

Commercial Passenger Vehicle Identity Card Requirements

Introduction

Pursuant to the *Commercial Passenger (Road) Transport Act*, a person who drives a Commercial Passenger Vehicle (CPV) of a prescribed class (such as those listed below), must first hold a CPV ID Card for that category of vehicle. Fines and possible administrative action apply to a person found driving a CPV for hire or reward without holding the relevant ID Card.

- Taxi
- Minibus
- Private Hire
- Limousine
- Courtesy Vehicle
- Rideshare

An ID Card contains important information for the public, the CPV industry and enforcement agencies. It also provides passengers with the assurance that their driver has been suitably checked and meets the minimum requirements to hold the ID Card. Information displayed on the ID Card includes:

- the driver's preferred name;
- a unique card number linked to the driver;
- a photograph of the driver;
- the region/s the driver is approved to drive in;
- the types of CPV the holder is approved to drive;
- any conditions under which the card was issued; and
- the card expiry date.

ID Cards will only be issued for the category the applicant has been endorsed for i.e. where an applicant has received endorsement from a Darwin taxi network, the applicant will only be issued with an ID Card for taxi for the Darwin region; where an applicant has received endorsement by an operator of a Limousine vehicle, the applicant will be issued with an ID Card for the category of Limousine only.

A person may add further categories to an existing ID Card with appropriate endorsement from an operator etc. However, a person can only add to an existing ID Card where the new category meets the same requirements of the existing ID Card e.g. if holding an existing Open ID Card for taxi and seeking to hold a Conditional ID Card for minibus, a new (separate) Conditional ID Card for minibus should be issued; if holding a Conditional ID Card for minibus and applying for an Open ID Card for Limousine, the applicant may elect either to add Limousine to the existing Conditional ID Card or seek an Open ID Card for Limousine only (and maintain a separate Conditional ID Card for minibus).

Multiple areas of operation may be applied to an existing ID Card. However, where an ID Card cannot facilitate the adding of additional regions, a separate ID Card may be issued for the additional region/s.

Non-rideshare ID Cards are available to eligible persons by applying to the local Motor Vehicle Registry (MVR) office. Applicants (and endorsing body) must complete the relevant sections of form CPVF18 – *Applying for a CPV ID Card* for submission along with any other supporting documents (where necessary).

Rideshare

If applying for a new Rideshare ID Card or wanting to add Rideshare to an existing ID Card, persons can apply via the Department's on-line Rideshare application process at www.nt.gov.au/ridesharing.

Please refer to the table at Attachment A for minimum requirements relating to each category of CPV.

Issuing Conditional and Open ID Cards for Taxi and Minibus

Applicants seeking to drive in the categories of taxi or minibus must first demonstrate competencies relevant to the role. These competencies must be confirmed by an endorsing body such as a network or a taxi or minibus operator. Further information on competencies can be obtained from taxi and minibus networks or a taxi/minibus operator.

Once satisfied an individual meets the identified competencies (*refer Attachment B*) to hold either a Conditional or Open ID Card, the endorsing body will assist an applicant through completion of the application form *CPVF18 - Applying for a CPV ID Card*. The applicant can then submit the completed form to an MVR office. If approved, the applicant will be issued with either a:

- Conditional ID Card for an initial period of three months with the restricted to Operator 'RO' condition linking the driver to the endorsing body; or
- Open ID Card for a maximum of five years or driver licence expiry, whichever is sooner.

Note: An applicant must submit a separate endorsement for each region they are applying to drive in e.g. if the endorsing body is a Darwin taxi network, it can only provide endorsement for an applicant seeking to drive a taxi in the Darwin area; likewise, endorsement from a Katherine minibus network cannot be used to obtain an ID Card in the Alice Springs region.

The type of training required by an individual is not regulated by Government. Any training deemed necessary by industry will be determined strictly by the individual endorsing body. Costs involved with training and assessments are not regulated by Government and may vary between endorsing bodies. An ID Card issued in the Northern Territory (NT) may not be recognised outside of the NT. Drivers should enquire directly with each host jurisdiction on requirements for obtaining an ID Card in that State or Territory.

Issuing an Open ID Card for Private Hire Car, Limousine and Courtesy Vehicle

Applicants seeking to obtain an ID Card in the categories of Private Hire Car (PHC), Limousine or Courtesy Vehicle must first obtain endorsement from an operator (or network) of the category applying for. The endorsing operator or network must operate or dispatch to that type of CPV e.g. if applying for a PHC ID Card, the endorsing body must be either an operator of a PHC or a network which is approved to dispatch to a PHC. Once satisfied an applicant has the necessary competencies to drive the category of vehicle applied for, the applicant and endorsing body should complete the form *CPVF18 - Applying for a CPV ID Card*.

The applicant may then submit the completed form to the MVR and if all other prerequisites have been met, an Open ID Card may be issued for the relevant category and area. An Open ID Card issued for the PHC, Limousine and Courtesy Vehicle categories is transferrable to any region of the NT on application.

CPV ID Card Types

- **Conditional CPV ID Card**

A Conditional CPV ID Card (yellow band) is issued to an applicant who has not met all requirements for holding an Open ID Card or who has conditions such as an annual review. A Conditional ID Card is valid for a period of three to 12 months or until the expiry date of your NT driver's licence unless sooner surrendered, suspended or cancelled.

- **Open CPV ID Card**

An Open CPV ID Card (dark blue band) is issued to an applicant who meets all requirements to hold an ID Card, including training (where applicable), and does not have any conditions. Unless

sooner surrendered, suspended or cancelled, an Open ID Card is generally valid for five years or until the expiry date of your NT driver's licence (whichever is sooner).

Suspended/ Cancelled 'h' Endorsement

An ID Card is only considered valid when the person also holds a valid NT driver licence and licence to drive a CPV (reflected as a 'h' endorsement on a person's NT driver licence).

Suspension – Upon the suspension of a person's 'h' endorsement, their ID Card is deemed to be suspended for the same period and cannot be used.

Cancellation – Where a person's driver licence or 'h' endorsement is cancelled by the Registrar or a court, the person's ID Card is considered cancelled and cannot be used or renewed. Where a person has regained their driver licence after cancellation, they must reapply for their 'h' endorsement and ID Card before recommencing driving a CPV. An application in these circumstances will be taken as a new application i.e. supply of new criminal history check and confirmation that the applicant meets the minimum requirements to hold that type of ID Card.

Interstate Licence/ Transfer

Where a person has transferred his or her licence to another jurisdiction, the NT licence and 'h' endorsement is deemed to be transferred and is no longer valid. Therefore, where a person transfers his or her driver licence from the NT to another jurisdiction, their ID Card will be considered no longer valid.

Where a person has transferred their driver licence from the NT to any other jurisdiction, but returns within three months, they will be eligible to regain their ID Card (if not otherwise expired or cancelled) as if they had not left the NT.

Where a person has transferred their driver licence from the NT to another jurisdiction, but returns within 12 months, they will be eligible to regain their ID Card (if not otherwise expired or cancelled) on meeting the requirements to obtain an 'h' endorsement and provide evidence they have maintained an equivalent ID Card or driver authority interstate.



Persons transferring their driver licence from the NT to another jurisdiction and returning to the NT after a period greater than 12 months, or persons transferring to the NT from another jurisdiction with an interstate driver authority, are considered to be new applicants and must apply to the local MVR office. Applicants (and endorsing body) must complete the relevant sections of form *CPVF18 – Applying for a CPV ID Card* for submission along with any other supporting documents (where applicable).

Important

This Information Bulletin is a guide only and contains general information and requirements in relation to the CPV industry. This document should not be regarded as a strict interpretation of Northern Territory law and In-Service Vehicle Maintenance Standards.

Contact Details	
Commercial Passenger Vehicles Branch	
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Email:	cpv.admin@nt.gov.au
Web:	www.nt.gov.au/driving
Postal Address:	GPO Box 2520, Darwin NT 0801

Attachment A

	Taxi	Minibus	Private Hire Car	Limousine	Courtesy Vehicle	Rideshare
Must hold a 'h' endorsement and appropriate class of driver licence e.g. C, HR	Yes	Yes	Yes	Yes	Yes	Yes
<p>To obtain a Conditional ID Card</p> 	Must provide CPVF18 application form with endorsement from either a taxi operator, the Taxi Council of NT or a taxi network	Must provide CPVF18 application form with endorsement from either a minibus operator or a minibus network	Same requirements as Open ID Card - Issued on case by case basis e.g. where driver is on annual review	Same requirements as Open ID Card - Issued on case by case basis e.g. where driver is on annual review	Same requirements as Open ID Card - Issued on case by case basis e.g. where driver is on annual review	Same requirements as Open ID Card - Issued on case by case basis e.g. where driver is on annual review
<p>To obtain an Open ID Card</p> 	Must provide CPVF18 application form with endorsement from either a taxi operator, the Taxi Council of NT or a taxi network	Must provide CPVF18 application form with endorsement from either a minibus operator or a minibus network	Private Hire Car operator or network to endorse form CPVF18	Limousine operator to endorse form CPVF18	Courtesy Vehicle operator to endorse form CPVF18	Issued upon successful application
Requirement to display or produce	Display	Display	Display	Produce on demand	Display	Produce on demand
Operator or network endorsement required when transferring an ID Card to a new region	Yes <i>(locality assessment only for Open ID Cards)</i>	Yes <i>(locality assessment only for Open ID Cards)</i>	No	No	No	No

Attachment B – Training Modules

Prior to endorsing a person's application to obtain a CPV ID Card, an endorsing body (such as a network or operator) should be satisfied the applicant has the necessary knowledge and skill required to perform the role. This template may be used by an endorsing body as a guide to ensure potential drivers meet the expectations of industry, the public and the regulator.

Category the applicant is being assessed for; Taxi Minibus Other _____

1. Industry Introduction and Induction

- Understanding of the role of taxis and minibuses in the community e.g. providing safe transport option to the public, reliance on the service by disadvantaged persons, local ambassadors to visitors.
- Understanding of the role of Transport Inspectors and obligations to comply with their requirements.
- Understanding of the way the community perceives the taxi and minibus industries through professionalism e.g. actions and appearance.
- Knowledge of legislation specific to the correct use of ranks, including:
 - o moving to the first available position on the rank
 - o customer choice of taxi or minibus
 - o restrictions from parking outside of a rank
 - o remaining within the vicinity of the taxi / minibus.
- Understanding of passenger, industry and regulator expectations of each driver.
- Knowledge of CPV ID Card types, restrictions, and obligation to display.
- Understanding of the operational differences of each CPV category.
- Understanding of the different roles of drivers, operators, networks and the regulator.
- Understanding of obligations of a taxi/minibus driver relating to journeys into Restricted Alcohol Areas.

2. Driving a Commercial Passenger Vehicle

- Understanding of on-board camera system (CCTV or in-car security camera) operation and indicators.
- Pre-start vehicle check including basic roadworthy, vehicle condition, registration and commercial vehicle licence currency, reporting requirements on faults found.
- Taxi** - Sound knowledge of the Taxi Industry Code of Conduct.
- Taxi** - Knowledge of obligations of a taxi driver under the Act and Regulations.
- Minibus** - Sound knowledge of the Minibus Industry Code of Conduct.
- Minibus** - Knowledge of obligations of a minibus driver under the Act and Regulations.
- Understanding of obligations relating to uniform and dress standards.
- Familiarity with policies and obligations relating to passenger lost property.
- Demonstrated ability and necessary qualities to transport (drive) all passengers with safety, professionalism and a sense of comfort.
- Understanding of network operational policy and procedures (e.g. enforce uniform policy, suspend due to complaint).
- Knowledge of the conditions of use of the Transport Subsidy Scheme and Lift Incentive Scheme, including interstate members.
- Knowledge of restrictions on smoking and consumption of alcohol in commercial passenger vehicles.
- Knowledge of laws relating to touting and soliciting for hire or reward.

3. Regional Knowledge

- Practical knowledge of the local region.
- Ability to identify major roads, attractions and land marks.
- Ability to plan the shortest or most convenient route of travel for each journey.
- Basic knowledge of points of interest which may be helpful to tourists.

4. Electronic and Communications Systems used in Taxis/Minibuses

- Taxi** - Knowledge of taximeter functions and operation.
- Knowledge of operation of computer dispatch systems used in taxis and minibuses.
- Knowledge of mobile phone usage restrictions (laws/rules) in taxis and minibuses, including hands free.
- Understanding of what to do if any in-vehicle system is not functioning.

5. Provide Quality Customer Service to Passengers

- Understanding of obligations with passenger assistance e.g. assisting with the loading of luggage.
- Ability to clearly communicate with passenger's i.e. demonstrated ability to speak, listen, read and write the English language to the level required to effect clear communication.
- Ability to deal with difficult customers and situations.
- Understanding the needs of persons with disabilities, including members of the Transport Subsidy Scheme and persons with assistance animals.
- Ability to identify customer needs.

6. Safety and Security

- Knowledge of obligations under Workplace Health and Safety laws, including:
 - o fatigue management
 - o safe work environment
 - o identifying personal risks.
- Understanding of operator and network obligations and systems:
 - o safety and security procedures, including personal and passenger safety
 - o accident and emergency procedures.

7. Wheelchair Accessible Vehicle Services to Passengers with Disabilities

- Knowledge of specialised vehicle equipment used to transport passengers travelling in wheelchairs.
- Knowledge of when and how to appropriately secure a passenger travelling in a wheelchair.
- Ability to effectively secure a passenger seated in a wheelchair into a specially modified taxi or minibus.
- Knowledge and understanding of the needs of customers with disabilities e.g. transferring to a vehicle seat, storage of a mobility device as luggage.
- Knowledge of obligations to provide priority service to persons travelling in a wheelchair.

8. Financial Transactions

- Taxi** - Use of taximeters:
 - o Sound knowledge of the use of taximeters used in taxis in the NT e.g. must be engaged during hirings, applicable rates e.g. 1 and 2
 - o Capability to accurately set a taximeter for each journey e.g. time of day and journey type, in accordance with applicable laws
 - o Knowledge of taximeter features including tariff and fare amount displays and internally stored data.

- Taxi** - Knowledge of pre-payment transactions in taxis e.g.:
 - Restrictions and conditions relating to prepaid taxi fares
 - Understanding of laws relating to pre-payments
 - Processing prepaid fares, including obligations to produce customer receipts and ability to carry out financial adjustments at the end of the journey.
- Taxi** - Sound knowledge of the taxi tariff fare structure.
- Minibus** - Sound knowledge of the minibus fare structure and requirement to display.
- Sound knowledge of the \$1 per trip levy payable to Government, including business arrangements between an operator and driver relating to the collection and payment of the levy.
- Ability to efficiently carry out electronic funds processing using the various EFTPOS systems and brands used in taxis and minibuses.
- Knowledge of cash handling techniques and processes.
- Knowledge of requirements to maintain records relating to all journeys and financial transactions.
- Sound knowledge of processing financial transactions relating to taxis/minibuses.
- Sound knowledge of processing Transport Subsidy Scheme payments, including electronic and manual processing (emergency docketts).
- Sound understanding of the terms and conditions surrounding the use of Basics Cards and the ability to process financial transactions relating to Basics Cards.

Assessor (print name): _____ **Signature:** _____

Name of Training Organisation: _____ **Date:** _____

Assessor's Comments: _____

Student (print name): _____

Signature: _____ **Date:** _____

Student's Comments: _____
