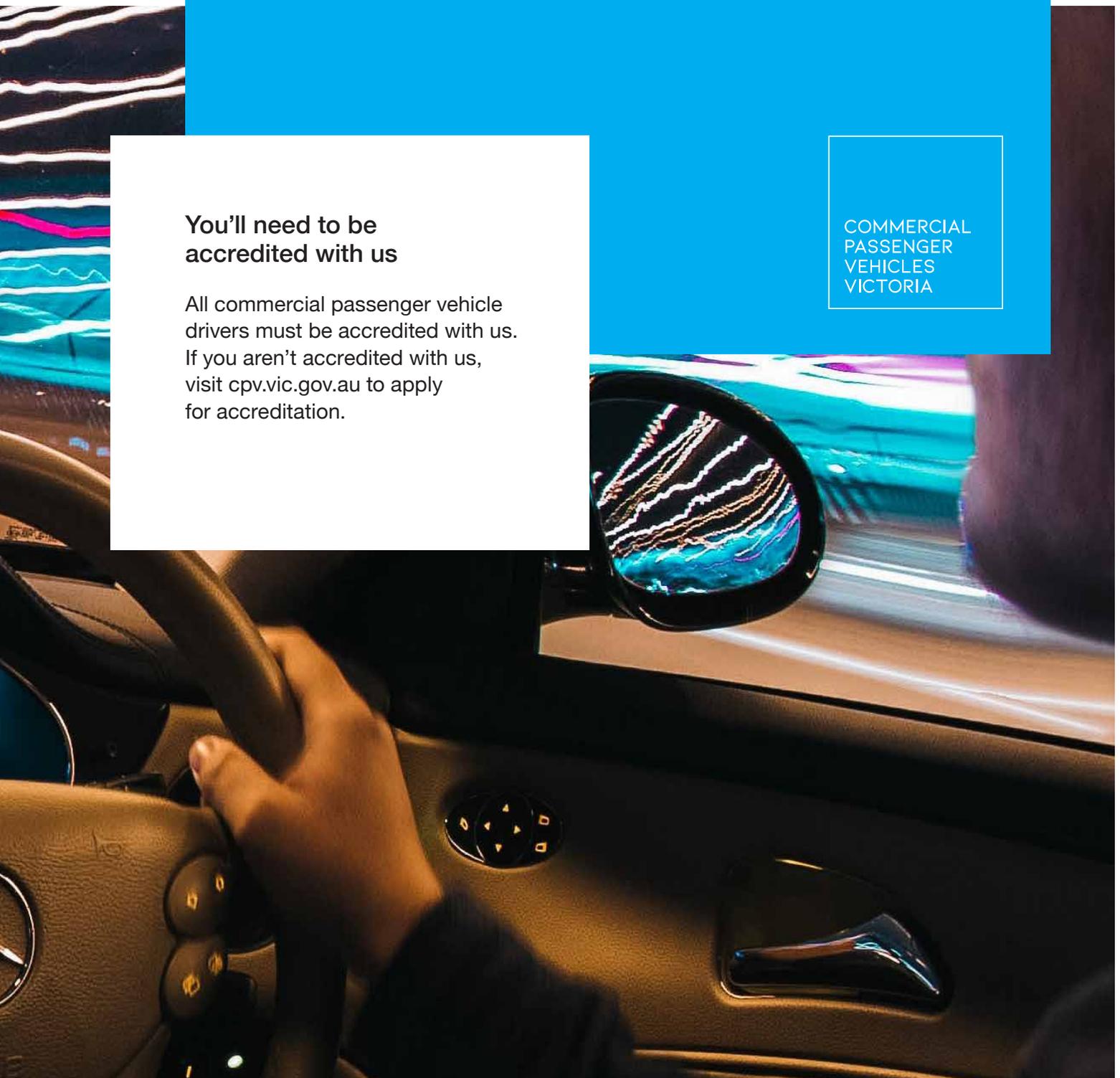


Commercial passenger vehicle driver responsibilities

You'll need to be accredited with us

All commercial passenger vehicle drivers must be accredited with us. If you aren't accredited with us, visit cpv.vic.gov.au to apply for accreditation.

COMMERCIAL
PASSENGER
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Driver identification

Once you're accredited with us, if you do unbooked work (rank and hail), we'll issue you with an identification card. When doing unbooked work, please ensure that you have your identification card clearly visible to your passengers.

Safety responsibilities

Safety is one of our key priorities, and it should be yours too. As a driver of a commercial passenger vehicle, you need to take care of your health and safety, and the health and safety of your passengers.

You need to cooperate with a Booking Service Provider, and work with them to learn about your obligations when it comes to driver fatigue, drug and alcohol testing, acceptable behavior as a driver and your medical fitness.

If anything changes – especially when it comes to changes surrounding a medical condition, please notify us. We need to be aware of conditions that may affect your ability to drive.

Vehicles

From September 2018, you can't use a commercial passenger vehicle unless it meets the vehicle identification requirements. All vehicles must have signs symbols, notices or labels that identify it as a commercial passenger vehicle. This includes the name, or logo, of the Booking Service Provider. The sign must not be easily removed by someone sitting in the driver's seat.

Unbooked services

When providing unbooked (rank and hail) services, you can't use a vehicle unless it has a functioning fare calculation device. The vehicle must also have fare information displayed on the inside of the vehicle visible to passengers, and on the outside of the vehicle on the left side.

Penalties apply for drivers that charge more than the maximum fare or hiring rate.

Unbooked services in regional and country Victoria can set their own fares. These services will continue to operate as they do now.

If the passenger requests a fare estimate you must give this to them, or a fixed fare. You must also give them a receipt if asked. You need to take the most direct route, or if asked, the route nominated by the passenger and always check you've applied the correct fees, tariffs and charges to the fare calculation device for unbooked services.

Vehicles providing unbooked services in Melbourne, Frankston, Dandenong, Mornington Peninsular, Geelong, Ballarat and Bendigo must also have a working security camera that has been approved by us.

Booked services

When a passenger books a service using an application, the phone or the internet the Booking Service Provider (BSP) can charge different fare rates at different times. This also applies to taxis they book using these methods.

Your responsibilities with the \$1 per trip industry levy

From 1 July 2018, the industry will pay a \$1 per trip industry levy to the State Revenue Office. If the trip is booked via an application, the phone or internet, the BSP pays.

If the trip starts at a rank, or from the street, you will pay. If you are employed by the owner of the vehicle, the owner will pay. You can agree for a BSP to complete and pay the levy on your behalf (you will need to talk to your BSP).

To find out more, or register, visit sro.vic.gov.au/triplelevy

Disability and Multi Purpose Taxi Program

If asked, please assist your passenger if they need help getting into, and out, of your vehicle. Remember, if a person has an assistance animal, or Guide Dog, you must take them where they need to go.

If a passenger is a Multi Purpose Taxi Program (MPTP) member, the vehicle needs to be equipped to process their fare. Make sure the correct fare and any other fees are applied and processed correctly. If you are asked for a receipt, you need to provide one.

For more information

Visit cpv.vic.gov.au

