

## Queensland's Personalised Transport Reform Update



### [Latest information on Novel Coronavirus - COVID-19](#)

## Personalised transport industry fee relief

The Queensland Government has announced support for taxi, limousine and rideshare drivers and operators as part of a \$54.5 million transport industry package.

The package includes:

- Extending the term of existing booked hire/taxi driver authorisations and taxi/limousine licences for six months;
- A further waiver of the Taxi Industry Security Levy in 2019/20;
- Extending the term of all existing booking entity authorisations for six months;
- Extending the refund policy for holders of booked hire service licences so they can receive a pro-rata refund if they choose to surrender their licence;
- Waiving the fees for operators to de-register their vehicles; and
- Working with TCQ on sustaining wheelchair accessible taxis.

Now more than ever, essential workers and vulnerable members of our community are relying on personalised transport and wheelchair accessible taxis to access crucial medical appointments, and for other essential travel.

Where you are continuing to provide personalised transport services, please follow [advice from Queensland Health](#) and take [precautions to prevent the spread of COVID-19](#).

## 6-month extensions

6-month extensions will be applied to existing:

- booking entity authorisations
- taxi and limousine licences

You don't need to do anything to trigger the extension. The department will notify you when yours has been processed.

## Driver authorisation fees waived

This applies to booked hire/taxi driver authorisation holders.

- **If your medical certificate was issued for more than 12 months**, your driver authorisation will automatically be extended for 6-months. You don't need to do anything to trigger the extension. The expiry date of your authority will be automatically extended. The department will notify you when yours has been processed. If your driver authorisation was issued for a term longer than 4 years and 6-months, a 6-month credit will be applied to your TMR account.
- **If your medical certificate was issued for 12 months or less**, you will be afforded a 6-month fee discount when you renew your driver authorisation. When you renew, you will need to provide a new medical certificate and meet all renewal application requirements.

## Pro rata BHSL refund

To apply for a pro rata refund:

- Complete the [Booked hire service licence surrender request form](#) using the electronic signature function
- Send to [bookedhire@translink.com.au](mailto:bookedhire@translink.com.au).

If you can't access the form, email [bookedhire@translink.com.au](mailto:bookedhire@translink.com.au) to request a copy.

### Processing times

Refunds may take up to 3 months to process, depending on the number of applications received. Your patience is appreciated.

## Annual taxi industry security levy waived

The annual taxi industry security levy was waived in 2018/19 as part of the Industry Adjustment Assistance Program. It will be waived again for 2019/20 as part of the \$54.5 million support package.

## Vehicle de-registration and re-registration

To cancel your vehicle registration:

- Complete the [Vehicle/recreational ship cancellation of registration application form \(F3517\)](#) using the electronic signature function
- Send to [regocancellations@tmr.qld.gov.au](mailto:regocancellations@tmr.qld.gov.au)

If you decide to cancel your vehicle's registration because of the impacts of COVID-19, you will not have to pay the cancellation fee that usually applies.

TMR will also not require customers to surrender their plates when cancelling their registration.

If you have limousine (L series) plates or a vehicle with standard plates on a booked hire service licence, you can keep the plates and re-attach them to your vehicle when you re-register it. All other plates, including taxi (T series) plates and special purpose limousine plates (SL series), must be securely destroyed, as you will be issued with new plates, free of charge, when you re-register the vehicle.

If your vehicle is on a BHSL, you should surrender your BHSL and apply for a pro-rata refund before you cancel the vehicle registration. Otherwise, your BHSL will automatically be suspended and cancelled when your registration is cancelled.

If you apply to re-register the same vehicle to the same registered operator later, TMR will waive:

- the safety certificate requirement
- the requirement to provide a certificate of inspection (COI) if the vehicle's previous COI was (as at the time of re-registration) within the last 12-months
- the new plate fee.

The streamlined re-registration measures will continue for 6 months after the COVID-19 public health emergency is revoked.

## More information

- The [COVID-19 Personalised Transport page](#) is updated whenever new information is available.
- Email [bookedhire@translink.com.au](mailto:bookedhire@translink.com.au)
- Visit the [Business Queensland website](#)

Personalised Transport Reform Unit

