

Commercial Passenger Vehicle Reforms

Information for Networks

Taxi, Minibus and Private Hire Car Networks

Background

After an extensive period of consultation with industry and the community, the Northern Territory Government is reforming the way commercial passenger vehicles are regulated. This includes:

- making ridesharing services legal;
- reducing red tape for taxi, minibus, and private hire vehicles; and
- reducing operator licence fees, to be offset by the introduction of a \$1 per trip levy.

It is expected that the reforms will result in increased competition in the commercial passenger vehicle industry. Government will also have less of a role in regulating for service quality, and will focus on regulating for safety. One notable exception to this rule is service standards for Wheelchair Accessible Vehicles, which Government will continue to monitor closely.

Network Managers are encouraged to have their say on the draft regulations and the conditions of a network approval available at: <https://dipl.nt.gov.au/transport/transport-strategies-and-plans/commercial-passenger-vehicle-reforms>.

Network Conditions

In order to operate as a network, networks must be approved by the Director under s71 of the *Commercial Passenger (Road) Transport Act*. As a part of this reform, the conditions of such approvals have been reviewed and updated with the following significant changes:

New Conditions

Networks must take reasonable steps to not allocate jobs to drivers who are not covered under a policy of insurance for injury.

Networks must have a policy that addresses fatigue management.

Networks must have a policy to manage the performance of underperforming industry participants operating under their network. This replaces the previous condition that networks must have a 'sanctions system'.

Repealed Rules

Generally, licence conditions are now less prescriptive and therefore more enabling of innovation and competition in the industry.

Licence conditions relating to providing a professional and courteous service are being removed. Networks are expected to do this as a matter of good business, particularly in light of the increased competition expected to arise from the reforms.

The requirement for a network to only dispatch jobs from a particular premise has been removed.

Matters that are addressed elsewhere such as in regulations and the driver code of conduct are being removed from licence conditions in order to reduce red tape.

The requirement that the network's terms and conditions are substantially the same for each operator and driver has been removed.

The requirement that networks ensure drivers have the necessary or sound knowledge of Acts, regulations and information bulletins, has been removed, however networks are still required to ensure the driver has knowledge of the Code of Conduct.