Government of **Western Australia**
Department of **Transport**
and Major Infrastructure

Meeting summary

On-demand Transport Industry Reference Group

Meeting 12 | 13 October 2026

Agenda items

#	Item
1.	**Welcome and attendance**
	• Apologies noted. • The chair provided an opportunity to declare conflicts of interest.
2.	**Action items from last meeting**
2.1	• All actions from the previous meeting were reported as completed. • Previous meeting summary has been published on the Transport WA website.
3.	**DTMI updates**
3.1	**Passenger Behaviour and Sentiment Research** • Metrix Consulting is conducting research on customer perceptions and experiences of on-demand transport across WA. • Research builds on the 2023 baseline study and includes a focus on Passenger Transport Subsidy Scheme (PTSS) participants. • Consultation activities include online surveys, regional focus groups, and interviews with passengers, drivers and disability organisations. • Final report is expected in November 2026. • Findings will be presented to the Reference Group, and a summary will be published on the Transport WA website. • Outcomes will help inform future policy, legislation, communications and service improvements.
3.2	**Wheelchair Accessible Vehicle (WAV) Grants** • Applications for the WAV grant programs closed on 1 October 2026. • Assessment and review processes are underway. • Funding outcomes are expected by late December 2026.

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	• Strong application interest was received, with a continued focus on improving regional accessible transport services.
3.3	**Non-cash Payment Surcharging** • Visa, Mastercard and EFTPOS surcharge changes commenced 1 October 2026. • Taxi surcharge arrangements remain governed by state legislation. • Current WA legislation continues to permit surcharging up to the existing 5% cap. • DTMI has published guidance and sought feedback from on-demand booking services (ODBSs). • Further work is being undertaken with other jurisdictions to inform future policy settings.
3.4	**Review of the *Transport (Road Passenger Services) Act 2018*** • Industry consultation outcomes delivered by external consultant Painted Dog Research are helping inform the scope of the legislative review. • Internal stakeholder engagement is now underway. • A contractor will be engaged to undertake the formal review. • Any legislative amendments would require government consideration and parliamentary processes. • Potential implementation of any significant changes is unlikely before 2028. • Members requested ongoing industry visibility of review progress.
3.5	**Passenger Transport Subsidy Scheme (PTSS)** • New, simplified PTSS Guidelines were released in September. • DTMI is strengthening compliance and fraud prevention measures. • Discussion focused on fraud reporting, investigations, and future compliance support for industry participants. • Long-term opportunities to expand PTSS accessibility were also discussed.
3.6	**Taxi Fare Review** • The next taxi fare review is scheduled for January 2027. • Industry raised concerns about rising operating costs and fare adequacy. • DTMI confirmed fare reviews remain data driven and discussions on co-payments and PTSS payments are ongoing.
3.7	**Compliance and Enforcement** Guest speaker – Phil Ameduri, A/ Director Governance and Intelligence • Compliance activities and investigations across WA continue, focusing on PTSS misuse, unauthorised operators and industry compliance. • Industry will continue receiving updates on compliance outcomes through future newsletters. • ODBSs were reminded of their reporting obligations.
3.8	**ODBS fleet bands** • DTMI is reviewing ODBS fleet bands and associated fees. • Attention is being given to operators with 1 to 5 vehicles.

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	• Review aims to better align administrative effort, compliance activity and cost recovery considerations.
4.	**Items raised by members**
4.1.	• Concerns were raised about vehicle approval delays, medical requirements, responsible person processes, and industry compliance issues. • DTMI provided updates and noted that process improvements and compliance investigations are ongoing.
5.	**Schedule of meetings**
	• TBC November 2026.
10.	**Meeting closed**

Actions summary

#	Action	Who
1.	Present passenger behaviour and sentiment research findings to the group.	DTMI
2.	Publish a summary of the research findings on the Transport WA website.	DTMI
3.	Finalise WAV grant assessments and advise applicants of outcomes.	DTMI
4.	Continue consultation and internal review for the *Transport (Road Passenger Services) Act 2018* review.	DTMI
5.	Consider PTSS record-keeping workshops and support resources for smaller operators	DTMI
6.	Continue review of co-payments and PTSS payment arrangements	DTMI
7.	Continue publication of compliance outcomes through industry newsletters.	DTMI
8.	Progress review of ODBS fleet band fee structures.	DTMI
9.	Consider feedback regarding responsible person appointment processes and digital submissions.	DTMI