

# Road Transport (Public Passenger Services) Information to be Displayed in Taxis Approval 2025 (No 1)

Notifiable Instrument NI2025–518

made under the

*Road Transport (Public Passenger Services) Regulation 2002, section 102 (Information to be displayed in taxis)*

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## 1 Name of instrument

The name of this instrument is the *Road Transport (Public Passenger Services) Information to be Displayed in Taxis Approval 2025 (No 1)*.

## 2 Commencement

This instrument commences the day after its notification.

## 3 Approval

I approve the information to be displayed in a taxi as specified in Schedule 1 of this instrument.

## 4 Revocation

This instrument revokes NI2016-419 dated 29 July 2016.

Francois Patron

Manager, Vehicle Safety Standards, Access Canberra as a delegate for the Road Transport Authority

23 September 2025

| TAXI USERS – YOUR RIGHTS AND RESPONSIBILITIES  |   |   |
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| <p><b>Your rights</b></p> <p><b>As a taxi user you have the right to:</b></p> <ul style="list-style-type: none"> <li>Decide on the route.</li> <li>See the taximeter.</li> <li>Refuse a multiple hiring.</li> <li>Have the radio on or off.</li> <li>Have the air conditioning on or off.</li> <li>See the taxi identification number.</li> <li>See the driver's Public Vehicle Driver Authority Card.</li> </ul> <p><b>Your driver should:</b></p> <ul style="list-style-type: none"> <li>Be courteous and helpful.</li> <li>Know and obey of all the road rules.</li> <li>Be clean, neat and tidy.</li> <li>Display his Public Vehicle Driver Authority Card.</li> </ul> <p><b>Your taxi should be:</b></p> <ul style="list-style-type: none"> <li>Smoke free.</li> <li>Clean and tidy.</li> <li>Well maintained.</li> </ul> | <p><b>Your responsibilities</b></p> <p><b>As a taxi user you must:</b></p> <ul style="list-style-type: none"> <li>Pay the correct fare including any tolls and booking fees.</li> <li>Pay a fare deposit, if requested by the driver, prior to commencing the hiring.</li> <li>Not eat, drink or act in an offensive way.</li> <li>Ensure any children under 16 are secured in an approved child restraint.</li> </ul> <p><b>The driver can refuse to take you:</b></p> <ul style="list-style-type: none"> <li>if you are drunk, and / or</li> <li>likely to soil the vehicle, and /or</li> <li>refuse to pay a fare deposit when requested.</li> </ul> <ul style="list-style-type: none"> <li>➤ If you soil or damage the taxi, the driver can charge you a <b>\$135</b> fee for cleaning costs.</li> <li>➤ Please let the driver know if you need change from \$50 or more.</li> <li>➤ If paying by credit/debit card or merchants card, a maximum 5% surcharge may apply to the final fare.</li> </ul> | <p><b>Compliments or complaints</b></p> <p>If you have any complaints or compliments about your taxi driver or trip, please contact:</p> <p style="text-align: center;"><b>Name of<br/>Transport<br/>Booking Service</b></p> <p><b>Phone Number:</b></p> <p><b>Email:</b></p> |

## (1) Stickers

(a) Maximum number of passengers stickers:



(b) Security camera declaration sticker:



(c) Consumables prohibition sticker



(d) Fees and charges sticker

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| <p style="text-align: center;">You are a<br/>passenger in:</p> <p style="font-size: 2em; text-align: center;"><b>TX</b>_____</p> <p style="text-align: center;"><b>Transport Booking<br/>Service Name</b></p> <p style="text-align: center;">For Bookings call:</p> | <p>From JULY 20__</p> <h3 style="text-align: center;">TAXI CHARGES</h3> <p style="text-align: center;"><b>\$6.00 Flagfall - No Booking Fee</b><br/><b>\$62.20 per hour Waiting Fee</b></p> <ul style="list-style-type: none"> <li>• Rate 1 - \$2.50 / Kilometre – To operate 6AM – 9PM Mon – Fri</li> <li>• Rate 2 - \$2.80 / Kilometre – To operate 9PM – 6AM Mon – Fri</li> <li>• Rate 2 applies to all day Saturday, Sunday and Public Holidays</li> </ul> <p style="text-align: center;"><b>Multiple Hiring - \$4.50 Flagfall</b></p> <ul style="list-style-type: none"> <li>• Rate 3 - \$1.85 / Kilometre – To operate 6AM – 9PM Mon – Fri</li> <li>• Rate 4 - \$2.10 / Kilometre – To operate 9PM – 6AM Mon – Fri</li> <li>• Rate 4 applies to all day Saturday, Sunday and Public Holidays</li> </ul> <p style="text-align: center;"><b>SOILING CHARGE - \$135</b><br/><b>AIRPORT TOLL - \$3.00 – COMMISSIONAIRES FEE - \$1.20</b></p> <p style="text-align: center;">A DEPOSIT MAY BE REQUESTED AND PAID PRIOR TO<br/>COMMENCEMENT OF THE HIRING.</p> <p style="text-align: center;">THE DRIVER MUST AT ALL TIMES ENGAGE THE TAXI METER</p> <p><b>**FARE EVASION IS AN OFFENCE AND CARRIES A MAX PENALTY OF \$_____**</b></p> |
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| <p>From JULY 20__</p> | <h3 style="text-align: center;">HIGH OCCUPANCY TAXI</h3> <p style="text-align: center;"><b>\$9.00 Flagfall - No Booking Fee - \$62.20 per hour Waiting Fee</b></p> <p style="text-align: center;"><b>WHERE THIS VEHICLE IS HIRED BY A GROUP OF FIVE TO SEVEN<br/>(5-7) PERSONS, THE FOLLOWING RATES APPLY:</b></p> <ul style="list-style-type: none"> <li>• Rate 5- \$3.70 / Kilometre – To operate 6AM – 9PM Mon – Fri</li> <li>• Rate 6- \$4.30 / Kilometre – To operate 9PM – 6AM Mon – Fri</li> <li>• Rate 6 applies to all day Saturday, Sunday and Public Holidays</li> </ul> <p style="text-align: center;"><b>WHERE THIS VEHICLE IS HIRED BY EIGHT (8) OR MORE PERSONS, THE FOLLOWING RATES APPLY:</b></p> <ul style="list-style-type: none"> <li>• Rate 7 - \$4.65 / Kilometre – To operate 6AM – 9PM Mon – Fri</li> <li>• Rate 8 - \$5.40 / Kilometre – To operate 9PM – 6AM Mon – Fri</li> <li>• Rate 8 applies to all day Saturday, Sunday and Public Holidays</li> </ul> <p style="text-align: center;"><b>A DEPOSIT MAY BE REQUESTED AND PAID PRIOR TO COMMENCEMENT OF THE HIRING.</b><br/><b>THE DRIVER MUST AT ALL TIMES ENGAGE THE TAXI METER</b></p> <p style="text-align: center;"><b>** FARE EVASION IS AN OFFENCE AND CARRIES A MAX PENALTY OF \$_____**</b></p> |
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