

# As the Victorian regulator for all commercial passenger vehicle services – taxis, hire cars and rideshare, we're changing our approach.

## Safety and accessibility are our priorities

We care about your safety, and from July 2018 all drivers must be accredited with us and all vehicles registered.

Many of the largest international Booking Service Providers operate in Victoria, providing you with greater flexibility and choice.

COMMERCIAL  
PASSENGER  
VEHICLES  
VICTORIA



## Fares

### Unbooked services

All unbooked (taxi rank and hail) services continue to operate as they do now. In Melbourne, surrounding suburbs, the Mornington Peninsula, Geelong, Bendigo and Ballarat the maximum fare rates are set by the Essential Services Commission.

Since 2014, unbooked services in regional and country Victoria have set their own fares. These services will continue to operate as they do now.

Fares for unbooked services will be displayed on the inside of the vehicle, and on the outside of the vehicle on the left-hand side. This information includes hiring rates, fees and charges.

### Booked services

When you book a service using an app, the phone or the internet the Booking Service Provider can charge different fare rates at different times.

This also applies to taxis that you book using these methods. You may notice a difference with your taxi fare when you book a taxi, versus taking one from a rank or hailing it from the street.

If you request a fare estimate when you book the service, they must provide you with this, or the fixed price fare.

### More accessible services

From 1 July 2018, the industry will pay a \$1 per trip industry levy. This will help to fund the development of more accessible services, including vehicles suitable for wheelchairs.

While the Booking Service Provider doesn't have to, they may choose to pass this cost onto you. Speak to the provider, or driver, if you have any questions about your fare. If you aren't happy with the estimate or the service you receive, you can find another provider to suit you.

### Short trips

Victoria has some of the largest international Booking Service Providers operating here, providing you greater flexibility and choice. From July, if it doesn't suit the driver to take you to where you want to go, they can decline your trip. It's not considered an offence unless you are in a wheelchair or have an assistance animal with you. With so many options, choose a service provider that works for you.

### Feedback and complaints

If you aren't happy with the service you have received, get in touch with the Booking Service Provider.

If you feel you aren't happy with the way your feedback or complaint is being handled by the Booking Service Provider, let us know at [www.cpv.vic.gov.au](http://www.cpv.vic.gov.au)

### Find out more

Stay informed by visiting [cpv.vic.gov.au](http://cpv.vic.gov.au).

