

Hon Jacinta Allan MP  
Minister for Public Transport  
1 Spring Street  
MELBOURNE VIC 3000

Lower Ground Floor  
1 Spring Street  
Melbourne Vic 3000  
GPO Box 1716  
Melbourne Vic 3001  
T 1800 638 802  
F (03) 8683 0777  
www.cpv.vic.gov.au

Dear Minister

### **REGULATION REFORM PROGRAM – STATEMENT OF EXPECTATIONS**

On behalf of the Commission, thank you for your letter of 9 May 2018 providing your expectations for the Taxi Services Commission – now Commercial Passenger Vehicles Victoria – in relation to the Government’s Regulation Reform Program.

Commercial Passenger Vehicles Victoria recognises the importance of minimising the burden of regulation on businesses, non-for-profit organisations and households, while still delivering desirable regulatory outcomes.

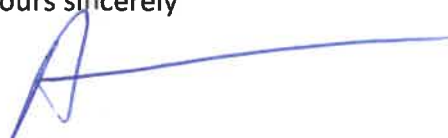
In order to address your Regulation Reform Program expectations and continue to improve our regulatory performance, Commercial Passenger Vehicles Victoria will undertake the activities in the attached table.

These activities will be incorporated into Commercial Passenger Vehicles Victoria’s Corporate Plan, and will influence our regulatory practices over the period to 30 June 2020. Your Statement of Expectations has been published on Commercial Passenger Vehicles Victoria’s website, and we will also publish this response.

Commercial Passenger Vehicles Victoria will report on progress towards achieving your expectations through our annual financial reporting.

Thank you again for your letter. Commercial Passenger Vehicles Victoria looks forward to working with you and your Department, towards best practice in the administration and enforcement of regulation in Victoria.

Yours sincerely



**Aaron de Rozario**  
Chief Executive Officer, Commercial Passenger Vehicles Victoria  
8 August 2018

**ATTACHMENT**

**Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation and meet Regulation Reform Program expectations**

Regulation reform program expectation	Commercial Passenger Vehicles Victoria activity	Implementation date
<p>Make administrative improvements to reduce delays of unbooked commercial passenger vehicle service providers entering the market and providing services.</p>	<p>Review the process for allocating unbooked commercial passenger vehicle number plates and report on options for change.</p>	<p>30 June 2019</p>
<p>Implement a risk-based compliance monitoring and enforcement approach to vehicle inspections and vehicle safety, with the approach informed by data collected on notifiable incidents.</p>	<p>Implement a system to collect notifiable incident notifications.</p>	<p>1 March 2019.</p>
	<p>Implement an internal process to respond to notified incidents and analyse them to identify broad trends.</p>	<p>28 February 2019.</p>
<p>Improve guidance and communication to industry participants through—</p>	<p>Report on first 12 months of incident notification data trends and findings.</p>	<p>31 May 2020.</p>
<ul style="list-style-type: none"> <li>improved information to community transport providers on the new CPV industry framework to encourage entry from the community transport sector</li> </ul>	<p>Promote opportunities for provision of community transport services – particularly in regional and rural areas. This includes expanding the guidance</p>	<p>31 March 2019.</p>

**ATTACHMENT**

**Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation and meet Regulation Reform Program expectations**

Regulation reform program expectation	Commercial Passenger Vehicles Victoria activity	Implementation date
<ul style="list-style-type: none"> <li>preparation of codes of practice in relation to compliance with the new safety duties under the <i>Commercial Passenger Vehicle Industry Act 2017</i></li> </ul>	<p>available in the community transport information leaflet.</p> <p>Draft a code of practice to assist industry participants to comply with safety duties under the <i>Commercial Passenger Vehicle Industry Act 2017</i>.</p>	<p>31 December 2018.</p>
	<p>Conclude stakeholder consultation on the safety duties code of practice.</p>	<p>30 April 2019.</p>
	<p>Present the safety duties code of practice for Ministerial approval.</p>	<p>31 May 2019.</p>
<ul style="list-style-type: none"> <li>quarterly forums to engage industry participants on risk-based approaches to compliance and enforcement</li> </ul>	<p>Implement internal quarterly forums to review evidence regarding risk-based approaches to safety regulation.</p>	<p>31 December 2018.</p>
	<p>Implement quarterly industry safety engagement forums to discuss harm- and risk-based approaches to safety compliance and enforcement.</p>	<p>31 March 2019.</p>

**ATTACHMENT  
Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation  
and meet Regulation Reform Program expectations**

Regulation reform program expectation	Commercial Passenger Vehicles Victoria activity	Implementation date
<ul style="list-style-type: none"> <li>clarifying timelines and scope for booking service provider registration and publish guidance.</li> </ul>	<p>Publish specific guidance regarding which booking service providers will need to be registered, and when.</p>	<p>30 September 2018.</p>
<ul style="list-style-type: none"> <li>provision of new advice on compliance that is easily readable, accurate, easy to understand, comprehensive, timely, regularly reviewed and updated in light of feedback.</li> </ul>	<p>Guidance materials for drivers will be reviewed in advance of notifiable incident regulations taking effect in 2019.</p>	<p>1 March 2019.</p>
	<p>Develop a process for receiving, processing and publishing regulatory decisions, to provide greater certainty to industry.</p>	<p>31 January 2020.</p>
	<p>Review guidance materials as part of the industry safety engagement forums.</p>	<p>March 2019</p>
<p>Improve the Multi-Purpose Taxi Program (MPTP) through—</p> <ul style="list-style-type: none"> <li>policy and operational improvements to address inefficiencies to the program, and in the way the subsidy is delivered</li> </ul>	<p>Complete the proof of concept project for Net-Cabs' provision of data collection services.</p>	<p>31 October 2018</p>
	<p>Finalise data specification and interchange protocols for MPTP expansion.</p>	<p>31 October 2018</p>

**ATTACHMENT**

**Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation and meet Regulation Reform Program expectations**

Regulation reform program expectation	Commercial Passenger Vehicles Victoria activity	Implementation date
<ul style="list-style-type: none"> <li>facilitating outcomes-based payment mechanisms that allow user subsidies and lifting fees to be paid, to maximise the number of providers that 'opt in' to the program and enable greater choice for passengers.</li> </ul>	<p>Complete an administrative review of MPTP subsidies.</p>	<p>30 June 2019</p>
<p>Review fees to ensure fees imposed on industry are appropriate and efficient.</p>	<p>Analyse the costs associated with Commercial Passenger Vehicles Victoria undertaking its regulatory functions. This will be done with a view to moving towards a cost recovery model of fees charged to industry, in accordance with Victorian Government guidelines.</p>	<p>30 June 2020.</p>
	<p>Complete a preliminary assessment of Booking Service Provider fees.</p>	<p>31 May 2019.</p>
	<p>Prepare a Regulatory Impact Statement outlining the proposed BSP annual fee structure for the 2019-20 financial year.</p>	<p>30 April 2019.</p>

**ATTACHMENT  
Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation  
and meet Regulation Reform Program expectations**

Regulation reform program expectation	Commercial Passenger Vehicles Victoria activity	Implementation date
<p>Reduce time taken for key decisions as far as quality, resourcing and due process allow.</p>	<p>Review timelines and quality of processes for</p> <ul style="list-style-type: none"> <li>● booking service provider registration;</li> <li>● driver accreditation;</li> <li>● vehicle registration; and</li> <li>● case assessment and review decisions.</li> </ul>	<p>31 August 2019.</p>
<p>Improve availability of online services and simplify processes, where possible, to reduce regulatory burden for individuals and businesses to complete forms and applications and streamline collecting and processing information.</p>	<p>Scope out requirements for online Booking Service Provider services in consultation with industry.</p> <p>Online driver and vehicle services will be reviewed to assess:</p> <ul style="list-style-type: none"> <li>● system usability issues;</li> <li>● unnecessary processes; and</li> <li>● opportunities for other improvements.</li> </ul> <p>External input from industry will be sought during the course of these reviews.</p>	<p>30 June 2020.</p> <p>31 March 2019.</p>

**ATTACHMENT**

**Commercial Passenger Vehicles Victoria plan of activities to improve the administration and enforcement of regulation and meet Regulation Reform Program expectations**

<b>Regulation reform program expectation</b>	<b>Commercial Passenger Vehicles Victoria activity</b>	<b>Implementation date</b>
<p>Clearly communicate process timelines to individuals and businesses to reduce uncertainty and avoid duplication, and align these timelines with other regulators where appropriate.</p>	<p>Update the CPVV website to consolidate information regarding timelines for booking service provider registration, driver accreditation, vehicle registration, driving instructor accreditation, and MPTP applications.</p> <p>This web page will be regularly updated with actual performance statistics, against indicative timelines.</p>	<p>28 February 2019.</p>