

# What you need to know about changes to Victoria's taxis



Victoria's taxi industry is changing to provide you with better drivers, better services and more choice.

Information is detailed throughout this brochure to explain changes to the taxi industry and where you can go for more information to help you.

## Important information about taxi fares

The Victorian Government no longer sets taxi fares in your area. This means that taxi companies are able to set their own taxi fares.

To do so taxi companies must first advise the Taxi Services Commission and passengers of the new notified fares at [taxi.vic.gov.au](http://taxi.vic.gov.au).

## How does this affect an MPTP membership?

When a taxi company chooses to set their own maximum fares, MPTP members will continue to receive **50 per cent off the standard fare**<sup>1</sup> (covering up to \$60 per trip).

1. The standard fare was determined on 19 May 2014 by the Minister for Public Transport.



## Standard country and regional fares

Country & regional taxi fares	Flagfall	Distance <sup>2</sup> Charge/ km	Time <sup>3</sup> Charge/ min
Standard	\$3.70	\$1.879	\$0.658
High occupancy (5-11 passengers) <sup>4</sup>	\$3.70	\$2.818	\$0.987

### Extras

Holiday fee <sup>5</sup> : \$4.20	Late night fee <sup>6</sup> : \$3.40
Booking fee: \$2.10	Airport booking fee: \$3.00
Electronic payment charges must not exceed 5% (GST inclusive)	
Charges apply to toll roads (refer to toll road sticker)	

- Distance charges apply when taxi speed is above 21km/h.
- Time charges apply when taxi speed is below 21km/h.
- Also applies where the hirer specifically requests a larger than standard taxi regardless of the number of passengers.
- Holiday fee applies to all Christmas Day, Boxing Day, New Year's Day; and from 6pm on New Year's Eve.
- Late night fee applies between midnight and 6am.

## Example A

Where a taxi company has not price notified

Standard fare	\$10.00
MPTP subsidy – 50% of the standard fare	\$5.00
<b>Member pays</b>	<b>\$5.00</b>

## Example B

Where a taxi company has set its own fares

Total fare	\$11.50
MPTP subsidy – 50% of the standard fare	\$5.00
<b>Member pays</b>	<b>\$6.50</b>

The data used in table is for illustrative purposes only and does not reflect the actual prices that may be charged by the local taxi company.

Speak to your local taxi company about fare changes.



Always get a receipt. The information on the receipt is important as it details your fare and is useful if you wish to make a complaint or have lost your property.

## About MPTP

MPTP assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members. For more information on who is eligible to join the program visit [taxi.vic.gov.au/mptp](http://taxi.vic.gov.au/mptp).

## Lifting fee

MPTP members with a wheelchair or scooter are never required to pay the lifting fee. The lifting fee is covered under your MPTP membership. The taxi meter must not be turned on while a wheelchair or scooter is being loaded or unloaded. If a driver asks you to pay a lifting fee, take their details and report this to the Taxi Services Commission.

## Need to say something?

If you wish to make a complaint about your taxi experience, please contact the taxi company first. Details can be found on your receipt or inside the taxi.

If you are not happy with the way your complaint has been handled please contact the Taxi Services Commission – contact details below.

## More information

Visit [taxi.vic.gov.au](http://taxi.vic.gov.au) or call 1800 638 802.

If you have a hearing or speech impairment, contact us through the National Relay Service:

TTY/Voice users phone **1800 555 677**

Speak and listen users phone **1800 555 727**

There are many other changes that are occurring to help make your taxi experience better.

## **Better drivers and better service**

Many taxi drivers in Victoria will need to pass the Knowledge test. Drivers will be tested on geographic locations, customer service and disability awareness.

Other reforms that will improve the skills of drivers include changes to their working conditions. For example, drivers now receive 55 per cent of the fare box earnings. Better working conditions will increase driver professionalism and improve customer service for passengers.

Opening up the taxi industry is also a key part of the reforms. Since 30 June 2014, taxi licences are available to (eligible) applicants who want to enter this industry – providing passengers with more services and choice when getting a cab.

## Colours of taxis

You may also notice that some taxis are no longer yellow. This will make it easier for you to identify the companies you like and want to use again.

## Public register

Want to check to see if your taxi driver is accredited? Now you can.

Simply log onto the Public Register at [taxi.vic.gov.au/public-register](http://taxi.vic.gov.au/public-register). Type in the driver's six (6) digit identification number. This can be found in the front of the taxi on the dashboard of the car.

The register provides information on the accreditation status of **drivers** and general operational conditions of **vehicle licences**, and includes information about taxi operators and licences.