

Commercial Passenger Vehicles Information Bulletin – CPV49

Passenger information, rights and responsibilities

Introduction

Commercial Passenger Vehicle (CPV) operations are regulated in the Northern Territory (NT) by the Department of Infrastructure, Planning and Logistics through the Commercial Passenger Vehicles Office.

This information bulletin outlines passenger rights and responsibilities when hiring a CPV.

Passenger rights

As a passenger of a commercial passenger vehicle in the NT, you have the right to:

- be treated with respect
- a driver who is licensed and accredited under the *Motor Vehicles Act 1949* and *Commercial Passenger (Road) Transport Act 1991*
- see view your driver's identification card
- choose your preferred route
- view the metered fare (taxis only)
- view a scheduled fare structure (minibuses)
- have the music and air-conditioning on or off
- be accompanied by an assistance animal under the *Disability Discrimination Act 1992* (Cth)
- use an EFTPOS facility where available
- be provided with a receipt or tax invoice relevant to your travel
- use your Transport Subsidy Scheme card (members only)
- choose which vehicle you ride in (does not have to be the vehicle at the front of the queue); and
- ask for assistance from the driver (e.g. luggage, shopping bags).

Your driver should:

- hold a current NT driver licence, with a 'h' endorsement
- display their CPV ID card, or produce it on demand, as identified under [Commercial Passenger Vehicles Information Bulletin – CPV18 - Commercial Passenger Vehicle Identity Card Requirements](#)
- know and obey traffic and CPV laws
- know the area of operation and take the most direct, practicable route unless otherwise requested by the passenger
- be courteous, fair, respectful, honest and culturally appropriate in their treatment of passengers
- ensure the passenger feels safe during the hiring
- be neat, clean and tidy
- know how to use the EFTPOS machine
- know how to process Transport Subsidy Scheme cards and emergency dockets, and CabCharge vouchers
- assist passengers with luggage and heavier or awkward items where reasonable
- be understanding and sensitive to passengers with special needs, including those with disabilities, such as assisting with seatbelts, doors and with loading and unloading passenger belongings where consent has been given, and

- provide a priority service to a person in a wheelchair, meaning they immediately proceed to take up a hiring by a person in a wheelchair and collecting the person before accepting any other hiring.

Passenger responsibilities

As a passenger you must:

- treat the driver with courtesy and respect
- pay the correct fare including any charges, booking fees and levies
- prepay a fare on Friday and Saturday nights between 10pm and 5am, NT wide, except if you are a Transport Subsidy Scheme member or it is an airport pickup
- wear a seat belt
- use an approved child restraint if available
- not allow a child under the age of four to travel in the front seat
- not exceed the number of passengers permitted to be carried in the vehicle
- not consume food or drink in the vehicle
- not be violent or cause annoyance to the driver or other passengers
- not possess weapons
- not use offensive or vulgar language, and
- not damage or soil the vehicle.

Your driver may:

- ask for prepayment of a fare on Friday and Saturday nights between 10pm and 5am NT wide. The only exemptions to this are airport pickups and for Transport Subsidy Scheme members, and
- refuse to take you or terminate your hire if you are violent, abusive, aggressive, threatening, offensive, or behaving in such a manner to cause an unsafe journey.

The vehicle should:

- be clean, tidy, well maintained, safe and roadworthy, and
- have an anchorage point for an approved child restraint. Although a child restraint is not mandated for travel in a CPV, it is strongly encouraged. Further information can be found below.

Passenger feedback

If you have any feedback about your driver or your trip, you should contact the booking service provider.

It will assist if you can note the:

- vehicle registration number (on the dashboard, external rear doors or registration plate)
- driver identification number (CPV ID Card number)
- time and date of your trip
- service provider/ company name, and
- receipt details if available.

If you are not satisfied with the outcome of your feedback or complaint to the booking service provider, a complaint can be lodged using CPV Form 35, which can be found here [Complaints reporting](#) or contact the CPV Office using the information below.

Child restraints in CPVs

Drivers carrying passengers for hire or reward are not obliged to provide a child restraint. However, they must ensure that:

- an approved child restraint is used if available, and
- no passenger under four years of age sits in the front seat. A child between four years and seven years of age may only sit in the front row if all other seats in the row or rows behind the front row are occupied by passengers who are also under seven years old.

Taxis, minibuses, rideshare and private hire cars must have an anchorage point that can be used to fit a child restraint; however, not all vehicles will have a child restraint so you may need to provide your own.

Although an exemption will be provided for all CPV drivers, passengers must:

- occupy individual seating positions and be appropriately restrained, and
- not occupy the same seating position as another passenger.

Further information

CPV information bulletins can be found online at nt.gov.au/driving/industry/cpv-information-bulletins-forms

Information bulletins:

- [CPV20 – Taxi Fares and Prepayments](#)
- [CPV25 – Passenger Services Levy](#)
- [CPV21 – NT Transport Subsidy Scheme and Lift Incentive Scheme](#)
- [CPV32 – Driver Code of Conduct](#)
- [CPV35 – Complaints Reporting](#)

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