



Meeting summary

On-demand Transport Industry Reference Group

Meeting 11 | 28 July 2026

Agenda items

#	Item
1.	Welcome and attendance
	• Apologies noted. • The chair provided an opportunity to declare conflicts of interest.
2.	Guest speakers – Painted Dog Research
2.1	• Presented findings from the industry consultation in advance of the statutory review of the <i>Transport (Road Passenger Services) Act 2018</i>.
3.	Action items from last meeting
3.1.	• None.
4.	Standing items
4.1.	• Discussed industry feedback regarding communication approaches and the impact of regulatory requirements on driver operations.
5.	Department of Transport and Major Infrastructure (DTMI) update
5.1.	Regulatory updates • Taxi maximum metered fares were increased by 2.8% statewide, based on consumer price index (CPI) movement and earlier industry feedback. • Ambulance and patient transport drivers are now exempt from passenger transport driver (PTD) authorisation requirements where they exclusively undertake that work. • Driver identification requirements have been amended for on-demand charter bookings.

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5.2.	New DTMI systems functionality • New Passenger Transport Subsidy Scheme (PTSS) journey status lookup functionality has been introduced in DoTDirect, allowing drivers and booking services to check payment and transaction details. • Journey information can now be downloaded in .csv format. • GST breakdowns have been added to driver activity report and on-demand booking service (ODBS) PTSS remittance advice reports. • Further system enhancements are planned for September 2026.
5.3.	Wheelchair Accessible Vehicle (WAV) Grants 2026-27 • DTMI announced two grant programs: ◦ Regional WAV Taxi Service Grant: Up to \$100,000 for new or expanded regional wheelchair-accessible taxi services. ◦ WAV Modification Grant: Up to \$34,000 for installation or replacement of wheelchair hoists and restraint systems. • Online information sessions will be held on 13 August ahead of applications opening on 27 August.
5.4.	Receipt requirements • DTMI is reviewing receipt requirements across the industry. • Information has been requested from providers to assess compliance with the <i>Transport (Road Passenger Services) Act 2018</i> and associated regulations, consumer law, and GST obligations. • An industry guidance resource planned in collaboration with Consumer Protection.
6.	Camera surveillance units (CSU) standards
	• DTMI is reviewing camera standards to ensure they remain fit for purpose and reflect technological advancements, including cloud storage and fatigue management. • DTMI sought feedback from known CSU providers and is considering new CSU standards. • Discussion focused on access to camera footage, industry costs, and regulatory consistency between taxis and rideshare vehicles.
7.	Passenger behaviour and sentiment research
	• Metrix is conducting the next round of passenger behaviour and sentiment research, including specific engagement with PTSS participants. • There has been a strong survey response rate among PTSS participants, with fieldwork continuing until 6 August. • Preliminary results are expected in coming weeks, with final reporting due in September.

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8.	Reserve Bank of Australia (RBA) surcharging ruling
	- The RBA's proposed changes to EFTPOS surcharge caps are expected to take effect in October 2026. - DTMI is assessing implications for the taxi industry with other Australian jurisdictions.
9.	PTSS guidelines updates
	- PTSS guidelines are being reviewed based on trends identified through driver behaviour data. - Minor amendments are expected, with updated guidelines to be published shortly
10.	DiDi representation
	- DTMI advised that DiDi has requested representation on this group. - Feedback from current members will be considered before a decision is made ahead of the next meeting
11.	Items raised by members
	- The group discussed concerns over websites impersonating legitimate taxi/charter operators, with incorrect pricing. - Requested regulatory consideration during the review of the <i>Transport (Road Passenger Services) Act 2018</i>.
12.	DTMI compliance action
	- DTMI advised that a driver has been charged by WA Police with eight counts of fraud. - PTSS-related investigations remain ongoing.
13.	Schedule of meetings
	TBC October 2026.
	Meeting closed

Actions summary

#	Action	Who
	- Members to provide any feedback regarding DiDi's request to join this group. - DTMI to finalise and publish updated PTSS guidelines. - DTMI to continue consultation and review of camera surveillance standards. - WAV Grant briefing sessions to be held on 13 August 2026	DTMI/ industry