VICTORIA
State
Government

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NEW REFORMS CRACKING DOWN ON DODGY DRIVERS

Victorians deserve to feel safe and not be ripped off when they book a taxi or ride-share.

That's why the Allan Labor Government is cracking down on dodgy drivers and strengthening protections for passengers.

From Sunday, 1 March 2026, new reforms will make it easier for Victorians to report misconduct and tougher for the wrong people to stay in the industry.

A new 'two strikes and you're out' rule will mean drivers who commit fare-related offences twice within 10 years can lose their accreditation.

Drivers will also be banned from displaying branding unless they are genuinely affiliated with that provider – so passengers can book with confidence and know exactly who is picking them up.

Mandatory QR codes will be rolled out in all taxi and ride-share vehicles, giving passengers quick access to information about their rights and how to make a complaint.

These changes will make it easier to speak up when something goes wrong – and back the vast majority of drivers who are doing the right thing.

The reforms build on tougher penalties the Labor Government introduced on 1 January 2026 for drivers who fail to use the meter properly.

More changes are coming later this year, including better training for wheelchair-accessible vehicle drivers, stronger use of security cameras and audio recording in taxis, and a public register of disciplinary actions.

Safe Transport Victoria will be out in force at the 2026 Australian Grand Prix to inform passengers and drivers about the new rules.

Quotes attributable to Minister for Public and Active Transport Gabrielle Williams

"Everyone deserves to feel safe and confident when they step into a taxi or ride-share – and these reforms make that clear."

"The overwhelming majority of drivers do the right thing, and these changes will protect passengers while backing those who play by the rules."