stategrowth.tas.gov.au

If you need to change your address, go to

<https://www.service.tas.gov.au/services/me-and-my-identity/update-address/update-your-address>

Regulations Team

For further information on any of the topics in this newsletter, or any other information, contact us by email:

operator.accreditation@stategrowth.tas.gov.au