



## Simon Corbell MLA

ATTORNEY-GENERAL  
MINISTER FOR THE ENVIRONMENT AND SUSTAINABLE DEVELOPMENT  
MINISTER FOR POLICE AND EMERGENCY SERVICES  
MINISTER FOR WORKPLACE SAFETY AND INDUSTRIAL RELATIONS

MEMBER FOR MOLONGLO

# MEDIA RELEASE

## IMPROVED SERVICES FOR WHEELCHAIR TAXI USERS

A new centralised booking service to improve the level of service to wheelchair accessible taxi (WAT) users in the ACT will commence operating on 10 December 2012, Attorney-General Simon Corbell announced today.

The successful tenderer, CellTrack Systems Pty Ltd, will be responsible for managing the operation of the WAT fleet to improve accessibility and provide an acceptable 24 hour, 7 days a week service.

“This new Wheelchair Accessible Taxi Centralised Booking Service (WCBS) was a recommendation from the 2020 ACT Taxi review and has been developed through a consultation process with representatives of disability organisations and WAT users,” said Mr Corbell.

“WAT users and their peak representative bodies have been anxious to see improvements to WAT services.

“From the 10<sup>th</sup> of December, all WAT users and carers can call **13 92 87** (which is easy to remember as 13 WATS) to book a WAT or to make an enquiry about a booking.

“The WCBS will manage the booking and dispatching of all WAT hirings and provide customers with an estimated time when their booked WAT will arrive.

“A wheelchair accessible taxi centralised booking service has been successful in other jurisdictions and should improve taxi services for those in the community who require wheelchair accessible taxis for their transportation needs,” said Mr Corbell.

WAT operators have installed communication equipment in their taxi, enabling the driver to send and receive messages from the WCBS operator.

WAT operators and drivers are also required to comply with the WCBS’ rules and procedures which may include such matters as proper use of communications equipment and peak and off-peak on-call arrangements.

The Office of Regulatory Services has notified all Taxi Subsidy Scheme members and other key stakeholders of the commencement of the WCBS, however, if clients contact either of the two taxi networks to arrange a WAT booking, the networks will re-direct the call to the WCBS.

Statement Ends/ Date to be placed here (11 font)

Media Contacts: Patrick Cronan 6205 0401 (w) 0432 758 224 (m) [patrick.cronan@act.gov.au](mailto:patrick.cronan@act.gov.au)

ACT Legislative Assembly

