



Travelling in commercial passenger vehicles

For seniors
and passengers
with transport
accessibility needs

COMMERCIAL
PASSENGER
VEHICLES
VICTORIA

As the Victorian regulator for commercial passenger vehicle services – taxis, hire cars and rideshare – we're working in partnership, with the industry, to ensure their services are safe and more accessible.

Wide range of choices

No matter your age, lifestyle or level of mobility – the commercial passenger vehicle industry can take you where you want to go, when you want to.

Victoria has some of the largest international commercial passenger vehicle providers operating here, providing greater flexibility and choice. With so many options, choose a service provider that works for you.

Rank and hail services

If you are out and about shopping for the day, you may choose to catch a taxi from the rank, or hail one from the street.

If you want to know your fare, this information can be found on the outside, and inside, of the vehicle. This information should provide you with the maximum fare rates, including any fees and charges. You can also ask your driver for a fare estimate before your trip begins.

You can also get a fare estimate at **cpv.vic.gov.au/fare-estimator**

At the end of your trip, remember to ask for an itemised receipt.

Booked services

If you book a service over the phone, or use an app, this is known as a booked service.

The service provider can charge different fare rates at different times of the day, or night. You can request a fare estimate if you don't receive one.

Speak to the service provider, or driver, if you have any questions about the fare or other fees and charges – and remember to ask for a receipt at the end of your trip.



Need extra help?

The commercial passenger vehicle industry offers accessible transport services for everyone, including people with a disability (temporary or permanent).

- some companies offer an accessible service which accommodate folding wheelchairs, walkers and collapsible scooters. These can be booked over the phone or by using an app
- Wheelchair Accessible Vehicles can be booked over the phone, or via an app. These vehicles can carry one or more persons in wheelchairs
- you can ask for a driver who has been trained to assist passengers with disability and mobility challenges.



Our Multi Purpose Taxi Program

This program supports the travel needs of people living with severe and permanent disabilities by subsidising taxi fares for members.


Visit **cpv.vic.gov.au/mptp** to find out if you are eligible and how to apply.

Providing feedback

If you want to provide feedback on the service you received, or maybe you left something behind in the vehicle – then please contact the service provider you booked your trip with. These details can be found on your receipt.

If you are unsatisfied with the way your matter is being handled, please contact us through our feedback and complaints form at **cpv.vic.gov.au** or call us on **1800 638 802**.

How to contact us

 1800 638 802 (free call)

 www.cpv.vic.gov.au

Or contact The National Relay Service

TTY/Voice: 1800 555 677

Speak & Listen: 1800 555 727