

Media Release

Gabrielle Williams MP

Minister for Transport Infrastructure
Minister for Public and Active Transport



Friday, 9 May 2025

MAKING TAXI JOURNEYS SAFER

The Allan Labor Government will introduce reforms to ban dodgy taxi and ride-share drivers from operating – so all Victorians feel safe when travelling.

Minister for Public and Active Transport Gabrielle Williams today announced reforms will be introduced to make it easier for passengers to report driver misconduct, mandate increased reporting of incidents by taxi companies, introduce harsher penalties for non-compliance and require enhanced driver accreditation and training.

The first reforms to be introduced will be mandatory QR codes in taxis and ride-share vehicles linking passengers through to information on their rights and if needed, how to report a complaint.

The changes will make it easier for passengers to report incidents and raise concerns, while also supporting drivers and providers in the industry who are doing the right thing.

Later this year, the Labor Government will amend legislation to introduce a ‘two strikes and you’re out rule’ for drivers with multiple complaints made against them.

This will give Safe Transport Victoria greater powers to suspend or cancel accreditations for drivers who have two fare-related convictions recorded against them.

The taxi and ride-share industry plays an important role in supporting some of our most vulnerable Victorians, ensuring they can access services and stay connected with their communities.

Updates to camera rules will give carers the option to access live, in-vehicle camera vision, if this is offered by the taxi or rideshare company. The reforms will also require that cameras in rank or hailed taxis must record audio in addition to vision and will also make it easier for operators to access footage so they can investigate complaints.

Safe Transport Victoria will also increase the training requirements for drivers of wheelchair-accessible vehicles to protect passengers and ensure everyone gets the service they deserve.

This continues the Labor Government’s program of reforms to increase passenger rights and safety in Commercial Passenger Vehicles.

In 2023, the Government updated the regulations so that drivers can no longer negotiate a price with customers above the regulated maximum fare and must use their meters for trips from ranks or when hailed on the streets.

Quotes attributable to Minister for Public and Active Transport Gabrielle Williams

“These reforms will deliver significant improvements for the taxi and ride-share industry by strengthening compliance and enforcement, while giving passengers more ways to report illegal behaviour.”

“While most drivers are doing the right thing, these changes are about making trips are safer and more reliable for Victorians.”