

Media Release

Gabrielle Williams MP

Minister for Transport Infrastructure
Minister for Public and Active Transport
Minister for Women and Girls



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CRACK DOWN ON DODGY TAXI AND RIDESHARE DRIVERS

The Allan Labor Government is introducing stronger reforms to crack down on taxi and rideshare drivers who refuse short trips, turn away assistance animals, rip people off and make passengers feel unsafe.

From 1 July:

- The 'two strikes you're out' rule will expand to include misusing the meter, refusing a receipt and turning away passengers with assistance animals.
- Audio recording will become mandatory in taxis – video recording is already mandatory.
- The name and shame register will expand to include more information about disciplinary action taken against drivers and providers.

From 1 August:

- There will be a new offence for drivers who refuse a fare, including short trips – this offence will also be added to the 'two strikes you're out' rule.
- Booking service providers will be required to notify the regulator of incidents of overcharging, service refusal, and assault – including sexual assault – to ensure proper action is taken.

These reforms will protect Victorians and make sure drivers and booking service providers who do the wrong thing are held to account.

Expanding the name and shame register will deter misconduct and ensure drivers cannot move to another booking service provider after they have been disqualified from one.

The register will show when a driver's accreditation has been cancelled because of a criminal offence or court order, or when it has been suspended following serious allegations of sexual assault.

The changes build on Labor's major industry reforms introduced earlier this year.

Our 'two strikes and you're out' rule will mean drivers who are prosecuted for a range of offences twice within 10 years can lose their accreditation.

We also introduced mandatory QR codes to make reporting complaints easier.

Tougher penalties were also placed on drivers who fail to use the meter properly.

Quotes attributable to Minister for Public and Active Transport Gabrielle Williams

"Turning away some of our most vulnerable passengers because it's a short trip or because they're travelling with an assistance animal has no place in this industry."

"Our name and shame register will stop repeat wrong-doers from quietly moving to another provider and getting back behind the wheel."

"Most drivers do the right thing every day. We're making sure the small minority who don't are held to account."

Media contact: Alex Woods 0422 572 228 | alex.woods@minstaff.vic.gov.au