

May 2019

Driver accreditation fee invoicing

We're pleased to advise that we have now fully caught up on the backlog of driver accreditation fee invoicing after sending out just under 11,000 invoices over the last two weeks.

CPVV video

As the Victorian regulator of commercial passenger vehicles, we are proud to introduce *The Choice is Yours* video – an initiative to educate the community and drivers about who we are and our role.

We work in partnership with you, the commercial passenger vehicle industry, to ensure services for customers are safe, customer-focused, competitive and accessible.

Watch the [video here](#).

New Public Register offering near real time information

We have launched a new and improved [Public Register](#) allowing you to search in near real time for:

- registered commercial passenger vehicles
- registered Booking Service Providers (BSPs), and
- accredited drivers.

We have also developed an application program interface (API) to allow automated searching of data on the new Public Register. This approach is the only technique for automated Public Register searches that is supported.

The old Public Register will remain live until 31 May 2019.

See our [detailed technical information](#) about Public Register APIs, how to access them, and what you need to do to use them.

Email us at contact@cpv.vic.gov.au if you require technical support to set up your API.

Take the survey

We invite you to encourage your drivers and passengers to participate in a survey regarding the accessibility of commercial passenger vehicle (CPV) services in Victoria.

In acknowledging the crucial role that access to commercial passenger vehicles plays in the social and economic inclusion of persons with a disability or health condition, we are conducting surveys to assist us in understanding the lived experience of the industry from the perspective of users, drivers and booking service providers.

The surveys are confidential and anonymous.

The data collected from the surveys will inform a report on the state of accessibility within the industry. This will provide a vehicle for consumers to make informed choices regarding CPV travel; will identify opportunities for improvement, highlight industry best practice, and drive industry to make positive change. It will also identify areas where regulatory intervention may be required, informing the work and focus we do.

[Link for user.](#)

[Link for drivers.](#)

Notifiable incident reporting

Following the successful implementation of the notifiable incident reporting which commenced on 1 March 2019, industry participants have notified us of **65 incidents** (to 30 April 2019).

Notifiable incident reporting provides us with valuable insight into identifying trends that will assist in shaping key safety priorities facing the commercial passenger vehicle (CPV) industry.

We are here to support all industry participants to meet our respective safety obligations in order to provide all Victorians and visitors to Victoria a safe, accessible and customer focused CPV industry.

The incidents reported have ranged in seriousness. Please note the below overview detailing current trends identified through the reporting process so far.

Most incidents relate to:

- the assault of any person
- vehicle collision and/or accidental injury of any person
- inappropriate conduct and/or verbal abuse
- incidents reported on theft.

Of all 65 incidents, 60 percent reported that the attendance of a police officer and/or health professional was required.

It's important that all notifiable incidents are reported to us within the 10 business days required by the *Commercial Passenger Vehicle Industry Act 2017* (Act). If you are unsure whether to report an incident or if an incident constitutes a notifiable incident, we strongly encourage you to complete an incident report for us to review.

We may also request specific information about certain notifiable incidents from industry participants for investigative and compliance purposes under section 160 of the Act.

More information about notifiable incidents and how to access our online form is available on [our website](#).

Additional identification requirements

As a part of our ongoing commitment to enhancing safety within our industry, driver accreditation applicants will soon have an additional identification requirement when submitting their application.

From 4 June 2019, applicants will need to submit a photo of themselves, or selfie, holding their Victorian Driver Licence beside their face. This will allow us to verify that the identity documents supplied by the applicant belong to the applicant. This requirement has been introduced as part of our continued identification verification improvements program. The photo needs to be clear and the information on the driver licence readable.

Driver licence photo guidelines [will be published on the Proof of Identity](#) page on our website before the requirement is introduced.

Drivers still need to provide other proof of identity documents as required by the driver accreditation application process.

Driver accreditation applications moving fully digital

We are also pleased to advise that the continued enhancement of our digital services has enabled us to stop the requirement for paper-based driver accreditation applications.

From 4 June 2019, the only way to apply for driver accreditation will be online. We will no longer be processing paper-based applications from 4 June 2019. For more information, please [contact us](#).

Driver accreditation application processing update

We are still unfortunately experiencing significant delays to driver accreditation application processing.

This is due to a combination of factors, including the Australian Criminal Intelligence Commission (ACIC), which completes police history checks on our behalf, being unable to meet its usual timeframes, and a high volume of applications.

We are working to process your application as quickly as possible, and applicants who have applied online will receive confirmation emails as they progress through each step of the application process.

For more information, please refer to [our website](#).

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Our email address if you wish to update your preferences:
communications@cpv.vic.gov.au