



# Inquiry into Annual and Financial Reports 2023–2024

## Answer to question on notice

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Asked by: Mr Ed Cocks MLA

Addressed to: Minister for City and Government Services

Reference: Access Canberra - Rideshare

Hearing: 11 February 2025

In relation to: Access Canberra Rideshare

Question received: 19 February 2025

Answer Due: 26 February 2025

1. Over the last three years, how many inquiries have been made regarding illegal hire care/rideshare operators in the ACT?
2. How many of these inquiries have been investigated by the Transport Regulation and Audit Office for the same period?
3. If any breaches have been indicated, what action has been taken against the non-compliant operators?
4. Please provide a current list of Public Transport Operators in the ACT (including Buses, Hire Cars, Rideshare and Taxi).
5. Please confirm the requirements for Interstate Operators (particularly Hire Car and Rideshare) to operate in the ACT regularly.
6. Certain 'operators' in the ACT believe if they have a contract with another entity, they do not need to comply with the regulations concerning the Accreditation of Operators, Drivers and Vehicles. These operators are not owned by the other entity and, therefore, are operating under hire and reward conditions. Why are these operators permitted to continue to operate with no accreditation?
7. With the introduction of the NDIS, a large number of disability support providers have appeared in the landscape. Can the Transport Regulation and Audit Office please advise why these business entities are permitted to conduct services such as Airport Transfers (and advertise as such on their assets) without the appropriate accreditations?

**Ms Tara Cheyne MLA:** The answer to the Member's question is as follows:

1. In the last three years there has been one inquiry received regarding illegal hire care/rideshare operators in the ACT.

2. The enquiry was submitted anonymously, and insufficient information was provided for Access Canberra to investigate the matter.
3. Not applicable.
4. In the ACT there are 24 Transport Booking Services (TBS's), which is made up of 19 TBS's that offer services for rideshare bookings, and 4 TBS's for taxi bookings.

**Taxi**

- Aerial Capital Group
- ACT Cabs
- Ezy Cabs
- Queanbeyan Co-op

**Rideshare**

- Uber
- Shebah
- Dream Rides Pty Ltd
- Drivision Australia
- Get Picked up Pty Ltd
- Client 2 Client Transport
- Capital Cabs
- Sober drivers Pty Ltd
- Drive2destination
- G A Transport Service
- Snap Ride Pty Ltd
- IDRIVE4U
- Koogle
- West Belconnen Hire car and Rideshare Pty
- Motoride Transport
- DIDI Australia
- Drive2Ride Pty Ltd
- Care Taxi Australia
- Roadjet

There are 39 individually operated Hire car services that can be booked for a chauffeur driven service, a list of accredited operators can be found here

<https://www.accesscanberra.act.gov.au/driving-transport-and-parking/ride-share-taxis-and-hire-car/hire-car-and-hire-motorcycle-accreditation#Accredited-ACT-operators>.

There are 62 individually operated bus services that offer Tour and Charter, and timetabled booking, a list of accredited operators can be found here

<https://www.accesscanberra.act.gov.au/driving-transport-and-parking/licences/bus-service-accreditation#Accredited-ACT-operators>

5. An interstate operator for a public passenger service (including hire cars and rideshares) may be eligible for the Automatic Mutual Recognition scheme (AMR). This is a national scheme that allows individuals to use their home state or territory occupational registration or licence to work in other participating states and territories.

AMR makes it easier for licenced or registered workers to take up new work opportunities across most of Australia. Workers can use their current licence without having to apply or pay for a new licence when working in another state or territory.

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AMR has a number of eligibility criteria, outlined under section 42J (1) of the *Mutual Recognition Act 1992 (Cth)* and *Automatic Mutual Recognition (Australian Capital Territory) (Notification Requirement— Public Passenger Services) Determination 2022*. In order to be eligible to participate in the scheme, a person must:

- a) be registered with and meet all requirements of the home state or territory for that AMR occupation; and
- b) the home state or territory must be a participating AMR jurisdiction (Queensland notably has opted out of AMR); and
- c) meet any public protection requirements required by the recognising jurisdiction (in the ACT context, this means the person must hold a valid Working with Vulnerable People registration); and
- d) inform Access Canberra before carrying out any activity for that AMR occupation.

It is also important to note under Division 3A.5.3 of the *Road Transport (Public Passenger Services) Regulation 2002*, there are exemptions in place for NSW bookable vehicle drivers to operate within the ACT, as long as a number of criteria are met, including:

- a) the hiring starts in the ACT and finishes outside of the ACT, and the driver operates the service from an address outside of the ACT region; or
- b) the hiring starts in the ACT and finishes within the ACT, and the driver operates the service from an address within the ACT region.

The person must also be authorised to operate a bookable vehicle service under NSW law that is of the same type as the service they are operating in the ACT (ie. rideshare, hire cars); and they must also notify the road transport authority (RTA) of their intention to operate the relevant bookable vehicle service.

6. Access Canberra is not aware of the 'operators' referenced. Regardless, unless an exemption applies, a person providing public passenger services requires accreditation in the ACT. If non-compliance is identified, Access Canberra will work with the party to assist to bring the person(s) into compliance or take the appropriate enforcement action when necessary. If a member of the public becomes aware of noncompliant activity or has concerns regarding the accreditation of operators, drivers and vehicles in the ACT, they are encouraged to provide information via the online [Transport Feedback portal](#).
7. All providers in the ACT who deliver public passenger services must fall within the definition of a taxi, hire car, rideshare service or demand responsive service under the *Road Transport (Public Passenger Services) Act 2001* (the Act). Based on the information provided by Mr Cocks, it is surmised that these disability support services could potentially be classified as a:
  - a) hire car (section 67 of the Act)
  - b) rideshare vehicle (section 60A of the Act); or
  - c) demand responsive service (section 81 of the Act).

Each of these services have different accreditation requirements, outlined under the *Road Transport (Public Passenger Services) Regulation 2002* (the Regulation). Under section 5 of the Regulation, the road transport authority (RTA) may accredit people to operate public passenger services.

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Under section 7 of the Regulation, a person may apply to the RTA to operate a public passenger service. An application must include:

- a) the person's full name;
- b) accreditation type being sought;
- c) an Australian address;
- d) an application for accreditation to operate a transport booking service; and
- e) a police certificate for each relevant person, dated not earlier than 6 months prior to the date of application.

Under section 8 of the Regulation, the RTA must refuse an application for accreditation if the applicant is not:

- a) an Australian citizen; or
- b) a permanent resident; or
- c) a temporary resident who holds a visa allowing the person to carry out the service to which the application relates; or
- d) the RTA believes on reasonable grounds that the applicant is not a suitable person to operate the service to which the application applies.

Section 8 of the Regulation then outlines the matters to which the RTA may have regard in determining whether or not an applicant is a suitable person.

The specific details of the services being carried out by disability support providers that you refer to are not known. However, those providers would need to comply with the provisions of the Act and Regulation outlined above.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



Date:

3/3/25

By the Minister for City and Government Services, Ms Tara Cheyne MLA