



Hon Jacinta Allan MP

Minister for Public Transport
Minister for Major Projects

COPY

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Mr Yehudi Blacher
Chairperson
Taxi Services Commission
GPO Box 1716
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Dear Mr Blacher

REGULATION REFORM PROGRAM - STATEMENT OF EXPECTATIONS FOR THE TAXI SERVICES COMMISSION

I am pleased to provide you with this Statement of Expectations (SOE) in respect of the Government's Regulation Reform Program (RRP) for the Taxi Services Commission (TSC). This SOE commences on the date on which it was signed to 30 June 2020, or until otherwise amended.

Improving the administration and enforcement of regulation

This SOE sets out my expectations of TSC's contribution to the RRP to reduce red tape affecting businesses, not-for-profit organisations, government service providers and individuals.

This SOE outlines key governance and performance objectives and targets aimed at promoting greater efficiency and effectiveness in the administration and enforcement of regulation and thus reducing TSC's cost impacts on business and the community.

As Minister for Public Transport, I am responsible for administering the *Transport Integration Act 2010*, the *Transport (Compliance and Miscellaneous) Act 1983*, and the *Commercial Passenger Vehicle Industry Act 2017*. As you are aware, these laws are administered by the TSC on my behalf.

This SOE should be read within the context of TSC's objects, functions, powers and duties outlined in the *Transport Integration Act 2010* as well as other legislation and specific regulations.

Improvements and targets

The Government is committed to making significant changes to the regulation of the commercial passenger vehicle (CPV) market to improve safety and choice for passengers and provide more opportunities for all CPV drivers.

I expect the TSC to give priority to planning for and implementing these major changes to the regulatory environment arising from the implementation of the Government's reforms to the CPV industry.

In doing so, I expect the TSC to focus on key areas of governance and operational performance where there are opportunities to reduce cost impacts on business. Following consultation with Transport for Victoria, the Red Tape Commissioner and the TSC, I have identified some further compliance and administrative processes that impose considerable costs on businesses, not-for-profits, government service providers and individuals. I expect the TSC to identify activities it will undertake to implement the Government's regulatory reforms and achieve improvements through the following:

- make administrative improvements to reduce delays of unbooked CPV service providers entering the market and providing services
- implement a risk-based compliance monitoring and enforcement approach to CPV inspections and vehicle safety, with the approach informed by data collected on notifiable incidents
- Improve guidance and communication to industry participants through—
 - improved information to community transport providers on the new CPV industry framework to encourage entry from the community transport sector
 - preparation of codes of practice in relation to compliance with the new safety duties under the *Commercial Passenger Vehicle Industry Act 2017*
 - quarterly forums to engage industry participants on risk-based approaches to compliance and enforcement
 - clarifying timelines and scope for booking service provider registration and publish guidance
 - provision of new advice on compliance that is easily readable, accurate, easy to understand, comprehensive, timely, regularly reviewed and updated in light of feedback

- Improve the Multi-Purpose Taxi Program through—
 - policy and operational improvements to address inefficiencies to the program, and in the way the subsidy is delivered
 - 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
- review fees to ensure fees imposed on industry are appropriate and efficient.

In developing actions to achieve these improvements and targets, the TSC is expected to consult with the Red Tape Commissioner, business and the broader community as appropriate.

Timeliness

Timeliness is an important component of good regulatory practice. I expect you to reduce the time taken for key decisions as far as quality, resourcing and due process allow. I also expect that you will improve the 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.

I expect you to clearly communicate timelines for your processes to individuals and businesses to reduce uncertainty and avoid duplication. As far as it is practical, I expect that you will align these timelines with other regulators where appropriate.

Reporting

Reporting on your progress to achieve these SOE performance targets should be undertaken in the context of annual financial reporting to avoid duplication. As part of annual reporting, regulators are expected to report on:

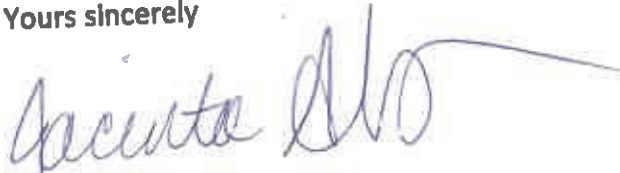
- current baseline levels for performance targets set in this SOE
- activities to be undertaken to reach the performance targets and improvements set out in this SOE.

I also expect that these SOE performance measures will be incorporated into the TSC's Corporate Plan, and this SOE should be published on the TSC's website upon receipt.

I expect that within three months of receipt of this letter, TSC will respond to this SOE, outlining how it intends to achieve the performance improvements and targets set in this SOE. This response should include details of the specific activities that will be undertaken by the TSC.

I look forward to seeing TSC continuously working towards achieving best practice in the administration and enforcement of regulation in Victoria.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Jacinta Allan", with a long horizontal flourish extending to the right.

Hon Jacinta Allan MP
Member for Bendigo East
Minister for Public Transport

9 MAY 2018