**The Project**

Rushworth is a town of approximately 1000 people located in Central Victoria. The town has a small IGA, a chemist, a butcher, two hotels, a bakery, two doctor surgeries, a P12 public school and a catholic primary school, a council service centre open 3 days a week, a community house and an aged care centre. In order to access other facilities and services, residents must travel to one of its nearest major town centres which are; Shepparton (45kms), Echuca (65kms) and Bendigo (75kms).

There are no train services to the town, the nearest being Murchison East which is 20kms away with services to Shepparton and Melbourne. There is no taxi service or local bus service to any of the nearby major or mid-sized town centres. There is a regional bus service that runs between Bendigo and Shepparton but only once a day each way.

The Rushworth Community House runs the Rushworth Community Transport Service (RCTS) where volunteers using their own cars transport residents to medical appointments to nearby major centres if they are registered with either My Aged Care or Home and Community Care (HACC).

Most residents have to rely on motorised transport to access the facilities and services which Rushworth cannot provide. There is subsequently a need to have a cost effective public transport service to access the facilities and services which Rushworth cannot provide *(see also Steering Committee ToR* ***Appendix 1****).*

**Leadership**

The Rushworth Community House (RCH) will be the lead organisation in this project.

Established in 1988, the RCH is governed by a volunteer Committee of Management (CoM) made up of nine members.

The RCH CoM has Vice President Nick Buzzer directly overseeing the appointment of a Project Coordinator, the Project Plan, project budget and milestone reporting.

The project was developed working with the Regional Association of Neighbourhood and Community Houses (RANCH) and in consultation with other neighbourhood houses who currently provide or are developing community transport models.

The CoM currently has a dedicated project Steering Committee reporting to it on a bi-monthly basis, or as determined by project needs.

Steering Committee Membership has representation from the following organisations:

* Rushworth Community House
* Department of Transport
* Rushworth Community Bank Board of Management
* Publican of the Colbinabbin Pub
* Stanhope Show, Shine and Swap meet Secretary
* Rushworth Community Transport Coordinator
* RANCH

The Steering Committee has formal Terms of Reference (ToR) alongside clear responsibilities and expectations *(see also Steering Committee ToR* ***Appendix 1****).*

**Planning**

Community Consultation- engaging the community

Community surveys have been conducted, collated and analysed; targeted at the below demographic *(see Project Plan).*

Targeted Community

|  |  |
| --- | --- |
| Children |[ ]  Families |[ ]
| Youth (age 15–24) |[x]  CALD communities |[ ]
| Older people (age 65 and over) |[x]  General  |[x]
| People with disability |[x]  Other *Please specify* | See below: |
| • Young people – unlicensed and dependent on parents or others.• Non-car owners – difficulty getting to services, employment or training.• Older people – reducing functionality can affect their ability to drive. • Low income earners – lack of money to own a car.• People with disabilities – functionality can affect their ability to drive.• Migrants/new residents – lack information or language skills to access services. |

The above surveys and community engagement strategies were driven by both formal and informal consultations based on relationship building within the community alongside identified stakeholders.

• Sharing information with the community;

• Listening to input from the community;

• Using the input to improve decision-making; and

• Informing community of how their input influenced the decision.

Key stakeholders are identified and captured through a Stakeholder Register *(see* ***Appendix 2****).*

Detailed Project Plan

Initially, a provision Project Plan was developed in the form of a Gantt chart for the funding application, *(see* ***Project Plan****).* Extensive consultation with the Coordinators(s), Regional Association of Neighbourhood and Community Houses (RANCH) and representatives from the Department of Transport (DoT), has seen this initial document expanded and modified to reflect the current position, leadership, planning and evaluation elements of the RCTS Project addressed.

Evaluation Plan

The Regional Association of Neighbourhood and Community Houses (RANCH) have been contracted to present an Evaluation Plan and write a Post Implementation Review of the project.

The evaluation process will focus on:

* Process Evaluation – what we are measuring
* Outcomes – what we are measuring
* Impact – what we are measuring *(see* ***Appendix 3*** *– Evaluation Methodology and Data Collection Plan)*

**Budget**

Annual Budget - Running Costs

Rushworth Community Taxi Service is a paid service. Clients will be charged at a rate that sustains the service. Minimum cost per trip has been calculated based on a budget that includes all annual costs required to maintain the taxi service, shown in table below. Setup costs have been excluded from annual running costs.

|  |  |
| --- | --- |
| **Setup Costs** | **Annual Running Costs** |
| **Item** | **Setup Cost** | **Number of** | Setup Totals | **Costs** | **Number of** | Annual Totals |
| **Drivers** |
| Driver Accreditation | $76.30 | 5 | $381.50 | $35.00 | 5 | $175.00 |
| Police check volunteer | $18.40 | 4 | $73.60 | $6.15 | 5 | $30.75 |
| Training | $500.00 | 5 | $2,500.00 | $75.00 | 5 | $375.00 |
| Uniforms and Badges | $50.00 | 5 | $250.00 |   |   |   |
| Police check Employee | $48.90 | 1 | $48.90 |   |   |   |
| **Vehicle** |
| Car purchase | $27,990.00 | 1 | $27,990.00 |   |   |   |
| Vehicle transfer Vic Roads | $1,183.10 | 1 | $1,183.10 |   |   |   |
| Pre-purchase vehicle inspection | $330.00 | 1 | $330.00 |   |   |   |
| Serial number search certificate | $2.00 | 1 | $2.00 |   |   |   |
| Car insurance | $926.80 | 1 | $926.80 | $926.80 | 1 | $926.80 |
| Broker fee | $75.00 | 1 | $75.00 |   |   |   |
| Commercial passenger vehicle registration | $55.10 | 1 | $55.10 | $55.10 | 1 | $55.10 |
| Registration Vic Roads | $716.00 | 1 | $716.00 | $716.00 | 1 | $716.00 |
| Roadside assistance | $186.00 | 1 | $186.00 | $186.00 | 1 | $186.00 |
| Car cover | $300.00 | 1 | $300.00 |   |   |   |
| Maintenance (Fuel, service, tyres) |   |   |   | $0.23 | 33406 | $7,673.36 |
| Covid kit (bulk sanitiser, spray pump, wipes) | $80.00 | 1 | $80.00 | $70.00 | 1 | $80.00 |
| **Booking** |
| Eftpos | $50.00 | 1 | $50.00 | $1.40 | 624 | $873.60 |
| Levi |   |   |   | $1.00 | 624 | $624.00 |
| **Staff** |
| Coordinator | $30.00 | 366 | $10,993.80 | $30.00 | 480 | $15,600.00 |
| Research and development | $400.00 | 1 | $400.00 |   |   |   |
| Evaluation report and implementation review | $5,000.00 | 1 | $5,000.00 |   |   |   |
| **Totals** | **Setup total** | $51,541.80 | **Annual running cost total** | $27,315.61 |
|  |  |  |  | **Annual cost + Employee cost** | $31,901.61 |

Sustainable Modelling

Finance models are balanced on one to four clients per trip shown in tables below. Day trips are calculated at two trips per day, five days per week over fifty weeks. Fifty weeks is included over fifty-two allowing for exclusion of public holiday periods. Event trips are based on one per fortnight over twenty-six weeks.

|  |
| --- |
| **Operational Income 1 client per trip** |
| **Trips** | **Clients** | **Client charge** | **Annual Trips** | **Totals** |
| Day trips | 1 |  $ 60.00  | 500 |  $ 30,000.00  |
| Event bookings | 4 |  $ 32.00  | 26 |  $ 3,328.00  |
|   |  |  | **Annual Income Total** |  $ 33,328.00  |
|   |  |  | **Annual Running Cost**  |  $ 31,901.61  |
|   |   |   | **Balance** |  $ 1,426.39  |
| **Operational Income 2 client per trip** |
| **Trips** | **Clients** | **Client charge** | **Annual Trips** | **Totals** |
| Daily trips | 2 |  $ 35.00  | 500 |  $ 35,000.00  |
| Event bookings | 4 |  $ 32.00  | 26 |  $ 3,328.00  |
|   |  |  | **Annual Income Total** |  $ 38,328.00  |
|  |  |  | **Annual Running Cost**  |  $ 31,901.61  |
|   |   |   | **Balance** |  $ 6,426.39  |
| **Operational Income 3 client per trip** |
| **Trips** | **Clients** | **Client charge** | **Annual Trips** | **Totals** |
| Daily trips | 3 |  $ 25.00  | 500 |  $ 37,500.00  |
| Event bookings | 4 |  $ 32.00  | 26 |  $ 3,328.00  |
|   |  |  | **Annual Income Total** | $ 40,828.00 |  40,828.00  |
|  |  |  | **Annual Running Cost**  |  $ 31,901.61  |
|   |   |   | **Balance** |  $ 8,926.39  |
| **Operational Income 4 client per trip** |
| **Trips** | **Clients** | **Client charge** | **Annual Trips** | **Totals** |
| Daily trips | 4 |  $ 20.00  | 500 |  $ 40,000.00  |
| Event bookings | 4 |  $ 32.00  | 26 |  $ 3,328.00  |
|   |  |  | **Annual Income Total** |  $ 43,328.00  |
|  |  |  | **Annual Running Cost**  | $ 31,901.61 |
|   |   |   | **Balance** |  $ 7,281.00  |

One client per trip will allow provision for concessions and out of the ordinary annual budget costs at a higher risk to project sustainability. More clients per trip, more sustainable a model and allowance for a more effective inclusion of concession rates and out of ordinary expenses.

Establishing a booking service for a set time and destination for daily trips, increases clients per trip, reducing costs to clients and cost to budget. Establishing a ‘book anytime’ service reduces clients per trip and increases costs to clients and to budget.

**Community Transport Modelling for Neighbourhood Houses across the State**

Ranch “Toolbox”

The RANCH website currently offers a Community Transport “Toolbox”. This feature is always being updated – during and following the learnings gained from the RCTS project, this resource will be further updated and enhanced from those learnings.

The current RANCH website resources available for Community Transport cover the following themes:

* Establishing NH Community Transport Programs using community development approaches
* Policies and Procedures to support NH Community Transport Programs
* Tools and Templates for data collection and evaluation
* NH Community Transport Marketing and Promotion Resources
* Resources for Training and Professional Development

***Appendix 1***

Rushworth Community Taxi Project

Steering Committee

Terms of Reference

# Background

The Rushworth Flexible Community Taxi Project has been developed in conjunction with Regional Association of Neighbourhood and Community Houses (RANCH), funded by the Victorian Department of Transport and overseen by the Rushworth Community House to:

* develop of a sustainable, flexible “taxi” service to meet the transport needs of the Rushworth community
* develop a sustainable community transport model that will provide the Neighbourhood House sector with a community transport model suitable for delivery in other transport disadvantaged rural communities

The project will establish a “community taxi” service that will be able to provide a new 8-seater van which can be booked through the Rushworth Community House with 24hrs notice.

It will be a door-to-door service and will not only include individual bookings but also regular transport services to nearby major or mid-sized town centres.

The service area for taking bookings will be Rushworth and the nearby townships of Colbinabbin and Stanhope.

The project will investigate opportunities to establish a commercial of the service in accordance with the new Commercial Passenger Vehicle regulations.

The establishment of the service will also provide a “pilot project” for the neighbourhood house sector to inform future community transport development.

 A Rushworth Flexible Community Taxi Project has been established consisting of a Steering Committee, Project Control Group and a Project Coordinator.

# Purpose

The purpose of the Steering Committee is to:

* oversee the Rushworth Flexible Community Taxi Project;
* facilitate the timely delivery of the Rushworth Flexible Community Taxi Project; and
* provide advice to the Rushworth Community House on key strategic goals of the Rushworth Flexible Community Taxi Project.

# Role of the Steering Committee

The role of the Steering Committee will be to:

* provide strategic oversight and direction regarding development of the Rushworth Flexible Community Taxi Project and early advice issues;
* secure support and resources, facilitating the removal of any barriers, as required to ensure project success;
* ensure Rushworth Flexible Community Taxi Project objectives, projects and outcomes, are consistent with, and supportive of the Department of Transport and RANCH strategic policy directions;
* monitor the progress of the project to see that project targets and objectives are being met and expected benefits realised;
* assist in conflict resolution and management of high/extreme risks and issues; and
* review and comment on key input studies, reports and major revisions of the strategic plans as they are developed.

 ***Appendix 1 cont.***

# Responsibilities of the Steering Committee

It is expected that Steering Committee members will:

* ensure that sound corporate governance is maintained throughout the project;
* understand and represent the interests of project partners;
* check that the Rushworth Flexible Community Taxi Project is making sensible decisions, especially in procurement and in responding to issues, risks and proposed project changes;
* actively participate in meetings through attendance, discussion, and review of minutes, papers and other Rushworth Flexible Community Taxi Project documents; and
* share relevant experience and learnings from other projects which may assist in achieving best practice implementation.

# Steering Committee membership

The members of the Steering Committee are:

|  |  |
| --- | --- |
| **Name**  | **Position**  |
| Nick Buzza | Rushworth Community House Vice President |
| Donna Clusker | Department of Transport |
| Christine Borger | Rushworth Community Bank Board of Management  |
| Cass Alexander | Rushworth Community House President  |
| Julie Price | Publican of the Colbinabbin Pub  |
| Lyn Emmett | Stanhope Show, Shine and Swap Meet Secretary  |
| Annie Bromley  | Rushworth Community Transport Co -Coordinator |
| Kevin Vivian | Networker RANCH  |

Additional members may be invited to join the Steering Committee on an as needs basis.

# Meetings and reporting

The Steering Committee will:

* meet bi-monthly at the start of the project with later frequency being determined by project needs

***Appendix 2***

**Stakeholder Register**

Anyone impacted or able to impact the project or its outcome. They may be internal or external, minor or major. The object is to identify and understand potential impact.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Stakeholder Requirements** | **Stakeholder Criteria** | **Assessment of Impact** | **Strategies for Gaining Support or Reducing Obstacles** |
|  | Represents the expectations the stakeholder/s have of the project | Specific measures the stakeholder will use when determining if their requirements have been met | Attempt to measure the extent of the impact – simplistically: High, Moderate, Low  | Actions that will be taken to manage the stakeholder/s  |
| Rushworth Committee of Management | Successful implementation and management of the project | Community taxi service is implemented and running  | Moderate | Regular updates through the Project Management Group |
| Rushworth Community Members | Community taxi service is running which services communities needs | Reduce resident isolation and improve community participation in regional activities | High | Regular updates and feedback through social media, print media and survey |
| RANCH | Pilot Project for the neighbourhood house sector to inform future community transport development | Community taxi template is developed transferable to other neighbourhood houses | Moderate | Regular updates through the Steering Committee and continued liaison |
| Campaspe Shire Council | Successful implementation and management of the project and continued viability of the service | Fits in with Campaspe Shire Council strategic plan | Low | Keep Council informed of project progress |
| Department of Transport | Successful implementation and management of the project and continued viability of the service | Demonstrate that all aspects of the MOU are met | Low | Regular updates through the Steering Committee and Milestone reports |

***Appendix 3***

**Rushworth Flexible Community Taxi Project**

**Evaluation Methodology and Data Collection Plan**

**Process Evaluation: - what are we measuring?**

* What routes and why? Any routed changes during the project
* How many community members are accessing service?
* What activities/services are they accessing?

How many **volunteers** involved?

* How many stakeholders have been involved and in what ways?

How will we measure these?

|  |  |
| --- | --- |
| **Data Collection Points** | **How will we collect data** |
| **Prior to service** What routes were chosen and why? | Survey analysisQualitative results |
| Stakeholder involvement* Survey analysis
* Steering Committee meetings
* RANCH Community Transport Group
* Qualitative analysis
 | Survey responsesMinutes Steering Committee meetingsRecord number of meetingsQualitative analysis for common themes |
| **Once services start** Numbers using and how oftenDestinations Numbers of volunteers | LogbookLogbookData base |
| **Assessing any route changes** | Mid-point survey of users |

**Outcomes – what are we measuring?**

* What are users now accessing that they weren’t able to before?
* What uptake by the community has there been? And has this been sustained/increase
* How many people have benefitted over the project time and how?

***Appendix 3 cont.***

How will we measure them?

|  |  |
| --- | --- |
| **Data Collection Points** | **How will we collect data** |
| Prior to And after use comparison | Survey of users |
| Each trip  | Numbers of users and destinations recorded in log book |
| At end of project  | Users and drivers meet together to share stories and outcomes |

**Impact – what are we measuring?**

* Increased access to educational, recreational, commercial service by the community not

available in Rushworth

* Reduced reporting of social isolation of the Rushworth community
* Increased community participation in regional activities outside of Rushworth
* Increased volunteerism in Rushworth through volunteer driver opportunity
* Increased RANCH neighbourhood house sector capability to deliver flexible and sustainable

community transport

|  |  |
| --- | --- |
| **Data Collection Points** | **How will we collect data** |
| Pre and post data of numbers experiencing social isolation in Rushworth | Local data analysis |
| Pre and post Rushworth community participation in regional activities | Interviews with key regional stakeholders |
| Pre and post assessment of volunteer numbers and experiences | Data base and post user and driver get together |
| Through-out project through RANCH | Observations at regional meetingsInterviews with other Houses involvedAddition of tools onto RANCH website |
| RANCH website Community Transport “Toolbox” | Evaluate the quality, relevance and accessibility of this resource to potential users. Address any gaps identified. |

***Appendix 4***

**Services Offered**

Rushworth Community Taxi Service (RCTS) is initially offering two types of services, daily trips and event trips. Daily trips will run Monday to Friday, to and from local towns within a sixty kilometer radius. Event trips are to run weekends and public holiday periods to larger regional towns.

Daily trips will be door to door pickup and drop off, as asking clients to walk to a designated pick up location is onerous for particular cliental. An increase of five kilometers per return trip has been added to allow for door to door service. Project target is to offer two trips per day initially with capacity to provide more daily trips as requests for more services increase.

|  |
| --- |
| Rushworth Community Taxi Service (1 client per trip) |
| Rushworth Outbound | Running Cost | Distance return km | Running cost per trip | Minimum charge per trip |
|
| Stanhope | 0.95 | 41 |  $ 34.20  |  $ 35.00  |
| Colbinabbin | 0.95 | 42 |  $ 39.90  |  $ 40.00  |
| Murchison | 0.95 | 44 |  $ 41.80  |  $ 42.00  |
| Tatura | 0.95 | 58 |  $ 55.10  |  $ 56.00  |
| Kyabram | 0.95 | 68 |  $ 64.60  |  $ 65.00  |
| Shepparton | 0.95 | 112 |  $ 106.40  |  $ 107.00  |
|   |  |   |  |   |
| Average |   | 60 |  $ 57.00  |  $ 57.50  |

Event trips are for client access to regional festivals, markets, exhibitions and other events. A driver is allocated from one of the volunteers available and charges are set on a return kilometer trip. Client groups are based on average of four per trip and cost is averaged out at thirty-two dollars per client, one hundred and twenty-five total per return trip. Increasing cost to cover driver access to events could be included, pending drivers’ request.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Regional events |   |   |   |   |   |   |
|   | one-way km | Return km | Running cost per km | $ per trip | Clients | Running cost per Client | Minimum charge per trip |
|
| Rushworth to Bendigo | 76 | 152 | 0.95 |  $ 144.40  | 4 |  $36.10  |  $ 37.00  |
| Rushworth to Echuca | 65 | 130 | 0.95 |  $ 123.50  | 4 |  $30.88  |  $ 31.00  |
| Rushworth to Shepparton | 56 | 112 | 0.95 |  $ 106.40  | 4 |  $26.60  |  $ 27.00  |
|   |   |  |   |  |   |   |   |
| Averages | 66 | 131 |   |  $ 124.77  |   |  $31.19  |  $ 31.67  |

Currently, the hire of an eight seater bus is more than one hundred and fifty dollars per day with cost of petrol not included.

***Appendix 4 cont.***

**Current Transport Availability**

Transport services within Rushworth and neighboring town includes a bus service, out of town train station and taxi services.

A one-way bus service runs between Bendigo to Shepparton, morning and afternoon, weekdays. This service, although inexpensive, is restrictive as it has a set time and route and does not offer door to door pick up and drop off (Public Transport Victoria 2021).

East Murchison train station is located south of all local towns to Rushworth, being approximately 22 kilometers away. RCTS have in place trips to East Murchison train station for client access to Shepparton and Melbourne train lines.

Other taxi services, there is no local taxi service residing in Rushworth. Booking and cost per kilometer fees are charged as taxi must travel from out of town. With no volunteer driver base, other taxi services run at a higher rate as costs of sustaining their service is higher. Comparison table below highlights differences between Rushworth Community Taxi Service and other taxi services.

|  |
| --- |
| Other Taxi cost per km  |
| Cost per km | Base fee |
|
|  $ 1.62  |  $ 4.20  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rushworth Outbound | Distance return km | Other Taxi cost per trip | RCFTS Minimum charge per trip | Difference per trip |
|
|
| Stanhope | 41 |  $ 94.37  |  $ 39.00  | -$ 55.37  |
| Colbinabbin | 47 |  $ 107.06  |  $ 45.00  | -$ 62.06  |
| Murchison | 49 |  $ 111.29  |  $ 47.00  | -$ 64.29  |
| Tatura | 63 |  $ 140.88  |  $ 60.00  | -$ 80.88  |
| Kyabram | 73 |  $ 162.02  |  $ 70.00  | -$ 92.02  |
| Shepparton | 117 |  $ 255.04  |  $ 112.00  | -$ 143.04  |
|   |   |   |  |   |
| Average | 65 |  $ 145.11  |  $ 62.17  | -$ 82.94  |

Other Taxi cost per kilometer is based on a Bendigo Taxi service taxi fare estimation (Bendigo Taxis 2021)

Table above shows a large difference per trip with RCTS cost of service in a comparison against other taxi services in the area. This is largely due to a volunteer driver base. Cost per kilometer of the RCTS service is more than sixty cents less and does not charge a booking fee. The RCTS is offering a transport service that is more affordable within Rushworth and neighboring regional townships. This allows for a local transport solution that is accessible compared to other means of transport.

**Concession Rates.**

No taxi concession rates are currently available for concession card holders within Victoria. Within RCTS funding models; full and concession fares can be offered. Reduced fares can be alleviated from negatively impacting on overall income of the taxi service, by compensation from increase of income from higher cliental numbers. Concession fares will allow the taxi service to be more accessible to a wider range of cliental.

A Multi-purpose Taxi Program (MPTP) is available though only offers discounts to people with severe disabilities. Volunteer driver training and extra support for vehicle transport would be required if a MPTP service is to be included. Cost of this service could be achieved within funding models with subsidized support through commercial Passenger Vehicles Victoria and Department of Health and Human Services.

***Appendix 4 cont.***

**Future Services**

There are varying options to increase RCTS services, with varying sporting, social and hobby events running throughout the year, for example;

* A service running on every second Saturday to larger regional towns to provide weekend access for clients to visit shops and services unavailable locally
* Local football, cricket and netball clubs
* Winery tours
* Bus hire
* RSL clubs
* Theatre and movies
* Arts
* Linking partnerships with other community houses
* Linking with other transport services

Rushworth Community House currently runs a service to take clients to doctors and specialist medical appointments in neighboring and larger regional towns. This service utilizes volunteer drivers and their cars to transport clients to their destination. A combination of services could be looked at to continue providing a service without volunteers required to use their own vehicles.

**References**

Public Transport Victoria Website, Bendigo to Shepparton via Kyabram Bus Timetable, accessed 12/04/2021

<https://www.ptv.vic.gov.au/route/timetable/11342/bendigo-shepparton-via-kyabram/#RoutePage:::datetime=2021-04-11T23%3A00%3A00.000Z&direction_id=388&stop_id=-1&_auth=9e3136d9ef55b25199204042ab5bc89acd02dce1a99fc996f4bc701df05e6793>

Bendigo Taxis, Bendigo Taxi Fares accessed 12/04/2021 <https://www.bendigotaxis.com.au/fares>

***Appendix 5***

**Commercial Passenger Vehicle Victoria Enquiries**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Query** | **Date** | **Answers** | **Information Source** | **Resource** |
|
| Is driver Accreditation Required for driving a registered CPV vehicle? | 10.03.2021 | Yes | Linda pers. comm CPVV 1:30pm | <https://cpv.vic.gov.au/drivers/commercial-passenger-vehicle-and-bus-driver-accreditation#need> |
|
| Is BSP registration required for less than one vehicle? | 10.03.2021 | No BSP registration required as less than one vehicle registered through CPVV. | Michael pers. comm CPVV 2:35pm | <https://cpv.vic.gov.au/booking-service-providers/what-is-a-booking-service-provider> |
|
| Driver Accreditation Medical requirements. | 15.03.2021 | Where there are no medical concerns, drivers provide a Medical Assessment Form every three years. | Research through CPVV website | <https://cpv.vic.gov.au/drivers/case-assessment-team/medically-fit-and-healthy> |
|
|
|
| Is an eftpos machine required? | 15.03.2021 | Payments via eftpos machine required. | Phil pers. comm CPVV 2:30pm |  |
|
|
| Accredited driver online registration, individual or as a group? | 15.03.2021 | Each driver must register and log into CPV portal separately. | Phil pers. comm CPVV 2:30pm |   |
|
| Is Medical Self-assessment still current?  | 15.03.2021 | yes, medical with doctor will be required later. (CPVV reducing strain on health system during Covid). | Phil pers. comm CVVP 2:30pm | <https://cpv.vic.gov.au/drivers/case-assessment-team/medically-fit-and-healthy#applicants> |
|
| Do drivers need photo ID if driving a booked system that does not use BSP through CPVV?  | 15.03.2021 | yes, photo ID must be displayed use card holder and blue tack until CPVV are back in office and can send out proper holders. | Phil pers. comm CVVP 2:30pm | [https://cpv.vic.gov.au/drivers/driver-certificates,-photo-ids-and-mptp-cards](https://cpv.vic.gov.au/drivers/driver-certificates%2C-photo-ids-and-mptp-cards) |
|
|
| Who provides Driver History Report? | 15.03.2021 | CPVV does through Driver Accreditation process. | Phil pers. comm CVVP 2:30pm |  |
|
|
| Can drivers supply own police check or does it have to be processed through CPVV? | 15.03.2021 | CPVV does through Driver Accreditation process. | Phil pers. comm CVVP 2:30pm |  |
|
|
| Is CPV taxi levy required? | 31.03.2021 | Unsure so said contact State Revenue Office. | Evette pers. comm CVVP 10:45am | [https://cpv.vic.gov.au/drivers/the-$1-per-trip-levy](https://cpv.vic.gov.au/drivers/the-%241-per-trip-levy) |
|
|
| Is CPV taxi levy required? | 31.03.2022 | CPV levy is required to be paid by booking service (RCH) exemption can be applied for. | pers. comm State Revenue Service 11:25am | <https://www.sro.vic.gov.au/commercial-passenger-vehicle-service-levy> |