

December 2018

A message from the CEO

As we come to the end of another year, we reflect on the many changes which have taken place over the last 12 months, including the establishment of Commercial Passenger Vehicles Victoria and the introduction of new legislation and regulations.

Next year we will continue our focus on safety, education and our ongoing engagement with the industry and community to deliver *“a commercial passenger vehicle industry that is safe, accessible, customer focussed and competitive”*.

In the meantime, remember to take care on the roads, around the home or while working over the holiday period and to enjoy your time with family and friends.

I wish you all a very Merry Christmas and a happy, healthy and safe New Year.

Note: Commercial Passenger Vehicles Victoria will be [closed on all public holidays](#) and some areas will have restricted availability between the Xmas and New Year period.



Vehicle registration reminder

Recently we have had an increase in contact from drivers requesting a commercial passenger vehicle certificate (to work with a rideshare or hire car service provider). This is a reminder that as of 1 July 2018, **CPVV no longer issues certificates** for commercial passenger vehicles registered by us.

Once owners have successfully [registered their vehicle](#) online and paid the appropriate fee, they now **only** receive a confirmation email - which includes name and vehicle details.

Should confirmation be required, then Booking Service Providers (BSP) can search the [public register](#) at any time, to ensure that a vehicle is registered with us to provide commercial passenger vehicle services in Victoria.

Providing fare information

Should passengers request information about your fare schedule or rates, booking fee, or any other additional charges, you must provide them with that information. If you have made this information publicly available (e.g. on your website, brochure, sticker etc), you must let the passenger know where to find this.

If a passenger requests a booking and an estimate of their fare, then BSPs must supply this or alternatively if asked of the driver, then they must provide this information to the passenger.

Upon request, passengers must also be provided with a receipt from either the BSP (booked work) or the driver (unbooked rank and hail jobs). Passenger receipts **must** contain:

- the vehicle registration number
- driver accreditation number
- the total amount paid, as well as a breakdown of the items that make up the total
- the date of the payment
- the BSP name.

Regulations coming into effect 1 March 2019

The *Commercial Passenger Vehicle Industry Regulations 2018* support the Commercial Passenger Vehicle Industry Act 2017. The regulatory requirements for BSPs relate to safety, consumer protections, recording and reporting.

From 1 March 2019, certain safety regulations commence.

1) Notifiable incidents

BSPs and other safety duty holders such as drivers and vehicle owners, will be required to notify us in writing (within 10 business days) of an incident relating to the provision of commercial passenger service, including:

- death of or serious injury to any person
- attendance by a police officer or health professional.

An online form will be available on [our website](#) to help BSPs notify us of an incident.

2) Safety risk register

A safe commercial passenger vehicle industry is a shared responsibility in which all play a part. BSPs must establish and maintain a register of safety risks.

A register of safety risks needs to contain a minimum of:

- the identification and description of the risk
- an outline of the action to be taken to mitigate or eliminate the identified risk
- who is responsible for taking that action

It must also be reviewed annually, and where necessary, revised at regular intervals.

We will work with industry in developing these or in providing additional tools or information to assist industry in complying with their requirements.

To stay up to date on these matters, visit [booking service provider responsibilities](#) on our website.

New Avalon Airport fee

Commencing 12 January 2019, Avalon Airport will be introducing a \$3 fee for all commercial passenger vehicle accessing the airport to pick up passengers.

Visit [Avalon Airport](#) website for more details.

Vehicle registration annual fees

Due to the transition to new regulatory arrangements, we have not been issuing vehicle registration invoices for the past 18 months. We do expect however to begin sending annual fee invoices from the first half of 2019. More information is available on our [website](#).

In the meantime, if BSPs wish to check if a registration remains active, please search the [public register](#).

Annual driver accreditation fee issuing delays

Also now due to legislation changes, when a driver is granted accreditation, it is ongoing and no longer has an expiry date – however payment of an annual fee is required.

Due to a procedural issue, we are currently not issuing any invoices over the holiday period. Once this issue has been resolved, we will resume sending annual fee invoices in the new year. For more information refer to the [website](#).

In the meantime, a driver's accreditation remains valid (even if the fee date on your driver certificate has passed during this period) - unless it is surrendered, or it is cancelled by us. Drivers with one year conditional driver accreditation will be contacted directly by us.

To check if a driver's accreditation is active please search the [public register](#).

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