

Inquiry into the Multi Purpose Taxi Program

Organisation Name: Net-Cabs Pty Ltd
Your position or role: Office Manager

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Inquiry into the Multi Purpose Taxi Program (MPTP)

1. Minimum safety requirements for vehicles operating within the MPTP scheme

It is vital for passenger safety and comfort that drivers are thoroughly trained in disability awareness and anti-discrimination, including areas, such as:

- What disability awareness means
- Understand the different models of disability and the language and terminology of disability
- The various types of impairments
- What not to say, myths and stereotypes
- How to communicate with a passenger with a disability and how to offer assistance
- Disability disclosure and how it relates to you as a driver
- Tips for the driver to provide a higher level of service.

Therefore, in order to ensure higher level of safety and comfort for vulnerable passengers, our recommendation is to increase standards for mandatory training for drivers who operate in the MPTP program, with emphasis on disability awareness and anti-discrimination. What is more, all vehicles operating within the MPTP program scheme ought to be equipped with an approved security camera system.

2. Mandatory maximum fare rate across all MPTP work

Since participation in the MPTP scheme has been opened for rideshare operators, it is imperative to ensure that the MPTP users are not subjected to exploitation due to surge pricing during busy periods. This development calls for a mandatory maximum fare rate across all MPTP work, especially considering how users' annual limits may be quickly exceeded.

3. Misuse of MPTP cards

There have been instances of incorrect use of the MPTP card, whether intentionally or unknowingly. It can be worth considering implementing photo identification to minimise a likelihood of potential misuse.